



Create success. Together

Passenger Solutions

SITA Web Services

Guide

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Revision History

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2.2	05 SEP 07	Miscellaneous content revisions.
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Revision	Date	Changes
		<ul style="list-style-type: none"> ▪ Interline PNR ▪ Max Pages Attribute ▪ ScreenText changes ▪ TKT2.0 <p>Removed:</p> <ul style="list-style-type: none"> ▪ Service Center ▪ Appendices A-F <p>Renamed Usage Notes to Processing Information throughout.</p>
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1. Introduction

Clients may choose to access the SITA host using a traditional terminal interface suitable for legacy systems and/or a Web service suitable for new generation systems, e-commerce, and other applications.

This document defines SITA Web Services; for details of the terminal interface refer to the “SITA Reservations Agent User Guide.”

Document Objective

This document defines SITA Web Services as follows:

- Provides an explanation of how to use Web Services and how SITA Web Services differs from the Open Travel Alliance XML standard.
- Explains each of the transaction XML elements and how they are used.

Code Examples

SITA Web Services demo applications are provided at implementation. Each demo release will provide a working set of source code for a specific programming language to clarify how the Web service can be accessed. Demo source code should be considered as examples only as there are many ways to access and interact with SITA Web Services.

Intended Audience

This document is intended for developers. It is meant to allow developers to gain an understanding of SITA Web Services and how to develop various applications using the Web services. This document discusses SITA Web Services at an overview level but also includes links to low-level examples in various programming languages in order to allow developers to implement applications more rapidly. Additional information can be obtained from the SITA support Web site at: <http://portal.sita.aero> – Incident & Change Management.

Open Travel Alliance (OTA)

Open Travel Alliance (OpenTravel) is a self-funded, non-profit organization, comprised of major airlines, hoteliers, car rental companies, leisure suppliers, travel agencies, global distribution systems, technology providers and other interested parties working to create and implement industry-wide, open e-business specifications. These specifications form a common e-business language that encourage development of systems to create new collections of services to meet the demands and expectations of travelers and the travel industry.

For schemas and usage examples, please refer to the Open Travel Alliance Web site.

SITA is an active member in both IATA and the OpenTravel XML initiatives working to define and refine these specifications.

SITA has based SITA Web Services on the Open Travel Alliance (OpenTravel) XML 2006B message specification with some extensions from newer message specifications.

SITA has used OpenTravel provided TPA Extensions where possible; however, currently as not all elements are extensible, it has been necessary to wrap some OpenTravel messages with a SITA message in which SITA extensions are placed.

Document Usage / Conventions

This document uses *italics* to indicate element or attribute names.

This specification illustrates usage of the OpenTravel XML messages and SITA extensions by way of examples (Use Cases). Many of these examples map to similar functionality exposed in the terminal interface.

Tables define and describe the request and response elements used by the host. The tables indicate:

- Whether the element is defined by OpenTravel or is a SITA extension.
- Whether the element is optional or mandatory in a request/response.

In the event that an OpenTravel optional but SITA Web Services mandatory element is not supplied in the request, then SITA Web Services will return an error response to the requestor.

For responses, mandatory/optional indicates if non-error responses include the element and/or attribute always or just sometimes depending upon the host response.

Mandatory elements need not occur in a message if a higher-level element is optional, but must be in the message¹ if the parent element is included.

- The OpenTravel element or attribute name. Attributes start with the “@” symbol.
- The host reference name.
- A reference to a Use Case in the form of <use case number>.<row>.<column> giving the start of the named field.

Notes:

- The mapping tables include all mandatory OpenTravel elements / attributes.
- SITA Web Services may not support OpenTravel optional elements / attributes that are not given in the mapping tables.
- SITA Web Services ignores any non-supported optional OpenTravel elements/attributes in a request.
- SITA Web Services does not generate non-supported optional OpenTravel elements/attributes in responses.

Version Control

SITA Web Services (SWS) will protect Customers as far as possible from Host changes by using version control. There are occasions where a Host mandatory change will impact the Service Definition of the interface, though we feel these situations will be rare and will be handled via as much advance communication as possible. Customers will be required to update their client application and the client should ensure sufficient resources are available to handle this.

- Version control is handled via Namespaces and Hot Fixes.
- SITA Web Services will only End of Life a service version when no customers remain using that version.
- Only the 3 most recent service versions will be updated.

Namespaces

Open Travel Alliance (OpenTravel) makes use of a single namespace <http://www.opentravel.org/OTA/2003/05>. SITA Web Services offers this default namespace but also provides SITA extensions with its own namespace http://sita.aero/SITA_AirAvail/2012/4.

Namespaces provides us with the ability to maintain multiple versions of the services. Any time the service interface changes we will provide a new namespace to be able to access it whilst leaving the previous version accessible by its namespace.

The namespace is specified in the xmlns element of the SOAP Body as follows:

```
<SITA_AirDemandTicketRQ xmlns="http://sita.aero/SITA_AirDemandTicketRQ/2/0"
xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" Target="QAA"
TransactionIdentifier="">
```

Hot Fixes

Hot fixes allows us to fix issues with services whilst providing backwards compatibility.

They are entered in the http header when performing the HTTP Post by the use of SOAPAction as follows:

```
POST /SITA_AirDemantTicketRQ HTTP/1.1
Content-Type: text/xml; charset="utf-8"
Content-Length: nnnn
SOAPAction: "#2"

<SOAP-ENV:Envelope>
.
.
.
</SOAP-ENV:Envelope>
```

This refers to version 2 of the service hot fix and allows the client to freely move between versions where service interfaces will be the same.

If no SOAPAction is specified then the latest HotFix will be assumed.

Supporting Documents

- SITA Reservations Agent User Guide.
- SITA Airfare XML Interface, Interface Specification.
- Open Travel Alliance Message Users Guide – OTA_MessageUsersGuide2006BV1.0.pdf.
- Open Travel Alliance XML schemas (available from the Open Travel Alliance Web site).
- Open Travel Alliance Code Types (available from the Open Travel Alliance Web site) – OTA_CodeTable20060606.xls.

2. Product Overview

Overview

SITA Web Services provides an XML interface to the SITA host and Airfare Price.

SITA Web Services does not provide a human user interface. SITA Web Services is intended for use by client software applications (requestor). The requestor is responsible for all aspects of the user interface including interaction and presentation.

SITA Web Services is based on technology and travel industry standards. Use of standards promises to increase interoperability, reduce integration expense and increase asset reuse and agility. SITA Web Services is based on the OpenTravel XML standard.

Product Scope and Objectives

SITA Web Services is a set of Web services for SITA customers to access their data (booking, inventory, etc.) from in-house applications, third party applications, or products running on their behalf.

SITA Web Services has been initially implemented against the SITA Unisys/USAS based host. If the host is replaced with new technology in the future, SITA Web Services interface will not change.

SITA Web Services provides messages for the following SITA applications:

AXI Functions

Airfare Calculate Currency	(SITA_AirfareCalculateCurrency)
Airfare Calendar Shop	(SITA_AirfareCalendarShop)
Airfare City Pair Mileage	(SITA_AirfareCityPairMileage)
Airfare Excess Baggage	(SITA_AirfareExcessBaggage)
Airfare Display	(SITA_AirfareDisplay)
Airfare Flight Shop	(SITA_AirfareFlightShop)
Airfare Interline Agreements	(SITA_AirfareInterlineAgreement)
Airfare Mileage	(SITA_AirfareMileage)
Airfare Pax Facility Charge	(SITA_AirfarePaxFacilityCharge)
Airfare Price	(SITA_AirfarePrice)
Airfare Rate of Exchange	(SITA_AirfareRateOfExchange)

Airfare Routing	(SITA_AirfareRouting)
Airfare Rules	(SITA_AirfareRules)
Airfare Tax Text	(SITA_AirfareTaxText)
Airfare Reprice	(SITA_AirfareReprice)
Airfare Refund	(SITA_AirfareRefund)
Airfare Ancillary	(SITA_AirfareAncillaryAirItem)
Airfare Avail	(SITA_AirfareAirAvail)

Departure Control Services (DCS) Functions

Air Seat Map	(SITA_AirSeatMap)
Air Check-In	(SITA_AirCheckIn)
Flight Status	(OTA_FLIFO)

Reservations Functions

Air Availability	(OTA_AirAvail)
Flight Schedule	(OTA_AirSchedule)
Flight Details	(OTA_AirDetails)
Air Booking	(OTA_AirBook)
Retrieve	(PNR (OTA_Read))
Modify Air Booking	(OTA_AirBookModify)
Cancel PNR	(OTA_Cancel)

Ticketing Functions

Issue Ticket	(SITA_AirDemandTicket)
Issue EMD	(SITA_AirDemandTicket)Ticket Void (OTA_Cancel)
Void Ticket	(OTA Cancel)
Retrieve Ticket	(SITA RetrieveTickeyByTicketNumber)
Retrieve Refund	(SITA TetricieveRefund)
Refund Ticket	(SITA RefundTicket)



Utility Functions

Ping	(OTA_Ping)
Native Screen Text	(OTA_ScreenText)
Stateful SignIn	(SITA_SignIn)
Stateful SignOut	(SITA_SignOut)

Communication

Access to SITA Web Services for external clients is via SOAP over HTTPS and internal clients via SOAP over HTTP.

WS-Security describes enhancements to SOAP messaging to provide *quality of protection* through message integrity, message confidentiality, and single message authentication. These mechanisms can be used to accommodate a wide variety of security models and encryption technologies.

To access SITA Web Services, clients are required to create a key-pair PKI certificate, provide us with the public DER key and sign the message with the private PEM key. The certificate can be from a Certificate Authority (CA) or a self-signed certificate but needs to adhere to X.509 version 3 standard.

It is the client's responsibility to monitor the expiration dates of the certificates to avoid any outage because the certificates will automatically be removed on expiration. Before expiration of the certificate, a replacement needs to be generated and sent to SITA one month before expiry so that a load can be scheduled. SITA will inform when the load is scheduled. SITA recommends that the client's key store be loaded with any replacement certificate at the same time as the existing certificate so that there is no interruption of service.

3. Web Service Development

Intended Users

The intended users for this product will be those who wish to utilize a set of Web services to access SITA customer airlines data (booking, inventory, etc.) on the SITA host system. Requests will originate from in-house and third-party applications as well as products running on the airline's behalf.

Consuming a Web Service

To consume a Web service, a programming language or set of programming tools that support SOAP over HTTPS is required.

Download the OpenTravel XSD's from the OpenTravel Web site or from the SITA Service Management site. The SITA XSD's, WSDL and sample .NET and Java Clients are only downloadable from the SITA Service Management site.

A WSDL is not necessary to access SITA Web Services but to automatically generate a client, either create your own or use SITA's version. If using SITA's version, it is necessary to modify the WSDL to point to the directories that the XSD's are in. When generating the code, the XSD's may have some binding conflicts; therefore a binding file will need to be created to resolve the issue. Once the code is generated, append the security header to the SOAP message (refer to the example code on how to do this).

Note: As per the OpenTravel policy, it is not recommended to point your code generator to the WSDL on our servers, but instead download it and the XSD's to your personal computer. Make the necessary modifications and compile from there.

I/P Connections

There is a finite number of I/P connections available for all users of SITA Web Services. Therefore, we strongly recommend that systems accessing SITA Web Services minimize the use of persistent I/P connections. Instead, they should utilize non-persistent connections as much as possible.

Statefulness of System

SITA Web Services provides both stateful and stateless transactions.

Any transaction that does not provide a TransactionIdentifier is considered stateless and will create a one-time connection by signing in to the host, performing the requested transaction, and then signing out and disconnecting any session on completion.

It is understood that customers require the host session to remain open. A stateful session is created using SITA_SignIn and SITA_SignOut transactions and providing the TransactionIdentifier in subsequent transactions.

Encryption Information

SITA Web Services is available through the Internet as well as the SITA ISNet. All external client transactions are sent and received using a Secure Socket Layer (SSL) connection.

SITA Web Services Error Handling

All error transaction return XML will be similar to the example below:

```
<?xml version="1.0" encoding="UTF-8"?>
<OTA_AirAvailRS>
  <Errors>
    <Error ErrCode="101" ErrType="Host Error Response">
      NO ROUTINGS
    </Error>
  </Errors>
</OTA_AirAvailRS>
```

In most cases, only one error will be returned in the Errors element. However, multiple <Error> elements may potentially be returned. Each error will contain the following attributes.

- @Code (a unique number specific to the type of error returned)
- @Type (a description of the type of error returned)

The contents of the <Error> element in the above example has returned a “No Routings” response to the Air Availability transaction requested.

The list below outlines all the possible returned errors from SITA Web Services and possible causes.

ErrCode	ErrType	Description	Cause
-XXX	SIP	SIP Exception	SITA Web Services Transaction to host management produced an error due to communications or system configuration.
100	System	Application Exception	The message will describe the cause.
200	Host Error Response	Communication Error with AXI	The message will describe the cause.
101	Host Error Response	SITA Res returned error	Invalid or un-authorized host transaction.

Notes: XXX refers to a pass through error (e.g., -999 = Socket error communicating with the SIP server).

ErrCode for AirFare does not have an ErrCode; it is reported in the ErrType instead.



4. Overview of Transactions

Transaction Types

SITA Web Services supports the following transaction types.

- Airfare – Airfare transactions allow access to fare information.
- Departure Control Services (DCS) – Allows passenger check in and access to a flight's seating information and access flight information.
- Reservations – Reservations transactions allow access to a passenger's reservation information.
- SITA Native – Raw host request string in and raw un-parsed host response back.
- Ticketing – Ticketing transactions allow a ticket to be issued or deleted and EMD to be issued.
- Utility – Allows functionality not specific to an application such as Sign In and Sign Out.

Transaction Names

The transaction names for SITA Web Services are as follows:

Airfare Transactions

Name	Description
Airfare Calculate Currency	Converts monetary amounts from one currency to another.
Airfare Calendar Shop	Retrieves cheapest available options over a date range.
Airfare City Pair Mileage	Retrieves city pair ticket point and maximum allowed mileage.
Airfare Excess Baggage	Calculates excess baggage charges.
Airfare Fare Display	Retrieves and displays airfare fare information.
Airfare Flight Shop	Retrieves cheapest available options for carrier and market.
Airfare Interline Agreements	Checks agreements on issuance/acceptance of documents.
Airfare Mileage	Retrieves ticketed point and maximum permitted mileage.
Airfare Pax Facility Charge	Retrieves U.S. Passenger Facility Charges (PFC).

Name	Description
Airfare Price	Retrieves and displays airfare fare price information.
Best Buy (Modified Airfare Price)	Retrieves and displays airfare best buy information.
Airfare Rate of Exchange	Retrieves current or historic Bankers Buying/Selling Rates (BBR/BBS).
Airfare Routing	Retrieves a flight's routing information.
Airfare Rules	Retrieves and display airfare fare rules information.
Airfare Tax Text	Retrieves tax codes and text for a given country, city, airport, etc.
Airfare Reprice	Retrieves and displays airfare reprice information.
Airfare Refund	Retrieves and displays airfare refund information.
Airfare Ancillary	Retrieves and displays ancillary items.
Airfare Avail	Retrieves Availability from the availability cache.

DCS Transactions

Name	Description
Air Check-In	Checks a passenger in on a specific flight.
Air Seat Map	Displays the current seat map for a specific flight.
Air Flight Status (Flifo)	Retrieves flight information/status.



Reservations Transactions

Name	Description
Air Availability	Retrieves and displays air availability information.
Air Book	Books a PNR.
Air Book Cancel	Cancels a PNR.
Air Book Modify	Modifies an already existing PNR.
Air Details	Retrieves and displays air detail information.
Air Schedule	Retrieves and displays air schedule information.
Read	Passenger Name Record (PNR) request transaction.

Ticketing Transactions

Name	Description
Demand Ticket	Issues an electronic ticket for a single passenger from a PNR or issue an EMD.
Ticket Void	Voids an electronic ticket.
Retrieve Ticket	Retrieves Ticket information.
Retrieve Refund	Retrieve Refund information.
Refund Ticket	Refund Ticket information.

Utility Transactions

Name	Description
SignIn / SignOut	Signs into and out of the host.
Native Screen Text	SITA un-parsed host transaction in and host response.
Ping	Pings the application to verify connectivity.



5. Airfare Transactions

Airfare Transactions Supported by SITA Web Services

Airfare Calendar Shop

Airfare CalendarShop is a tool that helps travel purchasers find the right priced availability for their budget and requirement.

The SITA_AirfareCalendarShopRQ transaction provides the cheapest available price matching the user's travel requirement for each date combination over a range of days.

Note: A separate contract will be needed to interface with AXI Shopper functionality over and above the contract for other AXI transactions.

Airfare Flight Shop

Airfare FlightShop is a tool that helps travel purchasers find the right priced availability for their budget and travel requirement.

The SITA_AirfareFlightShopRQ transaction provides the cheapest available travel options for the given carrier and market.

It should be noted that shopping is not intended to replace pricing. The Airfare shopping interfaces return only a subset of the information returned in an Airfare Pricing response.

Note: A separate contract will be needed to interface with AXI Shopper functionality over and above the contract for other AXI transactions.

Airfare Calculate Currency

The SITA_AirfareCalculateCurrencyRQ transaction converts monetary amounts from a given currency into another currency using the specified rate type or exchange rate.

If the request specifies an amount, then Airfare will convert the amount using the specified currency type, returning the converted amount and rounding details, both as fare and as a tax.

If the request does not specify an amount then Airfare will return all available exchange rates.

Airfare City Pair Mileage

The SITA_AirfareCityPairMileageRQ transaction allows the requestor to retrieve ticket point mileage and maximum permitted mileages for all existing global routes between the specified city pairs.

Airfare Excess Baggage

The SITA_AirfareExcessBaggageRQ transaction calculates excess baggage charges.

Airfare Fare Display

The SITA_AirfareFareDisplayRQ transaction returns all applicable fares for the request parameters.

Airfare Interline Agreements

The issuance and acceptance of airline documents is based on interline agreements. The SITA_AirfareInterlineAgreementsRQ transaction permits the requestor to check the type of interline agreements issued by and accepted by one or more carriers.

Airfare Mileage

The SITA_AirfareMileageRQ transaction provides ticketed point and maximum permitted mileage information for the requested itinerary.

Airfare Pax Facility Charge

The SITA_AirfarePaxFacilityChargeRQ transaction returns U.S. Passenger Facility Charge (PFC) information.

Airfare Price

The SITA_AirfarePriceRQ itinerary pricing transaction allows the client to price segments, returning the lowest price for the specified passengers and itinerary. The itinerary pricing request is similar to the Airfare terminal FSI entry.

Airfare Rate of Exchange

The SITA_AirfareRateOfExchangeRQ transaction returns current or historic Bankers Buying Rate (BBR), Bankers Selling Rate (BSR) and IATA Clearing House rates of exchange for one or more specified currencies.

Airfare Routing

The SITA_AirfareRoutingRQ transaction returns routing information for the specified carrier, route-tariff, and routing number.

Airfare Rules

The SITA_AirfareRulesRQ rule text message returns one or more SITA automated rules textual conditions and regulations for the specified fare organized by category names.

Airfare Best Buy (Modified Airfare Price)

Airfare Best Buy, also known as “Lowest Fare Quote”, provides the lowest available fare for the booked itinerary. The SITA_AirfarePriceRQ best buy transaction checks for lower fares taking into account the available booking classes for the flights specified in the itinerary.



Airfare Tax Text

The SITA_AirfareTaxTextRQ transaction returns tax codes, names and tax text for taxes that apply for the given country, airport, city and/or tax code.

Airfare Reprice

The SITA_AirfareRepriceRQ itinerary pricing transaction allows the client to reprice segments, returning the lowest price for the specified itinerary.

Airfare Refund

The SITA_AirfareRefundRQ itinerary pricing transaction allows the client to calculate the refund for a modified itinerary.

Airfare Ancillary

The SITA_AirfareAncillaryAirItemRQ allows the client to retrieve ancillary items.

Airfare Availability

The SITA_AirfareAirAvailRQ allows the client to retrieve availability from cache.

Special Requirements for Airfare Transactions

Requestor ID

In order for a user to invoke any of the SITA Airfare transactions through SITA Web Services, the user must first have a valid Requestor ID. This ID can be obtained through SITA Web Services Customer Support.

Note: A separate contract will be needed to interface with AXI Shopper functionality in addition to the contract for other AXI transactions.

When invoking any SITA Airfare transaction through SITA Web Services, the request must include an "ota2005a:POS" element. In turn, this POS element must include an "ota2005a:RequestorID" element with the following three attributes.

- Attribute "Type" must equal seven (7). E.g., Type="7"
- Attribute "ID_Context" must equal "Airfare"; e.g., ID_Context="Airfare"
- Attribute "ID" must equal the user's Requestor ID. E.g., ID="RsiG7-78xGx-BDx0x-5Bdo0"

Example of an Airfare Transaction with Requestor ID

The following is an example of the Requestor ID within a SITA_AirfareDisplayRQ transaction:

```

<?xml version="1.0" encoding="UTF-8"?>
<SITA_AirfareFareDisplayRQ
  xmlns=http://www.sita.aero/PTS/fare/2005/12/FareDisplayRQ
  xmlns:ota2005a=http://www.opentravel.org/OTA/2003/05
  xmlns:xsi=http://www.w3.org/2001/XMLSchema-instance
  xsi:schemaLocation=
    "http://www.sita.aero/PTS/fare/2005/12/FareDisplayRQ\
http://localhost:8080/axiweb/xsd/2005/12/SITA_AirfareFareDisplayRQ.xsd"
  Version="0.001">
  <ota2005a:OTA_AirFareDisplayRQ Version="0.001">
    <ota2005a:POS>
      <ota2005a:Source AirlineVendorID="BA" AirportCode="LHR">
        <ota2005a:RequestorID Type="7" ID="RsiG7-78xGx-BDx0x-5Bdo0"
ID_Context="Airfare"/>
      </ota2005a:Source>
    </ota2005a:POS>
    <ota2005a:OriginDestinationInformation>
      <ota2005a:DepartureDateTime>2008-11-
18T00:00:01</ota2005a:DepartureDateTime>
      <ota2005a:OriginLocation LocationCode="LHR"/>
      <ota2005a:DestinationLocation LocationCode="PHX"/>
    </ota2005a:OriginDestinationInformation>
    <ota2005a:TravelPreferences>
      <ota2005a:VendorPref Code="BA"/>
    </ota2005a:TravelPreferences>
  </ota2005a:OTA_AirFareDisplayRQ>
</SITA_AirfareFareDisplayRQ>

```

Documentation for Airfare Transactions

Detailed documentation and examples for the Airfare transactions supported by SITA Web Services can be found in the document "SITA Airfare XML Interface", Interface Specification.

Note that for SITA_AirfareRulesRQ the References need to be encoded:

< = >

> = <

& = &

' = "

As follows:

```
<References>
<Ref1>gepy01 (user (tyo, &lt;&gt;, &quot;7c&quot;, n, dept (&
mp;lt; &gt;, &lt; &gt;), &lt; &gt;, &lt;
&gt;, &lt; &gt;), pf2 (y, [], [], [], [], n, &lt;
&gt;), &lt; &gt;) </Ref1>
  <Ref2>008jp04ehnadtn0060000200atp1p</Ref2>
</References>
```


6. DCS Transactions

All Departure Control (DCS) transaction requests require a Transaction Identifier attribute set to either an empty string "" or the PID value of the last Sign In transaction response. In the case where an empty string "" is entered, a POS element must be used instead to identify the client, as follows:

```
<POS>
  <Source AirlineVendorID='XS' ERSP_UserID='USERID/PASSWORD'
    AgentSine='AGENTID/PASSWORD' PseudoCityCode='ATL001'
    AgentDutyCode='17' ISOCountry='US' AirportCode='ATL' />
</POS>
```

Air Check-In

The Air Check-In Request message requests one or more passengers be checked in on a specific airline, flight number, flight date, and class of service. The request may optionally provide information about seat requests, and any government required data. The request does not accept baggage at this time.

The Air Check-In Response message contains Check-In results for specific passengers on a specific airline, flight number, flight date, flight segment, and class of service. This data includes the passenger's assigned seat.

Processing Information

- The element MessageFunction must be included and its attribute Function must have the value "IssueBoardingPass".
- SITA Web Services (SWS) does not process /accept SSR (Special Service Requests such as meal, wheel chair, etc) requests when they appear in the check-in request. SSR will be processed if they are already in the check-in record on the mainframe.
- The element FlightInfo must be included in a Check-In request. Within the FlightInfo element the elements CarrierInfo (including the attributes FlightNumber, BookedRBD, and Code) DepartureInformation (including the attribute LocationCode), and ArrivallInformation (including the attribute LocationCode) must be included.
- If multiple persons are being checked in using a single transaction they must all have the same itinerary. That is, they must all be flying on the same airline, flight number, flight date, flight origin, flight destination, and class of service. If they are to be checked in on outbound flights, they must all have the same outbound flight(s) as well.
- If multiple persons are being checked in using a single transaction, the system assumes that they want to sit together, and will do its best to accomplish that without regard to any general or specific seat requests the passengers may have.

- Flights to certain countries such as the United States require that API (Advanced Passenger Information) be provided for a passenger before a boarding pass can be issued. This information can be submitted through the PassengerFlightInfo/API element.
- It should be understood that seating information submitted in the SeatBoardingInfo element, such as SeatNumber or SeatCharacteristics are considered to be a request for that seat, or type of seat, and will be honored if possible.
- Please note that in some circumstances Advance Passenger Information (API) is required to be validated. SITA Web Services will provide a warning message:

```
<Warnings>
  <Warning Type="Unknown">API RQRD - CITY PAIR</Warning>
</Warnings>
```

Note: If this message is present in the response, it is important to ensure that all requirements are met. These specific requirements may or may not be provided by SITA Web Services.

Air Check-In Request

The Air Check-In Request message requests that passenger(s) be checked in on a specified flight segment on a specific flight date for a specific airline and flight number. The request can also be narrowed to request seating data for a specific class of service on a flight.

Elements	Notes
OTA_AirCheckInRQ/MessageFunction	Required. Attribute Function must have the value "IssueBoardingPass".
OTA_AirCheckInRQ/FlightInfo	Required. Must include CabinType and elements CarrierInfo, DepartureInformation, and ArrivalInformation.
OTA_AirCheckInRQ/PassengerFlightInfo/API	May be required by certain countries a passenger is flying to or through. The specific data required may vary by country.

Air Check-In Response

The Air Check-In Response message contains passenger seating data for a city pair on a specific flight for a specific date and class of service.

This transaction response follows the OpenTravel standard XSD.

The following information is returned about the flight requested:

- Carrier code
- Flight number
- Class of service
- Origin and destination airports
- Scheduled Boarding and Departure date/time
- Scheduled Arrival date/time

The following information is returned about any passenger(s) who have been checked in

- Passenger name(s) (as submitted in the request)
- Passenger gender(s) for flights requiring gender
- Seat number(s) allocated to passenger(s)
- Boarding security number (PassengerRefNumber)

Air Seat Map

The Air Seat Map Request message requests a seat map for a specific airline, flight number, flight date, flight segment, and class of service.

The Air Seat Map Response message contains seat map data for a specific airline, flight number, flight date, flight segment, and class of service. This data includes row information such as maximum seats across and row characteristics. It also includes individual seat information such as seat availability and seat characteristics.

Processing Information

- An Air Seat Map request message requires only one element, which is the SeatMapRequest/FlightSegmentInfo element.
- When specifying origin and destination information, the DepartureDateTime element should be used for defining a date on which the Seat Map should be retrieved.
- The MarketingAirline element should be used for specifying a specific airline code. The Code attribute of the MarketingAirline element should be set to the applicable airline code.
- If the CabinClass element, or the CabinType attribute within the CabinClass element are omitted, then a seat map for all classes on the aircraft will be returned.
- The number of SeatMapRequest elements has been reduced from ninety-nine to one. Currently, the system only supports one Seat Map Request at a time.

Air Seat Map Request

The Seat Map Request message requests seating data for a specified flight segment on a specific flight date for a specific airline and flight number. The request can also be narrowed to request seating data for a specific class of service on a flight.

Elements	Notes
SITA_AirSeatMapRQ/SeatMapRequests/SeatMapRequest	Reduced the number of occurrences to 1.
SITA_AirSeatMapRQ/SeatMapRequests/SeatMapRequest/SeatDetails	Seat details are not required for a seat map request. They should be included if a specific cabin/class of service is being requested. In that case, a CabinClass element with a CabinType attribute should be sent.

Air Seat Map Response

The Air Seat Map Response message contains seating data for a city pair on a flight for a specific date. Information is returned about each row within a class of service, and about each seat within a row.

This transaction response follows the OpenTravel standard XSD.

The following information is returned about the flight requested:

- Origin and destination airports
- Departure and arrival date/times
- Equipment type
- Marketing Airline

The following information is returned about the Cabin Class requested (or all cabin classes) if no specific class was requested:

- The Class of Service in cabin
- The following information is returned about each row within a cabin
 - Row number
 - Maximum number of seats in row

The following information is returned about each seat within a row:

- Seat Number
- Seat Availability
- Seat Characteristic(s)

Exceptions

- If a seat map is requested for a segment which includes a change of gauge, then the seating information returned will only include the leg(s) up to the change of gauge.
- If no CabinType is specified, then the system will attempt to return information about all cabins/classes. For certain large aircraft size restrictions do not allow the entire aircraft to be displayed in a single transaction. In these cases the error "SIZE" is returned, and it will be necessary to request seating information for a specific cabin/class of service.

Flight Status (Air Flifo)

The AirFlifo message is a request for updated information on the operation of a specific airline flight. The request requires the airline, flight number and departure date. The departure and arrival airport locations can also be included.

Processing Information

AirFlifo returns information updated by airline on flight status. If the airline has not updated the flight information, the flight schedule is displayed.

The AirFlifo response includes real-time flight departure and arrival information. The following flight operation data is included in the response:

- Departure airport
- Arrival airport
- Marketing and operating airline names, when applicable
- Flight number
- Type of equipment
- Status of current operation
- Reason for delay or cancellation
- Airport location for diversion of flight
- Current departure and arrival date and time
- Scheduled departure and arrival date and time
- Duration of flight
- Flight mileage
- Baggage claim location

Flight Status Request

This transaction response follows the OpenTravel standard XSD.

Flight Status Response

This transaction response follows the OpenTravel standard XSD.

7. Reservations Transactions

All reservation transaction requests require a Transaction Identifier attribute set to either an empty string "" or the PID value of the last Sign In transaction response. In the case where an empty string "" is entered, a POS element must be used instead to identify the client, as follows:

```
<POS>
  <Source AirlineVendorID='XS' ERSP_UserID='USERID/PASSWORD'
    AgentSine='AGENTID/PASSWORD' PseudoCityCode='ATL001'
    AgentDutyCode='17' ISOCountry='US' AirportCode='ATL' />
</POS>
```

Air Availability

The Air Availability Request message requests flight availability for a specific city pair, on a specific date and for a specific number of passengers and class of service. The request can be narrowed down to display further availability for a specific airline, specific flight or a specific booking class on a specific flight.

The Air Availability Response message contains flight availability for a specific city pair, on a specific date. A set of origin destination options is returned, each containing one or more flights for the original city pair.

Processing Information

- An Air Availability request message requires only one element, which is the OriginDestinationInformation/DestinationLocation element. The omission of a departure date and OriginLocation will cause SITA Web Services to use the current date and POS location (IATA) code in the host request.
- If the number of seats is omitted in the request message, the SITA Reservations host system assumes the request is for 9 seats.
- When specifying origin and destination information, the DepartureDateTime element should be used for defining a date on which availability should be retrieved.
- The SpecificFlightInfo element should be used for specifying a specific airline code. The Code attribute of the Airline element should be set to the applicable airline code.
- Although the OpenTravel schemas allow for availability based on more specific airline preferences, we have not implemented yet.

- Only the SeatsRequested element of the TravelerInfoSummary will be used for specifying the number of seats for the request. Ninety-nine of these are possible but only one will be used. The other information provided in TravelerInfoSummary is not applicable when requesting availability.
- The information provided in the ProcessingInfo element of the OpenTravel message is not required. It is set to zero minimum occurrences in the SITA Web Services schema.
- The number of OriginDestinationInformation elements has been reduced from five to one. Although the OpenTravel message allows for a request of up to five origin and destination pairs, there is no clear way to tie each availability response back to the original request within the OpenTravel response message.
- The SITA Reservations Air Availability response has one meal code per flight. The OpenTravel response allows for a different meal code based on cabin type. In the SITA schema, the Meal sub element of the MarketingCabin element will be used to specify the meal for the meal code of the flight should one be provided in the SITA Reservations response. In addition, the CabinType attribute should be set to "ALL".
- If the response FlightSegment element has an attribute InfoSource="**", then the availability is from Galileo.

Air Availability Request

The Availability Request message requests flight availability for a city pair on a specific date for a specific number and type of passengers. The request can also be narrowed to request availability for a specific airline, flight or booking class on a flight, all for a specific date.

Air Availability Response

The Availability Response message contains flight availability for a city pair on a specific date. A set of origin and destination options is returned, each of which contains one or more (connecting) flights that serve the city pair.

For each flight the following information is returned:

- Origin and destination airports
- Departure and arrival date/times
- Booking Class availability
- Equipment
- Meal Information
- Codeshare information

Exceptions

- The SITA Reservations response has one meal code per flight, the OpenTravel response allows for a different meal code based on cabin type. In the SITA schema, the Meal sub-element of the MarketingCabin element will be used for specifying the meal for the meal code for the flight should one be provided in the SITA Reservations response. In addition, the CabinType attribute should be set to "ALL".
- See "SITA Reservations Agent User Guide" for information on handling traffic restrictions.

Air Availability Request

Elements	Notes
OTA_AirAvailRQ/POS	Point of sale object is not required for air availability but is required for OpenTravel compliance.
OTA_AirAvailRQ/ProcessingInfo	Not required for air availability.
OTA_AirAvailRQ/ OriginDestinationInformation	Reduced the number of occurrences to 1. Departure date is not required for retrieving air availability in SITA Reservations. In the absence of a departure date, the current date is assumed. However, the SITA schema will require it to maintain OpenTravel compliance. Message generators may want to default the DepartureDateTime field to the current date if one is not provided.
OTA_AirAvailRQ/ OriginDestinationInformation/ SpecificFlightInfo/FlightNumber	Not an option for requesting availability in SITA Reservations.
OTA_AirAvailRQ/OriginDestinationInfor mation/SpecificFlightInfo/BookingClass Pref	Not an option for requesting availability in SITA Reservations.
OTA_AirAvailRQ/ OriginDestinationInformation/ TravelPreferences	SITA Web Services does not allow availability based on travel preferences.
OTA_AirAvailRQ/TravelPreferences	Not implemented.
OTA_AirAvailRQ/TravelerInfoSummary	Used to specify number of seats requested. Not used to request availability on passenger type or possibly to request price information. The response for air avail has no room for pricing info to be returned.

Air Availability Response

Elements	Notes
OTA_AirAvailRS/ OriginDestinationOptions/ OriginDestinationOption/ FlightSegment/MarketingCabin	No Marketing Cabin is allowed.

Air Details

The Air Details Request message requests flight leg and code share information for a specific flight on a specific date between a city pair.

The Air Details Response message returns all detail information for a flight/date and city pair. This response comprises information such as:

- Arrival/Departure Times
- Equipment Code
- Meal Codes
- Elapsed Time
- Duration Info (total and ground)
- Number of Stops
- Flight Information Indicator
- Total Ground Time at an Intermediate City
- Codeshare information
- On-Time Percentage
- Electronic Ticketing Eligibility

Processing Information

SITA Reservations provides day of week in the Air Details response; however, there is no corresponding element or attribute in the OTA_AirDetailsRS message. This value can be calculated based on departure time and can be discarded in the response. If day of week is required, it can be placed in the Comment sub-element of the FlightLegDetails element.

Air Details Request

This transaction request follows the OpenTravel standard XSD.

Air Details Response

Elements	Notes
OTA_AirDetailsRS/FlightDetails/FlightLegDetails/MarketingAirline	No codeshare information is provided in the display from DSG.

Air Schedule

The Schedule Request message requests flight schedules for a defined city pair. The request may be narrowed as well to request schedules for a specific airline or specific flight.

SITA Reservations has the ability to display flight details of scheduled flights for any city pair up to approximately 5 years (1800 days) into the future. Flights are displayed whether or not the flight is available.

The OpenTravel Schedule Response message will contain flight schedules for a given city pair. A set of OriginDestinationOptions is returned, each of which contains one or more (connecting) flights that serve that city pair.

Processing Information

- The VendorPref element should not be used for requesting vendor related schedule requests. Including a carrier should be achieved by supplying the carrier information in the Airline sub-element of the FlightInfo element.
- The FlightSegment@ScheduleValidEndDate is mandatory for OpenTravel, but optional in some of the SITA Reservations responses. It should either default to a given date or a change request be submitted to OpenTravel, making it optional.
- The default version of the OpenTravel schemas do not support MaxResponses. In order to limit the number of responses, an attribute id="2008A" needs to be provided on the root element. The response will also contain an attribute id="2008A" to inform you that it is also using version 2008A of the OpenTravel schemas.

Air Schedule Request

Elements	Notes
OTA_AirScheduleRQ/VenderPref	Reservations function does not allow for exclusion. We will support a carrier specific display that will be accomplished by supplying the airline in the FlightInfo element. Numbers of occurrences have been reduced to 0.
OTA_AirScheduleRQ/FlightTypePref	Cannot request schedules based on online connections.
OTA_AirScheduleRQ/@MaxReponses	Limit the number of responses.

Air Schedule Response

This transaction response follows the OpenTravel standard XSD.

Air Book

The Book Request message requests to book a specific itinerary for one or more identified passengers. The message contains optional pricing information, allowing the booking class availability and pricing to be rechecked as part of the booking process.

Optional request information can include:

- Seat and meal requests
- Special Service Requests (SSR)
- Other Service Information (OSI)
- Remarks
- Fulfillment information-payment
- Delivery details
- Type of ticket desired

Processing Information

- Passenger Age – the Date of Birth (DoB) is allowed if it ranges from 01JAN74 to current date. DOBs = 31JAN73 and earlier should be entered as YRS (years). Due to this exception, it should always default to the passenger's age in YRS instead of using DDMMYY.
- OpenTravel does not support an element to indicate next day or previous day arrival for the flight segments (+1, -1, -2, etc.). For now, it should be included as Air.TPA_Extensions.
- When Marketplace-Air (1G) is active, the default version of the OpenTravel schemas will not display them. In order to display them, an attribute "id="2008A" needs to be



provided on the root element. The response will also contain an attribute "id=2008A" to inform you that it is also using version 2008A of the OpenTravel schemas and a TPA_Extensions element will be present in the FlightSegment element providing the attribute CODE and ID.

- See the table below in the Air Book Request section to identify the TPA Extensions for creating group bookings, the response will not contain the Group Name.
- The default version of the OpenTravel schemas will not display CreateDateTime. In order to display it, an attribute id="2008A" needs to be provided on the root element. The response will also contain an attribute id="2008A" to inform you that it is also using version 2008A of the OpenTravel schemas and a CreateDateTime attribute on the AirReservation element.
- The default version of the OpenTravel schemas does not support interline PNR's. In order to display it, an attribute id="2009A" needs to be provided on the root element. The response will also contain an attribute id="2009A" to inform you that it is also using version 2009A of the OpenTravel schemas. You will notice multiple BookingReferenceID elements. When ID="1" this is the PNR locator. When ID="14", this is an interline record locator and its associated flightRPH value is also provided.
- Where the SITA host can only enter 5 segments per transaction execution, SITA Web Services recursively adds segments if there are more than 5.
- Stored Fare – Allows AirFarePriceRQ to be stored in PNR.
- Advance Seat Request (ASR) – Ability to store seat request in the PNR via ASR instead of using SSR.
- TransactionStatusCode attribute left blank or not present will perform existing functionality.
- TransactionStatusCode attribute set to "Continue" will perform existing functionality but use RT without Record Locator and not send native host transaction "EOT".
- TransactionStatusCode attribute set to "Rollback" will only send native host transaction "IG".
- TransactionStatusCode attribute set to "End" will only sent "EOT" (*KR).
- RCFM can be added by adding a special remark of type 36.

Air Book Request

Elements	Notes
OTA_AirBookRQ/AirItinerary	A collection of all flight segments requested for booking.
OTA_AirBookRQ/TravelerInfo	Unless booking is a group booking, there can only be 9 passengers in the booking. In SITA Reservations, the name length cannot exceed 55 characters, including prefix, suffix, given and surname.

Elements	Notes
OTA_AirBookRQ/BookingReferenceID	These should never have a record locator for a brand new booking.
OTA_AirBookRQ/TPA_Extensions/GroupBooking/@Name	Group Name.
OTA_AirBookRQ/TPA_Extensions/GroupBooking/@NumOfSeats	Number of Seats Requested for Group Bookings.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/BaseFare/@Amount	Mandatory for SITA Web Services demand ticketing request. Monetary amount for the base fare.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/BaseFare/@CurrencyCode	Mandatory for SITA Web Services demand ticketing request. ISO currency code of base fare.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/EquivFare/@Amount	Optional. Monetary amount for the equivalent fare.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/EquivFare/@CurrencyCode	Optional. ISO currency code of equivalent fare.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/Taxes/Tax/@Amount	Optional. Monetary amount for individual taxes. The Tax element may repeat up to 20 times.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/Taxes/Tax/@CurrencyCode	Optional. ISO currency code of tax.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/Taxes/Tax/@CurrencyCode	Optional. ISO currency code of tax.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/Taxes/Tax/@TaxCode	Optional. Tax code.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_Breakdown/PassengerFare/UnstructuredFareCalc	Mandatory for SITA Web Services demand ticketing. Horizontal fare calculation text, excluding any tax breakdowns (which are separately evaluated from tax lists).
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/UnstructuredFareCalc/@FareCalcMode	A = Auto Tarrification M = Manual Tarrification

Elements	Notes
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/TPA_Extensions/SITA_PassengerFareExtension/TaxBreakdowns/TaxBreakdown/@TaxCode	Optional. Tax code of tax requiring HFC breakdown by city (currently XF or ZP).
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/TPA_Extensions/SITA_PassengerFareExtension/TaxBreakdowns/TaxBreakdown/TaxableLocations/TaxableLocation/@Amount	Optional. Repeats at TaxableLocation. Repeat count is limited according to tax code and the user is expected to know the applicable rule. Monetary amount applicable to location.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/TPA_Extensions/SITA_PassengerFareExtension/TaxBreakdowns/TaxBreakdown/TaxableLocations/TaxableLocation/@TaxLocation	Optional. Repeats at TaxableLocation (see previous comment). Airport code for location of applied tax.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/FareBasisCodes/FareBasisCode	Mandatory for SITA Web Services demand ticketing request. One fare basis code expected per air itinerary segment.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/TicketDesignators/TicketDesignator/@TicketDesignatorCode	Optional ticket designator or discount code (in conjunction with extension). One ticket designator expected per air itinerary segment; only segments with @TicketDesignatorCode attribute have a ticket designator.
OTA_AirBookRQ/PriceInfo/PTC_FareBreakdowns/PTC_FareBreakdown/TicketDesignators/TicketDesignator/@TicketDesignatorExtension	Optional ticket designator or discount code (in conjunction with code).
OTA_AirBookRQ/@TransactionStatusCode	Optional indicator used to control EOT.

Air Book Response

If the booking was successful, the Book Response message contains the itinerary (including the directional indicator, status of the booking, and number of passengers), passenger and pricing information sent in the request, along with a booking reference number (PNR Locator) and ticketing information.

The Air Book replies with a copy of the Passenger Name Record in the OpenTravel defined OTA_AirBookRS structure.

This transaction response follows the OpenTravel standard XSD.

Elements	Notes
OTA_AirBookRS/ TravelerInfo/SpecialReqDetails/SpecialServiceRequests/SpecialServiceRequest/Text	In our previous release of SITA Web Services the SSR Text attribute returned in OTA_AirBookRS was prefixed with the itinerary information. This did not comply with OTA standards and has been modified so that this does not get prefixed to the Text attribute and referenced by the RPH instead.

Air Book Modify

The Book Modify Request message requests to modify an existing booking file. The message contains all elements of OTA_AirBookRQ plus a general type of modification; i.e., name change, split, cancel, or other, is indicated with the attribute ModificationType. The change transaction on the different elements is either indicated with the existing attribute Status (for air segments, SSRs and seat requests) or with attribute Operation of Type ActionType for the other elements (i.e., other service information, remarks, AirTraveler Elements). In the AirBookModifyRQ element all the data to be changed is submitted, and in the AirReservation element all existing data may be submitted. This allows the receiving system to perform a consistency check before updating the booking file. In order to keep the message small, this can be omitted.

Changes to a booking may result in required updates of the ticket (e.g., revalidation), imply charges for a change, the pricing may change or some fees may need to be collected.

Processing Information

- OTA_AirBookModifyRQ contains an AirBookModifyRQ element that, in turn, contains an AirReservationType and an additional attribute called ModificationType.
- In the code table (OTA_CodeTable20060606.xls).
- This is commonly tied in with the contents of the AirReservationType. For example, if ModificationType is set to 1, then all that is needed in AirReservationType is the BookingReferenceID. If set to 4, then TravellerInfo will contain the new traveler(s).
- RPH values are key for updates also. Their primary purpose is to cross-reference elements *within* a message, but if the values are unique enough, not only can that requirement be met but also in addition the RPH can be used to reference back to elements in the backend host and even between messages. For example, they should be populated with enough information in the OTA_AirBookRS message so that the client can then use them to find the matching component (segment, name, remark, etc.) in the subsequent update messages.



- What most people attempt to avoid is trying to match up what is being updated based on the data contents across multiple elements; e.g., when deleting a segment, search for the matching segment by carrier code, flight number, date, etc. Keep in mind the type of RPH is "xs:string", so there is virtually no limits to it. Also in the usage profile it is defined how long RPH values are valid for, so if it is defined they are only valid within the session and only up until the booking is confirmed/ended, which is acceptable for most front-end applications. This is still compliant with OpenTravel since the RPHs are strings and are also valid xrefs within each message.
- The default version of the OpenTravel schemas do not support interline PNR's. In order to display it, an attribute id="2009A" needs to be provided on the root element. The response will also contain an attribute id="2009A" to inform you that it is also using version 2009A of the OpenTravel schemas. You will notice multiple BookingReferenceID elements. When ID="1" this is the PNR locator. When ID="14", this is an interline record locator and its associated flightRPH value is also provided.
- Where the SITA host can only enter 5 segments per transaction execution, SITA Web Services recursively adds segments if there are more than 5.
- Advance Seat Request (ASR) – Ability to store seat request in the PNR via ASR instead of using SSR.
- TransactionStatusCode attribute left blank or not present will perform existing functionality.
- TransactionStatusCode attribute set to "Continue" will perform existing functionality but use RT without Record Locator and not send native host transaction "EOT".
- TransactionStatusCode attribute set to "Rollback" will only send native host transaction "IG".
- TransactionStatusCode attribute set to "End" will only sent "EOT" (*KR).

RetransmissionIndicator attribute will send ignore warnings (*IKR), DO NOT enter this unless you have retrieved the warnings and accepted them. Warnings can be retrieved by not sending the RetransmissionIndicator.

OTA Table Modification Type (MOD)

Code	MOD
2	Cancel partly.
3	Name change – correction.
5	Other.
6	Split only.
7	Split and update.
8	Queue PNR.

Air Book Modify Request

OTA_AirBookRQ/ @RetransmissionIndicator	Optional indicator used to acknowledge Warnings.
OTA_AirBookRQ/@TransactionStatusCode	Optional indicator used to control EOT.

ModificationType and BookingReferenceID – Always required.

Name Correction/Change (3): TravelerInfo.AirTraveler.PersonName.Surname, TravelerInfo.AirTraveler.PersonName.GivenName

A contact (either phone or email or both MUST be supplied with the new name, a mailing address can also be added - optional)

Cancel Passenger (2): TravelerInfo.AirTraveler.PersonName.Surname, TravelerInfo.AirTraveler.PersonName.GivenName

Update Flight (5):

A request to cancel a segment will have a status attribute set to 16 in AirBookModifyRQ.AirItinerary.OriginDestinationOptions.OriginDestinationOption.FlightSegment@Status.

- Mandatory fields when status = 16:

OriginDestinationOptions.OriginDestinationOption.FlightSegment.Status

OriginDestinationOptions.OriginDestinationOption.FlightSegment.RPH

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureDateTime

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureAirport.LocationCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.ArrivalAirport.LocationCode

- Mandatory fields when status = 11: (long sell)

OriginDestinationOptions.OriginDestinationOption.FlightSegment.OperatingAirline.Code

OriginDestinationOptions.OriginDestinationOption.FlightSegment.OperatingAirline.FlightNumber

OriginDestinationOptions.OriginDestinationOption.FlightSegment.

BookingClassAvails.BookingClassAvail.ResBookDesigCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureDateTime

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureAirport.LocationCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.ArrivalAirport.LocationCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.BookingClassAvails.Booking
ClassAvail.ResBookDesigStatusCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.BookingClassAvails.Booking
ClassAvail.ResBookDesigQuantity

- Mandatory fields when status = 11: (ARNK)

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureDateTime

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureAirport.LocationCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.ArrivalAirport.LocationCode

- Mandatory fields when status = 11: (OPEN)

OriginDestinationOptions.OriginDestinationOption.FlightSegment.OperatingAirline.Code

OriginDestinationOptions.OriginDestinationOption.FlightSegment. ResBookDesigCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureDateTime

OriginDestinationOptions.OriginDestinationOption.FlightSegment.DepartureAirport.LocationCode

OriginDestinationOptions.OriginDestinationOption.FlightSegment.ArrivalAirport.LocationCode

Update Remark (5):

TravelerInfo.SpecialReqDetails.Remarks.Remark - actual remark text

TravelerInfo.SpecialReqDetails.Remarks.Remark.Operation (either Add, Delete or Replace)

TravelerInfo.SpecialReqDetails.Remarks.Remark.RPH

Update OSI (5):

TravelerInfo.SpecialReqDetails.OtherServiceInformations.OtherServiceInformation.Operation
(either Add, Delete or Replace)

TravelerInfo.SpecialReqDetails.OtherServiceInformations.OtherServiceInformation.
TravelerRefNumber.RPH

TravelerInfo.SpecialReqDetails.OtherServiceInformations.OtherServiceInformation.Airline.Code

TravelerInfo.SpecialReqDetails.OtherServiceInformations.OtherServiceInformation.Text

Update SSR (5):

TravelerInfo.SpecialReqDetails.SpecialServiceRequests.SpecialServiceRequest.Status (either 16
or 11)

TravelerInfo.SpecialReqDetails.SpecialServiceRequests.SpecialServiceRequest.SSRCode

TravelerInfo.SpecialReqDetails.SpecialServiceRequests.SpecialServiceRequest.Airline.Code

TravelerInfo.SpecialReqDetails.SpecialServiceRequests.SpecialServiceRequest.Text

Update a Contact (5):**Email:**

TravelerInfo.AirTraveler.PersonName.Surname

TravelerInfo.AirTraveler.PersonName.GivenName

TravelerInfo.AirTraveler.Email

TravelerInfo.AirTraveler.Email.Operation (Add or Delete)

Phone:

TravelerInfo.AirTraveler.PersonName.Surname

TravelerInfo.AirTraveler.PersonName.GivenName

TravelerInfo.AirTraveler.Telephone.PhoneNumber

TravelerInfo.AirTraveler.Telephone.Operation

MailingAddress:

TravelerInfo.AirTraveler.PersonName.Surname

TravelerInfo.AirTraveler.PersonName.GivenName

TravelerInfo.AirTraveler.Address.AddressLine

TravelerInfo.AirTraveler.Address.Operation



SplitPNR (6):

TravelerInfo.AirTraveler.PersonName.Surname

TravelerInfo.AirTraveler.PersonName.GivenName

SplitPNR & Update (7):

TravelerInfo.AirTraveler.PersonName.Surname

TravelerInfo.AirTraveler.PersonName.GivenName

Follow the updates above to find what other fields are required.

Queue (8):

Queues.Queue.PseudoCityCode

Queues.Queue.QueueNumber

Air Book Modify Response

The Air Book Modify replies with a copy of the Passenger Name Record in the OpenTravel defined OTA_AirBookRS structure.

This transaction response follows the OpenTravel standard XSD.

Elements	Notes
OTA_AirBookRS/ TravelerInfo/SpecialReqDetails/Special ServiceRequests/SpecialServiceReque st/Text	In our previous release of SITA Web Services the SSR Text attribute returned in OTA_AirBookRS was prefixed with the itinerary information. This did not comply with OTA standards and has been modified so that this does not get prefixed to the Text attribute and referenced by the RPH instead.

Retrieve PNR (Read)

This message allows the user to retrieve a PNR by its locator code.

Any actionable segment (except for flights removed from the system) in the itinerary can be used for the retrieval. A segment remains in the active portion of the PNR until three days after the segment is flown.

SITA Web Services is able to retrieve group bookings in the same ways as a regular booking.

Processing Information

- There are two options to retrieve an active PNR. An active PNR can be retrieved by either of the following:
 - Passenger Name and Segment
 - SITA Reservations Record Locator
- Any actionable segment (except for flights removed from the system) in the itinerary can be used for the retrieval. A segment remains in the active portion of the PNR until three days after the segment is flown. The retrieval entries allow the use of various options to retrieve the PNR.
- AirReadRequest does not contain an Arrival Airport element. For this reason that should be entered as a TPA_Extensions.
- The length of each PersonName field (including PersonName.Surname, PersonName.GivenName and PersonName.NameTitle) should not exceed a total of 55 characters.
- There is a limit of 30 segments in a SITA Reservations PNR.
- OpenTravel does not support an element to indicate next day or previous day arrival for the flight segments (+1, -1, -2, etc.). For the time being it should be included as Air.TPA_Extensions.
- When an Arrival Not Known segment (ARNK) or an Open segment (OPEN) are present, they will be handled by FlightNumberType.
- Ticketing Element – The OpenTravel Ticketing element only has a cardinality of one while 99 is the cardinality for the AirTraveler. There should be the capability to have at least one ticket per passenger (99). The OpenTravel group is considering increasing this to more than 99 since a passenger can have more than one ticket for an itinerary. Change suggested is to, at a minimum, increase the cardinality of Ticketing to 99. Consider increasing it to two or three times 99 so it could cover all passengers.
- The default version of the OpenTravel schemas do not support interline PNR's. In order to display it, an attribute id="2009A" needs to be provided on the root element. The response will also contain an attribute id="2009A" to inform you that it is also using version 2009A of the OpenTravel schemas. You will notice multiple BookingReferenceID elements. When ID="1" this is the PNR locator. When ID="14", this is an interline record locator and its associated flightRPH value is also provided.

Read Request

Elements	Notes
OTA_ReadRQ/ReadRequests/ReadRequest	The ReadRQ message allows for different types of request but in the WEB SERVICE will only be used for AirRequest.
OTA_ReadRQ/ReadRequests/GlobalReservationReadRequest	No global reservation permitted.
OTA_ReadRQ/ReadRequests/HotelReadRequest	No hotel reservations supported.
OTA_ReadRQ/ReadRequests/PkgReadRequest	No package reservations supported.
OTA_ReadRQ/ReadRequests/GolfReadRequest	No golf reservations supported.
OTA_ReadRQ/ReadRequests/VehicleReadRequest	No vehicle reservations supported.

Read Response

The Read replies with a copy of the Passenger Name Record in the OpenTravel defined OTA_AirBookRS structure.

This transaction response follows the OpenTravel standard XSD.

Elements	Notes
OTA_AirBookRS/TravelerInfo/SpecialReqDetails/SpecialServiceRequests/SpecialServiceRequest/Text	In our previous release of SITA Web Services the SSR Text attribute returned in OTA_AirBookRS was prefixed with the itinerary information. This did not comply with OTA standards and has been modified so that this does not get prefixed to the Text attribute and referenced by the RPH instead.

Cancel PNR

The cancel message is used for canceling PNRs. Cancel cannot be used for canceling part of a booking. Air Book Modify should be used for canceling individual segments.

The response will return a confirmation of the cancellation and contains the reference of the items being cancelled – in this case, the PNR Record Locator.

The OpenTravel cancel is a generic operation. The cancel can also be used to void an electronic ticket for a brief period following issuance. This is not intended to allow the end-user of a customer Web site to cancel a ticket, but is offered to clients who can use it to back out of an all-or-nothing approach to ticketing should subsequent tickets fail. See description of demand.

Processing Information

It is required to include text describing the reason for cancel.

Cancel Request

The Cancel Request uses a Reason attribute in the UniqueID to allow for a string explaining why the PNR was cancelled. This is required by SITA Reservations and should always be used.

Elements	Notes
OTA_CancelRQ/POS/Source/@AgentSine	The SITA numeric code (1-4 digits) identifying the ticketing agent. Mandatory for SITA Web Services void ticket request. Not used for SITA Web Services cancel PNR request.
OTA_CancelRQ/POS/Source/@Airport Code	The IATA code identifying point of ticketing. Optional for SITA Web Services void ticket request. Not used for SITA Web Services cancel PNR request.
OTA_CancelRQ/POS/Source/RequestorID/@ID	The SITA code identifying the ticketing office. This is an 8-digit code (nominally the IATA number) optionally followed by a single alpha. Mandatory for SITA Web Services void ticket request. Not used for SITA Web Services cancel PNR request.
OTA_CancelRQ/UniqueID/@ID	The SITA PNR for the SITA Web Services cancel PNR request. The 10 digit electronic ticket number for the SITA Web Services void ticket request.
OTA_CancelRQ/UniqueID/@Type	The OTA code (UIT) identifying the type of cancellation to perform. Use "15" (cancel) for the SITA Web Services cancel PNR request; use "30" (ticket) for the SITA Web Services void ticket request.
OTA_CancelRQ/UniqueID/@Reason	Textual reason for cancellation of PNR for the SITA Web Services cancel PNR request. Not used for the SITA Web Services void ticket request.

Cancel Response

The response will indicate <Success/> if cancelled and will return the UniqueID (PNR) code back. Any additional request to cancel the same UniqueID will result in an error.



8. Ticketing Transactions

All ticketing requests require a Transaction Identifier attribute set to either an empty string “ ” or the PID value of the last Sign In transaction response. In the case where an empty string “” is entered, a POS element must be used instead to identify the client, as follows:

```
<POS>
  <Source AirlineVendorID='XS' ERSP_UserID='USERID/PASSWORD'
    AgentSine='AGENTID/PASSWORD' PseudoCityCode='ATL001'
    AgentDutyCode='17' ISOCountry='US' AirportCode='ATL' />
</POS>
```

Air Demand Ticket

Demand Ticket

The Air Demand Ticket Request message requests issuance of a single electronic ticket for a specified passenger on an existing PNR or can also be used to issue Electronic Miscellaneous Documents (EMD).

The Air Demand Ticket Response message returns the issued ticket number.

SITA Web Services supports both Ticketing 1.0 and Ticketing 2.0. The mainframe contains a switch to change the Ticketing format. SITA Web Services will handle both formats without any change to the XML.

OpenTravel Compliance

The SITA Air Demand Ticket request implements and extends *OTA_AirDemandTicketRQ* to add the following fare information:

- Number of tax boxes
Note: This is not the number of taxes but the number of tax fields; it should always be set to the value “3”.
- Fare details, from *PFC_FareBreakdown* element selected from Airfare pricing response, though without namespace.
- Itinerary related fare details, from *AdditionalItineraryData* element selected from airfare pricing response, though without namespace.
- Issuance of EMD was implemented in the OpenTravel 2011B schema. This is fully compliant with that implementation.

Processing Information

- The authentication provided when using SITA Web Services maps to a SITA Reservations office. The SITA Ticketing application has a different, additional, set of offices. At a minimum, one ticketing office is required for each currency accepted for ticket issuance. It is the users' responsibility to set up the ticketing offices and to ensure consistent fare, location and office data are provided. Consistent fare information includes the consistent use of the appropriate number of decimal places for the currency used.
- SITA Web Services demand ticket only supports single ticket issuance on TKT1 and multi tickets on TKT2. It is the user's responsibility to ensure that ticketing is legal (e.g., no more lap infant tickets issued than associated adults). In the event that associated ticket issuance fails, prior tickets may be voided (for a short period) using the OTA_Cancel.
- SITA Ticketing supports electronic tickets with up to 16 coupons. A coupon maps to an air segment, but may also be used for non-air travel when leaving from a different airport (even if in the same city) to the arrival point of the previous air segment. Given the restriction on air segments in associated PNR generation (see AirBook), this is not expected to be an issue.
- SITA Ticketing does not accept baggage entries for infants. The client is expected to have identified the expected baggage allowance for infants (usually either 10K or none) and had this information configured within SITA ticketing. This action is required in addition to baggage information filed with the infant fares.
- Ticketing 1.0 – Client to provide all taxes and SITA Web Services will compress these into the correct number of tax boxes, including XT.
- Ticketing 2.0 – Client to provide all taxes and SITA Web Services will pass these through. However the client needs to be aware that they cannot enter TX per the "SITA Ticketing 2.0 User Guide."
- Auto Tarrification/Manual Tarrification – Auto Tarrification is only available in Ticketing 2.0 and SWS version 2 or greater. Prior to this all versions are Manual Tarrification.
- Where Commission is entered you may only enter a Percent or an Amount, but not both.

Air Demand Ticket Request

Items not explicitly identified in the table below are not supported (ignored), though the OTA schema may require additional fields.

Elements	Notes
SITA_AirDemandTicketRQ/POS/Source/@AgentSine	The SITA numeric code (1-4 digits) identifying the ticketing agent. Mandatory for SITA Web Services demand ticket request.
SITA_AirDemandTicketRQ/POS/Source/@AirportCode	The IATA code identifying point of ticketing.
SITA_AirDemandTicketRQ/POS/Source/RequestorID/@ID	The SITA code identifying the ticketing office. This is an 8 digit code (nominally the IATA number) optionally followed by a single alpha.
SITA_AirDemandTicketRQ/DemandTicketDetail/BookingReferenceID/@ID	The SITA PNR. Mandatory for SITA Web Services demand ticket request.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo	For TKT1 Only a single instance is supported (and required). Second or subsequent instances will be ignored. However TKT2 supports multiple Forms of Payment.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@PaymentType	OTA code identifying form of payment. Only cash, check (cheque), or credit card is accepted. Mandatory for SITA Web Services demand ticket request.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@Text	Reference information for payment (optional). Must match configured expectations for form of payment within SITA Ticketing.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@Amount	Monetary amount for form of payment. SITA Ticketing normally expects amounts to be omitted for single form of payments. Exceptions apply for certain ticketing offices based on rules for soft currencies or for multiple currency offices.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@CurrencyCode	ISO currency code for monetary amount, in conjunction with monetary amount.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/CreditCardInfo	Only a single instance supported (required for credit card payments, otherwise ignored). Second and subsequent instances will be ignored.
SITA_AirDemandTicketRQ/	Required for credit card payment. Must match

Elements	Notes
DemandTicketDetail/PaymentInfo/ CreditCardInfo/@CardCode	one of the credit card codes listed as acceptable form of payment within ticketing.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@CardNumber	Required for credit card payment.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@ExpireDate	Required for credit card payment.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@ApprovalCode	Required for credit card payment.
SITA_AirDemandTicketRQ/ DemandTicketDetail/Endorsement/Info	Optional endorsement information associated with demand ticket endorsements. Space is limited.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PassengerName	Only a single instance supported (and required). Second or subsequent instances will be ignored.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PassengerName/@RPH	Mandatory for SITA Web Services demand ticketing request. Identifies the passenger from cross reference in PNR name elements. Used in conjunction with @PassengerTypeCode to identify infants which are not listed in names.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PassengerName/ @PassengerTypeCode	Optional. "INF" required for infant ticketing.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ TaxProcessing/@TaxBoxes	Optional. Number of virtual tax boxes for processing e-ticket (defaults to 3). Must match configuration of SITA ticketing for airline.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/BaseFa re/ @Amount	Mandatory for SITA Web Services demand ticketing request. Monetary amount for the base fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/ BaseFare/@CurrencyCode	Mandatory for SITA Web Services demand ticketing request. ISO currency code of base fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/	Optional. Monetary amount for the equivalent fare.

Elements	Notes
EquivFare/@Amount	
SITA_AirDemandTicketRQ/ DemandTicketDetail/ TPA_Extensions/ PTC_FareBreakdown/PassengerFare/ EquivFare/@CurrencyCode	Optional. ISO currency code of equivalent fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/Taxes/ Tax/@Amount	Optional. Monetary amount for individual taxes. The Tax element may repeat up to 20 times.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/PTC_F areBreakdown/PassengerFare/Taxes/Tax/ @CurrencyCode	Optional. ISO currency code of tax.
SITA_AirDemandTicketRQ/DemandTicketDet ail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/Taxes/ Tax/@CurrencyCode	Optional. ISO currency code of tax.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/PTC_F areBreakdown/PassengerFare/Taxes/ Tax/@TaxCode	Optional. Tax code.
SITA_AirDemandTicketRQ/DemandTicketDet ail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/ UnstructuredFareCalc	Mandatory for SITA Web Services demand ticketing. Horizontal fare calculation text, excluding any tax breakdowns (which are separately evaluated from tax lists).
SITA_AirDemandTicketRQ/DemandTicketDet ail/TPA_Extensions/PTC_FareBreakdown/Pas sengerFare/UnstructuredFareCalc/@FareCalc Mode	A = Auto Tarrification M = Manual Tarrification
SITA_AirDemandTicketRQ/DemandTicketDet ail/TPA_Extensions/ PTC_FareBreakdown/PassengerFare/ TPA_Extensions/ SITA_PassengerFareExtension/ TaxBreakdowns/TaxBreakdown/@TaxCode	Optional. Tax code of tax requiring HFC breakdown by city (currently XF or ZP).
SITA_AirDemandTicketRQ/ DemandTicketDetail/ TPA_Extensions/ PTC_FareBreakdown/PassengerFare/ TPA_Extensions/ SITA_PassengerFareExtension/ TaxBreakdowns/TaxBreakdown/ TaxableLocations/TaxableLocation/@Amount	Optional. Repeats at TaxableLocation. Repeat count is limited according to tax code and the user is expected to know the applicable rule. Monetary amount applicable to location.

Elements	Notes
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/PTC_FareBreakdown/PassengerFare/TPA_Extensions/SITA_PassengerFareExtension/TaxBreakdowns/TaxBreakdown/TaxableLocations/TaxableLocation/@TaxLocation	Optional. Repeats at TaxableLocation (see previous comment). Airport code for location of applied tax.
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/PTC_FareBreakdown/FareBasisCodes/FareBasisCode	Mandatory for SITA Web Services demand ticketing request. One fare basis code expected per air itinerary segment.
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/PTC_FareBreakdown/TicketDesignators/TicketDesignator/@TicketDesignatorCode	Optional ticket designator or discount code (in conjunction with extension). One ticket designator expected per air itinerary segment; only segments with @TicketDesignatorCode attribute have a ticket designator.
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/PTC_FareBreakdown/TicketDesignators/TicketDesignator/@TicketDesignatorExtension	Optional ticket designator or discount code (in conjunction with code).
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/AdditionalItineraryData/@RBD_OverrideInd	Optional indication of use of changed reservation booking designator in ticket compared with PNR.
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/AdditionalItineraryData/AdditionalSegmentInfos/AdditionalSegmentInfo/@SegmentRPH	Optional cross-reference of associated data to air itinerary segment.
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/AdditionalItineraryData/AdditionalSegmentInfos/AdditionalSegmentInfo/RebookResBookDesigCodes/RebookResBookDesigCode/@ResBookDesigCode	Optional override RBD code. Only applicable if RBD_OverrideInd = "true"; second and subsequent ignored.
SITA_AirDemandTicketRQ/DemandTicketDetail/TPA_Extensions/AdditionalItineraryData/AdditionalSegmentInfos/AdditionalSegmentInfo/@FreeBaggageAllowance	Optional free baggage allowance. Not applicable if ticketing infants. If omitted reliant on configured defaults within SITA ticketing.

Elements	Notes
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ AdditionalItineraryData/ AdditionalSegmentInfos/ AdditionalSegmentInfo/@NotValidBefore	Optional segment validity date.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ AdditionalItineraryData/ AdditionalSegmentInfos/ AdditionalSegmentInfo/@NotValidAfter	Optional segment validity date.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ AdditionalItineraryData/ AdditionalTicketInfo/ Endorsements/Endorsement	Optional endorsement info, in conjunction with demand ticket endorsements; space limited.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TourCode	Optional Tour Code.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ SalesReport	Optional Sales Report.

Air Demand Ticket Response

The following items may be returned within the SITA Web Services demand ticketing response. Items not listed below are not supported.

Elements	Notes
OTA_AirDemandTicketRS/Success	Empty element implies successful ticket issuance.
OTA_AirDemandTicketRS/ BookingReferenceID/@ID	The SITA PNR (on success).
OTA_AirDemandTicketRS/TicketItemInfo/ @TicketNumber	10 digit electronic ticket number of a successfully issued ticket. TicketItemInfo does not repeat.
OTA_AirDemandTicketRS/ TicketItemInfo/@TotalAmount	The monetary value of the successfully issued ticket.
OTA_AirDemandTicketRS/TicketItemInfo/ PassengerName/GivenName	First/given name(s), or initials and possibly salutation of passenger for whom a ticket was issued.

Elements	Notes
OTA_AirDemandTicketRS/TicketItemInfo/PassengerName/Surname	Last/family name, possibly including suffix, of passenger for whom a ticket was issued.
OTA_AirDemandTicketRS/Errors/Error	Text reason for failure to issue ticket. Multiple errors are possible. Ticketing errors are listed in the "SITA Ticketing v2.0 User Guide." Standard SITA Web Services errors may also be returned.

Air Demand EMD Request

Elements	Notes
SITA_AirDemandTicketRQ/POS/Source/@AgentSine	The SITA numeric code (1-4 digits) identifying the ticketing agent. Mandatory for SITA Web Services demand ticket request.
SITA_AirDemandTicketRQ/POS/Source/@AirportCode	The IATA code identifying point of ticketing.
SITA_AirDemandTicketRQ/POS/Source/RequestorID/@ID	The SITA code identifying the ticketing office. This is an 8 digit code (nominally the IATA number) optionally followed by a single alpha.
SITA_AirDemandTicketRQ/DemandTicketDetail//MessageFunction/@Function	Specifies the ticketing function to be done – Must be set to EMD.
SITA_AirDemandTicketRQ/DemandTicketDetail/BookingReferenceID/@ID	The SITA PNR the EMD is associated with. Optional for SITA Web Services demand EMD request.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo	Only a single instance supported (and required). Second or subsequent instances will be ignored.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@PaymentType	OTA code identifying form of payment. Only cash, check (cheque), or credit card is accepted. Mandatory for SITA Web Services demand ticket request.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@Text	Reference information for payment (optional). Must match configured expectations for form of payment within SITA Ticketing.
SITA_AirDemandTicketRQ/DemandTicketDetail/PaymentInfo/@Amount	Monetary amount for form of payment. SITA Ticketing normally expects amounts to be omitted for single form of payments. Exceptions apply for certain ticketing offices



Elements	Notes
	based on rules for soft currencies or for multiple currency offices.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ @CurrencyCode	ISO currency code for monetary amount, in conjunction with monetary amount.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo	Only a single instance supported (required for credit card payments, otherwise ignored). Second and subsequent instances will be ignored.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@CardCode	Required for credit card payment. Must match one of the credit card codes listed as acceptable form of payment within ticketing.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@CardNumber	Required for credit card payment.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@ExpireDate	Required for credit card payment.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PaymentInfo/ CreditCardInfo/@ApprovalCode	Required for credit card payment.
SITA_AirDemandTicketRQ/ DemandTicketDetail/Endorsement/Info	Optional endorsement information associated with demand ticket endorsements. Space is limited.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PassengerName	Only a single instance supported (and required). Second or subsequent instances will be ignored.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PassengerName/@RPH	Future Use with PNR updates. Optional for SITA Web Services demand EMD request. Identifies the passenger from an associated PNR. Used in conjunction with @PassengerTypeCode to identify infants which are not listed in names.
SITA_AirDemandTicketRQ/ DemandTicketDetail/PassengerName/ @PassengerTypeCode	Future Use with PNR updates. Optional. "INF" required for infant ticketing.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/@EMD_Type	Mandatory. Type of EMD. EMD-S (standalone).
SITA_AirDemandTicketRQ/	Optional. Frequent Flyer Number of

Elements	Notes
DemandTicketDetail/EMD_Info/ CustLoyalty /@MembershipID	passenger. Unique identifier of the member in the program (membership number, account number, etc.).
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ CustLoyalty /@VendorCode	Mandatory with MembershipID. Indicates the partner(s)/vendor(s) for which the customer loyalty number is valid.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ CustLoyalty /@ProgramID	Mandatory with MembershipID. Identifier to indicate the company owner of the loyalty program.
SITA_AirDemandTicketRQ/ DemandTicketDetail/ EMD_Info/Endorsement/@ Info	Optional. Endorsement/restriction remarks.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/BaseFare @Amount	Mandatory for SITA Web Services demand EMD request. Monetary amount for the base fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/BaseFare /@CurrencyCode	Optional. ISO currency code of equivalent fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/TotalFare/ @Amount	Optional for SITA Web Services demand EMD request. Monetary amount for the total fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/TotalFare /@CurrencyCode	Optional. ISO currency code of the total fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Taxes/ Tax/@Amount	Optional. Monetary amount for individual taxes. The Tax element may repeat up to 20 times.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Taxes/Tax/ @CurrencyCode	Optional. ISO currency code of tax.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Taxes/Tax/@ CurrencyCode	Optional. ISO currency code of tax.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Taxes/ Tax/@TaxCode	Optional. Tax code.
SITA_AirDemandTicketRQ/	Optional Tour Code.

Elements	Notes
DemandTicketDetail/EMD_Info/FareInfo/ @ TourCode	
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/@Type	Used to indicate an EMD.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/@InConnectionDocNbr	The ticket/document number of another ticket to which this ticket is connected.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/@ DateOfService	Mandatory. The scheduled date of service for this coupon of an EMD.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/@ InConnectionNbr	Optional. The coupon number associated with the 'in connection with' document number.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/PresentInfo/@To	Mandatory. Name of service provider.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/PresentInfo/@At	Mandatory. The location of the service provider.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/ ReasonForIssuance/@Description	Optional. The corresponding description to the reason for issuance code.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/ ReasonForIssuance/@SubCode	Mandatory. A subcode for the reason of the issuance of the EMD.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/ TicketDocument/CouponInfo/ ReasonForIssuance/@Code	Optional. The reason for the issuance of the EMD.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Commission/ @Type	Optional. A code to identify the type of commission.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Commission/	Optional. The decimal percentage claimed by

Elements	Notes
@Percent	the agent as eligible commission.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Commission/ @Percent	
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Commission/ @CurrencyCode	Optional. ISO currency code of equivalent fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/EMD_Info/Commission/ @Amount	Optional for SITA Web Services demand EMD request. Monetary amount for the total fare.
SITA_AirDemandTicketRQ/ DemandTicketDetail/TPA_Extensions/ SalesReport	Optional Sales Report.

Air Demand EMD Response

The following items may be returned within the SITA Web Services demand EMD response. Items not listed below are not supported.

Elements	Notes
OTA_AirDemandTicketRS/Success	Empty element implies successful ticket issuance.
OTA_AirDemandTicketRS/TicketItemInfo / @Type	The type of document that was issued (e.g., EMD-S, EMD-A).
OTA_AirDemandTicketRS/TicketItemInfo / @TicketNumber	13 digit electronic document number of a successfully issued EMD. TicketItemInfo does not repeat.
OTA_AirDemandTicketRS/ TicketItemInfo/@TotalAmount	The monetary value of the successfully issued EMD.
OTA_AirDemandTicketRS/Errors/Error	Text reason for failure to issue ticket. Multiple errors are possible. Ticketing errors are listed in the "SITA Ticketing v2.0 User Guide." Standard SITA Web Services errors may also be returned.

Ticket Void

The OTA_Cancel message can be used to void an electronic ticket for a brief period following issuance. This is not intended to allow the end-user of a customer Web site to cancel a ticket, but is offered to clients who can use it to back out of an all-or-nothing approach to ticketing should subsequent tickets fail. See the Air Demand Ticketing



section for a description of demand ticketing, and the Cancel PNR section for a description of the OTA_Cancel message.

Processing Information

It is necessary to identify the ticketing office and agent code used to issue the ticket. See tables in the following sections.

Cancel Request

Cancel request elements are as follows:

Elements	Notes
OTA_CancelRQ/POS/Source/@AgentSine	The SITA numeric code (1-4 digits) identifying the ticketing agent. Mandatory for SITA Web Services void ticket request. Not used for SITA Web Services cancel PNR request.
OTA_CancelRQ/POS/Source/@Airport Code	The IATA code identifying point of ticketing. Optional for SITA Web Services void ticket request. Not used for SITA Web Services cancel PNR request.
OTA_CancelRQ/POS/Source/RequestorID/@ID	The SITA code identifying the ticketing office. This is an 8-digit code (nominally the IATA number) optionally followed by a single alpha. Mandatory for SITA Web Services void ticket request. Not used for SITA Web Services cancel PNR request.
OTA_CancelRQ/UniqueID/@ID	The SITA PNR for the SITA Web Services cancel PNR request. The 10 digit electronic ticket number for the SITA Web Services void ticket request.
OTA_CancelRQ/UniqueID/@Type	The OTA code (UIT) identifying the type of cancellation to perform. Use "15" (cancel) for the SITA Web Services cancel PNR request; use "30" (ticket) for the SITA Web Services void ticket request.

Cancel Response

The response will indicate <Success/> if voided. Any additional request to void the same ticket will result in an error.

Retrieve Ticket and Retrieve Refund

This service supports the retrieval of an electronic ticket and is the equivalent of the ETR:TN/... DT request through green screen.

Processing Information

Only one ticket (including any conjunction tickets) can be retrieved at a time.

To execute a subsequent refund the client may need to get the original credit card number used as the form of payment when the ticket was issued to use in the refund request.

SITA_RetrieveRefund has the exact same request and response structure as retrieve ticket by ticket number with the exception that any credit card numbers will be unmasked.

Retrieve Ticket and Retrieve Refund Request

Retrieve Ticket request elements are as follows:

Elements	Notes
SITA_RetrieveTicketByTicketNumber/TicketingInfo	Mandatory
SITA_RetrieveTicketByTicketNumber/TicketingInfo /@AirlineAccountingCode	Optional. This is the IATA airline accounting code for passenger travel.
SITA_RetrieveTicketByTicketNumber/TicketingInfo /@FormAndSerialNumber	Mandatory. This is the 4 digit form number plus the 6 digit serial number.
SITA_RetrieveTicketByTicketNumber/TicketingInfo /@ResidingDatabase	Mandatory. The residing carrier database where the ticket resides. 2 Alphanumeric.

Retrieve Ticket and Retrieve Refund Response

Elements	Notes
SITA_RetrieveTicketByTicketNumberResponse/Success	
SITA_RetrieveTicketByTicketNumberResponse/Warnings	Warning(s) specifying an application error for this flight (e.g., invalid flight number).
SITA_RetrieveTicketByTicketNumberResponse/Warnings/common:Warning	Used in conjunction with the Success element to define a business error.
@Type	The Warning element MUST contain the Type attribute that uses a recommended set of values to indicate the warningtype. 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).
@Code	If present, this refers to a table of coded values exchanged between applications to identify errors or



Elements	Notes
	warnings. Refer to OpenTravel Code List Error Codes (ERR).
@Status	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.

Elements	Notes
@RPH	Reference Place Holder used an Index for the warnings.
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails	
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo	Information regarding each leg of the flight. A flight leg is one departure and one arrival (non-stop sector).
@RPH	
@FlightStatus	Status of the current flight operation.
@StopOverIndicator	Used to indicate if a stop over is permitted.
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo/common:DepartureAirport	Departure airport for flight leg.
@LocationCode	Location code used to identify a specific airport.
@Terminal	Arrival or departure terminal (e.g., Concourse A).
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo/common:ArrivalAirport	Arrival point of flight segment. Second occurrence indicates diversion airport.
@LocationCode	Location code used to identify a specific airport.
@Terminal	Arrival or departure terminal (e.g., Concourse A).
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo/common:MarketingAirlines	List of Marketing Airlines.
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo/common:MarketingAirlines/common:MarketingAirline	The marketing airline.
@Code	Identifies a company the company code.
@FlightNumber	The flight number as assigned by the operating carrier.
@FlightNumber	The flight number as assigned by the operating carrier.
@ResBookDesigCode	
SITA_RetrieveTicketByTicketNumberResponse	Specifies scheduled and other time information.

Elements	Notes
sponse/FlightInfoDetails/common:FlightLegInfo/common:DepartureTime	
@Scheduled	Scheduled departure date/time for flight leg.
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo/common:BookingInfo	Booking information related to this passenger and flight.
SITA_RetrieveTicketByTicketNumberResponse/FlightInfoDetails/common:FlightLegInfo/common:BookingInfo/common:BookingReferenceID	The PNR reference of the carrier (e.g., marketing, operating, validating).
@ID	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.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo	
@RPH	Provides a unique reference to this passenger.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:BookingInfo	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:BookingInfo/common:BookingReferenceID	The PNR reference of the carrier (e.g., marketing, operating, validating).
@ID 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.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName	The passenger's name.
@NameType	Type of name of the individual, such as former, nickname, alternate or alias name. Refer to OpenTravel Code List.

Elements	Notes
	Name Type (NAM).
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:NamePrefix	Salutation of honorific. (e.g., Mr. Mrs., Ms., Miss, Dr.).
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:GivenName	Given name, first name or names.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:MiddleName	The middle name of the person name.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:SurnamePrefix	e.g "van der", "von", "de".
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:Surname	Family name, last name.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:NameSuffix	Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.).
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerName/common:NameTitle	Degree or honors (e.g., Ph.D., M.D.).
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:PassengerType	Specifies a PTC for the passenger.
@Code	Code indicating passenger type.
@DateOfBirth	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/common:Comment	Any special comments on the passenger flight.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo	
@AirlineAccountingCode	This is the IATA airline accounting code for passenger travel.
@FormAndSerialNumber	This is the 4 digit form number plus the 6 digit serial number.

Elements	Notes
@DateOfIssue	The date the ticket was issued. This date could be the original date of issue (if not reissued) or the reissue date.
@OriginalDateofIssue	The original date the ticket was issued.
@IssueCity	The airport or city code where the ticket was issued.
@IssuelATA	IATA office number, which issued original ticket.
@CounterCode	IATA office number suffix.
@ReservationsCityCode	Issuing reservation city and office.
@IssuingAgentType	
@ResidingDatabase	
@Origin	The ticket's itinerary origin.
@Destination	The tickets itinerary destination.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:CouponInfo	
@FlightRPH	A reference place holder used as a pointer to link back to the flight.
@CouponNumber	The coupon number.
@Status	Status of the coupon, e.g. Open for use, Flown, etc.
@SettlementAuthCode	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:CouponInfo/common:CustLoyalty	
@Status	Status of the coupon, e.g. Open for use, Flown, etc.
@SettlementAuthCode	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:CouponInfo/common:CustLoyalty	
@VendorCode	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@ProgramID	Identifier to indicate the company owner of the loyalty program.

Elements	Notes
@MembershipID	Unique identifier of the member in the program (membership number, account number, etc.).
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:ConjunctiveTicketNbr	
@AirlineAccountingCode	This is the IATA airline accounting code for passenger travel.
@FormAndSerialNumber	This is the 4 digit form number plus the 6 digit serial number.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:ConjunctiveTicketNbr/common:CouponInfo	
@FlightRPH	A reference place holder used as a pointer to link back to the flight.
@CouponNumber	The coupon number.
@Status	Status of the coupon, e.g. Open for use, Flown, etc.
@SettlementAuthCode	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:ConjunctiveTicketNbr/common:CouponInfo/common:CustLoyalty	
@VendorCode	Indicate the partner(s)/vendor(s) for which the customer loyalty number is valid.
@ProgramID	Identifier to indicate the company owner of the loyalty program.
@MembershipID	Unique identifier of the member in the program (membership number, account number, etc.).
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:SalesReportInfo	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:SponsorInfo	

Elements	Notes
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:PrinterInfo	
@PrinterNumber	
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/TicketingInfo/common:TicketTotal	This is the ticket total amount plus any taxes, charges and/or fees.
@CurrencyCode	
@Amount	
@FareAmountType	Used to specify if ticket amount is Bulk Inclusive Tour (BT), Inclusive Tour (IT), or No Additional collection (NOADC). Special amount type, e.g. NOADC, ADC, AWARD.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/OriginInformation	Information relating to the initial departure point.
@LocationCode	Location code used to identify a specific airport.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/DestinationInformation	Information relating to the final arrival point
@LocationCode	Location code used to identify a specific airport.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/ExchangedDocumentInfo	
@TicketDocumentNbr	The original ticket/document number.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/ExchangedDocumentInfo/CouponInfo	
@CouponNumber	The coupon number.
SITA_RetrieveTicketByTicketNumberResponse/PassengerInfo/FormOfIdentification	
@Type	Two character FOID code.
@ID_ Info	Alphanumeric form of identification.

Elements	Notes
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns	Pricing Information for an Air Itinerary.
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown	This is a collection of PTC Fare Breakdowns.
@PassengerRPHList	One or more passengers to whom this applies.
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:FareBasisCodes	This is a collection of fare basis codes.
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:FareBasisCodes/fares:FareBasisCode	
@NotValidAfter	
@NotValidBefore	
@FlightRPH	Identifies the flight to which this fare basis applies.
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:TotalFare	
@CurrencyCode	
@Amount	
@FareAmountType	Used to specify if ticket amount is Bulk Inclusive Tour (BT), Inclusive Tour (IT), or No Additional collection (NOADC).
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:BaseFare	
@CurrencyCode	



Elements	Notes
@Amount	
@FareAmountType	Used to specify if ticket amount is Bulk Inclusive Tour (BT), Inclusive Tour (IT), or No Additional collection (NOADC).
@Amount	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:Taxes/fares:Tax	
@TaxCode	
@TaxTransactionType	Used to indicate the type of tax (e.g. charge, refund or exempt).
@PaidIndicator	Indicates whether or not this tax has already been paid.
@CurrencyCode	
@Amount	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:Taxes/fares:Tax/fares:TaxBreakdowns/fares:TaxBreakdown	
@CityCode	
@Amount	
@TaxTransactionType	Used to indicate the type of tax (e.g. charge, refund or exempt).
@PaidIndicator	Indicates whether or not this tax has already been paid.
@CurrencyCode	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:UnstructuredFareCalc	

Elements	Notes
@FareCalcMode	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:FareBaggageAllowances	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:FareBaggageAllowances/fares:FareBaggageAllowance	
@UnitOfMeasureQuantity	This is the numeric value associated with the measurement.
@UnitOfMeasure	This is the standard unit of measure name (e.g., it could be generic such as metric or imperial or specific such as inches, feet, yards, miles, millimeters, centimeters, meters, kilometers- according to usage).
@UnitOfMeasureCode	The unit of measure in a code format (e.g., inches, pixels, centimeters). Refer to OpenTravel Code List Unit of Measure Code (UOM).
@FlightRPH	The segment this baggage allowance is associated with.
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:SpecialFare	
@Code	A code that indicates the type of special fare, e.g. Award, Free, Inclusive Tour
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:SpecialFare/fares:TransactionTotal	
@CurrencyCode	
@Amount	
@DecimalPlaces	Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the

Elements	Notes
amount provided	
includes the minor unit of currency without a decimal point	
(e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:SpecialFare/fares:BaseFare	
@CurrencyCode	
@Amount	Used to specify if ticket amount is Bulk Inclusive Tour (BT), Inclusive Tour (IT), or No Additional collection (NOADC).
@FareAmountType	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:SpecialFare/fares:EquivFare	
@CurrencyCode	
@Amount	
@FareAmountType	Used to specify if ticket amount is Bulk Inclusive Tour (BT), Inclusive Tour (IT), or No Additional collection (NOADC).
@FareAmountType	
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:SpecialFare/fares:EquivFare	
@CurrencyCode	
@Amount	
@FareAmountType	Used to specify if ticket amount is Bulk Inclusive Tour (BT), Inclusive Tour (IT), or No Additional collection (NOADC).

Elements	Notes
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:TicketDesignators	This is a collection of ticket designator elements.
SITA_RetrieveTicketByTicketNumberResponse/PTC_FareBreakdowns/PTC_FareBreakdown/fares:TicketDesignators/fares:TicketDesignator	Contains the discount code and a flight reference applicable to the fare.
@TicketDesignatorCode	Specifies a discount code applicable to the fare.
@FlightRPH	Identifies the flight to which this ticket designator applies.
@TicketDesignatorExtension	Specifies an extension that a carrier may apply to a ticket designator.
SITA_RetrieveTicketByTicketNumberResponse/Endorsements	Ticket Endorsements.
@NonRefundableIndicator	
@NonEndorsableIndicator	
SITA_RetrieveTicketByTicketNumberResponse/Endorsements/common:Endorsement	
SITA_RetrieveTicketByTicketNumberResponse/OriginalIssueInfo	
@TicketDocumentNbr	The original ticket/document number.
@DateOfIssue	The date the ticket was issued. This date could be the original date of issue (if not reissued) or the reissue date.
@IssueCity	The city where the ticket was issued.
@CounterCode	A suffix to the original issue office.
@IssueATA	IATA office number, which issued original ticket.
SITA_RetrieveTicketByTicketNumberResponse/PaymentDetails	Payment information relevant to a booking.
SITA_RetrieveTicketByTicketNumberResponse/PaymentDetails/PaymentDetail	

Elements	Notes
@PaymentType	Used to specify the form of payment.
SITA_RetrieveTicketByTicketNumberResponse/PaymentDetails/PaymentDetail/ticketing:PaymentCard	
@CardCode	The 2 character code of the credit card issuer.
@CardNumber	Credit card number embossed on the card.
@ExpireDate	Indicates the ending date.
@ExtendPaymentIndicator	When true, the credit card company is requested to delay the date on which the amount of this transaction is applied to the customer's account.
@ExtendedPaymentQuantity	A code used to specify the installment payment plan or number of payment installments.
@Remark	A remark associated with this payment card.
@CardPresentInd	When true, the credit card was present at the transaction.
PaymentDetail/ticketing:MiscChargeOrder	Details of a miscellaneous charge order (MCO).
@TicketNumber	The ticket number of the miscellaneous charge order (MCO).
@OriginalTicketNumber	The original ticket number in a series if reissuances.
@OriginalIssuePlace	Place where the original ticket was issued.
@OriginalIssueDate	Date when the original ticket was issued.
@OriginalIssueATA	IATA office number, which issued original ticket.
@OriginalPaymentForm	Payment type for the original ticket.
@CouponRPHs	Gives a list of references to coupon numbers of the ticket which will be taken for payment.
@PaperMCO_ ExistInd	Indicates if a paper or electronic MCO exists.
SITA_RetrieveTicketByTicketNumberResponse/PaymentDetails/PaymentDetail/ticketing:MiscChargeOrder/ticketing:CouponInfo	
@CouponNumber	The coupon number.
SITA_RetrieveTicketByTicketNumberRe	

Elements	Notes
sponse/PaymentDetails/PaymentDetail/ticketing:PaymentReferenceData	
SITA_RetrieveTicketByTicketNumberResponse/PaymentDetails/PaymentDetail/ticketing:PaymentAmount	
@CurrencyCode	
@Amount	
@ApprovalCode	The approval code returned as part of an authorization process.
SITA_RetrieveTicketByTicketNumberResponse/OriginalDocPaymentDetails	This element may be used to show the original FOPs of a ticket exchange, pre-paid ticket or MCO payment.
SITA_RetrieveTicketByTicketNumberResponse/OriginalDocPaymentDetails/OriginalDocPaymentDetail	
@PaymentType	Used to specify the form of payment.
SITA_RetrieveTicketByTicketNumberResponse/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentCard	
@CardCode	The 2 character code of the credit card issuer.
@CardNumber	Credit card number embossed on the card.
SITA_RetrieveTicketByTicketNumberResponse/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentReferenceData	
SITA_RetrieveTicketByTicketNumberResponse/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentAmount	
@CurrencyCode	
@Amount	
SITA_RetrieveTicketByTicketNumberResponse/Commission	Information specifying the commission to be paid.

Elements	Notes
@CurrencyCode	
@Amount	
SITA_RetrieveTicketByTicketNumberResponse/Errors	
SITA_RetrieveTicketByTicketNumberResponse/Errors/error:Error	An error that occurred during the processing of a message.
@Type	The Error element MUST contain the Type attribute that uses a recommended set of values to indicate the error 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).
@Code	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).
@Source	

Refund Ticket

This service supports the refund of an electronic ticket.

Processing Information

A maximum of 99 taxes can be included in the request.

Refund Ticket Request

Refund Ticket request elements are as follows:

Elements	Notes
SITA_RefundTicket	Mandatory.
SITA_RefundTicket/PassengerInfo	Optional.
SITA_RefundTicket/PassengerInfo/common:BookingInfo	Optional.
SITA_RefundTicket/PassengerInfo/common:BookingInfo/common:BookingReferenceID	Optional. The PNR reference of the carrier (e.g., marketing, operating, validating).

Elements	Notes
@ID	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. Mandatory, the PNR locator.
SITA_RefundTicket/PassengerInfo/common:PassengerName	Optional, The passenger's name. Mandatory, the surname and given name of the passenger this ticket belongs to.
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:NamePrefix	Optional. Salutation of honorific. (e.g., Mr. Mrs., Ms., Miss, Dr.).
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:GivenName	Optional. Given name, first name or names. Mandatory to provide the passenger first/given name.
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:MiddleName	Optional. The middle name of the person name.
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:SurnamePrefix	Optional. e.g "van der", "von", "de."
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:Surname	Optional. Family name, last name. Mandatory to provide the passenger surname.
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:NameSuffix	Optional. Hold various name suffixes and letters (e.g. Jr., Sr., III, Ret., Esq.).
SITA_RefundTicket/PassengerInfo/common:PassengerName/common:NameTitle	Optional. Degree or honors (e.g., Ph.D., M.D.)
SITA_RefundTicket/PassengerInfo/common:PassengerType	Optional. Specifies a PTC for the passenger.
@Code	Optional. Code indicating passenger type.
SITA_RefundTicket/PassengerInfo/TicketingInfo	Optional.
@AirlineAccountingCode	Optional. This is the IATA airline accounting code for passenger travel.
@TourCode	Optional. A tour number that may be printed on the

Elements	Notes
	ticket.
@IssueCity	Optional. The city where the ticket will be issued from.
@IssueIATA	Optional. IATA office number, which issued original ticket Mandatory, the iata ticket office to be used for the refund.
@CounterCode	Optional. IATA office number suffix.
SITA_RefundTicket/PassengerInfo/TicketingInfo/ticketing:SalesReportInfo	Optional.
SITA_RefundTicket/PassengerInfo/TicketingInfo/ticketing:SponsorInfo	Optional.
SITA_RefundTicket/PTC_FareBreakdowns	Optional. Pricing Information for an Air Itinerary.
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown	Mandatory. This is a collection of PTC Fare Breakdowns.
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare	Mandatory.
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:TotalFare	Optional.
@CurrencyCode	Optional.
@Amount	Optional. The amount to be refunded less penalty less taxes.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:BaseFare	Mandatory.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO

Elements	Notes
	4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:EquivFare	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:Taxes	Optional.
@Amount	Optional. The total amount of taxes to be refunded.
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:Taxes/fares:Tax	Mandatory.
@TaxCode	Mandatory.
@TaxTransactionType	Optional. Used to indicate the type of tax (e.g. charge, refund or exempt). TaxTransactionType must be set to "Refund" to refund this tax, any other value will be ignored.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/PTC_FareBreakdowns/PTC_FareBreakdown/fares:PassengerFare/fares:Taxes/fares:Tax/fares:TaxBreakdowns	Optional.
SITA_RefundTicket/PTC_FareBreakdowns	Mandatory.

Elements	Notes
wns/PTC_FareBreakdown/fares:PassengerFare/fares:Taxes/fares:Tax/fares:TaxBreakdowns/fares:TaxBreakdown	
@CityCode	Optional.
@Amount	Optional.
@TaxTransactionType	Optional. Used to indicate the type of tax (e.g. charge, refund or exempt). TaxTransactionType for an XF or ZP breakdown must be set to "Refund" to refund this tax, any other value will be ignored.
@CurrencyCode	Optional.
SITA_RefundTicket/Penalties	Optional.
SITA_RefundTicket/Penalties/Penalty	Mandatory. Specifies penalty charges as either a currency amount or a percentage of the fare.
@Amount	Optional. The amount of any penalty associated with this refund.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/PaymentDetails	Payment information relevant to a booking. The form of payment the refund is made to.
SITA_RefundTicket/PaymentDetails/PaymentDetail	
@PaymentType	Mandatory. Used to specify the form of payment. Two letter FOP Code, CA = Cash, CC = Credit Card, etc.
SITA_RefundTicket/PaymentDetails/PaymentDetail/ticketing:PaymentCard	Optional.
@CardCode	Optional. The 2 character code of the credit card issuer. Example VI for Visa.
@CardNumber	Optional. Credit card number embossed on the card.
@ExpireDate	Optional. Indicates the ending date.

Elements	Notes
SITA_RefundTicket/PaymentDetails/PaymentDetail/ticketing:MiscChargeOrder	Optional. Details of a miscellaneous charge order (MCO).
@TicketNumber	Optional. The ticket number of the miscellaneous charge order (MCO).
@OriginalTicketNumber	Optional. The original ticket number in a series if reissuances.
@OriginalIssuePlace	Optional. Place where the original ticket was issued.
@OriginalIssueDate	Optional. Date when the original ticket was issued.
@OriginalIssueIATA	Optional. IATA office number, which issued original ticket.
@OriginalPaymentForm	Optional. Payment type for the original ticket.
SITA_RefundTicket/PaymentDetails/PaymentDetail/ticketing:MiscChargeOrder/ticketing:CouponInfo	Optional.
@CouponNumber	Optional. The coupon number. SITA_RefundTicket/PaymentDetails/PaymentDetail/ticketing:PaymentReferenceData.
SITA_RefundTicket/PaymentDetails/PaymentDetail/ticketing:PaymentAmount	Optional. Amount for the refund FOP is only required if there is more than one FOP.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/OriginalDocPaymentDetails	Optional. This element may be used to show the original FOPs of a ticket exchange, pre-paid ticket or MCO payment The original form of payment(s) used to pay for the ticket that is being refunded.
SITA_RefundTicket/OriginalDocPaymentDetails/OriginalDocPaymentDetail	Optional.
@PaymentType	Mandatory. Used to specify the form of payment. Two letter FOP Code, CA = Cash, CC = Credit Card, etc.

Elements	Notes
SITA_RefundTicket/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentCard	Optional.
@CardCode	Optional. The 2 character code of the credit card issuer.
@CardNumber	Optional. Credit card number embossed on the card.
SITA_RefundTicket/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentReferenceData	Optional.
SITA_RefundTicket/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentAmount	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_RefundTicket/Commission @CurrencyCode	Optional. Information specifying the commission to be paid.
@Amount	Optional.

Refund Ticket Response

Elements	Notes
SITA_RefundTicketResponse	
SITA_RefundTicketResponse/Success	
SITA_RefundTicketResponse/TicketingInfo	
@SettlementAuthCode	Settlement Authorization Code this ticket.
SITA_RefundTicketResponse/Errors	
SITA_RefundTicketResponse/Errors/err	An error that occurred during the processing of a

Elements	Notes
or:Error	message.
@Type	The Error element MUST contain the Type attribute that uses a recommended set of values to indicate the error 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).
@Code	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).
@Source	

Exchange Ticket

The SITA_ExchangeTicketWithManualPricing message can be used to exchange an electronic ticket.

Processing Information

A maximum of 99 taxes new and 99 paid taxes can be included in the request.

Exchange Request

Exchange request elements are as follows:

Elements	Notes
SITA_ExchangeTicketWithManualPricing	Mandatory.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails	Mandatory.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails/common:FlightLegInfo	Mandatory. Information regarding each leg of the flight. A flight leg is one departure and one arrival (non-stop sector).
@RPH	Optional.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails/common:FlightLegInfo/common:DepartureAirport	Optional. Departure airport for flight leg.



Elements	Notes
@LocationCode	Optional. Location code used to identify a specific airport.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails/common:FlightLegInfo/common:ArrivalAirport	Optional. Arrival point of flight segment. Second occurrence indicates diversion airport.
@LocationCode	Optional. Location code used to identify a specific airport.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails/common:FlightLegInfo/common:MarketingAirlines	Optional. List of Marketing Airlines.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails/common:FlightLegInfo/common:MarketingAirlines/common:MarketingAirline	Mandatory. The marketing airline.
@Code	Optional. Identifies a company by the company code.
@FlightNumber	Optional. The flight number as assigned by the operating carrier.
@ResBookDesigCode	Optional.
SITA_ExchangeTicketWithManualPricing/FlightInfoDetails/common:FlightLegInfo/common:DepartureDate	Optional. Specifies the flight departure date.
SITA_ExchangeTicketWithManualPricing/PassengerInfo	Optional.
@RPH	Optional. Provides a unique reference to this passenger.
@SequenceNumber	Optional. Passenger Manifest Index number. The index of the passenger in the PNR.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/common:BookingInfo	Optional.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/common:BookingInfo/common:BookingReferenceID	Optional. The PNR reference of the carrier (e.g., marketing, operating, validating).
@ID	Mandatory. 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

Elements	Notes
	a particular implementation. The PNR locator.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/common:PassengerType	Optional. Specifies a PTC for the passenger.
@Code	Optional. Code indicating passenger type. Passenger Type Code, ADT, CHD, INF.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/IssuedTicketingInfo	Optional. Information about the ticket that has previously been issued.
@AirlineAccountingCode	Optional. This is the IATA airline accounting code for passenger travel.
@FormAndSerialNumber	Mandatory. This is the 4 digit form number plus the 6 digit serial number.
@OriginalDateofIssue	Optional. The original date the ticket was issued.
@PaperTicketInd	Optional. Indicates whether passenger is using a paper ticket for this segment. If true, passenger is using a paper ticket for this segment. If false or unpopulated, the passenger is using an electronic ticket for this segment.
@TourCode	Optional. A tour number that may be printed on the ticket.
@IssueCity	Optional. The airport or city code where the ticket was issued
@IssueIATA	Optional. IATA office number, which issued original ticket.
@CounterCode	Optional. IATA office number suffix
@RPH	Optional.
@DocumentType	Optional. Used to specify the Document Type to be used.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/IssuedTicketingInfo/common:CouponInfo	Optional.
@CouponNumber	Optional. The coupon number.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/IssuedTicketingInfo/co	Optional.

Elements	Notes
mmon:ConjunctiveTicketNbr	
@AirlineAccountingCode	Optional. This is the IATA airline accounting code for passenger travel.
@FormAndSerialNumber	Mandatory. This is the 4 digit form number plus the 6 digit serial number.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/IssuedTicketingInfo/common:ConjunctiveTicketNbr/common:CouponInfo	Mandatory.
@CouponNumber	Optional. The coupon number.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/OriginInformation	Optional. Information relating to the initial departure point.
@LocationCode	Optional. Location code used to identify a specific airport.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/DestinationInformation	Optional. Information relating to the final arrival point.
@LocationCode	Optional. Location code used to identify a specific airport.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/TicketingInfo	Mandatory. Information about the new ticket to be issued.
@TourCode	Optional. A tour number that may be printed on the ticket.
@ItineraryReceipt	Optional. If an itinerary receipt is to be sent at issuance set to EMAIL or PAPER depending on receipt type.
@IssueCity	Optional. The city where the ticket will be issued from.
@IssueIATA	Optional. IATA office number, which issued original ticket
@CounterCode	Optional. IATA office number suffix.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/TicketingInfo/ticketing:SalesReportInfo	Optional.
SITA_ExchangeTicketWithManualPricing/PassengerInfo/TicketingInfo/ticketing:SponsorInfo	Optional.

Elements	Notes
SITA_ExchangeTicketWithManualPricing/PassengerInfo/TicketingInfo/ticketing:PrinterInfo	Optional.
@PrinterNumber	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns	Optional. Pricing Information for an Air Itinerary
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown	Mandatory. This is a collection of PTC Fare Breakdowns.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/FareBasisCodes	Optional. This is a collection of fare basis codes.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/FareBasisCodes/FareBasisCode	Mandatory.
@NotValidAfter	Optional. NVA format YYYY-MM-DD
@NotValidBefore	Optional. NVB format YYYY-MM-DD
@FlightRPH	Optional. Identifies the flight to which this fare basis applies.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare	Mandatory.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:TotalFare	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:BaseFare	Mandatory.
@CurrencyCode	Optional.
@Amount	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:BaseFare	Optional.

Elements	Notes
/fares:FareIncrease	
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:EquipFare	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:EquipFare/fares:FareIncrease	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:Taxes	Optional.
@Amount	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:Taxes/fare	Mandatory.

Elements	Notes
es:Tax	
@TaxCode	Mandatory.
@TaxTransactionType	Optional. Used to indicate the type of tax (e.g. charge, refund or exempt).
@PaidIndicator	Optional. Indicates whether or not this tax has already been paid.
@CurrencyCode	Optional.
@Amount	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:Taxes/fares:Tax/fares:TaxBreakdowns	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:Taxes/fares:Tax/fares:TaxBreakdowns/fares:TaxBreakdown	Mandatory.
@CityCode	Optional.
@Amount	Optional.
@TaxTransactionType	Optional. Used to indicate the type of tax (e.g. charge, refund or exempt).
@PaidIndicator	Optional. Indicates whether or not this tax has already been paid.
@CurrencyCode	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:UnstructuredFareCalc	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:FareBaggageAllowances	Optional.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/PassengerFare/fares:FareBaggageAllowances/fares:FareBaggageAllowance	Mandatory.

Elements	Notes
@UnitOfMeasureQuantity	Optional. This is the numeric value associated with the measurement.
@UnitOfMeasure	Optional. This is the standard unit of measure name (e.g., it could be generic such as metric or imperial or specific such as inches, feet, yards, miles, millimeters, centimeters, meters, kilometers according to usage).
@UnitOfMeasureCode	Optional. The unit of measure in a code format (e.g., inches, pixels, centimeters). Refer to OpenTravel Code List Unit of Measure Code (UOM).
@FlightRPH	Optional. The segment this baggage allowance is associated with.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/TicketDesignators	Optional. This is a collection of ticket designator elements.
SITA_ExchangeTicketWithManualPricing/PTC_FareBreakdowns/PTC_FareBreakdown/TicketDesignators/TicketDesignator	Mandatory. Contains the discount code and a flight reference applicable to the fare.
@TicketDesignatorCode	Optional. Specifies a discount code applicable to the fare.
@FlightRPH	Optional. Identifies the flight to which this ticket designator applies.
@TicketDesignatorExtension	Optional. Specifies an extension that a carrier may apply to a ticket designator.
SITA_ExchangeTicketWithManualPricing/Endorsements	Optional. Ticket Endorsements.
SITA_ExchangeTicketWithManualPricing/Endorsements/common:Endorsement	Mandatory.
SITA_ExchangeTicketWithManualPricing/OriginalIssueInfo	Optional.
@TicketDocumentNbr	Optional. The original ticket/document number.
@IssuingAgentID	Optional. ID of the original issuer of the ticket/document.
@DateOfIssue	Optional. The date the ticket was issued. This date could be the original date of issue (if not reissued) or the reissue date.

Elements	Notes
@IssuingAirlineCode	Optional. The code of the original issuing airline.
@IssueCity	Optional. The city where the ticket was issued
@CounterCode	Optional. A suffix to the original issue office.
@IssueIATA	Optional. IATA office number, which issued original ticket.
SITA_ExchangeTicketWithManualPricing/OriginalIssueInfo/ticketing:OriginInformation	Optional. Information relating to the initial departure point
@LocationCode	Optional. Location code used to identify a specific airport.
SITA_ExchangeTicketWithManualPricing/OriginalIssueInfo/ticketing:DestinationInformation	Optional. Information relating to the final arrival point
@LocationCode	O Location code used to identify a specific airport.
SITA_ExchangeTicketWithManualPricing/Penalties	Optional
@PenaltyType	Mandatory
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_ExchangeTicketWithManualPricing/Penalties/Penalty/ticketing:PaymentDetails	Optional.
SITA_ExchangeTicketWithManualPricing/Penalties/Penalty/ticketing:PaymentDetails/ticketing:PaymentDetail	Mandatory.
@PaymentType M Used to specify the form of payment.	Optional.
SITA_ExchangeTicketWithManualPricing/Penalties/Penalty/ticketing:PaymentDetails/ticketing:PaymentDetail/ticketing:	

Elements	Notes
PaymentCard	
@CardCode	Optional. The 2 character code of the credit card issuer.
@CardNumber	Optional. Credit card number embossed on the card.
SITA_ExchangeTicketWithManualPricing/Penalties/Penalty/ticketing:PaymentDetails/ticketing:PaymentDetail/ticketing:PaymentAmount	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_ExchangeTicketWithManualPricing/PaymentDetails	Optional. Payment information relevant to a booking.
SITA_ExchangeTicketWithManualPricing/PaymentDetails/PaymentDetail	Mandatory.
@PaymentType	Mandatory. Used to specify the form of payment.
@PassengerRPHList	Optional. One or more passengers to whom this applies
SITA_ExchangeTicketWithManualPricing/PaymentDetails/PaymentDetail/ticketing:PaymentCard	Optional.
@CardCode	Optional. The 2 character code of the credit card issuer.
@CardNumber	Optional. Credit card number embossed on the card.
@ExpireDate	Optional. Indicates the ending date.
@ExtendPaymentIndicator	Optional. When true, the credit card company is requested to delay the date on which the amount of this transaction is applied to the customer's account.
@ExtendedPaymentQuantity	Optional. A code used to specify the installment payment plan or number of payment installments.

Elements	Notes
@Remark	Optional. A remark associated with this payment card.
@CardPresentInd	Optional. When true, the credit card was present at the transaction.
SITA_ExchangeTicketWithManualPricing/PaymentDetails/PaymentDetail/ticketing:MiscChargeOrder	Optional. Details of a miscellaneous charge order (MCO).
@TicketNumber	Optional. The ticket number of the miscellaneous charge order (MCO).
@OriginalTicketNumber	Optional. The original ticket number in a series if reissuances.
@OriginalIssuePlace	Optional. Place where the original ticket was issued.
@OriginalIssueDate	Optional. Date when the original ticket was issued.
@OriginalIssueIATA	Optional. IATA office number, which issued original ticket.
@OriginalPaymentForm	Optional. Payment type for the original ticket.
@CouponRPHs	Optional. Gives a list of references to coupon numbers of the ticket which will be taken for payment.
SITA_ExchangeTicketWithManualPricing/PaymentDetails/PaymentDetail/ticketing:MiscChargeOrder/ticketing:CouponInfo	Optional.
@CouponNumber	Optional. The coupon number.
SITA_ExchangeTicketWithManualPricing/PaymentDetails/PaymentDetail/ticketing:PaymentReferenceData	Optional.
SITA_ExchangeTicketWithManualPricing/PaymentDetails/PaymentDetail/ticketing:PaymentAmount	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs

Elements	Notes
	DecimalPlaces="2" to represent \$85).
@ApprovalCode	Optional. The approval code returned as part of an authorization process.
SITA_ExchangeTicketWithManualPricing/OriginalDocPaymentDetails	Optional. This element may be used to show the original FOPs of a ticket exchange, pre-paid ticket or MCO payment.
SITA_ExchangeTicketWithManualPricing/OriginalDocPaymentDetails/OriginalDocPaymentDetail	Optional.
@PaymentType	Mandatory. Used to specify the form of payment.
@IssuedTicketingInfoRPH	Optional
@PassengerRPHList	Optional. One or more passengers to whom this applies
SITA_ExchangeTicketWithManualPricing/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentCard	Optional.
@CardCode	Optional. The 2 character code of the credit card issuer.
@CardNumber	Optional. Credit card number embossed on the card.
SITA_ExchangeTicketWithManualPricing/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentReferenceData	Optional.
SITA_ExchangeTicketWithManualPricing/OriginalDocPaymentDetails/OriginalDocPaymentDetail/ticketing:PaymentAmount	Optional.
@CurrencyCode	Optional.
@Amount	Optional
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
SITA_ExchangeTicketWithManualPricing	Optional. Information specifying the commission to be

Elements	Notes
g/Commission	paid.
@Percent	Optional.
@CurrencyCode	Optional.
@Amount	Optional.
@DecimalPlaces	Optional. Indicates the number of decimal places for a particular currency. This is equivalent to the ISO 4217 standard "minor unit". Typically used when the amount provided includes the minor unit of currency without a decimal point (e.g., USD 8500 needs DecimalPlaces="2" to represent \$85).
@PassengerRPHList	Optional. One or more passengers to whom this applies.

Exchange Ticket Response

Elements	Notes
SITA_ExchangeTicketWithManualPricingResponse	
SITA_ExchangeTicketWithManualPricingResponse/Success	
SITA_ExchangeTicketWithManualPricingResponse/Warnings	Warning(s) specifying an application error for this flight (e.g., invalid flight number)
SITA_ExchangeTicketWithManualPricingResponse/Warnings/common:Warning	Used in conjunction with the Success element to define a business error.
@Type	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).
@Code	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).
@RPH Reference	Place Holder used as an index for this warning.
SITA_ExchangeTicketWithManualPricingResponse/Warnings/common:Warning	



Elements	Notes
gResponse/PassengerInfo	
@RPH	Provides a unique reference to this passenger.
SITA_ExchangeTicketWithManualPricingResponse/PassengerInfo/common:BookingInfo	
SITA_ExchangeTicketWithManualPricingResponse/PassengerInfo/common:BookingInfo/common:BookingReferenceID	The PNR reference of the carrier (e.g., marketing, operating, validating).
@ID	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.
SITA_ExchangeTicketWithManualPricingResponse/PassengerInfo/TicketItemInfo	Information for the ticket that was issued.
@AirlineAccountingCode	This is the IATA airline accounting code for passenger travel.
@FormAndSerialNumber	This is the 4 digit form number plus the 6 digit serial number.
@Type	
@TotalAmount	This is the ticket total
@TotalAmountCurrency	Currency of TotalAmount
SITA_ExchangeTicketWithManualPricingResponse/PassengerInfo/TicketItemInfo/ticketing:TicketTotal	This is the ticket total amount plus any taxes, charges and/or fees
@CurrencyCode	
@Amount	
SITA_ExchangeTicketWithManualPricingResponse/PassengerInfo/TicketItemInfo/ticketing:TransactionTotal	This is the ticket total amount plus penalties and/or fees.
@CurrencyCode	
@Amount	

Elements	Notes
SITA_ExchangeTicketWithManualPricingResponse/PassengerInfo/TicketItemInfo/ticketing:PenaltyTotal	This is the ticket penalty and/or fees.
@CurrencyCode	
@Amount	
@PenaltyType	
SITA_ExchangeTicketWithManualPricingResponse/Errors	
SITA_ExchangeTicketWithManualPricingResponse/Errors/error:Error	An error that occurred during the processing of a message.
@Type	The Error element MUST contain the Type attribute that uses a recommended set of values to indicate the error 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).
@Code	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).
@Source	

10. Utility Transactions

All utility requests require a Transaction Identifier attribute set to either an empty string “ ” or the PID value of the last SignIn transaction response. In the case where an empty string “ ” is entered, a POS element must be used instead to identify the client as follows:

```
<POS>
  <Source AirlineVendorID='XS' ERSP_UserID='USERID/PASSWORD'
    AgentSine='AGENTID/PASSWORD' PseudoCityCode='ATL001'
    AgentDutyCode='17' ISOCountry='US' AirportCode='ATL' />
</POS>
```

SignIn/SignOut of SITA Web Services

Using the SITA_SignInRQ and SITA_SignOutRQ transaction allows the user to maintain a single session with the host.

Processing Information

- A SignIn transaction will return with a PID element containing an encrypted session record string.
- The PID is then used in any subsequent transaction as the value for TransactionIdentifier attribute of the root request element.
- If a TransactionIdentifier attribute is passed, SITA Web Services will then reconnect to the same host session established with the associated sign in PID.
- The user is then expected to send a SITA_SignOutRQ passing the PID as the value for TransactionIdentifier attribute of the root request in order to close the host session.
- SWS has a limited number of sessions available. In order to avoid resource contention when using a Stateful session a SignOut transaction must be used.
- The SITA_SignIn and SITA_SignOut are not OpenTravel transactions.

SignIn/SignOut Request

In the SignIn request a POS is required

In the SignOut request a TransactionIdentifier is required

SignIn/SignOut Response

A SignIn response will return with a PID element containing an encrypted session record string.

A SignOut response will return with a <Success /> element.

Ping

Ping provides a simple transaction to validate that SITA Web Services is working and responding.

Processing Information

A successful response indicates that:

- Access to SITA Web Services is working.
- The security has been approved.
- Communication to the SITA Reservations host is available.
- Customers host sign in is working.

Ping Request

In the Ping request a POS is required

Ping Response

A SignOut response will return with a <Success /> element.

Screen Text (Native Host Transaction)

The OTA_ScreenText processing “native” access to the host transactions.

Processing Information

- In an effort to improve SITA Web Services (SWS) we are migrating to a new architecture. This new architecture requires a small change to the OTA_ScreenText transaction for DPS screens which SITA Ticketing uses. In the old response “ ” was used to represent a tab character. In the new response “ ” (tab) will be used instead of the HTML representation. Note that we will still accept a request containing “ ” to represent the tab character as well as the “ ” (tab).
- In the case of DPS screens (Unisys’ Display Processing System: used for form or mask inputs).
- Tab characters may appear in the response text.
- Where there are additional pages, this is indicated by a plus sign at the end of the last line of the page. The next page can be obtained by issuing the appropriate command (normally, but not always, “PN”).

Lines with no input fields are completely omitted, leaving only the ASCII carriage return character:

```
#013;#013;#013;#013;#013;
```

Lines with an input field (or fields) have the fields entered each terminated (hence also separated) with the ASCII substitute character. The ETR summary display has a field to indicate that the operation applies to a particular segment for some actions (doesn't apply for details so left "blank"; i.e., the same underscore as shown):

```
_#026;#013;_#026;#013;
```

Further lines without any input would require additional "#013":

```
#013;#013;#013;#013;#013;#013;#013;#013;#013;#013;#013;#013;#013;#013;
```

The bottom of the ETR summary screen has multiple input fields. For details only the first field needs to be filled in, so on a green screen entry the user can "position the cursor" past the last entered field and press <ENTER>. The equivalent is just to truncate the command at that point:

```
DT#026;
```

ScreenText Request

In the ScreenText request a POS is required.

The Native host transaction in the ScreenEntry Element is required.

ScreenText Response

The response will include the host response in page and line contents.

11. Glossary

-A-

API

Application Programming Interface.

-H-

HTTP –

Hypertext Transfer Protocol.

HTTPS

Hypertext Transfer Protocol over Secured Socket Layer (SSL).

-J-

JDBC

Java Database Connection.

-O-

Open Travel Alliance (OTA)

A self-funded, non-profit organization, comprised of major airlines, hoteliers, car rental companies, leisure suppliers, travel agencies, global distribution systems, technology providers and other interested parties working to create and implement industry-wide, open e-business specifications.

-P-

PID

Position Identifier.

PNR

Passenger Name Record.

-S-

SWS

SITA Web Services.

-X-

XML

eXtensible Mark-up Language.

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