Oracle® Hospitality Cruise SilverWhere

SWReservation Web Services Technical Specification

ORACLE®

Oracle Hospitality Cruise SilverWhere SWReservation Web Services Technical Specification, Release 9.1

F70384-02

Contents

Preface

This document provides an explanation and description of each of the exposed functions in the Oracle Hospitality Cruise SilverWhere SWReservation Web Service.

Audience

This document is intended for:

- Third-party vendors who wish to integrate with SilverWhere.
- This document should be used as a technical reference for external parties to develop applications that require interfacing to SilverWhere.

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/cruise.html.

Revision History

Table 1   Revision History

Date	Description of Change
November 2022	Initial publication.

1
Definition

Product Identification

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

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

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

- **Product –** A letter 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

Inventory

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

Inventory is set at the Ship, Location, Product, Date, Time, and Table Top level. It can be set to the number of reservations (product to be configured as Book By Reservation) or the number of guests (product to be configured as Book By Guest) for a specific time and table type.

Only one inventory option will be returned. It may be an exact match or best fit. The maximum size of a reservation is limited by the total inventory available in the restaurant. The general and reserved inventory will be used for creating the dining reservations.

The general inventory can be used by anyone who can book the product. In contrast, the reserve inventory can only be secured by users with higher user permissions for that product. In addition, for Third-Party Systems, a VIP percentage will be applied to the general inventory at the product level to ensure that VIP guests have additional dining options not available to other guests.

2
Functionality

Web Service Calls

The SWReservation Web Service supports the following functions:

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

For a formal definition, please review the Service Description on the SWReservation start page https://localhost/SWReservation/SWReservation.asmx.

3
XML Structure

The following sections describe the Webservice functions with their required parameters and return values.

SWSync

Synchronization (SWSync)

This is a message from SWReservation with basic product information for a ship and the date range. Multiple ships and date ranges can be sent at the same time.

Table 3-1   Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Mode	String	1	'F' for Full synchronization mode 'D' for Detailed synchronization mode
Ship Code	String	2	Two character ship code. Mandatory field.
Sail Date	Date	8	Only details starting from this date will be included in the response message if passed in
Sync starting from Date	Date	8	Only details starting from this date will be included in the response message if passed in
Sync Starting from Time	Numeric	4	Optional parameter. If passed in, details starting from this date and time will be included in the response message. (date is mandatory)
Product Code	String	10	Code of the product. Required for detailed synchronization mode
Single Date	Date		Inventory date
Location Code	String	10	Code of the location

Table 3-2   Response XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Response	String	4	OKAY, NTFD (Not Found)
Request Detail			
Request Detail Item			
Product Level			Optional, will only be sent if the product is new or was modified
Product Information			
Ship Code	String	2	Unique ID for a ship
Product Code	String	10	Code of the product
Product Name	String	80	Name of the product
Product Description	String	1000	Description of the product
Product Duration	Numeric	2	Duration of the product
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	Code of the location.
IsVIPLocation	String	1	A flag that determines if this is a VIP location and restricted to VIP guests. Values are Y=YES or N=NO

Table 3-2   (Cont.) Response XML Structure

Column Name	Type	Length	Description
IsRestictedProduct	String	1	A flag that determines if the product event is restricted allowing only ONE reservation per product event. Values are Y= YES or N=NO
IsComplimentary	String	1	A flag that determines a complimentary location. Values are Y= YES or 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.
Offering List			

Table 3-2   (Cont.) Response XML Structure

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

SWBeat

Heartbeat (SWBeat)

This message is used to determine if the SWReservation web service is available, and, optionally if the database is up and running.

Table 3-3   Request XML Structure

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

Table 3-4   Response XML Structure

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

SWAvail

Reservation (SWAvail)

Inventory is a message to SilverWhere to check inventory 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 inventory is found for that time, SilverWhere will see if there is any inventory 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 inventory 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 canceled with a SWCancel message (it will not be automatically canceled after the number of minutes defined in the SWPARAM.xml file).

Table 3-5   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
Availability Type	String	1	A code requesting exact match or best: E – Exact: Exact match for the requested location/ product/ guests/ date/ timeB – Best: Exact match for the requested location/ product/ guests/ date and all inventory 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 (Y= YES N=NO).
Comments	String	50	Table preferences for dining reservation

Table 3-5   (Cont.) Request XML Structure

Column Name	Type	Length	Description
Reservation ID	Numeric	9	Sent from Third-Party 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

Table 3-6   Response XML Structure

Column Name	Type	Length	Description
Location Code	String	10	Location for this reservation
Product Code	String	10	Product for this reservation
Date	Date	8	The date for this reservation.

Table 3-6   (Cont.) Response XML Structure

Column Name	Type	Length	Description
Time	Numeric	4	The time for this reservation. This may NOT be what was requested alternate inventory was suggested.
Type	String	1	Type of Inventory
Reservation ID	Numeric	9	The SilverWhere generated Reservation ID. If no inventory, 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 Inventory

SWAvailMultipleDays

Reservation (SWAvailMultipleDays)

Inventory for multiple days is a message to check the inventory 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 inventory is found for that time, SilverWhere will see if there is any inventory 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 inventory 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 canceled with a SWCancel message (it will not be automatically canceled after the number of minutes defined in the SWPARAM.xml file).

Table 3-7   Request XML Structure

Column Name	Type	Length	Description
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 inventory 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 allowed to book in the VIP reserved inventory. Values are Y= YES or N=NO
Comments	String	50	Table preferences for dining reservation
Reservation ID	Numeric	9	Sent from Third-Party System if this transaction needs to release a previous hold.

Table 3-7   (Cont.) Request XML Structure

Column Name	Type	Length	Description
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

Table 3-8   Response 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's response
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

Table 3-8   (Cont.) Response XML Structure

Column Name	Type	Length	Description
Date	Date	8	The date for this reservation.
Time	Numeric	4	The time for this reservation. This may NOT be what was requested alternate inventory was suggested.
Reservation ID	Numeric	9	The SilverWhere generated
			Reservation ID. If no inventory, the value of the 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

SWBook

Inventory Book (SWBook)

This message is to complete the booking from the previous inventory request. "BOOK" will finalize the booking request.

Table 3-9   Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shoreside instance
Share Table	String	1	Share table. Y = Yes
Reservation ID	Numeric	9	Reservation ID.
Guest Information List			

Table 3-9   (Cont.) Request XML Structure

Column Name	Type	Length	Description
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	Email Address
Fax Number	String	25	Fax Number
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

Table 3-9   (Cont.) Request XML Structure

Column Name	Type	Length	Description
Payment Type	String	2	Short code for the credit card, check or money order, for example CC, CK, MO, etc.
Last 4 digits of CC	String	4	Credit card last four digits number
Check / MO Number	String	20	Check # or Money Order #

Table 3-10   Response 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

Inventory Book (SWBookMultipleDays)

Inventory Book Multiple Days is a message to complete the booking from the previous inventory 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.

Table 3-11   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.

Table 3-11   (Cont.) Request XML Structure

Column Name	Type	Length	Description
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
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 four digits
Payer Name	String	32	Name of the payer
Payment Id	Numeric	32	Unique ID for the payment

Table 3-11   (Cont.) Request XML Structure

Column Name	Type	Length	Description
Payment Type	String	2	Short code for the 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 #

Table 3-12   Response 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

SWCalendar

Calendar (SWCalendar)

The calendar function is a message 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. Canceled, Waitlisted or Deleted Reservations will not be exposed.

Table 3-13   Request XML Structure

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

Table 3-14   Response 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_informati on'
Reservation Id	Numeric		Unique ID of reservation
Ship Code	String	2	Required on shoreside 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

Table 3-14   (Cont.) Response XML Structure

Column Name	Type	Length	Description
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-canceled, 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
Last 4 digits of CC	String	4	Credit card last four 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 the credit card, check or money order, for example CC, CK, MO, etc.
Booking Creation Date	Date	8	Date of creation booking

Table 3-14   (Cont.) Response XML Structure

Column Name	Type	Length	Description
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 to cancel an existing booking or a waitlist.

Table 3-15   Request XML Structure

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

Table 3-16   Response 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 (SWdmtTableAlloation)

Table Allocation is message to know which seating code and how many number of table already allocated to which group.

Table 3-17   Request XML Structure

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

Table 3-17   (Cont.) Request XML Structure

Column Name	Type	Length	Description
Ship Code	String	2	Required on shoreside instance
Group ID	Numeric		Group ID
Cruise ID	String	20	Cruise ID

Table 3-18   Response 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

Inventory Extend (SWExtend)

Inventory Extend is a message to continue extending the temporarily hold for the requested space.

Table 3-19   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.

Table 3-20   Response 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 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 inventory restraints.

Table 3-21   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 shoreside 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

Table 3-22   Response 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),NAVL (No Inventory)

ORACLE

SWGuestDelete

Guest Delete (SWGuestDelete)

Guest Delete is a message requesting guest(s) to be removed from an existing or temporarily held reservation or a reservation currently on the waitlist.

Table 3-23   Request XML Structure

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

Table 3-24   Response 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 requesting an old reservation to take over the inventory 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.

Table 3-25   Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shoreside 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)
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 four digits

Table 3-25   (Cont.) Request XML Structure

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	Unique id for the payment
Payment Type	String	2	Short code for the 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

Table 3-26   Response 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'
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 to indicate the payment status for the dining reservation, after the payment got processed to the Third-Party System

Table 3-27   Request XML Structure

Column Name	Type	Length	Description
Request ID	Numeric	9	Unique ID for this transaction
Ship Code	String	2	Required on shoreside instance
Reservation ID	Numeric	9	Dining Reservation Id
Guest Information List			
Guest Information			Header name 'guest_information'
Guest ID	Numeric	9	Unique ID 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)
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 four digits 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
Payment Id	Numeric	32	Payment Id
Payment Type	String	2	Short code for the credit card, check or money order, for example, CC, CK, MO, etc.
Discount Amount	Numeric	13,2	Discount Amount
Order Id	Numeric		Order Id

Table 3-28   Response 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

Inventory Release (SWRlse)

This is a message to release the temporary dining reservations.

Table 3-29   Request XML Structure

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

Table 3-30   Response 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

SWRlseMultipleDays

Inventory Release (SWRlseMultipleDays)

This is a message to release the temporary dining reservations for multiple days.

Table 3-31   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.

Table 3-32   Response 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

SWWaitlist

Waitlist (SWWaitlist)

This message is to retrieve the dining reservations, including passenger details, currently placed on the waitlist.

Table 3-33   Request XML Structure

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

Table 3-33   (Cont.) Request XML Structure

Column Name	Type	Length	Description
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	

Table 3-34   Response 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 the Product is being offered.
Product Code	String		Product code for this response
Date	Date		
Response	String	4	OKAY, NTFD – Meal Period Not FoundCLSD – Meal Period Closed
Reservation ID	Numeric	9	The SilverWhere generated Reservation ID. A zero will be returned if the product is closed on the requested date.

4

Notes

- Time format is always 24HH system '1800' = 6 PM
- Date format is always YYYYMMDD; for example, '20220110' = Jan 10th, 2022
- Due to the two-database system, all calls will require a ship code to identify the database to call
- Ship code is only required for the shoreside web service; shipside will have additional parameters 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.

5

Sample XML Request

This following section describes the sample XML request for each available functions.

SWSync

```
<swsync>
  <request_id>111</request_id>
  <mode>F</mode>
  <ship_code>SHIPCODE</ship_code>
  <location_code>TEST</location_code>
  <sail_date>20210921</sail_date>
</swsync>
```

SWBeat

```
<swbeat>
  <request_id>111</request_id>
  <ship_code>shipcode</ship_code>
  <check_database>test</check_database>
</swbeat>
```

SWAvail

```
<swavail>
  <request_id>111</request_id>
  <ship_code>SHIPCODE</ship_code>
  <location_code>TEST</location_code>
  <product_code>DINNER</product_code>
  <availability_type>R</availability_type>
  <date>20210921</date>
  <time>1800</time>
  <number_of_guests>2</number_of_guests>
  <vip_status>N</vip_status>
  <comments>Comment</comments>
  <reservation_id>0</reservation_id>
  <FilterTimeFrom />
  <FilterTimeTo />
  <force_restiction>N</force_restiction>
  <guest_information_list>
    <guest_information>
      <last_name>test1</last_name>
      <first_name>test1</first_name>
      <cabin>1234</cabin>
      <guest_id>123456</guest_id>
      <group_id>0</group_id>
    </guest_information>
```

```
    <guest_information>
      <last_name>test2</last_name>
      <first_name>test2</first_name>
      <cabin>1234</cabin>
      <guest_id>123456</guest_id>
      <group_id>0</group_id>
    </guest_information>
  </guest_information_list>
</swavail>
```

SWAvailMultipleDays

```
<swavailmultipledays>
   <request_id>111</request_id>
  <daydetail_list>
    <daydetail>
      <ship_code>shipcode</ship_code>
      <location_code>test</location_code>
      <product_code>DINNER</product_code>
      <availability_type>B</availability_type>
      <date>20210922</date>
      <time>1800</time>
      <number_of_guests>2</number_of_guests>
      <vip_status>N</vip_status>
      <comments>Comment</comments>
      <reservation_id>0</reservation_id>
      <reservation_id>0</reservation_id>
      <guest_information_list>
        <guest_information>
          <ship_code>shicode1</ship_code>
          <location_code>TEST</location_code>
          <product_code>DINNER</product_code>
          <date>20210922</date>
          <time>1800</time>
          <last_name>test</last_name>
          <first_name>test</first_name>
          <cabin>1234</cabin>
          <guest_id>123456</guest_id>
          <group_id>0</group_id>
        </guest_information>
        <guest_information>
          <ship_code>Shipcode</ship_code>
          <location_code>test</location_code>
          <product_code>DINNER</product_code>
          <date>20210922</date>
          <time>1800</time>
          <last_name>test</last_name>
          <first_name>test2</first_name>
          <cabin>1234</cabin>
           <guest_id>123456</guest_id>
          <group_id>0</group_id>
        </guest_information>
      </guest_information_list>
    </daydetail>
```

```
        <daydetail>
          <ship_code>shipcode</ship_code>
          <location_code>test</location_code>
          <product_code>DINNER</product_code>
          <availability_type>B</availability_type>
          <date>20210923</date>
          <time>1800</time>
          <number_of_guests>2</number_of_guests>
          <vip_status>N</vip_status>
          <comments>Comment</comments>
          <reservation_id>0</reservation_id>
          <guest_information_list>
            <guest_information>
              <last_name>test</last_name>
              <first_name>test</first_name>
              <cabin>1234</cabin>
              <guest_id>123456</guest_id>
              <group_id>0</group_id>
            </guest_information>
            <guest_information>
              <last_name>test</last_name>
              <first_name>test2</first_name>
              <cabin>1234</cabin>
              <guest_id>123478</guest_id>
               <group_id>0</group_id>
            </guest_information>
          </guest_information_list>
        </daydetail>
      </daydetail_list>
</swavailmultipledays>
```

SWBook

```
<swbook>
  <request_id>111</request_id>
  <reservation_id>0</reservation_id>
  <ship_code>SHIPCODE</ship_code>
  <share_table>Y</share_table>
  <guest_information_list>
    <guest_information>
      <last_name>test1</last_name>
      <first_name>test1</first_name>
      <cabin>1234</cabin>
      <guest_id>123456</guest_id>
      <group_id>0</group_id>
      <owner_id>123456</owner_id>
      <amount_paid>25</amount_paid>
      <transaction_xref_number>123</transaction_xref_number>
      <control_sequence_nbr>12345</control_sequence_nbr>
      <payment_id>123456</payment_id>
      <payment_type>Cash</payment_type>
      <booking_amount>25</booking_amount>
      <last4digistofcc />
```

```
            <check_or_moneyorder_nbr />
            <email_address>email@email.Com</email_address>
            <fax_number>000-000-0000</fax_number>
            <remarks>Remarks</remarks>
            <order_Id>12345</order_Id>
            <payment_status>P</payment_status>
        </guest_information>
        <guest_information>
          <last_name>test2</last_name>
          <first_name>test2</first_name>
          <cabin>1234</cabin>
          <guest_id>123456</guest_id>
          <group_id>0</group_id>
          <owner_id>123456</owner_id>
           <amount_paid>00</amount_paid>
          <transaction_xref_number>123</transaction_xref_number>
          <control_sequence_nbr>12345</control_sequence_nbr>
          <payment_id>123456</payment_id>
          <payment_type>Cash</payment_type>
          <booking_amount>25</booking_amount>
          <last4digistofcc />
          <check_or_moneyorder_nbr />
          <email_address>email@email.Com</email_address>
          <fax_number>000-000-0000</fax_number>
          <remarks>Remarks</remarks>
          <order_Id>0000</order_Id>
          <payment_status>P</payment_status>
        </guest_information>
      </guest_information_list>
</swbook>
```

SWBookMultipleDays

```
<swbookmultipledays>
  <request_id>111</request_id>
  <ship_code>Shipcode</ship_code>
  <reservation_details_list>
    <reservation_details>
      <reservation_id>0</reservation_id>
      <share_table>Y</share_table>
      <guest_information_list>
        <guest_information>
          <reservation_id>0</reservation_id>
          <last_name>test</last_name>
          <first_name>test</first_name>
          <cabin>1234</cabin>
          <guest_id>123456</guest_id>
          <group_id>0</group_id>
          <owner_id>123456</owner_id>
          <amount_paid>25</amount_paid>
          <transaction_xref_number>123</transaction_xref_number>
          <control_sequence_nbr>12345</control_sequence_nbr>
          <payment_id>123456</payment_id>
          <payment_type>Cash</payment_type>
```

```
                 <booking_amount>25</booking_amount>
                 <last4digistofcc />
                 <check_or_moneyorder_nbr />
                 <email_address>email@email.Com</email_address>
                 <fax_number>000-000-0000</fax_number>
                 <remarks>Remarks</remarks>
                 <order_Id>12345</order_Id>
                 <payment_status>P</payment_status>
               </guest_information>
             </guest_information_list>
         </reservation_details>
         <reservation_details>
           <reservation_id />
           <share_table>Y</share_table>
           <guest_information_list>
             <guest_information>
               <reservation_id />
               <last_name>test</last_name>
               <first_name>test</first_name>
               <cabin>1234</cabin>
               <guest_id>123456</guest_id>
               <group_id>0</group_id>
               <owner_id>123478</owner_id>
               <amount_paid>25</amount_paid>
               <transaction_xref_number>123</transaction_xref_number>
               <control_sequence_nbr>12345</control_sequence_nbr>
               <payment_id>123456</payment_id>
               <payment_type>Cash</payment_type>
               <booking_amount>25</booking_amount>
               <last4digistofcc />
               <check_or_moneyorder_nbr />
               <email_address>email@email.Com</email_address>
               <fax_number>000-000-0000</fax_number>
               <remarks>Remarks</remarks>
               <order_Id>12345</order_Id>
               <payment_status>P</payment_status>
             </guest_information>
           </guest_information_list>
         </reservation_details>
       </reservation_details_list>
     </swbookmultipledays>
```

SWCalendar

```
<swcalendar>
  <request_id>111</request_id>
  <ship_code>SHIPCODE</ship_code>
  <guest_information_list>
    <guest_information>
      <list_Type>G</list_Type>
      <list_Id>123456</list_Id>
    </guest_information>
    <guest_information>
      <list_Type>R</list_Type>
```

```
        <list_Id>0</list_Id>
      </guest_information>
    </guest_information_list>
</swcalendar>
```

SWCancel

```
<swcancel>
  <request_id>111</request_id>
  <reservation_id>123456</reservation_id>
  <ship_code>shipcode</ship_code>
</swcancel>
```

SWdmtTableAllocation

```
<swdmgttableallocation>
  <request_id>111</request_id>
  <ship_code>shipcode</ship_code>
  <cruise_id>shipcodeID</cruise_id>
  <group_id>0</group_id>
</swdmgttableallocation>
```

SWExtend

```
<swextend>
  <request_id>111</request_id>
  <reservation_id>123456</reservation_id>
  <ship_code>shipcode</ship_code>
</swextend>
```

SWGuestAdd

```
<swguestadd>
  <request_id>111</request_id>
  <reservation_id>123456</reservation_id>
  <ship_code>shipcode</ship_code>
  <vip_status>N</vip_status>
  <guest_information_list>
    <guest_information>
      <guest_id>12345678</guest_id>
      <last_name>test</last_name>
      <first_name>test</first_name>
      <cabin>1234</cabin>
    </guest_information>
  </guest_information_list>
</swguestadd>
```

SWGuestDelete

```
<swguestdelete>
  <request_id>111</request_id>
  <reservation_id>1234567</reservation_id>
```

```
    <ship_code>shipcode</ship_code>
    <guest_information_list>
      <guest_information>
        <guest_id>123456</guest_id>
        <last_name>test</last_name>
        <first_name>test</first_name>
        <cabin>1234</cabin>
      </guest_information>
    </guest_information_list>
</swguestdelete>
```

SWModify

```
<swmodify>
  <request_id>111</request_id>
  <ship_code>shipcode</ship_code>
  <old_reservation_id>1234567</old_reservation_id>
  <new_reservation_id>123456789</new_reservation_id>
  <share_table>Y</share_table>
</swmodify>
```

SWPaymentStatus

```
<swpaymentstatus>
  <request_id>111</request_id>
  <reservation_id>1234567</reservation_id>
  <ship_code>shipcode</ship_code>
  <guest_information_list>
    <guest_information>
      <guest_id>123456</guest_id>
      <payment_status>P</payment_status>
      <payer_name>Travel</payer_name>
      <gift_flag>N</gift_flag>
      <booking_amount>25</booking_amount>
      <discount_amount>11</discount_amount>
      <onboard_currency_exchange_rate>1</onboard_currency_exchange_rate>
      <onboard_currency_code>USD</onboard_currency_code>
      <amount_paid>25</amount_paid>
      <transaction_xref_number>123</transaction_xref_number>
      <control_sequence_nbr>12345</control_sequence_nbr>
      <payment_id>123456</payment_id>
      <payment_type>Cash</payment_type>
      <last4digistofcc />
      <check_or_moneyorder_nbr />
      <email_address>email@email.Com</email_address>
      <fax_number>000-000-0000</fax_number>
      <remarks>Remarks</remarks>
      <order_Id>12345</order_Id>
      <owner_id>123456</owner_id>
    </guest_information>
    <guest_information>
      <guest_id>123456</guest_id>
      <payment_status>P</payment_status>
      <payer_name>Travel</payer_name>
```

```
            <gift_flag>N</gift_flag>
            <booking_amount>25</booking_amount>
            <onboard_currency_exchange_rate>1</
onboard_currency_exchange_rate>
            <onboard_currency_code>USD</onboard_currency_code>
            <amount_paid>25</amount_paid>
            <transaction_xref_number>124</transaction_xref_number>
             <control_sequence_nbr>12345</control_sequence_nbr>
            <payment_id>123456</payment_id>
            <payment_type>Check</payment_type>
            <last4digistofcc />
            <check_or_moneyorder_nbr>999</check_or_moneyorder_nbr>
            <order_Id>12345</order_Id>
            <owner_id>123456</owner_id>
            <email_address>email@email.Com</email_address>
            <fax_number>000-000-0000</fax_number>
            <remarks>Remarks</remarks>
        </guest_information>
    </guest_information_list>
</swpaymentstatus>
```

SWRlse

```
<swrlse>
  <request_id>111</request_id>
  <ship_code>ship_code</ship_code>
  <reservation_id>1234567</reservation_id>
</swrlse>
```

SWRlseMultipleDays

```
<swrlsemultipledays>
  <request_id>111</request_id>
  <ship_code>shipcode</ship_code>
  <reservation_details_list>
    <reservation_details>
      <reservation_id>1234567</reservation_id>
    </reservation_details>
  </reservation_details_list>
</swrlsemultipledays>
```

SWWaitlist

```
<swwaitlist>
  <request_id>111</request_id>
  <ship_code>shipcode</ship_code>
  <location_code>test</location_code>
  <product_code>DINNER</product_code>
  <date>20210922</date>
  <number_of_guests>2</number_of_guests>
  <vip_status>N</vip_status>
  <comments>Remarks</comments>
  <guest_information_list>
```

```
        <guest_information>
          <last_name>test</last_name>
          <first_name>test</first_name>
          <cabin>1234</cabin>
          <guest_id>123456</guest_id>
          <group_id>0</group_id>
        </guest_information>
        <guest_information>
          <last_name>test</last_name>
          <first_name>test2</first_name>
          <cabin>1234</cabin>
          <guest_id>123478</guest_id>
          <group_id>0</group_id>
        </guest_information>
      </guest_information_list>
    </swwaitlist>
```