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## LTS Technology News 2015-01

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This edition of the LTS Technology News has the purpose of informing you about the latest news and key dates, as well as giving you a short preview of upcoming topics and developments. If you should have any further queries, the LTS Service Desk ([ticket@LTS.it](mailto:ticket@LTS.it)) will gladly be of assistance via e-mail.

## 1. Reorganisation of the LTS Service Desk

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From now on, the LTS Service Desk will be reachable from Monday to Friday from 8:30 to 12:30 and from 13:30 to 17:30 under the telephone number +39 0471 326113. From May 2015 on, e-mail queries must be sent exclusively to **ticket@lts.it** to enable their further processing. Personal e-mails to the employees or to the info@ and service@ addresses will not be processed anymore. The address ticket@lts.it is active already and can be used from today on.

## 2. Reservation Platform LTS/HGV

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The LTS reservation engine is going to be replaced by a new reservation engine over the next few weeks. This means that LTS will be relying upon HGV Technology. As a result, prices and availability can be exchanged between the systems so that they're available on both systems. Properties can now choose the system (e.g. TIC-Web, PMS, HGV, ...) for data maintenance for a large part of the data (e.g. prices).

What does this changeover mean for operators of websites?

All properties that use LTS technology today will be gradually migrated to the new technology. If a tourist accommodation establishment is to be migrated, the current shopping cart will be automatically redirected to the new shopping cart. So actually, there's nothing to do in the first stage.

As soon as all companies have been reorganised, then links to the LTS shopping cart must be removed. The booking process can, however, be integrated by yourself using the LTS interface and can be adapted to your own needs.

For users of LTS HotelFinder, the conversion is done automatically. There's no need to do anything else.

Properties can replace the LTS shopping cart with the HGV booking widget (once the companies have been moved to the new system).

## 3. Widget – LTS HotelFinder

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The LTS HotelFinder was developed in 2013 by LTS and now encompasses roughly 60 websites. The LTS HotelFinder has been in continuous development since its launch. All users will automatically benefit from the further developments and do not need to undertake any adjustments. The following optimisations have been made recently:

- Proximity search
- With enquiries the choice of meal plan had been optimized
- The HotelFinder can now be opened directly with an open date box (search box) (*startatdateselection* parameter)
- Quotations for holiday flats have been improved
- Symbol for e-mail and web address can be displayed in the property list
- Optimisation of usability with paging

As described under the *reservation platform LTS/HGV* point, the shopping cart will be adjusted soon. This technical adjustment will be carried out automatically by the LTS for users of the LTS HotelFinder and will be released after having been voted with the tourism organisations.



## 4. Holiday Packages (Urlaubspauschalen)

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Again and again, we have website operators, who want to promote holiday packages (Urlaubspakete) on their home pages. We would like to point out that we are not able to activate any new interfaces and widgets for this product any more. In many a place, the holiday packages are not even entered or maintained anymore. The existing installations – if supported by the tourism region – can be used until 30.06.2015. The support by the LTS is no longer offered.

The LTS is currently developing a new version of *Urlaubspakete*, which are called **Urlaubspauschalen** (flat rate holidays). In contrast to the current version, Urlaubspauschalen are bookable and can be exchanged with other systems. A first version is planned for summer/autumn 2015.

## 5. AlpineBits

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For quite some time, LTS has worked on the implementation of the AlpineBits interface to enable a data exchange of accommodation data. The work is now completed for the most part and the first activations were successfully completed.

It is now therefore possible to transmit the following data on TIC-Web via AlpineBits:

- FreeRooms (available rooms)
- Inventory (room type settings)
- RatePlans (prices)

In addition, GuestRequests (enquiries/bookings) can also be picked from the TIC-Web Server via AlpineBits.

The following systems have already been set and can transmit data to TIC Web:

- ASA
- HGV Easychannel

Activation is carried out by the relevant partner.

The AlpineBits interface can be used from all PMS (Property Management System) and website operators on request. Detailed information can be requested directly from LTS.

However, if TIC-Web is used as an input system, then the following updated data can be sent to external systems:

- Inventory (room type settings)
- FreeRooms (free room messages)

Currently, work is in progress to migrate the RatePlans (prices) from TIC-Web to external systems. This area will be completed in the next few weeks.

## 6. Activation of PMS for Tourist Accommodation

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A change in the activation of PMS (property management system - hotel software) has arisen in the course of the implementation of AlpineBits. Until now, a PMS could be easily activated. Configurations for the LTS interface have been set automatically. Equally, the property could change freely between PMS without the need to configure any data on LTS pages. This has changed now.

If a PMS is activated for a tourist accommodation establishment for the first time, the configuration of the LTS interface is carried out automatically, as it has been before. No manual adjustments should be made.

If one attempts to switch from one PMS to another however, an error will occur (*Access denied*). The LTS prevents access in this case because only one PMS at a time can communicate in writing with the LTS. **The available accommodations may not, for example, be transmitted by several systems on the LTS at the same time (TIC-Web is hereby regarded as a system as well).** In this case, the property must make the following configuration in TIC Web, as described below.

### Configuration of TIC Web for submitting data through PMS:

- Open the TIC-Web (<http://tic.lts.it>)
- Navigate to the *Basic Settings* area (click on the user at the top right in TIC-Web).
- Select the *AlpineBits* tab
- Remove any PMS that are no longer desired
- Under *Setting of AlpineBits as a data source*, choose the desired PMS, and define the allowed functions.
- Click *Save* to complete the process

Note: The data synchronisation of TIC Web to third parties (external portals) via AlpineBits must be enabled by LTS on a per-property basis.

Tourismusorganisationen Südtirols User: SuperUser - Testhotel AlpineBits (uli) | de | Blackboard | suedtirol.info

**Speichern**

**Grundeinstellungen**

[Password ändern](#) | [Sprache](#) | [Online Booking](#) | **[AlpineBits](#)**

**Einstellung von AlpineBits Datenquellen (z.B. ASA) für TIC-Web:**

**ACHTUNG:** Änderungen an diesen Einstellungen wirken sich auf bestehende automatisierte Übertragungen von externen Datenquellen (z.B. ASA) nach TIC-Web aus. Normalerweise bedeuten Änderungen hier auch eine Anpassung in den jeweiligen Datenquell-Programmen und werden ausschliesslich von dessen Technikern vorgenommen!  
**Ändern Sie folglich diese Einstellungen nur bei konkretem Bedarf.**

	HotelCode	Verfügbarkeit	Zimmergruppen	Preise	Anfragen
TIC-Web	54844	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
--- Bitte wählen ---		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Synchronisation von TIC-Web zu externen Portalen (z.B. bookingsuedtirol.com)**

	User	Password	HotelCode	Verfügbarkeit	Zimmergruppen	Preise	Anfragen	
HGV-BookingSuedtirol	cl6009	.....	6009	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
PEERSOLUTIONS	abs_1_lts	.....	2663	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
--- Bitte wählen ---				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Logging (last 100):**

Date	Partner	Type	State	Message
11.03.2015 09:36:03	PEERSOLUTIONS	FreeRooms		

## 7. New Regulations for Local Taxes

In spring 2015, partial new regulations were passed by the South Tyrol Landtag (implementing regulation LG 9/2012). The calculation of local tax was completely separated from the calculation of the ASTAT data. Unfortunately, we have found that many PMS (property management system) do not take into account the new legal regulations. For this reason, we want to point out that it must be possible for each guest to independently set up ASTAT and local taxes.

Notice: The LTS interface for reporting of the local tax or the ASTAT is not affected. Merely the specifications regarding the data calculation have changed.



## 8. Interface for Local Taxes/ASTAT

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The interface for reporting the local tax or ASTAT was expanded. By passing a new attribute, it is now possible to definitively complete the reporting in the PMS (Property Management System) already. The interface then attempts to carry out the final account. If the account was completed successfully, a PDF with the payment modalities is returned. If it was not possible to complete the reporting, the completion of the reporting must be manually carried out in the TVASTAT software. In this case, detailed information is provided in TVASTAT to justify why completion was not possible. Please consult the documentation on our partner site <http://www.lts.it/partner> (Area PMS - Property Management Systems) if you need more details.

## 9. ActivityData (Activities)

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Until now, the ski slopes of Dolomiti Superski were manually updated in TIC-Web. As a result, short-term changes in the status of *open slopes* were not always correct. Since begin of April, the opening hours of the ski slopes of Dolomiti Superski are linked with the LTS database and this information will be maintained automatically.

Furthermore, the linking of Dolomiti Superski lifts and weather stations were moved over to the new platform.

## 10. Gastronomy Interface

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We would point out again, that the data for the gastronomy business must be fetched from the LCS-interface, *GastronomicData*. The SendData interface or data blocks *HotelRest...* are deprecated and will be disabled at the end of the year.

## 11. Modification of hints with SendData interface

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We would like to point out that field C7Uni has been expanded in the function *GetOfferExChargeTime* for the SendData interface. More information is available in the corresponding documentation at <http://www.lts.it/partner>

Kind regards,

LTS Team

You have received this newsletter because you are a member of the LTS or your email details were registered on [www.lts.it/](http://www.lts.it/). If you no longer wish to receive this newsletter, please send a short email to [ticket@LTS.it](mailto:ticket@LTS.it).