How to setup SiteMinder in Standard ERP

Available in Standard ERP from 8.4 2017-07-24

SiteMinder is a cloud platform for online room inventory and rate management. It offers integration with more then 300 online travel agencies such as Booking.com, Expedia, Agoda,…

In order to maintain expected performance of production environment, the following thresholds is placed on our connection:

- Requests Per Minute (the number of requests in a 60 second period): 40
- Message Size (the number of 'AvailStatusMessage', 'RateAmountMessage' allowed per message): 500
- Concurrency (the number of concurrent access connections to our database): 3

1. SETTINGS

1.1.) Module: Hotel >> Settings >> SiteMinder integration

- Hotel ID (RequestorID): Must be always STANDARDERP (uppercase), otherwise user will receive error message: 'Inconsistent PMS codes. PMS "Standard ERP" does not match RequestorID "StandardERP".
- Hotel Code: Provided by SiteMinder
- Username and Password: Provided by SiteMinder. Used as a Soap security header in messages
- Host:
  a. for properties located in EMEA & Americas use: ws.siteminder.com
  b. for properties located in APAC: ws-apac.siteminder.com
- GMT Offset: Hotel Greenwich Mean Time
- Package: Available room packages (Rate plan) separate with comma
- Enable integration: Must always be ticket if we want to have active integration. If its not ticked, then operation menu from setting "Agent rooms" will not be available and idle task will not start
- Log communication: For every send or received message, XML file will be created in "SiteMinder" folder on server. Folder name is case sensitive (SiteMinder) and must be manually created on server in root folder

- Booking Org.: if SiteMinder do not send "Booking Origin", then we paste it on reservation from this setting
- Agent: is always SiteMinder and it should be created as a contact. Its important that you setup price list for an agent and link it to contact.
- Status: Define status for reservations received from SiteMinder (recommended to have Type: "Normal (Not checked In)"

1.2.) Module: Hotel >> Settings >> Booking Origin:

It must contain same Booking agent code table as SiteMinder. Link to codes table: https://siteminder.atlassian.net/wiki/display/PMSXCHANGEV2/Booking+Agent+Code+Table

Examples:
- - AGO Agoda
- - BDC Booking.com
- - EXP Expedia
- - ...

1.3.) Module: Hotel >> Settings >> Reservation status sequence

In the setting you should define reservation status from "Confirmed" (Normal not checked in) to "Cancelled" (Cancelled). If sequence will not be defined, then it will not cancel reservation.

1.4.) Module: Hotel >> Settings >> Agent Rooms
In this setting we assign available rooms for SiteMinder
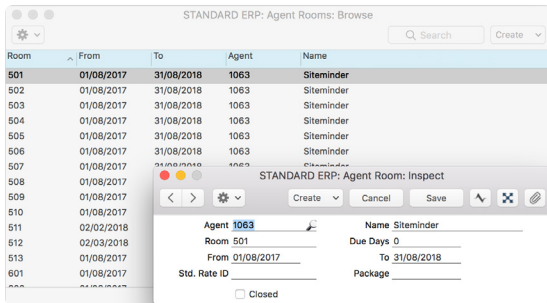
- Agent: Define same contact code as in the settings "SiteMinder integration". Agent code will be pasted on reservations received from SiteMinder
- Room: Paste special room that is assigned for SiteMinder
- From > To: Valid rate (package) in a period for room
- Package: you can define package (rate plan) only for room. if field is blank it will take package from setting SiteMinder integration.
- Closed: Room is not available

1.5.) Module: Technics >> Reports >> Idle Tasks list
Check if IdleTask "RetriveSiteMinderReservationsIdleTaskInCompany-1" is running.
If its not running, integration with SiteMinder will not work.

2. SENDING FULL REFRESHES to SiteMinder

After settings are done, PMS should update availability and rates on SiteMinder's Channel manager. Refreshes should only be sent at most once per day and at times when traffic is low i.e. between midnight and 5am. Only in exceptional circumstances additional full refreshes should be sent, such as connectivity outages or the hotel reporting inconsistencies in the data between the PMS and SiteMinder's Channel Manager account.

2.1.) Module: Hotel >> Settings >> Agent rooms >> Operation Menu (Browse window) >> Enable Rooms at SiteMinder
Used only first time we send availability to SiteMinder!
Function is creating XML file "_EnableRoomsAtSiteMinder" (message: OTA_HotelAvailNotifRQ) , which contains availability for room type in specified period. In this message we are sending only availability per room type and not prices!
From SiteMinder we receive confirmation XML file "_EnableRoomsAtSiteMinder-reply" (message: OTA_HotelAvailNotifRS) which must contain "<Success/>", if message was received properly. Same file is used for OTA_HotelRateAmountNotifRS (Rates)
Note: our room availability is set per "Room type" and not per "Package" (Rate level).

More about sending availability and restrictions: https://siteminder.atlassian.net/wiki/display/PMSXCHANGEV2/Availability+and+Restrictions

2.2.) Module: Hotel >> Settings >> Agent rooms >> Operation Menu (Browse window) >> SiteMinder rates
Used only first time we send rates to SiteMinder!
Rates will be send from registers Prices and Invoice items.

Function is creating XML file "_SetRatesAtSiteMinder" (message: OTA_HotelRateAmountNotifRQ) , which contains price for room type and package in specified period. In this message we are sending only price/rate for room type and not availability!
From SiteMinder we receive confirmation XML file "_SetRatesAtSiteMinder -reply" (message: OTA_HotelRateAmountNotifRS) which must contain "<Success/>", if message was received properly.

When sending rates, if error message appears "Prices not define for room", then you must define rate in setting "Invoice items".
For package you define on agents room or setting SiteMinder integration (for all rooms).

More about sending rates: https://siteminder.atlassian.net/wiki/display/PMSXCHANGEV2/Rates

3. SENDING SMALL REFRESHES to SiteMinder (Updating)

Full refreshes are send only first time when PMS is integrating to Channel manager (point 2), while small refreshes are send every time we update price or availability.
In that case availability and rates are always updated and there is no need to send full refreshes. Updates are creating records in setting SiteMinder Queue, where you can check status of the message.

3.1.) Updating price (rate)
Module: Hotel >> registers >> Invoice items
Rate will be updated, if new record will be created in Invoice items, or if fields such as Type, Package, Item, Guests, Charge for will be updated on existing record.

Module: Quotation >> registers >> Prices
Rate will be updated, if new record will be created in Prices register, or if fields such as Item, Price list, Price will be updated.

3.2.) Updating rooms (availability)
Module: Hotel >> registers >> Agent rooms
Availability will be updated, if new record will be created in Agent rooms, or if field such as Room, From, To, Closed will be updated on existing record.

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4. RESERVATIONS / Online booking

Module: Hotel >> registers >> Reservations
After settings are all done and rates/availability are send to
SiteMinder, online reservations can be created.

Terminology:
PMS (Property Management System) = HansaWorld product
(Standard ERP, Standard Hotel,..)
PmsXchange = SiteMinder/Channel manager

How it works?

All messages exchanged with PmsXchange are soap messages!
The exchange involves 5 different messages:

1. Using the OTA_ReadRQ message, the PMS will request
   reservations (on every 180 seconds), modifications or
   cancellations from pmsXchange (_siteminder_retrive_res_
   req.xml).
2. Using the OTA_ResRetrieveRS message, pmsXchange will
   return reservations, modifications or cancellations which
   meets the requested criteria (_siteminder_retrive_res_reply.
   xml).
3. The PMS will process the response and send an OTA_
   NotifReportRQ with success or errors after processing
   (_siteminder_confirm_res_req.xml).
4. PmsXchange will then respond with an OTA_NotifReportRS
   to acknowledge the receipt (_siteminder_confirm_res_reply.
   xml).
5. PMS will send message OTA_HotelAvailNotifRQ "_
   EnableRoomsAtSiteMinder.xml", which contains availability
   for room type in specified period.

SiteMinder's 'Channel Manager' will reduce inventory on 'Book'
status reservations that pass via a hotel's Channel Manager (and
are correctly mapped to the OTA).

More about Retrieving reservations: https://siteminder.atlassian.
net/wiki/display/PMSXCHANGEV2/Retrieve+Reservations

More about confirmation: https://siteminder.atlassian.net/wiki/
display/PMSXCHANGEV2/Confirm+Reservation

* Failed reservations
pmsXchange has timeout of 60 minutes for reservations that
were not receive/confirmed by PMS. For such reservations an
email from SiteMinder will be sent to the hotel notifying them that
pmsXchange could not confirm delivery, and advising the hotel
to contact their PMS provider if they have any queries.

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