Ariane Reservation Notification Service

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Purpose of document

The purpose of this document is to provide the specifications of the interface allowing the PMS to notify Allegro of:

- The addition of new reservations in a hotel

- The modification of existing reservations

- The cancellation of existing reservations

The PMS will decide which reservations are eligible.

Web Service Description

The service will be a SOAP web service that will allow the third party applications to push reservation data through the web service methods:

- NotifyNewReservation – notifies Allegro that an eligible reservation has been added in the PMS, or that a previously non eligible reservation has become eligible.
- NotifyModifiedReservation – notifies Allegro that a change has been done on a reservation. The change may or may not impact on the eligibility of a reservation
- NotifyCancelledReservation – notifies Allegro that a reservation has been cancelled
- IsAlive – used to check if the service is running

In what follows each method will be described in detail.

1. NotifyNewReservation

This method notifies Allegro when a new eligible reservation has been added in the PMS. The method makes use of a username and password to identify the targeted hotel and a reservation object.

This method should also be used when a previously non-eligible reservation becomes eligible after modifications in The PMS.

1.1 Request Parameters

Parameter	Type	Description
Username	*String*	Unique identifier for each hotel that uses Allegro v6 and it is decided by Ariane
Password	*String*	The password that has been associated to the hotel, to avoid spamming of reservations
Reservation	*ReservationInformation*	Detailed information about the reservation.
IsEligible_Check_In	*String*	Value that specifies if the reservation is eligible for check in. The values are 'Y' for eligible 'N' for not eligible
IsEligible_Check_Out	*String*	Value that specifies if the reservation is eligible for check out. The values are 'Y' for eligible 'N' for not eligible
RequestID	*Decimal*	Unique identifier for each request. Used for tracking the requests sent/received.
Reason	*String*	Optional. The reason why the reservation is not eligible

1.2 ReservationInformation Object

Parameter	Type	Mandatory	Description
ReservationNumber	*String*	Y	Unique identifier for the reservation
ConfirmationNumber	*String*	N	The public identifier of the reservation. This can correspond to more than one reservation.
ArrivalDate	*DateTime*	Y	The arrival date for the reservation. Must be after hotel business date.
DepartureDate	*DateTime*	Y	The departure date for the reservation. Must be larger than arrival date.
ArrivalHour	*Integer*	N	The hour of arrival (from 0 to 23)
FirstName	*String*	Y	The main guest's first name
LastName	*String*	Y	The main guest's last name
CompanyName	*String*	N	The company name if any associated to the reservation.
Gender	*String*	Y	The guest's gender. The possible values are "male" and "female".
MobilePhone	*String*	Y (if email is empty)	The guest's mobile phone in the format two-digit country code followed by the number without the leading 0 and without any spaces. For example, for the French phone number 06 12 34 56 78 send 33612345678
Salutation	*String*	N	The guest's salutation as present in The PMS
Email	*String*	Y (if mobile phone is empty)	The main guest's email address
PreferredLanguage	*String*	N	The guests preferred language for communication
LoyaltyCardNumber	*String*	N	The guest's loyalty card number if any
LoyaltyCardType	*String*	N	The loyalty card type as stored in The PMS
RoomNumber	*String*	N	The room number associated to the reservation, if any.
ConfLegNo	*int*	Y	For multi leg reservations this allows differentiating between reservations. For simple reservations this will have value 1.
NativeFirstName	*String*	N	If available, the guest's first name as spelled in his native language: Example: 'Jérôme'

| NativeLastName | String | N | If available, the guest's last name as spelled in his native language: Example: 'Müller' |
| GuestEmailPrivacy | String | N | If the guest does not wish to receive emails from the hotel (even though his reservation might be eligible) this flag should be set |

2.3 Request Example

Underlined in yellow below you'll find the fields added from the version 2.0.

```xml
<NotifyNewReservation xmlns="http://tempuri.org/">
    <request>
      <Username>spocan</Username>
      <Password>4ri4n35y573ms</Password>
      <Reservation>
        <ReservationNumber>17605</ReservationNumber>
        <ConfirmationNumber>24068</ConfirmationNumber>
        <ArrivalDate>01-01-2013</ArrivalDate>
        <DepartureDate>18-01-2013</DepartureDate>
        <ArrivalHour>13</ArrivalHour>
        <LastName>Ewyear</LastName>
        <FirstName>Happyn</FirstName>
        <CompanyName>Frosty</CompanyName>
        <GenderType>male</GenderType>
        <Title>Mr.</Title>
        <MobilePhone>33612345678</MobilePhone>
        <PreferredLanguage>E</PreferredLanguage>
        <Email>happynewyear@frosty.com</Email>
        <LoyaltyCardNumber>30536540398</LoyaltyCardNumber>
        <RoomNumber></RoomNumber>
        <ConfLegNo>1</ConfLegNo>
        <NativeFirstName>Jérôme</NativeFirstName>
        <NativeLastName>Müller</NativeLastName>
        <GuestEmailPrivacy>Y</GuestEmailPrivacy>
        <ReservationStatus>RESERVED</ReservationStatus>
      </Reservation>
      <IsEligible_Check_In>Y</IsEligible_Check_In>
      <IsEligible_Check_Out>Y</IsEligible_Check_Out>
      <RequestID>100254655452</RequestID>
      <Reason></Reason>
    </request>
</NotifyNewReservation>
```

2.4 Response Parameters

Parameter	Type	Description
ResultCode	*Integer*	The integer code corresponding to the operation result. The value will be 0 in case of success.
ResultStatus	*String*	The status of the operation. In case of success it will be SUCCES. In the case of failure it will be FAILED

Ariane will provide a document containing the explanation of the possible values for the ResultCode.

2.5 Response Example

```
<NotifyNewReser
vationResponse>
<ResultCode>0</
  ResultCode>
<Message>SUCCES
  S</Message>
</NotifyNewReservationResponse>
```

2. NotifyModifiedReservation

This method notifies Allegro when a reservation has been modified in the PMS in a way that affects Allegro:

- Arrival date change

- Departure date change

- Room number change

- Guest name change

- Email change

- Mobile Phone change

- Company Name change

- Loyalty Card change

- Guest gender change

- Status has changed

- Title changed

- **Eligibility has changed**

2.1 Request Parameters

Parameter	Type	Description
Username	*String*	Unique identifier for each hotel that uses Allegro v6 and it is decided by Ariane
Password	*String*	The password that has been associated to the hotel, to avoid spamming of reservations
Reservation	*ReservationInformation*	Detailed information about the reservation.
IsEligible_Check_In	*String*	Value that specifies if the reservation is eligible for check in. The values are 'Y' for eligible 'N' for not eligible
IsEligible_Check_Out	*String*	Value that specifies if the reservation is eligible for check out. The values are 'Y' for eligible 'N' for not eligible
Reason	*String*	If the reservation has been rendered non eligible, this field will contain the reason why the reservation is no longer eligible.

2.2 Request Example

```xml
<NotifyModifiedReservation xmlns="http://tempuri.org/">
    <request>
        <Username>spocan</Username>
        <Password>4ri4n35y573ms</Password>
        <Reservation>
            <ReservationNumber>17605</ReservationNumber>
            <ConfirmationNumber>24068</ConfirmationNumber>
            <ArrivalDate>01-01-2013</ArrivalDate>
            <DepartureDate>19-01-2013</DepartureDate>
            <ArrivalHour>13</ArrivalHour>
            <LastName>Ewyear</LastName>
            <FirstName>Happyn</FirstName>
            <CompanyName>Frosty</CompanyName>
            <GenderType>male</GenderType>
            <Title>Mr.</Title>
            <MobilePhone>33612345678</MobilePhone>
            <PreferredLanguage>E</PreferredLanguage>
            <Email>happynewyear@frosty.com</Email>
            <LoyaltyCardNumber>30536540398</LoyaltyCardNumber>
            <RoomNumber></RoomNumber>
            <ConfLegNo>1</ConfLegNo>
            <NativeFirstName>Jérôme</NativeFirstName>
            <NativeLastName>Müller</NativeLastName>
            <GuestEmailPrivacy>Y</GuestEmailPrivacy>
            <ReservationStatus>CHECKED IN</ReservationStatus>
        </Reservation>
        <IsEligible_Check_In>Y</IsEligible_Check_In>
        <IsEligible_Check_Out>Y</IsEligible_Check_Out>
        <RequestID>100254655453</RequestID>
        <Reason></Reason>
    </request>
</NotifyModifiedReservation>
```

2.3 Response Parameters

Parameter	Type	Description
ResultCode	*Integer*	The integer code corresponding to the operation result. The value will be 0 in case of success.
ResultStatus	*String*	The status of the operation. In case of success it will be SUCCES. In the case of failure it will be FAILED

Ariane will provide a document containing the explanation of the possible values for the ResultCode.

2.4 Response Example

```xml
<NotifyModifiedReservationResponse>
  <ResultCode>0</ResultCode>
  <Message>SUCCESS</Message>
</NotifyModifiedReservationResponse>
```

3. NotifyCancelledReservation

This method notifies Allegro when an eligible reservation has been cancelled in the PMS. The method makes use of a username and password to identify the targeted hotel and gives out the unique reservation number for the reservation that has been cancelled.

3.1 Request Parameters

Parameter	Type	Description
Username	String	Unique identifier for each hotel that uses Allegro v6 and it is decided by Ariane
Password	String	The password that has been associated to the hotel, to avoid spamming of reservations
ReservationNumber	String	The unique reservation number of the reservation that has been cancelled
RequestID	Decimal	Unique identifier for each request. Used for tracking the requests sent/received.

3.2 Request Example

```
<NotifyCancelledReservationRequest>
  <Username>spocan</Username>
  <Password>4ri4n35y573ms</Password>
  <ReservationNumber>17605</ReservationNumber>
  <RequestID>100254655452</RequestID>
</NotifyCancelledReservationRequest>
```

3.3 Response Parameters

Parameter	Type	Description
ResultCode	Integer	The integer code corresponding to the operation result. The value will be 0 in case of success.
ResultStatus	String	The status of the operation. In case of success it will be SUCCES. In the case of failure it will be FAILED

Ariane will provide a document containing the explanation of the possible values for the ResultCode.

3.4 Response Example

```xml
<NotifyCancelledReservationResponse>
  <ResultCode>0</ResultCode>
  <Message>SUCCESS</Message>
</NotifyCancelledReservationResponse>
```

4. IsAlive

The IsAlive method is a simple function that the clients can call to check if the service is running. The function will return a Boolean set to true if the service is running.

If the service does not respond to this function (you get either a connection exception or timeout), that means there may be a Network connectivity issue, or the service is down.

The method doesn't take any parameters. The signature of the method is: bool IsAlive()

Reservation Eligibility

Each hotel has different eligibility conditions. In order to be able to have a flexible way of dealing with the different eligibility criteria, it is recommended to have eligibility filters as a query in the database.

Then for each hotel you can have a member of your installation team define the eligibility criteria with the client and implement the query in the database that would return only the eligible reservations. This would be an operation that could be billed to your customers.

You can have defined a query for some standard eligibility criteria and if the customer wants additional criteria they will be billed.

By default, for testing purposes, all reservations should be sent.

Reservation status

This field contains the status of the reservation. The possible values are:

- RESERVED – used for reservations from their creation to the moment they are checked in.
- INVITED_CI – reservation was invited to online check-in.
- ROOM_ALLOCATED_PMS - a room was allocated to this reservation.
- GUEST_FIRST_LOGIN – the guest connected to the online check-in.
- REGISTRATION_CARD_COMPLETED – the guest filled in his registration card (contact data).
- GUEST_PAYMENT – the guest paid online his reservation.
- CI_SCHEDULED – the guest scheduled his online check-in.
- CANCELLED – when the reservation is cancelled.
- CHECKED IN – used from the moment the reservation is checked in to the moment where the reservation is checked out.
- INVITED_CO - reservation was invited to online check-out.
- CHECKEDOUT – from the moment the reservation has been checked out.

Note: If no status is sent in *NotifyNewReservation* the status will be set to RESERVED by default. If no status is sent in *NotifyModifiedReservation* the status will not change.