



Certification document

2025

XML Client Certification

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1 Certification steps hotel

We certificate several booking flows with different conditions to analyze the RQ you send to our interface. Here you can find the booking flows we require to be executed:

1.1 Test cases

- Search, quote, booking, cancel quote and cancel single room 2ADT
- Search, quote, booking, cancel quote and cancel single room 2ADT + 1CHD and booking remarks
- Search, quote, booking, cancel quote and cancel single room 2ADT + 1 INF and booking remarks
- Search, quote, booking, cancel quote and cancel 2 rooms 4ADT + 1 INF and booking remarks
- Search, quote, booking, cancel quote and cancel single room 2ADT with Rateplans (use for example hotel AMTSES0SKW)
- Search, quote, booking, cancel quote and cancel single room 2ADT with Rateplans which include Multi Contracting (we recommend using following clients: TST3 for separate codes and TST4 for concatenated codes, and hotel AMTSES3EUI) for the options below:
 - `<RoomType RoomTypeCode="STSD000000;-OWN1-">`
 - `<RoomType RoomTypeCode="AP00T10000;-SUP1-B00P1">`
 - `<RoomType RoomTypeCode="ST00000000;-SUP1-B0N00">`
 - `<RoomType RoomTypeCode="ST00000000;-SUP1-B0000">`
 - `<RoomType RoomTypeCode="AP00T10000;-SUP1-BH000">`
 - `<RoomType RoomTypeCode="ST00000000;-SUP1-0P000">`
- Search, quote, booking, cancel quote and cancel single room 2ADT with Optional Extras (use for example hotel AHRSPU7GK0)

1.2 Cases to deal with errors (if these flows were possible)

- Search, quote, booking, single room 4ADT + 1 CHD (search for 2ADT + 1CHD but quote 4ADT + 1 CHD to simulate a quote with occupancy error)
- Search, quote, booking, cancel quote and cancel single room 2ADT (send an inexistent booking reference in cancel to simulate a cancellation error)
- booking single room 6ADT (without quote, to simulate a commit error)
- Search, quote, booking, single room search for 2ADT but quote 2ADT + 1 CHD to simulate a price difference

1.3 Onboarding of new hotels and refresh of NBC

- Demo: how is a hotel is “on-boarded” and mapped. Update frequency.
- show how our NBC is displayed,
- NBC and mapping processes are automated and scheduled.

1.4 Hotel Rateplans and Optional Extras

- Use for example hotel code AMTSES0SKW that has Rateplans enabled in INT.
- Use hotel code AHRSPU7GK0 to work with optional extras.



2 Certification steps transfer

We certificate several booking flows with different conditions to analyze the RQ you send to our interface. Here you can find the booking flows we require to be executed:

2.1 Test cases

- Search, quote, booking, cancel quote and cancel a simple service (one way) for 2 ADT + 1 CHD
- Search, quote, booking, cancel quote and cancel a full service (airport <-> Hotel, both ways) for 2 ADT
- Search, quote, booking, cancel quote and cancel a full service for 2 ADT linked to a hotel reservation (you need to do a hotel reservation first).
 - Ensure you are using Master/child references to link both services in 1 booking.
 - Do a partial cancellation, cancel the transfer service first, then the hotel part.

2.2 Cases to deal with errors (if these flows were possible)

- Do a commit of an invalid service to deal with a booking error
- Do a cancellation of an inexistent booking to deal with cancellation errors

3 Certification steps tickets and excursions

We certificate several booking flows with different conditions to analyze the RQ you send to our interface. Here you can find the booking flows we require to be executed:

3.1 Test cases

- Search, quote, booking, cancel quote and cancel a simple ticket for 2 ADT + 1 CHD, for example the Sunset Catamaran while staying at hotel AMTSES0SLO.
- Search, quote, booking, cancel quote and cancel a ticket+transfer for 2 ADT + 1 CHD, for example Flavours of Fuerteventura XESFUEB99C, while staying at Occidental Jandia Playa (ex Barcelo Jandia Playa), AMTSES0013. This excursion only has availability on We and Thu.
- Search, quote, booking, cancel quote and cancel a simple ticket for 2 ADT linked to a hotel reservation (you need to do a hotel reservation first).
 - Ensure you are using Master/child references to link both services in 1 booking.
 - Do a partial cancellation, cancel the excursion service first, then the hotel part.

3.2 Cases to deal with errors (if these flows were possible)

- Do a commit of an invalid service to deal with a booking error
- Do a cancellation of an inexistent booking to deal with cancellation errors

4 Certification steps additional services

We certificate several booking flows with different conditions to analyze the RQ you send to our interface. Here you can find the booking flows we require to be executed:



4.1 Test cases

- Search, quote, booking, cancel quote and cancel a simple ticket for 2 ADT + 1 CHD, for example a private meeting in Mallorca, GESPMIEJYM.
- Search, quote, booking, cancel quote and cancel a simple ticket for 2 ADT linked to a hotel reservation (you need to do a hotel reservation first).
 - Ensure you are using Master/child references to link both services in 1 booking.
 - Do a partial cancellation, cancel the excursion service first, then the hotel part.

4.2 Cases to deal with errors (if these flows were possible)

- Do a commit of an invalid service to deal with a booking error
- Do a cancellation of an inexistent booking to deal with cancellation errors



5 Checks (ensure these points are covered on your side)

- Messaging should be compressed at HTTP level
- Client reference number in booking commit, Master and child references (optional when transfer services are used or partial bookings needs to be supported)
- Pax ages are consistent along all the flow
- Issues and errata are retrieved and processed from quote/commit responses
- Vendor messages are retrieved and processed from the search response
- Booking comments in booking commit (in case it is supported in the client's side)
- Early booking prepayment data is retrieved and stored.
- NBC and mapping processes are automated and scheduled.
- Cancellation policies are retrieved and processed from the quote/commit response
- Non refundable rooms are identified and processed.

Ghost bookings

When an XML message to confirm a booking is sent but no response is received, there are various places a problem can occur:

- while sending: in the Client's systems, booking requests never get sent. In the internet, messages get lost/corrupted. In our systems, messages do not get processed.
- while responding: in our systems, booking responses never get sent. In the internet, messages get lost/corrupted. In Clients' systems, messages do not get processed.

It is technically only possible to detect these cases by the sender of the request. Conclusively, we require a "failed booking process" during certification of every integration. This process requires the client to take action when a booking request is not responded in an agreed time (in general 10 seconds). Options are:

- if the booking is not confirmed to the end customer (and no flights are reserved), send automatic cancellation after 5 minutes of detection. Keep logs for trouble shooting and disputes.
- If the booking is confirmed to the end customer or flights are booked, send automatic re-booking message **with the exact same reference** after 5 minutes of detection. If the booking was not processed it will then be automatically confirmed. If the bookings was already made with the first request "Booking already exist" error will be returned. An OTA_Read message can be implemented to obtain our booking references and response details like price and price breakdown.
- If none of the above technical solutions can be put in place, some clients opt for sending an email to their support department to review and resolve the situation on ClientNet

If a booking request is received and the client does not receive a booking response, the booking remains payable, if not cancelled.

We request our customers to execute the flows and send us back all the RQ and RS of each flow, so we can analyze them. We strongly recommend using the free tool Fiddler in order to store the full session and make the analysis more efficient. The generated .saz files can be used for the certification. <https://www.telerik.com/fiddler>



6 Functionality checklist

CONCEPT	MANDATORY/OPTIONAL	IMPLEMENTED	COMMENT
Estimated search volume per service	Mandatory for transactional model		
Estimated quote volume per service	Mandatory for all models		
Estimated booking ratio	Mandatory for all models, booking/search ratio for transactional model, booking/quote ratio for notification based models		
Messaging should be compressed at HTTP/HTTPS level	Mandatory		
Transaction control is implemented consistently between search, quote and book in one session.	Optional		
Each feed has an individual portfolio management	Mandatory		
Mapping by location is done using at least a 3 tier model (country, region, resort) or individual hotel codes are mapped	Mandatory		
Client reference number in booking commit, Master and child references. Reference of type client is included in documentation to travelers	Mandatory. Master/Child reference mandatory when transfer services are used or partial bookings needs to be supported		
Pax ages/birthdate inconsistency in the booking flow is detected and highlighted for possible price change	Mandatory		
Issues and errata are retrieved and processed from quote/commit responses and displayed to travelers	Mandatory		
Search response enrichment is optimized to include the minimal required amount of static data. Specify settings.	Mandatory		
If Search price is different from Quote and Book message, Price is corrected towards the end client at first click for specific hotel-room-board combination and the booking value registered is the one of the OTA_HotelResRS, Commit response.	mandatory		
OfferTags: Vendor messages are retrieved and processed from the search response.	Optional, but highly recommended.		
Booking comments in booking commit (in case it is supported on the client's side)	Optional		
Early booking prepayment data is retrieved and stored.	Optional in case client does not require cash flow provision		
NBC and mapping processes are automated and scheduled. Frequent delta download is in place for short time to market.	Mandatory, frequency to be specified		
Images are stored locally in CMS system and not served from OTS/AxisData systems. Images are only refreshed when there are changes in the image names.	Mandatory		
Cancellation policies are retrieved and processed from the quote/commit response and displayed/stored as cost policy	Mandatory		
Non refundable rooms are identified and processed.	Mandatory if non refundable rooms are confirmed in the Global Agreement and enabled		
Modification message is implemented as cancel/rebook or cancel/rebook of booking item	Mandatory		
RatePlans are implemented	Mandatory		Specify separated codes or concatenated codes
Multi contracting is implemented	Mandatory		Specify separated codes or concatenated codes
Optional Hotel Extras are implemented	Optional		
Optional Services (not provided by the hotel) are implemented	Optional		
Cancellation message is implemented	Mandatory		
Failed booking process is implemented	Mandatory		



Booking retrieve message is implemented	Optional		
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