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Maxial Premium

Web Booking Interface

PT Maxindo Caraka has developed an integration that allows the Maxial PMS to communicate with various Channel Managers and Central Reservation Systems (CRS) via their APIs.

This integration manages room inventory updates and rate value updates from Maxial, as well as receiving into Maxial any new or updated reservation information.

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INTRODUCTION

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The interface is installed as a Windows Service on to the Maxial PMS server and has been developed this solution in accordance with the Open Travel Alliance (OTA) specification and Channel Manager's API.

HOTEL REQUIREMENTS

Before the integration software can be installed, there are a few items that must be actioned in preparation by hotel IT staff.

- .NET 4.7.2 should be installed on the PC or server where the OTAWebBookingService will be running.
- Public IP or domain name with open port (typically 8723).
- Remote Access
- Optionally Email Settings (Email server and port, email username and password, email sender, and email booking failure destination) to be notified of errors.
- Domain with SSL certificate.

SQL CONFIGURATION SCRIPT

A certain number of parameters are required to be setup in the Maxial SQL database, and this is done through a customisable script.

The script file for each Channel Manager and Hotel is unique. For example, "FastBooking Setup.sql" will contain specific for Fastbooking. The hotel account and mapping details must be adjusted per requirements.

ONE-WAY INTERFACE SETUP

You can change the interface to work in a "One Way" mode where only bookings are brought into Maxial and no information is sent to the Channel Manager. That means that the following features are NOT synchronised with CRS:

- Room Rates
- Room Availability
- Yield (Revenue) Controls

This is achieved by changing the `CRSInterfaceType` column in the `IF_CRSInterface` table from 1 to 0.

TWO-WAY INTERFACE SETUP

Two-way integration incorporates two-way messaging between Maxial and the Channel Manager and includes receiving reservations and sending rate and availability updates. This means each required room rate must be linked to the CRS in Maxial (Room Rate Setup) to automatically sync inventory changes, and for the user to manually opt to Sync Now to sync rate changes on that room rate as well.

Yield Rules (restrictions or inventory controls) can only be applied in a two-way integration as well as they affect the inventory counts or the open status of the Channel Manager directly.

INSTALLATION

The installation files can be downloaded from downloads.maxial.net as
MaxialOTAWebBookingService.zip

INSTALLING MAXIALOTAWEBBOOKINGSERVICE

Unzip and copy the Web Booking Service "Install" folder and the config file, into the
Maxial_Premium \ [Channel Manager] Interface folder.

UPDATING THE CONFIGURATION FILE

Before you run the install file you need to edit the MaxialOTAWebBookingService.exe.config file (config file).

```
<add key="ConfigSQLServerName" value="M
<add key="ConfigSQLDBName" value="Maxia
<add key="HotelCodes" value="MAXLTST=TR
<add key="InterfaceCode" value="RateGai
<add key="LogName" value="RateGainInter
<add key="URLPassword" value ="C0nn3ct3
<add key="IsListener" value ="YES"/>
<add key="IsProcessor" value ="YES"/>
<add key="IsSender" value ="YES"/>
<add key="AdminPassword" value ="maxial
<add key="InboundURL" value ="http://ma
<add key="OutboundURL" value ="https://
<add key="OutboundURL_Ping" value ="htt
<add key="OutboundURL_Rates" value ="ht
<add key="OutboundURL_Avail" value ="ht
<add key="CrCardTranslate" value ="VI=V
<add key="IsSyncInterface" value ="NO"/
<add key="OutgoingSoapUserName" value =
<add key="OutgoingSoapPassword" value =
<add key="SoapUserName" value ="RateGai
<add key="SoapPassword" value ="R@t3G4!
<add key="LocalCurrencyCode" value ="ID
<add key="EmailHost" value ="MAXBRISB01
<add key="EmailPort" value ="25"/>
<add key="EmailRequiresAuthentication"
<add key="EmailUsername" value =""/>
<add key="EmailPassword" value =""/>
<add key="FromEmailAddress" value ="web
<add key="ToEmailAddresses" value ="rad
```

Fill out the above values according to the CRS and hotel requirements. Generally, the minimum required will be HotelCode, InterfaceCode, all URLs and Usernames/Passwords.

If there is more than one CRS required to be installed, then you need to modify the **Install_MaxialOTAWebServer.bat** and **UnInstall_MaxialOTAWebServer.bat** to change the servicename and servicedisplayname according to the CRS name.

Now run the **Install_MaxialOTAWebServer.bat** as administrator.

The Maxial software is a Windows Service that is installed on to the Maxial PMS server or sometimes an interface PC.

STARTING AND STOPPING THE SERVICE

The installed service is found in the Services applet in the Control Panel.
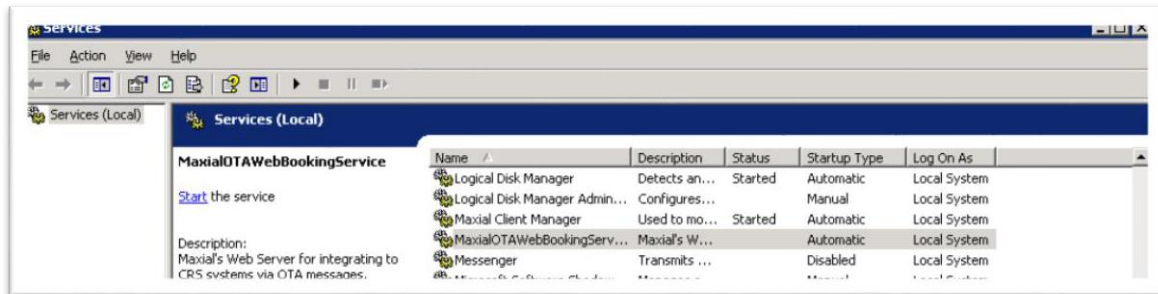

After installing the service, it will need to be started manually the first time, however it is configured to automatically start after the system it is installed on is rebooted.

If required, the service can be stopped, but doing so may prevent new reservations or inventory updates from being synced between the two systems.

UPDATING THE RECOVERY OPTIONS

In Services (Windows), update the Recovery options to allow it to restart the interface if it fails. This is required after the server reboots and the service tries to start before the SQL Server service is ready.
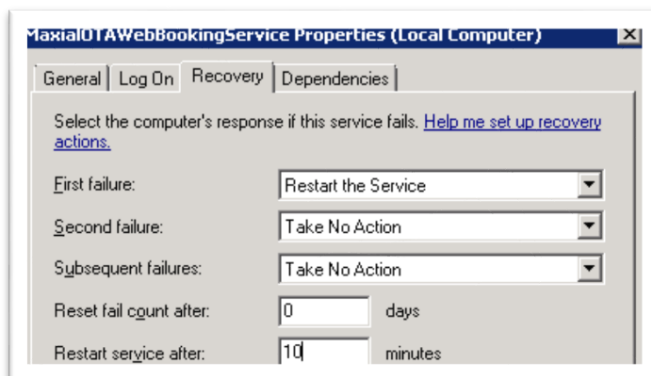
UPGRADING THE SERVICE

To upgrade the service to a later version, you will need to

- Optionally, back up all related files to the existing service first.
- Stop the service as outlined in the above section (Starting and Stopping the Service).
- Unzip and overwrite all of the existing files with the files from the update zip.
- Start the service again (as above)
- Ensure that the service has started correctly by refreshing the service list. If it does not say running, try to start it again. If it does not start refer to the troubleshooting section for more information.

UNINSTALLING THE SERVICE

The service can be uninstalled by running the **UnInstall_MaxialOTAWebServer.bat** file as administrator.

Note – Make sure to stop the interface before uninstalling.

MONITORING THE MAXIAL WINDOWS SERVICE

Using a Web browser, if you open the following URL you will see the Home page of the Maxial web service:

http://localhost/OTAWebServer/?webPage=Home&password=maxial

Create a shortcut on the desktop to this web page. Note that the password in this URL is setup in the configuration file as URLPassword and can be changed to any other value. The password is required to access all pages other than Home.

WEB BROWSER HOME PAGE

The home page shows the general event log entries which is a list of all events that have occurred in descending time order. These events may be:

Information – These messages are for information only.

Sent / Received – These events record when a message is sent or received by the service.

Warning – These events are where an error has been returned to the CRS to handle.

Error – These are events that need to be attended to immediately. Check with Maxial Support if you need help resolving these issues.

MESSAGES PAGE

This page provides a more detailed view of the messages that have been sent and received between Maxial and the Channel Manager since the service was last started and will not include system warnings or errors. If the message relates to a booking, the name and booking numbers will be shown. More detail can be seen by clicking the Received Msg or Sent Message links.

If an error was returned in a response, hover your mouse over the Error link and you will see the error message in the status bar of the browser. Alternatively, click the other links to see it below.

REPORTS PAGE

You can use this page to request a selection of message sent/received at any time in the past, even prior to the service being started, as far back as the Event Viewer stores the history. You may choose the following selection parameters:

Date and Time Range – These boxes default to dates however you can add a 24-hour time as shown below. Note that the default time is midnight (0:00) so make sure that don't have the same dates when not specifying a time, otherwise the search wont selected anything.

Message type – Leave blank or choose a specific message type.

Hotel Code – Leave blank or choose a hotel (if you have a multi-property site).

Echo Token – The Echo Token an identifier that is unique for a request / response pair. Leave blank or choose a specific echo token.

CRS Booking Number – Leave blank or choose a specific CRS booking number.

Maxial Booking Number – Leave blank or choose a specific Maxial booking number.

Click the **Search** button to get the results.

TROUBLESHOOTING

SERVICE NOT STARTING

If the MaxialOTAWebBookingService the service fails to start or somehow stopped unexpectedly you can have a look the Event Viewer. There will be a separate log under Application and Services Logs with name [ChannelManager]Interface, e.g. RateGainInterface. If not, you can also check the most the log under Windows Logs then Application.

There are a few possibilities that can cause this issue.

- .NET Framework (4.7.2 currently) is not installed.
- The RD URL in MaxialOTAWebService.config is using the public IP. Although, the URL we give to the channel manager is the public one, we need to use the local IP where the service is installed.
- If it was recently installed/updated, some of the files may be blocked by the OS. You will need to unblock each of the interface files before attempting to start it again by editing their properties.

SERVICE NOT RECEIVING ANY MESSAGE

If the service does not receive message from the Channel Manager, you could have a look at the OTAWebServer webpage via web browser and see if there is any error message.

There are a few possibilities that can cause this issue.

- Port (typically 8723) is closed. The port can be closed by the network router or sometimes closed by the Internet Service Provider.
- Make sure that the Hotel IT already forwarded port 8723 in the router to the PC/Server where the service is running. Generally this can be achieved by configuring the NAT of the router.
- Port is blocked by Windows Firewall or another firewall on the system. To prevent this from happening you could add an Inbound rule to the Windows Firewall for the required port.

The quickest way to check if the port is open is use an open port checker tool on the internet from the system running the service.

Alternatively, you should also be able to access the log page from outside the local network by visiting the same URL configured for the Channel Manager's access (this is found in the configuration file and likely also provided to the Channel Manager). If this fails to load, then it may also be an indication of a network-related issue such as incorrectly configured forwarding or firewall.

BOOKING FAILED TO BE CREATED

The service is receiving message, but the booking failed to be created. Most of the cause of this issue is mapping between Maxial PMS and Channel Manager.

These mappings could be of one the below possibilities

- Room Rate mapping, the hotel creating a new room type in the channel manager, but they did not map it or did not inform the channel manager to map it to a room rate that exist in or recognise by Maxial PMS.
- Room Type mapping, similar case as with Room Rate mapping.
- CRS Channel Company/Agent profile does not have a negotiated room rate. This rule also applies to the company/agent profile of the default channel.
- Company/Agent Code Setup and the Default Channel, both has not been setup in CRS Channel Setup.

You can normally determine the cause of the failed delivery by investigating the interface logs as outlined previously. Alternatively, if email is configured, then some users will receive notification of the failures from Maxial and may receive something from the Channel Manager as well.

BOOKING DOES NOT GOES TO THE RIGHT COMPANY

Sometimes a booking can be link to wrong company because the booking that came from the Channel Manager comes with a company/agent code that is not recognise by Maxial PMS. You can see that there is a warning in the booking audit that the company/agent code is not recognise.

A booking that came from a company or agent that has not been setup in CRS Channel Setup will still be accepted and assigned a default channel. If the default channel (??) has not been setup then the booking will be rejected completely.

BOOKING RATE IS INCORRECT

A booking can have an incorrect rate due to incorrect setup in the Channel Manager site or Maxial PMS. In the CRS Channel Setup, make sure that the "Has Net Rates" is ticked if the rate is not included the agent commission. Also, the checkbox "Rate Inc Tax/Svc" is ticked if the rate already included tax and service charge.

NOT ENOUGH MESSAGE HISTORY

If you are trying to trace back through the interface message history and cannot go back far enough then there likely wasn't enough capacity to retain that much history in the Event Logs (in Windows). The web page (Reports) for the service will only show as much history as it is allowed to record. Event Logs is used to record the messages and has a capacity limit, normally defaulting to 100MB. To extend this you must open Event Viewer and increase the allowed size of the log assigned to the channel manager.

INTEGRATION GUIDELINES

This section outlines the technical and configuration requirements for integrating Maxial PMS with third-party Channel Managers and Central Reservation Systems (CRS). Each integration may involve specific setup steps, interface codes, mapping configurations, and API parameters. The goal is to ensure seamless data exchange between Maxial and external systems, enabling real-time synchronization of bookings, rates, and availability.

The following subsections provide detailed instructions for integrating with supported platforms.

Interface: Exely

To ensure successful integration between Maxial PMS and Exely CRS, the following configuration steps and mapping requirements must be completed:

Setup Instructions
1. Update the IF_CRSInterface table to use the interface code Exely.
2. Use the configuration file provided by Exely (.config) as the basis for setup.
3. Change the InterfaceCode in the IF_IFInterface table to Exely.
4. Ensure all adhoc room rates in IF_CRSRoomRate are connected to Exely CRS.
5. Add interface mappings in IF_IFInterfaceMapping as follows:
    a. V1 → 5001574 → RoomType → Exely API Key for Room Codes V1
    b. V2 → 5001575 → RoomType → Exely API Key for Room Codes V2
    c. T1 → 5001576 → RoomType → Exely API Key for Room Codes T1
6. Add rate plan mappings:
    a. ADHOC → 10005946 → RateCode → Exely API Key for Adhoc
7. Confirm that IF_IFInterface is correctly set to Exely CRS.
8. In the configuration file, add the following line:

```
<add key="APIVersion" value="1.17"/>
```

9. Add the following entry to the IF_CRSChannel table:

```
1 ?? Default 1 1039 0 1
```

10. Ensure the Company Profile includes a negotiated rate.
11. A new mapping has been added to associate specific Service IDs with corresponding Charge Codes. Example entry:
    27   1   WDP   5001518   ServiceCode   Exely API Key for Extra Services - Champagne   4
12. The FO_FOConfig parameters DefaultArriveTime and DefaultDepartureTime have been updated to align with the main configuration settings defined in Exely. This change improves consistency across front office operations and third-party system synchronization.

Additional Notes
1. DEdge Channel Logic Update:
   In the current implementation, DEdge uses two functions: NetDownGrossRate() and GrossUpNetRate().

To avoid overlapping logic and duplicate processing, only the last function in the sequence is executed—**NetDownGrossRate()**.

Therefore, DEdge will default to using NetDownGrossRate().

2. Exely Channel Logic:

Unlike DEdge, Exely uses the GrossUpNetRate() function for rate calculations.

3. Children with the status ChildBandWithoutBed (child without bed) are excluded from the children counter.

4. Bug fix applied to the HotelAvailNotifRQ feature for SiteMinder, OTAConnector, Voyager, Bookandlink, DEdge, and Exely, specifically addressing issues in the RoomType section.

5. Patch implemented for AvailabilityLoadType.Zero:

   A. SiteMinder, OTAConnector, Voyager, Bookandlink, DEdge → Zero Rule not sent

   B. Exely → Zero Rule sent

   C. Voyager → Zero Rule sent

Certified Feature Coverage & Integration Behavior

This section outlines the specific Maxial PMS features that have been successfully validated during the certification and UAT process with Exely. It highlights the operational scope, supported data flows, and any integration nuances observed during testing. These notes serve as a reference for technical teams, support staff, and future maintenance planning to ensure continued compatibility and performance across the interface.

1. Availability Sync

   a. Automatic upload of availability at interface start and on room count changes

   b. Monthly sync interval with delta-based updates

   c. Initial dual-step upload (clear + set availability)

   d. Automatic extension of availability period

   e. No manual/forced upload via UI, but restart triggers re-sync

   f. Uploads are consolidated and efficient (not fragmented)

2. Rate Plans & Pricing

   a. One-to-one rate plan mapping (multi-rate plans via separate requests)

   b. Supports adult pricing on main and extra beds

   c. Supports child pricing on main and extra beds (uniform, no age brackets)

   d. No support for child pricing without beds

   e. Extra services pricing handled by CRS only (not uploaded from PMS)

   f. Manual sync required for price updates

   g. Adhoc rate plans supported for CRS-driven pricing

   h. Rate Mix (daily rate codes) supported and displayed

3. Restrictions

   a. Fully supports:

      i. Closed (sales stop)

      ii. MinLOS / MaxLOS

      iii. MinLOSArrival / MaxLOSArrival

      iv. CTA / CTD

      v. MinAdvBooking / MaxAdvBooking

   b. Restrictions auto-uploaded when changed in PMS

   c. Full Pattern LOS not supported

   d. Booking & Modification

4. Multi-room bookings with mixed room types supported

   a. Booking comments, check-in/out times, and prepayment amounts displayed

b. Booking source/channel info shown (Agent, Company, Customer, Source)

c. Booking modifications supported (date changes, room type changes)

d. Cancellation supported from CRS; PMS does not send OTA_CancelRQ

e. Partial cancellations and multi-room cancellations supported

f. Extra services from Exely included in total cost if code mapping exists

g. Booking number and channel identifiers displayed correctly

5. Guest Details & Occupancy

a. Adults on main/extra beds tracked in Room Matrix

b. Children on beds tracked; age details shown under Billing → Special Request

c. Children without beds not counted in Room Matrix (to avoid occupancy mismatch)

6. Payments & Finance

a. Payment methods (e.g. bank card, transfer) shown under Notes → Special Request

b. Prepaid amounts displayed and deducted from total cost

Interface: SU Staah

The SU Staah integration introduces a new flow that complements the legacy STAAH format, which remains in use. This updated configuration aligns with Maxial's ecosystem and addresses several compatibility issues observed in previous setups. The integration is designed to ensure accurate data handling, streamlined booking processes, and improved system reliability.

Key Considerations

1. **New Flow Introduction**
   SU Staah uses a new format, while the legacy STAAH format is still supported.
2. **Configuration Alignment**
   Adjustments have been made to ensure compatibility with Maxial's system architecture.
3. **Testing Data**
   Live test data was converted from JSON to XML using PMS log data from the extranet sandbox. Sensitive fields are masked.
4. **Add-ons Handling**
   SU Staah provides add-on pricing per room, not per day. Maxial prorates these values accordingly.
5. **Multi-Room Limitations**
   Maxial does not support multi-room bookings with different dates. If dates match, separate records are created.
6. **Package Restrictions**
   Bookings with multiple rooms and different packages are not supported.
7. **No UAT Phase**
   This redevelopment did not include a User Acceptance Testing phase (confirmed by Kishan).
8. **Rate Sync Requirement**
   Rate synchronization must be initiated from Maxial Suite.
9. **Unsupported Booking Flow**
   SU Staah's booking request flow is not supported in Maxial.
10. **Error Handling**
    SU Staah error messages are not displayed on the web interface. Check the Event Viewer for details.
11. **Format Conversion**
    SU Staah does not follow OTA 2003B_10 format. A converter adapter is used. Errors and warnings during conversion are logged in the Event Viewer.
12. **Issue Reporting**
    Any issues should be reported based on error or warning logs found in the Event Viewer.
13. **XML Processing**
    XML data is processed using deserialization.
14. **Booking Exceptions**
    If an error occurs, the system will skip the booking. The CRS will assume the booking was not accepted. Only valid bookings are processed. Refer to the Event Viewer for more information.

Legacy System Maintenance

To maintain compatibility with the legacy system, ensure the following configurations are applied:

1. CRSSyncType must be set to 0.
2. IsSyncInterface must remain Yes.
3. IF_IFInterface = SUStaah (SU STAAH CRS).

4. IF_CRSInterface = SUStaah (SU STAAH CRS).
5. Configuration file must include:

```
<add key="InterfaceCode" value="SUStaah"/>
<add key="HotelCodes" value="TRK=TRK"/> <!-- TRK is the CRS code -->
```

6. Update IF_CRSChannel according to mapping from:
   SU Staah OTA Codes
7. Update IF_IFInterfaceMapping with new mappings and descriptions:
   - ["Company*189"] → "C1274|AgodaYCS"
8. Ensure the **Company Profile** includes chargeback settings.