



Simple, Transparent and Effective Processes

For Global Commerce

BUSINESS REQUIREMENTS SPECIFICATION

(BRS)

Business Domain: Travel/Tourism Domain

Business Process: Small scaled Lodging House Reservation Information Process

Title: TT&L Small scaled Lodging House Reservation Information Process Project

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Business Requirements Specification

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1. Preamble

Small scaled lodging houses are hotels or any type of lodging facilities where people stay primarily for leisure rather than business. They are usually located in sightseeing areas or any areas considered as leisure spots. They usually serve their customers not only with rooms but also with meals and other services. There are many lodging facilities falling into this category around the world and they are usually small scaled. Due to the characteristics of their location and the features provided, the services offered to customers may be quite diversified, varying from one lodging house to another or from one location to another.

This document covers the reservation process of the travel products that a supplying party or a lodging house (hereinafter mainly noted as a supplier) may provide to a buying party or customers, and works with the existing lodging house general information and travel product information messages (See Figure3). Customers may search lodging house travel products together with the general lodging house information before they book a stay or visit a lodging house. The customer needs to be well informed about a travel product(s) before a reservation is made. This is the third stage in the customer process in the small scaled lodging house information project.

2. References

- UMM Meta Model Core Module (Candidate for 2.0) 2009-01-30
- UMM Meta Model Foundation Module (Candidate for 2.0) 2009-01-30
- Core Components Technical Specification-Part 8 of the ebXML Framework V2.01(15 Nov. 2003)
- Core Components Technical Specification Technical Corrigendum V2.01, 12 Feb. 2007
- Core Components Data Type Catalogue V2.1 2008-04-08
- XML Naming and Design Rules 2.0 17 Feb., 2006
- UML Profile for Core Components, V1.0, Final Specification, 2008-01-16
- UN/CEFACT CC Library Version 2012 A
- UN/CEFACT Business Requirements Specification Version 1.5 (CEFACT/ICG/005)
- UN/CEFACT Requirements Specification Mapping (Documentation Template Guidelines) Version2.0

3. Objective

The objective of this document is to standardize the exchange of reservation information for travel products for a specified lodging house between trading parties. The reservation information exchanged between a buying party, such as an intermediary or a travel agent (hereinafter a customer) and a supplying party of travel products, such as a lodging house, is specified and the business information entities required for the transactions are detailed in this document.

The business documents are composed of Business Information Entities (BIE), which when available, are taken from the library of reusable business information entities and when not found, are proposed as new Business Information Entities. The contents of the business documents and the Business Information Entities are presented using class diagrams.

4. Scope

This document covers the reservation information process of travel products which a lodging house may provide to customers. As lodging houses offer their customers quite diversified travel products, customers can book, cancel or amend these travel products. This process includes the reservation information request from a customer(s) to a supplier and the response from the supplier to the customer(s).

This document (CEFACT/Forum/2012/SLH Reservation Information Process Project) is used in the global travel, tourism and leisure (TT&L) industry and may also be used by any general consumer(s) in the role of a buying party. This information is general in nature and any customer whether he is an intermediary or a travel agent can have access to this information.

The class diagram of the lodging house reservation information process is developed in a manner that specifies the cross industry reusable business information entities and the TT&L reusable business information entities.

Categories	Description and Values
Business process	Lodging house reservation information process in the supply chain of TT&L
Product Classification	Lodging house reservation information
Industry Classification	Travel, tourism & leisure industry
Geopolitical	Global
Official Constraint	None

Business Process Role	Private and public information exchange
Supporting Role	None
System Capabilities	No limitations

The lodging house reservation information process is used to exchange the lodging house travel product reservation information between a supplier and a customer for the booking of lodging house travel products, or cancelling or amending the booking made.

To simplify understanding, the parties involved are limited to supplier and customer. In the total trade business, each of the parties can have more than one role. For the lodging house reservation information process, the supplier covers the roles of the seller, the sales agent or sales company, the lodging house operator and payee and the customer can act as the buyer, or the travel agent.

To ensure that the lodging house reservation information process is in line with common practice used between trading parties, the following scenario is used:

Scenario

- The lodging house reservation information request by a customer to a supplier
- The lodging house reservation information response from the supplier to the customer

5. Business requirements

5.1. Business requirements views

The lodging house reservation information in this document is the information exchanged between a lodging house and a customer who needs the information.

5.2 Business process elaboration – Use case diagram

5.2.1. Scope

This process details the request and response of the reservation information for travel products. Any customer can send the information to a supplier to book travel products and receive a response from the supplier with the information, if the requesting information is valid.

5.2.2. Use case: Lodging House Reservation Information Exchange

The use case for the lodging house reservation information request and response is shown in Figure 1

Use case description – Lodging House Reservation Information

Business process name	Lodging House Reservation Information Request and Response
Identifier	
Actors	Customer, Supplier
Description	A customer requests reservation information from a supplier.
Pre-condition	The supplier presents to the customer lodging house travel product information or the customer knows the travel products to book, cancel or amend.
Post-conditions	None
Scenario	Lodging House Reservation Information Request and Response
Remarks	The customer here means any intermediary between a consumer and a supplier.

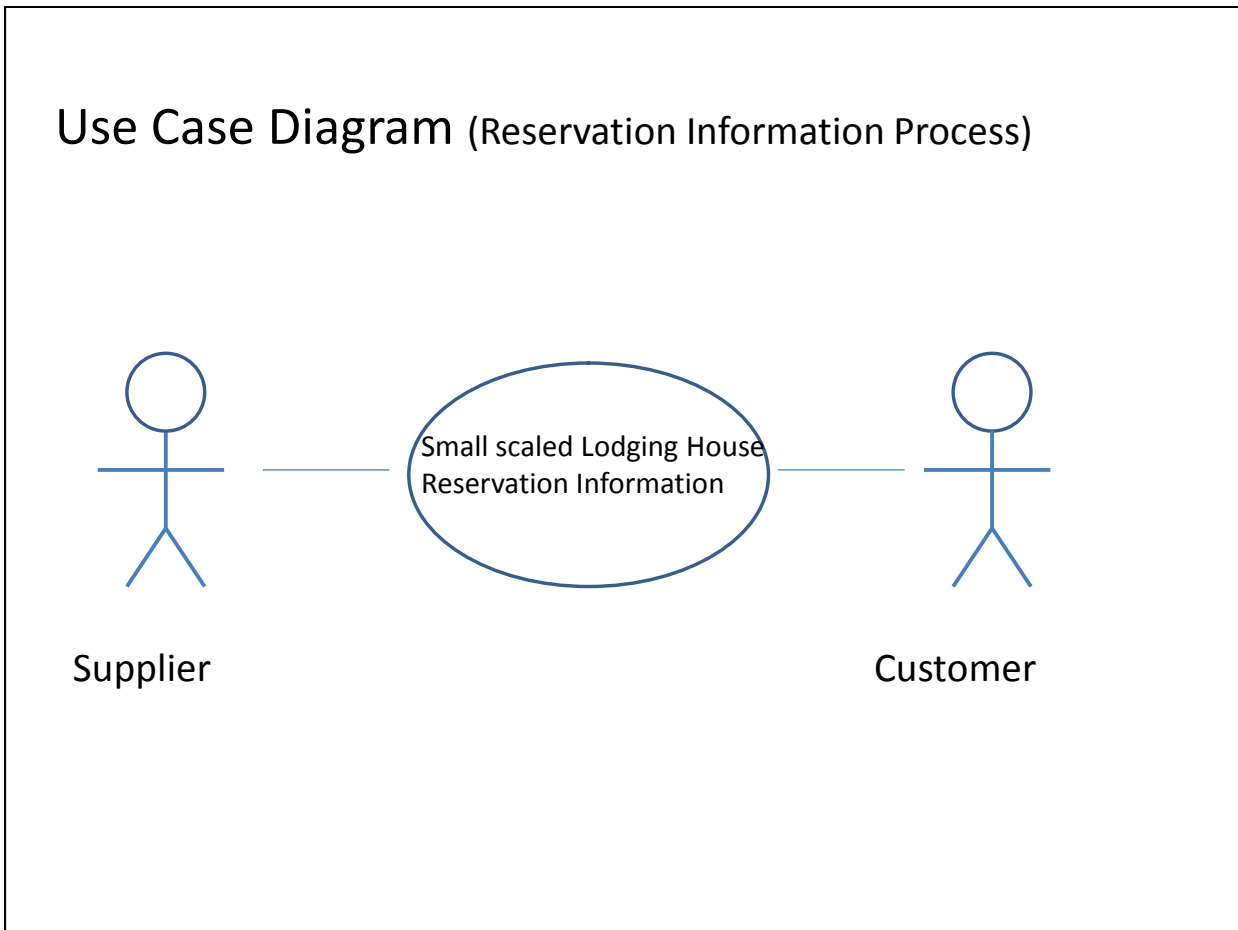


Figure 1 Use Case Diagram ---Small scaled Lodging House Reservation Information

5.3. Information flow definition – Activity diagram

For the use case in chapter 5.2., the corresponding activity diagram is presented in Figure 2..

5.3.1. Activity Diagram (Lodging House Reservation Information Request and Response)

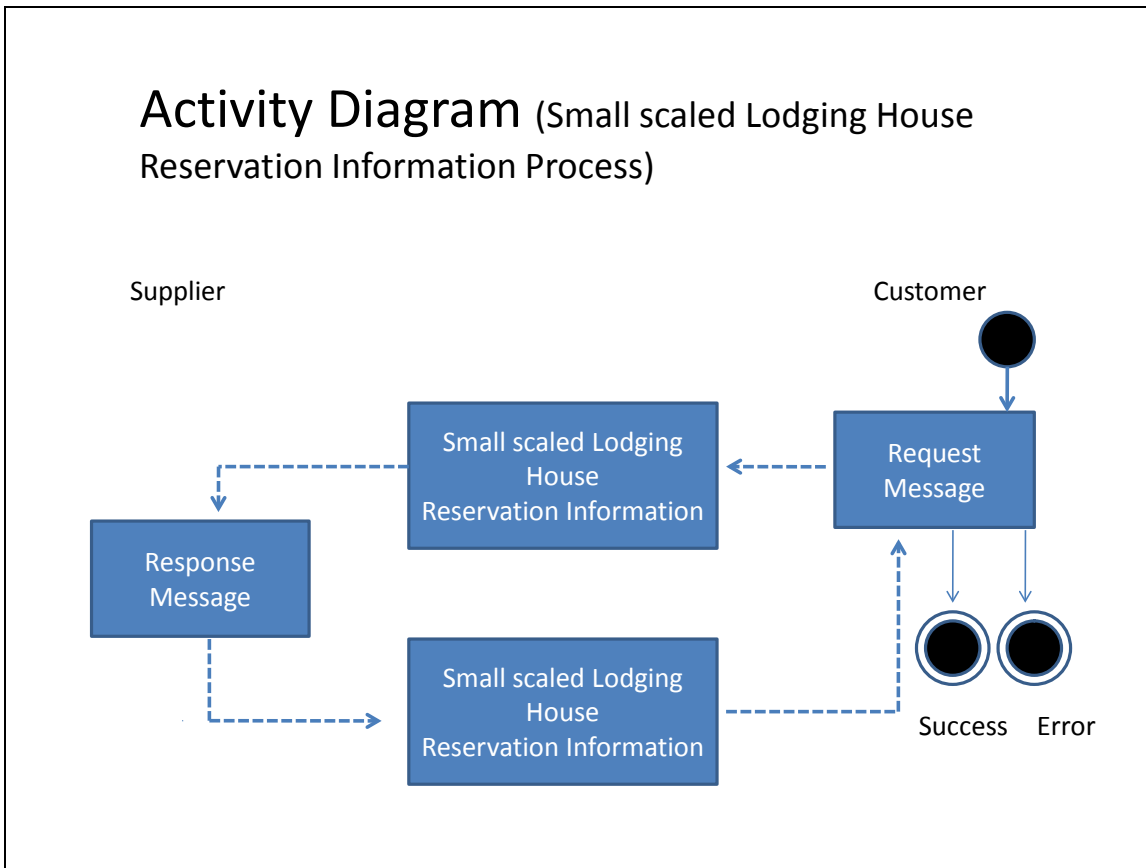


Figure 2 Activity Diagram (Small scaled Lodging House Reservation Information Process)

Any customer can send a reservation information request to a supplier and receive the reservation information response from the supplier.

5.4. Information model definition – Class diagram

The class diagrams of Lodging House Reservation Information process used in the use case of Figure 1 are shown below in Figure 3 and 4.

Figure 3 shows Lodging House Reservation Class located in Lodging House Reservation Request and Response Message.

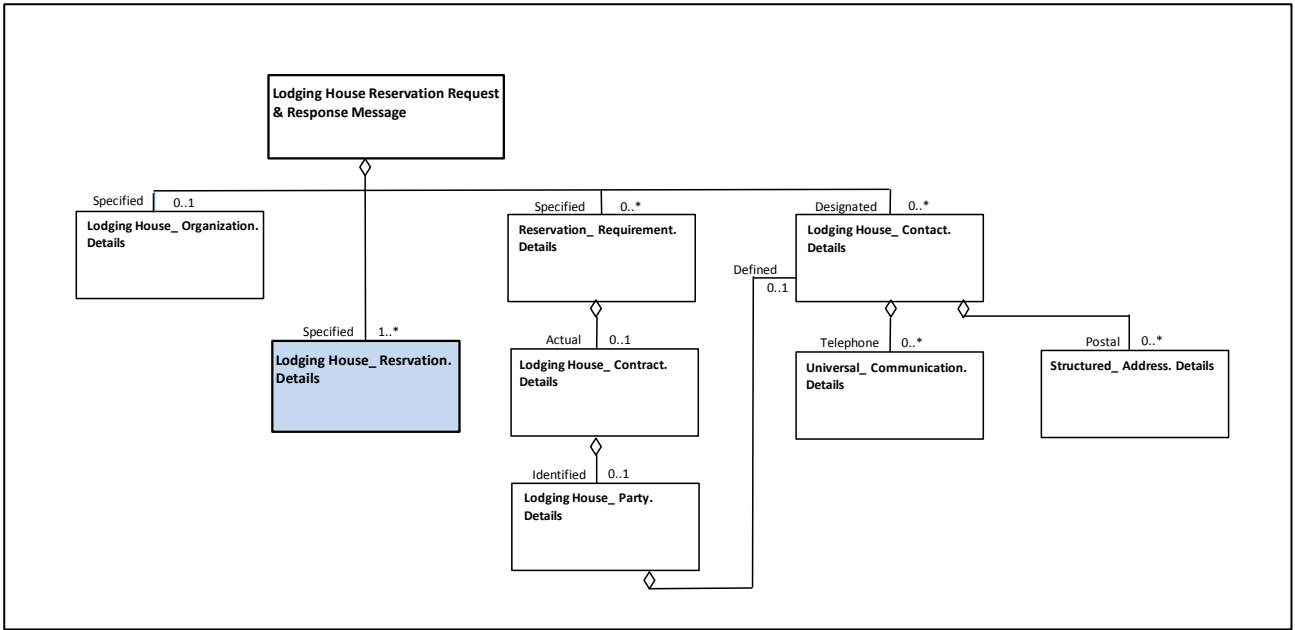


Figure 3 Location of Lodging House Reservation Class among Lodging House Reservation Request & Response Message

And Figure 4 shows Lodging House Reservation Class and its sub-classes.

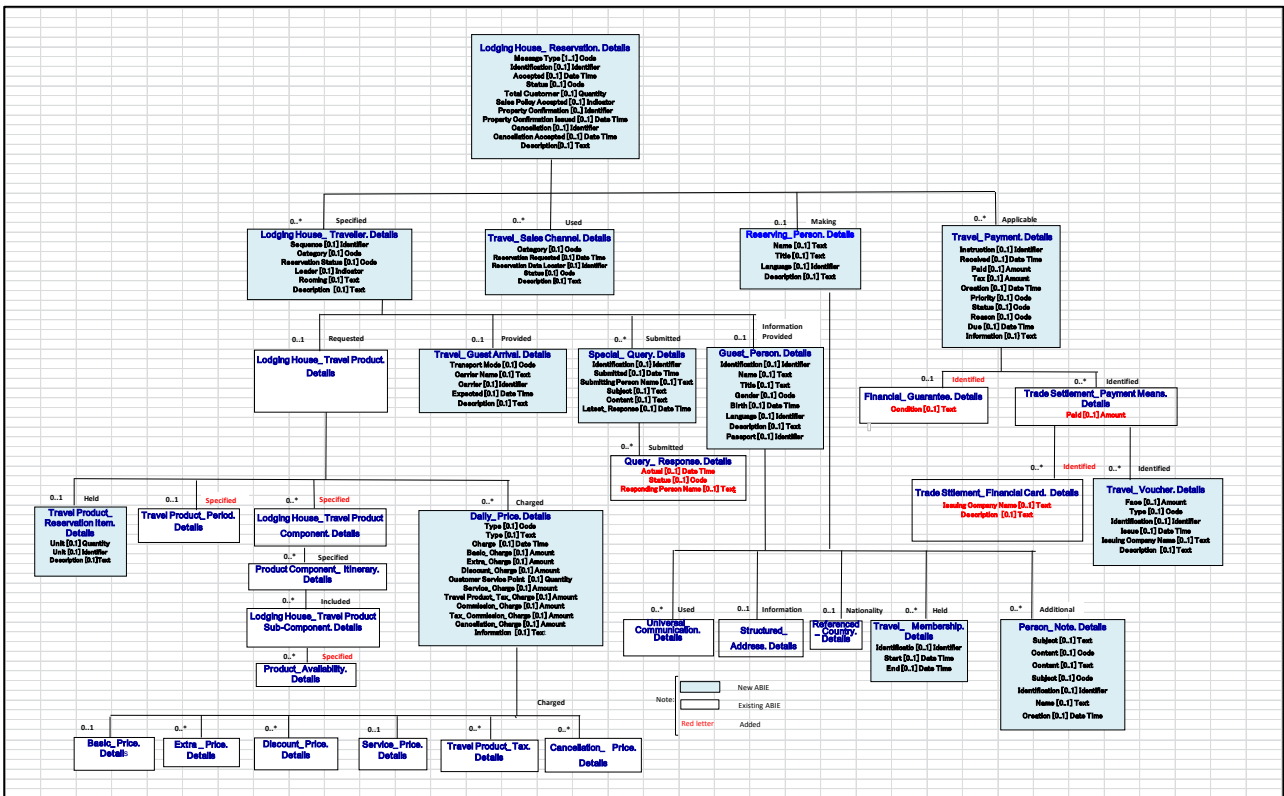


Figure 4 Lodging House Reservation Class Diagram

5.5. Business rules

In the activity diagram in Figure 2, a customer may send reservation information as a request to a supplier to book, and the supplier may send back the reservation information as his reply to the customer. This transaction may sometimes require a prior contract between the trading parties (this contract is outside the scope of this document).

5.6. Definition of terms

The definition of terms used in the lodging house reservation information is shown in Table 1.

Table 1 Definition of terms

Lodging House_ Reservation. Details	The action or fact of booking a travel product of this lodging house in advance.
Lodging House_ Reservation. Message Type. Code	The code specifying the type of reservation message for this lodging house.
Lodging House_ Reservation. Identification. Identifier	The identifier for this lodging house reservation, such as assigned by a central reservation office.
Lodging House_ Reservation. Accepted. Date Time	The date, time, date time or other date time value that this reservation is accepted for the lodging house.
Lodging House_ Reservation. Status. Code	The code specifying the status of this lodging house reservation.
Lodging House_ Reservation. Total Customer. Quantity	The total number of customers for this lodging house reservation.
Lodging House_ Reservation. Sales Policy Accepted. Indicator	The indication of whether or not this lodging house reservation has met the sales policy.
Lodging House_ Reservation. Property Confirmation. Identifier	The identifier of the property confirmation for this lodging house reservation.
Lodging House_ Reservation. Property Confirmation Issued. Date Time	The date, time, date time, or other date time value when the property confirmation is issued for this lodging house reservation.
Lodging House_ Reservation. Cancellation. Identifier	The identifier of the cancellation for this lodging house reservation.
Lodging House_ Reservation. Cancellation Accepted. Date Time	The date, time, date time, or other date time value when the cancellation was accepted for this lodging house reservation.

Lodging House_ Reservation. Description. Text	The textual description of this lodging house reservation.
Lodging House_ Reservation. Specified. Lodging House_ Traveller	A traveller specified for this lodging house reservation.
Lodging House_ Reservation. Used. Travel_ Sales Channel	A travel sales channel used for this lodging house reservation.
Lodging House_ Reservation. Making. Reserving_ Person	The person making this lodging house reservation.
Lodging House_ Reservation. Applicable. Travel_ Payment	A payment applicable for this lodging house reservation.
Lodging House_ Traveller. Details	A person or group which is travelling or on a journey and staying at this lodging house.
Lodging House_ Traveller. Sequence. Identifier	The sequence identifier for this lodging house traveller.
Lodging House_ Traveller. Category. Code	The code specifying the category of this lodging house traveller.
Lodging House_ Traveller. Reservation Status. Code	The code specifying the reservation status of this lodging house traveller.
Lodging House_ Traveller. Leader. Indicator	The indication of whether or not this lodging house traveller is a leader of a group of travellers.
Lodging House_ Traveller. Rooming. Text	The rooming, expressed as text, for this lodging house traveller.
Lodging House_ Traveller. Description. Text	The textual description of this lodging house traveller.
Lodging House_ Traveller. Requested. Lodging House_ Travel Product	The travel product requested by this lodging house traveller.
Lodging House_ Traveller. Provided. Travel_ Guest Arrival	The arrival information provided for this lodging house traveller.
Lodging House_ Traveller. Submitted. Special_ Query	A special query submitted by this lodging house traveller.
Lodging House_ Traveller. Information Provided. Guest_ Person	The personal information provided for this lodging house traveller.

Travel_Sales Channel. Details	A sales channel by which the travel products or services are sold.
Travel_Sales Channel. Category. Code	The code specifying the category of this travel sales channel, such as the travel agent or the global distribution system.
Travel_Sales Channel. Reservation Requested. Date Time	The date, time, date time, or other date time value when the reservation is requested via this travel sales channel.
Travel_Sales Channel. Reservation Data Locator. Identifier	The identifier for the reservation data locator used in this travel sales channel.
Travel_Sales Channel. Status. Code	The code specifying the status of this travel sales channel, such as open or closed.
Travel_Sales Channel. Description. Text	The textual description of this travel sales channel.
Reserving_Person. Details	Information about a person who makes a reservation.
Reserving_Person. Name. Text	The name, expressed as text, by which this reserving person is known.
Reserving_Person. Title. Text	The title, expressed as text, associated with this reserving person, such as Doctor, Mr., Mrs., Ms.
Reserving_Person. Language. Identifier	The identifier of the language related to this reserving person.
Reserving_Person. Description. Text	The textual description of this reserving person.
Reserving_Person. Used. Universal_Communication	A universal communication used by this reserving person.
Reserving_Person. Information. Structured_Address	The structured address information of this reserving person.

Reserving_Person. Nationality. Referenced_Country	The country of nationality of this reserving person.
Reserving_Person. Held. Travel_Membership	A travel related membership held by this reserving person.
Reserving_Person. Additional. Person_Note	An additional personal note for this reserving person
Lodging House_Travel Product. Held. Travel Product_ Reservation Item	The reservation item held for this lodging house travel product.
Lodging House_Travel Product. Specified. Travel Product_Period	The period specified for this lodging house travel product.
Lodging House_Travel Product. Specified. Lodging House_Travel Product Component	A travel component specified for this lodging house travel product.
Lodging House_Travel Product. Charged. Daily_Price	A daily price charged for this lodging house travel product.
Travel_Guest Arrival. Details	Travel guest arrival information.
Travel_Guest Arrival. Transport Mode. Code	The code specifying the transport mode for the arrival of this travel guest.
Travel_Guest Arrival. Carrier Name. Text	The carrier name, expressed as text, for the arrival of this travel guest.
Travel_Guest Arrival. Carrier. Identifier	The identifier of the carrier for the arrival of this travel guest.
Travel_Guest Arrival. Expected. Date Time	The date, time, date time, or other date time value of the expected arrival of this travel guest.
Travel_Guest Arrival. Description. Text	The textual description of the arrival of this travel guest.
Special_Query. Details	A special question or request for information.
Special_Query. Identification. Identifier	The identifier for this special query.

Special_ Query. Submitted. Date Time	The date, time, date time, or other date time value when this special query was submitted.
Special_ Query. Submitting Person Name. Text	The name, expressed as text, of the person sumitting this special query.
Special_ Query. Subject. Text	The subject, expressed as text, of this special query.
Special_ Query. Content. Text	The content, expressed as text, of this special query.
Special_ Query. Latest_ Response. Date Time	The date, time, date time, or other date time value for the latest response to this special query.
Special_ Query. Submitted. Query_ Response	A response submitted for this special query.
Query_ Response. Details	A reply, answer, or additional message that is in response to a question or query.
Query_ Response. Actual. Date Time	The actual date, time, date time, or other date time value for this query response.
Query_ Response. Status. Code	The code specifying the status of this query response.
Query_ Response. Responding Person Name. Text	The name, expressed as text, of the responding person for this query response.
Guest_ Person. Details	An individual guest.
Guest_ Person. Identification. Identifier	The identifier for this guest.
Guest_ Person. Name. Text	The name, expressed as text, by which this guest is known.
Guest_ Person. Title. Text	The title, expressed as text, associated with this guest, such as Doctor, Mr., Mrs., Ms.
Guest_ Person. Gender. Code	The code specifying the gender of this guest, such as male, female.
Guest_ Person. Birth. Date Time	The date, time, date time, or other date time value which specifies the birth date for this guest.

Guest_Person. Language. Identifier	The identifier of the language of this guest.
Guest_Person. Description. Text	The textual description of this guest.
Guest_Person. Passport. Identifier	The identifier of the passport of this guest.
Guest_Person. Used. Universal_Communication	A universal communication used by this guest.
Guest_Person. Information. Structured_Address	The structured address information of this guest.
Guest_Person. Nationality. Referenced_Country	The country of nationality for this guest.
Guest_Person. Held. Travel_Membership	A travel related membership held by this guest.
Guest_Person. Additional. Person_Note	An additional personal note for this guest.
Travel_Membership. Details	A travel related membership.
Travel_Membership. Identification. Identifier	The identifier for this travel related membership.
Travel_Membership. Start. Date Time	The date, time, date time or other date time value when this travel related membership starts.
Travel_Membership. End. Date Time	The date, time, date time or other date time value when this travel related membership ends.
Person_Note. Details	A textual or coded description, such as a remark or additional information about a person.
Person_Note. Subject. Text	The subject, expressed as text, of this person related note.
Person_Note. Content. Code	The code specifying the content of this person related note.
Person_Note. Content. Text	The content, expressed as text, of this person related note.
Person_Note. Subject. Code	The code specifying the subject of this person related note.

Person_ Note. Identification. Identifier	The identifier for this person related note.
Person_ Note. Name. Text	The name, expressed as text, for this person related note.
Person_ Note. Creation. Date Time	The date, time, date time, or other date time value for the creation of this person related note.
Travel Product_ Reservation Item. Details	An item of the travel products or services which is specified in the reservation.
Travel Product_ Reservation Item. Unit. Quantity	The number of units of this travel product reservation item.
Travel Product_ Reservation Item. Unit. Identifier	The identifier of the unit for this travel product reservation item.
Travel Product_ Reservation Item. Description. Text	The textual description of this travel product reservation item.
Lodging House_ Travel Product Sub-Component. Specified. Product_ Availability	An availability specified for this lodging house travel product sub-component.
Daily_ Price. Details	A daily sum of money for which this lodging house travel product may be or is sold.
Daily_ Price. Type. Code	The code specifying the type of this daily price, such as tax inclusive, tax and service charge inclusive.
Daily_ Price. Type. Text	The type, expressed as text, for this daily price.
Daily_ Price. Charge. Date Time	The date, time, date time, or other date time value when this daily price was or will be charged.
Daily_ Price. Basic_ Charge. Amount	The monetary value of the basic price charged on which this daily price is calculated.
Daily_ Price. Extra_ Charge. Amount	The monetary value of the additional price charged on which this daily price is calculated.
Daily_ Price. Discount_ Charge. Amount	The monetary value of the discount price charged on which this daily price is calculated.

Daily_Price. Customer Service Point. Quantity	The number of customer service points for this daily price.
Daily_Price. Service_Charge. Amount	The monetary value of the service charge on which this daily price is calculated.
Daily_Price. Travel Product_Tax_Charge. Amount	The monetary value of the travel product tax charged on which this daily price is calculated.
Daily_Price. Commission_Charge. Amount	The monetary value of the commission charged on which this daily price is calculated.
Daily_Price. Tax_Commission_Charge. Amount	The monetary value of the tax, such as sales tax, charged for this commission price on which the daily price is calculated.
Daily_Price. Cancellation_Charge. Amount	The monetary value of the cancellation price charged on which this daily price is calculated.
Daily_Price. Information. Text	Information, expressed as text, about this daily price.
Daily_Price. Charged. Basic_Price	The basic price charged for this daily price.
Daily_Price. Charged. Extra_Price	An additional price charged for this daily price.
Daily_Price. Charged. Discount_Price	A discount price charged for this daily price.
Daily_Price. Charged. Service_Price	The service price charged for this daily price.
Daily_Price. Charged. Travel Product_Tax	A travel product tax charged for this daily price.
Daily_Price. Charged. Cancellation_Price	A cancellation price charged for this daily price.
Travel_Payment. Details	A travel related payment.
Travel_Payment. Instruction. Identifier	The identifier for this travel related payment instruction.
Travel_Payment. Received. Date Time	The date, time, date time, or other date time value on which this travel related payment has been or will be received.

Travel_ Payment. Paid. Amount	The monetary value to be paid for this travel related payment.
Travel_ Payment. Tax. Amount	The monetary value of the taxes that are part of this total travel related payment amount.
Travel_ Payment. Creation. Date Time	The date, time, date time, or other date time value on which this travel related payment has been or will be created.
Travel_ Payment. Priority. Code	The code specifying the relative urgency or importance that the recipient would like the originator to apply to this travel related payment.
Travel_ Payment. Status. Code	The code specifying the status of this travel related payment.
Travel_ Payment. Reason. Code	The code specifying the reason for this travel related payment.
Travel_ Payment. Due. Date Time	The date, time, date time or other date time value when this travel related payment is due.
Travel_ Payment. Information. Text	Information, expressed as text, about this travel related payment.
Travel_ Payment. Identified. Financial_ Guarantee	The financial guarantee identified for this travel related payment.
Travel_ Payment. Identified. Trade Settlement_ Payment Means	A trade settlement payment means identified for this travel related payment.
Financial_ Guarantee. Condition. Text	The condition, expressed as text, for this financial guarantee.
Trade Settlement_ Payment Means. Paid. Amount	The monetary value to be paid by this trade settlement payment means.
Trade Settlement_ Payment Means. Identified. Trade Settlement_ Financial Card	A financial card identified for this trade settlement payment means.
Trade Settlement_ Payment Means. Identified. Travel_ Voucher	A travel voucher identified for this trade settlement payment means.
Trade Settlement_ Financial Card. Issuing Company Name. Text	The issuing company name, expressed as text, for this trade settlement financial card.

Trade Settlement_ Financial Card. Description. Text	The textual description of this trade settlement financial card.
Travel_ Voucher. Details	A document exchangeable for travel products or services by which the payment will be or has been made.
Travel_ Voucher. Face. Amount	The monetary value shown on the face of this travel voucher.
Travel_ Voucher. Type. Code	The code specifying the type of travel voucher.
Travel_ Voucher. Identification. Identifier	The identifier for this travel voucher.
Travel_ Voucher. Issue. Date Time	The date, time, date time, or other date time value of the issue of this travel voucher.
Travel_ Voucher. Issuing Company Name. Text	The name, expressed as text, of the company issuing this travel voucher.
Travel_ Voucher. Description. Text	The textual description of this travel voucher.

(End)