

Certification Questionnaire for OTA-Partners

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Global information and questions

- Can you manage several URLs for endpoints or only one? If yes:
 - one endpoint for all methods
 - or 3 endpoints (e.g. for read room/rate information, send avail data, read bookings)
 - or best way: several endpoints for each used method
- Do you support HTTP basic auth for your agent login ?
- We use only an agent auth and the *HotelId* / *HotelCode* to identify the hotel (no separate hotel login credentials) , is this ok?
- Do you support with IP whitelisting ? Can you send us an IP list ?
- Do you use
 - GET requests (e.g. like *REST-API* methods) or
 - POST requests with incoming xml payload ?
- Do you use SOAP protocol ?
- Do you support SSL / TLS 1.2 ?
- Do you have a hotel extranet or back-office ?
- Do you have a test hotel for each partner, that we can use to test the connection ?
- What is the technical contact that we can reach for this connection ?
- How long is the planned time range to create the new connection out of your experience ?
- Do you use OTA standard methods / endpoints or if not:
 - Can you make the required modifications or we must do it?

Read information for Hotel, Rooms, Rates

- Do you read Rooms only or Room/Rate based information?
- Do you use some OTA Standard method to read informations or some custom method ?
- If standard : Which method do you use ?
 - *OTA_HotelDescriptiveInfoRQ*
 - *OTA_HotelRoomListRQ*
 - *OTA_HotelRatePlanRQ*
 - *OTA_HotelAvailRQ*
 - Other custom method

Availability updates

- How do you manage availability ?
 - per hotel / day
 - per hotel / room type / day
 - per hotel / room type / rate (or rateplan) / day
 - or other, if yes, please explain
- What is the maximum date on which you send availability data ?
 - for 1 year / 2 years / other range ?
- How often do you send data, which data ?
- Every day / every night e.g. all data
- After editing in read time on the changed data, please explain
- Do you use some OTA Standard method to send data or some custom method ?
- If standard : Which method do you use ?
 - *OTA_HotelAvailNotifRQ*
 - *OTA_HotelInvCountNotifRQ*
 - Other method

Price updates

- We do not use and accept price updates at the moment, is the ok?

Restriction updates

- Do you manage minimum stay?
 - If yes is it “On Arrival” or “Through”, please explain ?
- Do you manage maximum stay?
 - If yes is it “On Arrival” or “Through”, please explain ?
- Do you manage Open/Close on Arrival?
- Do you manage Open/Close on Departure?
- Do you support open/close to sale restriction ?
- If yes, at which level:
 - room types,
 - rates,
 - room/rate,
 - room/rate/occupancy

Notice: We only accept status close (e.g. `<RestrictionStatus Status="Close" />`) at the moment.

Reservations / Bookings

- Do you accept / manage booking modification? What type of modification can be done on a booking ?
- Do you accept / manage booking cancellation ?
- How do you manage cancellation policies ?
- Do you accept one booking to have several room types ?
- Do you accept one booking to have several rooms of the same type ?

- If yes, we should send the booked rooms.
 - as one RoomStay with *NumberOfUnits* or
 - as separate RoomStay - one for each booked room
- We only allow one rate in a booking, is this ok ?
- We do you provide credit card data, is this ok ?
- We do not use any kind of guarantee e.g. credit card guarantee or prepayment or full prepayment ?
- We are able to provide complete customer data: names, address, phone, country and code.
- Do you use country name (e.g. Germany) and ISO 3166_1 country codes in 3 chars (DEU) or 2 chars (DE) ?
- Are you able to accept guest details per room booked ?
- We send an email to the hotel, when a booking is made. Do you send an email to the hotel too ?
- Do you accept extra services / add-ons with prices for bookings e.g. dinner or massage ?
- We send child costs as extra services, is this ok ?
- Do you transfer bookings to hotel PMS ? In real time?
- Do you use 2 way connection? We can push new bookings to your service.
- Can you request new bookings by sending request with ResId value?
- How often do you request new bookings?

Methods:

- Do you use some OTA Standard method to read bookings or some custom method ?
- If standard : Which method do you use, to read bookings ?
 - *OTA_HotelResRQ*
 - *OTA_HotelResNotifRQ*
 - *OTA_ReadRQ*
 - Other custom method