

MHG Integration FAQs

	Multilingual Hotel Guide		MultiCodes	
	mandatory*	optional*	mandatory*	optional*
Hotel Name	x	x	x	x
GIATA ID	x	x	x	x
Third Party Codes		x		x
GIATA City/Destination/Country	x	x	x	x
GIATA Address (manually researched)				x
GIATA Geolocation (manually researched)				x
Chain and Group Affiliations				x
Official and/or Recommended Category		x		x
Airport Codes				x
Property Fact Sheet		x		
Description Location		x		
Description Facilities	x	x		
Description Rooms		x		
Description Sports & Entertainment		x		
Descriptions Meal Options		x		
Description Payment Option		x		
Images		x		
GIATA Video (additional third party content)		x		

*Each XML document may include nodes without any values.

PRE-INSTALLATION CHECKLIST

→ Which data will be provided?

Depending on the licensed product and modules, the available content is described in the corresponding [commercial agreement](#). In general, GIATA provides non-bookable property related content only.

[Register your email address](#) and receive weekly updates and statistics with our MultiCodes (MC) and Multilingual Hotel Guide (MHG) status newsletter.

→ Which data will not be provided?

GIATA does not provide any bookable information like rates or cancellation policies. Some hotel entries may show a fact sheet or a single image only without any further descriptive content. Only where available, items will be available with image or video content. Also, except the GIATA Codes (GIATA ID + city + country), neither of the property location details are mandatory. More comprehensive addresses or geo-codes are provided through the MultiCodes web service.

SCHEDULED FOR 2017: Translations of hotel names, cities, destinations and countries for all available languages in the GIATA Multilingual Hotel Guide**→ How is the data provided?**

The data is accessible through a standard XML web service that is provided as a REST application (REST = REpresentational State Transfer).

→ Where should the data be stored?

Unless otherwise specified, the licensed GIATA content has to be stored on a secured local server inaccessible by third parties. The GIATA REST service is not a live-API.

→ What is the size of the database?

The full database is extended permanently and should not be downloaded entirely. The client is asked to only retrieve data for the properties required. The relevant request types, f.e. to download all properties per country, are explained in the API specification.

→ What file types are supported?

The REST services return XML documents only.

→ Are there any XSD schemas available?

Available XSD schemas are described in the API specification.

→ How long does it take to complete the integration?

The integration takes 1-2 weeks. Depending on the licensed product and modules, the initial download will take a couple of days to be completed. The database is designed to allow bulk downloads but requests are limited to 1000 results per individual request. Please refer to the API specifications for available request types. If an initial matching of the client`s own portfolio or large volume updates are required at the start of the agreement, the associated data may only be available several weeks after signing an agreement with GIATA. The duration of the complete integration period cannot be determined without knowing the client`s available resources and content needs.

→ How often should the data be updated?

It is strongly recommended to request changed or updated data on a daily basis. GIATA processes thousands of updates overnight.

→ Does GIATA have a certification procedure?

GIATA will refer to an external IT partner for the certification process after signature of the contract. Individual integration support will be provided by the certifying service provider. The integration should not be made based on the testing environment given the limited available data and functionality provided.

INSTALLATION GUIDE**→ How should the data be retrieved?**

Various requests can be used to retrieve the required data. Please refer to the the latest API specifications for details.

Specifications and starting points to explore MHG
www.ghgml.giatamedia.com/webservice/specs/

→ The REST service contains certain nodes but does not return a value. How do I get the missing information?

The only mandatory property information is a unique GIATA ID, a hotel name, a city and a country. All other details are optional or may not be available for this property. Optional modules need to be covered by the client's license agreement. Please refer to your single point of contact at GIATA (account manager) for details.

POST-INSTALLATION SUPPORT**→ We need technical support. Who should we contact?**

Please refer to your account manager or to the relevant team for specific data integrity issues. General support will be provided by an external IT partner.

→ We are seeing duplicates. How should we proceed?

If in doubt, please refer any data integrity issues immediately to mappings@giata.com. Please always include the GIATA ID, corresponding supplier code, if applicable, and any ambiguous data. It is essential to provide the date the data was retrieved. GIATA will respond within 48 hours (during work days).

→ We are missing hotel information for some of our properties. How should we proceed?

Individual content may be researched manually. Please refer details of the relevant properties via email to your single point of contact at GIATA (account manager) for further advice.

→ We found an error in the data. How should we proceed?

If in doubt, please refer any data integrity issues immediately to descriptions@giata.com. Please always include the GIATA ID and any ambiguous data. It is essential to provide the date the data was retrieved. GIATA will respond within 48 hours (during work days).

→ We found a bug in the API. How should we proceed?

Please report any issues with the API or API specifications to your single point of contact at GIATA (account manager).

→ I cannot retrieve any data. How should I proceed?

Please report any access issues to your single point of contact at GIATA (account manager). Please clearly state the details of the account holder (licensee) if acting on behalf of a mutual client.