



HTNG Customer Profile Specification

Version 3.0

19 April 2013

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1 This Specification at a Glance

This specification details a set of core services and a schema for customer profiles with the goals of:

- Enabling a richer and more structured customer profile
- Providing web services to facilitate customer profile interactions across an architecture

This Customer Profile Specification includes:

- Globalization (Language, Addresses)
- Social media
- Preferences (enabling structured preferences rather than 'notes and comments')
- Querying only components of a profile (i.e.; related travelers, loyalty, address)
- Association of vouchers to a customer profile
- Enrolling a customer (profile) into a loyalty program
- Tracking marketing offers and promotions affiliated to a customer (profile)

This specification is designed to be implemented in any system that creates, updates or otherwise interacts with customer profiles.

2 Document Information

2.1 Document History

Version	Date	Author	Comments
1.0	11 May 2012	Customer Profile (CP) Workgroup	Released spec – addressed Search, Read, Update, Create and Merge Profile use cases
2.0	19 Oct 2012	CP Workgroup	Released spec – supports vouchers associated to a profile, facilitates loyalty program enrollment, supports queries for limited components of a profile, supports social media and tracks marketing offers
2.01 – .07	14 Dec 2012 – 17 Jan 2013	CP Workgroup	Added Stay History, Service Recovery and Rapid Redemption Use Cases
2.08 – 2.16	23 Jan – 13 Feb 2013	CP Workgroup	Completed data element identification, sample messages; removal of Rapid Redemption scenario
2.20	22 Mar 2013	CP Workgroup	Relaxed restriction on Language; it is now optional; cleaned up sample messages and data element tables
2.90	22 Mar 2013	Kylene Reese	Prepared spec for member review period
2.95	10 Apr 2013	Kylene Reese	Prepared spec for workgroup vote
3.0	19 Apr 2013	CP Workgroup	Released spec – updates include richer loyalty services and enabling of stay history & customer service recovery history as components of the profile

2.2 Document Purpose

This specification details a set of core services and a schema for customer profiles with the goals of enabling a richer and more structured customer profile and provides web services to facilitate customer profile interactions across an architecture. This document provides a framework for trade partners to define various attributes of the customer profile specific to their domain, especially when codes and values are referenced.

2.3 Scope

This specification is designed to provide a set of core services to be implemented within any system which creates, updates or otherwise interacts with customer profiles.

2.4 Relationship to Other Standards

This Customer Profile specification is based on and builds upon the latest version of the OpenTravel schema (OpenTravel 2012A as of the writing of this specification).

This specification also *requires* the use of the latest version of the [HTNG Web Services Framework](#) (2008B at the time of this spec's release).

While this specification does allow the sending of payment card information, the expectation is that the [HTNG Payment Systems & Data Security Data Proxy Specification](#) will be leveraged in order to limit the PA-DSS requirements.

HTNG has created a mechanism for systems to be able to register their interest in receiving event notifications from other systems. The [HTNG Event Notification Specification](#) describes the following interactions:

- Obtaining a listing of events for which a subscription can be established
- Registering (and unregistering) interest in receiving event notifications
- Event-driven payload delivery

2.5 Useful Resources

- [Implementing Web Services Using HTNG Specifications – A Quick Start Guide for Software Developers](#)
- HTNG Discussion Board – currently available at <http://www2.htng.org/discussion>

2.6 Audience

The specification is designed for software vendors, integrators and hoteliers.

2.7 Overview

Section 3 – Component Scenarios

This section includes the scenario overviews, diagrams, roles, use cases, data element tables, and sample messages regarding each of the scenarios. The technical artifacts (XSDs and WSDLs) for the certification release of this specification can be found in a separate ZIP file included with specification.

Section 4 – Messages

This section includes data element tables for request and response.

Section 5 – Appendices

This section includes terms, implementation requirements, links, any referenced documents, as well as common HTNG schema components referenced in this document.

2.8 Known Limitations

Loyalty functionality that is not in scope for this set of use cases or for this specification:

- Loyalty rewards accrual
- Loyalty rewards processing
 - What is valid towards accrual
 - Crediting of awards to an account
 - Maintenance of accounts

The shaded rows in the Data Element Tables in [Section Four](#) below are not currently in the OpenTravel Alliance customer profile specification. It is the intention of the HTNG Customer Profile Workgroup to collaborate with the OpenTravel Alliance in order to get these changes accepted into a future specification. Please note that these areas are subject to change and revision in the OpenTravel Alliance specification as well as a future version of a HTNG Customer Profile Workgroup specification (in the case that OpenTravel Alliance had further comments/concerns). Please coordinate with HTNG (by e-mailing workgroups@htng.org) or the Customer Profile Workgroup for more information or with specific concerns.

3 Component Scenarios

This specification assumes that there is an authentication mechanism or credential-checking process in place.

3.1 Search Profile

3.1.1 Overview

This use case describes the business and system processes and requirements for the search for Customer profiles functionality.

3.1.2 Roles

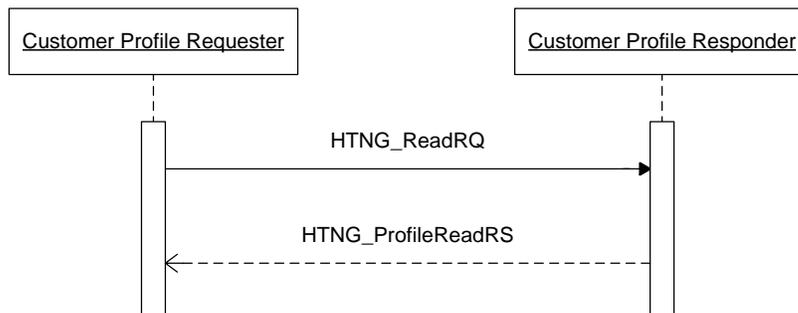
Role	Description	Example
Customer Profile Requester	A system that needs to be able to retrieve the latest version of a customer profile.	<ul style="list-style-type: none">Hotel Property Management System (PMS)Hotel Reservation System (CRS)
Customer Profile Responder	A system that manages customer profiles.	<ul style="list-style-type: none">Customer Loyalty Management application

3.1.3 Use Case

Assumptions:	<ul style="list-style-type: none">One or more systems have been identified as being a point-of-inquiry (Customer Profile Responder) for customer profiles.Customer Profile Requester is assigned to the appropriate role/group that has access to the search for customer profiles functionality.An appropriate set of query parameters have been agreed upon by trading partners.
Pre-condition:	None
Trigger:	None

Basic Course of Events:	<ol style="list-style-type: none"> 1. Customer Profile Requester performs a look up of customer profiles using parameters in a query and receives a list of customer profiles matching the condition(s) from the Customer Profile Responder. 2. The Customer Profile Responder provides sufficient information, including the unique customer profile identifier, about the customer in the search results to assist with identification of the customer, or provide a message indicating no matches were found. 3. The Customer Profile Responder provides zero-to-many matching results based on the search criteria submitted by the Customer Profile Requester.
Post-condition:	None
Exception Path:	None
Alternative Path:	None

3.1.4 Message Flows



3.1.5 Sample Request

```

<HTNG_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" Timestamp="2010-02-12T12:26:47"
Version="1.0">
  <RequestedComponents>
    <RequestedComponent Name="CustomerName"/>
    <RequestedComponent Name="CustomerAddress"/>
    <RequestedComponent Name="CustomerEmail"/>
    <RequestedComponent Name="CustomerTelephone"/>

    <!-- Example of custom extension -->
    <RequestedComponent Name="Extension" Extension="TPA_Extensions"/>
  </RequestedComponents>
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <ReadRequests>
    <ProfileReadRequest>
      <Customer>
        <PersonName>
          <GivenName>David</GivenName>
          <Surname>Smith</Surname>
        </PersonName>
      </Customer>
    </ProfileReadRequest>
  </ReadRequests>
</HTNG_ReadRQ>

```

```
                <Address>
                    <PostalCode>04064</PostalCode>
                </Address>
            </Customer>
        </ProfileReadRequest>
    </ReadRequests>
</HTNG_ReadRQ>
```

3.1.6 Sample Response

```
<HTNG_ProfileReadRS EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47" Version="1.0">
    <Success/>
    <Profiles>
        <ProfileInfo>
            <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
            <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                <Customer>
                    <PersonName NameType="0">
                        <NamePrefix>Dr.</NamePrefix>
                        <GivenName>David</GivenName>
                        <MiddleName>Nelson</MiddleName>
                        <Surname>Smith</Surname>
                        <NameSuffix>Jr.</NameSuffix>
                        <NameTitle>M.D.</NameTitle>
                    </PersonName>
                    <Telephone PhoneLocationType="6" PhoneTechType="5"
PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
                    <Telephone Extension="4321" PhoneLocationType="7"
PhoneTechType="1" PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
                    <Email EmailType="1"
DefaultInd="true">davef@testao1.com</Email>
                    <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
                    <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
                        <AddressLine>1 Janey Court</AddressLine>
                        <AddressLine>Apt 3B</AddressLine>
                        <CityName>Old Orchard Beach</CityName>
                        <PostalCode>04064-8234</PostalCode>
                        <County>York</County>
                        <StateProv StateCode="ME">Maine</StateProv>
                        <CountryName Code="US">United States of
America</CountryName>
                    </Address>
                    <Address Type="2" FormattedInd="true" DefaultInd="false"
UseType="2">
                        <AddressLine>海珠区</AddressLine>
                        <AddressLine>68号</AddressLine>
                        <AddressLine>化大厦F18</AddressLine>
                        <CityName>上海市</CityName>
                        <PostalCode>511330</PostalCode>
                        <CountryName Code="CN"></CountryName>
                    </Address>
                <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13" PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
                    </CustLoyalty>
                <TPA_Extensions/>
            </Customer>
        </Profile>
    </ProfileInfo>
</Profiles>
</HTNG_ProfileReadRS>
```

3.2 Read Profile

3.2.1 Overview

This use case describes the business and system processes and requirements for obtaining detailed information on a particular customer profile.

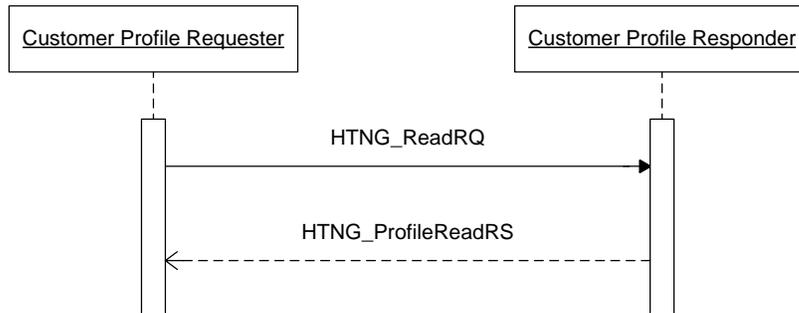
3.2.2 Roles

Role	Description	Example
Customer Profile Requester	A system that needs to be able to retrieve the latest version of a customer profile.	<ul style="list-style-type: none"> Hotel Property Management System (PMS) Hotel Reservation System (CRS)
Customer Profile Responder	A system that manages customer profiles.	<ul style="list-style-type: none"> Customer Loyalty Management application

3.2.3 Use Cases

Assumptions:	<ul style="list-style-type: none"> One or more systems have been identified as being a provider (Customer Profile Responder) of customer profiles. Customer Profile Requester is assigned to the appropriate role/group that has access to the reading of customer profiles functionality. An appropriate set of readable attributes has been agreed upon by trading partners. One or more systems have been identified as being a point-of-inquiry (Customer Profile Responder) for customer profiles.
Pre-condition:	A unique customer profile identifier exists, enabling a one-to-one match, and is known by the Customer Profile Requester, which may have been the result of a search profile activity.
Trigger:	Customer Profile Requester has the need to read profiles.
Basic Course of Events:	<ol style="list-style-type: none"> Customer Profile Requester initiates call. Customer Profile Responder retrieves profiles matching query parameters. The Customer Profile Responder provides zero-to-many matching results or an exception code based on the search criteria submitted by the Customer Profile Requester.
Post-condition:	None
Exception Path:	None
Alternative Path:	None

3.2.4 Message Flows



3.2.5 Sample Messages

3.2.5.1 Generic Profile Read

3.2.5.1.1 Sample Request

```
<HTNG_ReadRQ EchoToken="6cfalea3-df0f-497f-9aaf-e927fc11affc" Timestamp="2010-02-12T12:26:47"
Version="1.0" xmlns="http://www.opentravel.org/OTA/2003/05"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <RequestedComponents>
    <RequestedComponent Name="CustomerName"/>
    <RequestedComponent Name="CustomerAddress"/>
    <RequestedComponent Name="CustomerEmail"/>
    <RequestedComponent Name="CustomerTelephone"/>
    <!-- Example of custom extension -->
    <RequestedComponent Name="Extension" Extension="TPA_Extensions"/>
  </RequestedComponents>
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID="76432045"/>
</HTNG_ReadRQ>
```

3.2.5.1.2 Sample Response

```
<HTNG_ProfileReadRS EchoToken="6cfalea3-df0f-497f-9aaf-e927fc11affc" Timestamp="2010-02-
12T12:26:47" version="1.0">
  <Success/>
  <Profiles>
    <ProfileInfo>
      <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
      <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
        <Customer>
          <PersonName NameType="0">
            <NamePrefix>Dr.</NamePrefix>
            <GivenName>David</GivenName>
            <MiddleName>Nelson</MiddleName>
            <Surname>Smith</Surname>
            <NameSuffix>Jr.</NameSuffix>
            <NameTitle>M.D.</NameTitle>
          </PersonName>
          <Telephone PhoneLocationType="6" PhoneTechType="5"
PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
          <Telephone Extension="4321" PhoneLocationType="7"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
          <Email EmailType="1"
DefaultInd="true">davef@testao1.com</Email>
          <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
          <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
            <AddressLine>1 Janey Court</AddressLine>
```

```

        <AddressLine>Apt 3B</AddressLine>
        <CityName>Old Orchard Beach</CityName>
        <PostalCode>04064-8234</PostalCode>
        <County>York</County>
        <StateProv StateCode="ME">Maine</StateProv>
        <CountryName Code="US">United States of
America</CountryName>
    </Address>
    UseType="2">
        <AddressLine>海珠区</AddressLine>
        <AddressLine>68号</AddressLine>
        <AddressLine>化大厦F18</AddressLine>
        <CityName>上海市</CityName>
        <PostalCode>511330</PostalCode>
        <CountryName Code="CN"></CountryName>
    </Address>
    <PaymentForm DefaultInd="true">
        <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
            <CardHolderName>David N
Smith</CardHolderName>
        </PaymentCard>
    </PaymentForm>
    <PaymentForm DefaultInd="false">
        <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
            <CardHolderName>David N
Smith</CardHolderName>
        </PaymentCard>
    </PaymentForm>
    <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
        <DocHolderName>Dr. David Nelson Smith
Jr.</DocHolderName>
    </Document>
    <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-
13" PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
    </CustLoyalty>
    <TPA_Extensions>
        <TPA_Extension>
            <LoyaltyTierProgress>
                <Accrual CurrentTier="GOLD"
Effective="2012-01-01" Expire="2012-12-31">
                    <Current AccrualType="Points"
Value="1000" />
                    <Current AccrualType="Nights"
Value="2" />
                    <LifeTime
AccrualType="Points" Value="169000" />
                    <LifeTime
AccrualType="Nights" Value="34" />
                </Accrual>
            <NextTiers>
                <NextTier Tier="SILVER">
                    <Milestone
AccrualType="Points" Value="5000" Needed="4000" />
                    <Milestone
AccrualType="Nights" Value="5" Needed="3" />
                </NextTier>
                <NextTier Tier="GOLD">
                    <Milestone
AccrualType="Points" Value="10000" Needed="9000" />
                    <Milestone
AccrualType="Nights" Value="10" Needed="8" />
                </NextTier>
                <NextTier Tier="PLATINUM">
                    <Milestone
AccrualType="Points" Value="20000" Needed="19000" />
                    <Milestone
AccrualType="Nights" Value="20" Needed="18" />
                </NextTier>
            </NextTiers>
        </LoyaltyTierProgress>
    </TPA_Extension>
    </TPA_Extensions>
</Customer>

```

```

        <PrefCollections>
          <PrefCollection>
            <HotelPref>
              <TPA_Extensions>
                <TPA_Extension>
                  <Preferences>
                    <Preference
IsGlobal="true" Category="ROOM" Type="BED" Value="KING" />
                    <Preference
BrandCode="MARRIOTT" IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                    <Preference
ChainCode="COURTYARD" BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE"
Value="OATMEAL" />
                  </Preferences>
                </TPA_Extension>
              </TPA_Extensions>
            </HotelPref>
          </PrefCollection>
        </PrefCollections>
        <Comments>
          <Comment Language="en-us" CreateDateTime="2012-03-
01T10:31:32Z" Name="a" CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371"
LastModifyDateTime="2012-03-12T11:33:42Z">
            <Text>Guest had a mouse in his room during his stay
on 2012-02-12</Text>
          </Comment>
          <Comment Language="en-us" CreateDateTime="2010-04-
01T09:30:47Z" Name="a" CreatorID="KLM62536" GuestViewable="false">
            <Text>Customer was walked from the reservation on
2010-02-01</Text>
          </Comment>
        </Comments>
      </Profile>
    </ProfileInfo>
  </Profiles>
</HTNG_ProfileReadRS>

```

3.2.5.2 Read Profile Vouchers

A voucher documents a certain monetary value held by a customer, which may be spent only on specific goods or services with specific merchants. In the hotel industry, vouchers are commonly assigned to customers participating in a loyalty program as a reward for loyal stay history.

The Customer Profile Requester performs a look up of vouchers associated with customer profiles using parameters in a query and expects to receive a list of customer profile vouchers matching the condition(s) from the Customer Profile Responder.

3.2.5.2.1 Sample Request

```

<HTNG_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0">
  <RequestedComponents>
    <RequestedComponent Name="CustomerName"/>
    <RequestedComponent Name="CustomerVouchers"/>
  </RequestedComponents>
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</HTNG_ReadRQ>

```

3.2.5.2.2 Sample Response

```

<HTNG_ProfileReadRS EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-
12T12:26:47" Version="1.0">
  <Success/>
  <Profiles>
    <ProfileInfo>
      <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
    </ProfileInfo>
  </Profiles>
</HTNG_ProfileReadRS>

```

```

        <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
        <Customer>
            <PersonName NameType="0">
                <NamePrefix>Dr.</NamePrefix>
                <GivenName>David</GivenName>
                <MiddleName>Nelson</MiddleName>
                <Surname>Smith</Surname>
                <NameSuffix>Jr.</NameSuffix>
                <NameTitle>M.D.</NameTitle>
            </PersonName>
            <PaymentForm>
                <Voucher EffectiveDate="2012-01-01"
                ExpireDate="2012-12-31" SeriesCode="11" SupplierIdentifier="CRM123" Identifier="v574142424"
                IssueReason="Loyalty" DeliveryMethod="Email" MonetaryValue="100.00" CurrencyCode="USD"
                Status="Valid" Remark="" />
            </PaymentForm>
        </Customer>
    </Profile>
</ProfileInfo>
</Profiles>
</HTNG_ProfileReadRS>

```

3.2.5.3 Read Profile Classifications

A classification is a name or category assigned to customers with similar characteristics. Customer classifications enable service delivery and marketing business processes by providing quick identification of the type of customer an associate is interacting with.

The intention is to provide customized operational-related categorization to guest profiles to enhance the guest experience. It is not intended to replace existing/native fields in the schema.

3.2.5.3.1 Sample Request

```

<HTNG_ReadRQ EchoToken="6cfalea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0">
    <POS>
        <Source>
            <RequestorID Type="5" ID="SYS123456"/>
        </Source>
    </POS>
    <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</HTNG_ReadRQ>

```

3.2.5.3.2 Sample Response

```

<HTNG_ProfileReadRS EchoToken="6cfalea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-
12T12:26:47" version="1.0">
    <Success/>
    <Profiles>
        <ProfileInfo>
            <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
            <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
            ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
                <Customer>
                    <PersonName NameType="0">
                        <NamePrefix>Dr.</NamePrefix>
                        <GivenName>David</GivenName>
                        <MiddleName>Nelson</MiddleName>
                        <Surname>Smith</Surname>
                        <NameSuffix>Jr.</NameSuffix>
                        <NameTitle>M.D.</NameTitle>
                    </PersonName>
                    <TPA_Extensions>
                        <TPA_Extension>
                            <Classifications>
                                <Classification IsGlobal="False"
                                ChainCode="HYATT" BrandCode="Park Hyatt" Type="White Glove Guest" Value="Yes" />
                                <Classification IsGlobal="False"
                                ChainCode="HYATT" BrandCode="Hyatt Place" Type="Complaint Abuse" Value="Yes" />
                                <Classification IsGlobal="False"
                                ChainCode="HYATT" BrandCode="Hyatt Vacation Club" Type="Condo Owner" Value="Yes" />
                            </Classifications>
                        </TPA_Extension>
                    </TPA_Extensions>
                </Customer>
            </Profile>
        </ProfileInfo>
    </Profiles>
</HTNG_ProfileReadRS>

```

```

Type="Mover and Shaker" value="3"/>
ChainCode="MARRIOTT" Category="PartnerCreditCard" Type="US Premier" value="Yes" />
ChainCode="MARRIOTT" Category="PartnerCreditCard" Type="UK Silver" value="Yes" />
</Classifications>
<TPA_Extension>
</TPA_Extensions>
</Customer>
</Profile>
</ProfileInfo>
</Profiles>
</HTNG_ProfileReadRS>
<Classification IsGlobal="True"
<Classification IsGlobal="False"
<Classification IsGlobal="False"

```

3.3 Create New Profile

3.3.1 Overview

This use case describes the business and system processes and requirements for the creation of Customer profile functionality. Customer Profile Requester creates a new customer profile by passing the agreed upon customer profile attribute(s) to the Customer Profile Responder.

3.3.2 Roles

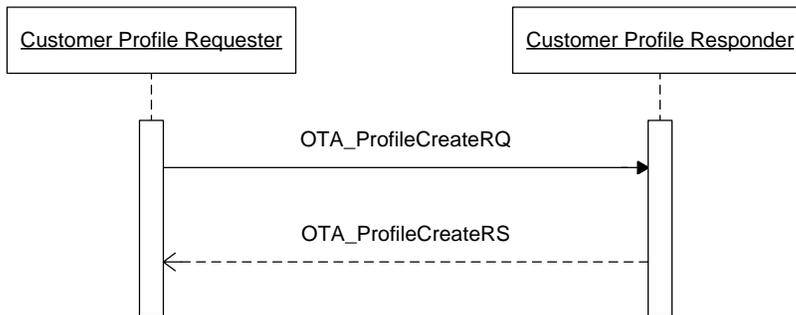
Role	Description	Example
Customer Profile Requester	A system that needs to be able to request a new customer profile to be created by the Customer Profile Responder.	<ul style="list-style-type: none"> Hotel Property Management System (PMS) Hotel Reservation System (CRS)
Customer Profile Responder	A system that manages customer profiles.	<ul style="list-style-type: none"> Customer Loyalty Management application

3.3.3 Use Case

Assumptions:	<ul style="list-style-type: none"> One or more systems have been identified as being able to initiate a create customer request for customer profiles. Customer Profile Requester is assigned to the appropriate role/group that has access to the create customer profile functionality. An appropriate set of profile attributes have been agreed upon by trading partners. The attributes will consist of both required and optional attributes.
Pre-condition:	None
Trigger:	None
Basic Course of Events:	The Customer Profile Responder will communicate a success or failure (with reason or reasons) of the customer profile creation. The failure list may include an indication that the profile already exists. A successful response will include a unique identifier to be returned to the Customer Profile Requester.

Post-condition:	None
Exception Path:	None
Alternative Path:	None

3.3.4 Message Flows



3.3.5 Sample Request

```

<OTA_ProfileCreateRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" Timestamp="2010-02-12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <PersonName NameType="0">
        <NamePrefix>Dr.</NamePrefix>
        <GivenName>David</GivenName>
        <MiddleName>Nelson</MiddleName>
        <Surname>Smith</Surname>
        <NameSuffix>Jr.</NameSuffix>
        <NameTitle>M.D.</NameTitle>
      </PersonName>
      <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
      <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
      <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
      <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
        <AddressLine>1 Janey Court</AddressLine>
        <AddressLine>Apt 3B</AddressLine>
        <CityName>Old Orchard Beach</CityName>
        <PostalCode>04064-8234</PostalCode>
        <County>York</County>
        <StateProv StateCode="ME">Maine</StateProv>
        <CountryName Code="US">United States of America</CountryName>
      </Address>
    </Customer>
  </Profile>
</OTA_ProfileCreateRQ>

```

3.3.6 Sample Response

```

<OTA_ProfileCreateRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" Timestamp="2010-02-12T12:26:53" Version="1.0">
  <Success/>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileCreateRS>

```

3.4 Update Profile

3.4.1 Overview

This use case describes the business and system processes and requirements for the update of Customer profiles functionality. Customer Profile Requester performs an update of a customer profile by specifying an agreed upon customer profile unique identifier and passing updated attribute(s) to the Customer Profile Responder.

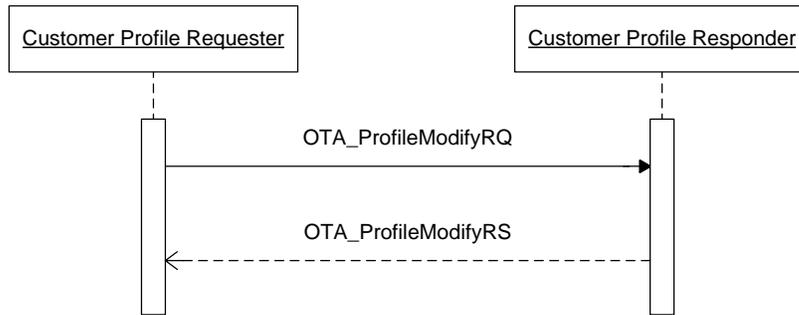
3.4.2 Roles

Role	Description	Example
Customer Profile Requester	A system that needs to be able to modify the contents of a customer profile.	<ul style="list-style-type: none"> Hotel Property Management System (PMS) Hotel Reservation System (CRS)
Customer Profile Responder	A system that manages customer profiles.	<ul style="list-style-type: none"> Customer Loyalty Management application

3.4.3 Use Case

Assumptions:	<ul style="list-style-type: none"> One or more systems have been identified as being a point-of-update (Customer Profile Responder) for customer profiles. Customer Profile Requester is assigned to the appropriate role/group that has access to the update customer profiles functionality. An appropriate set of update attributes have been agreed upon by trading partners. In certain circumstances, particular attributes may not be allowed to be updated by the requester.
Pre-condition:	A unique customer profile identifier exists, enabling a one-to-one match, and is known by the Customer Profile Requester.
Trigger:	None
Basic Course of Events:	The Customer Profile Responder will communicate a success or failure (with reason or reasons) of the customer profile update.
Post-condition:	None
Exception Path:	None
Alternative Path:	None

3.4.4 Message Flows



3.4.5 Sample Messages

3.4.5.1 Generic Update Profile

3.4.5.1.1 Sample Request

```
<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
  <Customer>
    <PersonName NameType="0">
      <NamePrefix>Dr.</NamePrefix>
      <GivenName>David</GivenName>
      <MiddleName>Nelson</MiddleName>
      <Surname>Smith</Surname>
      <NameSuffix>Jr.</NameSuffix>
      <NameTitle>M.D.</NameTitle>
    </PersonName>
    <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
    <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
    <Email EmailType="1" DefaultInd="true">davef@testao1.com</Email>
    <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
    <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
      <AddressLine>1 Janey Court</AddressLine>
      <AddressLine>Apt 3B</AddressLine>
      <CityName>Old Orchard Beach</CityName>
      <PostalCode>04064-8234</PostalCode>
      <County>York</County>
      <StateProv StateCode="ME">Maine</StateProv>
      <CountryName Code="US">United States of America</CountryName>
    </Address>
    <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
      <AddressLine>海珠区</AddressLine>
      <AddressLine>68号</AddressLine>
      <AddressLine>化大厦F18</AddressLine>
      <CityName>上海市</CityName>
      <PostalCode>511330</PostalCode>
      <CountryName Code="CN"></CountryName>
    </Address>
    <PaymentForm DefaultInd="true">
      <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="xxxxxxxxxxx9101" CardCode="MC" ExpireDate="0514">
        <CardHolderName>David N Smith</CardHolderName>
      </PaymentCard>
    </PaymentForm>
    <PaymentForm DefaultInd="false">
      <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="xxxxxxxxxxx4016" CardCode="VI" ExpireDate="0713">
    </PaymentForm>
  </Customer>
</ProfileModify>
</OTA_ProfileModifyRQ>
```

```
                <CardHolderName>David N Smith</CardHolderName>
            </PaymentCard>
        </PaymentForm>
        <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
            <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
        </Document>
        <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
            </CustLoyalty>
        <TPA_Extensions/>
    </Customer>
</ProfileModify>
</OTA_ProfileModifyRQ>
```

3.4.5.1.2 Sample Response

```
<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
    <Success/>
    <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileModifyRS>
```

3.4.5.2 Create Profile Vouchers

It is assumed all vouchers have a system of record where the voucher unique identifier is assigned. This use case is for the voucher system of record to create the voucher within a customer profile stored in another system. In conjunction with the Read Profile Voucher use case, the create profile vouchers use case allows for bi-directional voucher integration.

3.4.5.2.1 Sample Request

```
<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
    <POS>
        <Source>
            <RequestorID Type="5" ID="SYS123456"/>
        </Source>
    </POS>
    <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
    <ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
        <Customer>
            <PaymentForm DefaultInd="false">
                <Voucher EffectiveDate="2012-01-01" ExpireDate="2012-12-31"
SeriesCode="11" SupplierIdentifier="CRM123" Identifier="V574142424" IssueReason="Loyalty"
DeliveryMethod="Email" MonetaryValue="100.00" CurrencyCode="USD" Status="valid" Remark=""/>
            </PaymentForm>
        <TPA_Extensions/>
    </Customer>
</ProfileModify>
</OTA_ProfileModifyRQ>
```

3.4.5.2.2 Sample Response

```
<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
    <Success/>
</OTA_ProfileModifyRS>
```

3.4.5.3 Update Profile Vouchers

Voucher updates support business processes such as notifying downstream systems when a voucher has been spent by the customer.

3.4.5.3.1 Sample Request

```
<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <PaymentForm DefaultInd="false">
        <Voucher EffectiveDate="2012-01-01" ExpireDate="2012-12-31"
SeriesCode="11" SupplierIdentifier="CRM123" Identifier="V574142424" IssueReason="Loyalty"
DeliveryMethod="Email" MonetaryValue="100.00" CurrencyCode="USD" Status="Valid" Remark=""/>
      </PaymentForm>
      <TPA_Extensions/>
    </Customer>
  </ProfileModify>
</OTA_ProfileModifyRQ>
```

3.4.5.3.2 Sample Response

```
<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <Success/>
</OTA_ProfileModifyRS>
```

3.4.5.4 Manage Marketing Promotions Associated to a Profile

Promotions and offers are increasingly customer-specific. As the consumer has many options for becoming associated to an offer or promotion, as well as many channels in which these can originate, the need to associate these offers to an individual has become a priority. The goal is to enable offers and promotions to be associated to the customer profile and transmitted between systems so that the offer/promotion is 'persistent' across channels and options.

3.4.5.4.1 Sample Request

```
<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <TPA_Extensions>
        <TPA_Extension>
          <Promotions>
            <Promotion OfferID="25341512"
Source="EmailMarketing" StartDate="2012-06-01" EndDate="2012-09-01" Status="Accepted">
              <Description>Stay 2 nights and get a third
night free</Description>
            </Promotion>
            <Promotion OfferID="2716289241512"
Source="LoyaltyProgram" StartDate="2012-09-01" EndDate="2012-12-31" Status="Offered">
              <Description></Description>
            </Promotion>
            <Promotion OfferID="2636139244"
Source="CreditCardPartner" StartDate="2012-01-05" EndDate="2012-03-31" Status="Fulfilled">
              <Description>Pay for 3 stays with Preferred
visa and earn double miles</Description>
            </Promotion>
          </Promotions>
        </TPA_Extension>
      </TPA_Extensions>
    </Customer>
  </ProfileModify>
```

```
</OTA_ProfileModifyRQ>
```

3.4.5.4.2 Sample Response

```
<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <Success/>
</OTA_ProfileModifyRS>
```

3.5 Merge Profiles

3.5.1 Overview

This use case describes the business and system processes and requirements for merging profiles. Customer Profile Requester has identified two or more profiles as merge candidates based on various matching criteria. One customer profile is designated as the survivor, “winning” or parent profile and the other(s) as the “losing” or child profile. The Merge Profile instruction commands the Customer Profile Responder to merge the losing profile(s) into the winning profile and the losing profiles are not necessarily available for default retrieval. This use case is optional.

3.5.2 Roles

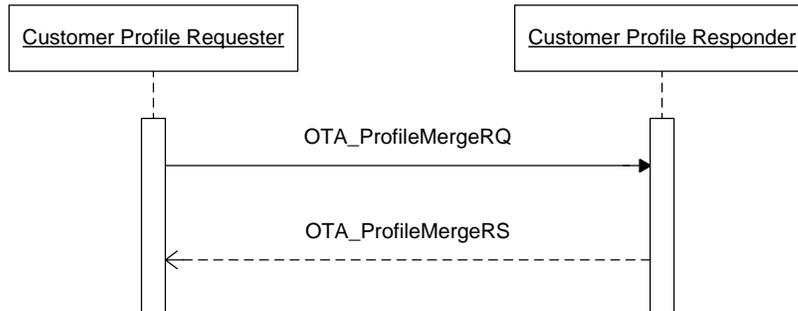
Role	Description	Example
Customer Profile Responder	A system that manages customer profiles.	<ul style="list-style-type: none"> Customer Loyalty Management application
Customer Profile Requester	A system that needs to be able to request that customer profiles be merged into a single customer profile.	<ul style="list-style-type: none"> Hotel Property Management System (PMS) Hotel Reservation System (CRS)

3.5.3 Use Case

Assumption:	Relationship between the designated Customer Profile Requester and Responder exists, with appropriate authentication and permissions extended by trading partners (Some partners may not allow external partners to merge profiles).
Pre-condition:	Merge Profile instruction contains at least the profile identifiers of the winning record and all losing records.
Trigger:	None
Basic Course of Events:	Completion/failure of merge transactions should trigger confirmation that the process is complete to the Customer Profile Requester.
Post-condition:	Advanced implementations may support “Unmerge” to correct errors, requiring the preservation of unique customer profile identifiers in winning records.

Exception Path:	None
Alternative Path:	None

3.5.4 Message Flows



3.5.5 Sample Request

```

<OTA_ProfileMergeRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A"
xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
  <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
  <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <PersonName NameType="0">
        <NamePrefix>Dr.</NamePrefix>
        <GivenName>David</GivenName>
        <MiddleName>Nelson</MiddleName>
        <Surname>Smith</Surname>
        <NameSuffix>Jr.</NameSuffix>
        <NameTitle>M.D.</NameTitle>
      </PersonName>
      <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
      <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
      <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
      <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
      <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
        <AddressLine>1 Janey Court</AddressLine>
        <AddressLine>Apt 3B</AddressLine>
        <CityName>Old Orchard Beach</CityName>
        <PostalCode>04064-8234</PostalCode>
        <County>York</County>
        <StateProv StateCode="ME">Maine</StateProv>
        <CountryName Code="US">United States of America</CountryName>
      </Address>
      <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
        <AddressLine>海珠区</AddressLine>
        <AddressLine>68号</AddressLine>
        <AddressLine>化大厦F18</AddressLine>
        <CityName>上海市</CityName>
        <PostalCode>511330</PostalCode>
        <CountryName Code="CN"></CountryName>
      </Address>
      <PaymentForm DefaultInd="true">
    
```

```

    <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="xxxxxxxxxxx9101" CardCode="MC" ExpireDate="0514">
      <CardHolderName>David N Smith</CardHolderName>
    </PaymentCard>
  </PaymentForm>
  <PaymentForm DefaultInd="false">
    <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="xxxxxxxxxxx4016" CardCode="VI" ExpireDate="0713">
      <CardHolderName>David N Smith</CardHolderName>
    </PaymentCard>
  </PaymentForm>
  <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
    <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
  </Document>
  <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
    </CustLoyalty>
  <TPA_Extensions/>
</Customer>
<PrefCollections>
  <PrefCollection>
    <HotelPref>
      <TPA_Extensions>
        <TPA_Extension>
          <Preferences>
            <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
            <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
            <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
          </Preferences>
        </TPA_Extension>
      </TPA_Extensions>
    </HotelPref>
  </PrefCollection>
</PrefCollections>
<Comments>
  <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
    <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
  </Comment>
  <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
    <Text>Customer was walked from the reservation on 2010-02-01</Text>
  </Comment>
</Comments>
</Profile>
</OTA_ProfileMergeRQ>

```

3.5.6 Sample Response

```

<OTA_ProfileMergeRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
  <Success/>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
  <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
</OTA_ProfileMergeRS>

```

3.6 Enroll Loyalty Member

3.6.1 Overview

The use case to enroll a loyalty member applies to adding loyalty information to a customer profile, either existing or for new members of the program. Once a member is enrolled in a loyalty program, normal profile query processes will be able to view, or if applicable, update that information.

3.6.2 Roles

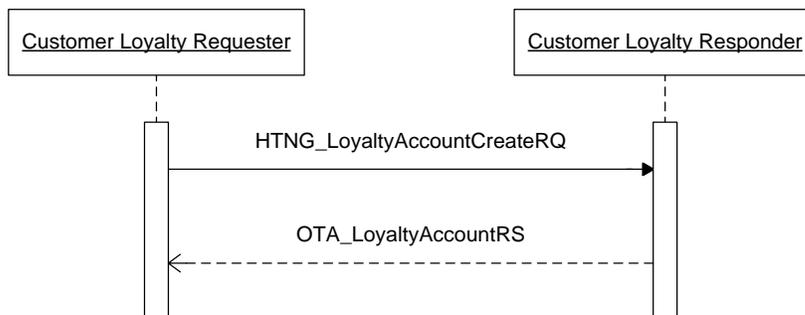
Role	Description	Example
Customer Loyalty Requester	A system that needs to be able to request a new customer loyalty program member enrollment be created.	<ul style="list-style-type: none"> • Property Management System • Point of Sale (F&B or Retail) • Central Reservations System • Customer Relationship Management System • Other Marketing Solutions
Customer Loyalty Responder	A system that manages customer profiles.	<ul style="list-style-type: none"> • Loyalty Solution

3.6.3 Use Case

Summary:	This use case describes the recommended flow for enrolling a new member into a loyalty program.
Assumptions:	<p>The following loyalty functionality is <u>not</u> in scope for this set of use cases or for this specification:</p> <ul style="list-style-type: none"> • Loyalty rewards accrual (i.e., consumption) • Loyalty rewards processing (i.e.; what is valid towards accrual, crediting of awards to an account, maintenance of accounts)
Pre-conditions:	<ul style="list-style-type: none"> • One system is capable of administrating a loyalty program (enrolling new members). • There has been an inquiry made for an existing profile and either the Customer Profile Master or the Customer Loyalty Solution has responded that no Loyalty Membership has been found for the Customer in question. • Requester has customer profile ID.
Trigger:	The Loyalty Requester determines it has the need to link an existing customer profile record with a loyalty program.
Basic Course of Events:	<ol style="list-style-type: none"> 1. Execute enrollment (request is not data elements, but a customer profile ID and, optionally, a member number if known) <ol style="list-style-type: none"> a. If no profile exists, then create new profile inclusive of Loyalty Information b. If profile exists, then update profile with Loyalty Information 2. If requested enrollment matches an existing enrolled member in desired program, then response to include same as step b. above.

Post-condition:	Customer Loyalty Requester has a valid loyalty program membership ID associated to the profile in question.
Exception Path:	Return error if parameters supplied do not meet criteria or if profile not found.
Alternative Paths:	<ul style="list-style-type: none"> Customer has received a pre-printed membership card containing a valid member ID. Customer Loyalty Requester sends enrollment to Customer Profile Responder that includes member number assigned. Customer Loyalty Responder enrolls Customer with program, program tier and pre-allocated ID.

3.6.4 Message Flows



3.6.5 Sample Messages

3.6.5.1 MemberID Generated by Responder

3.6.5.1.1 Sample Request

```

<HTNG_LoyaltyAccountCreateRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID="76432045"/>
  <AccountInfo EnrollmentType="Full" EnrollmentMethod="1">
    <MemberInfo>
      <PersonName>
        <GivenName>John</GivenName>
        <MiddleName>T</MiddleName>
        <Surname>Smith</Surname>
      </PersonName>
      <Telephone PhoneNumber="804-333-8989" PhoneTechType="4"/>
      <Telephone PhoneNumber="804-222-7777" PhoneTechType="3"/>
      <Address Type="2">
        <AddressLine>1234 Main Street</AddressLine>
        <AddressLine>Suite 22</AddressLine>
        <CityName>Akron</CityName>
        <PostalCode>23255</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
      </Address>
      <Email EmailType="1">jsmith99@myserver.com</Email>
    </MemberInfo>
  </AccountInfo>
  <Location LocationCode="524763"/>
</HTNG_LoyaltyAccountCreateRQ>

```

3.6.6 MemberID Generated by Responder

3.6.6.1.1 Sample Response

```
<OTA_LoyaltyAccountRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <Success/>
  <AccountInfo PointBalance="1000" EnrollmentType="Full" EnrollmentMethod="1">
    <CustLoyalty MembershipID="201321123"/>
  </AccountInfo>
</OTA_LoyaltyAccountRS>
```

3.6.7 Preassigned MemberID

3.6.7.1.1 Sample Request

```
<HTNG_LoyaltyAccountCreateRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <!-- This example message is for the alternate path when the guest is given a loyalty card with a pre-printed member id.-->
  <UniqueID Type="1" ID="76432045"/>
  <AccountInfo EnrollmentType="Full" EnrollmentMethod="1">
    <CustLoyalty MembershipID="201321123" ProgramID="RR"/>
    <MemberInfo>
      <PersonName>
        <GivenName>John</GivenName>
        <MiddleName>T</MiddleName>
        <Surname>Smith</Surname>
      </PersonName>
      <Telephone PhoneNumber="804-333-8989" PhoneTechType="4"/>
      <Telephone PhoneNumber="804-222-7777" PhoneTechType="3"/>
      <Address Type="2">
        <AddressLine>1234 Main Street</AddressLine>
        <AddressLine>Suite 22</AddressLine>
        <CityName>Akron</CityName>
        <PostalCode>23255</PostalCode>
        <StateProv StateCode="VA"/>
        <CountryName Code="US"/>
      </Address>
      <Email EmailType="1">jsmith99@myserver.com</Email>
    </MemberInfo>
  </AccountInfo>
  <Location LocationCode="524763"/>
</HTNG_LoyaltyAccountCreateRQ>
```

3.6.7.1.2 Sample Response

```
<OTA_LoyaltyAccountRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <Success/>
  <UniqueID Type="1" ID="76432045"/>
  <AccountInfo PointBalance="1000" EnrollmentType="Full" EnrollmentMethod="1">
    <CustLoyalty MembershipID="201321123">
      </CustLoyalty>
  </AccountInfo>
</OTA_LoyaltyAccountRS>
```

3.7 Read Stay History

3.7.1 Overview

Reading the stay history allows applications to exchange guest visit history. Understanding the past stay history of a given customer can be an invaluable tool. Systems can make business

decisions based upon the frequency and length of stay, market rate that was paid, the type of properties (full and limited services) as well as the customer’s propensity to spend.

3.7.2 Roles

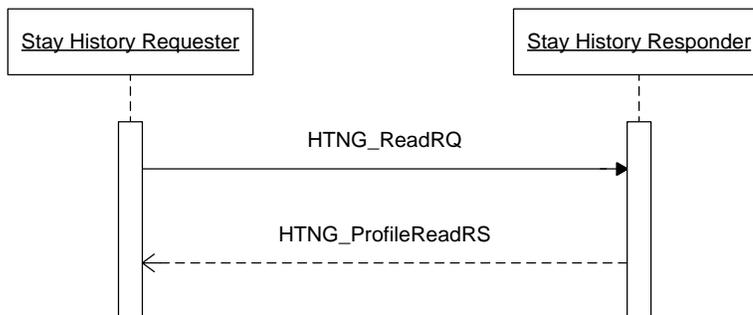
Role Name	Definition	Example
Stay History Requester	A system that requires stay history data.	<ul style="list-style-type: none"> Hotel Property Management System Hotel CRM System Hotel Email Communication System
Stay History Responder	<p>A system that contains completed customer stay history.</p> <p>*The Customer Profile Responder may or may not be the same software component that delivers stay history services, therefore, Stay History Responder is its own role and can be certified independently.</p>	<ul style="list-style-type: none"> Hotel Property Management System Customer Data Warehouse Centralized Reservation System

3.7.3 Use Case

Assumptions:	<ul style="list-style-type: none"> Relationship between the designated Stay History Requester and Stay History Responder exists with appropriate authentication and permissions extended by trading partners. Stay History Requester is assigned to the appropriate role/group that has access to read customer stay history data. An appropriate set of query parameters have been agreed upon by trading partners. A unique customer profile identifier exists, enabling a one-to-one match, and is known by the Stay History Requester, which may have been the result of a search profile activity. The data returned is for a completed stay that is past the night audit process.
Pre-conditions:	<ul style="list-style-type: none"> The Stay History Responder is online. The Stay History Requester knows the unique customer profile identifier and any other optional query parameters for the read stay history inquiry. Possible query parameters: <ul style="list-style-type: none"> Date range for which any portion of a <i>completed</i> stay occurred. This can be used when a requester wants to retrieve customer stay history for a specific period of time. The N most recent stays (for example, to display to a guest, their three most recent stays at the hotel).

	<ul style="list-style-type: none"> Property, brand or chain where relevant stays took place.
Trigger:	Stay History Requester has identified its need to read stay history data.
Basic Course of Events:	<ol style="list-style-type: none"> Stay History Requester initiates call. Stay History Responder retrieves stay history records matching the unique customer identifier and any other query parameters specified. The Stay History Responder provides zero-to-many matching results based on the search criteria submitted by the Stay History Requester.
Post-conditions:	<ul style="list-style-type: none"> Stay history or an error message has been provided to Stay History Requester. Stay History Responder is ready for additional inquiries.
Exception Paths:	<ul style="list-style-type: none"> Stay History Responder encounters an error. Stay History Responder returns an exception code and error message.
Alternative Path:	None

3.7.4 Message Flows



3.7.5 Sample Request

```

<HTNG_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0 MaxResponses="10">
  <RequestedComponents>
    <RequestedComponent Name="CustomerName"/>
    <RequestedComponent Name="CustomerStayHistory"/>
  </RequestedComponents>
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ReadRequests>
    <ReadRequest HistoryRequestedInd="true">
      <Verification>
        <ReservationTimeSpan Start="2012-01-01" End="2012-12-31" />
      </Verification>
    </ReadRequest>
  </ReadRequests>
</HTNG_ReadRQ>

```

```
</ReadRequests>  
</HTNG_ReadRQ>
```

3.7.6 Sample Response

```
<HTNG_ProfileReadRS EchoToken="6cfalea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47" Version="1.0">  
  <Success/>  
  <Profiles>  
    <ProfileInfo>  
      <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>  
      <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes" ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">  
        <Customer>  
          <PersonName NameType="0">  
            <NamePrefix>Dr.</NamePrefix>  
            <GivenName>David</GivenName>  
            <MiddleName>Nelson</MiddleName>  
            <Surname>Smith</Surname>  
            <NameSuffix>Jr.</NameSuffix>  
            <NameTitle>M.D.</NameTitle>  
          </PersonName>  
        </Customer>  
      </ProfileInfo>  
    </Profiles>  
    <StayInfos>  
      <StayInfo>  
        <FolioIDs>  
          <FolioID>71294827</FolioID>  
          <FolioID>71294828</FolioID>  
        </FolioIDs>  
        <RevenueCategories>  
          <RevenueCategory RevenueCategoryCode="9">  
            <SummaryAmount CurrencyCode="USD" Amount="300.00"/>  
          </RevenueCategory>  
          <RevenueCategory RevenueCategoryCode="3">  
            <SummaryAmount CurrencyCode="USD" Amount="46.52"/>  
          </RevenueCategory>  
        </RevenueCategories>  
        <HotelReservation CreateDateTime="2012-12-17T14:42:51Z" ResStatus="CheckedOut" RoomStayReservation="true" LastModifyDateTime="2013-02-26T19:30:47Z">  
          <POS>  
            <Source>  
              <BookingChannel Type="0" Primary="true">  
                <CompanyName CodeContext="a">  
                  CompanyShortName="Reservation Distributers, Inc." Code="CHNWE2"</CompanyName>  
                </BookingChannel>  
              </Source>  
            </POS>  
            <UniqueID Type="14" ID="71294827" ID_Context="CHNWE2"/>  
            <UniqueID Type="9" ID="HTNG2013NALO" ID_Context="CHNWE2">  
              <CompanyName CodeContext="CHNWE2">  
                CompanyShortName="Wandering Aimlessly" Code="WANAIM"</CompanyName>  
              </UniqueID>  
            <RoomStays>  
              <RoomStay DiscountCode="WEB1" MarketCode="12CORA" RoomStayStatus="CheckedOut" PromotionCode="PROMO" SourceOfBusiness="GoogleAdwords">  
                <RoomRates>  
                  <RoomRate RatePlanCode="GRPA" RoomTypeCode="KING" RoomID="4001" EffectiveDate="2013-02-24" ExpireDate="2013-02-26" InvBlockCode="WANAIM">  
                    <RoomRateDescription>  
                      <Text Language="en-us">Group  
- Negotiated</Text>  
                    </RoomRateDescription>  
                  </RoomRate>  
                  <RoomRate RatePlanCode="BAR" RoomTypeCode="KING" RoomID="4001" EffectiveDate="2013-02-26" ExpireDate="2013-02-27">  
                    <RoomRateDescription>  
                      <Text Language="en-us">Best  
Available Rate</Text>  
                    </RoomRateDescription>  
                  </RoomRate>  
                </RoomRates>  
              <GuestCounts>  
                <GuestCount AgeQualifyingCode="10" Count="2"/>  
              </GuestCounts>  
            </RoomStay>  
          </HotelReservation>  
        </StayInfo>  
      </StayInfos>  
    </HTNG_ProfileReadRS>
```

```

Count="1"/>
                                <GuestCount AgeQualifyingCode="4"
                                </GuestCounts>
                                <TimeSpan End="2013-02-24" Start="2013-02-27"/>
                                <BasicPropertyInfo ChainCode="IND"
HotelName="Seaside Villas" BrandCode="IND" HotelCode="SEAVIL" HotelCodeContext="CHNWE2"/>
                                <Memberships>
                                <Membership AccountID="798654231"
ProgramCode="HTNG_REWARDS"/>
                                </Memberships>
                                </RoomStay>
                                </RoomStays>
                                </HotelReservation>
                                </StayInfo>
                                </StayInfos>
</HTNG_ProfileReadRS>

```

3.8 Service Recovery Inquiry

The Service Recovery use cases describe the roles, events and messages to integrate customer service task data related to customer profiles. Service recovery information is data captured at any hotel service experience touch point related to a complaint, problem experienced or ad-hoc request.

3.8.1 Overview

The Service Recovery Inquiry use case describes the scenario where an actor queries another system for customer profile service recovery data.

3.8.2 Roles

Role Name	Definition	Example
Service Recovery Requester	A system that needs to be able to retrieve service recovery information.	<ul style="list-style-type: none"> Hotel Property Management System Hotel CRM System Hotel Email Communication System
Service Recovery Responder	A system that manages service recovery information.	<ul style="list-style-type: none"> Incident Management System Rapid Resonse System

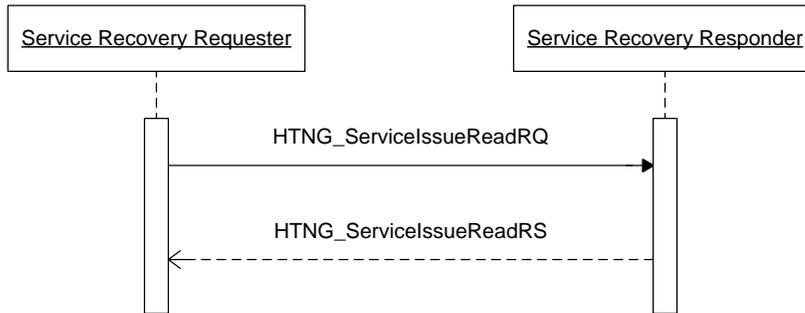
3.8.3 Use Case

Assumptions:	<ul style="list-style-type: none"> Relationship between the designated Service Recovery Requester and Service Recovery Responder exists with appropriate authentication and permissions extended by trading partners. One or more systems have been identified as being a point-of-
--------------	---

	<p>inquiry (Service Recovery Responder) for customer profiles.</p> <ul style="list-style-type: none"> • Service Recovery Requester is assigned to the appropriate role/group that has access to read customer service recovery data.¹ • An appropriate set of query parameters have been agreed upon by trading partners. • A unique customer profile identifier exists, enabling a one-to-one match, and is known by the Service Recovery Requester, which may have been the result of a search profile activity.
Pre-conditions:	<ul style="list-style-type: none"> • The Service Recovery Responder is online. • The Service Recovery Requester knows the unique customer profile identifier and any other optional query parameters for the service recovery data inquiry. Optional query parameters can include issue date or issue transaction number.
Trigger:	Service Recovery Requester has the need to read profile service recovery data.
Basic Course of Events:	<ol style="list-style-type: none"> 1. Service Recovery Requester initiates call. 2. Service Recovery Responder retrieves service recovery records matching the unique customer ID and any other query parameters specified. 3. The Service Recovery Responder provides zero-to-many matching results based on the search criteria submitted by the Service Recovery Requester.
Post-condition:	Service Recovery Responder is ready for additional inquiries.
Exception Paths:	<ul style="list-style-type: none"> • Service Recovery Responder encounters an error. • Service Recovery Responder returns an exception code and error message.
Alternative Paths:	None

¹ The Service Recovery Responder may choose to limit the types of service recovery issues returned based on the role of the Service Recovery Requester. For example, a property may be limited to issues specific to their own property. Optionally, a Service Recovery Responder may decide to limit the results of a service recovery request based on the Service Recovery Requester's role. Service Recovery Requester may need to provide further input parameters to identify themselves more specifically (for example, a unique property identifier).

3.8.4 Message Flows



3.8.5 Sample Request

```

<HTNG_ServiceIssueReadRQ EchoToken="a" TimeStamp="2001-12-17T09:30:47Z" Version="0.0"
Target="Test" xmlns="http://htng.org/2013A" xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <RequestedComponents>
    <RequestedComponent Name="CustomerName"/>
  </RequestedComponents>
  <POS>
    <ota:Source>
      <ota:RequestorID Type="0" ID_Context="a" ID="a"/>
    </ota:Source>
  </POS>
  <UniqueID Type="0" ID_Context="a" ID="464618277"/>
  <PropertyInfo HotelCode="SEAHTNG"/>
  <IssueOccurance End="1967-08-13" Start="1967-08-13"/>
</HTNG_ServiceIssueReadRQ>
  
```

3.8.6 Sample Response

```

<HTNG_ServiceIssueReadRS EchoToken="a" TimeStamp="2001-12-17T09:30:47Z" Version="0.0"
Target="Test" xmlns="http://htng.org/2013A" xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <Success/>
  <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <PersonName NameType="0">
        <NamePrefix>Dr.</NamePrefix>
        <GivenName>David</GivenName>
        <MiddleName>Nelson</MiddleName>
        <Surname>Smith</Surname>
        <NameSuffix>Jr.</NameSuffix>
        <NameTitle>M.D.</NameTitle>
      </PersonName>
    </Customer>
  </Profile>
  <ServiceIssues>
    <ServiceIssue PriorityCode="30MIN" SourceCode="GUESTSERVICE" Status="Closed"
AbsoluteDeadline="2011-05-13T10:11:38.493" CreateDateTime="2011-05-13T10:11:38.493"
ReportedBy="Not defined" IssueOccurance="2011-05-13T09:30:00" CreatorID="Supervisor"
LastModifierID="Supervisor" LastModifyDateTime="2011-05-13T09:57:01.207" Code="HK5-RNR">
      <UniqueID ID_Context="SRSYSTEM" ID="6785432"/>
      <UniqueID ID_Context="CRM123" ID="RES123" Type="14"/>
      <PropertyInfo HotelCode="SEAHTNG"/>
      <Room RoomID="0712"/>
      <Comments>
        <ota:Comment GuestViewable="false">
          <ota:Text Language="en-us">Guest checked into dirty
room</ota:Text>
        </ota:Comment>
      </Comments>
      <Actions ResolutionID="10812">
        <Action End="2011-05-13T09:57:11.002" Status="Closed"
CreateDateTime="2011-05-13T09:57:01.213" Start="2011-05-13T09:51:01.213 CreatorID="Bander763"
ActionBy="Bander763" LastModifierID="Bander763" LastModifyDateTime="2011-05-13T09:57:01.213"
Code="ROOMMOVE">
  
```

```

                                <UniqueID Type="" ID_Context="" ID="10892"/>
                                <Comments>
                                <ota:Comment GuestViewable="false">
0819.</ota:Text>                                <ota:Text Language="en-us">Moved guest into room
                                </ota:Comment>
                                </Comments>
                                </Action>
                                <Actions ResolutionID="10814">
                                <Action End="2011-05-13T09:57:11.002" Status="Closed"
CreateDateTime="2011-05-13T09:57:01.213" Start="2011-05-13T09:51:01.213 CreatorID="BAnder763"
ActionBy="BAnder763" LastModifierID="BAnder763" LastModifyDateTime="2011-05-13T09:57:01.213"
Code="COMPIUSSUE">
                                <UniqueID Type="" ID_Context="" ID="10892"/>
                                <Comments>
                                <ota:Comment GuestViewable="false">
for their troubles.</ota:Text>                                <ota:Text Language="en-us"> Issued voucher
                                </ota:Comment>
                                </Comments>
                                <Compensation>
                                <Voucher SupplierIdentifier="CRM123"
Identifier="v574142424" MonetaryValue="25.00" CurrencyCode="USD" status="valid"/>
                                </Compensation>
                                </Action>
                                </Actions>
                                </ServiceIssue>
                                </ServiceIssues>
</HTNG_ServiceIssueReadRS>
```

3.9 Service Recovery Create

Note: The Service Recovery use cases describe the roles, events and messages to integrate customer service task data related to customer profiles. Service recovery information is data captured at any hotel service experience touch point related to a complaint, problem experienced or ad-hoc request.

3.9.1 Overview

The Service Recovery Create use case is when an actor requests a service recovery issue to be created in a service recovery system (responder).

3.9.2 Roles

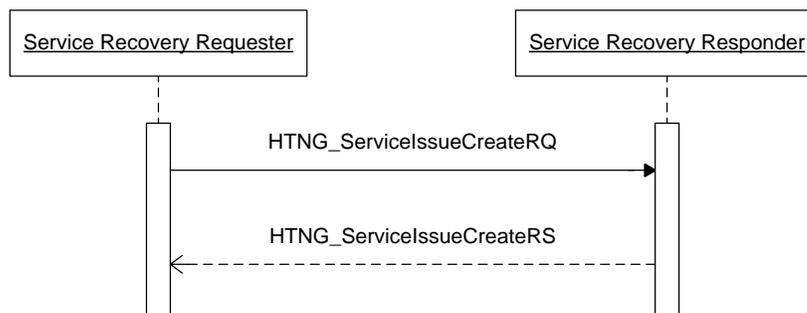
Role Name	Definition	Example
Service Recovery Requester	A system that needs to report new service recovery issues related to a customer.	<ul style="list-style-type: none"> • Hotel Property Management System • Hotel CRM System • Property service application • In-Room Entertainment System
Service Recovery Responder	A system that manages service recovery information.	<ul style="list-style-type: none"> • Hotel rapid response applications • Hotel company complaint desks • Property service application

3.9.3 Use Case

Assumptions:	<ul style="list-style-type: none"> • Relationship between the designated Service Recovery Requester and Service Recovery Responder exists with appropriate authentication and permissions extended by trading partners. • A system is identified as the Service Recovery Responder. • The Service Recovery Requester is assigned the appropriate access permissions to create customer service recovery data. • A unique customer profile identifier exists, enabling a one-to-one match, and is known by both the Service Recovery Requester and Responder.
Pre-conditions:	<ul style="list-style-type: none"> • The Service Recovery Responder is configured to receive messages from the Service Recovery Requester. • The Service Recovery Responder is online.

Trigger:	Service Recovery Requester needs to report a new service recovery issue for a customer profile.
Basic Course of Events:	<ol style="list-style-type: none"> 1. Service Recovery Requester initiates call. 2. Service Recovery Responder retrieves service recovery create request message. 3. Service Recovery Responder provides a unique transaction number for the service recovery issue created.
Post-conditions:	<ul style="list-style-type: none"> • The new Service Recovery Issue exists in the Service Recovery Responder linked to the customer profile identifier. • The Service Recovery Requester has a unique service recovery transaction ID referencing the new service recovery issue created.
Exception Paths:	<ul style="list-style-type: none"> • Service Recovery Responder encounters an error. • Service Recovery Responder returns an exception code and error message.
Alternative Path:	None

3.9.4 Message Flows



3.9.5 Sample Request

```

<HTNG_ServiceIssueCreateRQ EchoToken="a" TimeStamp="2011-12-17T09:30:47Z" Version="0.0"
Target="Test" xmlns="http://htng.org/2013A" xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <POS>
    <Source>
      <RequestorID Type="" ID="SYS107" ID_Context="SYS107"/>
    </Source>
  </POS>
  <ServiceIssue PriorityCode="15MIN" SourceCode="GUESTSERVICE" Status="Closed"
AbsoluteDeadline="2011-05-13T10:11:38.493" CreateDateTime="2011-05-13T10:11:38.493"
ReportedBy="Not defined" IssueOccurance="2011-05-13T09:30:00" CreatorID="Supervisor"
LastModifierID="Supervisor" LastModifyDateTime="2011-05-13T09:57:01.207" Code="HK5-ST">
    <UniqueID ID_Context="CRM123" ID="RES123" Type="14"/>
    <UniqueID ID_Context="SYS107" ID="SRC17271" Type=""/>
    <PropertyInfo HotelCode="SEHTNG"/>
    <Room RoomID="0304"/>
    <Comments>
      <ota:Comment GuestViewable="true">
        <ota:Text Language="en-us">2 extra bath towels please</ota:Text>
      </ota:Comment>
    </Comments>
    <Actions ResolutionID="10885">
      <Action End="2011-05-13T09:57:11.002" Status="Closed"
CreateDateTime="2011-05-13T09:57:01.213" Start="2011-05-13T09:51:01.213 CreatorID="BAnde763"

```

```

ActionBy="BAnder763" LastModifierID="BAnder763" LastModifyDateTime="2011-05-13T09:57:01.213"
Code="Delivery">
    <UniqueID Type="" ID_Context="" ID="10885"/>
    <Comments>
        <ota:Comment GuestViewable="true">
            <ota:Text Language="en-us">Delivered towels to guest
room</ota:Text>
        </ota:Comment>
    </Comments>
    <Cost>
        <ota:Total CurrencyCode="USD" AmountAfterTax="2.00"/>
    </Cost>
</Action>
</Actions>
</ServiceIssue>
</HTNG_ServiceIssueCreateRQ>

```

3.9.6 Sample Response

```

<HTNG_ServiceIssueCreateRS EchoToken="a" TimeStamp="2001-12-17T09:30:47Z" Version="0.0"
Target="Test" xmlns="http://htng.org/2013A" xmlns:ota="http://www.opentravel.org/OTA/2003/05">
    <Success/>
    <Warnings>
        <warning Type="0" Status="a" RecordID="a" ShortText="a" Code="0">String</warning>
    </Warnings>
    <UniqueID ID_Context="SRSYSTEM" ID="4646674611"/>
</HTNG_ServiceIssueCreateRS>

```

3.10 Service Recovery Publish

Note: The Service Recovery use cases describe the roles, events and messages to integrate customer service task data related to customer profiles. Service recovery information is data captured at any hotel service experience touch point related to a complaint, problem experienced or ad-hoc request.

3.10.1 Overview

The Service Recovery Publish use case describes the scenario where the responder publishes service recovery message data related to customer profiles to actors.

3.10.2 Roles

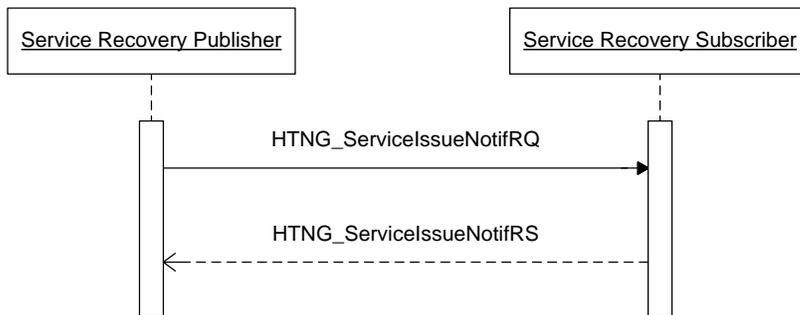
Role Name	Definition	Example
Service Recovery Subscriber	A system with a registered interest in being notified when a service recovery data is created for customer profiles.	<ul style="list-style-type: none"> Hotel Property Management System Hotel CRM System Hotel E-mail Communication System Property service application

<p>Service Recovery Publisher</p>	<p>A system that informs other systems when a service recovery data is created, modified or deleted for customer profiles.</p>	<ul style="list-style-type: none"> • Hotel rapid response applications • Hotel company complaint desks • Property service application
-----------------------------------	--	--

3.10.3 Use Case

<p>Assumptions:</p>	<ul style="list-style-type: none"> • Relationship between the designated Service Recovery Publisher and Service Recovery Subscriber exists with appropriate authentication and permissions extended by trading partners. • One or more systems are identified as Service Recovery Publishers. • The Service Recovery Subscriber is assigned the appropriate access permissions to read customer service recovery data. • A unique customer profile identifier exists, enabling a one-to-one match, and is known by both the Service Recovery Subscriber and Publisher.
<p>Pre-conditions:</p>	<ul style="list-style-type: none"> • The Service Recovery Subscriber is configured to receive messages from the Service Recovery Publisher. • The Service Recovery Subscriber and Publisher are online.
<p>Trigger:</p>	<p>Service recovery data is created, modified or deleted.</p>
<p>Basic Course of Events:</p>	<ol style="list-style-type: none"> 1. Service recovery data changes within the Service Recovery Publisher. 2. The Service Recovery Publisher retrieves the data changes and creates messages with it for the Service Recovery Subscriber. 3. The Service Recovery Subscriber inquires with the Publisher if there are new messages to read. 4. The Service Recovery Subscriber retrieves the messages directed to it from the Service Recovery Publisher. 5. The Service Recovery Subscriber notifies the Publisher when the message is successfully received. 6. The Service Recovery Publisher records receipt of the published message.
<p>Post-condition:</p>	<p>The messages read by the Service Recovery Subscriber are removed or marked as received in the Service Recovery Publisher.</p>
<p>Exception Path:</p>	<p>If the Service Recovery Subscriber experiences an error reading a published message, the message remains in the Service Recovery Publisher message queue until it can be successfully retrieved.</p>
<p>Alternative Path:</p>	<p>If the Service Recovery Subscriber fails to receive expected data for a profile it can use the Service Recovery Inquiry use case to fetch the current service recovery data for a profile identifier.</p>

3.10.4 Message Flows



3.10.5 Sample Request

```

<HTNG_ServiceIssueNotifRQ EchoToken="a" Timestamp="2001-12-17T09:30:47Z" version="0.0"
Target="Test" xmlns="http://htng.org/2013A" xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <POS>
    <Source>
      <RequestorID Type="" ID="SRSYSTEM" ID_Context="SRSYSTEM"/>
    </Source>
  </POS>
  <ServiceIssue PriorityCode="15MIN" SourceCode="GUESTSERVICE" Status="Closed"
AbsoluteDeadline="2011-05-13T10:11:38.493" CreateDateTime="2011-05-13T10:11:38.493"
ReportedBy="Not defined" IssueOccurance="2011-05-13T09:30:00" CreatorID="Supervisor"
LastModifierID="Supervisor" LastModifyDateTime="2011-05-13T09:57:01.207" Code="HK5-ST">
    <UniqueID ID_Context="SRSYSTEM" ID="4646674611"/>
    <UniqueID ID_Context="SYS107" ID="SRC17271"/>
    <PropertyInfo HotelCode="SEHTNG"/>
    <Room RoomID="0304"/>
    <Comments>
      <ota:Comment GuestViewable="true">
        <ota:Text Language="en-us">2 extra bath towels please</ota:Text>
      </ota:Comment>
    </Comments>
    <Actions ResolutionID="10885">
      <Action End="2011-05-13T09:57:11.002" Status="Closed"
CreateDateTime="2011-05-13T09:57:01.213" Start="2011-05-13T09:51:01.213" CreatorID="Bander763"
ActionBy="Bander763" LastModifierID="Bander763" LastModifyDateTime="2011-05-13T09:57:01.213"
Code="Delivery">
        <UniqueID Type="" ID_Context="" ID="10885"/>
        <Comments>
          <ota:Comment GuestViewable="true">
            <ota:Text Language="en-us">Delivered towels to guest
room</ota:Text>
          </ota:Comment>
        </Comments>
        <Cost>
          <ota:Total CurrencyCode="USD" AmountAfterTax="2.00"/>
        </Cost>
      </Action>
    </Actions>
  </ServiceIssue>
</HTNG_ServiceIssueNotifRQ>

```

3.10.6 Sample Response

```

<HTNG_ServiceIssueNotifRS EchoToken="a" Timestamp="2001-12-17T09:30:47Z" version="0.0"
Target="Test" xmlns="http://htng.org/2013A" xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <Success/>
  <Warnings>
    <Warning Type="0" Status="a" RecordID="a" ShortText="a" Code="0">String</warning>
  </Warnings>
  <UniqueID ID_Context="" ID="4646"/>
</HTNG_ServiceIssueNotifRS>

```

4 Messages

4.1 Search Profile / Read Profile / Read Stay History

4.1.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
HTNG_ReadRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
HTNG_ReadRQ / RequestedComponents	0..1	A collection of requested components pertaining to guest profile. See 4.1.2 & 5.2.4
HTNG_ReadRS / RequestedComponents / RequestedComponent	1..n	An individual profile component to be retrieved.
@Name	1	The name of the category for the requested component.
@Extension	0..1	If @Name has a value of “Extension”, this field can be used to convey a custom category.
HTNG_ReadRQ / POS / Source	1	This holds details regarding the requestor. It may be repeated to also accommodate the delivery systems.
HTNG_ReadRQ / POS / Source / RequestorID	1	An identifier of the entity making the request (e.g.; ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents (ABTA)).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).

Element @Attribute	Num	Description/Contents
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
HTNG_ReadRQ / UniqueID	0..1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
HTNG_ReadRQ / ReadRequests	0..1	A grouping of Read Requests by travel vertical.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest	1..n	To request a profile when the profile identifier is not known.
@ProfileTypeCode	0..1	Code to specify a profile such as customer, tour operator, corporation, etc. Refer to OpenTravel Code List Profile Type (PRT).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer	0..1	Detailed customer information used for searching profiles.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@NameType	1	Former, Nickname, Alternate, etc.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.

Element @Attribute	Num	Description/Contents
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / GivenName	0..5	Given name, first name or names.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.

Element @Attribute	Num	Description/Contents
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Email	0..9	E-mail Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.

Element @Attribute	Num	Description/Contents
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / PostalCode	0..1	Post Office Code number.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / County	0..1	County or Region name (e.g., Fairfax).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2-character code of the credit card issuer.

Element @Attribute	Num	Description/Contents
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.

Element @Attribute	Num	Description/Contents
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson	0..1	Information on a contact person for the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.

Element @Attribute	Num	Description/Contents
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.

Element @Attribute	Num	Description/Contents
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Email	0..9	E-mail Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserv). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.

Element @Attribute	Num	Description/Contents
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e. a postal service territory, often used in a military address).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / County	0..1	County or Region name (e.g., Fairfax).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Document	0..9	Detailed document information for the customer (e.g.; driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.

Element @Attribute	Num	Description/Contents
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g.; Passport, Military ID, Drivers License, national ID and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
HTNG_ReadRQ / ReadRequests / ProfileReadRequest / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g.; VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.

4.1.2 Data Element Table – Response

Component Name	Element @Attribute	Num	Description/Contents
N/A	HTNG_ProfileReadRS	1	Root element of the message.
N/A	@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
N/A	@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
N/A	@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
N/A	@Target	0..1	Used to indicate whether the request is for the Test or Production system.
N/A	HTNG_ProfileReadRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
N/A	HTNG_ProfileReadRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
N/A	HTNG_ProfileReadRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.

Component Name	Element @Attribute	Num	Description/Contents
N/A	@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type = "Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).
N/A	@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
N/A	@ShortText	1	An abbreviated version of the error in textual format.
N/A	@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
N/A	HTNG_ProfileReadRS / Profiles	1	Container element for a collection of Profiles.
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo	1..n	A collection of Profiles or Unique IDs of Profiles
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / UniqueID	0..9	A unique ID for a profile. This element repeats to accommodate multiple unique IDs for a single profile across multiple systems.

Component Name	Element @Attribute	Num	Description/Contents
N/A	@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
N/A	@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
N/A	@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile	1	Provides detailed information regarding either a company or a customer profile.
N/A	@CreateDateTime	0..1	Time stamp of the creation.
Communications	@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
Communications	@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers.
Communications	@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
N/A	@LastModifyDateTime	0..1	Time stamp of the last modification.

Component Name	Element @Attribute	Num	Description/Contents
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer	0..1	Detailed customer information for this profile.
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName	0..5	Detailed name information for the customer.
Name	@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
Name	@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
Name	@NameType	1	Former, Nickname, Alternate, etc.
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / GivenName	0..5	Given name, first name or names.
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.

Component Name	Element @Attribute	Num	Description/Contents
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
Name	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g., Ph.D., M.D.)
Telephone	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Telephone	0..9	Information on a telephone number for the customer.
Telephone	@Extension	0..1	Extension to reach a specific party at the phone number.
Telephone	@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
Telephone	@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
Telephone	@PhoneNumber	1	Telephone number assigned to a single location.
Telephone	@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
Telephone	@DefaultInd	0..1	When true, indicates a default value should be used.
Telephone	@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
Telephone	@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.

Component Name	Element @Attribute	Num	Description/Contents
Email	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Email	0..9	E-mail Address for the customer.
Email	@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
Email	@DefaultInd	0..1	When true, indicates a default value should be used.
Email	@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
Email	@TextFormat	0..1	HTML versus Plain Text.
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address	0..9	Detailed information on an address for the customer.
Address	@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
Address	@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
Address	@DefaultInd	0..1	When true, indicates a default value should be used.
Address	@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
Address	@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.

Component Name	Element @Attribute	Num	Description/Contents
Address	@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / PostalCode	0..1	Post Office Code number.
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / County	0..1	County or Region name (e.g., Fairfax).
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
Address	@StateCode	0..1	The standard code or abbreviation for the state, province or region.
Address	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
Address	@Code	0..1	ISO 3166 code for a country.

Component Name	Element @Attribute	Num	Description/Contents
Payment Card	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PaymentForm	0..n	Methods of providing funds and guarantees for travel by the customer.
Payment Card	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
Payment Card	@CardNumber	0..1	Credit card number embossed on the card.
Payment Card	@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
Payment Card	@CardCode	0..1	The 2-character code of the credit card issuer.
Payment Card	@ExpireDate	0..1	Indicates the ending date.
Payment Card	@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
Voucher	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / PaymentForm / Voucher	1	Details of a paper or electronic document indicating prepayment.
Voucher	@EffectiveDate	1	Indicates the starting date.
Voucher	@ExpireDate	0..1	Indicates the ending date.
Voucher	@SeriesCode	0..1	Identification of a series of coupons or vouchers identified by serial number(s).
Voucher	@SupplierIdentifier	0..1	Unique identifier of the electronic voucher, created by the supplier.
Voucher	@Identifier	1	Unique identifier of the electronic voucher.
Voucher	@IssueReason	1	A code identifying the voucher type. Examples: Loyalty, Service Recovery, Restaurant.

Component Name	Element @Attribute	Num	Description/Contents
Voucher	@DeliveryMethod	0..1	How the voucher was delivered to the customer. Examples: E-mail, Mail, SMS, etc.
Voucher	@MonetaryValue	0..1	
Voucher	@CurrencyCode	0..1	
Voucher	@Status	1	The current voucher status. Examples: Valid, Redeemed, Expired.
Voucher	@Remark	0..1	
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
Related Traveler	@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
Related Traveler	@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
Related Traveler	@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
Related Traveler	@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.

Component Name	Element @Attribute	Num	Description/Contents
Related Traveler	@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
Related Traveler	@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
Related Traveler	@NameType	1	Former, Nickname, Alternate, etc.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
Related Traveler	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)

Component Name	Element @Attribute	Num	Description/Contents
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson	0..1	Information on a contact person for the customer.
Contact Person	@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
Contact Person	@NameType	1	Former, Nickname, Alternate, etc.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)

Component Name	Element @Attribute	Num	Description/Contents
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
Contact Person	@Extension	0..1	Extension to reach a specific party at the phone number.
Contact Person	@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
Contact Person	@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
Contact Person	@PhoneNumber	1	Telephone number assigned to a single location.
Contact Person	@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
Contact Person	@DefaultInd	0..1	When true, indicates a default value should be used.
Contact Person	@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
Contact Person	@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Email	0..9	E-mail Address for the contact person for the customer.

Component Name	Element @Attribute	Num	Description/Contents
Contact Person	@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserv). Refer to OpenTravel Code List Email Address Type (EAT).
Contact Person	@DefaultInd	0..1	When true, indicates a default value should be used.
Contact Person	@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
Contact Person	@TextFormat	0..1	HTML versus Plain Text.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
Contact Person	@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
Contact Person	@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
Contact Person	@DefaultInd	0..1	When true, indicates a default value should be used.
Contact Person	@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
Contact Person	@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
Contact Person	@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.

Component Name	Element @Attribute	Num	Description/Contents
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / County	0..1	County or Region name (e.g., Fairfax).
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
Contact Person	@StateCode	0..1	The standard code or abbreviation for the state, province or region.
Contact Person	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
Contact Person	@Code	0..1	ISO 3166 code for a country.

Component Name	Element @Attribute	Num	Description/Contents
Document	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Document	0..9	Detailed document information for the customer (e.g.; driver license, passport, visa).
Document	@DocIssueCountry	0..1	Country where the document was issued.
Document	@ExpireDate	0..1	Indicates the ending date.
Document	@EffectiveDate	0..1	Indicates the starting date.
Document	@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
Document	@DocIssueLocation	0..1	Indicates the location where the document was issued.
Document	@DocID	0..1	Unique number assigned by authorities to document.
Document	@DocType	0..1	Indicates the type of document (e.g.; Passport, Military ID, Drivers License, national ID and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
Document	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
Cust Loyalty	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
Cust Loyalty	@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
Cust Loyalty	@ExpireDate	0..1	Indicates the ending date.
Cust Loyalty	@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
Cust Loyalty	@EffectiveDate	0..1	Indicates the starting date.

Component Name	Element @Attribute	Num	Description/Contents
Cust Loyalty	@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
Cust Loyalty	@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
Cust Loyalty	@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
Cust Loyalty	@VendorCode	0..1	Indicates the partner(s)/vendor(s) for which the customer loyalty number is valid.
Cust Loyalty	@CustomerValue	0..1	The supplier's ranking of the customer (e.g.; VIP, numerical ranking).
Cust Loyalty	@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / TPA_Extensions / TPA_Extension	0..1	
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / TPA_Extensions / TPA_Extension / Classifications	0..1	
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / TPA_Extensions / TPA_Extension / Classifications / Classification	1..n	
N/A	@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
N/A	@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g.; Hilton, Hyatt, Marriott, etc.)

Component Name	Element @Attribute	Num	Description/Contents
N/A	@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g.; Doubletree, Hyatt Place, Courtyard, etc.)
N/A	@IsGlobal	0..1	Indicates whether this classification applies to all hotels in the receiving system.
N/A	@Category	0..1	An implementation-specific categorization or grouping of like Types.
N/A	@Type	1	The specific classification.
N/A	@Value	1	The value of the classification.
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / TPA_Extensions / PromotionalOffers	0..1	A collection of offers.
N/A	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / TPA_Extensions / PromotionalOffer	1..n	
N/A	@ID	1	An identifier used to identify a specific promotion offered to a given profile.
N/A	@ID_Context	1	The system that generated the promotion.
N/A	@PromotionCode	1	A code identifying a marketing promotion.
N/A	@OfferDate		Date the offer was introduced to the customer.
N/A	@StartDate	1	The date at which the offer becomes active.
N/A	@ExpirationDate	1	The date at which the offer is no longer valid.
N/A	@OfferStatus	1	The status the off the offer (e.g.; Offered, Accepted, Rejected, Fulfilled).
N/A	@Description	0..1	A short description of the offer.

Component Name	Element @Attribute	Num	Description/Contents
Social Media	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Customer / TPA_Extensions / SocialMedia	0..9	
Social Media	@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
Social Media	@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
Social Media	@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
Social Media	@URL	0..1	
Social Media	@ShareSynchInd	0..1	Permission for sharing data in profile for synchronization of profiles held by other travel service providers
Social Media	@ShareMarketInd	0..1	Permission for sharing data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections	0..1	A collection of preference collections.
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.

Component Name	Element @Attribute	Num	Description/Contents
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.
Preferences	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
Preferences	@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
Preferences	@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g.; Courtyard, Doubletree).
Preferences	@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g.; Marriott, Hilton).

Component Name	Element @Attribute	Num	Description/Contents
Preferences	@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
Preferences	@Category	0..1	The summary group describing a set of preferences (Room).
Preferences	@Type	1	The specific preference requested (Bed Type).
Preferences	@Value	1	The value of the preference (King).
Preferences	@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
Comments	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Comments	0..1	A collection of comments.
Comments	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Comments / Comment	1..n	Comments related to the profile.
Comments	@Language	0..1	Identifies the language.
Comments	@CreateDateTime	0..1	Time stamp of the creation.
Comments	@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
Comments	@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
Comments	@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.

Component Name	Element @Attribute	Num	Description/Contents
Comments	@LastModifierID	0..1	Identifies the last software system or person to modify a record.
Comments	@LastModifyDateTime	0..1	Time stamp of last modification.
Comments	HTNG_ProfileReadRS / Profiles / ProfileInfo / Profile / Comments / Comment / Text	1	Formatted text content.
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos	0..1	A collection of past stays.
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo	1..n	An individual past stay.
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / FolioIDs	1	A collection of folio identifiers that pertain to a given stay.
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / FolioIDs / FolioID	1..n	An individual folio.
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / RevenueCategories	0..1	A collection of revenue category items
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / RevenueCategories / RevenueCategory	1..n	
CustomerStayHistory	@RevenueCategoryCode	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / RevenueCategories / RevenueCategory / SummaryAmount	1	
CustomerStayHistory	@Amount	1	
CustomerStayHistory	@CurrencyCode	1	

Component Name	Element @Attribute	Num	Description/Contents
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation	1	
CustomerStayHistory	@CreateDateTime	0..1	
CustomerStayHistory	@ResStatus	1	
CustomerStayHistory	@RoomStayReservation	1	
CustomerStayHistory	@LastModifyDateTime	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / POS	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / POS / Source	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / POS / Source / BookingChannel	1	
CustomerStayHistory	@Type	1	
CustomerStayHistory	@Primary	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / POS / Source / BookingChannel / CompanyName	1	
CustomerStayHistory	@Code	1	
CustomerStayHistory	@CodeContext	0..1	

Component Name	Element @Attribute	Num	Description/Contents
CustomerStayHistory	@CompanyShortName	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / UniqueID	1	
CustomerStayHistory	@Type	1	
CustomerStayHistory	@ID	1	
CustomerStayHistory	@ID_Context	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / UniqueID / CompanyName	0..1	
CustomerStayHistory	@Code	0..1	
CustomerStayHistory	@CodeContext	0..1	
CustomerStayHistory	@CompanyShortName	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay	1..n	
CustomerStayHistory	@DiscountCode	0..1	
CustomerStayHistory	@MarketCode	0..1	
CustomerStayHistory	@RoomStayStatus	1	

Component Name	Element @Attribute	Num	Description/Contents
CustomerStayHistory	@PromotionCode	0..1	
CustomerStayHistory	@SourceOfBusiness	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / RoomRates	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / RoomRates / RoomRate	1..n	
CustomerStayHistory	@RatePlanCode	1	
CustomerStayHistory	@RoomTypeCode	1	
CustomerStayHistory	@RoomID	1	
CustomerStayHistory	@EffectiveDate	1	
CustomerStayHistory	@ExpireDate	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / RoomRates / RoomRate / RoomRateDescription	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / RoomRates / RoomRate / RoomRateDescription / Test	0..1	

Component Name	Element @Attribute	Num	Description/Contents
CustomerStayHistory	@Language	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / GuestCounts	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / GuestCounts / GuestCount	1..n	
CustomerStayHistory	@AgeQualifyingCode	1	
CustomerStayHistory	@Count	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / TimeSpan	1	
CustomerStayHistory	@Start	1	
CustomerStayHistory	@End	1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / BasicPropertyInfo	1	
CustomerStayHistory	@HotelCode	1	
CustomerStayHistory	@HotelCodeContext	1	
CustomerStayHistory	@HotelName	0..1	

Component Name	Element @Attribute	Num	Description/Contents
CustomerStayHistory	@ChainCode	0..1	
CustomerStayHistory	@BrandCode	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / Memberships	0..1	
CustomerStayHistory	HTNG_ProfileReadRS / StayInfos / StayInfo / HotelReservation / RoomStays / RoomStay / Memberships / Membership	1..n	
CustomerStayHistory	@AccountID	1	
CustomerStayHistory	@ProgramCode	1	

4.1.3 Global Sample Message – Request

```
<HTNG_ReadRQ EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-12T12:26:47"
Version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ReadRequests>
    <ProfileReadRequest>
      <Customer>
        <PersonName NameType="0">
          <NamePrefix>Dr.</NamePrefix>
          <GivenName>David</GivenName>
          <MiddleName>Nelson</MiddleName>
          <Surname>Smith</Surname>
          <NameSuffix>Jr.</NameSuffix>
          <NameTitle>M.D.</NameTitle>
        </PersonName>
        <Telephone PhoneLocationType="6" PhoneTechType="5"
PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
        <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
        <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
        <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
        <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
          <AddressLine>1 Janey Court</AddressLine>
          <AddressLine>Apt 3B</AddressLine>
          <CityName>Old Orchard Beach</CityName>
          <PostalCode>04064-8234</PostalCode>
          <County>York</County>
          <StateProv StateCode="ME">Maine</StateProv>
        </Address>
      </Customer>
    </ProfileReadRequest>
  </ReadRequests>
</HTNG_ReadRQ>
```

```

    <CountryName Code="US">United States of
America</CountryName>
    </Address>
    <Address Type="2" FormattedInd="true" DefaultInd="false"
UseType="2">
        <AddressLine>海珠区</AddressLine>
        <AddressLine>68号</AddressLine>
        <AddressLine>化大厦F18</AddressLine>
        <CityName>上海市</CityName>
        <PostalCode>511330</PostalCode>
        <CountryName Code="CN"></CountryName>
    </Address>
    <PaymentForm DefaultInd="true">
        <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="xxxxxxxxxxx9101" CardCode="MC" ExpireDate="0514">
            <CardHolderName>David N Smith</CardHolderName>
        </PaymentCard>
    </PaymentForm>
    <PaymentForm DefaultInd="false">
        <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="xxxxxxxxxxx4016" CardCode="VI" ExpireDate="0713">
            <CardHolderName>David N Smith</CardHolderName>
        </PaymentCard>
    </PaymentForm>
    <RelatedTraveler Relation="Spouse">
        <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
        <PersonName NameType="0">
            <NamePrefix></NamePrefix>
            <GivenName>a</GivenName>
            <MiddleName>a</MiddleName>
            <Surname>a</Surname>
            <NameSuffix>a</NameSuffix>
            <NameTitle>a</NameTitle>
        </PersonName>
    </RelatedTraveler>
    <ContactPerson Relation="a">
        <PersonName NameType="0">
            <NamePrefix>a</NamePrefix>
            <GivenName>a</GivenName>
            <MiddleName>a</MiddleName>
            <Surname>a</Surname>
            <NameSuffix>a</NameSuffix>
            <NameTitle>a</NameTitle>
        </PersonName>
        <Telephone Extension="0" PhoneLocationType="0"
PhoneTechType="0" PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0"
AreaCityCode="0"/>
    <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
        <AddressLine>a</AddressLine>
        <AddressLine>a</AddressLine>
        <AddressLine>a</AddressLine>
        <AddressLine>a</AddressLine>
        <AddressLine>a</AddressLine>
        <CityName>a</CityName>
        <PostalCode>a</PostalCode>
        <County>a</County>
        <StateProv StateCode="aa"></StateProv>
        <CountryName Code="AA"></CountryName>
    </Address>
    <Email EmailType="0" DefaultInd="true">a</Email>
    </ContactPerson>
    <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
        <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
    </Document>
    <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a"/>
    </Customer>
</ProfileReadRequest>
</ReadRequests>
</HTNG_ReadRQ>

```

4.1.4 Global Sample Message – Response

```

<HTNG_ProfileReadRS EchoToken="6cfa1ea3-df0f-497f-9aaf-e927fc11affc" TimeStamp="2010-02-
12T12:26:47" Version="1.0>
  <Success/>
  <Profiles>
    <ProfileInfo>
      <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
        <Customer>
          <PersonName NameType="0">
            <NamePrefix>Dr.</NamePrefix>
            <GivenName>David</GivenName>
            <MiddleName>Nelson</MiddleName>
            <Surname>Smith</Surname>
            <NameSuffix>Jr.</NameSuffix>
            <NameTitle>M.D.</NameTitle>
          </PersonName>
          <Telephone PhoneLocationType="6" PhoneTechType="5"
PhoneNumber="9443328" FormattedInd="false" DefaultInd="true" CountryAccessCode="1"
AreaCityCode="301"/>
          <Telephone Extension="4321" PhoneLocationType="7"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
          <Email EmailType="1"
DefaultInd="true">davef@testao1.com</Email>
          <Email EmailType="2"
DefaultInd="false">dfoster1@company.com</Email>
          <Address Type="1" FormattedInd="true" DefaultInd="true"
UseType="2">
            <AddressLine>1 Janey Court</AddressLine>
            <AddressLine>Apt 3B</AddressLine>
            <CityName>Old Orchard Beach</CityName>
            <PostalCode>04064-8234</PostalCode>
            <County>York</County>
            <StateProv StateCode="ME">Maine</StateProv>
            <CountryName Code="US">United States of
America</CountryName>
          </Address>
          <Address Type="2" FormattedInd="true" DefaultInd="false"
UseType="2">
            <AddressLine>海珠区</AddressLine>
            <AddressLine>68号</AddressLine>
            <AddressLine>化大厦F18</AddressLine>
            <CityName>上海市</CityName>
            <PostalCode>511330</PostalCode>
            <CountryName Code="CN"></CountryName>
          </Address>
          <PaymentForm DefaultInd="true">
            <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
              <CardHolderName>David N
Smith</CardHolderName>
            </PaymentCard>
          </PaymentForm>
          <PaymentForm DefaultInd="false">
            <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
              <CardHolderName>David N
Smith</CardHolderName>
            </PaymentCard>
          </PaymentForm>
          <RelatedTraveler Relation="Spouse">
            <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
            <PersonName NameType="0">
              <NamePrefix>a</NamePrefix>
              <GivenName>a</GivenName>
              <MiddleName>a</MiddleName>
              <Surname>a</Surname>
              <NameSuffix>a</NameSuffix>
              <NameTitle>a</NameTitle>
            </PersonName>
          </RelatedTraveler>
          <ContactPerson Relation="a">
            <PersonName NameType="0">
              <NamePrefix>a</NamePrefix>
              <GivenName>a</GivenName>
              <MiddleName>a</MiddleName>
              <Surname>a</Surname>
              <NameSuffix>a</NameSuffix>

```

```

        <NameTitle>a</NameTitle>
        </PersonName>
        <Telephone Extension="0" PhoneLocationType="0"
PhoneTechType="0" PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0"
AreaCityCode="0"/>
        <Address Type="0" FormattedInd="true"
DefaultInd="true" UseType="0">
            <AddressLine>a</AddressLine>
            <AddressLine>a</AddressLine>
            <AddressLine>a</AddressLine>
            <AddressLine>a</AddressLine>
            <AddressLine>a</AddressLine>
            <CityName>a</CityName>
            <PostalCode>a</PostalCode>
            <County>a</County>
            <StateProv StateCode="aa"></StateProv>
            <CountryName Code="AA"></CountryName>
        </Address>
        <Email EmailType="0" DefaultInd="true">a</Email>
        </ContactPerson>
        <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
            <DocHolderName>Dr. David Nelson Smith
Jr.</DocHolderName>
        </Document>
        <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-
13" PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
        </CustLoyalty>
        <TPA_Extensions/>
    </Customer>
    <PrefCollections>
        <PrefCollection>
            <HotelPref>
                <TPA_Extensions>
                    <TPA_Extension>
                        <Preferences>
                            <Preference>
                                IsGlobal="true" Category="ROOM" Type="BED" value="KING" />
                                <Preference>
                                    BrandCode="MARRIOTT" IsGlobal="false" Category="ROOM" Type="FLOOR" value="HIGH" />
                                <Preference>
                                    ChainCode="COURTYARD" BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE"
                                    Value="OATMEAL" />
                            </Preferences>
                        </TPA_Extension>
                    </TPA_Extensions>
                </HotelPref>
            </PrefCollection>
        </PrefCollections>
        <Comments>
            <Comment Language="en-us" CreateDateTime="2012-03-
01T10:31:32Z" Name="a" CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371"
LastModifyDateTime="2012-03-12T11:33:42Z">
                <Text>Guest had a mouse in his room during his stay
on 2012-02-12</Text>
            </Comment>
            <Comment Language="en-us" CreateDateTime="2010-04-
01T09:30:47Z" Name="a" CreatorID="KLM62536" GuestViewable="false">
                <Text>Customer was walked from the reservation on
2010-02-01</Text>
            </Comment>
        </Comments>
    </ProfileInfo>
</Profiles>
</HTNG_ProfileReadRS>

```

4.2 Create New Profile

4.2.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ	1	Root element of the message.

Element @Attribute	Num	Description/Contents
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
OTA_ProfileCreateRQ / UniqueID	1	Identifies the profile to be modified together with the owner of the profile or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileCreateRQ / Profile	1	A full overlay of profile information containing the modified data.
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers.

Element @Attribute	Num	Description/Contents
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileCreateRQ / Profile / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileCreateRQ / Profile / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileCreateRQ / Profile / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileCreateRQ / Profile / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
OTA_ProfileCreateRQ / Profile / Customer / Email	0..9	E-mail Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserv). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileCreateRQ / Profile / Customer / Address	0..9	Detailed information on an address for the customer.

Element @Attribute	Num	Description/Contents
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileCreateRQ / Profile / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileCreateRQ / Profile / Customer / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileCreateRQ / Profile / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileCreateRQ / Profile / Customer / Address / County	0..1	County or Region name (e.g., Fairfax).
OTA_ProfileCreateRQ / Profile / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
OTA_ProfileCreateRQ / Profile / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).

Element @Attribute	Num	Description/Contents
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileCreateRQ / Profile / Customer / PaymentForm	0..n	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileCreateRQ / Profile / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2-character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ProfileCreateRQ / Profile / Customer / PaymentForm / Voucher	0..1	Details of a paper or electronic document indicating prepayment.
@EffectiveDate	1	Indicates the starting date.
@ExpireDate	0..1	Indicates the ending date.
@SeriesCode	0..1	Identification of a series of coupons or vouchers identified by serial number(s).
@SupplierIdentifier	0..1	Unique identifier of the electronic voucher, created by the supplier.
@Identifier	1	Unique identifier of the electronic voucher.
@IssueReason	1	A code identifying the voucher type. Examples: Loyalty, Service Recovery, Restaurant.
@DeliveryMethod	0..1	How was the voucher delivered to the customer? Examples: E-mail, Mail, SMS, etc.
@MonetaryValue	0..1	
@CurrencyCode	0..1	
@Status	1	The current voucher status. Examples: Valid, Redeemed, Expired.
@Remark	0..1	

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
OTA_ProfileCreateRQ / Profile / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson	0..1	Information on a contact person for the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Email	0..9	E-mail Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.

Element @Attribute	Num	Description/Contents
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / County	0..1	County or Region name (e.g., Fairfax).
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
OTA_ProfileCreateRQ / Profile / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileCreateRQ / Profile / Customer / Document	0..9	Detailed document information for the customer (e.g.; driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g.; Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ProfileCreateRQ / Profile / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
OTA_ProfileCreateRQ / Profile / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.

Element @Attribute	Num	Description/Contents
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g.; VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
OTA_ProfileCreateRQ / Profile / PrefCollections	0..1	A collection of preferences.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g.; Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g.; Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
OTA_ProfileCreateRQ / Profile / Comments	0..1	A collection of comments.
OTA_ProfileCreateRQ / Profile / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.

Element @Attribute	Num	Description/Contents
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.
OTA_ProfileCreateRQ / Profile / Comments / Comment / Text	1	Formatted text content.

4.2.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
OTA_ProfileCreateRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_ProfileCreateRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileCreateRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileCreateRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.

Element @Attribute	Num	Description/Contents
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type = "Unknown". Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileCreateRS / UniqueID	1..9	Used to convey the identity of the created profile, the owner of the profile, or an id provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.

4.2.3 Global Sample Message – Request

```
<OTA_ProfileCreateRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A">
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <PersonName NameType="0">
        <NamePrefix>Dr.</NamePrefix>
        <GivenName>David</GivenName>
        <MiddleName>Nelson</MiddleName>
        <Surname>Smith</Surname>
        <NameSuffix>Jr.</NameSuffix>
      </PersonName>
    </Customer>
  </Profile>
</OTA_ProfileCreateRQ>
```

```
<NameTitle>M.D.</NameTitle>
  </PersonName>
  <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
  <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
  <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
  <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
  <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
    <AddressLine>1 Janey Court</AddressLine>
    <AddressLine>Apt 3B</AddressLine>
    <CityName>Old Orchard Beach</CityName>
    <PostalCode>04064-8234</PostalCode>
    <County>York</County>
    <StateProv StateCode="ME">Maine</StateProv>
    <CountryName Code="US">United States of America</CountryName>
  </Address>
  <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
    <AddressLine>海珠区</AddressLine>
    <AddressLine>68号</AddressLine>
    <AddressLine>化大厦F18</AddressLine>
    <CityName>上海市</CityName>
    <PostalCode>511330</PostalCode>
    <CountryName Code="CN"></CountryName>
  </Address>
  <PaymentForm DefaultInd="true">
    <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
      <CardHolderName>David N Smith</CardHolderName>
    </PaymentCard>
  </PaymentForm>
  <PaymentForm DefaultInd="false">
    <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
      <CardHolderName>David N Smith</CardHolderName>
    </PaymentCard>
  </PaymentForm>
  <RelatedTraveler Relation="Spouse">
    <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
    <PersonName NameType="0">
      <NamePrefix>a</NamePrefix>
      <GivenName>a</GivenName>
      <MiddleName>a</MiddleName>
      <Surname>a</Surname>
      <NameSuffix>a</NameSuffix>
      <NameTitle>a</NameTitle>
    </PersonName>
  </RelatedTraveler>
  <ContactPerson Relation="a">
    <PersonName NameType="0">
      <NamePrefix>a</NamePrefix>
      <GivenName>a</GivenName>
      <MiddleName>a</MiddleName>
      <Surname>a</Surname>
      <NameSuffix>a</NameSuffix>
      <NameTitle>a</NameTitle>
    </PersonName>
    <Telephone Extension="0" PhoneLocationType="0" PhoneTechType="0"
PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0" AreaCityCode="0"/>
    <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
      <AddressLine>a</AddressLine>
      <AddressLine>a</AddressLine>
      <AddressLine>a</AddressLine>
      <AddressLine>a</AddressLine>
      <AddressLine>a</AddressLine>
      <CityName>a</CityName>
      <PostalCode>a</PostalCode>
      <County>a</County>
      <StateProv StateCode="aa"></StateProv>
      <CountryName Code="AA"></CountryName>
    </Address>
    <Email EmailType="0" DefaultInd="true">a</Email>
  </ContactPerson>
  <Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
    <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
  </Document>
```

```

    <CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
    </CustLoyalty>
    <TPA_Extensions/>
  </Customer>
  <PrefCollections>
    <PrefCollection>
      <HotelPref>
        <TPA_Extensions>
          <TPA_Extension>
            <Preferences>
              <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
              <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
              <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
            </Preferences>
          </TPA_Extension>
        </TPA_Extensions>
      </HotelPref>
    </PrefCollection>
  </PrefCollections>
  <Comments>
    <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
      <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
    </Comment>
    <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
      <Text>Customer was walked from the reservation on 2010-02-01</Text>
    </Comment>
  </Comments>
</Profile>
</OTA_ProfileCreateRQ>

```

4.2.4 Global Sample Message – Response

```

<OTA_ProfileCreateRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
  <Success/>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileCreateRS>

```

4.3 Update Profile

4.3.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.

Element @Attribute	Num	Description/Contents
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
OTA_ProfileModifyRQ / POS / Source	1	This holds details regarding the requestor. It may be repeated to also accommodate the delivery systems.
OTA_ProfileModifyRQ / POS / Source / RequestorID	1	An identifier of the entity making the request (e.g.; ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents (ABTA)).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileModifyRQ / UniqueID	1	Identifies the profile to be modified together with the owner of the profile or an ID provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileModifyRQ / ProfileModify	1	A full overlay of profile information containing the modified data.

Element @Attribute	Num	Description/Contents
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileModifyRQ / ProfileModify / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / MiddleName	0..3	The middle name of the person name.

Element @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
OTA_ProfileModifyRQ / ProfileModify / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileModifyRQ / ProfileModify / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
OTA_ProfileModifyRQ / ProfileModify / Customer / Email	0..9	E-mail Address for the customer.

Element @Attribute	Num	Description/Contents
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address	0..9	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).

Element @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / County	0..1	County or Region name (e.g., Fairfax).
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
OTA_ProfileModifyRQ / ProfileModify / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileModifyRQ / ProfileModify / Customer / PaymentForm	0..n	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileModifyRQ / ProfileModify / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2-character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ProfileModifyRQ / Profile / Customer / PaymentForm / Voucher	0..1	Details of a paper or electronic document indicating prepayment.
@EffectiveDate	1	Indicates the starting date.
@ExpireDate	0..1	Indicates the ending date.

Element @Attribute	Num	Description/Contents
@SeriesCode	0..1	Identification of a series of coupons or vouchers identified by serial number(s).
@SupplierIdentifier	0..1	Unique identifier of the electronic voucher, created by the supplier.
@Identifier	1	Unique identifier of the electronic voucher.
@IssueReason	1	A code identifying the voucher type. Examples: Loyalty, Service Recovery, Restaurant.
@DeliveryMethod	0..1	How was the voucher delivered to the customer? Examples: E-mail, Mail, SMS, etc.
@MonetaryValue	0..1	
@CurrencyCode	0..1	
@Status	1	The current voucher status. Examples: Valid, Redeemed, Expired.
@Remark	0..1	
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.

Element @Attribute	Num	Description/Contents
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
OTA_ProfileModifyRQ / ProfileModify / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.).
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson	0..1	Information on a contact person for the customer.

Element @Attribute	Num	Description/Contents
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.

Element @Attribute	Num	Description/Contents
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Email	0..9	E-mail Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).

Element @Attribute	Num	Description/Contents
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / County	0..1	County or Region name (e.g., Fairfax).
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.

Element @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileModifyRQ / ProfileModify / Customer / Document	0..9	Detailed document information for the customer (e.g., driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g.; Passport, Military ID, Drivers License, national ID, and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ProfileModifyRQ / ProfileModify / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
OTA_ProfileModifyRQ / ProfileModify / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.

Element @Attribute	Num	Description/Contents
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g.; VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections	0..1	A collection of preferences.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.
OTA_ProfileModifyRQ / ProfileModify / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.

Element @Attribute	Num	Description/Contents
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g.; Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g.; Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
OTA_ProfileModifyRQ / ProfileModify / Comments	0..1	A collection of comments.
OTA_ProfileModifyRQ / ProfileModify / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.

Element @Attribute	Num	Description/Contents
OTA_ProfileModifyRQ / ProfileModify / Comments / Comment / Text	1	Formatted text content.

4.3.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
OTA_ProfileModifyRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_ProfileModifyRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileModifyRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileModifyRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type = "Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).

Element @Attribute	Num	Description/Contents
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileModifyRS / UniqueID	1..9	Used to convey the identity of the modified profile, the owner of the profile or an ID provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g., IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.

4.3.3 Global Sample Message – Request

```

<OTA_ProfileModifyRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-12T12:26:53" Version="1.0">
  <POS>
    <Source>
      <RequestorID Type="5" ID="SYS123456"/>
    </Source>
  </POS>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <ProfileModify CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
    <Customer>
      <PersonName NameType="0">
        <NamePrefix>Dr.</NamePrefix>
        <GivenName>David</GivenName>
        <MiddleName>Nelson</MiddleName>
        <Surname>Smith</Surname>
        <NameSuffix>Jr.</NameSuffix>
        <NameTitle>M.D.</NameTitle>
      </PersonName>
      <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
      <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
      <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
      <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
    </Customer>
  </ProfileModify>
</OTA_ProfileModifyRQ>

```

```
<Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
  <AddressLine>1 Janey Court</AddressLine>
  <AddressLine>Apt 3B</AddressLine>
  <CityName>Old Orchard Beach</CityName>
  <PostalCode>04064-8234</PostalCode>
  <County>York</County>
  <StateProv StateCode="ME">Maine</StateProv>
  <CountryName Code="US">United States of America</CountryName>
</Address>
<Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
  <AddressLine>海珠区</AddressLine>
  <AddressLine>68号</AddressLine>
  <AddressLine>化大厦F18</AddressLine>
  <CityName>上海市</CityName>
  <PostalCode>511330</PostalCode>
  <CountryName Code="CN"></CountryName>
</Address>
<PaymentForm DefaultInd="true">
  <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
    <CardHolderName>David N Smith</CardHolderName>
  </PaymentCard>
</PaymentForm>
<PaymentForm DefaultInd="false">
  <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
    <CardHolderName>David N Smith</CardHolderName>
  </PaymentCard>
</PaymentForm>
<RelatedTraveler Relation="spouse">
  <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
  <PersonName NameType="0">
    <NamePrefix>a</NamePrefix>
    <GivenName>a</GivenName>
    <MiddleName>a</MiddleName>
    <Surname>a</Surname>
    <NameSuffix>a</NameSuffix>
    <NameTitle>a</NameTitle>
  </PersonName>
</RelatedTraveler>
<ContactPerson Relation="a">
  <PersonName NameType="0">
    <NamePrefix>a</NamePrefix>
    <GivenName>a</GivenName>
    <MiddleName>a</MiddleName>
    <Surname>a</Surname>
    <NameSuffix>a</NameSuffix>
    <NameTitle>a</NameTitle>
  </PersonName>
  <Telephone Extension="0" PhoneLocationType="0" PhoneTechType="0"
PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0" AreaCityCode="0"/>
  <Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <CityName>a</CityName>
    <PostalCode>a</PostalCode>
    <County>a</County>
    <StateProv StateCode="aa"></StateProv>
    <CountryName Code="AA"></CountryName>
  </Address>
  <Email EmailType="0" DefaultInd="true">a</Email>
</ContactPerson>
<Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
  <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
</Document>
<CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
  </CustLoyalty>
<TPA_Extensions/>
</Customer>
<PrefCollections>
  <PrefCollection>
```

```

        <HotelPref>
          <TPA_Extensions>
            <TPA_Extension>
              <Preferences>
                <Preference IsGlobal="true"
Category="ROOM" Type="BED" Value="KING" />
                <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" Value="HIGH" />
                <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" Value="OATMEAL" />
              </Preferences>
            </TPA_Extension>
          </TPA_Extensions>
        </HotelPref>
      </PrefCollection>
    </PrefCollections>
    <Comments>
      <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
        <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
      </Comment>
      <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
        <Text>Customer was walked from the reservation on 2010-02-01</Text>
      </Comment>
    </Comments>
  </ProfileModify>
</OTA_ProfileModifyRQ>

```

4.3.4 Global Sample Message – Response

```

<OTA_ProfileModifyRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
  <Success/>
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
</OTA_ProfileModifyRS>

```

4.4 Merge Profiles

4.4.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / UniqueID	1..9	Identifies the profile for which information is being merged from the profiles identified by the ObsoleteProfileID together with the owner of the profile or an ID provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRQ / ObsoleteProfileID	1..9	Identifies the profile for which information is being merged from the profiles identified by the ObsoleteProfileID together with the owner of the profile or an ID provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRQ / Profile	1	Results of the merged profile.
@CreateDateTime	0..1	Time stamp of the creation.
@ShareAllOptOutInd	0..1	When yes, a customer has explicitly opted out of marketing communication. This is used in combination with the ShareAllMarketInd and only one of these attributes should have a value of yes.
@ShareAllSynchInd	0..1	Permission for sharing all data in profile for synchronization of profiles held by other travel service providers.

Element @Attribute	Num	Description/Contents
@ShareAllMarketInd	0..1	Permission for sharing all data in profile for marketing purposes. A yes value indicates that the customer has chosen to opt in to marketing communication. This is used in combination with the ShareAllOptOutInd and only one of these attributes should have a value of yes.
@LastModifyDateTime	0..1	Time stamp of the last modification.
OTA_ProfileMergeRQ / Profile / Customer	0..1	Detailed customer information for this profile.
OTA_ProfileMergeRQ / Profile / Customer / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileMergeRQ / Profile / Customer / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileMergeRQ / Profile / Customer / Telephone	0..9	Information on a telephone number for the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
OTA_ProfileMergeRQ / Profile / Customer / Email	0..9	E-mail Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileMergeRQ / Profile / Customer / Address	0..9	Detailed information on an address for the customer.

Element @Attribute	Num	Description/Contents
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileMergeRQ / Profile / Customer / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileMergeRQ / Profile / Customer / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileMergeRQ / Profile / Customer / Address / PostalCode	0..1	Post Office Code number.
OTA_ProfileMergeRQ / Profile / Customer / Address / County	0..1	County or Region name (e.g., Fairfax).
OTA_ProfileMergeRQ / Profile / Customer / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
OTA_ProfileMergeRQ / Profile / Customer / Address / CountryName	0..1	Country name (e.g., Ireland).

Element @Attribute	Num	Description/Contents
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileMergeRQ / Profile / Customer / PaymentForm	0..1	Methods of providing funds and guarantees for travel by the customer.
OTA_ProfileMergeRQ / Profile / Customer / PaymentForm / PaymentCard	0..1	Details of a credit card.
@CardNumber	0..1	Credit card number embossed on the card.
@MaskedCardNumber	0..1	May be used to send a concealed credit card number (e.g., xxxxxxxxxxxx9922).
@CardCode	0..1	The 2-character code of the credit card issuer.
@ExpireDate	0..1	Indicates the ending date.
@CardNumberIsProxy	0..1	Indicates the value of @CardNumber is a Data Proxy value representing an actual credit card number.
OTA_ProfileMergeRQ / Profile / Customer / PaymentForm / Voucher	0..1	Details of a paper or electronic document indicating prepayment.
@EffectiveDate	1	Indicates the starting date.
@ExpireDate	0..1	Indicates the ending date.
@SeriesCode	0..1	Identification of a series of coupons or vouchers identified by serial number(s).
@SupplierIdentifier	0..1	Unique identifier of the electronic voucher, created by the supplier.
@Identifier	1	Unique identifier of the electronic voucher.
@IssueReason	1	A code identifying the voucher type. Examples: Loyalty, Service Recovery, Restaurant.
@DeliveryMethod	0..1	How the voucher was delivered to the customer Examples: Email, Mail, SMS, etc.
@MonetaryValue	0..1	
@CurrencyCode	0..1	
@Status	1	The current voucher status. Examples: Valid, Redeemed, Expired.
@Remark	0..1	

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler	0..9	Identifies a traveler associated with the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / UniqueID	0..1	Identifies the profile of the related traveler.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName	0..5	Detailed name information for the customer.
@Language	0..1	The language code for which the name data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@DefaultInd	0..1	When true, indicates a default value should be used. At least one PersonName MUST be Primary.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / MiddleName	0..3	The middle name of the person name.

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.).
OTA_ProfileMergeRQ / Profile / Customer / RelatedTraveler / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.).
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson	0..1	Information on a contact person for the customer.
@Relation	0..1	Indicates the type of relationship with the person in the profile, such as Spouse, Child, Family, Business Associate, Interest Group, Medical, Security, Other, etc.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName	0..5	Detailed name information for the customer.
@NameType	1	Former, Nickname, Alternate, etc.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / NamePrefix	0..3	The Salutation for the name. This SHOULD be a value representing an individual (Mr., Mrs., Dr.) and not Mr. and Mrs.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / GivenName	0..5	Given name, first name or names.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / MiddleName	0..3	The middle name of the person name.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / NameSuffix	0..3	Hold various name suffixes and letters (e.g.; Jr., Sr., III, Ret., Esq.)
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / PersonName / NameTitle	0..5	Degree or honors (e.g.; Ph.D., M.D.)
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Telephone	0..9	Information on a telephone number for the contact person of the customer.
@Extension	0..1	Extension to reach a specific party at the phone number.
@PhoneLocationType	0..1	Describes the location of the phone, such as Home, Office, Property Reservation Office, etc. Refer to OpenTravel Code List Phone Location Type (PLT).
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
@PhoneNumber	1	Telephone number assigned to a single location.
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@CountryAccessCode	0..1	Code assigned by telecommunications authorities for international country access identifier.
@AreaCityCode	0..1	Code assigned for telephones in a specific region, city or area.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Email	0..9	E-mail Address for the contact person for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
@DefaultInd	0..1	When true, indicates a default value should be used.

Element @Attribute	Num	Description/Contents
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
@TextFormat	0..1	HTML versus Plain Text.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address	0..9	Detailed information on an address for the contact person for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
@FormattedInd	0..1	Specifies if the associated data is formatted or not. When true, then it is formatted; when false, then not formatted.
@DefaultInd	0..1	When true, indicates a default value should be used.
@UseType	0..1	Describes the use of the address (e.g.; mailing, delivery, billing, etc.). Refer to OpenTravel Code List Address Use Type (AUT).
@Language	0..1	The language code for which the address data is represented. While this value is optional, it is HIGHLY RECOMMENDED that it be used.
@IsMailable	0..1	Indicates if the address has been validated or not and if it has been successful or not.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / AddressLine	0..5	When the address is unformatted (FormattedInd="false") these lines will contain free form address details. When the address is formatted and street number and street name must be sent independently, the street number will be sent using StreetNmbr, and the street name will be sent in the first AddressLine occurrence.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / PostalCode	0..1	Post Office Code number.

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / County	0..1	County or Region name (e.g., Fairfax).
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / StateProv	0..1	State or Province name (e.g., Texas).
@StateCode	0..1	The standard code or abbreviation for the state, province or region.
OTA_ProfileMergeRQ / Profile / Customer / ContactPerson / Address / CountryName	0..1	Country name (e.g., Ireland).
@Code	0..1	ISO 3166 code for a country.
OTA_ProfileMergeRQ / Profile / Customer / Document	0..9	Detailed document information for the customer (e.g.; driver license, passport, visa).
@DocIssueCountry	0..1	Country where the document was issued.
@ExpireDate	0..1	Indicates the ending date.
@EffectiveDate	0..1	Indicates the starting date.
@BirthDate	0..1	Indicates the date of birth as indicated in the document, in ISO 8601 prescribed format.
@DocIssueLocation	0..1	Indicates the location where the document was issued.
@DocID	0..1	Unique number assigned by authorities to document.
@DocType	0..1	Indicates the type of document (e.g.; Passport, Military ID, Drivers License, national ID and Vaccination Certificate). Refer to OpenTravel Code List Document Type (DOC).
OTA_ProfileMergeRQ / Profile / Customer / Document / DocHolderName	0..1	The name of the document holder in unformatted text (Mr. Sam Jones).
OTA_ProfileMergeRQ / Profile / Customer / CustLoyalty	0..9	Loyalty program information for the customer.
@SignupDate	0..1	Indicates when the member signed up for the loyalty program.
@ExpireDate	0..1	Indicates the ending date.

Element @Attribute	Num	Description/Contents
@PrimaryLoyaltyIndicator	0..1	When true, indicates this is the primary customer loyalty program and when false, indicates this is not the primary customer loyalty program.
@EffectiveDate	0..1	Indicates the starting date.
@LoyalLevel	0..1	Indicates special privileges in program assigned to individual.
@TravelSector	0..1	Identifies the travel sector. Refer to OpenTravel Code List Travel Sector (TVS).
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@VendorCode	0..1	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@CustomerValue	0..1	The supplier's ranking of the customer (e.g.; VIP, numerical ranking).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
OTA_ProfileMergeRQ / Profile / PrefCollections	0..1	A collection of preferences.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection	1..n	Aggregation of customer travel needs.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref	0..n	A set of preferences for hotel stay.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions	0..1	A placeholder in the schema to allow for additional elements and attributes to be included if required, per Trading Partner Agreement (TPA).
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension	1..n	An individual preference extension.
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences	0..1	A collection of profile preferences.

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRQ / Profile / PrefCollections / PrefCollection / HotelPref / TPA_Extensions / TPA_Extension / Preferences / Preference	1..n	An individual preference.
@HotelCode	0..1	Describes whether the line item refers to an individual Hotel property.
@ChainCode	0..1	Describes whether the line item refers to a Chain (e.g.; Courtyard, Doubletree).
@BrandCode	0..1	Describes whether the line item refers to a Brand (e.g.; Marriott, Hilton).
@IsGlobal	0..1	A boolean value indicating this preference applies to all hotels in the receiving system.
@Category	0..1	The summary group describing a set of preferences (Room).
@Type	1	The specific preference requested (Bed Type).
@Value	1	The value of the preference (King).
@Quantity	0..1	For those preferences for which a quantity is applicable, and not implicitly in the preference itself, this is used to describe the number of items accounted for in the preference.
OTA_ProfileMergeRQ / Profile / Comments	0..1	A collection of comments.
OTA_ProfileMergeRQ / Profile / Comments / Comment	1..n	Comments related to the profile.
@Language	0..1	Identifies the language.
@CreateDateTime	0..1	Time stamp of the creation.
@Name	0..1	In many cases the description repeats, this will allow you to define the information that is being sent, typically used when multiple occurrences of ParagraphType are being sent.
@CreatorID	0..1	ID of creator. The creator could be a software system identifier or an identifier of an employee responsible for the creation.
@GuestViewable	0..1	When true, the comment may be shown to the consumer. When false, the comment may not be shown to the consumer.

Element @Attribute	Num	Description/Contents
@LastModifierID	0..1	Identifies the last software system or person to modify a record.
@LastModifyDateTime	0..1	Time stamp of last modification.
OTA_ProfileMergeRQ / Profile / Comments / Comment / Text	1	Formatted text content.

4.4.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
OTA_ProfileMergeRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_ProfileMergeRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_ProfileMergeRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_ProfileMergeRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.

Element @Attribute	Num	Description/Contents
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type = "Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_ProfileMergeRS / UniqueID	1..9	Used to convey the identity of the merged profile, the owner of the profile, or an ID provided by the client.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_ProfileMergeRS / ObsoleteProfileID	0..n	Contains the UniqueID of a profile that was merged.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).

Element @Attribute	Num	Description/Contents
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.

4.4.3 Global Sample Message – Request

```
<OTA_ProfileMergeRQ EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" Timestamp="2010-02-12T12:26:53" Version="1.0" xmlns="http://htng.org/2012A"
xmlns:ota="http://www.opentravel.org/OTA/2003/05">
  <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
  <obsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
  <obsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
  <Profile CreateDateTime="2001-12-17T09:30:47Z" ShareAllOptOutInd="Yes"
ShareAllSynchInd="Yes" ShareAllMarketInd="Yes" LastModifyDateTime="2001-12-17T09:30:47Z">
  <Customer>
    <PersonName NameType="0">
      <NamePrefix>Dr.</NamePrefix>
      <GivenName>David</GivenName>
      <MiddleName>Nelson</MiddleName>
      <Surname>Smith</Surname>
      <NameSuffix>Jr.</NameSuffix>
      <NameTitle>M.D.</NameTitle>
    </PersonName>
    <Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="9443328"
FormattedInd="false" DefaultInd="true" CountryAccessCode="1" AreaCityCode="301"/>
    <Telephone Extension="4321" PhoneLocationType="7" PhoneTechType="1"
PhoneNumber="(442)434-6161" FormattedInd="true" DefaultInd="false"/>
    <Email EmailType="1" DefaultInd="true">davef@testaol.com</Email>
    <Email EmailType="2" DefaultInd="false">dfoster1@company.com</Email>
    <Address Type="1" FormattedInd="true" DefaultInd="true" UseType="2">
      <AddressLine>1 Janey Court</AddressLine>
      <AddressLine>Apt 3B</AddressLine>
      <CityName>Old Orchard Beach</CityName>
      <PostalCode>04064-8234</PostalCode>
      <County>York</County>
      <StateProv StateCode="ME">Maine</StateProv>
      <CountryName Code="US">United States of America</CountryName>
    </Address>
    <Address Type="2" FormattedInd="true" DefaultInd="false" UseType="2">
      <AddressLine>海珠区</AddressLine>
      <AddressLine>68号</AddressLine>
      <AddressLine>化大厦F18</AddressLine>
      <CityName>上海市</CityName>
      <PostalCode>511330</PostalCode>
      <CountryName Code="CN"></CountryName>
    </Address>
    <PaymentForm DefaultInd="true">
      <PaymentCard CardNumber="5635710930839101"
MaskedCardNumber="XXXXXXXXXXXX9101" CardCode="MC" ExpireDate="0514">
      <CardHolderName>David N Smith</CardHolderName>
    </PaymentCard>
    </PaymentForm>
    <PaymentForm DefaultInd="false">
      <PaymentCard CardNumber="4032498229214016"
MaskedCardNumber="XXXXXXXXXXXX4016" CardCode="VI" ExpireDate="0713">
      <CardHolderName>David N Smith</CardHolderName>
    </PaymentCard>
    </PaymentForm>
    <RelatedTraveler Relation="Spouse">
      <UniqueID Type="1" ID_Context="a" ID="263T252U"/>
      <PersonName NameType="0">
        <NamePrefix>a</NamePrefix>
        <GivenName>a</GivenName>
        <MiddleName>a</MiddleName>
        <Surname>a</Surname>
        <NameSuffix>a</NameSuffix>
        <NameTitle>a</NameTitle>
      </PersonName>
    </RelatedTraveler>
    <ContactPerson Relation="a">
      <PersonName NameType="0">
```

```
<NamePrefix>a</NamePrefix>
<GivenName>a</GivenName>
<MiddleName>a</MiddleName>
<Surname>a</Surname>
<NameSuffix>a</NameSuffix>
<NameTitle>a</NameTitle>
</PersonName>
<Telephone Extension="0" PhoneLocationType="0" PhoneTechType="0"
PhoneNumber="a" FormattedInd="true" DefaultInd="true" CountryAccessCode="0" AreaCityCode="0"/>
<Address Type="0" FormattedInd="true" DefaultInd="true"
UseType="0">
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <AddressLine>a</AddressLine>
    <CityName>a</CityName>
    <PostalCode>a</PostalCode>
    <County>a</County>
    <StateProv StateCode="aa"></StateProv>
    <CountryName Code="AA"></CountryName>
</Address>
<Email EmailType="0" DefaultInd="true">a</Email>
</ContactPerson>
<Document DocIssueCountry="US" ExpireDate="2014-05-31"
EffectiveDate="2012-01-01" BirthDate="1965-02-21" DocIssueLocation="China" DocID="GT353-92893-09"
DocType="2">
    <DocHolderName>Dr. David Nelson Smith Jr.</DocHolderName>
</Document>
<CustLoyalty SignupDate="1967-08-13" ExpireDate="1967-08-13"
PrimaryLoyaltyIndicator="true" EffectiveDate="1967-08-13" LoyalLevel="a" TravelSector="0"
MembershipID="a" VendorCode="a" CustomerValue="a" ProgramID="a">
</CustLoyalty>
<TPA_Extensions/>
</Customer>
<PrefCollections>
    <PrefCollection>
        <HotelPref>
            <TPA_Extensions>
                <TPA_Extension>
                    <Preferences>
                        <Preference IsGlobal="true"
Category="ROOM" Type="BED" value="KING" />
                        <Preference BrandCode="MARRIOTT"
IsGlobal="false" Category="ROOM" Type="FLOOR" value="HIGH" />
                        <Preference ChainCode="COURTYARD"
BrandCode="MARRIOTT" IsGlobal="false" Category="SNACK" Type="COOKIE" value="OATMEAL" />
                    </Preferences>
                </TPA_Extension>
            </TPA_Extensions>
        </HotelPref>
    </PrefCollection>
</PrefCollections>
<Comments>
    <Comment Language="en-us" CreateDateTime="2012-03-01T10:31:32Z" Name="a"
CreatorID="KLM62536" GuestViewable="false" LastModifierID="THS28371" LastModifyDateTime="2012-03-
12T11:33:42Z">
        <Text>Guest had a mouse in his room during his stay on 2012-02-
12</Text>
    </Comment>
    <Comment Language="en-us" CreateDateTime="2010-04-01T09:30:47Z" Name="a"
CreatorID="KLM62536" GuestViewable="false">
        <Text>Customer was walked from the reservation on 2010-02-01</Text>
    </Comment>
</Comments>
</Profile>
</OTA_ProfileMergeRQ>
```

4.4.4 Global Sample Message – Response

```
<OTA_ProfileMergeRS EchoToken="e23a0dab-9a03-4ab6-8c8e-7b9cb68fdf2d" TimeStamp="2010-02-
12T12:26:53" Version="1.0">
    <Success/>
    <UniqueID Type="1" ID_Context="SYS643276" ID="76432045"/>
    <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="43243632"/>
    <ObsoleteProfileID Type="1" ID_Context="SYS643276" ID="56434487"/>
</OTA_ProfileMergeRS>
```

4.5 Enroll Loyalty Member

4.5.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
HTNG_LoyaltyAccountCreateRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
HTNG_LoyaltyAccountCreateRQ / UniqueID	1..9	Identifies the profile for which the new loyalty account is being created for.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
HTNG_LoyaltyAccountCreateRQ / AccountInfo	1	Loyalty account information, including member information, preferences, security and sub-account balances.
@EnrollmentType	0..1	Method in which enrollment occurs.
@EnrollMethod	0..1	Means by which the enrollment was initiated. Refer to OpenTravel Code List Enrollment Method (ENR).
HTNG_LoyaltyAccountCreateRQ / AccountInfo / CustLoyalty	0..1	Loyalty program information for the customer.

Element @Attribute	Num	Description/Contents
@MembershipID	0..1	Unique identifier of the member in the program (membership number, account number, etc.).
@ProgramID	0..1	Identifier to indicate the company owner of the loyalty program.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo	0..1	Member information including name, contact information and employee information.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / PersonName	1	Detailed name information for the customer.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / PersonName / GivenName	0..5	Given name, first name or names.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / PersonName / MiddleName	0..3	The middle name of the person name.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / PersonName / SurName	0..1	Family name, last name. May also be used for full name if the sending system does not have the ability to separate a full name into its parts, e.g., the surname element may be used to pass the full name.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Telephone	0..9	Information on a telephone number for the customer.
@PhoneNumber	1	Telephone number assigned to a single location.
@PhoneTechType	0..1	Indicates type of technology associated with this telephone number, such as Voice, Data, Fax, Pager, Mobile, TTY, etc. Refer to OpenTravel Code List Phone Technology Type (PTT).
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Address	0..1	Detailed information on an address for the customer.
@Type	0..1	Defines the type of address (e.g.; home, business, other). Refer to OpenTravel Code List Communication Location Type (CLT).
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Address / AddressLine	1..5	These lines will contain free form address details.

Element @Attribute	Num	Description/Contents
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Address / CityName	0..1	City (e.g., Dublin), town or postal station (i.e., a postal service territory, often used in a military address).
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Address / PostalCode	0..1	Post Office Code number.
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Address / StateProv	0..1	State or Province name (e.g., Texas).
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Address / CountryName	0..1	Country name (e.g., Ireland).
HTNG_LoyaltyAccountCreateRQ / AccountInfo / MemberInfo / Email	0..9	E-mail Address for the customer.
@EmailType	0..1	Defines the purpose of the e-mail address (e.g.; personal, business, listserve). Refer to OpenTravel Code List Email Address Type (EAT).
HTNG_LoyaltyAccountCreateRQ / Location	0..1	The location code where the enrollment originated.
@LocationCode	0..1	A code used to identify a location.

4.5.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
OTA_LoyaltyAccountRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).

Element @Attribute	Num	Description/Contents
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
OTA_LoyaltyAccountRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
OTA_LoyaltyAccountRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
OTA_LoyaltyAccountRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type = "Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
OTA_LoyaltyAccountRS / UniqueID	1..9	Used to convey profile identifier.
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).

Element @Attribute	Num	Description/Contents
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
OTA_LoyaltyAccountRS / AccountInfo	0..1	Loyalty account information, including member information, preferences, security and sub-account balances.
@PointBalance	0..1	The point balance for a loyalty account.
@EnrollmentType	0..1	Method in which enrollment occurs.
@EnrollMethod	0..1	Means by which the enrollment was initiated. Refer to OpenTravel Code List Enrollment Method (ENR).
OTA_LoyaltyAccountRS / AccountInfo / CustLoyalty	0..1	Loyalty program information for the customer.
@MembershipID	1	Unique identifier of the member in the program (membership number, account number, etc.).

4.6 Service Recovery Inquiry

4.6.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
HTNG_ServiceIssueReadRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.

Element @Attribute	Num	Description/Contents
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
HTNG_ServicelssueReadRQ / POS	0..1	
HTNG_ServicelssueReadRQ / POS / Source	0..1	This holds details regarding the requestor. It may be repeated to also accommodate the delivery systems.
HTNG_ServicelssueReadRQ / POS / Source / RequestorID	0..1	An identifier of the entity making the request (e.g.; ATA/IATA/ID number, Electronic Reservation Service Provider (ERSP), Association of British Travel Agents (ABTA)).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
HTNG_ServicelssueReadRQ / UniqueID	1..9	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifying value assigned by the creating system. The ID attribute may be used to reference a primary-key value within a database or in a particular implementation.
@ID_Context	0..1	Used to identify the source of the identifier (e.g.; IATA, ABTA).
HTNG_ServicelssueReadRQ / PropertyInfo	0..1	Identifies a specific hotel by using the Chain Code, the Brand Code and the Hotel Code. The codes used are agreed upon by trading partners.
@HotelCode	1	The code that uniquely identifies a single hotel property. The hotel code is decided between vendors.

Element @Attribute	Num	Description/Contents
@ChainCode	0..1	The code that identifies a hotel chain or management group. The hotel chain code is decided between vendors. This attribute is optional if the hotel is an independent property that can be identified by the HotelCode attribute.
@BrandCode	0..1	A code that identifies the brand or flag of a hotel, often used for independently-owned or franchised properties that are known by a specific brand.
HTNG_ServiceIssueReadRQ / IssueOccurance	0..1	A range of dates for which the service occurred.
@Start	1	The beginning date of the range.
@End	1	The ending date of the range.

4.6.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
HTNG_ServiceIssueReadRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
HTNG_ServiceIssueReadRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueReadRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
HTNG_ServicelssueReadRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type ="Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
HTNG_ServicelssueReadRS / Profile	0..1	If the service issue is attached to a known customer profile, the profile information may be inserted here.
HTNG_ServicelssueReadRS / Servicelssues	0..1	A collection of Servicelssue components.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue	1..n	An individual service issue.
@PriorityCode	0..1	A code defining the urgency of resolving the issue.
@SourceCode	0..1	A code defining the origin of where the service issue was reported (front desk, hotline, survey, banquet staff, etc.)
@Status	1	The current status of a given issue ("Open", "Closed")

Element @Attribute	Num	Description/Contents
@AbsoluteDeadline	0..1	The deadline to resolve the issue per quality standards.
@CreateDateTime	1	The date the issue was entered into the system.
@ReportedBy	1	Indicates who reported the issue.
@IssueOccurance	1	The date and time the guest experienced the issue.
@CreatorID	1	The ID of the employee who entered the issue.
@LastModifierID	0..1	The ID of the employee who last modified the issue.
@LastModifyDateTime	0..1	The date and time the last modification took place.
@Code	1	A code representing the type of issue experienced.
HTNG_ServicelIssueReadRS / ServicelIssues / ServicelIssue / UniqueID	1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	0..1	
@ID	1	A unique identifier for this issue as generated by the system represented by the ID_Context.
@ID_Context	1	The system identifier who generated a given ID for the issue.
HTNG_ServicelIssueReadRQ / PropertyInfo	0..1	Identifies a specific hotel by using the Chain Code, the Brand Code and the Hotel Code. The codes used are agreed upon by trading partners.
@HotelCode	1	The code that uniquely identifies a single hotel property. The hotel code is decided between vendors.
@ChainCode	0..1	The code that identifies a hotel chain or management group. The hotel chain code is decided between vendors. This attribute is optional if the hotel is an independent property that can be identified by the HotelCode attribute.
@BrandCode	0..1	A code that identifies the brand or flag of a hotel, often used for independently-owned or franchised properties that are known by a specific brand.

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Room	0..1	Descriptive room information.
@RoomID	1	Indicates the hotel room where a given issue took place.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Comments	0..1	A collection of comments
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Comments / Comment	1..n	A comment related to the issue.
@GuestViewable	0..1	Indicated whether the guest should be able to read the comment. The default value (or one that is not populated) MUST be interpreted as "false."
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Comments / Comment / Text	1	The text body of the comment.
@Language	0..1	Identifies the language.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions	0..1	A collection of Action components taken to resolve the service issue.
@ResolutionID	0..1	The unique ID of the action that resolved the guest service issue.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action	1..n	An individual action taken to resolve the service issue.
@Start	0..1	The date and time the hotel staff member started (or is due to start) the action.
@End	0..1	The date and time the hotel staff member completed the action.
@CreateDateTime	1	The date the action was entered into the system.
@CreatorID	1	The ID of the employee who entered the action.
@ActionBy	0..1	The ID of the employee who performed the action.
@LastModifyDateTime	0..1	The date and time the last modification took place.

Element @Attribute	Num	Description/Contents
@LastModifierID	0..1	The ID of the employee who last modified the action.
@Code	1	A code representing the type of action taken.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / UniqueID	1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifier for this action as generated by the system represented by the ID_Context.
@ID_Context	1	The system identifier who generated a given ID for the action.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / Comments	0..1	A collection of comments.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / Comments / Comment	1..n	A free-form text account describing the action taken.
@GuestViewable	0..1	Indicated whether the guest should be able to read the comment. The default value (or one that is not populated) MUST be interpreted as "false."
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / Comments / Comment / Text	1	The text body of the comment.
@Language	0..1	Identifies the language.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / Compensation	0..1	Any financial credit provided to the guest experiencing the issue.
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / Cost	0..1	An element containing the cost incurred by the hotel to service this action.

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueReadRS / Servicelssues / Servicelssue / Actions / Action / Cost / Total	1	The total amount of the cost.
@AmountAfterTax	1	The monetary value of the cost.
@CurrencyCode	1	

4.7 Service Recovery Create

4.7.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueCreateRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
HTNG_ServicelssueCreateRQ / Servicelssue	1	An individual service issue.
@PriorityCode	0..1	A code defining the urgency of resolving the issue.
@SourceCode	0..1	A code defining the origin of where the service issue was reported (front desk, hotline, survey, banquet staff, etc.)
@Status	1	The current status of a given issue (“Open”, “Closed”)
@AbsoluteDeadline	0..1	The deadline to resolve the issue per quality standards.

Element @Attribute	Num	Description/Contents
@CreateDateTime	1	The date the issue was entered into the system.
@ReportedBy	1	Indicates who reported the issue.
@IssueOccurance	1	The date and time the guest experienced the issue.
@CreatorID	1	The ID of the employee who entered the issue.
@LastModifierID	0..1	The ID of the employee who last modified the issue.
@LastModifyDateTime	0..1	The date and time the last modification took place.
@Code	1	A code representing the type of issue experienced.
HTNG_ServicelssueCreateRQ / Servicelssue / UniqueID	1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifier for this issue as generated by the system represented by the ID_Context.
@ID_Context	1	The system identifier who generated a given ID for the issue.
HTNG_ServicelssueReadRQ / PropertyInfo	0..1	Identifies a specific hotel by using the Chain Code, the Brand Code and the Hotel Code. The codes used are agreed upon by trading partners.
@HotelCode	1	The code that uniquely identifies a single hotel property. The hotel code is decided between vendors.
@ChainCode	0..1	The code that identifies a hotel chain or management group. The hotel chain code is decided between vendors. This attribute is optional if the hotel is an independent property that can be identified by the HotelCode attribute.
@BrandCode	0..1	A code that identifies the brand or flag of a hotel, often used for independently-owned or franchised properties who are known by a specific brand.

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueCreateRQ / Servicelssue / Room	0..1	Descriptive room information.
@RoomID	1	Indicates the hotel room where a given issue took place.
HTNG_ServicelssueCreateRQ / Servicelssue / Comments	0..1	A collection of comments.
HTNG_ServicelssueCreateRQ / Servicelssue / Comments / Comment	1..n	A free-form text account describing the issue.
@GuestViewable	0..1	Indicates whether the guest should be able to read the comment. The default value (or one that is not populated) MUST be interpreted as "false."
HTNG_ServicelssueCreateRQ / Servicelssue / Comments / Comment / Text	1	The text body of the comment.
@Language	0..1	Identifies the language.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions	0..1	A collection of Action components taken to resolve the service issue.
@ResolutionID	0..1	The unique ID of the action that resolved the guest service issue.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action	1..n	An individual action taken to resolve the service issue.
@Start	0..1	The date and time the hotel staff member started (or is due to start) the action.
@End	0..1	The date and time the hotel staff member completed the action.
@CreateDateTime	1	The date the action was entered into the system.
@CreatorID	1	The ID of the employee who entered the action.
@ActionBy	0..1	The ID of the employee who performed the action.
@LastModifyDateTime	0..1	The date and time the last modification took place.
@LastModifierID	0..1	The ID of the employee who last modified the action.
@Code	1	A code representing the type of action taken.

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / UniqueID	1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifier for this action as generated by the system represented by the ID_Context.
@ID_Context	1	The system identifier who generated a given ID for the action.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / Comments	0..1	A collection of comments.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / Comments / Comment	1..n	A free-form text account describing the action taken.
@GuestViewable	0..1	Indicated whether the guest should be able to read the comment. The default value (or one that is not populated) MUST be interpreted as "false."
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / Comments / Comment / Text	1	The text body of the comment.
@Language	0..1	Identifies the language.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / Compensation	0..1	Any financial credit provided to the guest experiencing the issue.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / Cost	0..1	An element containing the cost incurred by the hotel to service this action.
HTNG_ServicelssueCreateRQ / Servicelssue / Actions / Action / Cost / Total	1	The total amount of the cost.
@AmountAfterTax	1	The monetary value of the cost.
@CurrencyCode	1	

4.7.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueCreateRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
HTNG_ServicelssueCreateRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
HTNG_ServicelssueCreateRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
HTNG_ServicelssueCreateRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type="Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).

Element @Attribute	Num	Description/Contents
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
HTNG_ServicelssueCreateRS / UniqueID	0..1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifier for this action as generated by the system represented by the ID_Context.
@ID_Context	0..1	The system identifier who generated a given ID for the action.

4.8 Service Recovery Publish

4.8.1 Data Element Table – Request

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueNotifRQ	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.

Element @Attribute	Num	Description/Contents
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
HTNG_ServiceIssueNotifRQ / ServiceIssue	1..n	An individual service issue.
@PriorityCode	0..1	A code defining the urgency of resolving the issue.
@SourceCode	0..1	A code defining the origin of where the service issue was reported (front desk, hotline, survey, banquet staff, etc.)
@Status	1	The current status of a given issue ("Open", "Closed")
@AbsoluteDeadline	0..1	The deadline to resolve the issue per quality standards.
@CreateDateTime	1	The date the issue was entered into the system.
@ReportedBy	1	Indicates who reported the issue.
@IssueOccurance	1	The date and time the guest experienced the issue.
@CreatorID	1	The ID of the employee who entered the issue.
@LastModifierID	0..1	The ID of the employee who last modified the issue.
@LastModifyDateTime	0..1	The date and time the last modification took place.
@Code	1	A code representing the type of issue experienced.
HTNG_ServiceIssueNotifRQ / ServiceIssue / UniqueID	1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).

Element @Attribute	Num	Description/Contents
@Type	0..1	
@ID	1	A unique identifier for this issue as generated by the system represented by the ID_Context.
@ID_Context	1	The system identifier who generated a given ID for the issue.
HTNG_ServicelssueReadRQ / PropertyInfo	0..1	Identifies a specific hotel by using the Chain Code, the Brand Code and the Hotel Code. The codes used are agreed upon by trading partners.
@HotelCode	1	The code that uniquely identifies a single hotel property. The hotel code is decided between vendors.
@ChainCode	0..1	The code that identifies a hotel chain or management group. The hotel chain code is decided between vendors. This attribute is optional if the hotel is an independent property that can be identified by the HotelCode attribute.
@BrandCode	0..1	A code that identifies the brand or flag of a hotel, often used for independently-owned or franchised properties that are known by a specific brand.
HTNG_ServicelssueNotifRQ / Servicelssue / Room	0..1	Descriptive room information.
@RoomID	1	Indicates the hotel room where a given issue took place.
HTNG_ServicelssueNotifRQ / Servicelssue / Comments	0..1	A collection of comments.
HTNG_ServicelssueNotifRQ / Servicelssue / Comments / Comment	1..n	A free-form text account describing the issue.
@GuestViewable	0..1	Indicates whether the guest should be able to read the comment. The default value (or one that is not populated) MUST be interpreted as "false."
HTNG_ServicelssueNotifRQ / Servicelssue / Comments / Comment / Text	1	The text body of the comment.
@Language	0..1	Identifies the language.

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueNotifRQ / Servicelssue / Actions	0..1	A collection of Action components taken to resolve the service issue.
@ResolutionID	0..1	The unique ID of the action that resolved the guest service issue.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action	1..n	An individual action taken to resolve the service issue.
@Start	0..1	The date and time the hotel staff member started (or is due to start) the action.
@End	0..1	The date and time the hotel staff member completed the action.
@CreateDateTime	1	The date the action was entered into the system.
@CreatorID	1	The ID of the employee who entered the action.
@ActionBy	0..1	The ID of the employee who performed the action.
@LastModifyDateTime	0..1	The date and time the last modification took place.
@LastModifierID	0..1	The ID of the employee who last modified the action.
@Code	1	A code representing the type of action taken.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / UniqueID	1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	0..1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifier for this action as generated by the system represented by the ID_Context.
@ID_Context	1	The system identifier who generated a given ID for the action.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / Comments	0..1	A collection of comments.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / Comments / Comment	1..n	A free-form text account describing the action taken.

Element @Attribute	Num	Description/Contents
@GuestViewable	0..1	Indicated whether the guest should be able to read the comment. The default value (or one that is not populated) MUST be interpreted as "false."
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / Comments / Comment / Text	1	The text body of the comment.
@Language	0..1	Identifies the language.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / Compensation	0..1	Any financial credit provided to the guest experiencing the issue.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / Cost	0..1	An element containing the cost incurred by the hotel to service this action.
HTNG_ServicelssueNotifRQ / Servicelssue / Actions / Action / Cost / Total	1	The total amount of the cost.
@AmountAfterTax	1	The monetary value of the cost.
@CurrencyCode	1	

4.8.2 Data Element Table – Response

Element @Attribute	Num	Description/Contents
HTNG_ServicelssueCreateRS	1	Root element of the message.
@EchoToken	1	A reference for additional message identification, assigned by the requesting host system. When a request message includes an echo token, the corresponding response message MUST include an echo token with an identical value.
@TimeStamp	1	Indicates the creation date and time of the message in UTC using the following format specified by ISO 8601; YYYY-MM-DDThh:mm:ssZ with time values using the 24-hour clock (e.g., 20 November 2003, 1:59:38 pm UTC becomes 2003-11-20T13:59:38Z).
@Version	1	For all OpenTravel versioned messages, the version of the message is indicated by a decimal value.

Element @Attribute	Num	Description/Contents
@Target	0..1	Used to indicate whether the request is for the Test or Production system.
HTNG_ServicelssueCreateRS / Success	0..1	The presence of the empty Success element explicitly indicates that the OpenTravel versioned message succeeded.
HTNG_ServicelssueCreateRS / Warnings	0..1	Used in conjunction with the Success element to define one or more business errors.
HTNG_ServicelssueCreateRS / Warnings / Warning	1..n	Used when a message has been successfully processed to report any warnings or business errors that occurred.
@Type	1	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warning type. The validating XSD can expect to accept values that it has NOT been explicitly coded for and process them by using Type="Unknown." Refer to OpenTravel Code List Error Warning Type (EWT).
@Status	0..1	If present, recommended values are those enumerated in the OTA_ErrorRS, (NotProcessed Incomplete Complete Unknown) however, the data type is designated as string data, recognizing that trading partners may identify additional status conditions not included in the enumeration.
@ShortText	1	An abbreviated version of the error in textual format.
@Code	0..1	If present, this refers to a table of coded values exchanged between applications to identify errors or warnings. Refer to OpenTravel Code List Error Codes (ERR).
HTNG_ServicelssueCreateRS / UniqueID	0..1	An identifier used to uniquely reference an object in a system (e.g.; an airline reservation reference, customer profile reference, booking confirmation number or a reference to a previous availability quote).
@Type	1	A reference to the type of object defined by the UniqueID element. Refer to OpenTravel Code List Unique ID Type (UIT).
@ID	1	A unique identifier for this action as generated by the system represented by the ID_Context.

Element @Attribute	Num	Description/Contents
@ID_Context	0..1	The system identifier who generated a given ID for the action.

5 Appendices

5.1 Glossary of Terms

For the purpose of this document the following terms have been defined as follows:

Term	Definition
Customer	Someone purchasing product(s) and/or service(s) from a hotel.
Customer Loyalty Requester	A system that needs to be able to request a new customer loyalty program member enrollment be created.
Customer Loyalty Responder	A system that manages customer loyalty program memberships.
Customer Profile Requester	A system that may need to: <ul style="list-style-type: none">○ retrieve the latest version of a customer profile○ request a new customer profile to be created by the Customer Profile Responder○ modify the contents of a customer profile○ request that customer profiles be merged into a single customer profile
Customer Profile Responder	A system that manages customer profiles.
Query Parameters	Examples of potential query parameters include name, e-mail, postal code, phone number, account number.
Service Recovery Publisher	A system that informs other systems when a service recovery data is created, modified or deleted for customer profiles.
Service Recovery Requester	A system that needs to be able to retrieve service recovery information.
Service Recovery Responder	A system that manages service recovery information.
Service Recovery Subscriber	A system with a registered interest in being notified when a service recovery data is created for customer profiles.
Stay History Requester	A system that requires stay history data.
Stay History Responder	A system that contains completed customer stay history.

5.2 Implementation Notes

5.2.1 Use of Names

The Customer Profile Workgroup believes the operator and trading partners should decide the rules surrounding the population of the GivenName and SurName fields. While these generally will be provided, the schema does not force them to be populated, nor does this specification; it is implementation-specific.

5.2.2 Use of Default Indicators

The default indicator is resident in those collections of records where one record must be treated as the default or primary record. This is true for telephone numbers, addresses, etc. In no case should more than one record contain a true value. Unless otherwise noted (by the default indicator being set to true), the first item is the default.

5.2.2.1 Example

```
<Telephone PhoneLocationType="6" PhoneTechType="5" PhoneNumber="123-4567" DefaultInd="true"
AreaCityCode="802"/>
<Telephone PhoneLocationType="7" PhoneTechType="1" PhoneNumber="303-5560" DefaultInd="false"
AreaCityCode="847"/>
<Telephone PhoneLocationType="7" PhoneTechType="3" PhoneNumber="303-5561" DefaultInd="false"
AreaCityCode="847"/>
```

5.2.3 Event Publishing and Subscribing

HTNG has created a mechanism for systems to be able to register their interest in receiving event notifications from other systems. The [HTNG Event Notification Specification](#) describes the following interactions:

- Obtaining a listing of events for which a subscription can be established.
- Registering (and unregistering) interest in receiving event notifications.
- Event-driven payload delivery.

5.2.4 Use of Requested Components

The Read Profile request supports a flexible model for obtaining customer profile information. Each profile component (Name, Address, Email, etc.) has an associated identifier/code that is used to indicate what parts of the profile are to be returned. The schema itself will dictate which request elements are required, as well as size constraints that are enforced by the schema itself. There is also the potential for implementers to perform validation of the Read Profile process to ensure that appropriate values have been provided.

The schema allows the consumer to request single or multiple components of data. Not all consumers can request all of the components. The provider will determine which component requests will be accepted.

5.2.5 Use of Classifications

The Read Profile request supports a flexible model for integrated applications to share classifications or categories assigned to a customer profile. Hoteliers assign classifications to profiles to identify to hotel staff guests who should receive a specific service. When classifications are implemented, the Provider role is the system of record for assigning the classification to the profile. Integration partners may need to communicate with each other regarding what each classification valued pair means since a lookup reference list of valid classifications is not included in the XML schema.

5.3 Referenced Documents

The following table shows the documents upon which this document depends:

Document Title	Location/URL
HTNG Payment Systems & Data Security Data Proxy Specification	http://collaboration.htng.org/specs/documents.php?action=show&dcat=32&gdid=22006
HTNG Protocol & Message Transport Event Notification Specification	http://collaboration.htng.org/specs/documents.php?action=show&dcat=35&gdid=23182
HTNG Web Services Framework Specification	http://collaboration.htng.org/specs/documents.php?action=show&dcat=25&gdid=22364
OpenTravel Alliance specifications	http://www.opentravel.org/Specifications/Default.aspx