Oracle®
Hospitality
Cruise
SilverWhere
Advanced
Shipboard
Webservices

ORACLE®

Oracle Hospitality Cruise SilverWhere Advanced Shipboard Webservices Release 8.0.x

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Contents

Preface

This document describes the interaction between the customer external Reservation Systems and the SilverWhere Dining Management System. The Interaction between both systems uses the Web Service Function calls. The function parameters and responses will be formatted as XML strings.

Audience

This document is intended for Third Party vendors who integrate with Oracle Hospitality Cruise SilverWhere, IT Specialist, Support and Consulting Specialist.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name

- Functional and technical description of the problem (include business impact)

- Detailed step-by-step instructions to re-create

- Exact error message received

- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

http://docs.oracle.com/en/industries/hospitality/

Table 1 Revision History

Date	Description
April, 2016	• Initial Publication
February, 2021	• Rebrand to Oracle Standard. • Additional information added to Availability Type function in SWAvail and SWAvailMultipleDays.

1
Definition

Product Identification

A Product within SilverWhere for customer external reservation systems purposes is a meal period or event at a location on a ship. Three fields are used to uniquely identify a specific product in SilverWhere:

- **Ship –** A two-character ship identifier.

- **Location –** A four-character code identifying a restaurant.

- **Product –** A ten-character code identifying a Meal Period or Special Event at a Location. For example, DINNER, BRUNCH, LUNCH, BREAK.

- Date and Time need to be included for uniqueness

Availability

Whether or not a reservation for a product can be accepted is determined by the product's availability.

Availability is set at the Ship, Location, Product, Date, Time and Table Top level and can be set to the number of reservations or the number of guests for a specific time/table type.

Only one availability option will be returned. It may be an exact match or best fit. The maximum size of a reservation is limited by the maximum Inventory available in the specialty restaurant. Both general and reserve availability are supported.

The general availability can be used by anyone with the ability to book the product, while the reserve availability can only be booked by users with a higher security for that product. For EXTERNAL RESERVTION SYSTEM, a VIP percent will be applied to general availability at the product level to ensure that VIP guests have additional dining options not available to other guests.

2
Functionality

Web Service Calls

Following Web Service operations are supported by the SilverWhere SW2EXTERNAL RESERVTION SYSTEM

- SWAvail
- SWAvailMultipleDays
- SWBeat
- SWBook
- SWBookMultipleDays
- SWCalender
- SWCancel
- SWdmtTableAllocation
- SWExtend
- SWGuestAdd
- SWGuestDelete
- SWModify
- SWPaymentStatus
- SWRlse
- SWRlseMultipleDays
- SWSync
- SWWaitlist

For a formal definition, please review the Service Description on the SW2EXTERNAL RESERVTION SYSTEM.asmx. Start page http://localhost/SW2EXTERNAL RESERVTION SYSTEM/SW2EXTERNAL RESERVTION SYSTEM.asmx

3
XML Structure

SWAvail

RESERVATION (SWAvail)

Availability is a message to SilverWhere to check availability for a specific ship, product, number of guests, date and time. SilverWhere will first try to find an exact match for the requested time. If no availability is found for that time, SilverWhere will see if there is any availability for the product and date requested, and suggest the time closest to the requested time. If the time sent into is zero, SilverWhere will send back availability for all times for the requested table size, but will not create a reservation. If a time is sent in, and the exact time is not available, other available times will be sent back.

If there is an exact time found, a temporary Reservation will be made with guest name and cabin values 'TBA' until all data is present and the reservation process completed. The temporary Reservation will only be cancelled with a SWCancel message (it will not be automatically cancelled after the amount of minutes defined in the SWPARAM.xml file).

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Unique ID for a ship (Required)
Location Code	String	30	The location for the request (Optional). If Blank, will return all location. Array of location separated by a comma indicates a Filtered request.
Product Code	String	10	The product for the request (optional) if no product code is provided, no temporary reservation will be made. Call will be treated as a lookup

Column Name	Type	Length	Description
Availability Type	String	1	A code requesting exact match or best: E – Exact: Exact match for the requested location/ product/ guests/ date/ time B – Best: Exact match for the requested location/ product/ guests/ date and all availability close to the requested time will be shown fit
Date	Date	8	The date for the request
Time	Numeric	4	The requested time.
Number of Guests	Numeric	2	The number of guests for the Reservation.
VIP Status	String	1	A code to indicate that this guest is a VIP guest with access to the Restricted location.
Comments	String	50	Table preferences for dining reservation
Reservation ID	Numeric	9	Sent from external reservation system if this transaction needs to release a previous hold.
DiningType	String	1	Defines Dining type for restriction to complementary locations. (T = Restricted access)
FilterTimeFrom	String	4	Will filter results to ensure temporary booking time and Other times available are equal to or after specified time (optional)
FilterTimeTo	String	4	Will filter results to ensure temporary booking time and Other times available are equal to or before specified time (optional)
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest

Column Name	Type	Length	Description
Group ID	Numeric	9	Unique ID for a group

Reply XML Structure

Ship Code	String	2	Unique ID for a ship
Location Code	String	10	Location for this reservation
Product Code	String	10	Product for this reservation
Date	Date	8	The date for this reservation.
Time	Numeric	4	The time for this reservation. This may NOT be what was requested alternate availability was suggested.
Type	String	1	Type of Availability
Reservation ID	Numeric	9	The SilverWhere generated Reservation ID. If no availability, the value of Reservation ID will be zero.
Price	Numeric	9,2	The price for this reservation.
Other Times Available List			
Other Times Available			Header name 'other_times_available'
Location	String	10	Location code
Time	Numeric	4	Another time that is available for this date and location and table size.
Product	String	15	Product Code
Type	String	1	Type of Availability

SWAvailMultipleDays

RESERVATION (SWAvailMultipleDays)

Availability for multiple days is a message from external System to SilverWhere to check the availability for multiple combinations of ship, product and number of guests, date and time. SilverWhere will first try to find an exact match for each of the requested time. If no availability is found for that time, SilverWhere will see if there is any availability for the product and date requested, and suggest the time closest to the requested time for each day. If the time sent into is zero, SilverWhere will send back availability for all times for the requested table size for each day, but will not create a reservation. If a time is sent in, and the exact time is not available, other available times will be sent back for each day.

If there is an exact time found, a temporary Reservation will be made with guest name and cabin values 'TBA' until all data is present and the reservation process completed. The temporary Reservation will only be cancelled with a SWCancel message (it will not be automatically cancelled after the amount of minutes defined in the SWPARAM.xml file).

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
DayDetail List			Day Detail
DayDetail			Tag that repeats for each Day
Ship Code	String	2	Unique ID for a ship
Location Code	String	30	The location for the request
Product Code	String	10	The product for the request
Availability Type	String	1	A code requesting exact match or best: E – Exact: Exact match for the requested location/ product/ guests/ date/ time B – Best: Exact match for the requested location/ product/ guests/ date and all availability close to the requested time will be shown fit
Date	Date	8	The date for the request
Time	Numeric	4	The requested time.
Number of Guests	Numeric	2	The number of guests for the Reservation.

Column Name	Type	Length	Description
VIP Status	String	1	A code to indicate that this guest is allowed to book in the VIP reserve.
Comments	String	50	Table preferences for dining reservation
Reservation ID	Numeric	9	Sent from EXTERNAL RESERVTION SYSTEM if this transaction needs to release a previous hold.
DiningType	String	1	Defines Dining type for restriction to complementary locations. (T=restricted access)
FilterTimeFrom	String	4	Will filter results to ensure temporary booking time and other times available are equal to or after specified time (optional)
FilterTimeTo	String	4	Will filter results to ensure temporary booking time and other times available are equal to or before specified time (optional)
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest
Group ID	Numeric	9	Unique ID for a group

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response Details List			
Response Details			Header name 'response_detail_list', tag repeats for each day response

Column Name	Type	Length	Description
Ship Code	String	2	Unique ID for a ship
Location Code	String	10	Location for this reservation
Product Code	String	10	Product for this reservation
Date	Date	8	The date for this reservation.
Time	Numeric	4	The time for this reservation. This may NOT be what was requested alternate availability was suggested.
Reservation ID	Numeric	9	The SilverWhere generated Reservation ID. If no availability, the value of Reservation ID will be zero.
Price	Numeric	9,2	The price for this reservation.
Other Times Available List			
Other Times Available			Header name 'other_times_available'
Time	Numeric	4	Another time that is available for this date and location and table size.
Location	String	10	Location Code
Product	String	15	Product code

SWBeat

Heartbeat (SWBeat)

SWBeat a transaction used to determine if the SilverWhere web service is available and (optionally) if the database is up and running.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Check Database	String	1	"Y" indicates that a database check is requested.

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Database Status	String	1	"U" = Up, "D" = "Down"

SWBook

Availability Book (SWBook)

Availability Book is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere to complete the booking from the previous Availability Request. "BOOK" will finalize the booking request.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Share Table	String	1	Share table. Y = Yes
Reservation ID	Numeric	9	Reservation ID.
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest
Group ID	Numeric	9	Unique ID for a group
Payment Status	String	10	Payment status (P-Paid, A – waiting for authorization, D-declined). On create booking this will be set to 'P' for Paid only for certain bookings, if infants or price overridden and set to zero
Booking Amount	Numeric	13,2	Booked Amount
Email Address	String	255	
Fax Number	String	25	

Column Name	Type	Length	Description
Remarks	String	100	User entered remarks
Gift Flag	String	1	Y/N for gift
Onboard Currency Code	String	3	Currency code on the day of booking
Onboard Currency Exchange Rate	Numeric	13,2	This is the amount in the onboard currency on the day of booking
Owner Id	Numeric	9,0	Owner pax Id for the booking
Discount Amount	Numeric	13,2	Discounted Amount
Amount Paid	Numeric	13,2	Paid Amount
Transaction Ref Number	Numeric	9	Reference number
Control Seq Number	Numeric	7	Sequence number
Payment ID	Numeric	32	Unique ID for this payment
Payment Type	String	2	Short code for credit card, check or money order, for example CC,CK, MO, etc.
Last 4 digits of CC	String	4	Credit card last 4 digits number
Check / MO Number	String	20	Check # or Money Order #

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response	String	4	OKAY – Request succeeded NTFD – Reservation not found

SWBookMultipleDays

Availability Book Multiple Days is a message from external reservation systems to SilverWhere to complete the booking from the previous Availability Request, for multiple days. "BOOK" will finalize the booking request. If the number of guests passed in SWBOOK transaction is lesser than the number of guests being held in the temporary reservation, this transaction should update the guest count in the reservation accordingly.

The request XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	4	Ship Code
Reservation Details List			
Reservation Details			Tag repeats for each reservation
Reservation ID	Numeric	9	Reservation ID.
Share Table	String	1	Yes – Guest is ok to share a table with other guests for the reservation No – Guest don't want to share a table for the reservation
Guest Information List			
Guest Information			Header name 'guest_information'
Reservation ID	Numeric	9	Reservation ID
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest
Group ID	Numeric	9	Unique ID for a group
Booking Amount	Numeric	13,2	Booked Amount

Column Name	Type	Length	Description
Email Address	String	255	
Fax Number	String	25	
Remarks	String	100	User entered remarks
Gift Flag	String	1	Y/N for gift
Onboard Currency Code	String	3	Currency code on the day of booking
Onboard Currency Exchange Rate.	Numeric	13,2	This is the amount in the onboard currency on the day of booking
Owner Id	Numeric	9,0	Owner pax Id for the booking
Amount Paid	Numeric	13,2	Amount paid for the guest
Check/MO Number	String	20	Check # or Money Order #
Last 4 digits of CC	String	4	Credit card last 4 digits number
Payer Name	String	32	Name of the payer
Payment Id	Numeric	32	Unique ID for the payment
Payment Type	String	2	Short code for credit card, check or money order, for example CC,CK, MO, etc.
Payment Status	String	10	Payment status (P-Paid, A – waiting for authorization, D-declined). On create booking this will be set to 'P' for Paid only for certain bookings, if infants or price overridden and set to zero
Discount Amount	Numeric		Discounted amount
Transaction Ref Number	Numeric	9	Reference Number
Control Seq Number	Numeric	7	Sequence Number
Check /MO Number	String	20	Check # or Money Order #

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response Detail List			
Response Detail			Header name 'response_detail'
Response	String	4	OKAY – Request succeeded NTFD – Reservation not found

SWCalender

Calendar (SWCalender)

The calendar function is a message from external reservation system to SilverWhere to verify which active dining reservations are existing for a passenger in SilverWhere.

The replay will return booked Dining Reservation information's in STATUS = EXPECTED for all guest included in the reservation only. Cancelled, Waitlisted or Deleted Reservations will not be exposed.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Guest Information List			
Guest Information			Header name 'guest_information'
List ID	Numeric		Unique ID for this list
List Type	String		List Type

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Guest List			
Guest Calendar Item			Header name 'guest_calendar_item'
Guest ID	Numeric	9	Unique ID for Guest
Response	String	4	OKAY or NTFD
Response Message	String		Meaningful response message
Reservation Information List			
Reservation Information			Header name 'reservation_information'

Column Name	Type	Length	Description
Reservation Id	Numeric		Unique ID of reservation
Ship Code	String	2	Required on Shore side instance
Shared Table	String	1	If REMARKS = OTHERS then Y else N. Y = Yes
Product Code	String	10	Product for this reservation – "MAIN" for main dining time
Date	Date	8	The date of the reservation. Main Dining room records will be generated for each day.
Time	Numeric	4	The time of the reservation
Duration	Numeric	4	The duration for the reservation
Location Code	String	10	Location for this reservation – Blank for main dining time
Product Reservation Status	String	10	Status of the dining reservation (E-Expected, W – waitlist, T – Temp Hold, X-cancelled, D -deleted)
Comments	String	50	Table preferences for dining reservation
Status	String	1	Guest Status
Amount Paid	Numeric	13,2	Amount paid for the guest
Booking Amount	Numeric	13,2	Booked Amount
Discount Amount	Numeric		Discounted Amount
Check/MO Number	String	20	Check # or Money Order #
Control Seq #	Numeric	7	Sequence Number
Transaction Ref #	Numeric	9	Reference Number
Email Address	String	255	
Fax Number	String	25	
Remarks	String	100	User entered remarks
Gift Flag	String	1	Y/N for gift

Column Name	Type	Length	Description
Last 4 digits of CC	String	4	Credit card last 4 digit number
Onboard Currency Code	String	3	Currency code on the day of booking
Onboard Currency Exchange Rate	Numeric	13,2	This is the amount in the onboard currency on the day of booking
Payer Name	String	32	Name of payer
Payment Id	Numeric	32	Unique id for payment
Payment Status	String	10	Payment status (P-Paid, A – waiting for authorization, D- declined)
Payment Type	String	2	Short code for credit card, check or money order, for example CC,CK, MO, etc.
Booking Creation Date	Date	8	Date of creation booking
Booking Creation Time	Numeric	4	Time of creation booking
Owner Id	Numeric	9,0	owner pax id for the booking
Order Id	Numeric		Order id for the booking

SWCancel

Cancel (SWCancel)

Cancel is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere to cancel an existing booking or a waitlist.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Reservation ID	Numeric	9	Reservation ID.

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response	String	4	OKAY – Cancel succeeded NTFD – Reservation not found

SWdmtTableAllocation

Table Allocation is message from EXTERNAL RESERVATION SYSTEM to SilverWhere to know which seating code and how many number of table already allocated to which group.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Group ID	Numeric		Group ID
Cruise ID	String	20	Cruise ID

Reply XML Structure

Column Name	Type	Length	Description
Return Values List			
Return Values			Header name 'return_values'
Seating	String	1	Seating Code
Dining Rule Id	Numeric		Id number
Table Size	Numeric		The capacity of this table for this cruise.
Allocated	Numeric		Total number of table.

SWExtend

Availability Extend (SWExtend)

Availability Extend is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere to continue extending the temporarily hold for the requested space.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required
Reservation ID	Numeric	9	Reservation ID.

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response	String	4	OKAY – Request succeeded NTFD – Reservation not found

SWGuestAdd

Guest Add (SWGuestAdd)

Guest Add is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere requesting a new guest to be added to an existing specialty restaurant reservation or a temporarily held reservation or waitlist. It is possible that the addition of the guest(s) may be denied due to availability restraints.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Reservation ID	Numeric	9	Reservation to which this guest is to be added.
Ship Code	String	2	Required on shore side instance
VIP Status	String	1	A code to indicate that this guest is allowed bookings in the VIP reserve.
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest
Group ID	Numeric	9	Unique ID for a group

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Guest Response List			
Guest Response			Header name 'guest_response'
Guest ID	Numeric	9	Unique ID for a guest

Column Name	Type	Length	Description
Response	String	4	OKAY, NTFD (Reservation Not Found), NAVL (No Availability)

SWGuestDelete

Guest Delete (SWGuestDelete)

Guest Delete is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere requesting a guest(s) be removed from an existing reservation or temporarily held reservation or waitlist.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Reservation ID	Numeric	9	Reservation to which this guest is to be added.
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Guest Response List			
Guest Response			Header name 'guest_response'
Guest ID	Numeric	9	Unique ID for a guest
Response	String	4	OKAY, NTFD (Reservation Not Found), GNFD (Guest Not Found)

SWModify

Modify Reservation (SWModify)

This is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere requesting an old reservation to take over the availability retained by a new reservation and to adjust the guest records associated with the old reservation. When completed, the old reservation id will still be active but will take over the time and guest count of the new reservation and the new reservation will be deleted. SWModify does not allow a reservation to be changed from one location to another.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Old Reservation ID	Numeric	9	The original reservation ID
New Reservation ID	Numeric	9	The revised reservation ID
Share Table	String	1	Share table Y = Yes
Deleted Guest Information List			
Deleted Guest Information			Header name 'deleted_guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Added Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest
Payer Name	String	50	Name of the payer
Payment Status	String	10	Status of payment (P – Paid, A- waiting for authorization, D - Declined)

Column Name	Type	Length	Description
Amount Paid	Numeric	13,2	Amount paid for the guest
Booking Amount	Numeric	13,2	Booked Amount
Check/MO Number	String	20	Check # or Money Order #
Control Seq #	Numeric	7	Sequence number
Transaction Ref #	Numeric	9	Reference number
Email Address	String	255	
Fax Number	String	25	
Remarks	String	100	User entered remarks
Gift Flag	String	1	Y/N for gift
Last 4 digits of CC	String	4	Credit card last 4 digits
Onboard Currency Code	String	3	Currency code on the day of booking
Onboard Currency Exchange Rate	Numeric	13,2	This is the amount in the onboard currency on the day of booking
Payment Id	Numeric	32	Unique id for the payment
Payment Type	String	2	Short code for credit card, check or money order, for example CC,CK, MO, etc.
Discount Amount	Numeric	13,2	Discount Amount
Owner Id	Numeric	9,0	Owner PAX ID for the booking
Order Id	Numeric		Order id for the booking

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response	String	4	OKAY, NTFD (not Found)
Guest Response List			
Guest Response			Header name 'guest_response'

Column Name	Type	Length	Description
Guest ID	Numeric	9	Unique ID for a guest
Response	String	4	OKAY, NTFD (Reservation Not Found), GNFD (Guest Not Found)

SWPaymentStatus

Payment Status (SWPaymentStatus)

This is a message from EXTERNAL RESERVTION SYSTEM to SilverWhere indicating payment status for the dining reservation AFTER the payment is process on an external reservation system.

The request XML is as followed:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Reservation ID	Numeric	9	Dining Reservation Id
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID of guest
Payer Name	String	50	Name of the payer
Payment Status	String	10	Status of payment (P – Paid, A- waiting for authorization, D - Declined)
Amount Paid	Numeric	13,2	Amount paid for the guest
Booking Amount	Numeric	13,2	Booked Amount
Check/MO Number	String	20	Check # or Money Order #
Control Seq #	Numeric	7	Sequence number
Transaction Ref #	Numeric	9	Reference number
Email Address	String	255	
Fax Number	String	25	
Remarks	String	100	User entered remarks
Gift Flag	String	1	Y/N for gift
Last 4 digits of CC	String	4	Credit card last 4 digits number

Column Name	Type	Length	Description
Onboard Currency Code	String	3	Currency code on the day of booking
Onboard Currency Exchange Rate	Numeric	13,2	This is the amount in the onboard currency on the day of booking
Payment Id	Numeric	32	Payment Id
Payment Type	String	2	Short code for credit card, check or money order, for example CC, CK, MO, etc.
Discount Amount	Numeric	13,2	Discount Amount
Order Id	Numeric		Order Id

Reply XML Structure

Column Name	Type	Length	Description
Guest Response List			
Guest Response			Header name 'guest_response'
Guest ID	Numeric	9	Unique ID for a guest
Response	String	4	OKAY, NTFD (Reservation Not Found) GNFD (Guest Not Found)

SWRlse

Availability Release (SWRlse)

Availability Release s is a message to SilverWhere to release the temporarily holds for multiple days.

The request XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Reservation ID	Numeric	9	Reservation ID.

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response	String	4	OKAY – Request succeeded NTFD – Reservation not found

SWRIseMultipleDays

Availability Release (SWRIseMultipleDays)

Availability Release Multiple Days is a message to SilverWhere to release the temporarily holds for multiple days.

The request XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Unique ID for ship
Reservations List			
Reservations			Tag repeating for each reservation
Reservation ID	Numeric	9	Reservation ID.

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Release Response List			
Release Response			Tag repeating for each reservation
Response	String	4	OKAY – Request succeeded NTFD – Reservation not found

SWSync

Product Synchronization (SWSync)

Product Synchronization is a message from SilverWhere to the external reservation system with basic product information for a ship and date range. Multiple ships and date ranges can be sent at one time.

The request XML is as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Mode	String	1	'F' for Full sync mode or 'D' for deltas
Ship Code	String	2	Required
Sail Date	Date	8	Optional parameter If passed in, SW response will only have product/item changes for the ship code and sail date only.
Sync starting from Date	Date	8	Optional parameter. If passed in, it means external Reservation System wants only deltas starting from this date to be sent back from SW
Sync Starting from Time	Numeric	4	Optional parameter. If passed in, it means EXTERNAL RESERVTION SYSTEM wants only deltas starting from this date and time to be sent back from SW. If time is passed in, date is mandatory also
Product Sync Type	String	10	Product Type
Single Date	Date		Availability date
Location Code	String	10	Code of location

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction

Column Name	Type	Length	Description
Response	String	4	OKAY, NTFD (not Found)
Request Detail			
Request Detail Item			
Product Level			Optional level, will be sent only if product new or on changes
Product Information			
Ship Code	String	2	Unique ID for a ship
Product Code	String	10	Product code for this response.
Product Name	String	80	Product Name
Product Description	String	1000	Description of Product
Product Duration	Numeric	2	Duration
Product Transition Lag Time	Numeric	3	Lag time
Product Transition Lead Time	Numeric	3	Lead time
Cancel Period Start Duration	Numeric	3	Cancel Duration
Adult Cancellation Fee	Numeric	9,2	Not in SilverWhere Return 0.00
Child Cancellation Fee	Numeric	9,2	Not in SilverWhere Return 0.00
Min Age	Numeric	2	Minimum Age the guest must meet to book this product
Location Type	String	1	If Product Type = A then Location Type = A else O
Location Code	String	10	Location code on the ship where the Product is being offered.
IsVipLocation	String	1	Flag that determines if this is a VIP location and restricted to VIP guests Values(Y= YES N=NO)

Column Name	Type	Length	Description
IsRestictedProduct	String	1	Flag that determines if the product event is restricted allowing only ONE reservation per product event. Values(Y= YES N=NO)
IsComplimentary	String	1	Flag that determines if the location is a complimentary location. Values(Y= YES N=NO)
MinBookingTime	String	4	Returns the first available time for this product
MaxBookingTime	String	4	Returns the Last available time for this product
Presale flag	String		Pre Cruise
Price Adult	Numeric	9,2	The price for this product on this date.
Price Child	Numeric	9,2	The price for this product on this date.
Vendor Type	String		Vendor Type
Item Level			Optional level. Sent for new times or on changes
Item Information			
Ship Code	String	2	Unique ID for a ship
Sail Date	Date	8	Sail Date for the product.
Product Code	String	10	Product code for this response.
Location Code	String	10	Location code on the ship where the Product is being offered.
Date List			
Date Information			Header name 'date_information'
Offering Date	Date	8	Date for this product.

Column Name	Type	Length	Description
Offering List			
Offering			Header name 'offering_information'
Time	Numeric	4	Time for this product on this date.
Status	String	1	Open, Closed, Re-opened

SWWaitlist

WAITLIST (SWWaitlist)

SWWaitlist is message from EXTERNAL RESERVATION SYSTEM to SilverWhere to know reservation and guest is in waitlist.

The XML is formatted as follows:

Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shore side instance
Location Code	String	10	The location for the request
Product Code	String	10	The product for the request
Date	Date	8	The date for the request
Number of Guests	Numeric	2	The number of guests for the reservation.
VIP Status	String	1	A code to indicate that this guest is allowed bookings in the VIP reserve.
Comments	String	50	Table preferences for dining reservation and time for which the waitlist is done
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID for a guest
Cabin	String	4	The cabin number for the guest
Last Name	String	20	The last name of the guest
First Name	String	20	The first name of the guest
Comments	String	255	

Reply XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Unique ID for Ship
Location Code	String		Location code on the ship where
Product Code	String		Product code for this response
Date	Date		
Response	String	4	OKAY, NTFD – Meal Period Not Found CLSD – Meal Period Closed
Reservation ID	Numeric	9	The SilverWhere generated Reservation ID. If the product is closed on the requested date, a zero will be returned.

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Notes

- Time format is always 24HH system '1800' = 6PM

- Date format is always YYYYMMDD . '20210110' = Jan 10th 2021

- Due to the two database system all call will require a ship code to identify the database to call

- Ship code is only required for the Shore side web service, ship side will have additional parameter in the startup XML to identify it as a SHIP database

- Database connection details will be moved out of the windows registry and into the startup XML file.