



# NextGuest CRM Web Services API (3rd Party Integration with CRM)

**Technical Documentation**

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### **NextGuest CRM Web Services API (3rd Party Integration with CRM)**

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## Revision History

Rev Date	Description	Author Initials
25NOV19	Updated NewsletterSubscription for cases with no lastname	IBEE
21JAN20	Updated MemberSetupGet Call in 5.9 release	IBEE
22APR20	Updated MemberSetupGet Call in 5.12 release (language removed and Loyalty Award names added)  Added new call MemberCRMLanguageSetUp	IBEE
12MAY20	GetAuthenticationToken call added	IBEE
20MAY20	Update to MemberProfileSearch to allow searching by Card Number	IBEE/ANAI
09JUN20	MemberLoyaltyAwardGet call added  MemberSetupGet updated with Long Description  MemberCRMLanguageSetup updated with Long Description	IBEE/ANAI
02AUG21	NewsletterSubscription, MemberProfileCreate, MemberProfileUpdate and MemberSetUpGet call updated to use How Did You Hear About Us Pickgroup and Pickgroup Items.	IBEE

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## NextGuest CRM Web Services API (3rd Party Integration with CRM)

NextGuest CRM provides a web services API which enables access to the NetHotel CRM data that is managed and maintained in the NetHotel database. The following technical description provides an explanation of the functionality available with the API and on how third-party applications can use it to integrate with the NetHotel database to access and/or exchange the required CRM data. For instance

- Accessing and updating profile information
- Register new guests
- Deduct loyalty points
- Deactivate guest cards
- etc.

Third-party applications can use the integration for all kinds of purposes, for instance:

- Building an online member guest portal for the hotel group (and building any related web pages (such as guest login, registration, change password, etc.)
- Linking reservation and/or loyalty services into the website of the hotel group.
- Any other service that requires access to the centrally available profile information of the hotel group.

## Web Services

All web service calls are stateless and each call requires its own authorization on application and member record level.

The technology is based on the .NET Framework 4.0.

## Generic Format

The entire input and output to and from the web service happens via XML documents. Samples of the structure of these XML documents will be shown in the description of the respective web services.

## Security / Encryption

---

**Caution:** The data within the XML requests / responses is NOT encrypted, not even passwords. It is assumed that the communication between the web page happens either over an internal VPN/intranet or over a SSL encrypted connection.

---

## Sample SOAP 1.2

The following is a sample SOAP 1.2 request and response. The shown placeholders need to be replaced with actual values.

```
POST /api/v4/api.asmx HTTP/1.1
Host: localhost
Content-Type: application/soap+xml; charset=utf-8
Content-Length: length
```

```
<?xml version="1.0" encoding="utf-8"?>
<soap12:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap12="http://www.w3.org/2003/05/soap-envelope">
  <soap12:Body>
    <MemberLogin xmlns="http://api.serenata-nethotel.com/">
      <RequestXML>xml</RequestXML>
    </MemberLogin>
  </soap12:Body>
</soap12:Envelope>
```

```
HTTP/1.1 200 OK
Content-Type: application/soap+xml; charset=utf-8
Content-Length: length
```

```
<?xml version="1.0" encoding="utf-8"?>
```



```
<soap12:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap12="http://www.w3.org/2003/05/soap-envelope">
  <soap12:Body>
    <MemberLoginResponse xmlns="http://api.serenata-nethotel.com/">
      <MemberLoginResult>xml</MemberLoginResult>
    </MemberLoginResponse>
  </soap12:Body>
</soap12:Envelope>
```



## General Webservice Calls

### Ping

#### Purpose:

Testing the general availability of the web access service, including database connection and User ID verification.

#### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=Ping>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)



#### Note:

OriginatingIP and OriginatingUserAgent are not supported in this call.

#### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
  </Request>
</CMAccess>
```

#### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
```



```
<UserPassword>demotest</UserPassword>  
</Request>  
<Response>  
  <ResultCode>200</ResultCode>  
  <ResultText>Success</ResultText>  
</Response>  
</CMAccess>
```

## GetAuthenticationToken

### Purpose:

Authentication method that allows data to be returned for certain web service calls using the generated token when the password of the profile in context is not available. if the token provided to other calls is invalid requestAuthenticationTokenInvalid (507) is returned.

### Call:

**https://certification.serenatalab.com/api/v4/api.asmx?  
op= GetAuthenticationToken**

### Sample RequestXML:

```
<?xml version="1.0"?>
-<CMAccess xmlns=" http://api.serenata-nethotel.com/cmaccess.xsd ">
- <Request>
    <UserID>userid</UserID>
    <UserPassword>userpassword=</UserPassword>
    <OriginatingIP/>
    <OriginatingUserAgent/>
    <AuthenticationToken/>
</Request>
```

### Sample ResponseXML:

```
</Request>
<?xml version="1.0"?>
-<CMAccess xmlns=" http://api.serenata-nethotel.com/cmaccess.xsd ">
- <Request>
    <UserID>userid</UserID>
    <UserPassword>UserPassword=</UserPassword>
    <OriginatingIP/>
    <OriginatingUserAgent/>
    <AuthenticationToken/>
</Request>
-<Response>
    <ResultCode>200</ResultCode>
```

```

    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
- <APIAuthToken>
    <AuthenticationToken>nK95CR7Tr9rPgmnd6wVj3T6gYQJyCL</Authenti
    cationToken>
    <ValidityDate>2020-05-11T09:53:31.2502296+02:00</ValidityDate>
  </APIAuthToken>
</CMAccess>

```

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)
AuthenticationToken	Request Type	

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in Setup	Description	Type/Length
AuthenticationToken	Authentication Token created for use in web service calls	Char(30)
Validity Date	Date and Time until which the token is valid	Char(33)

### Example MemberProfileGet Call;

```
<?xml version="1.0"?>
- <CMAccess
  xmlns=" http://api.serenata-nethotel.com/cmaccess.xsd ">
- <Request>
  <UserID>userid</UserID>
  <UserPassword>UserPassword=</UserPassword>
  <ProfileID>1234567</ProfileID>
  <ProfilePassword/>
  <ProfileAccessToken/>
  <OriginatingIP/>
  <OriginatingUserAgent/>
  <AuthenticationToken>nK95CR7Tr9rPgmnd6wVj3T6gYQJyCL</Authenti
cationToken>
</Request>
```



**Note:**

Calls that support the Authentication Token are;

MemberConfirmDoubleOptIn  
MemberChangePassword  
MemberTriggerEmail  
MemberActivityCreate  
MemberActivityGet  
MemberCampaignSignUp  
MemberLoyaltyPointAdjustment  
MemberSocialMediaConnectedProviders  
MemberLoyaltyVouchersGet  
MemberProfileGet  
MemberSocialMediaUnLink  
MemberLoyaltyTransactionGet  
MemberStayGet  
MemberLoyaltyVoucherCreate  
MemberSocialMediaLink  
MemberProfileUpdate

---

## MemberSetupGet

### Purpose:

Returns setup codes and their description to allow a mapping between the Web site and NetHotel. Setup codes are cached for 10 minutes.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberSetupGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
SetupGroup	Group for setup codes. If the field is empty, all setup codes are returned.	Char(15)
ParentGroup	Some setup groups provide an additional subset of data (e.g. only the states of a given country or the greeting codes of a specific language.) In these cases you require the code group.	Char(50)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

<b>Fields in Setup</b>	<b>Description</b>	<b>Type/Length</b>
SetupGroup	Group of setup codes / descriptions	Char(3)
CodeGroup	Subgrouping of codes (e.g country for a state, greetings for a language)	Char(3)
Code	Code for entry	Char(3)
Description	Description of the code as defined in NetHotel	Char(200)
LongDescription	Long Description of the code as defined in NetHotel	Char(200)

**Note:**

OriginatingIP and OriginatingUserAgent are not supported in this call.

**Valid SetupGroups:**

<b>Setup Code</b>	<b>Description</b>
COU	Country
STA	State
REG	Country Region
LAN	Language
NAT	Nationality
FEA	Room Features
FEAG	Room Feature Groups
CTY	Guest Cards
CLV	Guest Card Levels
INT	Guest Interests
INTG	Guest Interests Groups
SPE	Guest Specials
SPEG	Guest Specials Groups
SM	Guest Smoking Preferences
NWL	Guest Newsletter Preferences
NWLG	Guest Newsletter Preferences Group
+HDY	How Did You Hear About Us
VIP	VIP
_BLK	Blacklist

Setup Code	Description
SEX	Gender
GRE	Greeting Codes
_ATY	Activity Types
AWT	Award Types
HOT	Hotels
OOD	Opt Out Reasons
LTR	Loyalty Transaction Reasons
LYA	Loyalty Award Names
VOU	Loyalty Voucher Status
PAR	Partner Type
PET	Pet Type
_SMT	Social Media Type / Provider
_SPS	Social Profile Linking Status

#### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <SetupGroup>CTY</SetupGroup>
    <CodeGroup />
  </Request>
</CMAccess>
```

#### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <SetupGroup>CTY</SetupGroup>
    <CodeGroup />
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>6</ReturnedRows>
  </Response>
  <Setup>
    <SetupGroup>CTY</SetupGroup>
    <Code>AA </Code>
    <Description>American Airline</Description>
  </Setup>
  <Setup>
    <SetupGroup>CTY</SetupGroup>
```



```

    <Code>BA</Code>
    <Description>British Airways Executive Club</Description>
  </Setup>
  <Setup>
    <SetupGroup>CTY</SetupGroup>
    <Code>CM</Code>
    <Description>NetHotel Central Member</Description>
  </Setup>
  <Setup>
    <SetupGroup>CTY</SetupGroup>
    <Code>LH</Code>
    <Description>Lufthansa</Description>
  </Setup>
  <Setup>
    <SetupGroup>CTY</SetupGroup>
    <Code>RC</Code>
    <Description>Redicard</Description>
  </Setup>
  <Setup>
    <SetupGroup>CTY</SetupGroup>
    <Code>DEL</Code>
    <Description>Delta</Description>
  </Setup>
  <Setup>
    <SetupGroup>INT</SetupGroup>
    <Code>BEA</Code>
    <CodeGroup>WBS</CodeGroup>
    <Description>Beauty</Description>
  </Setup>
  <Setup>
    <SetupGroup>+HDY</SetupGroup>
    <Code>WEB</Code>
    <Description>Hotel Website</Description>
    <LongDescription/>
  </Setup>
  <Setup>
    <SetupGroup>+HDY</SetupGroup>
    <Code>SRC</Code>
    <Description>search engine</Description>
    <LongDescription/>
  </Setup>
  <Setup>
    <SetupGroup>+HDY</SetupGroup>
    <Code>HAA</Code>
    <Description>Hotel Booking Agency</Description>

```

```
<LongDescription/>
</Setup>
<Setup>
  <SetupGroup>LYA</SetupGroup>
  <Code>M08</Code>
  <CodeGroup>HR</CodeGroup>
  <Description>1.800 Serenata Demo-Points + EUR 29 additional
  payment</Description>
  <LongDescription>This Award for 1800 Points and also Guest to pay only
  €29</LongDescription>
</Setup>
</CMAccess>
```

## MemberCRMLanguageSetup

### Purpose:

Returns setup codes and their language descriptions to allow a Web site to display Set Up codes in local languages. Setup codes should only be cached for up to 5 minutes.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberCRMLanguageSetup>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
SetupGroup	Group for setup codes. If the field is empty, all setup codes are returned.	Char(15)
ParentGroup	Some setup groups provide an additional subset of data (e.g. only the states of a given country or the greeting codes of a specific language.) In these cases you require the code group.	Char(50)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in Setup	Description	Type/Length
SetupGroup	Group of setup codes / descriptions	Char(3)
CodeGroup	Subgrouping of codes (e.g country for a state, greetings for a language)	Char(3)
Code	Code for entry	Char(3)

Fields in Setup	Description	Type/Length
Description	Description of the code as defined in NetHotel for language specified	Char(200)
LongDescription	Long Description of the code as defined in NetHotel	Char(200)
Language	ISO Language Code	Char(2)
Default	Indicates which is the default CRM language	Char(1)



**Note:**

OriginatingIP and OriginatingUserAgent are not supported in this call.

Localisation affects only some pickgroups which have language specific values

**Valid SetupGroups:**

Setup Code	Description
COU	Country
STA	State
REG	Country Region
LAN	Language
NAT	Nationality
FEA	Room Features
FEAG	Room Feature Groups
CTY	Guest Cards
CLV	Guest Card Levels
INT	Guest Interests
INTG	Guest Interests Groups
SPE	Guest Specials
SPEG	Guest Specials Groups
SM	Guest Smoking Preferences
NWL	Guest Newsletter Preferences
NWLG	Guest Newsletter Preferences Group
VIP	VIP
_BLK	Blacklist
SEX	Gender

Setup Code	Description
GRE	Greeting Codes
_ATY	Activity Types
AWT	Award Types
HOT	Hotels
OOR	Opt Out Reasons
LTR	Loyalty Transaction Reasons
LYA	Loyalty Award Names
VOU	Loyalty Voucher Status
PAR	Partner Type
PET	Pet Type
_SMT	Social Media Type / Provider
_SPS	Social Profile Linking Status

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <SetupGroup>LYA</SetupGroup>
    <CodeGroup />
  </Request>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>4</ReturnedRows>
  </Response>
  <CRMSetup>
    <SetupGroup>LYA</SetupGroup>
    <Code>L60</Code>
    <CodeGroup>SP</CodeGroup>
    <Description>UHR Test</Description>
    <Language>EN</Language>
    <Default>1</Default>
  </CRMSetup>
  <CRMSetup>
    <SetupGroup>LYA</SetupGroup>
    <Code>L60</Code>
    <CodeGroup>SP</CodeGroup>
```

```

    <Description>Uhr TEST</Description>
    <Language>DE</Language>
    <Default>0</Default>
  </CRMSetup>
  <CRMSetup>
    <SetupGroup>LYA</SetupGroup>
    <Code>L57</Code>
    <CodeGroup>SP</CodeGroup>
    <Description>Bathrobe „The royal luxury“ - size: L</Description>
    <Language>EN</Language>
    <Default>1</Default>
  </CRMSetup>
  <CRMSetup>
    <SetupGroup>LYA</SetupGroup>
    <Code>M20</Code>
    <CodeGroup>HR</CodeGroup>
    <Description>2000 bodova Serenata Demo</Description>
    <LongDescription>2000 bodova zaradenih od strane gosta može
se iskoristiti ovom Nagradom za vjernost</LongDescription>
    <Language>HR</Language>
    <Default>0</Default>
  </CRMSetup>
</CMAccess>

```

## Guest Portal Integration

All Webservice calls of this section are intended to be used for integration with a 3<sup>rd</sup> party guest member portal or guest newsletter portal. It may also be used for other guest-facing applications using member functionality such as mobile apps or Internet Booking Engines (IBEs).

These webservice calls are in particular not suitable for a Central Reservation System (CRSs), Property Management System (PMS) or similar backend applications as they do require authentication by the guest.

## Common Use Cases

### Use Case 1: Sign-up of a new member

#### 1a) New member sign-up without history data

The guest opens up the member portal sign-up page from the website without any additional information. The guest is currently not in Serenata NetHotel. The Sign-up will happen via *MemberProfileCreate*. During the sign-up process the member portal needs to check via *MemberCheckLoginID* if the requested loginid is still available and not yet in use.

#### 1b) New member sign-up with history data

The guest opens up the member portal sign-up page from the website without any additional information. The guest is already in NextGuest CRM but not yet a member. The Sign-up will happen via *MemberCheckLoginID* which will automatically take care about upgrading the existing profile and updating it with the provided latest information. During the sign-up process the member portal needs to check via *MemberCheckLoginID* if the requested loginid is still available and not yet in use.

#### 1c) Existing member trying to re-sign-up

The guest opens up the member portal sign-up page from the website without any additional information. The guest is already a member in NextGuest CRM (based on firstname, lastname, email address, loginid). The *MemberCheckLoginID* will return an error message indicating the member already exists. The member portal should offer the guest to either provide different sign-up information or sign-in.

#### **1d) New member sign-up via encrypted email link with history data**

The guest opens up the member portal sign-up link from an email he received from NextGuest CRM (e.g. Pre-Arrival promotion to sign-up). In this case the member portal may be able to authenticate the guest using the accesstoken from the email link via *MemberLogin*. The authenticated guest profile needs then to be updated via *MemberProfileUpdate* with the new membertype and other fields – depending on the functionality of the member portal (like accepted terms and conditions, opt-in information). During the sign-up process the member portal needs to check via *MemberCheckLoginID* if the requested loginid is still available and not yet in use. In addition the portal may need to enforce the guest to set a password (indicated in the *force\_password\_change* field).

### **Use Case 2: Login of a member**

#### **2a) Login with member number and password**

The guest opens up the member portal login page from the website without any additional information. The guest is a registered member in NextGuest CRM. The guest does supply his member number and password. The Login will happen via *MemberLogin*.

#### **2b) Login with loginid and password**

The guest opens up the member portal login page from the website without any additional information. The guest is a registered member in NextGuest CRM. The guest does supply his loginid and password. The Login will happen via *MemberLogin*.

#### **2c) Login via encrypted email link**

The guest opens up the member portal login link from an email he received from NextGuest CRM (e.g. Newsletter Campaign Email). In this case the member portal may be able to authenticate the guest using the accesstoken from the email link via *MemberLogin*.

### **Use Case 3: Update information of a member**

The logged in member may change his profile details and preferences which are saved via *MemberProfileUpdate*. It is important to use the codes from the *GetAuthenticationToken*

#### **Purpose:**

Authentication method that allows data to be returned for certain web service calls using the generated token when the password of the profile in context is not available. if the token provided to other calls is invalid *requestAuthenticationTokenInvalid* (507) is returned.

#### **Call:**

**[https://certification.serenatalab.com/api/v4/api.asmx?  
op= GetAuthenticationToken](https://certification.serenatalab.com/api/v4/api.asmx?op=GetAuthenticationToken)**



**Sample RequestXML:**

```
<?xml version="1.0"?>
-<CMAccess xmlns=" http://api.serenata-nethotel.com/cmaccess.xsd ">
- <Request>
    <UserID>userid</UserID>
    <UserPassword>userpassword=</UserPassword>
    <OriginatingIP/>
    <OriginatingUserAgent/>
    <AuthenticationToken/>
</Request>
```

**Sample ResponseXML:**

```
</Request>
<?xml version="1.0"?>
-<CMAccess xmlns=" http://api.serenata-nethotel.com/cmaccess.xsd ">
- <Request>
    <UserID>userid</UserID>
    <UserPassword>UserPassword=</UserPassword>
    <OriginatingIP/>
    <OriginatingUserAgent/>
    <AuthenticationToken/>
</Request>
-<Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
</Response>
- <APIAuthToken>
    <AuthenticationToken>nK95CR7Tr9rPgmnd6wVj3T6gYQJyCL</Authenti
cationToken>
    <ValidityDate>2020-05-11T09:53:31.2502296+02:00</ValidityDate>
</APIAuthToken>
</CMAccess>
```

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)
AuthenticationToken	Request Type	

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 137 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in Setup	Description	Type/Length
AuthenticationToken	Authentication Token created for use in web service calls	Char(30)
Validity Date	Date and Time until which the token is valid	Char(33)

### Example MemberProfileGet Call;

```
<?xml version="1.0"?>
- <CMAccess
  xmlns=" http://api.serenata-nethotel.com/cmaccess.xsd ">
- <Request>
  <UserID>userid</UserID>
  <UserPassword>UserPassword=</UserPassword>
  <ProfileID>1234567</ProfileID>
  <ProfilePassword/>
  <ProfileAccessToken/>
```

```
<OriginatingIP/>
<OriginatingUserAgent/>
<AuthenticationToken>nK95CR7Tr9rPgmnd6wVj3T6gYQJyCL</Authenti
cationToken>
</Request>
```



**Note:**

Calls that support the Authentication Token are;

MemberConfirmDoubleOptIn  
MemberChangePassword  
MemberTriggerEmail  
MemberActivityCreate  
MemberActivityGet  
MemberCampaignSignUp  
MemberLoyaltyPointAdjustment  
MemberSocialMediaConnectedProviders  
MemberLoyaltyVouchersGet  
MemberProfileGet  
MemberSocialMediaUnLink  
MemberLoyaltyTransactionGet  
MemberStayGet  
MemberLoyaltyVoucherCreate  
MemberSocialMediaLink  
MemberProfileUpdate

---

MemberSetupGet in order for these updates to be reflected correctly.

The member portal needs to check via *MemberCheckLoginID* if the guest tries to change his loginid, if the requested loginid is still available and not yet in use.

## MemberLogin

### Purpose:

Validates the user login credentials with the NetHotel CRM database and returns the basic profile information. The following options are supported:

- a) MemberID (Member number) and password
- b) LoginID (username chosen by the guest upon registration) and password
- c) Profileaccesstoken / full URL with Profileaccesstoken (e.g. from an email)

The returned ProfileID must be used in all other requests!

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberLogin>

Fields in Request	Description	Type/Length
UserID	NetHotel API user– provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
MemberID	Member number (often Loyalty card number). If it is defined in the request, the LoginID is not used.	Char(20)
LoginID	username chosen by the guest upon registration	Char(100)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Full URL or encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)

Fields in Response	Description	Type/Length
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in GuestProfile	Description	Type/Length
ProfileID	Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls – <i>(read-only field)</i>	Char(15)
FirstName	First name	Char(30)
LastName	Last name	Char(30)
Address1	First address line	Char(80)
Address2	Second address line	Char(80)
ZIP	ZIP code	Char(20)
City	City	Char(60)
StateCode	Code of the state – verify with state code setup data	Char(3)
CountryCode	Code of the country (ISO) – verify with country code setup data	Char(3)
DateOfBirth	Birthday – length 8 – format YYYYMMDD	Char(8)
Email	Email address	Char(100)
Fax	Fax number	Char(20)
Phone	Phone number	Char(20)
Mobile	Mobile phone number	Char(20)
LoginID	username chosen by the guest upon registration	Char(50)
ProfileAccessToken	encrypted token to access profile from emails containing member authentication and expiry.	
Force_password_change	Determines if the Guest is forced to change the password by the Portal: 1=True; 0=False <i>(read-only field)</i>	Integer
TCAccepted	Terms and Conditions acceptance – valid values: 0=False, 1=True (0=Default; 1 will set TCAcceptedDate)	Integer
TCAcceptedDate	Acceptance small datetime (UTC-0) of Terms and Conditions, e.g. 2016-08-25T14:25:00- <i>(read-only field)</i>	Char(19)

Fields in GuestProfile	Description	Type/Length
DoNotMail	Do not mail flag – valid values 0=False,1=True (0=Default)	Integer Default 0
DoNotEMail	Do not email flag – valid values 0=False,1=True (0=Default)	Integer Default 0
DoNotCall	Do not call flag – valid values 0=False,1=True (0=Default)	Integer Default 0
Remarks	Remarks	Char(255)
MemberType	Type of membership (loyalty card owner, etc.)	Char(3)
MemberID	Membership number	Char(20)
Language	ISO Language code – verify with setup data	Char(3)
GreetingID	Greeting ID in combination with the respective language produces the proper salutation in the language (e.g. Mr., Mrs.) – verify with setup data	Integer
Company	Company name	Char(30)
JoinedDate	Membership start date – format YYYYMMDD, -( <i>read-only field</i> )	Char(8)
Created_source	Capture source of enrollment (currently only WEB is supported, <u>_!</u> is default)	Char(3)
VIP	VIP code – verify with setup data	Char(3)
ProfileCompletionScore	Percentage value of profile completion score – ( <i>read-only field</i> )	Integer
PointsBalance	Actual loyalty points – ( <i>read-only field</i> )	Integer
LoyaltyPointsEarnedYTD	Loyalty points earned in the current calendar year – ( <i>read-only field</i> )	Integer
LoyaltyStaysYTD	Number of stays in the current calendar year which are eligible for loyalty calculation – ( <i>read-only field</i> )	Integer
LoyaltyNightsYTD	Number of nights for stays in the current calendar year which are eligible for loyalty points – ( <i>read-only field</i> )	Integer
LoyaltyVisitedHotelsYTD	Number of hotels visited with stays in the current calendar year which are eligible for loyalty points – ( <i>read-only field</i> )	Integer

**Note:** Fields without values will not be included in the response XML.

**Sample RequestXML:****Either with ProfileAccessToken**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfilePassword />
    <LoginID />
    <MemberID />
    <ProfileEMail />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjB
    lpaP8Ep5q%2b8ailzRZi5ApurrbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmK
    ZeWEI%2bxNywo9h8IQiZ9ZU93K%2fl7yV6GiTJgmWfMKXWFVXIcszOeXQb
    3ld9XoxMnuuDMjA</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>

```

**OR LoginID + ProfilePassword OR MemberID + ProfilePassword**

```

<?xml version="1.0" standalone="yes"?>
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfilePassword>PASSWORD</ProfilePassword>
    <LoginID>JohnDoe</LoginID>
    <MemberID />
    <ProfileEMail />
    <ProfileAccessToken />
  </Request>
</CMAccess>

```

**Sample ResponseXML**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfilePassword />
    <LoginID />
    <MemberID />
    <ProfileEMail />

```

```
<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjB
lpaP8Ep5q%2b8ailzRZi5ApurrbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmK
ZeWEI%2bxNywo9h8IQiZ9ZU93K%2fI7yV6GiTJgmWfMKXWfVXIcszOeXQb
3ld9XoxMnuuDMjA</ProfileAccessToken>
```

```
</Request>
```

```
<Response>
```

```
<ResultCode>200</ResultCode>
```

```
<ResultText>Success</ResultText>
```

```
<ReturnedRows>1</ReturnedRows>
```

```
</Response>
```

```
<GuestProfile>
```

```
<ProfileID>NHG2689412</ProfileID>
```

```
<Lastname>Doe</Lastname>
```

```
<Firstname>John</Firstname>
```

```
<Address1 />
```

```
<Address2 />
```

```
<ZIP />
```

```
<City />
```

```
<StateCode />
```

```
<CountryCode>DE</CountryCode>
```

```
<DateOfBirth />
```

```
<Email>Support@serenata.com</Email>
```

```
<Fax />
```

```
<Phone />
```

```
<Mobile>+49 111111111</Mobile>
```

```
<LoginID>JohnDoe</LoginID>
```

```
<Force_password_change>1</Force_password_change>
```

```
<DoNotMail>0</DoNotMail>
```

```
<DoNotMCall>0</DoNotMCall>
```

```
<DoNotEMail>0</DoNotEMail>
```

```
<MemberType>CM</MemberType>
```

```
<Memberno>12810136</Memberno>
```

```
<Language>EN</Language>
```

```
<Sex>M</Sex>
```

```
<JoinedDate />
```

```
<PointsBalance>0</PointsBalance>
```

```
<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjB
lpaP8Ep5q%2b8ailzRZi5ApurrbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmK
ZeWEI%2bxNywo9h8IQiZ9ZU93K%2fI7yV6GiTJgmWfMKXWfVXIcszOeXQb
3ld9WmpJw0UrvkC</ProfileAccessToken>
```

```
</GuestProfile>
```

```
</CMAccess>
```



## MemberCheckLoginID

### Purpose:

Returns 200 (OK) if the loginid can be used to create a new member profile. In case the loginid is already in use for another profile, error code 518 (ProfileLoginIDAlreadyExists) will be returned. This check needs to be performed before any *MemberProfileCreate* or *MemberProfileUpdate* with loginid (also if email address is used as loginid).

### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op= MemberCheckLoginID](https://certification.serenatalab.com/api/v4/api.asmx?op=MemberCheckLoginID)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
LoginID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(100)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
  </Request>
</CMAccess>
```

```
<OriginatingIP>212.111.132.124</OriginatingIP>  
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)  
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>  
<LoginID>JohnDoe</LoginID>  
</Request>  
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">  
<Request>  
  <UserID>API</UserID>  
  <UserPassword>SECRET</UserPassword>  
  <OriginatingIP>212.111.132.124</OriginatingIP>  
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)  
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>  
  <LoginID>JohnDoe</LoginID>  
</Request>  
<Response>  
  <ResultCode>200</ResultCode>  
  <ResultText>Success</ResultText>  
</Response>  
</CMAccess>
```

## MemberProfileCreate

### Purpose:

Creates a new profile with the given data in the request XML, if the profile does not already exist.

For all integrations where a login is allowed via a MemberPortal or similar this call requires the MemberCheckLoginID call executed upfront to validate that new LoginID does not already exist.

If the API can identify an already existing profile with the data given in the request XML, the API will only allow for an update of the profile if the incoming membertype is higher in the hierarchy as the already existing membertype and not yet a membertype which allows for login determined by the sequence of the setup membetypes in WebAdmin.

The call can handle a membertype upgrade from PRO / CM to LM/LOY but not from LM to LOY. To upgrade a Member from LM to LOY the MemberProfileUpdate call needs to be executed after the user authenticated with valid credentials.

### Example:

Membertype	AllowForLogin	IsLoyalty	Sequence
LOY	1	1	40
LM	1	0	30
CM	0	0	20
PRO	0	0	10

If a profile with the same membertype, last name, first name, and email address already exists in the database, the profile is not created and an error code 517 "ProfileAlreadyExists" will be returned.

If some (non-critical) fields contain invalid data, the data is set to the default values or truncated. The success code 210 (Success with Warnings) will be used in this case.

### If the double opt-in procedure is not required:

After a successful profile creation, the complete profile information is returned (including default values, auto-generated database fields such as ProfileID, Loyalty card number).

### If the double opt-in procedure is required:

After a successful profile creation, a 200 success will be returned in the response without profile information. In this scenario the SendEmail field needs always to be set to true. NextGuest CRM will send out the double-optin email.

The email will include a link with profileaccesstoken to a dedicated page. On this page, the provided accesstoken needs to be passed via the MemberConfirmDoubleOptIn call in order to confirm the profile. Upon success the profile is opted in and the complete profile record is returned.



## **Common**

The plaintext password is always added to the emailfields and available in the email template upon profile creation. The password is never returned via the API! After that the plaintext password can no longer be extracted from the database as it is stored with a one-way encryption.

The password can only be changed with either the profileaccesstoken or the generated password.

**Call:**

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberProfileCreate>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in GuestProfile	Description	Type/Length
ProfileID	Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls – <i>(read-only field)</i>	Char(15)
FirstName	First name <i>(mandatory field)</i>	Char(30)
LastName	Last name <i>(mandatory field)</i>	Char(30)
Address1	First address line	Char(80)
Address2	Second address line	Char(80)
ZIP	ZIP code	Char(20)
City	City	Char(60)
StateCode	Code of the state – verify with state code setup data	Char(3)
CountryCode	Code of the country (ISO) – verify with country code setup data	Char(3)
DateOfBirth	Birthdate – length 8 – format YYYYMMDD	Char(8)
Email	Email address <i>(mandatory field)</i>	Char(100)
Fax	Fax number	Char(20)
Phone	Phone number	Char(20)
Mobile	Mobile phone number	Char(20)
PhoneBusiness	Business Phone number	Char(20)
LoginID	username chosen by the guest upon registration	Char(100)
Password	Password <i>(write-only field, min 2 characters)</i>	Char(50)

<b>Fields in GuestProfile</b>	<b>Description</b>	<b>Type/Length</b>
ProfileAccessToken	encrypted token to access profile from emails containing member authentication and expiry (read-only field)	
TCAccepted	Terms and Conditions acceptance – valid values: 0=False, 1=True (0=Default; 1 will set TCAcceptedDate)	Integer
DoNotMail	Do not mail flag – valid values 0=False, 1=True (0=Default)	Integer
DoNotEMail	Do not email flag – valid values 0=False, 1=True (0=Default)	Integer
DoNotCall	Do not call flag – valid values 0=False, 1=True (0=Default)	Integer
Remarks	Remarks	Char(255)
MemberType	Type of membership (loyalty card owner, etc)	Char(3)
MemberID	Membership number <i>-(read-only field)</i>	Char(20)
Language	ISO Language code – verify with setup data	Char(3)
GreetingID	Greeting ID in combination with the respective language will result in the proper salutation in the guest language (e.g. Mr., Mrs.) – verify with setup data	Integer
Company	Company name	Char(30)
VIP	VIP code – verify with setup data	Char(3)

<b>Fields in EmailRequest</b>	<b>Description</b>	<b>Type/Length</b>
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False, 1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in GuestPreferences	Description	Type/Length
PreferenceType	Guest preference group (e.g. FEA room features, SPE guest special requests) – <i>uppercase</i>	Char(3)
PreferenceCode	Preference code Verify with setup data	Char(3)
PreferenceInactive	Possible values: 0 (active) 1 (inactive) If the parameter is not present the update will happen in full-overlay mode.	Integer

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <GuestProfile>
    <FirstName>John</FirstName>
    <LastName>Doe</LastName>
    <EMail>Support@serenata.com</EMail>
    <Mobile>+49 111111111</Mobile>
    <LoginID>JohnDoe</LoginID>
    <Password>PASSWORD</Password>
    <Sex>M</Sex>
  </GuestProfile>
  <EmailRequest>
    <SendEmail>1</SendEmail>
  </EmailRequest>
</CMAccess>
```

```

<EmailFields>
  <fieldname1>fieldvalue1</fieldname1>
  <fieldname2>fieldvalue2</fieldname2>
</EmailFields>
</EmailRequest>
</CMAccess>

```

### Sample ResponseXML:

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
  <GuestProfile>
    <ProfileID>NHG2689412</ProfileID>
    <Lastname>Doe</Lastname>
    <Firstname>John</Firstname>
    <Address1 />
    <Address2 />
    <ZIP />
    <City />
    <StateCode />
    <CountryCode>DE</CountryCode>
    <DateOfBirth />
    <Email>Support@serenata.com</Email>
    <Fax />
    <Phone />
    <Mobile>+49 111111111</Mobile>
    <PhoneBusiness />
    <LoginID>JohnDoe</LoginID>
    <DoNotMail>0</DoNotMail>
    <DoNotMCall>0</DoNotMCall>
    <DoNotEMail>0</DoNotEMail>
    <MemberType>CM</MemberType>
    <Memberno>12810136</Memberno>
    <Language>EN</Language>
    <Sex>M</Sex>

```



```
<JoinedDate />
<PointsBalance>0</PointsBalance>
  <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFI
MjBlpaP8Ep5q%2b8ailzRZi5ApurrbiCTXaUso6mx0yzoZ653tLDI99R1cLtxaNF
gY%2fjNvZbyhdO5mSNbR%2fMx1I45ykkiQF8ppLDb6sgS%2b4mDFcKlnriaD
4ZoDOc%2fj</ProfileAccessToken>
  </GuestProfile>
</CMAccess>
```

## MemberConfirmDoubleOptIn

### Purpose:

Based on legal requirements, double-opt-in mechanism may be required. Upon creation of a new profile the double-opt-in email will be triggered via the API. The email will include a link with profileaccesstoken to a dedicated page. On this page, the provided accesstoken needs to be passed via the MemberConfirmDoubleOptIn call in order to confirm the profile. Upon success the profile is opted in and the complete profile record is returned.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberConfirmDoubleOptIn>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileAccessToken	Full URL or encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer

Fields in Response	Description	Type/Length
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
  </Response>
</CMAccess>
```

```

    <ReturnedRows>2</ReturnedRows>
</Response>
<GuestProfile>
  <ProfileID>NHG2689412</ProfileID>
  <Lastname>Doe</Lastname>
  <Firstname>John</Firstname>
  <Address1 />
  <Address2 />
  <ZIP />
  <City />
  <StateCode />
  <CountryCode>DE</CountryCode>
  <DateOfBirth />
  <Email>Support@serenata.com</Email>
  <Fax />
  <Phone />
  <Mobile>+49 111111111</Mobile>
  <PhoneBusiness />
  <LoginID>JohnDoe</LoginID>
  <DoNotMail>0</DoNotMail>
  <DoNotMCall>0</DoNotMCall>
  <DoNotEMail>0</DoNotEMail>
  <MemberType>CM</MemberType>
  <Memberno>12810136</Memberno>
  <Language>EN</Language>
  <Sex>M</Sex>
  <JoinedDate />
  <PointsBalance>0</PointsBalance>

<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbiCTXaUso6mx0yzoZ653tLDI99R1cLtxaNFgY%
2fjNvZbyhdO5mSNbR%2fMx1145ykkiQF8ppLDb6sgS%2b4mDFcKlnlrnv5gl7H
HI0m</ProfileAccessToken>
</GuestProfile>
<GuestCard>
  <CardType>CM</CardType>
  <CardLevel>NOL</CardLevel>
  <CardNr>12810136</CardNr>
  <CardExpiry />
  <CardHolder>Johnr Doe</CardHolder>
  <CardInactive>0</CardInactive>
</GuestCard>
</CMAccess>

```

## MemberProfileGet

### Purpose:

Returns the complete profile information (including guest cards) for a specific ProfileID .

To control access to the profile, the password for the profile must be provided in the request!

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberProfileGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during <i>MemberLogin</i> (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

  

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

In addition, the entire guest profile record is returned.

Fields in GuestProfile	Description	Type/Length
ProfileID	Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls – <i>(read-only field)</i>	Char(15)
FirstName	First name	Char(30)
LastName	Last name	Char(30)
Address1	First address line	Char(80)
Address2	Second address line	Char(80)
ZIP	ZIP code	Char(20)
City	City	Char(60)
StateCode	Code of the state – verify with state code setup data	Char(3)
CountryCode	Code of the country (ISO) – verify with country code setup data	Char(3)
DateOfBirth	Birthday – length 8 – format YYYYMMDD	Char(8)
Email	Email address	Char(100)
Fax	Fax number	Char(20)
Phone	Phone number	Char(20)
Mobile	Mobile phone number	Char(20)
PhoneBusiness	Business Phone number	Char(20)
LoginID	username chosen by the guest upon registration	Char(100)
ProfileAccessToken	encrypted token to access profile from emails containing member authentication and expiry. <i>-(read-only field)</i>	
Force_password_change	Determines if the Guest is forced to change the password by the Portal: 1=True; 0=False <i>(read-only field)</i>	Integer
TCAccepted	Terms and Conditions acceptance – valid values: 0=False,1=True (0=Default; 1 will set TCAcceptedDate)	Integer
TCAcceptedDate	Acceptance small datetime (UTC-0) of Terms and Conditions, e.g. 2016-08-25T14:25:00- <i>(read-only field)</i>	Char(19)
DoNotMail	Do not mail flag – valid values 0=False,1=True (0=Default)	Integer Default 0

<b>Fields in GuestProfile</b>	<b>Description</b>	<b>Type/Length</b>
DoNotEMail	Do not email flag – valid values 0=False,1=True (0=Default)	Integer Default 0
DoNotCall	Do not call flag – valid values 0=False,1=True (0=Default)	Integer Default 0
Remarks	Remarks	Char(255)
MemberType	Type of membership (loyalty card owner, etc.)	Char(3)
MemberID	Membership number	Char(20)
Language	ISO Language code – verify with setup data	Char(3)
GreetingID	Greeting ID in combination with the respective language produces the proper salutation in the language (e.g. Mr., Mrs.) – verify with setup data	Integer
Company	Company name	Char(30)
JoinedDate	Membership start date – format YYYYMMDD, <i>-(read-only field)</i>	Char(8)
Created_source	Capture source of enrollment (currently only WEB is supported, <u>_!</u> is default)	Char(3)
VIP	VIP code – verify with setup data	Char(3)
ProfileCompletionScore	Percentage value of profile completion score – <i>(read-only field)</i>	Integer
PointsBalance	Actual loyalty points – <i>(read-only field)</i>	Integer
LoyaltyPointsEarnedYTD	Loyalty points earned in the current calendar year – <i>(read-only field)</i>	Integer
LoyaltyStaysYTD	Number of stays in the current calendar year which are eligible for loyalty calculation – <i>(read-only field)</i>	Integer
LoyaltyNightsYTD	Number of nights for stays in the current calendar year which are eligible for loyalty points – <i>(read-only field)</i>	Integer
LoyaltyVisitedHotelsYTD	Number of hotels visited with stays in the current calendar year which are eligible for loyalty points – <i>(read-only field)</i>	Integer

Fields in GuestPreferences	Description	Type/Length
PreferenceType	Guest preference group (e.g. FEA room features, SPE guest special requests) – <i>uppercase</i>	Char(3)
PreferenceCode	Preference code Verify with setup data	Char(3)

Fields in GuestCard	Description	Type/Length
CardType	Type of guest card – verify with setup data	Char(3)
CardLevel	Type of guest card level (e.g. Silver/Gold) – verify with setup data	Char(3)
CardNr	Card number	Char(20)
CardHolder	Card holder	Char(30)
CardExpiry	Expiration date – format MM/YY	Char(5)
CardInactive	card status, default is 0=Active, 1=Inactive	Integer

### Sample RequestXML:

#### Either with ProfileAccessToken

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5AcurrbiCTXaUso6mx0yzoZ653tLDI99R1cLtxaNFgY%
2fjNvZbyhdO5mSNbR%2fMx1I45ykkiQF8ppLDb6sgS%2b4mDFcKlnriaD4Zo
DOc%2fj</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

#### Or ProfileID + ProfilePassword OR MemberID + ProfilePassword

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
```



```

<Request>
  <UserID>API</UserID>
  <UserPassword>SECRET</UserPassword>
  <ProfileID>NHG2689412</ProfileID>
  <ProfilePassword>PASSWORD</ProfilePassword>
  <ProfileAccessToken />
</Request>
</CMAccess>

```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
    paP8Ep5q%2b8ailzRZi5ApurrbiCTXaUso6mx0yzoZ653tLDI99R1cLtxaNFgY%
    2fjNvZbyhdO5mSNbR%2fMx1I45ykkiQF8ppLDb6sgS%2b4mDFcKlnIriaD4Zo
    DOc%2fj</ProfileAccessToken>
      <OriginatingIP>212.111.132.124</OriginatingIP>
      <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
      Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>2</ReturnedRows>
  </Response>
  <GuestProfile>
    <ProfileID>NHG2689412</ProfileID>
    <Lastname>Doe</Lastname>
    <Firstname>John</Firstname>
    <Address1 />
    <Address2 />
    <ZIP />
    <City />
    <StateCode />
    <CountryCode>DE</CountryCode>
    <DateOfBirth />
    <Email>Support@serenata.com</Email>
    <Fax />
    <Phone />
    <Mobile>+49 1111111111</Mobile>

```

```
<PhoneBusiness />
<LoginID>JohnDoe</LoginID>
<DoNotMail>0</DoNotMail>
<DoNotMCall>0</DoNotMCall>
<DoNotEMail>0</DoNotEMail>
<MemberType>CM</MemberType>
<Memberno>12810136</Memberno>
<Language>EN</Language>
<Sex>M</Sex>
<JoinedDate />
<PointsBalance>0</PointsBalance>

<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbiCTXaUs06mx0yzoZ653tLDI99R1cLtxaNFgY%
2fjNvZbyhdO5mSNbR%2fMx1145ykkiQF8ppLDb6sgS%2b4mDFcKlnIrvn5gl7H
HI0m</ProfileAccessToken>
</GuestProfile>
<GuestCard>
  <CardType>CM</CardType>
  <CardLevel>NOL</CardLevel>
  <CardNr>12810136</CardNr>
  <CardExpiry />
  <CardHolder>Johnr Doe</CardHolder>
  <CardInactive>0</CardInactive>
</GuestCard>
</CMAccess>
```

## MemberProfileSearch

### Purpose:

Returns the basic profile information for one or multiple guest profiles for the given request criteria. This call is typically not used for a guest portal and only required for very specific use cases. In Release 5.13 the call was updated to support finding a profile using the external Loyalty Card Number. Mandatory fields to fetch profile using cardtype and cardnumber is ProfileLastName.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberProfileSearch>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileEMail	Email address (mandatory)	Char(30)
ProfileLastName	Last name (mandatory)	Char(30)
ProfileFirstName	First name (mandatory)	Char(100)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)
ProfileCardType	External Card Code	Char(3)
ProfileCardNumber	External Card Number	Char(40)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

In addition, the entire guest profile record is returned (see MemberCheckLoginID for reference).

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileEMail>support@serenata.com</ProfileEMail>
    <ProfileLastName>Doe</ProfileLastName>
    <ProfileFirstName>John</ProfileFirstName>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    <ProfileCardType>PRO</ProfileCardType>
    <ProfileCardNumber>PRO5688198</ProfileCardNumber>
  </Request>
</CMAccess>
```

### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileEMail>support@serenata.com</ProfileEMail>
    <ProfileLastName>Doe</ProfileLastName>
    <ProfileFirstName>John</ProfileFirstName>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    <ProfileCardType>PRO</ProfileCardType>
    <ProfileCardNumber>PRO5688198</ProfileCardNumber>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>3</ReturnedRows>
  </Response>
  <GuestProfile>
    <ProfileID>NHG3734321</ProfileID>
    <Lastname>Smith</Lastname>
    <Firstname>Linda</Firstname>
    <Address1>100 Main St</Address1>
    <Address2 />
    <ZIP>43065</ZIP>
    <City>POWELL</City>
    <StateCode>OH</StateCode>
    <CountryCode>US</CountryCode>
```

```

<DateOfBirth />
<Email />
<Fax />
<Phone />
<Mobile />
<LoginID>NHG3734321</LoginID>
<DoNotMail>0</DoNotMail>
<DoNotMCall>1</DoNotMCall>
<DoNotEMail>3</DoNotEMail>
<MemberType>CM</MemberType>
<Memberno>13694169</Memberno>
<Language>DE</Language>
<Sex>U</Sex>
<JoinedDate />
<PointsBalance>0</PointsBalance>
<LoyaltyPointsEarnedYTD>0</LoyaltyPointsEarnedYTD>
<LoyaltyStaysYTD>0</LoyaltyStaysYTD>
<LoyaltyNightsYTD>0</LoyaltyNightsYTD>
<LoyaltyVisitedHotelsYTD>0</LoyaltyVisitedHotelsYTD>
<ProfileCompletionScore>10</ProfileCompletionScore>
<TCAccepted>0</TCAccepted>
<TCAcceptedDate />
<Force_password_change>1</Force_password_change>
<Webstatus />
</GuestProfile>
<GuestProfile>
  <ProfileID>NHG3736362</ProfileID>
  <Lastname>Smith</Lastname>
  <Firstname>Bradley</Firstname>
  <Address1>1500 Mariners Dr</Address1>
  <Address2 />
  <ZIP>92660</ZIP>
  <City>Newport Beach</City>
  <StateCode>CA</StateCode>
  <CountryCode>US</CountryCode>
  <Email>bsmith@rescue1fin.com</Email>
  <Fax />
  <Phone>310-666-7865</Phone>
  <Mobile>949-734-4961</Mobile>
  <LoginID>NHG3736362</LoginID>
  <DoNotMail>3</DoNotMail>
  <DoNotMCall>3</DoNotMCall>
  <DoNotEMail>3</DoNotEMail>
  <MemberType>CM</MemberType>
  <Memberno>13695083</Memberno>

```

```

<Language>DE</Language>
<Sex>M</Sex>
<PointsBalance>0</PointsBalance>
<LoyaltyPointsEarnedYTD>0</LoyaltyPointsEarnedYTD>
<LoyaltyStaysYTD>0</LoyaltyStaysYTD>
<LoyaltyNightsYTD>0</LoyaltyNightsYTD>
<LoyaltyVisitedHotelsYTD>0</LoyaltyVisitedHotelsYTD>
<ProfileCompletionScore>20</ProfileCompletionScore>
<TCAccepted>0</TCAccepted>
<Force_password_change>1</Force_password_change>
</GuestProfile>
<GuestProfile>
  <ProfileID>NHG3739871</ProfileID>
  <Lastname>Smith</Lastname>
  <Firstname>Cameron</Firstname>
  <Address1>68</Address1>
  <Address2 />
  <ZIP />
  <City>Bathgate</City>
  <StateCode />
  <CountryCode>GB</CountryCode>
  <Email>csmith.824959@guest.booking.com</Email>
  <Phone>+44 7599 026413</Phone>
  <LoginID>NHG3739871</LoginID>
  <DoNotMail>0</DoNotMail>
  <DoNotMCall>3</DoNotMCall>
  <DoNotEMail>0</DoNotEMail>
  <MemberType>CM</MemberType>
  <Memberno>13695700</Memberno>
  <Language>EN</Language>
  <Sex>U </Sex>
  <PointsBalance>0</PointsBalance>
  <LoyaltyPointsEarnedYTD>0</LoyaltyPointsEarnedYTD>
  <LoyaltyStaysYTD>0</LoyaltyStaysYTD>
  <LoyaltyNightsYTD>0</LoyaltyNightsYTD>
  <LoyaltyVisitedHotelsYTD>0</LoyaltyVisitedHotelsYTD>
  <ProfileCompletionScore>15</ProfileCompletionScore>
  <TCAccepted>0</TCAccepted>
  <Force_password_change>1</Force_password_change>
</GuestProfile>

```

## MemberProfileSearchWithStay

### Purpose:

Returns the basic profile information for one or multiple guest profiles for the given request criteria only for guests with at least one stay. This call is typically not used for a guest portal and only required for very specific use cases.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberProfileSearchWithStay>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileEMail	Email address	Char(30)
ProfileLastName	Last name	Char(30)
ProfileFirstName	First name	Char(100)
HotelID	NetHotel hotel ID– verify with setup data	Char(4)
Arrival	Date of arrival – format YYYYMMDD	Char(8)
Departure	Date of departure – format YYYYMMDD	Char(8)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

In addition, the entire guest profile record is returned (see MemberCheckLoginID for reference).

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>test</UserID>
    <UserPassword>PASSWORD</UserPassword>
    <ProfileEMail>support@serenata.com</ProfileEMail>
    <ProfileLastName>Serenata</ProfileLastName>
    <ProfileFirstName>John</ProfileFirstName>
    <HotelID>016</HotelID>
    <Arrival>20150417</Arrival>
    <Departure>20150419</Departure>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    <ProfileCardType>PRO</ProfileCardType>
    <ProfileCardNumber>PRO5688198</ProfileCardNumber>
  </Request>
</CMAccess>
```

### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>test</UserID>
    <UserPassword>PASSWORD</UserPassword>
    <ProfileEMail>support@serenata.com</ProfileEMail>
    <ProfileLastName>Serenata</ProfileLastName>
    <ProfileFirstName>John</ProfileFirstName>
    <HotelID>016</HotelID>
    <Arrival>20150417</Arrival>
    <Departure>20150419</Departure>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    <ProfileCardType>PRO</ProfileCardType>
    <ProfileCardNumber>PRO5688198</ProfileCardNumber>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>2</ReturnedRows>
  </Response>
  <GuestProfile>
    <ProfileID>NHG333333</ProfileID>
```



```

<Lastname>Serenata</Lastname>
<Firstname>John</Firstname>
<Address1>100 Main St</Address1>
<Address2 />
<ZIP>43065</ZIP>
<City>City</City>
<StateCode>OH</StateCode>
<CountryCode>US</CountryCode>
<DateOfBirth />
<Email />
<Fax />
<Phone />
<Mobile />
<LoginID>NHG3333333</LoginID>
<DoNotMail>0</DoNotMail>
<DoNotMCall>1</DoNotMCall>
<DoNotEMail>3</DoNotEMail>
<MemberType>CM</MemberType>
<Memberno>333333</Memberno>
<Language>DE</Language>
<Sex>U</Sex>
<JoinedDate />
<PointsBalance>0</PointsBalance>
<LoyaltyPointsEarnedYTD>0</LoyaltyPointsEarnedYTD>
<LoyaltyStaysYTD>0</LoyaltyStaysYTD>
<LoyaltyNightsYTD>0</LoyaltyNightsYTD>
<LoyaltyVisitedHotelsYTD>0</LoyaltyVisitedHotelsYTD>
<ProfileCompletionScore>10</ProfileCompletionScore>
<TCAccepted>0</TCAccepted>
<TCAcceptedDate />
<Force_password_change>1</Force_password_change>
<Webstatus />
</GuestProfile>
<GuestProfile>
  <ProfileID>NHG123456789</ProfileID>
  <Lastname>Serenata</Lastname>
  <Firstname>John</Firstname>
  <Address1>Test Street</Address1>
  <Address2 />
  <ZIP>92660</ZIP>
  <City>City Beach</City>
  <StateCode>CA</StateCode>
  <CountryCode>US</CountryCode>
  <Email>test@test.com</Email>
  <Fax />

```



```
<Phone>123456789</Phone>
<Mobile>1234564789</Mobile>
<LoginID>NHG123465789</LoginID>
<DoNotMail>3</DoNotMail>
<DoNotMCall>3</DoNotMCall>
<DoNotEMail>3</DoNotEMail>
<MemberType>CM</MemberType>
<Memberno>123456789</Memberno>
<Language>DE</Language>
<Sex>M</Sex>
<PointsBalance>0</PointsBalance>
<LoyaltyPointsEarnedYTD>0</LoyaltyPointsEarnedYTD>
<LoyaltyStaysYTD>0</LoyaltyStaysYTD>
<LoyaltyNightsYTD>0</LoyaltyNightsYTD>
<LoyaltyVisitedHotelsYTD>0</LoyaltyVisitedHotelsYTD>
<ProfileCompletionScore>20</ProfileCompletionScore>
<TCAccepted>0</TCAccepted>
<Force_password_change>1</Force_password_change>
</GuestProfile>
</CMAccess>
```

## MemberProfileUpdate

### Purpose:

Updates an existing profile with the data provided in the request XML.

Only fields in the request will be updated. For instance, if the guest profile record contains only the address fields, only these fields will be changed in the database.

To delete the content of a field, send the field request as an empty field (e.g. <Address2/>

To delete a guest card, set the inactive field in the card record to 1.

Deleting a whole guest profile is not supported.

If some (non-critical) fields contain invalid data, the data is set to the default values or truncated.

After a successful profile update, the complete profile information (including default values and DB-generated fields) is returned.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberProfileUpdate>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

In addition, the entire guest profile record is returned.

Fields in GuestProfile	Description	Type/Length
ProfileID	Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls – <i>(read-only field)</i>	Char(15)
FirstName	First name	Char(30)
LastName	Last name	Char(30)
Address1	First address line	Char(80)
Address2	Second address line	Char(80)
ZIP	ZIP code	Char(20)
City	City	Char(60)
StateCode	Code of the state – verify with state code setup data	Char(3)
CountryCode	Code of the country (ISO) – verify with country code setup data	Char(3)
DateOfBirth	Birthday – length 8 – format YYYYMMDD	Char(8)
Email	Email address	Char(100)
Fax	Fax number	Char(20)
Phone	Phone number	Char(20)
Mobile	Mobile phone number	Char(20)

<b>Fields in GuestProfile</b>	<b>Description</b>	<b>Type/Length</b>
PhoneBusiness	Business Phone number	Char(20)
LoginID	User-defined login ID	Char(100)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry ( <i>read-only</i> )	
DoNotMail	Do not mail flag – valid values 0=False, 1=True (0=Default)	Integer
DoNotEMail	Do not email flag – valid values 0=False, 1=True (0=Default)	Integer
DoNotCall	Do not call flag – valid values 0=False, 1=True (0=Default)	Integer
Remarks	Remarks	Char(255)
MemberType	Type of membership (loyalty card owner, etc.)	Char(3)
MemberID	Membership number - ( <i>read-only field</i> )	Char(20)
Language	ISO Language code – verify with setup data	Char(3)
Company	Company name	Char(30)
Force_password_change	Determines if the Guest is forced to change the password by the Portal: 1=True; 0=False ( <i>read-only field</i> )	Integer
TCAccepted	Terms and Conditions acceptance – valid values: 0=False, 1=True (0=Default; 1 will set TCAcceptedDate)	Integer
TCAcceptedDate	Acceptance small datetime (UTC-0) of Terms and Conditions, e.g. 2016-08-25T14:25:00- ( <i>read-only field</i> )	Char(19)
JoinedDate	Membership start date – format YYYYMMDD, - ( <i>read-only field</i> )	Char(8)
Created_source	Capture source of enrollment (currently only WEB is supported, !_ is default)	Char(3)
PointsBalance	Actual loyalty points – ( <i>read-only field</i> )	Integer
VIP	VIP code – verify with setup data	Char(3)

Fields in GuestPreferences	Description	Type/Length
PreferenceType	Guest preference group (e.g. FEA room features, SPE guest special requests) – <i>uppercase</i>	Char(3)
PreferenceCode	Preference code Verify with setup data	Char(3)
PreferenceInactive	Possible values: 0 (active) 1 (inactive)  If the parameter is not present the update will happen in full-overlay mode.	Integer

Fields in GuestCard	Description	Type/Length
CardType	Type of guest card – verify with setup data	Char(3)
CardLevel	Type of guest card level (e.g. Silver/Gold) – verify with setup data	Char(3)
CardNr	Card number	Char(20)
CardHolder	Card holder	Char(30)
CardExpiry	Expiration date – format MM/YY	Char(5)
CardInactive	card status 0=Active, 1=Inactive	Integer, default 0

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
    paP8Ep5q%2b8ailzRZi5Apurrbi%2fRQvdywnHYeuRiUVW894x92qxVBOAXw
    LpWqQFPqH9g4lxEL2P2m0TDT9pqueDmMYJnxpsJkRhYFjWV89%2bCVnMj
    tVIOTi%2fHoE</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <GuestProfile>
    <FirstName>John</FirstName>
```

```

<LastName>Doe</LastName>
<EMail>Support@serenata.com</EMail>
<Mobile>+49 111111111</Mobile>
<LoginID>JohnDoe</LoginID>
<Sex>M</Sex>
</GuestProfile>
<GuestPreferences>
  <PreferenceType>NWL</PreferenceType>
  <PreferenceCode>TST</PreferenceCode>
  <PreferenceInactive>0</PreferenceInactive>
</GuestPreferences>
<GuestPreferences>
  <PreferenceType>NWL</PreferenceType>
  <PreferenceCode>031</PreferenceCode>
  <PreferenceInactive>0</PreferenceInactive>
</GuestPreferences>
<EmailRequest>
  <SendEmail>1</SendEmail>
  <EmailFields>
    <fieldname1>fieldvalue1</fieldname1>
    <fieldname2>fieldvalue2</fieldname2>
  </EmailFields>
</EmailRequest>
</CMAccess>

```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5Apurrbi%2fRQvdywnHYeuRiUVVW894x92qxVBOAXw
LpWqQFPqH9g4lxEL2P2m0TDT9pqueDmMYJnxpsJkRhYFjWVW89%2bCVnMj
tVIOTi%2fHoE</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>4</ReturnedRows>

```

```

</Response>
<GuestProfile>
  <ProfileID>NHG2689412</ProfileID>
  <Lastname>Doe</Lastname>
  <Firstname>John</Firstname>
  <Address1 />
  <Address2 />
  <ZIP />
  <City />
  <StateCode />
  <CountryCode>DE</CountryCode>
  <DateOfBirth />
  <Email>Support@serenata.com</Email>
  <Fax />
  <Phone />
  <Mobile>+49 111111111</Mobile>
  <PhoneBusiness />
  <LoginID>JohnDoe</LoginID>
  <DoNotMail>0</DoNotMail>
  <DoNotMCall>0</DoNotMCall>
  <DoNotEMail>0</DoNotEMail>
  <MemberType>CM</MemberType>
  <Memberno>12810136</Memberno>
  <Language>EN</Language>
  <Sex>M</Sex>
  <JoinedDate />
  <PointsBalance>0</PointsBalance>

<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5Apuirbi%2fRQvdywnHYeuRiUVW894x92qxVBOAXw
LpWqQFPqH9g4lxEL2P2m0TDT9pqueDmMYJnxpsJkRhYFjWV89%2bCVnM
gBOTA5vv4p3</ProfileAccessToken>
</GuestProfile>
<GuestCard>
  <CardType>CM</CardType>
  <CardLevel>NOL</CardLevel>
  <CardNr>12810136</CardNr>
  <CardExpiry />
  <CardHolder>Johnr Doe</CardHolder>
  <CardInactive>0</CardInactive>
</GuestCard>
<GuestPreferences>
  <PreferenceType>NWL</PreferenceType>
  <PreferenceCode>031</PreferenceCode>
  <PreferenceInactive>0</PreferenceInactive>

```



```
</GuestPreferences>  
<GuestPreferences>  
  <PreferenceType>NWL</PreferenceType>  
  <PreferenceCode>TST</PreferenceCode>  
  <PreferenceInactive>0</PreferenceInactive>  
</GuestPreferences>  
</CMAccess>
```

## MemberStayGet

### Purpose:

Returns bookings for a specific guest profile. The results include historical, current and future booking, regardless of their status (cancelled, noshow, waitlist status is included.)

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberStayGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during <i>MemberLogin</i> (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
DateFrom	Start date for selection – optional parameter – format YYYYMMDD	Char(8)
DateTo	End date for selection – optional parameter – format YYYYMMDD	Char(8)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request (For a list see the Appendix 'Result Codes' on page 139.	Integer
ResultText	Description of the Result Code	Char(100)

<b>Fields in Response</b>	<b>Description</b>	<b>Type/Length</b>
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer
<b>Fields in Stay</b>		
ArrivalDate	Date of arrival – format YYYYMMDD	Char(8)
DepartureDate	Date of departure – format YYYYMMDD (optional – can be empty)	Char(8)
PMSConfNo	Confirmation # in PMS	Char(20)
CRSConfNo	Confirmation # in external reservation system (CRS)	Char(20)
HotelID	NetHotel hotel id – verify with setup data	Char(4)
PMSHotelID	Hotel id as defined in PMS	Char(10)
HotelName	Hotel name (as defined in NetHotel)	Char(40)
ReservationStatus	Status of reservation (can be FRE, RES, CIN, WL, CXL, NS)	Char(3)
LoyaltyPoints	Sum of loyalty points generated for this stay	Integer
RateCode	Rate Code for this booking	Char(20)
RoomType	RoomType of this booking	Char(20)
RoomTypeDesc	Description of RoomType	Char(40)
RoomTypeBooked	Booked RoomType of this booking	Char(20)
RoomTypeBookedDesc	Description of booked RoomType	Char(40)
RoomRev	Room revenue (gross) in local PMS currency	Decimal
FBRev	F&B revenue (gross) in local PMS currency	Decimal
OtherRev	Other revenue (gross) in local PMS currency	Decimal
RoomRevNet	Room revenue (net) in local PMS currency	Decimal
FBRevNet	F&B revenue (net) in local PMS currency	Decimal
OtherRevNet	Other revenue (net) in local PMS currency	Decimal
localCurrency	ISO currency code for local PMS currency (e.g. USD, EUR)	Char(3)

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>test</UserID>
    <UserPassword>PASSWORD</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <DateFrom>20100911</DateFrom>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

**OR**

```
<?xml version="1.0" standalone="yes"?>
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>test</UserID>
    <UserPassword>PASSWORD</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <DateFrom>20110101</DateFrom>
    <DateTo>20160307</DateTo>
    <ProfileAccessToken>pR%2fgTCjGGYYNDbOv3uzae8vJMjCj2YIAG63Unhdh
    xO%2beDNJ5Q2uBVxrN78r%2f5fd87339xjnWi3Cks4Q%2fZD%2bxDcKXx2z
    YGFbRsjoicGoiXdfhHknoio9CiAi4nRd2FPQ0</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>test</UserID>
    <UserPassword>PASSWORD</UserPassword>
```

```

<ProfileID />
<ProfilePassword />
<DateFrom>20110101</DateFrom>
<DateTo>20160307</DateTo>

<ProfileAccessToken>pR%2fgTCjGGYYNDbOv3uzae8vJMjCj2YIAG63Unhdh
xO%2beDNJ5Q2uBVxrN78r%2f5fd87339xjnWi3Cks4Q%2fZD%2bxDcKXx2z
YGFbRsjoicGoiXdfhHknoio9CiAi4nRd2FPQ0
</ProfileAccessToken>
  <OriginatingIP>212.111.132.124</OriginatingIP>
  <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</Request>
<Response>
  <ResultCode>200</ResultCode>
  <ResultText>Success</ResultText>
  <ReturnedRows>1</ReturnedRows>
</Response>
<Stay>
  <ArrivalDate>20130417</ArrivalDate>
  <DepartureDate>20130419</DepartureDate>
  <PMSConfNo>8490351</PMSConfNo>
  <CRSConfNo />
  <HotelID>016</HotelID>
  <PMSHotelID>1001</PMSHotelID>
  <HotelName>Lindner Congress Hotel DÃ¼sseldorf</HotelName>
  <ReservationStatus>RES</ReservationStatus>
  <ReservationStatusDesc>Checked Out</ReservationStatusDesc>
  <LoyaltyPoints>0</LoyaltyPoints>
  <RoomType>C2T</RoomType>
  <RoomTypeDesc>Classic Class Twin</RoomTypeDesc>
  <RoomRev>0.000000</RoomRev>
  <RoomRevNet>0.000000</RoomRevNet>
  <FBRev>0.000000</FBRev>
  <FBRevNet>0.000000</FBRevNet>
  <OtherRev>0.000000</OtherRev>
  <OtherRevNet>0.000000</OtherRevNet>
  <localCurrency>EUR</localCurrency>
  <RoomTypeBooked>C2T</RoomTypeBooked>
  <RoomTypeBookedDesc>Classic Class Twin</RoomTypeBookedDesc>
  <RateCode>COMPB</RateCode>
</Stay>
</CMAccess>

```

## NewsletterSubscription

### Purpose:

Allows registration of a prospect profile and subscription to certain Newsletter codes. Single Opt-in or Double Opt-in procedures will need to be handled by Serenata and not within this API call.

If further fields are required, please look at the call MemberProfileCreate with Membertype PRO.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=NewsletterSubscription>

Fields in Request	Description	Type/Length
UserId	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
Email	Email address	Char(100)
Lastname*	Last name	Char(30)
Firstname	First name	Char(30)
GreetingID	Greeting ID in combination with the respective language produces the proper salutation in the language (e.g. Mr., Mrs. etc.)	Integer
Language	ISO-Code based language code (e.g. EN, DE, FR)	Char(2)
NewsletterCodes including How Did You Hear About Us	List of subscriptions that apply for the sign up and to capture how the guest heard about the Hotel/Brand/Chain For +HDY please use format +HDY~WEB	
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False, 1=True	Integer
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Request	Description	Type/Length
<b>Fields in Response</b>	<b>Description</b>	<b>Type/Length</b>
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)

\* If no Lastname is provided during sign up, then NoName should be transmitted as the value for Lastname

### Sample RequestXML:

```
<NewsletterSubscription xmlns="http://api.serenata-nethotel.com/">
  <UserID>API</UserID>
  <UserPassword>SECRET</UserPassword>
  <Email>John@serenata.com</Email>
  <Lastname>Doe</Lastname>
  <Firstname>John</Firstname>
  <GreetingID></GreetingID>
  <Language>EN</Language>
  <NewsletterCodes>031,021,+HDY~WEB</NewsletterCodes>
  <SendEmail>1</SendEmail>
  <OriginatingIP>212.111.132.124</OriginatingIP>
  <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
  Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</NewsletterSubscription>
```

### Sample ResponseXML:

```
<NewsletterSubscriptionResponse xmlns="http://api.serenata-nethotel.com/">
  <NewsletterSubscriptionResult>200
  Success</NewsletterSubscriptionResult>
</NewsletterSubscriptionResponse>
```

## MemberCampaignSignup

### Purpose:

Allows assigning a profile to the recipient list of a specific campaign. It is advised to use different CampaignQueries for the different purposes in order to allow clear tracking.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberCampaignSignup>

Fields in Request	Description	Type/Length
UserId	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
CampaignQueryId	Unique ID of the query within the campaign in NetHotel. Needs to be transferred manually after the query has been created in NetHotel.	Integer
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)



**Sample RequestXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    < CampaignQueryId>512bfd6f-3a5d-4024-91b2-
ecb6379f6674</CampaignQueryId>

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmKZe
WEI%2bxNywo9h8IQiZ9ZU93K%2f17yV6GiTJgmWfMKXWfVXIcszOeXQb3ld
9XoxMnuuDMjA</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>

```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <CampaignQueryGUID>100</CampaignQueryGUID>

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmKZe
WEI%2bxNywo9h8IQiZ9ZU93K%2f17yV6GiTJgmWfMKXWfVXIcszOeXQb3ld
9XoxMnuuDMjA</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>0</ReturnedRows>
  </Response>
</CMAccess>

```

## MemberChangePassword

### Purpose:

Allows changing the member password. Empty passwords are not allowed. After successful password change, the complete updated profile is returned.

### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op=MemberChangePassword](https://certification.serenatalab.com/api/v4/api.asmx?op=MemberChangePassword)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Current Password for member account	Char(50)
NewProfilePassword	New Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in GuestProfile	Description	Type/Length
ProfileID	Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls – <i>(read-only field)</i>	Char(15)
FirstName	First name	Char(30)
LastName	Last name	Char(30)
Address1	First address line	Char(80)
Address2	Second address line	Char(80)
ZIP	ZIP code	Char(20)
City	City	Char(60)
StateCode	Code of the state – verify with state code setup data	Char(3)
CountryCode	Code of the country (ISO) – verify with country code setup data	Char(3)
DateOfBirth	Birthday – length 8 – format YYYYMMDD	Char(8)
Email	Email address	Char(100)
Fax	Fax number	Char(20)
Phone	Phone number	Char(20)
Mobile	Mobile phone number	Char(20)
LoginID	username chosen by the guest upon registration	Char(50)
ProfileAccessToken	encrypted token to access profile from emails containing member authentication and expiry.	
Force_password_change	Determines if the Guest is forced to change the password by the Portal: 1=True; 0=False <i>(read-only field)</i>	Integer
TCAccepted	Terms and Conditions acceptance – valid values: 0=False, 1=True (0=Default; 1 will set TCAcceptedDate)	Integer

Fields in GuestProfile	Description	Type/Length
TCAcceptedDate	Acceptance small datetime (UTC-0) of Terms and Conditions, e.g. 2016-08-25T14:25:00- <i>(read-only field)</i>	Char(19)
DoNotMail	Do not mail flag – valid values 0=False,1=True (0=Default)	Integer Default 0
DoNotEMail	Do not email flag – valid values 0=False,1=True (0=Default)	Integer Default 0
DoNotCall	Do not call flag – valid values 0=False,1=True (0=Default)	Integer Default 0
Remarks	Remarks	Char(255)
MemberType	Type of membership (loyalty card owner, etc.)	Char(3)
MemberID	Membership number	Char(20)
Language	ISO Language code – verify with setup data	Char(3)
GreetingID	Greeting ID in combination with the respective language produces the proper salutation in the language (e.g. Mr., Mrs.) – verify with setup data	Integer
Company	Company name	Char(30)
JoinedDate	Membership start date – format YYYYMMDD, - <i>(read-only field)</i>	Char(8)
Created_source	Capture source of enrollment (currently only WEB is supported, !_ is default)	Char(3)
VIP	VIP code – verify with setup data	Char(3)
ProfileCompletionScore	Percentage value of profile completion score – <i>(read-only field)</i>	Integer
PointsBalance	Actual loyalty points – <i>(read-only field)</i>	Integer
LoyaltyPointsEarnedYTD	Loyalty points earned in the current calendar year – <i>(read-only field)</i>	Integer
LoyaltyStaysYTD	Number of stays in the current calendar year which are eligible for loyalty calculation – <i>(read-only field)</i>	Integer
LoyaltyNightsYTD	Number of nights for stays in the current calendar year which are eligible for loyalty points – <i>(read-only field)</i>	Integer
LoyaltyVisitedHotelsYTD	Number of hotels visited with stays in the current calendar year which are eligible for loyalty points – <i>(read-only field)</i>	Integer

---

**Note:** Fields without values will not be included in the response XML.

---

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <NewProfilePassword>NEWPASSWORD</NewProfilePassword>
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPjC8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxCOs%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

**Sample ResponseXML**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfilePassword />
    <LoginID />
    <MemberID />
    <ProfileEMail />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPjC8Q46z9GGjgCMFIMjB
lpaP8Ep5q%2b8ailzRZi5ApurrbIWwsKS5y8ndksOLD%2fV%2bhHcLNZPmK
ZeWEI%2bxNywo9h8IQiZ9ZU93K%2f17yV6GiTJgmWfMKXWfVXlcszOeXQb
3ld9XoxMnuuDMjA</ProfileAccessToken>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
```

```

<GuestProfile>
  <ProfileID>NHG2689412</ProfileID>
  <Lastname>Doe</Lastname>
  <Firstname>John</Firstname>
  <Address1 />
  <Address2 />
  <ZIP />
  <City />
  <StateCode />
  <CountryCode>DE</CountryCode>
  <DateOfBirth />
  <Email>Support@serenata.com</Email>
  <Fax />
  <Phone />
  <Mobile>+49 111111111</Mobile>
  <LoginID>JohnDoe</LoginID>
  <Force_password_change>1</Force_password_change>
  <DoNotMail>0</DoNotMail>
  <DoNotMCall>0</DoNotMCall>
  <DoNotEMail>0</DoNotEMail>
  <MemberType>CM</MemberType>
  <Memberno>12810136</Memberno>
  <Language>EN</Language>
  <Sex>M</Sex>
  <JoinedDate />
  <PointsBalance>0</PointsBalance>

<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjB
IpaP8Ep5q%2b8ailzRZi5ApuirbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmK
ZeWEI%2bxNywo9h8IQiZ9ZU93K%2fI7yV6GiTJgmWfMKXWfVXIcszOeXQb
3ld9WmpJw0UrvkC</ProfileAccessToken>
  </GuestProfile>
</CMAccess>

```

## MemberResetPassword

### Purpose:

Allows the resetting of a password without requiring knowledge of the old profile password. This function should only be used during a password recovery process. To identify the guest profile, the combination of LoginID or MemberID + ProfileEMail is used. If you use the feature of using email address as loginid, you may return the same value in both fields.

On password reset a new password will be autogenerated and all existing ProfileAccessToken invalidated. In addition the parameter "Force\_password\_change" will be set to true for this profile.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberResetPassword>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
MemberID	Member number (often Loyalty card number). If it is defined in the request, the LoginID is not used.	Char(20)
LoginID	Alternative LoginID, can be defined by the user.	Char(100)
ProfileEMail	Email address as stored in the guest profile. Can be used in password recovery processes, if the password is unknown.	Char(100)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <LoginID>somebody@gmail.com</LoginID>
    <MemberID />
    <ProfileEMail>somebody@gmail.com</ProfileEMail>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```



### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <LoginID>somebody@gmail.com</LoginID>
    <MemberID />
    <ProfileEMail>somebody@gmail.com</ProfileEMail>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
  </Response>
</CMAccess>
```

## MemberActivityGet

### Purpose:

Returns the activities for a specific guest profile.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberActivityGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
DateFrom	Start date for selection – optional parameter – format YYYYMMDD	Char(8)
DateTo	End date for selection – optional parameter – format YYYYMMDD	Char(8)
MaxRows	Number of max. returned rows – optional parameter	Integer
ProfileAccessTok en	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserA gent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)

Fields in Response	Description	Type/Length
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in Activity	Description	Type/Length
ActivityDate	Date of activity – format YYYYMMDD	Char(8)
ActivityTime	Time of activity – format HH:MM (24h clock) – can be empty	Char(5)
ActivityBaseCode	Base code for activity – verify with setup data	Char(3)
ActivityBaseCodeDesc	Description for activity base code, as defined in NetHotel setup	Char(200)
ActivityCode	Code for activity – verify with setup data	Char(3)
ActivityCodeDesc	Description for activity code, as defined in NetHotel setup	Char(200)
ActivityStatus	Code for activity status – verify with setup data	Char(3)
ActivityStatusDesc	Description for activity status, as defined in NetHotel setup	Char(200)
ActivitySubject	Subject of activity	Char(255)
ActivityRemark	Optional remarks for the activity	Char(255)

**Sample RequestXML:**

```
<?xml version="1.0" standalone="yes"?>
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <DateFrom>20151027</DateFrom>
    <DateTo>20160310</DateTo>
    <MaxRows />

    <ProfileAccessToken>pR%2fgTCjGGYZhS%2fG33iOiK%2bRPW1MzvLw72J
    NnjdXbr3sSZ9%2fPt9Hc5xtMW5NWS9GpUyvpVKT6KBvNFqinj8h%2blvYhyV
    obNHmmDaT9Im0kO9qqsCEL1GmhZSePu1zqrhgHxmMGHTNWVdZCMgcxh
    wDNTQSCBj1wEATd</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
```

```

    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>

```

### Sample ResponseXML:

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <DateFrom>20151027</DateFrom>
    <DateTo>20160310</DateTo>
    <MaxRows />

    <ProfileAccessToken>pR%2fgTCjGGYZhS%2fG33iOiK%2bRPW1MzvLw72J
    NnjdXbr3sSZ9%2fPt9Hc5xtMW5NWS9GpUyvVkt6KBvNFqinj8h%2blvYhyV
    obNHmmDaT9Im0kO9qqSCEL1GmhZSePu1zqrhgHxmMGHTNwVdZCMgcxh
    wDNTQSCBj1wEATd</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
  <Activity>
    <ActivityDate>20160310</ActivityDate>
    <ActivityBaseCode>EML</ActivityBaseCode>
    <ActivityBaseCodeDesc>EMail</ActivityBaseCodeDesc>
    <ActivityCode>EGC</ActivityCode>
    <ActivityCodeDesc>Generic Contact</ActivityCodeDesc>
    <ActivityStatus>DON</ActivityStatus>
    <ActivityStatusDesc>Done</ActivityStatusDesc>
    <ActivitySubject>Birthday</ActivitySubject>
    <ActivityRemark>happy birthday</ActivityRemark>
    <ActivityTime>15:30</ActivityTime>
  </Activity>
</CMAccess>

```

## MemberActivityCreate

### Purpose:

Creates a new activity for a specific guest profile.  
Can be used to record specific activities on the web site.  
The actual date / time is used for the activity record.

### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op= MemberActivityCreate](https://certification.serenatalab.com/api/v4/api.asmx?op= MemberActivityCreate)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
ActivityBaseCode	Base code for activity – verify with setup data	Char(3)
ActivityCode	Code for activity – verify with setup data	Char(3)
ActivityStatus	Code for activity status – verify with setup data	Char(3)
ActivitySubject	Subject of activity	Char(255)
ActivityRemark	Optional remarks for the activity	Char(255)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)

### Sample RequestXML:

```
<?xml version="1.0" standalone="yes"?>
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ActivityBaseCode>EML</ActivityBaseCode>
    <ActivityCode>EGC</ActivityCode>
    <ActivitySubject>Birthday</ActivitySubject>
    <ActivityText>happy birthday</ActivityText>
    <ActivityRemarks>50</ActivityRemarks>

    <ProfileAccessToken>pR%2fgTCjGGYZhS%2fG33iOiK%2bRPW1MzvLw72J
    NnjdXbr3sSZ9%2fPt9Hc5xtMW5NWS9GpUyvpVkt6KBvNFqinj8h%2blvYhyV
    obNHmmDaT9Im0kO9qqsCEL1GmhZSePu1zqrhgHxmMGHTNWWdZCMgcxh
    wDNTQSCBj1wEATd</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ActivityBaseCode>EML</ActivityBaseCode>
    <ActivityCode>EGC</ActivityCode>
    <ActivitySubject>Birthday</ActivitySubject>
    <ActivityText>happy birthday</ActivityText>
    <ActivityRemarks>50</ActivityRemarks>
```

```
<ProfileAccessToken>pR%2fgTCjGGYZhS%2fG33iOiK%2bRPW1MzvLw72J
NnjdXbr3sSZ9%2fPt9Hc5xtMW5NWS9GpUyvpVkt6KBvNFqinj8h%2blvYhyV
obNHmmDaT9lm0kO9qqSCEL1GmhZSePu1zqrhgHxmMGHTNWVdZCMgcxh
wDNTQSCBj1wEATd</ProfileAccessToken>
  <OriginatingIP>212.111.132.124</OriginatingIP>
  <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</Request>
<Response>
  <ResultCode>200</ResultCode>
  <ResultText>Success</ResultText>
  <ReturnedRows>0</ReturnedRows>
</Response>
</CMAccess>
```

## MemberTriggerEmail

### Purpose:

Allows to send generic emails for a member, e.g. to confirm a contact request the member performed.

### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op=MemberTriggerEmail](https://certification.serenatalab.com/api/v4/api.asmx?op=MemberTriggerEmail)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailType	Emailtype code in NextGuest CRM	Char(3)
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)



Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
```



```
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</Request>
<Response>
  <ResultCode>200</ResultCode>
  <ResultText>Success</ResultText>
</Response>
</CMAccess>
```

## Guest Loyalty Integration

The following web service calls only apply if the guest loyalty module for NextGuest CRM is purchased and enabled. They may be used with an external guest member portal or newsletter portal, mobile app or Internet Booking Engine (IBE).

Please note that these webservice calls highly depend on the definitions and setups for a customer-specific environment.

### MemberLoyaltyTransactionGet

#### Purpose:

Returns loyalty transactions for a specific guest profile.

#### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberLoyaltyTransactionGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
MaxRows	Maximum number of returned rows - optional parameter	Integer
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in LoyaltyTransaction	Description	Type/Length
TransactionDate	Date of transaction – format YYYYMMDD	Char(8)
Points	Points earned or redeemed in this transaction (can be negative =redeem, => leading minus sign)	Integer
TransactionType	Code for transaction – verify with setup data	Char(3)
TransactionTypeDesc	Description for transaction code, as defined in the NetHotel CRM setup.	Char(200)
TransactionDesc	Description of transaction source (hotel + stay details, awards, campaign rules etc.) – is generated from NetHotel data	Char(200)
TransactionComment	Optional remarks for the transaction (used for manual corrections)	Char(255)

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <ActivityCode>TEL</ActivityCode>
    <ActivityRemarks>some text</ActivityRemarks>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <DateFrom>20080911</DateFrom>
    <DateTo>20081211</DateTo>
    <MaxRows>100</MaxRows>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>2</ReturnedRows>
  </Response>
  <LoyaltyTransaction>
    <TransactionDate>20081202</TransactionDate>
    <Points>300</Points>
    <TransactionType>STA</TransactionType>
    <TransactionTypeDesc>Stay</TransactionTypeDesc>
    <TransactionDesc>Stay at Demohotel
    11/29/2008 - 12/01/2008</TransactionDesc>
    <TransactionComment>Sample</TransactionComment>
  </LoyaltyTransaction>
  <LoyaltyTransaction>
    <TransactionDate>20081110</TransactionDate>
    <Points>100</Points>
    <TransactionType>SVY</TransactionType>
    <TransactionTypeDesc>Survey</TransactionTypeDesc>
    <TransactionDesc>Bonus points for survey</TransactionDesc>
    <TransactionComment>Sample</TransactionComment>
  </LoyaltyTransaction>
</CMAccess>

```

## MemberLoyaltyAwardGet

### Purpose:

Returns loyalty awards for a specific guest profile.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberLoyaltyAwardGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
MaxRows	Maximum number of returned rows - optional parameter	Integer
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

  

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

<b>Fields in LoyaltyTransaction</b>	<b>Description</b>	<b>Type/Length</b>
AwardCode	Code for award – verify with setup data	Char(3)
AwardName	Description for award code, as defined in NetHotel setup	Char(100)
AwardDescription	Description for award code, as defined in the NetHotel CRM setup.	Char(200)
AwardType	Description for the type of Award	Char(3)
AwardStartDate	Date from which award is valid from – format YYYYMMDD	Char(8)
AwardEndDate	Date to which award is valid – format YYYYMMDD	Char(8)
AwardPoints	Number of points required to redeem award	Integer
MaxVoucherPerProfile	Maximum number of vouchers allowed per profile	Integer
RequiredCardType	Loyalty Card Type required to claim the award	Char(3)
RequiredCardLevel	Loyalty Level required to claim the award	Char(50)
UseExternalCodes	Flag which indicates that External partners like Amazon could be used	Integer
MaxVoucherAvailable	Number of vouchers available	Integer
AwardHotels	“,” separated list of Hotels offering the award	Char(255)
Active	Is the Award active, 0 in-active, 1 for active	Integer
VoucherExpirationInMonths	Number of months for the voucher to expire	Integer
Redeemable	0 not redeemable, 1 for redeemable	Integer
RedeemableCode	ErrorCodes indicating details of Redeemable field	Char(255)
RedeemableDescription	Error Code Description for Redeemablecode indicating details of Redeemable field	Char(255)

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
```

```

<UserPassword>demotest</UserPassword>
<ProfileID>100000</ProfileID>
<ProfilePassword>geheim</ProfilePassword>
<OriginatingIP>212.111.132.124</OriginatingIP>
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
<AuthenticationToken/>
</Request>
</CMAccess>

```

### Sample ResponseXML:

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <DateFrom>20080911</DateFrom>
    <DateTo>20081211</DateTo>
    <MaxRows>100</MaxRows>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    <AuthenticationToken/>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
  <LoyaltyAwardDetails>
    <AwardCode>L27</AwardCode>
    <AwardName>"GALA" annual subscription</AwardName>
    <AwardDescription/>
    <AwardType>SP</AwardType>
    <AwardStartDate>20080901</AwardStartDate>
    <AwardEndDate>20141231</AwardEndDate>
    <AwardPoints>11800</AwardPoints>
    <MaxVoucherPerProfile/>
    <RequiredCardType/>
    <RequiredCardLevel/>
    <UseExternalCodes>0</UseExternalCodes>
    <MaxVoucherAvailable/>
    <AwardHotels/>
    <Active>0</Active>

```



```

<VoucherExpirationInMonths>0</VoucherExpirationInMonths>
<Redeemable>0</Redeemable> ==> Flag value as 0 not redeemable and
with 1 for redeemable
<RedeemableCode>561</RedeemableCode>
<RedeemableDescription>LoyaltyAwardCodeInvalid</RedeemableDescription
></LoyaltyAwardDetails>

```

## MemberLoyaltyPointAdjustment

### Purpose:

Allows a manual adjustment to the loyalty points. Can be used, for instance, to assign additional bonus points to guests who have participated in a survey, etc. Each transaction creates a new record in the loyalty system. It is not possible to change the amount of an existing entry.

### Call:

**[https://certification.serenatalab.com/api/v4/api.asmx?  
op=MemberLoyaltyPointAdjustment](https://certification.serenatalab.com/api/v4/api.asmx?op=MemberLoyaltyPointAdjustment)**

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls.)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
AdjustCode	Loyalty transaction code – must match setup code	Char(3)
AdjustAmount	Points to be added to the account	Integer
AdjustRemarks	Optional remarks describing the transaction	Char(255)

Fields in Request	Description	Type/Length
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <AdjustCode>SVY</AdjustCode>
    <AdjustAmount>300</AdjustAmount>
    <AdjustRemarks>Bonus for filling guest survey</AdjustRemarks>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <AdjustCode>SVY</AdjustCode>
    <AdjustAmount>300</AdjustAmount>
    <AdjustRemarks>Bonus for filling guest survey</AdjustRemarks>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
```

```
<ResultCode>200</ResultCode>  
<ResultText>Success</ResultText>  
<ReturnedRows>0</ReturnedRows>  
</Response>  
</CMAccess>
```

## MemberLoyaltyVoucherCreate

### Purpose:

Creates a new voucher for the guest profile and deducts the corresponding loyalty points from the guests loyalty points balance.for a chosen award

If successful, the response contains the data for the newly created voucher record.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberLoyaltyVoucherCreate>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
AwardRequest	Award code – must match setup code	Char(3)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(20)

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <AwardRequest>DEL</AwardRequest>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
```



```
<OriginatingIP>212.111.132.124</OriginatingIP>
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</Request>
<Response>
  <ResultCode>200</ResultCode>
  <ResultText>Success</ResultText>
</Response>
<LoyaltyVoucher>
  <AwardCode>DEL</AwardCode>
  <AwardName>Delta Miles Transfer</AwardName>
  <VoucherStatus>ORD</VoucherStatus>
  <VoucherStatusDesc>Ordered</VoucherStatusDesc>
  <VoucherDate>20081101</VoucherDate>
  <VoucherValidUntil>20081101</VoucherValidUntil>
  <VoucherId>42</AwardID>
  <VoucherPoints>5000</AwardPoints>
</LoyaltyVoucher>
</CMAccess>
```

## MemberLoyaltyVouchersGet

### Purpose:

Returns all vouchers awards for a specific guest profile. Result list can be limited by time frame and maximum number of items.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberLoyaltyVouchersGet>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
DateFrom	Start date for selection – optional parameter – format YYYYMMDD	Char(8)
DateTo	End date for selection – optional parameter – format YYYYMMDD	Char(8)
MaxRows	Number of max. returned rows – optional parameter	Integer
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

  

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer

Fields in Response	Description	Type/Length
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

Fields in LoyaltyAward	Description	Type/Length
AwardCode	Code for award – verify with setup data	Char(3)
AwardName	Description for award code, as defined in NetHotel setup	Char(100)
VoucherDate	Date of transaction – format YYYYMMDD	Char(8)
VoucherStatus	Status code for award	Char(3)
VoucherStatusDesc	Description of voucher status (e.g. ordered, redeemed, returned) as defined in NetHotel setup	Char(200)
VoucherValidUntil	Date of expiry (only if defined in award setup)	Char(8)
VoucherID	Internal NetHotel id of the voucher	Integer
VoucherPoints	Points used for this voucher	Integer

#### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

#### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <ProfileID>100000</ProfileID>
    <ProfilePassword>geheim</ProfilePassword>
    <OriginatingIP>212.111.132.124</OriginatingIP>
```



```
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</Request>
<Response>
  <ResultCode>200</ResultCode>
  <ResultText>Success</ResultText>
</Response>
<LoyaltyVoucher>
  <AwardCode>DEL</AwardCode>
  <AwardName>Delta Miles Transfer</AwardName>
  <VoucherStatus>ORD</VoucherStatus>
  <VoucherStatusDesc>Ordered</VoucherStatusDesc>
  <VoucherDate>20081101</VoucherDate>
  <VoucherValidUntil>20081101</VoucherValidUntil>
  <VoucherId>42</AwardID>
  <VoucherPoints>5000</AwardPoints>
</LoyaltyVoucher>
</CMAccess>
```

## CertificateGetStatus

### Purpose:

Check the status of the passed certificate and return the current status.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=CertificateGetStatus>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
MemberID	Member number (often Loyalty card number). If it is defined in the request, the LoginID is not used.	Char(20)
CertificateID	Certificate number	Char(10)
HotelID	ID of the hotel in which the certificate is used.	Char(50)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
CertificateStatus	CertificateStatus	Char(3)

This web service is the underlying call below the wrapper service certificate.asmx.

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
```

```

    <MemberID>5232661</MemberID>
    <CertificateID>1</CertificateID>
    <HotelID>003</HotelID>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>

```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <MemberID>5232661</MemberID>
    <CertificateID>1</CertificateID>
    <HotelID>003</HotelID>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>582</ResultCode>
    <ResultText>CertificateAlreadyRedeemed</ResultText>
    <CertificateStatus>XXX</CertificateStatus>
  </Response>
</CMAccess>

```

## CertificateSetRedeemed

### Purpose:

Sets the status of the passed certificate to redeemed and returns an approval code.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=CertificateSetRedeemed>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
MemberID	Member number (often Loyalty card number). If it is defined in the request, the LoginID is not used.	Char(20)
CertificateID	Certificate number	Char(10)
HotelID	ID of the hotel in which the certificate is used.	Char(50)
ExpireDate	Certificate expiry date (optional)	Char(10)
Confirmation number	Reservation confirmation number	Char(20)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ApprovalCode	Approval Code	Char(6)

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
```

```

<UserPassword>demotest</UserPassword>
<MemberID>5232661</MemberID>
<CertificateID>1</CertificateID>
<HotelID>003</HotelID>
<OriginatingIP>212.111.132.124</OriginatingIP>
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
</Request>
</CMAccess>

```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
    <MemberID>5232661</MemberID>
    <CertificateID>1</CertificateID>
    <HotelID>003</HotelID>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>582</ResultCode>
    <ResultText>CertificateAlreadyRedeemed</ResultText>
    <ApprovalCode>0</ ApprovalCode >
  </Response>
</CMAccess>

```

## Guest Social Media Integration

The following web service calls only apply if the social media module for NextGuest CRM is purchased and enabled. They may be used with an external guest member portal or newsletter portal, mobile app or Internet Booking Engine (IBE). Please note that the provider of the external guest-facing application will also need to integrate with the corresponding social media providers.

### Use Cases

In regards to drive an external member portal, there are three main new use cases in combination with social media:

#### Use Case 1: Login an user via his social media account

The user will click on the external member portal in order to login with his social media account (e.g. Facebook). The external system will call the social media provider API and retrieve the user's social media account and pass these via *MemberSocialMediaLogin* to the API. If the social media account is linked to an active member account, the API will return the full profile – similar to **Error! Reference source not found.**

If the warning 'SocialMediaDoubleOptinNotConfirmed' (211) is returned, the guest should be advised to first confirm the double-optin email before he can be signed in. This only applies for systems where double opt-in is configured.

If the error code 'SocialMediaLoginNotfound' (540) is returned, the guest should be offered the option to go to the sign-up / register page or first to login into his profile and link the social media account from there.

#### Use Case 2: Link a social media account with an active member account

Successfully authenticated guests may link their social media account for providers that are currently not linked to their member account. Please use *MemberSocialMediaConnectedProviders* to retrieve the list of connected social media accounts for the member account. Only one social media account per social media provider is supported.

If a user wants to sign-up with their social media account, the system first needs to attempt to log this user in – see also 'Use Case 1: Login an user via his social media account'.

Once this test passed, the sign-up with social media is technically a regular sign-up via *MemberCheckLoginID*

**Purpose:**

Returns 200 (OK) if the loginid can be used to create a new member profile. In case the loginid is already in use for another profile, error code 518 (ProfileLoginIDAlreadyExists) will be returned. This check needs to be performed before any *MemberProfileCreate* or *MemberProfileUpdate* with loginid (also if email address is used as loginid).

**Call:**

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberCheckLoginID>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
LoginID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(100)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 121 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <OriginatingIP>212.111.132.124</OriginatingIP>
  </Request>
</CMAccess>
```



```
<OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  <LoginID>JohnDoe</LoginID>
</Request>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    <LoginID>JohnDoe</LoginID>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
  </Response>
</CMAccess>
```



MemberProfileCreate followed by *MemberSocialMediaLink* for the respective social media account. Thus it is ensured, that a user may always have his login ID, member number and password in case he is unable to access his account.

### **Use Case 3: Unlink a social media account from an active member account**

Successfully authenticated guests may unlink their social media account for providers that are currently linked to their member account. Please use *MemberSocialMediaConnectedProviders* to retrieve the list of connected social media accounts for the member account. For security and consistency checks, the external system needs to call the respective social media provider to retrieve the SocialUid in order to remove the linkage to the social media provider.

## MemberSocialMediaLogin

### Purpose:

Validates social media credentials of a registered guest. The calling system needs to ensure all validation and security settings with the social media provider. Please retrieve the available social media providers for each installation/client separately.

If the warning 'SocialMediaDoubleOptinNotConfirmed' (211) is returned, the guest should be advised to first confirm the double opt-in email before he can be signed in.

If the error code 'SocialMediaLoginNotFound' (540) is returned, the guest should be offered the option to go to the sign-up / register page or first to login into his profile and link the social media account from there.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberSocialMediaLogin>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
SocialMediaType	Provider of the social media account	Char(3)
SocialUid	Unique user ID from the social media provider for the guest account	Char(50)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the Result Code	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

**Sample RequestXML:**

```
<?xml version="1.0" standalone="yes"?>
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <SocialUID>9999</SocialUID>
    <SocialType>FB</SocialType>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

**Sample ResponseXML**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <SocialUID>9999</SocialUID>
    <SocialType>FB</SocialType>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
  <GuestProfile>
    <ProfileID>NHG2689412</ProfileID>
    <Lastname>Doe</Lastname>
    <Firstname>John</Firstname>
    <Address1 />
    <Address2 />
    <ZIP />
    <City />
    <StateCode />
    <CountryCode>DE</CountryCode>
    <DateOfBirth />
    <Email>Support@serenata.com</Email>
    <Fax />
```

<Phone />  
<Mobile>+49 111111111</Mobile>  
<LoginID>JohnDoe</LoginID>  
<DoNotMail>0</DoNotMail>  
<DoNotMCall>0</DoNotMCall>  
<DoNotEMail>0</DoNotEMail>  
<MemberType>CM</MemberType>  
<Memberno>12810136</Memberno>  
<Language>EN</Language>  
<Sex>M</Sex>  
<JoinedDate />  
<PointsBalance>0</PointsBalance>

<ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI  
paP8Ep5q%2b8ailzRZi5AcurrbiWwsKS5y8ndksOLD%2fV%2bhHcLNZPmKZe  
WEI%2bxNywo9h8IQiZ9ZU93K%2f17yV6GiTJgmWfMKXWFVXIcszOeXQb3ld  
9WmpJw0UrvkC</ProfileAccessToken>  
</GuestProfile>  
</CMAccess>

## MemberSocialMediaConnectedProviders

### Purpose:

Retrieve the list of social media types (provider/network) for a logged-in guest. This information can be used to render display to the user and determine if he has the option unlink or link the respective social media type.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=MemberSocialMediaConnectedProviders>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

  

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvIGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

### Sample Response XML

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvIGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>1</ReturnedRows>
  </Response>
  <SocialProfile>
    <socialtype>FB</socialtype>
  </SocialProfile>
</CMAccess>
```

## MemberSocialMediaLink

### Purpose:

Links a social media account to a registered member account.

### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op= MemberSocialMediaLink](https://certification.serenatalab.com/api/v4/api.asmx?op=MemberSocialMediaLink)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
ProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in SocialProfile element (Part of Request)	Description	Type/Length
SocialType	Provider of the social media account	Char(3)
SocialUid	Unique user ID from the social media provider for the guest account	Char(50)
Lastname	First name	Char(50)
Firstname	Last name	Char(50)
Username	Username for the social network / provider	Char(50)
Middlename	Middle name	Char(50)

Fields in SocialProfile element (Part of Request)	Description	Type/Length
Email	Email address	Char(100)
Birthday	Birthday – length 8 – format YYYYMMDD	Char(8)
Sex	Gender	Char(1)
Locale	ISO-Code based locale code (e.g. EN-US, EN-GB, DE-DE)	Char(5)
Location	Location indicated on social profile (e.g. Munich, Germany)	Char(200)
Hometown	Home town indicated on social profile (e.g. Munich, Germany)	Char(200)
url	Deeplink-URL to the social media profile	
Language	ISO-Code based language code (e.g. EN, DE, FR, GB)	Char(2)
Country	ISO-Code based country code (e.g. EN, DE, FR)	Char(2)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <SocialProfile>
    <SocialType>FB</SocialType>
```



```

<SocialUid>9999</SocialUid>
<Lastname >Doe</Lastname>
<Firstname>Joe</Firstname>
<Username>john.doe</Username>
<Middlename>Paul</Middlename>
<Email>support@serenata.com</Email>
<Birthday>19800101</Birthday>
<Sex>M</Sex>
<Locale>EN-US</Locale>
<Location>New York, USA</Location>
<Hometown>New York, USA</Hometown>
<url>http://facebook.com/test/9999</url>
<Language>EN</Language>
<Country>US</Country>
</SocialProfile>
</CMAccess>

```

**Sample ResponseXML:**

```

<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
    paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
    wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
    Fk%2fPRLY2wY</ProfileAccessToken>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
    Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>2</ReturnedRows>
  </Response>
</CMAccess>

```

## MemberSocialMediaUnlink

### Purpose:

Removes the linkage between a social media account/provider and the supplied member account.

### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op= MemberSocialMediaUnlink](https://certification.serenatalab.com/api/v4/api.asmx?op=MemberSocialMediaUnlink)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
ProfileID	Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
-oProfilePassword	Password for member account	Char(50)
ProfileAccessToken	Encrypted token from email or API containing member authentication and expiry.	
SocialMediaType	Provider of the social media account	Char(3)
SocialUid	Unique user ID from the social media provider for the guest account	Char(50)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

  

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix “Result Codes” on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <SocialUID>9999</SocialUID>
    <SocialType>FB</SocialType>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
</CMAccess>
```

**Sample ResponseXML**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />

    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
    <SocialUID>9999</SocialUID>
    <SocialType>FB</SocialType>
    <OriginatingIP>212.111.132.124</OriginatingIP>
    <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
    <ReturnedRows>0</ReturnedRows>
  </Response>
```



</CMAccess>

## Wi-Fi Integration

The following web service calls are only for determining the service level for on-property WiFi. Any member portal or newsletter portal integration cannot use these calls!

### AuthenticateWiFi

#### Purpose:

Guests of a hotel can gain access to the Wi-Fi service. Additional to other authentication methods, integration with the NextGuest CRM guest member logins shall be offered to the guests. A guest shall be able to authenticate via a combination of his member portal-login and his first name and last name.

In order to allow the guest to sign up for a membership within NextGuest CRM, the Wi-Fi service provider needs to allow non-authenticated guests access to the guest member portal connected to NextGuest CRM.

Immediately after signup, the guest can authenticate with his new membership on the Wi-Fi authentication page.

#### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=AuthenticateWiFi>

Fields in Request	Description	Type/Length
authid	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
authtoken	NetHotel API user password – provided by NextGuest CRM	Char(50)
guest_loginid	Member number or LoginID for the guest/member.	Char(50)
guest_lastname	First name of the guest	Char(30)
guest_firstname	Last name of the guest	Char(30)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in Response	Description	Type/Length
Result_code	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
Result_description	Description of the Result Code	Char(100)
Membertype	Sample code 'LTY'; actual member type code depending on the NextGuest CRM installation. (Only returned for successful authenticated profiles).	Char(3)
Memberlevel	Sample Levels R1, R2, E1, E2, E3 actual member levels depending on the NextGuest CRM installation. (Only returned for successful authenticated profiles).	Char(3)

#### sample request message:

```
POST /api/v4/api.asmx HTTP/1.1
Host: redlioninternal.serenata-nethotel.com
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "http://serenata.com/webservices/AuthenticateWifi"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AuthenticateWifi xmlns="http://serenata.com/webservices/">
      <authid>wifiprovider</authid>
      <authtoken>7jf848kjo184</authtoken>
      <guest_loginid>john@smith.com</guest_loginid>
      <guest_firstname>John</guest_firstname>
      <guest_lastname>Smith</guest_lastname>
      <OriginatingIP>212.111.132.124</OriginatingIP>
      <OriginatingUserAgent>Mozilla/5.0 (Windows NT 6.1; rv:29.0)
Gecko/20100101 Firefox/29.0</OriginatingUserAgent>
    </AuthenticateWifi>
  </soap:Body>
</soap:Envelope>
```

```
</AuthenticateWifi>  
</soap:Body>  
</soap:Envelope>
```

Response will be one of the following response codes:

<b>status code</b>	<b>status description</b>	<b>explanation</b>
200	Success	Valid credentials, successful authentication
500	NotEnoughRights	Valid credentials, but user has not enough rights, failed authentication
501	PasswordMismatch	Invalid credentials, failed authentication
590	MethodNotSuccessful	Service call failed, failed authentication
511	ProfileLoginIDNotFound	Guest Login not found, failed authentication
514	ProfileLastNameMismatch	Guest Login data not matching, failed authentication
519	ProfileIsInactive	Guest Login disabled, failed authentication

and the following guest fields:

<b>field name</b>	<b>field description</b>
membertype	Sample code 'LTY'; actual member type code depending on the NextGuest CRM installation
memberlevel	Sample Levels R1, R2, E1, E2, E3 actual member levels depending on the NextGuest CRM installation



**sample response message:**

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <AuthenticateWifiResponse xmlns="http://serenata.com/webservices/">
      <status>200</status>
      <membertype>LTY</membertype>
      <memberlevel>R1</memberlevel>
    </AuthenticateWifiResponse>
  </soap:Body>
</soap:Envelope>
```

## Transactional Emails Integration

The webservice calls of this section are designed to allow a PMS, CRS, IBE or similar application to trigger a reservation confirmation, modification or cancellation email via NextGuest CRM.

### ConfirmationEmail

#### Purpose:

This will trigger a confirmation email for a confirmed reservation. Any later changes to the same reservation need to use either the ModificationEmail or CancellationEmail call.

#### Call:

[https://certification.serenatalab.com/api/v4/api.asmx?  
op=ConfirmationEmail](https://certification.serenatalab.com/api/v4/api.asmx?op=ConfirmationEmail)

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
HotelID	NetHotel hotel ID– verify with setup data	Char(3)
HotelProfileID	External profile reference of the PMS/CRS or IBE profile record	Char(20)
ProfileID	If available, NextGuest CRM Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

**Sample RequestXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

**Sample ResponseXML:**

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
```



```
<UserPassword>demotest</UserPassword>  
</Request>  
<Response>  
  <ResultCode>200</ResultCode>  
  <ResultText>Success</ResultText>  
</Response>  
</CMAccess>
```

## ModificationEmail

### Purpose:

This will trigger a modification email for an already confirmed reservation. The original confirmation should happen via the ConfirmationEmail call. In case of cancellation of the booking, the CancellationEmail call should be used.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=ModificationEmail>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
HotelID	NetHotel hotel ID– verify with setup data	Char(3)
HotelProfileID	External profile reference of the PMS/CRS or IBE profile record	Char(20)
ProfileID	If available, NextGuest CRM Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
  </Response>
</CMAccess>
```

## CancellationEmail

### Purpose:

This will trigger a cancellation email for an already confirmed reservation. The original confirmation should happen via the ConfirmationEmail call. In case of modifications, the ModificationEmail call should be used.

### Call:

<https://certification.serenatalab.com/api/v4/api.asmx?op=CancellationEmail>

Fields in Request	Description	Type/Length
UserID	NetHotel API user – provided by NextGuest CRM. Is used to verify application access and to mark transactions and changes.	Char(10)
UserPassword	NetHotel API user password – provided by NextGuest CRM	Char(50)
HotelID	NetHotel hotel ID– verify with setup data	Char(3)
HotelProfileID	External profile reference of the PMS/CRS or IBE profile record	Char(20)
ProfileID	If available, NextGuest CRM Internal ProfileID as returned during Member Login (Unique ID of the guest profile within NetHotel. This number is the reference number for all other profile-related calls)	Char(15)
OriginatingIP	IPv4 address of the client where the request is originated from.	Char(15)
OriginatingUserAgent	UserAgent information of the clients device / browser.	Char(500)

Fields in EmailRequest	Description	Type/Length
SendEmail	If an email should be triggered to the guest. If false, all other content of EmailRequest will be ignored. 0=False,1=True	Integer
EmailFields	Agreed fields as XML table to be used based on email specification by Serenata	VarChar(Max)

Fields in Response	Description	Type/Length
ResultCode	Number, provides the status of the last request. (See the Appendix "Result Codes" on page 139 for a list.)	Integer
ResultText	Description of the ResultCode	Char(100)
ReturnedRows	Number of returned data rows (without Response / Request rows)	Integer

### Sample RequestXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>API</UserID>
    <UserPassword>SECRET</UserPassword>
    <ProfileID />
    <ProfilePassword />
    <ProfileAccessToken>pR%2fgTCjGGYadZ%2fXTJjPJc8Q46z9GGjgCMFIMjBI
paP8Ep5q%2b8ailzRZi5ApurrbisDeiAxC0s%2fP33AozFBUI9XwaMZsvw1CCt
wVRb9%2bvlGimbhTC%2bLoSgLA56QvrDzLen13jHvvRQsgl%2borcdAwbL3
Fk%2fPRLY2wY</ProfileAccessToken>
  </Request>
  <EmailRequest>
    <SendEmail>1</SendEmail>
    <EmailFields>
      <fieldname1>fieldvalue1</fieldname1>
      <fieldname2>fieldvalue2</fieldname2>
    </EmailFields>
  </EmailRequest>
</CMAccess>
```

### Sample ResponseXML:

```
<CMAccess xmlns="http://api.serenata-nethotel.com/cmaccess.xsd">
  <Request>
    <UserID>360i</UserID>
    <UserPassword>demotest</UserPassword>
  </Request>
  <Response>
    <ResultCode>200</ResultCode>
    <ResultText>Success</ResultText>
  </Response>
</CMAccess>
```



# Appendix

## Appendix A: Certification Process

Third party providers (referred to as vendor) developing an integration for a joint client (referred to as customer) using this specification must first complete the certification process with NextGuest CRM (referred to as Serenata) prior to utilization in LIVE customer environment. In the following the necessary certification process is outlined:

1. Serenata provides the vendor with a non-disclosure agreement (NDA).
2. The vendor returns the signed copy to Serenata.
3. The Serenata will counter-sign the NDA and provide a signed copy back to the vendor.
4. Afterwards, the teams of Serenata and the vendor will discuss possible integration options and involve customer contacts where needed.
5. Serenata will provide the vendor with a copy of the applicable interface specification document.
6. Serenata will provide the vendor with a non-production environment access (certification system). The vendor can use this environment to post test messages for development and preparation for the API certification. The vendor is free to modify the data in the certification system if not told differently by Serenata (This would typically be the case for a shared environment for multi-vendor development / certification). In case of questions please refer to the Serenata contact dedicated for this project. If you do not have a dedicated Serenata contact, please send your request to [support@serenata.com](mailto:support@serenata.com) and your request will be forwarded to the corresponding contact internally.
7. The vendor develops the message formats for the agreed webservice calls and use cases and implements all required logic for all success and error responses.
8. The vendor does perform tests for his implementation of the API for the agreed webservice calls and use cases. Serenata recommends to be informed before starting these tests in order to review log files accordingly.
9. After the vendor has completed the development and internal testing, the vendor submits the list of webservice calls implemented to Serenata in order to plan end-to-end certification testing.
10. Serenata schedules end-to-end certification testing with a Serenata team member. The vendor needs to ensure that the Serenata team member has access to the vendor system (e.g. via web or remote session).

11. Serenata and the vendor perform the certification testing. The vendor does provide Serenata sufficient access to the vendor's system in order to document all steps taken and execute tests for boundary cases.
12. Upon successful completion of the certification testing, Serenata and the vendor contact the beta customer to schedule pilot implementation at a customer LIVE environment.
13. Serenata and the vendor implement the new integration at the beta customer LIVE environment.
14. Beta phase: Serenata and the vendor monitor the beta customer LIVE environment for a minimum of two weeks.
15. If no issues arise within the beta phase, Serenata will provide signed certification documents to the vendor.

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The vendor needs to address any found issues and inform Serenata before the certification process can be taken to the next step. Please keep in mind that found issues may result in additional review iterations and may invalidate estimated timelines.

In addition, the certification environment is subject to frequent development updates without prior notification and result in brief system outages occasionally.

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## Appendix B: Result Codes

The following result codes are available, i.e. can be returned with the transactions.

Code	Code Name	Description
200	Success	Transaction was successful.
210	SuccessWithWarnings	Transaction was successful, but some minor issues occurred (field content truncated, default values assumed for incorrect codes etc.). Additional response rows are attached to describe the issue in detail.
211	SocialMediaDoubleOptinNotConfirmed	The supplied social media account is linked to an active member profile that not yet confirmed the double opt-in.
400	WarnDataTruncated	The given data was too long for the database field and was truncated.
401	WarnDataInvalidDataType	The given data had a wrong type (e.g. characters for numeric fields). A default or NULL value was used in the database.
402	WarnDataInvalidCode	The given data was an invalid setup code. A default or NULL value was used in the database.
403	WarnDataNotAllowed	The given data is not allowed for the field. A default or NULL value was used in the database.
404	WarnLoginIDAlreadyExists	The provided loginid is already in use. The default value was used in the database.

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405	WarnTCAcceptedAlreadySet	The terms and conditions were previously already accepted, thus this data remained unchanged.
500	RequestUserNotFound	The specified application user does not exist in the NetHotel database.
501	RequestPasswordInvalid	The password in the request is not valid.
502	RequestMethodNotAllowed	The called method is not allowed for the specified user.
505	RequestParameterMissing	One or more mandatory request parameters have not been specified.
506	RequestUserNotEnoughRights	The api user does not have the rights to use the corresponding webservice call. Typically the case for not certified calls.
510	ProfileIDNotFound	The guest profile specified by the ProfileID does not exist in the NetHotel database (or has been deactivated.)
511	ProfileLoginIDNotFound	The guest profile specified by the LoginID/MemberID does not exist in the NetHotel database (or has been deactivated).
512	ProfilePasswordInvalid	The specified password does not match with the password stored in the guest profile.
515	ProfileNotEnoughData	There is not enough data to create the profile.
516	ProfileMandatoryFieldMissing	Cannot create profile, mandatory fields are missing.
517	ProfileAlreadyExists	There already is an existing profile. The existing profile is

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		returned as part of the response message.
518	ProfileLoginIDAlreadyExists	The requested LoginID is already in use. It cannot be used to register a new guest.
519	ProfileIsInactive	There already is an existing profile which was deactivated.
520	MethodNotSuccessful	The request could not successfully execute. Data was not stored in the database.
520	ActivityNotEnoughData	There is not enough data to create the activity.
521	ActivityBaseTypeInvalid	The base type of the activity is invalid, i.e. the activity base type code used is unknown to NetHotel.
522	ActivityTypeInvalid	The activity type is invalid, i.e. the activity type code used is unknown to NetHotel.
523	ActivityStatusInvalid	The activity status is invalid, i.e. the activity status code used is unknown to NetHotel.
540	SocialMediaLoginNotFound	The supplied social media account is not linked to an active central profile.
541	SocialMediaLinkExistsForSameSocialMediaProvider	The supplied social media account is linked to a member profile that has already another social media account linked for the same provider. Should advise the guest to unlink the other social media account first.
542	SocialMediaLinkExistsForOtherProfile	The supplied social media account is linked to a different active member profile. Should advise the guest to

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		unlink the other profile first.
543	SocialProfileMandatoryFieldMissing	One of the mandatory values was not provided, thus unable to create the social profile.
550	ProfileAccessTokenInvalid	Invalid ProfileAccessToken, failed authentication
551	ProfileAccessTokenExpired	ProfileAccessToken Expired, failed authentication
552	ProfileAccessTokenProfileIdMismatch	ProfileAccessToken and other login parameters failed to match, failed authentication
553	ProfileNewPasswordSameAsCurrent	Unable to change the password, as it is the same as the current one.
560	LoyaltyAwardNotCreated	Loyalty award could not be created. Check points balance and other restrictions (General error, if no specific error could be found).
561	LoyaltyAwardCodeInvalid	No loyalty award could be found for the provided code.
562	LoyaltyAwardMaxLimitPerProfileReached	The requested award exceeds the maximum limit per profile.
563	LoyaltyAwardMaxLimitReached	The requested award exceeds the maximum total limit.
564	LoyaltyAwardExternalNotAvailable	The requested award cannot be redeemed externally using the API.
565	LoyaltyAwardProfileNotEligible	The profile is not eligible for the requested award.
566	LoyaltyAwardProfileNotEnoughPoints	The profile does not have enough points to redeem this award.

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569	LoyaltyTransactionInvalidReasonCode	The provided reason code for the transaction is not valid.
570	CampaignQueryIdInvalid	The campaign query ID is not valid / does not exist.
571	CampaignNotActive	The provided campaign is not active, thus no email results can be added / generated.
572	CampaignResultAlreadySent	The email result for the provided campaign is already sent.
580	CertificateNotFound	The certificate specified by CertificateID does not exist.
581	CertificateMemberIDMismatch	The certificate specified by CertificateID has not been issued for the Loyalty card number specified by the MemberID.
582	CertificateAlreadyRedeemed	The certificate has already been redeemed
583	CertificateExpired	The certificate has expired
584	CertificateReturned	The certificate was returned
585	CertificateUnknownStatus	The certificate has an unknown status
588	CertificateHotelIDNotFound	The hotel specified in CertificateSetRedeemed method does not exist in NetHotel.
589	CertificateNotValidForHotel	The certificate is not valid for the requesting hotel.
590	MethodNotSuccessful	This is a generic error that is returned if there is an unexpected occurrence.
595	MethodNotImplemented	Function is not available in this customer environment or for the given user account.

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