

Customer Relationship Management (CRM)

- [Message Type Overview](#)

This page provides an overview of the message types that are most commonly used when connecting Customer Relationship Management Systems. Listed are as well the direction and the Use-Cases which are covered by these message types.

If you miss any Use-Cases you might discuss these during your Technical Requirements Call to check if/how these could be covered.

Message Type Overview

If you need more details about the content of the different message types please check each single documentation page.

MessageType	Direction	Usecases
OTA_HotelStayInfoNotifRQ/RS	protel 3rd party system	Message providing profile stay information getting triggerd in End of Day process after departure date.
OTA_ProfileCreateRQ/RS	protel 3rd party system 3rd party system protel	Message providing a subscribing system profile information for newly created <ul style="list-style-type: none">• Individual profiles• Company profiles• Travel Agency profiles• Source profiles• Group profiles
OTA_ProfileModifyRQ/RS	protel 3rd party system 3rd party system protel	Message providing a subscribing system profile updates for <ul style="list-style-type: none">• Individual profiles• Company profiles• Travel Agency profiles• Source profiles• Group profiles
OTA_HotelResNotifRQ/RS	protel 3rd party system	Message notifying a subscribing system that a reservation is <ul style="list-style-type: none">• created• modified• cancelled
Optional		
OTA_ReadRQ/OTA_ResRetrieveRS (Reservation Lookup)	protel 3rd party system	Looking up profile details at 3rd party system.

Use case	Workflow steps	Sample messages
1	Bulk upload of current booking situation of the PMS <ul style="list-style-type: none"> Getting an overview about the current booking situation of a hotel (past, current and future reservations) by message type OTA_HotelResNotifRQ (Vendors can decide which timespan they would like to receive). 	<p>OTA_HotelResNotifRQ</p> <pre> <?xml version='1.0' encoding='utf-8'?> <OTA_HotelResNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:p="http://protel.io/soap" xmlns:px="http://protel.io/htng/extensions" xmlns:htng="http://htng.org/2014B" CorrelationID="RES#2000044#UPDATE#000144#1558612714917#B2A6" EchoToken="RES#2000044#UPDATE#000144#1558612714917#B2A6" PrimaryLangID="en" ResStatus="Modify" TimeStamp="2019-05-23T11:58:34Z" Version="5.000"> <POS> <Source> <RequestorID ID="2578" ID_Context="protelIO" Type="10"/> <BookingChannel Primary="true" Type="4"/> <TPA_Extensions> <px:POSExtensions> <px:HotelInfo FiscalDate="2018-10-30"/> </px:POSExtensions> </TPA_Extensions> </Source> </POS> <HotelReservations> <HotelReservation CreateDateTime="2019-05-16T08:06:00+02:00" CreatorID="lj" LastModifierID="lj" LastModifyDateTime="2019-05-23T13:58:34+02:00" ResStatus="Reserved"> <UniqueID ID="17225" ID_Context="protelIO" Type="14"/> <RoomStays> <RoomStay MarketCode="BUS" SourceOfBusiness="CO"> <RoomTypes> <RoomType IsRoom="true" NumberOfUnits="1" RoomID="33 Los tejados templarios" RoomType="Standard Room(49)" RoomTypeCode="STD"/> </RoomTypes> <RatePlans> <RatePlan EffectiveDate="2019-08-12" ExpireDate="2019-08-13" PriceViewableInd="true" RatePlanCode="BARBB" RatePlanID="150"> <Guarantee GuaranteeCode="CC" GuaranteeType="CC/DC/Voucher"> <GuaranteeDescription Name="Name"> <Text TextFormat="PlainText">Credit Card</Text> </GuaranteeDescription> <GuaranteeDescription Name="Description"> <Text TextFormat="PlainText">Need to pre-authorise for the first night</Text> </GuaranteeDescription> </Guarantee> <CancelPenalties> <CancelPenalty PolicyCode="48HRS"> <PenaltyDescription Name="Name"> <Text TextFormat="PlainText">Free cancellation 48 hrs</Text> </PenaltyDescription> <PenaltyDescription Name="Description"> <Text TextFormat="PlainText">Cancelación y modificación sin gastos hasta 48 </pre>

horas antes de la fecha de llegada. En caso de cancelar o modificar la reserva fuera de dicho plazo, el hotel cargará la primera noche. En caso de no presentarse, el hotel cargará el importe total de la reserva.**Para garantizar la reserva el hotel pre-autorizará la tarjeta de crédito o débito proporcionada por el importe correspondiente a la primera noche en el momento de efectuar la reserva.</Text>

```

    </PenaltyDescription>
  </CancelPenalty>
</CancelPenalties>
  <RatePlanInclusions TaxInclusive="true"/>
</RatePlan>
</RatePlans>
<RoomRates>
  <RoomRate BookingCode="STD" EffectiveDate="2019-08-12" ExpireDate="2019-08-13"
NumberOfUnits="1" RatePlanCategory="RG1" RatePlanCode="BARBB" RatePlanID="150" RoomID="33 Los tejados templarios"
RoomTypeCode="STD">
    <Rates>
      <Rate AlternateCurrencyInd="false" EffectiveDate="2019-08-12" ExpireDate="2019-08-
13" RateTimeUnit="Day" UnitMultiplier="1">
        <Base AmountAfterTax="187.00" AmountBeforeTax="170.00" CurrencyCode="EUR"/>
        <TPA_Extensions>
          <px:RateAmountExtensions End="2019-08-13" Start="2019-08-12">
            <px:RateAmount AmountAfterTax="22.00" AmountBeforeTax="20.00"
CurrencyCode="EUR" RevenueCategoryCode="6"/>
            <px:RateAmount AmountAfterTax="209.00" AmountBeforeTax="190.00"
CurrencyCode="EUR" RevenueCategoryCode="17"/>
            <px:RateAmount AmountAfterTax="187.00" AmountBeforeTax="170.00"
CurrencyCode="EUR" RevenueCategoryCode="9"/>
          </px:RateAmountExtensions>
        </TPA_Extensions>
      </Rate>
    </Rates>
    <RoomRateDescription Name="MarketCode">
      <Text TextFormat="PlainText">BUS</Text>
    </RoomRateDescription>
    <RoomRateDescription Name="SourceOfBusiness">
      <Text TextFormat="PlainText">CO</Text>
    </RoomRateDescription>
  </RoomRate>
</RoomRates>
<GuestCounts IsPerRoom="true">
  <GuestCount AgeQualifyingCode="10" Count="1"/>
</GuestCounts>
<TimeSpan End="2019-08-13" Start="2019-08-12"/>
<Guarantee GuaranteeCode="CC" GuaranteeType="CC/DC/Voucher">
  <GuaranteeDescription Name="Name">
    <Text TextFormat="PlainText">Credit Card</Text>
  </GuaranteeDescription>
  <GuaranteeDescription Name="Description">
    <Text TextFormat="PlainText">Need to pre-authorise for the first night</Text>
  </GuaranteeDescription>
</Guarantee>
<DepositPayments/>

```

```

    <CancelPenalties>
      <CancelPenalty PolicyCode="48HRS">
        <PenaltyDescription Name="Name">
          <Text TextFormat="PlainText">Free cancellation 48 hrs</Text>
        </PenaltyDescription>
        <PenaltyDescription Name="Description">
          <Text TextFormat="PlainText">Cancelación y modificación sin gastos hasta 48 horas
antes de la fecha de llegada. En caso de cancelar o modificar la reserva fuera de dicho plazo, el hotel cargará la
primera noche. En caso de no presentarse, el hotel cargará el importe total de la reserva.**Para garantizar la
reserva el hotel pre-autorizará la tarjeta de crédito o débito proporcionada por el importe correspondiente a la
primera noche en el momento de efectuar la reserva.</Text>
        </PenaltyDescription>
      </CancelPenalty>
    </CancelPenalties>
    <Total AmountAfterTax="187.00" AmountBeforeTax="170.00" CurrencyCode="EUR"/>
    <BasicPropertyInfo ChainCode="n/a" HotelCode="2578" HotelCodeContext="protelIO" HotelName="Demo
protel Hotel"/>
    <TPA_Extensions>
      <px:RateAmountExtensions AlternateCurrencyInd="false" End="2019-08-13" Start="2019-08-12">
        <px:RateAmount AmountAfterTax="22.00" AmountBeforeTax="20.00" CurrencyCode="EUR"
RevenueCategoryCode="6"/>
        <px:RateAmount AmountAfterTax="209.00" AmountBeforeTax="190.00" CurrencyCode="EUR"
RevenueCategoryCode="17"/>
        <px:RateAmount AmountAfterTax="187.00" AmountBeforeTax="170.00" CurrencyCode="EUR"
RevenueCategoryCode="9"/>
      </px:RateAmountExtensions>
    </TPA_Extensions>
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      <ResGuestRPH RPH="94881"/>
      <ResGuestRPH RPH="94872"/>
    </ResGuestRPHs>
    <Comments>
      <Comment GuestViewable="false">
        <Text TextFormat="PlainText">Comment - Test
Laureen</Text>
      </Comment>
    </Comments>
  </RoomStay>
</RoomStays>
<ResGuests>
  <ResGuest PrimaryIndicator="false" ResGuestRPH="94881">
    <Profiles>
      <ProfileInfo>
        <UniqueID ID="94881" ID_Context="protelIO" Type="4"/>
        <Profile CreateDateTime="2019-05-16T08:52:05Z" CreatorID="lj" LastModifierID="lj"
LastModifyDateTime="2019-05-23T11:49:56Z" ProfileType="3" RPH="94881" ShareAllOptOutInd="Yes" StatusCode="4">
          <CompanyInfo>
            <CompanyName Department="Test">Company_test</CompanyName>
            <AddressInfo DefaultInd="true" FormattedInd="false" Type="2" UseType="3">
              <AddressLine>Company_Street 5</AddressLine>
              <CityName>Testorf-Steinfort</CityName>
            </AddressInfo>
          </CompanyInfo>
        </Profile>
      </Profiles>
    </ResGuest>
  </ResGuests>

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<PostalCode>23936</PostalCode>
<CountryName Code="DE">Deutschland</CountryName>
</AddressInfo>
<AddressInfo DefaultInd="false" FormattedInd="false" Type="1" UseType="3">
  <CityName>Test</CityName>
  <PostalCode>12345</PostalCode>
  <StateProv StateCode="6">Steiermark</StateProv>
  <CountryName Code="AT">Österreich</CountryName>
</AddressInfo>
<AddressInfo DefaultInd="false" FormattedInd="false" Type="3" UseType="3">
  <AddressLine>post-Street 77</AddressLine>
  <CityName>Test</CityName>
  <PostalCode>12345</PostalCode>
  <StateProv StateCode="4">Oberösterreich</StateProv>
  <CountryName Code="AT">Österreich</CountryName>
</AddressInfo>
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PhoneNumber="0123-1455648" PhoneTechType="1"/>
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PhoneNumber="0125-125478" PhoneTechType="3"/>
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PhoneNumber="0176-54158742" PhoneTechType="5"/>
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PhoneNumber="01765-55412574" PhoneTechType="5"/>
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PhoneNumber="01542-21557" PhoneTechType="3"/>
<TelephoneInfo DefaultInd="false" FormattedInd="false" PhoneLocationType="7"
PhoneNumber="01254-125478" PhoneTechType="1"/>
<Email DefaultInd="true" EmailType="2">company@email.com</Email>
<Email DefaultInd="false" EmailType="2">company@2email.com</Email>
<ContactPerson>
  <PersonName>
    <NamePrefix>Firma</NamePrefix>
    <GivenName>Test_Firstname</GivenName>
    <Surname>Test_Surname</Surname>
  </PersonName>
</ContactPerson>
</CompanyInfo>
<TPA_Extensions>
  <px:ProfileInfoExtensions>
    <px:AddressTypes>
      <px:AddressType DefaultInd="false" DisplaySequence="0" ID="7"
ID_Context="protelIO" Type="ADDRESSTYPE">Bus.</px:AddressType>
      <px:AddressType DefaultInd="false" DisplaySequence="0" ID="9"
ID_Context="protelIO" Type="ADDRESSTYPE">PV</px:AddressType>
      <px:AddressType DefaultInd="false" DisplaySequence="0" ID="8"
ID_Context="protelIO" Type="ADDRESSTYPE">P.O. Box</px:AddressType>
    </px:AddressTypes>
    <px:ContactDetails>
      <px:AdditionalInfo>
        <px:Entry DefaultInd="false" DisplaySequence="0" ID="143"
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ID_Context="protelIO" Type="CONTACTTYPE">Fax</px:Entry>
      <px:Entry DefaultInd="false" DisplaySequence="0" ID="315"
ID_Context="protelIO" Type="CONTACTTYPE">Mobile</px:Entry>
      <px:Entry DefaultInd="false" DisplaySequence="0" ID="315"
ID_Context="protelIO" Type="CONTACTTYPE">Mobile</px:Entry>
      <px:Entry DefaultInd="false" DisplaySequence="0" ID="145"
ID_Context="protelIO" Type="CONTACTTYPE">Fax</px:Entry>
      <px:Entry DefaultInd="false" DisplaySequence="0" ID="143"
ID_Context="protelIO" Type="CONTACTTYPE">Phone</px:Entry>
      </px:AdditionalInfo>
    </px:ContactDetails>
  <px:PersonInfos>
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  </px:PersonInfos>
  <px:StatisticalInfos/>
  <px:AccountingInfos/>
  <px:LogEntries/>
  <px:Memberships/>
</px:ProfileInfoExtensions>
</TPA_Extensions>
</Profile>
</ProfileInfo>
</Profiles>
<TPA_Extensions>
  <px:GuestStayExtensions>
    <px:StayInfo Role="Booker"/>
    <px:TelephoneSetting ClassOfService="3"/>
  </px:GuestStayExtensions>
</TPA_Extensions>
</ResGuest>
<ResGuest ArrivalTime="12:00:00+02:00" DepartureTime="12:00:00+02:00" PrimaryIndicator="true"
ResGuestRPH="94872">
  <Profiles>
    <ProfileInfo>
      <UniqueID ID="94872" ID_Context="protelIO" Type="1"/>
      <Profile CreateDateTime="2019-02-08T13:05:45Z" CreatorID="lj" LastModifierID="lj"
LastModifyDateTime="2019-05-21T09:20:37Z" ProfileType="1" RPH="94872" ShareAllOptOutInd="Yes" StatusCode="4">
        <Customer BirthDate="2000-01-01" CustomerValue="GOLD" Gender="Male" Language="de"
VIP_Indicator="true">
          <PersonName ShareMarketInd="No">
            <NamePrefix>Herr</NamePrefix>
            <GivenName>Test_Firstname</GivenName>
            <MiddleName>Test_2Firsrname</MiddleName>
            <Surname>Test_Surname</Surname>
          </PersonName>
          <Telephone DefaultInd="true" FormattedInd="false" PhoneLocationType="6"
PhoneNumber="0231-123456" PhoneTechType="1" ShareMarketInd="No"/>
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PhoneNumber="0176-123456" PhoneTechType="5" ShareMarketInd="No"/>

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PhoneNumber="0176-258741" PhoneTechType="5" ShareMarketInd="No"/>
<Telephone DefaultInd="true" FormattedInd="false" PhoneLocationType="6"
PhoneNumber="0231-159874" PhoneTechType="3" ShareMarketInd="No"/>
<Email DefaultInd="true" EmailType="1" ShareMarketInd="No">Test@email.com</Email>
<Email DefaultInd="false" EmailType="1" ShareMarketInd="No">test2@email.com<
/Email>

<Address DefaultInd="true" FormattedInd="false" ShareMarketInd="No" Type="1"
UseType="7">

    <AddressLine>TestStraße 5</AddressLine>
    <CityName>Testorf-Steinfurt</CityName>
    <PostalCode>12345</PostalCode>
    <StateProv StateCode="3">Niederösterreich</StateProv>
    <CountryName Code="AT">Österreich</CountryName>
</Address>
<Address DefaultInd="false" FormattedInd="false" ShareMarketInd="No" Type="2"
UseType="7">

    <AddressLine>Test-Business</AddressLine>
    <CityName>Test</CityName>
    <PostalCode>12345</PostalCode>
    <StateProv StateCode="2">Kärnten</StateProv>
    <CountryName Code="AT">Österreich</CountryName>
</Address>
<Address DefaultInd="false" FormattedInd="false" ShareMarketInd="No" Type="3"
UseType="7">

    <AddressLine>Test_post</AddressLine>
    <CityName>Test</CityName>
    <PostalCode>12345</PostalCode>
    <CountryName Code="ES">Spanien</CountryName>
</Address>
<URL DefaultInd="true" ShareMarketInd="No">Url@test.com</URL>
<CitizenCountryName Code="ES" DefaultInd="true"/>
<Document DocID="Passport-123456" DocIssueCountry="DE" DocIssueLocation="
Dortmund" EffectiveDate="2018-12-16" ExpireDate="2024-05-16"/>
<Document DocID="123456789" DocIssueCountry="DE" DocIssueLocation="Dortmund"
EffectiveDate="2018-08-16" ExpireDate="2019-11-30"/>
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Dortmund" EffectiveDate="2018-12-16" ExpireDate="2024-05-16"/>
<Document DocID="123456789" DocIssueCountry="DE" DocIssueLocation="Dortmund"
EffectiveDate="2018-08-16" ExpireDate="2019-11-30"/>
<CustLoyalty LoyalLevel="" MembershipID="1234587" ProgramID="Test_MemberCard"
RPH="09c82465-e37e-4a4a-8540-5085afac319a" Remark="Test_MemberCard" VendorCode="Test_MemberCard"/>
<CustLoyalty LoyalLevel="" MembershipID="1234587" ProgramID="Test_MemberCard"
RPH="2833e858-b0ea-48df-bdff-659d0c3911ac" Remark="Test_MemberCard" VendorCode="Test_MemberCard"/>
<TPA_Extensions>
    <px:ProfileInfoExtensions>
        <px:AddressTypes>
            <px:AddressType DefaultInd="false" DisplaySequence="0" ID="9"
ID_Context="protelIO" Type="ADDRESSTYPE">PV</px:AddressType>
            <px:AddressType DefaultInd="false" DisplaySequence="0" ID="7"
```

```

ID_Context="protelIO" Type="ADDRESSTYPE">Bus.</px:AddressType>
      <px:AddressType DefaultInd="false" DisplaySequence="0" ID="8"
ID_Context="protelIO" Type="ADDRESSTYPE">P.O. Box</px:AddressType>
      </px:AddressTypes>
      <px:ContactDetails>
        <px:AdditionalInfo>
          <px:Entry DefaultInd="false" DisplaySequence="0" ID="143"
ID_Context="protelIO" Type="CONTACTTYPE">Phone</px:Entry>
          <px:Entry DefaultInd="false" DisplaySequence="0" ID="315"
ID_Context="protelIO" Type="CONTACTTYPE">Mobile</px:Entry>
          <px:Entry DefaultInd="false" DisplaySequence="0" ID="315"
ID_Context="protelIO" Type="CONTACTTYPE">Mobile</px:Entry>
          <px:Entry DefaultInd="false" DisplaySequence="0" ID="145"
ID_Context="protelIO" Type="CONTACTTYPE">Fax</px:Entry>
          <px:Entry DefaultInd="false" DisplaySequence="0" ID="147"
ID_Context="protelIO" Type="CONTACTTYPE">E-Mail</px:Entry>
          <px:Entry DefaultInd="false" DisplaySequence="0" ID="147"
ID_Context="protelIO" Type="CONTACTTYPE">E-Mail</px:Entry>
        </px:AdditionalInfo>
      </px:ContactDetails>
      <px:PersonInfos>
        <px:Language DefaultInd="true">de-de</px:Language>
        <px:Codes>
          <px:Code DefaultInd="false" DisplaySequence="0" ID="165"
ID_Context="protelIO" Type="KEYWORD">Business</px:Code>
          <px:Code DefaultInd="false" DisplaySequence="0" ID="316"
ID_Context="protelIO" Type="VIPCODE">GOLD</px:Code>
          <px:Code DefaultInd="false" DisplaySequence="0" ID="171"
ID_Context="protelIO" Type="MARKETINGCODE">FAL</px:Code>
        </px:Codes>
      </px:PersonInfos>
      <px:Salutation ID="11" ID_Context="protelIO" Type="SALUTATION">Sehr
geehrter Herr</px:Salutation>

      <px:StatisticalInfos/>
      <px:AccountingInfos/>
      <px:LogEntries/>
      <px:Memberships/>
    </px:ProfileInfoExtensions>
  </TPA_Extensions>
</Customer>
<Comments>
  <Comment Name="Preferences">
    <Text TextFormat="PlainText">Test_Preference
test_lh</Text>

  </Comment>
</Comments>
</Profile>
</ProfileInfo>
</Profiles>
<TPA_Extensions>
  <px:GuestStayExtensions>

```


		<pre> Role="ArrivingGuest"/> <px:StayInfo Arrival="2019-08-12T12:00:00+02:00" Departure="2019-08-13T12:00:00+02:00" <px:TelephoneSetting ClassOfService="3"/> </px:GuestStayExtensions> </TPA_Extensions> </ResGuest> </ResGuests> <ResGlobalInfo> <HotelReservationIDs> <HotelReservationID ForGuest="true" ResID_Source="protelIO" ResID_Type="14" ResID_Value="17225"/> </HotelReservationIDs> </ResGlobalInfo> <TPA_Extensions> <px:ReservationExtensions> <px:ReservationStatus Code="Def" ID="4" ID_Context="protelIO" Name="Definite" RPH="17225"/> <px:ReservationCode Code="E-Mail" ID="47" ID_Context="protelIO" Language="en_US" Name="E-Mail" RPH="17225" Type="CommunicationChannel"/> <px:ReservationCode Code="CEV" ID="197" ID_Context="protelIO" Language="en_US" Name="City Event" RPH="17225" Type="TravelReason"/> </px:ReservationExtensions> </TPA_Extensions> </HotelReservation> </HotelReservations> </OTA_HotelResNotifRQ> </pre>
2	<p>Bulk upload of current guest profile stack of the PMS</p> <ul style="list-style-type: none"> Getting an overview about the current guest profile stack. Done via Bulk Upload outbound for message type OTA_ProfileCreateRQ. 	<p>OTA_ProfileCreateRQ</p> <pre> <?xml version='1.0' encoding='utf-8'?> <env:Envelope xmlns:env="http://www.w3.org/2003/05/soap-envelope"> <env:Header> <p:Action xmlns:p="http://protel.io/soap">OTA_ProfileCreateRQ</p:Action> <p:CorrelationID xmlns:p="http://protel.io/soap">PROFILE#2100112#CREATE#000205#1607010341850#032E</p: CorrelationID> <p:Source xmlns:p="http://protel.io/soap" Module="backline" ModuleVersion="2020-12-02T22:51:32 (QA)" Product="protelAir" ProductVersion="2051.0.60889-RC" Service="io.protel.air"/> <htnga:CorrelationID xmlns:htnga="http://htng.org/PWSWG/2007/02/AsyncHeaders" >PROFILE#2100112#CREATE#000205#1607010341850#032E</htnga:CorrelationID> </env:Header> <env:Body> <OTA_ProfileCreateRQ xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:p="http://protel.io/soap" xmlns:px=" http://protel.io/htng/extensions" xmlns:ns5="http://www.w3.org/2011/03/ws-evt" xmlns:htng="http://htng.org/2014B" xmlns:ns4="http://www.w3.org/2005/08/addressing" CorrelationID="PROFILE#2100112#CREATE#000205#1607010341850#032E" EchoToken="PROFILE#2100112#CREATE#000205#1607010341850#032E" PrimaryLangID="en" TimeStamp="2020-12-03T15:45:43Z" Version="3.001"> <POS> <Source> <RequestorID ID="2787" ID_Context="protelIO" Type="10"/> </pre>

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        <TPA_Extensions>
          <px:POSExtensions>
            <px:HotelInfo FiscalDate="2020-08-09"/>
          </px:POSExtensions>
        </TPA_Extensions>
      </Source>
    </POS>
    <UniqueID ID="1546" ID_Context="protelIO" Type="1"/>
    <UniqueID ID="2787" ID_Context="protelIO" Type="10">
      <CompanyName Code="2787" CodeContext="protelIO" CompanyShortName="protel_IO_Testhotel_pAir_2100112"
TravelSector="3"/>
    </UniqueID>
    <Profile CreateDateTime="2020-12-03T15:45:41Z" CreatorID="ame" LastModifierID="Unknown"
LastModifyDateTime="2020-12-03T15:45:43Z" ProfileType="1" RPH="1546" ShareAllOptOutInd="Yes" StatusCode="4">
      <Customer Gender="Unknown" Language="fr">
        <PersonName>
          <NamePrefix>M</NamePrefix>
          <GivenName>Paul</GivenName>
          <Surname>Nilsson</Surname>
        </PersonName>
        <Email DefaultInd="true" EmailType="1" ShareMarketInd="No">p.nilsson@hotmail.com</Email>
        <Address DefaultInd="true" FormattedInd="false" ShareMarketInd="No" Type="1">
          <AddressLine>Berlinstr 30</AddressLine>
          <CityName>Paris</CityName>
          <PostalCode>44555</PostalCode>
          <CountryName Code="FR">France</CountryName>
        </Address>
        <CitizenCountryName Code="FR" DefaultInd="true"/>
        <TPA_Extensions>
          <ProfileInfoExtensions xmlns="http://protel.io/htng/extensions">
            <AddressTypes>
              <AddressType DefaultInd="false" DisplaySequence="-1" ID="9" ID_Context="protelIO"
Type="ADDRESSTYPE">Private</AddressType>
            </AddressTypes>
            <ContactDetails>
              <AdditionalInfo>
                <Entry DefaultInd="true" DisplaySequence="1" ID="147" ID_Context="protelIO"
Type="CONTACTTYPE">p.nilsson@hotmail.com</Entry>
                <Entry DefaultInd="true" DisplaySequence="2" ID="180" ID_Context="protelIO"
Type="CONTACTTYPE">Téléphone mobile</Entry>
              </AdditionalInfo>
              <Other DefaultInd="true" ID="180" ID_Context="protelIO" Type="CONTACTTYPE"
>01744563210</Other>
            </ContactDetails>
            <PersonInfos>
              <Language DefaultInd="true">fr-fr</Language>
              <VipCodes/>
              <MarketingCodes/>
              <Keywords/>
              <Registration BirthCountry="PL"/>
            </PersonInfos>
          </ProfileInfoExtensions>
        </TPA_Extensions>
      </Customer>
    </Profile>
  </Hotel>
</Hotel>

```

		<pre> <Salutation DefaultInd="false" DisplaySequence="-1" ID="11" ID_Context="protelIO" Type=" SALUTATION">Dear Mr.</Salutation> <ProfileStatus/> <DocumentTypes/> <StatisticalInfos/> <AccountingInfos/> <Traces/> <LogEntries/> <Memberships/> </ProfileInfoExtensions> </TPA_Extensions> </Customer> </Profile> </OTA_ProfileCreateRQ> </env:Body> </env:Envelope> </pre>
3	<p>Bulk upload of final invoice content of the particular guests of the PMS</p> <ul style="list-style-type: none"> Getting an overview about the final invoice content of the particular guests. Done via Bulk Upload outbound for message type OTA_HotelStayInfoNotifRQ (Vendors can decide which timespan they would like to receive). 	<p>OTA_HotelStayInfoNotifRQ</p> <pre> <OTA_HotelStayInfoNotifRQ xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:htng="http://htng.org/2014B" xmlns:p=" http://protel.io/soap" xmlns:px="http://protel.io/htng/extensions" EchoToken=" STAY#2000042#CHECKOUT#000077#1559640050809#14C9" TimeStamp="2019-06-04T09:20:50Z" Version="5.000" CorrelationID=" STAY#2000042#CHECKOUT#000077#1559640050809#14C9" PrimaryLangID="en"> <POS> <Source> <RequestorID Type="10" ID_Context="protelIO" ID="2572"/> <BookingChannel Type="4" Primary="true"/> <TPA_Extensions> <px:POSExtensions> <px:HotelInfo FiscalDate="2019-02-21"/> </px:POSExtensions> </TPA_Extensions> </Source> </POS> <StayInfos ChainCode="n/a" HotelCode="2572" HotelName="protel_IO_Testhotel_pAir_2000042" HotelCodeContext=" protelIO"> <StayInfo> <RevenueCategories> <RevenueCategory RevenueCategoryCode="12"> <SummaryAmount Amount="6.92" CurrencyCode="EUR"/> <RevenueDetails> <RevenueDetail ReferenceID="204342" TransactionDate="2017-12-22" Description="002x Breakfast" PMSRevenueCode="44000" Amount="1.53" CurrencyCode="EUR"/> <RevenueDetail ReferenceID="204343" TransactionDate="2017-12-22" Description="001x Accommodation" PMSRevenueCode="43000" Amount="5.39" CurrencyCode="EUR"/> </RevenueDetails> </RevenueCategory> </pre>

```
<RevenueCategory RevenueCategoryCode="3">
  <SummaryAmount Amount="8.07" CurrencyCode="EUR"/>
  <RevenueDetails>
    <RevenueDetail ReferenceID="204342" TransactionDate="2017-12-22" Description="002x
Breakfast" PMSRevenueCode="44000" Amount="8.07" CurrencyCode="EUR">
      <FolioIDs>
        <FolioID>InvID|10423</FolioID>
        <FolioID>InvNo|BSL_3982</FolioID>
        <FolioID>InvDate|2017-12-23</FolioID>
        <FolioID>GstID|515647</FolioID>
      </FolioIDs>
    </RevenueDetail>
  </RevenueDetails>
</RevenueCategory>
<RevenueCategory RevenueCategoryCode="17">
  <SummaryAmount Amount="85.08" CurrencyCode="EUR"/>
</RevenueCategory>
<RevenueCategory RevenueCategoryCode="9">
  <SummaryAmount Amount="77.01" CurrencyCode="EUR"/>
  <RevenueDetails>
    <RevenueDetail ReferenceID="204343" TransactionDate="2017-12-22" Description="001x
Accommodation" PMSRevenueCode="43000" Amount="77.01" CurrencyCode="EUR">
      <FolioIDs>
        <FolioID>InvID|10423</FolioID>
        <FolioID>InvNo|BSL_3982</FolioID>
        <FolioID>InvDate|2017-12-23</FolioID>
        <FolioID>GstID|515647</FolioID>
      </FolioIDs>
    </RevenueDetail>
  </RevenueDetails>
</RevenueCategory>
</RevenueCategories>
<ReservationID Type="14" ID_Context="protelIO" ID="9304"/>
<HotelReservation ResStatus="Checked out" CreateDateTime="2017-12-13T23:02:18+01:00" CreatorID="support"
LastModifyDateTime="2017-12-23T09:02:03+01:00" LastModifierID="PLangendorf">
  <UniqueID Type="14" ID_Context="protelIO" ID="9304"/>
  <UniqueID Type="14" ID_Context="protIDS_ThirdPartyNo_6908" ID="1611337477"/>
  <RoomStays>
    <RoomStay MarketCode="IND" SourceOfBusiness="Inet.">
      <RoomTypes>
        <RoomType NumberOfUnits="1" IsRoom="true" RoomType="Double Standard(66)" RoomTypeCode="
DZ-STD" RoomID="512"/>
      </RoomTypes>
      <RatePlans>
        <RatePlan RatePlanCode="FLEX" RatePlanID="1" PriceViewableInd="true" EffectiveDate="2017-
12-22" ExpireDate="2017-12-23">
          <Guarantee GuaranteeCode="CC" GuaranteeType="CC/DC/Voucher">
            <GuaranteeDescription Name="Name">
              <Text TextFormat="PlainText">Creditcard</Text>
            </GuaranteeDescription>
            <GuaranteeDescription Name="Description">
```

```

        <Text TextFormat="PlainText">Your credit card serves only as guarantee. We
ask you to settle your invoice upon check-in.You will receive the invoice on the day of departure.</Text>
        </GuaranteeDescription>
    </Guarantee>
    <CancelPenalties>
        <CancelPenalty PolicyCode="FLEX">
            <PenaltyDescription Name="Name">
                <Text TextFormat="PlainText">Flexible Rate</Text>
            </PenaltyDescription>
            <PenaltyDescription Name="Description">
                <Text TextFormat="PlainText">This flexible room rate allows you to
cancel your reservation upon midnight the day before arrival. In case of late-cancellation or No-Show, we will
charge 90% of the total amount.</Text>
            </PenaltyDescription>
        </CancelPenalty>
    </CancelPenalties>
    <RatePlanInclusions TaxInclusive="true"/>
</RatePlan>
</RatePlans>
<RoomRates>
    <RoomRate BookingCode="DZ-STD" RoomTypeCode="DZ-STD" NumberOfUnits="1" RoomID="512"
RatePlanCode="FLEX" RatePlanID="1" RatePlanCategory="PUB" EffectiveDate="2017-12-22" ExpireDate="2017-12-23">
        <Rates>
            <Rate RateTimeUnit="Day" UnitMultiplier="1" AlternateCurrencyInd="false"
EffectiveDate="2017-12-22" ExpireDate="2017-12-23">
                <Base AmountBeforeTax="77.01" AmountAfterTax="82.40" CurrencyCode="EUR"/>
                <TPA_Extensions>
                    <px:RateAmountExtensions/>
                </TPA_Extensions>
            </Rate>
        </Rates>
        <RoomRateDescription Name="MarketCode">
            <Text TextFormat="PlainText">IND</Text>
        </RoomRateDescription>
        <RoomRateDescription Name="SourceOfBusiness">
            <Text TextFormat="PlainText">Inet.</Text>
        </RoomRateDescription>
    </RoomRate>
</RoomRates>
<GuestCounts IsPerRoom="true">
    <GuestCount AgeQualifyingCode="10" Count="2"/>
</GuestCounts>
<TimeSpan Start="2017-12-22" End="2017-12-23"/>
<CancelPenalties/>
<Total AmountBeforeTax="77.01" AmountAfterTax="82.40" CurrencyCode="EUR"/>
<BasicPropertyInfo ChainCode="n/a" HotelCode="2572" HotelName="
protel_IO_Testhotel_pAir_2000042" HotelCodeContext="protelIO"/>
    <ResGuestRPHs>
        <ResGuestRPH RPH="1417"/>
        <ResGuestRPH RPH="515646"/>
    </ResGuestRPHs>

```

```
<Comments>
  <Comment GuestViewable="false">
    <Text TextFormat="PlainText">Ref:BDC-1611337477 Guest remarks: Approximate time of
arrival: between 19:00 and 20:00 BED PREFERENCE:Comfort Double Room: 1 extra-large double - Comfort Double Room: 1
extra-large double, booker_is_genius Company: Booking.com </Text>
  </Comment>
</Comments>
</RoomStay>
</RoomStays>
<ResGuests>
  <ResGuest ResGuestRPH="1417" PrimaryIndicator="false">
    <Profiles>
      <ProfileInfo>
        <UniqueID Type="5" ID_Context="protelIO" ID="1417"/>
        <UniqueID Type="5" ID_Context="protIDS_ThirdPartyNo_6908" ID="6908_BOO"/>
        <Profile RPH="1417" StatusCode="4" ShareAllOptOutInd="Yes" CreateDateTime="2018-01-
06T14:00:24Z" CreatorID="MMueller" LastModifyDateTime="2018-01-06T14:00:24Z" LastModifierID="MMueller" ProfileType="
4">
          <CompanyInfo>
            <CompanyName>XXX </CompanyName>
            <AddressInfo UseType="3" DefaultInd="true" Type="1" FormattedInd="false">
              <AddressLine>Musterstr. 1</AddressLine>
              <CityName>Musterstadt</CityName>
              <PostalCode>12345</PostalCode>
              <CountryName Code="CH">Schweiz</CountryName>
            </AddressInfo>
            <AddressInfo UseType="3" DefaultInd="false" Type="1" FormattedInd="false">
              <AddressLine>Musterstr. 1</AddressLine>
              <CityName>Musterstadt</CityName>
              <PostalCode>12345</PostalCode>
              <CountryName Code="CH">Schweiz</CountryName>
            </AddressInfo>
          </CompanyInfo>
          <TPA_Extensions>
            <px:ProfileInfoExtensions>
              <px:AddressTypes>
                <px:AddressType DefaultInd="false" DisplaySequence="0" ID="9"
ID_Context="protelIO" Type="ADDRESSTYPE">PV</px:AddressType>
                <px:AddressType DefaultInd="false" DisplaySequence="0" ID="9"
ID_Context="protelIO" Type="ADDRESSTYPE">PV</px:AddressType>
              </px:AddressTypes>
              <px:ContactDetails>
                <px:AdditionalInfo/>
              </px:ContactDetails>
              <px:PersonInfos>
                <px:Language DefaultInd="true">de-de</px:Language>
              </px:PersonInfos>
              <px:StatisticalInfos/>
              <px:AccountingInfos/>
              <px:LogEntries/>
              <px:Memberships/>
            </px:ProfileInfoExtensions>
          </TPA_Extensions>
        </ResGuest>
      </Profiles>
    </ResGuest>
  </ResGuests>
</RoomStays>
</Comments>
```

```

        </px:ProfileInfoExtensions>
    </TPA_Extensions>
</Profile>
</ProfileInfo>
</Profiles>
<TPA_Extensions>
    <px:GuestStayExtensions>
        <px:StayInfo Role="Booker" />
        <px:TelephoneSetting ClassOfService="3" />
    </px:GuestStayExtensions>
</TPA_Extensions>
</ResGuest>
<ResGuest ResGuestRPH="515646" ArrivalTime="12:00:00+01:00" DepartureTime="12:00:00+01:00"
PrimaryIndicator="true">
    <Profiles>
        <ProfileInfo>
            <UniqueID Type="1" ID_Context="protelIO" ID="515646" />
            <Profile RPH="515646" StatusCode="4" ShareAllOptOutInd="Yes" CreateDateTime="2019-06-
04T09:20:50Z" CreatorID="Unknown" LastModifyDateTime="2019-06-04T09:20:50Z" LastModifierID="Unknown" ProfileType="1">
                <Customer Language="de" Gender="Unknown">
                    <PersonName ShareMarketInd="No">
                        <NamePrefix/>
                        <GivenName>Anonym</GivenName>
                        <Surname>Anonym</Surname>
                    </PersonName>
                    <Telephone ShareMarketInd="No" PhoneLocationType="6" PhoneTechType="1"
PhoneNumber="352947" FormattedInd="false" DefaultInd="true" />
                    <Email EmailType="1" ShareMarketInd="No" DefaultInd="true">anonym@protel.net<
/Email>

                    <Address UseType="7" DefaultInd="true" Type="3" ShareMarketInd="No"
FormattedInd="false">
                        <AddressLine>Musterstr. 1</AddressLine>
                        <CityName>Musterstadt</CityName>
                        <PostalCode>12345</PostalCode>
                        <CountryName Code="NLD">NLD</CountryName>
                    </Address>
                    <CitizenCountryName Code="NL" DefaultInd="true" />
                <TPA_Extensions>
                    <px:ProfileInfoExtensions>
                        <px:AddressTypes/>
                        <px:ContactDetails>
                            <px:AdditionalInfo>
                                <px:Entry DefaultInd="false" DisplaySequence="0" ID="143"
ID_Context="protelIO" Type="CONTACTTYPE">Phone</px:Entry>
                                <px:Entry DefaultInd="false" DisplaySequence="0" ID="147"
ID_Context="protelIO" Type="CONTACTTYPE">E-Mail</px:Entry>
                            </px:AdditionalInfo>
                        </px:ContactDetails>
                    <px:PersonInfos>
                        <px:Language DefaultInd="true">de-de</px:Language>
                        <px:Codes/>
                    </px:PersonInfos>
                </TPA_Extensions>
            </Profile>
        </Profiles>
    </ResGuest>
</TPA_Extensions>
</Profiles>
</ProfileInfo>
</Profile>
</Profiles>
</TPA_Extensions>
</ResGuest>
</ResGuest>

```

```

        </px:PersonInfos>
        <px:StatisticalInfos/>
        <px:AccountingInfos/>
        <px:LogEntries/>
        <px:Memberships/>
        </px:ProfileInfoExtensions>
    </TPA_Extensions>
</Customer>
    </Profile>
</ProfileInfo>
</Profiles>
<TPA_Extensions>
    <px:GuestStayExtensions>
        <px:StayInfo Arrival="2017-12-22T12:00:00+01:00" Departure="2017-12-23T12:00:00+01:
00" Role="ArrivingGuest"/>
        <px:TelephoneSetting ClassOfService="3"/>
    </px:GuestStayExtensions>
</TPA_Extensions>
</ResGuest>
</ResGuests>
<ResGlobalInfo>
    <HotelReservationIDs>
        <HotelReservationID ResID_Type="14" ResID_Value="9304" ResID_Source="protelIO" ForGuest="
true"/>
        <HotelReservationID ResID_Type="14" ResID_Value="6908_BDC-1611337477-1" ResID_Source="CRS"
ForGuest="true"/>
    </HotelReservationIDs>
</ResGlobalInfo>
<TPA_Extensions>
    <px:ReservationExtensions>
        <px:ReservationStatus Code="CO" ID="3" ID_Context="protelIO" Name="Checked Out" RPH="9304"/>
        <px:ReservationCode Code="Misc" ID="46" ID_Context="protelIO" Language="en_US" Name="
Internet" RPH="9304" Type="CommunicationChannel"/>
        <px:ReservationCode Code="Misc." ID="62" ID_Context="protelIO" Language="en_US" Name="
Miscellaneous" RPH="9304" Type="TravelReason"/>
    </px:ReservationExtensions>
</TPA_Extensions>
</HotelReservation>
</StayInfo>
</StayInfos>
</OTA_HotelStayInfoNotifRQ>

```

4

Create Profile in the PMS
PMS sends OTA_ProfileCreateRQ to CRM.

OTA_ProfileCreateRQ

```

<?xml version='1.0' encoding='utf-8'?>
<env:Envelope xmlns:env="http://www.w3.org/2003/05/soap-envelope">
    <env:Header>

```



```
<p:Action xmlns:p="http://protel.io/soap">OTA_ProfileCreatorRQ</p:Action>
<p:CorrelationID xmlns:p="http://protel.io/soap">PROFILE#2100112#CREATE#000205#1607010341850#032E</p:
CorrelationID>
<p:Source xmlns:p="http://protel.io/soap" Module="backline" ModuleVersion="2020-12-02T22:51:32 (QA)"
Product="protelAir" ProductVersion="2051.0.60889-RC" Service="io.protel.air"/>
<htnga:CorrelationID xmlns:htnga="http://htng.org/PWSWG/2007/02/AsyncHeaders"
>PROFILE#2100112#CREATE#000205#1607010341850#032E</htnga:CorrelationID>
</env:Header>
<env:Body>
<OTA_ProfileCreatorRQ xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:p="http://protel.io/soap" xmlns:px="
http://protel.io/htng/extensions" xmlns:ns5="http://www.w3.org/2011/03/ws-evt" xmlns:htng="http://htng.org/2014B"
xmlns:ns4="http://www.w3.org/2005/08/addressing" CorrelationID="PROFILE#2100112#CREATE#000205#1607010341850#032E"
EchoToken="PROFILE#2100112#CREATE#000205#1607010341850#032E" PrimaryLangID="en" TimeStamp="2020-12-03T15:45:43Z"
Version="3.001">
<POS>
<Source>
<RequestorID ID="2787" ID_Context="protelIO" Type="10"/>
<TPA_Extensions>
<px:POSExtensions>
<px:HotelInfo FiscalDate="2020-08-09"/>
</px:POSExtensions>
</TPA_Extensions>
</Source>
</POS>
<UniqueID ID="1546" ID_Context="protelIO" Type="1"/>
<UniqueID ID="2787" ID_Context="protelIO" Type="10">
<CompanyName Code="2787" CodeContext="protelIO" CompanyShortName="protel_IO_Testhotel_pAir_2100112"
TravelSector="3"/>
</UniqueID>
<Profile CreateDateTime="2020-12-03T15:45:41Z" CreatorID="ame" LastModifierID="Unknown"
LastModifyDateTime="2020-12-03T15:45:43Z" ProfileType="1" RPH="1546" ShareAllOptOutInd="Yes" StatusCode="4">
<Customer Gender="Unknown" Language="fr">
<PersonName>
<NamePrefix>M</NamePrefix>
<GivenName>Paul</GivenName>
<Surname>Nilsson</Surname>
</PersonName>
<Email DefaultInd="true" EmailType="1" ShareMarketInd="No">p.nilsson@hotmail.com</Email>
<Address DefaultInd="true" FormattedInd="false" ShareMarketInd="No" Type="1">
<AddressLine>Berlinstr 30</AddressLine>
<CityName>Paris</CityName>
<PostalCode>44555</PostalCode>
<CountryName Code="FR">France</CountryName>
</Address>
<CitizenCountryName Code="FR" DefaultInd="true"/>
<TPA_Extensions>
<ProfileInfoExtensions xmlns="http://protel.io/htng/extensions">
<AddressTypes>
<AddressType DefaultInd="false" DisplaySequence="-1" ID="9" ID_Context="protelIO"
Type="ADDRESSTYPE">Private</AddressType>
</AddressTypes>
```

		<pre> <ContactDetails> <AdditionalInfo> <Entry DefaultInd="true" DisplaySequence="1" ID="147" ID_Context="protelIO" Type="CONTACTTYPE">p.nilsson@hotmail.com</Entry> <Entry DefaultInd="true" DisplaySequence="2" ID="180" ID_Context="protelIO" Type="CONTACTTYPE">Téléphone mobile</Entry> </AdditionalInfo> <Other DefaultInd="true" ID="180" ID_Context="protelIO" Type="CONTACTTYPE" >01744563210</Other> </ContactDetails> <PersonInfos> <Language DefaultInd="true">fr-fr</Language> <VipCodes/> <MarketingCodes/> <Keywords/> <Registration BirthCountry="PL"/> </PersonInfos> <Salutation DefaultInd="false" DisplaySequence="-1" ID="11" ID_Context="protelIO" Type=" SALUTATION">Dear Mr.</Salutation> <ProfileStatus/> <DocumentTypes/> <StatisticalInfos/> <AccountingInfos/> <Traces/> <LogEntries/> <Memberships/> </ProfileInfoExtensions> </TPA_Extensions> </Customer> </Profile> </OTA_ProfileCreatorRQ> </env:Body> </env:Envelope> </pre>
5	Modify Profile in the PMS PMS sends OTA_ProfileModifyRQ to CRM.	<div data-bbox="685 1110 896 1134" data-label="Section-Header"> OTA_ProfileModifyRQ </div> <pre> <?xml version="1.0" encoding="utf-8"?> <OTA_ProfileModifyRQ EchoToken="beee55f0-0e15-462c-843b-bc5e7a313d24" TimeStamp="2019-06-07T07:50:52Z" Version="1.0" CorrelationID="beee55f0-0e15-462c-843b-bc5e7a313d24" PrimaryLangID="de-DE" xmlns="http://www.opentravel.org/OTA/2003 /05"> <POS> <Source> <RequestorID Type="10" ID="2691" ID_Context="protelIO" /> </Source> </POS> <UniqueID Type="10" ID="2559" ID_Context="protelIO"> <CompanyName CompanyShortName="Test Hotel" TravelSector="3" Code="2559" CodeContext="io.protel.onpremise" /> </UniqueID> </OTA_ProfileModifyRQ> </pre>

```
</UniqueID>
<UniqueID Type="1" ID="4843876" ID_Context="protelIO" />
<ProfileModify ShareAllOptOutInd="Yes" ProfileType="1" CreateDateTime="2019-06-04T11:34:00" CreatorID="protel 1"
RPH="4843876" LastModifyDateTime="2019-06-07T09:49:25" LastModifierID="protel 1" StatusCode="4">
  <Customer Gender="Male" BirthDate="2000-12-12" VIP_Indicator="true" Language="de" CustomerValue="02-
Journalist|0;UnWell Guest|2">
    <PersonName>
      <NamePrefix>Sehr geehrter Herr</NamePrefix>
      <GivenName>Test_Firstname</GivenName>
      <Surname>Test_Surname</Surname>
      <NameTitle>Herrn</NameTitle>
    </PersonName>
    <Telephone Remark="2. Fax" ShareMarketInd="No" PhoneNumber="0231-541264" PhoneLocationType="6"
PhoneTechType="3" DefaultInd="false" />
    <Telephone Remark="2. Phone" ShareMarketInd="No" PhoneNumber="0231-541364" PhoneLocationType="6"
PhoneTechType="1" DefaultInd="false" />
    <Telephone ShareMarketInd="No" PhoneNumber="0231-9159511" PhoneLocationType="6" PhoneTechType="1"
DefaultInd="true" />
    <Telephone ShareMarketInd="No" PhoneNumber="0176-641 452 87" PhoneLocationType="10" PhoneTechType="5"
DefaultInd="true" />
    <Telephone ShareMarketInd="No" PhoneNumber="0231-5147931" PhoneLocationType="6" PhoneTechType="3"
DefaultInd="true" />
    <Email ShareMarketInd="No" DefaultInd="false" EmailType="1" Remark="2. Email">Test2@email.com</Email>
    <Email ShareMarketInd="No" DefaultInd="true" EmailType="1">Test@email.com</Email>
    <Address ShareMarketInd="No" Type="1" DefaultInd="true" UseType="6">
      <AddressLine>TestStraße 555</AddressLine>
      <CityName>Test</CityName>
      <PostalCode>12345</PostalCode>
      <StateProv StateCode="NRW">Nord-Rhein-Westfalen</StateProv>
      <CountryName />
    </Address>
    <Address Type="2" DefaultInd="false" UseType="6">
      <AddressLine>Test_BUS</AddressLine>
      <CityName>Köln</CityName>
      <PostalCode>12345</PostalCode>
      <StateProv>NRW</StateProv>
      <CountryName/>
    </Address>
    <Address Type="3" DefaultInd="false" UseType="6">
      <AddressLine>Test_other</AddressLine>
      <CityName>Dortmund</CityName>
      <PostalCode>12345</PostalCode>
      <StateProv>NRW</StateProv>
      <CountryName/>
    </Address>
    <CitizenCountryName DefaultInd="true" Code="FR" />
    <Document DocIssueLocation="Dortmund" DocID="Pass-547851" BirthDate="2000-12-12" EffectiveDate="2018-11-
15" ExpireDate="2050-12-31" />
    <CustLoyalty ProgramID="Program_74854" MembershipID="Member_14521" RPH="20744" PrimaryLoyaltyIndicator="
false" AllianceLoyaltyLevelName="BA" Remark="Remarks, Test" SignupDate="2018-01-01" EffectiveDate="2018-01-01"
ExpireDate="2020-12-31" ShareMarketInd="No" ShareSyncInd="No">
```

```

        <SubAccountBalance Balance="5000" />
    </CustLoyalty>
    <CustLoyalty ProgramID="Program_4711" MembershipID="Member-9732" RPH="20745" PrimaryLoyaltyIndicator="
false" AllianceLoyaltyLevelName="BA" Remark="" SignupDate="2018-01-01" EffectiveDate="2018-01-01" ExpireDate="2020-
12-31" ShareMarketInd="No" ShareSyncInd="No">
        <SubAccountBalance Balance="541" />
    </CustLoyalty>
    <EmployerInfo CompanyShortName="protel Hotelsoftware GmbH" Department="IO">protel Hotelsoftware GmbH;
protel</EmployerInfo>
</Customer>
<UserID Type="1" ID="4843876" ID_Context="protelIO" />
<Comments>
    <Comment Name="Customer_Comment">
        <Text>Note Hotel</Text>
    </Comment>
    <Comment Name="Restaurant_Comment">
        <Text>Notes Restaurant</Text>
    </Comment>
</Comments>
<TPA_Extensions xmlns:px="http://protel.io/htng/extensions">
    <Salutation Value="Dear Mrs. Test_Firstname" />
    <SearchName Value="Test_Surname" />
    <Nationality Value="France" />
    <Optinouts>
        <Optinout OptinoutEvent="Reservation" OptinoutType="Letter" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Invoice" OptinoutType="Letter" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Advertisement" OptinoutType="Letter" OptinoutStatus="not asked" />
        <Optinout OptinoutEvent="Reservation" OptinoutType="Phone" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Invoice" OptinoutType="Phone" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Advertisement" OptinoutType="Phone" OptinoutStatus="not asked" />
        <Optinout OptinoutEvent="Reservation" OptinoutType="Mail" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Invoice" OptinoutType="Mail" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Advertisement" OptinoutType="Mail" OptinoutStatus="not asked" />
        <Optinout OptinoutEvent="Reservation" OptinoutType="TextMessage" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Invoice" OptinoutType="TextMessage" OptinoutStatus="no" />
        <Optinout OptinoutEvent="Advertisement" OptinoutType="TextMessage" OptinoutStatus="not asked" />
    </Optinouts>
    <CustomerPreferences>
        <CustomerPreference Value="Flower" Code="FLOWER" />
        <CustomerPreference Value="Baby Sitter" Code="BABYSIT" />
    </CustomerPreferences>
    <RoomPreferences>
        <RoomPreference Value="Tenth Floor" Code="10" />
    </RoomPreferences>
    <px:ProfileInfoExtensions>
        <px:Memberships>
            <px:Membership ID="Member_14521" RPH="20744" Type="29" CardholderName="Test Sur, Test First"
EnrollmentAt="" EnrollmentCode="" EnrollmentSource="" />
            <px:Membership ID="Member-9732" RPH="20745" Type="29" CardholderName="Invalid" EnrollmentAt=""
EnrollmentCode="" EnrollmentSource="" InactivationDate="2018-10-21T09:38:52.000Z" />
        </px:Memberships>
    </px:ProfileInfoExtensions>
</TPA_Extensions>

```

```
        </px:ProfileInfoExtensions>
    </TPA_Extensions>
</ProfileModify>
</OTA_ProfileModifyRQ>
```

6

Create Profile in the CRM
CRM sends OTA_ProfileCreateRQ to PMS.

OTA_ProfileCreateRQ

```
<?xml version='1.0' encoding='utf-8'?>
<env:Envelope xmlns:env="http://www.w3.org/2003/05/soap-envelope">
    <env:Body>
        <OTA_ProfileCreateRQ xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:p="http://protel.io/soap"
xmlns:px="http://protel.io/htng/extensions" xmlns:ns5="http://www.w3.org/2011/03/ws-evt" xmlns:htng="http://htng.org
/2014B" xmlns:ns4="http://www.w3.org/2005/08/addressing" CorrelationID="
PROFILE#2100110#CREATE#000096#1608114147734#B864" EchoToken="PROFILE#2100110#CREATE#000096#1608114147734#B864"
PrimaryLangID="de" Timestamp="2020-12-16T10:22:29Z" Version="3.001">
            <POS>
                <Source>
                    <RequestorID ID="2786" ID_Context="protelIO" Type="10"/>
                    <TPA_Extensions>
                        <px:POSExtensions>
                            <px:HotelInfo FiscalDate="2020-09-22"/>
                        </px:POSExtensions>
                    </TPA_Extensions>
                </Source>
            </POS>
            <UniqueID ID="6806" ID_Context="protelIO" Type="1"/>
            <UniqueID ID="2786" ID_Context="protelIO" Type="10">
                <CompanyName Code="2786" CodeContext="protelIO" CompanyShortName="
protel_IO_Testhotel_pAir_2100110" TravelSector="3"/>
            </UniqueID>
            <Profile CreateDateTime="2020-12-16T10:22:27Z" CreatorID="domi" LastModifierID="Unknown"
LastModifyDateTime="2020-12-16T10:22:29Z" ProfileType="1" RPH="6806" ShareAllOptOutInd="Yes" StatusCode="4">
                <Customer Gender="Male" Language="fr">
                    <PersonName>
                        <NamePrefix>Agency</NamePrefix>
                        <GivenName>Sample</GivenName>
                        <Surname>Profile</Surname>
                    </PersonName>
                    <CitizenCountryName Code="FR" DefaultInd="true"/>
                    <TPA_Extensions>
                        <px:ProfileInfoExtensions>
                            <px:AddressTypes/>
                            <px:ContactDetails>
                                <px:AdditionalInfo/>
                            </px:ContactDetails>
                            <px:PersonInfos>
                                <px:Language DefaultInd="true">fr-fr</px:Language>
```

		<pre> <px:VipCodes/> <px:MarketingCodes/> <px:Keywords/> </px:PersonInfos> <px:Salutation DefaultInd="false" DisplaySequence="0" ID=" 291" ID_Context="protelIO" Type="SALUTATION">Agency</px:Salutation> <px:ProfileStatus/> <px:DocumentTypes/> <px:StatisticalInfos/> <px:AccountingInfos/> <px:Traces/> <px:LogEntries/> <px:Memberships/> </px:ProfileInfoExtensions> </TPA_Extensions> </Customer> </Profile> </OTA_ProfileCreatorRQ> </env:Body> </env:Envelope> </pre>
7	Modify Profile in the CRM CRM sends OTA_ProfileModifyRQ to PMS.	<div>OTA_ProfileModifyRQ</div> <pre> <?xml version='1.0' encoding='utf-8'?> <env:Envelope xmlns:env="http://www.w3.org/2003/05/soap-envelope"> <env:Body> <OTA_ProfileModifyRQ xmlns="http://www.opentravel.org/OTA/2003/05" xmlns:p="http://protel.io/soap" xmlns:px="http://protel.io/htng/extensions" xmlns:ns5="http://www.w3.org/2011/03/ws-evt" xmlns:htng="http://htng.org /2014B" xmlns:ns4="http://www.w3.org/2005/08/addressing" CorrelationID=" PROFILE#2100110#UPDATE#000096#1608114258340#2AF0" EchoToken="PROFILE#2100110#UPDATE#000096#1608114258340#2AF0" PrimaryLangID="de" TimeStamp="2020-12-16T10:24:18Z" Version="1.001"> <POS> <Source> <RequestorID ID="2786" ID_Context="protelIO" Type="10"/> <TPA_Extensions> <px:POSExtensions> <px:HotelInfo FiscalDate="2020-09-22"/> </px:POSExtensions> </TPA_Extensions> </Source> </POS> <UniqueID ID="6806" ID_Context="protelIO" Type="1"/> <UniqueID ID="2786" ID_Context="protelIO" Type="10"/> <ProfileModify CreateDateTime="2020-12-16T10:22:27Z" CreatorID="domi" LastModifierID="domi" LastModifyDateTime="2020-12-16T10:24:18Z" ProfileType="1" RPH="6806" ShareAllOptOutInd="Yes" StatusCode="4"> <Customer Gender="Male" Language="fr"> <PersonName> </pre>

PhoneTechType="3"/>

PhoneTechType="1"/>

0" ID="9" ID_Context="protelIO" Type="ADDRESSSTYPE">Privat</px:AddressType>

DisplaySequence="7" ID="145" ID_Context="protelIO" Type="CONTACTTYPE">sample</px:Entry>

DisplaySequence="1000" ID="289" ID_Context="protelIO" Type="CONTACTTYPE">0231/915930</px:Entry>

DisplaySequence="1000" ID="287" ID_Context="protelIO" Type="CONTACTTYPE">sample@sample.com</px:Entry>

/>

291" ID_Context="protelIO" Type="SALUTATION">Agency</px:Salutation>

```
<NamePrefix>Agency</NamePrefix>
<GivenName>Sample</GivenName>
<Surname>Profile</Surname>
</PersonName>
<Telephone DefaultInd="true" FormattedInd="false" PhoneNumber="sample"

<Telephone DefaultInd="true" FormattedInd="false" PhoneNumber="0231/915930"

<Email DefaultInd="true" EmailType="1">sample@sample.com</Email>
<Address DefaultInd="true" FormattedInd="false" Type="1">
  <AddressLine>Sample Street 9</AddressLine>
  <CityName>Paris</CityName>
  <PostalCode>5555</PostalCode>
  <CountryName Code="FR">Frankreich</CountryName>
</Address>
<CitizenCountryName Code="FR" DefaultInd="true"/>
<TPA_Extensions>
  <px:ProfileInfoExtensions>
    <px:AddressTypes>
      <px:AddressType DefaultInd="false" DisplaySequence="
0" ID="9" ID_Context="protelIO" Type="ADDRESSSTYPE">Privat</px:AddressType>
    </px:AddressTypes>
    <px:ContactDetails>
      <px:AdditionalInfo>
        <px:Entry DefaultInd="false"
DisplaySequence="7" ID="145" ID_Context="protelIO" Type="CONTACTTYPE">sample</px:Entry>
        <px:Entry DefaultInd="false"
DisplaySequence="1000" ID="289" ID_Context="protelIO" Type="CONTACTTYPE">0231/915930</px:Entry>
        <px:Entry DefaultInd="false"
DisplaySequence="1000" ID="287" ID_Context="protelIO" Type="CONTACTTYPE">sample@sample.com</px:Entry>
      </px:AdditionalInfo>
    </px:ContactDetails>
    <px:PersonInfos>
      <px:Language DefaultInd="true">fr-fr</px:Language>
      <px:VipCodes/>
      <px:MarketingCodes/>
      <px:Keywords/>
      <px:Registration BirthCountry="FR" BirthPlace="Paris"

    </px:PersonInfos>
    <px:Salutation DefaultInd="false" DisplaySequence="0" ID="
291" ID_Context="protelIO" Type="SALUTATION">Agency</px:Salutation>
    <px:ProfileStatus/>
    <px:DocumentTypes/>
    <px:StatisticalInfos/>
    <px:AccountingInfos/>
    <px:Traces/>
    <px:LogEntries/>
    <px:Memberships/>
  </px:ProfileInfoExtensions>
</TPA_Extensions>
```

		<pre> </Customer> </ProfileModify> </OTA_ProfileModifyRQ> </env:Body> </env:Envelope> </pre>
8	<p>(Optional)</p> <p>Receiving confirmation letter notification by PMS</p> <p>The flag will be inserted in the TPA_Extensions of Element "WrittenConfInst" within the OTA_HotelResNotifRQ with either code: OFR, CNF,MOD or CXL</p>	<div>WrittenConfInst for sending confirmation letters</div> <pre> <WrittenConfInst AddresseeName="Company Andrew Duffy" ConfirmInd="true" LanguageID="de"> <SupplementalData CreatorID="andrew.duffy" Name="Message" ParagraphNumber="1" /> <Email/> <TPA_Extensions> <px:NotificationExtensions> <px:NotificationDetail> <px:Template Code="CNF" /> <px:InfoItems/> </px:NotificationDetail> </px:NotificationExtensions> </TPA_Extensions> </WrittenConfInst> </pre>
9	<p>(Optional)</p> <p>Fetching profile information by PMS</p> <p>PMS sends OTA_ReadRQ to fetch guest information via OTA_ProfileReadRS.</p>	<div>OTA_ReadRQ</div> <pre> <?xml version='1.0' encoding='utf-8'?> <OTA_ReadRQ xmlns="http://www.opentravel.org/OTA/2003/05" CorrelationID="BusinessCase1" Version="0" MaxResponses="2"> <POS> <Source> <RequestorID ID="2570" Type="10" ID_Context="protelIO"/> </Source> </POS> <ReadRequests> <ProfileReadRequest ProfileTypeCode="1"> <Customer> <PersonName> <Surname>Maus</Surname> <GivenName>Mickey</GivenName> </PersonName> </Customer> </ProfileReadRequest> </ReadRequests> </OTA_ReadRQ> </pre>

OTA_ProfileReadRS

```
<?xml version='1.0' encoding='utf-8'?>
<OTA_ProfileReadRS xmlns="http://www.opentravel.org/OTA/2003/05" TimeStamp="2020-09-14T08:20:18.1411704Z" Version="
3.000" CorrelationID="BusinessCasel">
  <Success/>
  <Profiles>
    <ProfileInfo>
      <UniqueID Type="1" ID="181490" ID_Context="protelIO"/>
      <UniqueID Type="1" ID="666" ID_Context="LoopBack"/>
      <Profile ShareAllOptOutInd="No" ProfileType="1" CreateDateTime="2018-11-05T13:22:00" CreatorID="protel
1" RPH="181490" LastModifyDateTime="2020-09-09T13:00:00" LastModifierID="protel 1" StatusCode="4">
        <Customer Gender="Unknown" Language="de">
          <PersonName>
            <GivenName>Mickey</GivenName>
            <Surname>Maus</Surname>
          </PersonName>
          <Telephone ShareMarketInd="No" PhoneNumber="01122233344456" PhoneLocationType="6" PhoneTechType="
1" FormattedInd="false" DefaultInd="true"/>
          <Email ShareMarketInd="No" DefaultInd="true" EmailType="1">maus@mausnet.net</Email>
          <Address FormattedInd="false" ShareMarketInd="Yes" Type="1" DefaultInd="true">
            <CityName>Entenhausen</CityName>
            <PostalCode>12345</PostalCode>
            <StateProv/>
            <CountryName Code="DE">Deutschland</CountryName>
          </Address>
          <CitizenCountryName DefaultInd="true" Code="DE"/>
          <Document BirthDate="1900-01-01" EffectiveDate="1900-01-01" ExpireDate="2050-12-31"/>
          <EmployerInfo CompanyShortName="" Department="">Walt Disney</EmployerInfo>
        </Customer>
        <UserID Type="1" ID="181490" ID_Context="protelIO"/>
        <TPA_Extensions xmlns:px="http://protel.io/htng/extensions">
          <SearchName Value="Maus"/>
          <Nationality Value="Deutschland"/>
          <Optinouts>
            <Optinout OptinoutEvent="Reservation" OptinoutType="Letter" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Invoice" OptinoutType="Letter" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Advertisement" OptinoutType="Letter" OptinoutStatus="yes"/>
            <Optinout OptinoutEvent="Reservation" OptinoutType="Phone" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Invoice" OptinoutType="Phone" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Advertisement" OptinoutType="Phone" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Reservation" OptinoutType="Mail" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Invoice" OptinoutType="Mail" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Advertisement" OptinoutType="Mail" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Reservation" OptinoutType="TextMessage" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Invoice" OptinoutType="TextMessage" OptinoutStatus="no"/>
            <Optinout OptinoutEvent="Advertisement" OptinoutType="TextMessage" OptinoutStatus="not asked"
/>
          </Optinouts>
          <UDFs>
```

```
        <UDF UDFText="BWI Guest last updated from CRS"/>
      </UDFs>
    </TPA_Extensions>
  </Profile>
</ProfileInfo>
</Profiles>
</OTA_ProfileReadRS>
```