

BUSINESS REQUIREMENTS SPECIFICATION  
(BRS)

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Business Process: Experience Programs Information Process

Title: Experience Programs Information Process Project

UN/CEFACT Forum: Sectoral

Travel/ Tourism Domain

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## Business Requirements Specification

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## 1. Preamble

(Need of EPs standard development 開発の必要性)

After the Green Paper on Sustainable Tourism Experience Programs was published by UN/CEFACT in April, 2019, the working experts of Travel/ Tourism Domain found it important to develop the technical artefacts on Experience programs (EPs) to make their actual trade available globally based on the standard formats.

(New Perspectives of EPs and scope of EPs)

Much discussion had been done when to create the Green Paper on what EPs are under the concept of sustainable tourism. They could be regarded as newly emerging travel products locally and developed to vitalize regions, to sustain environments and to improve Quality of Life of visitors and living people in local regions. And it was also understood that any of the conventional tours, such as sightseeing tours in urban areas, optional tours added to basic tour packages, etc. could be dealt in the same way as EPs, so that the project makes no distinction between them.

(SLH output reuse)

Experience Programs Technical Artefacts Project has been organized in UN/CEFACT Forum to develop the relevant technical artefacts of EPs and is going to reutilize as best as possible the technical artefacts developed by Small scaled Lodging House (SLH) Reservation Information Process Project and SLH Travel Product Information Process Project, which were standardized already by UN/CEFACT by 2012. Though their main functions are rather limited within lodging facilities, which are usually small scaled and located locally, they have been developed with the concept of regional vitalization and they could even take care of multiple travel products composed not only of lodging facilities, but also of meals and some local services or activities. It is anticipated in this project that the technical artefacts developed by the SLH related projects could be well harmonized with those of EPs, though there are some new items to be considered.

(Local product, but global users 地域性の商品と世界の利用者への提供)

The majority of the EPs products are local, and yet the global visitors could enjoy such products if they could find appropriate one among many. Visitors have had some difficulty in finding out their favorite ones. This project will facilitate global users (visitors) to enjoy the products they could select from local products. Due to the characteristics of their location and the features provided, the services offered to customers may be quite diversified, varying from one EPs to another or from one location to another.

(多様な機能の提供へ)

This document covers such functions needed to trade EPs as searching, reserving, cancelling, changing, paying, and exchanging related information among various business partners.

(SDGs を踏まえた検討の成果)

It may also be required to consider the goals and targets developed in UN/SDGs and to apply them as best as possible in the technical artefacts of this document. But this scope of work will be taken after the outputs will be made cleared by the other Project of the domain, 'Business Standards for Sustainable Tourism'.

## 2. References

- UMM Meta Model Core Module (Candidate for 2.0) 2009-01-30
- UMM Meta Model Foundation Module (Candidate for 2.0) 2009-01-30
- Core Components Technical Specification-Part 8 of the ebXML Framework V2.01(15 Nov. 2003)
- Core Components Technical Specification Technical Corrigendum V2.01, 12 Feb. 2007
- Core Components Data Type Catalogue V2.1 2008-04-08
- XML Naming and Design Rules 2.0 17 Feb., 2006
- UML Profile for Core Components, V1.0, Final Specification, 2008-01-16
- UN/CEFACT CC Library Version 2012 A
- UN/CEFACT Business Requirements Specification Version 1.5 (CEFACT/ICG/005)
- UN/CEFACT Requirements Specification Mapping (Documentation Template Guidelines) Version2.0

## 3. Objective

(EPs の取引と機能の開発)

The objective of this document is to standardize the exchanged data between trading partners to trade EPs globally, which should accommodate the functions of searching, reserving, cancelling, changing and paying processes of EPs and related information. Any data exchanged between a buying party, such as an intermediary, a travel agent or a consumer (hereinafter a customer) and a supplying party of EPs, such as a selling agent, EPs owner, etc. could be accommodated in this document.

(交換データの表記)

The business document is composed of Business descriptions and Business Information

Entities (BIEs), which when available, are taken from the library of reusable business information entities, especially of SLH related ones, and when not found, are proposed as new Business Information Entities. The contents of the business document and the Business Information Entities are presented using class diagrams, and the related ones.

#### 4. Scope

(多様な機能の実現)

This document covers the searching, reserving, cancelling, changing, and paying processes of EPs and related business descriptions necessary to be aware by business partners of EPs. EPs offer their customers quite diversified travel products, including SLH lodging products. Customers can search, book, cancel, change or pay in order to buy these travel products. This process may be identified simply by the request of a customer to a supplier and the response from the supplier to the customer.

(世界での利用の実現)

This document will be used in the global EPs markets and may also be used by any general consumer in the role of a buying party and any supplier, whether he is a corporate or private person.

#### 5. Business requirements

##### 5.1. Business requirements views

EPs information in this document is the information exchanged between a supplier and a customer who trade EPs globalwise.

##### 5.2 Business process elaboration – Use case diagram

###### 5.2.1. Scope

This process details the request and response of information used for EPs relevant trade between a supplier and a customer. Any customer can send the data to a supplier to trade EPs and receive a response from the supplier with the response idata, if the requesting data are valid.

###### 5.2.2. Use case: EPs Data Exchange

The use case for EPs data exchange or request and response is shown in Figure 1  
For the simple understanding, the use case diagram involved is shown with a supplier and a customer. In the total business, each of the parties can have more than one role. For EPs data

process, a supplier covers the roles of an EPs owner or a provider, an operator, a seller, a sales agent, an intermediary or sales company, a payee, etc. and a customer can act as a buyer, the travel agent, any intermediary, a payer, a consumer, etc. .

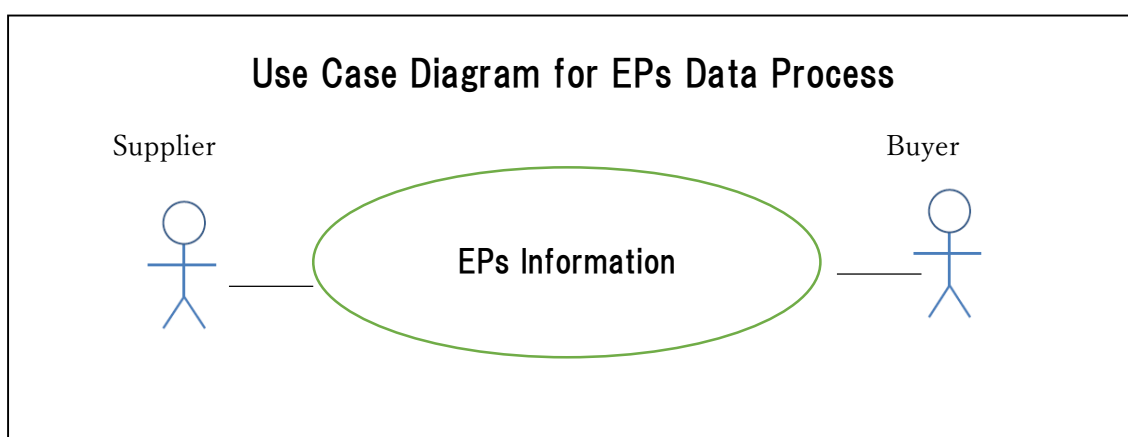


Figure 1 Use Case Diagram ---EPs Data Exchange

Table1 Use case description – EPs Information Exchange

|                       |   |
|-----------------------|---|
| Business process name | EPs Information Request and Response Message                                  |
| Identifier            | EPs which is a travel product to be traded                                    |
| Actors                | Buyer, Supplier   |
| Description           | A customer requests information from a supplier.                              |
| Pre-condition         | A customer knows from which supplier he could request his information needed. |
| Post-conditions       | A customer could confirm his information requested.                           |
| Scenario              | EPs Information Request and Response  |
| Remarks               | Any customer or supplier can either be a corporate or private person..        |

### 5.3. Information flow definition – Activity diagram

For the use case in chapter 5.2, the corresponding activity diagram is presented in Figure 2. This diagram is between trading partners, or a supplier and a customer.

Table2 Activity diagrams description between trading partners

| Categories              | Description and Values  |
|-------------------------|---|
| Business process        | EPs information requested and responded between trading partners  |
| Product Classification  | EPs information used for a process such as searching, reserving, cancelling, changing, paying, or a relevant one            |
| Industry Classification | EPs industry (not only travel/ tourism industry but also any kind of industry, in which EPs could be supplied and operated. |
| Geopolitical            | Global  |
| Official Constraint     | None  |
| Business Process Role   | Roles of EPs supplier or a customer   |
| Supporting Role         | There might be settlement function when to settle payment between business partners.  |
| System Capabilities     | No limitations  |

### 5.3.1. Activity Diagram

Any customer can send EPs information by his request from a supplier and receive the EPs information from the supplier as his response.

To ensure that the EPs information process is in line with common practice used between trading partners or a supplier and a customer, the following scenario is used:

Scenario

- EPs information requested by a customer from a supplier
- EPs information responded from the supplier to the customer



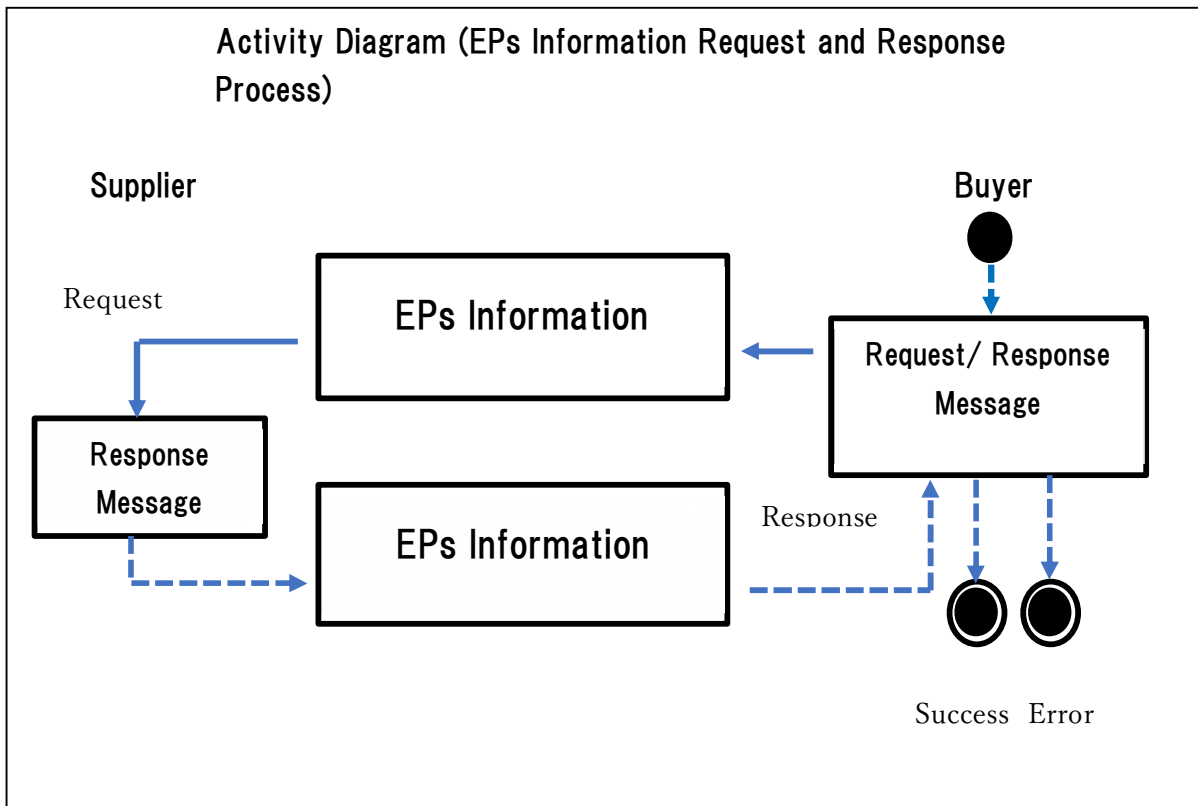


Figure 2 Activity Diagram (EPs Information Requested and Responded)

#### 5.4. Information model definition – Class diagram

The class diagrams for EPs information are developed in a manner that specify the cross industry reusable business information entities and the travel/ tourism reusable business information entities. The technical artefacts developed by SLH related projects could be reused as best as possible in EPs Information exchange. There are some new classes created for the use of EPs.

The class diagrams for EPs Information Process are shown below in Figure 3 and 4.

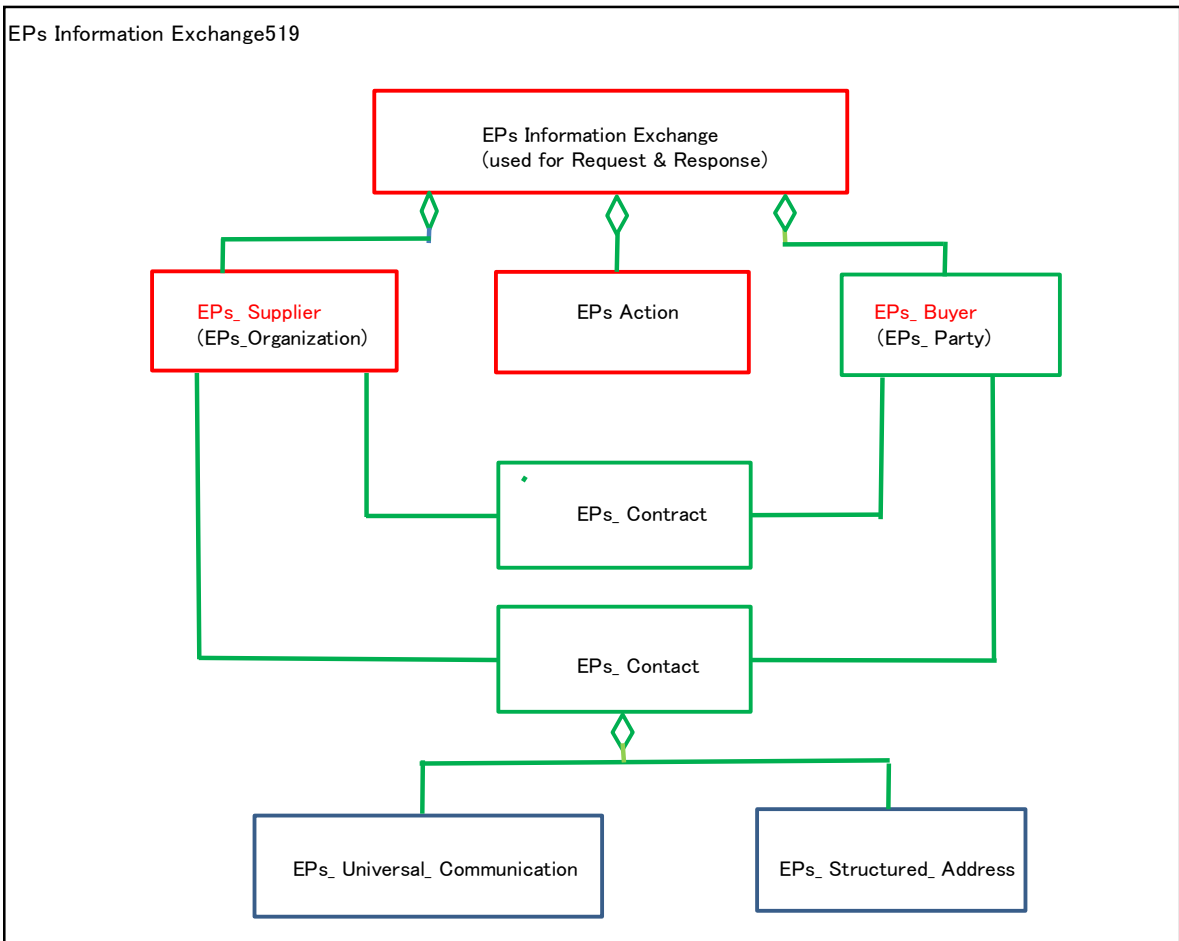


Figure3 Class diagram for EPs Request and Response message

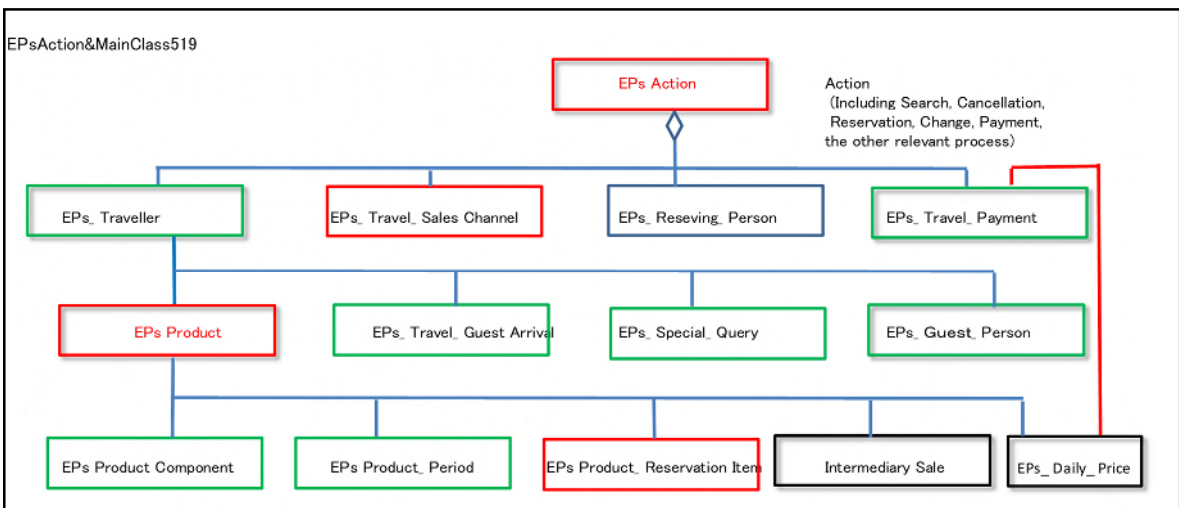


Figure 4 Holistic view of EPs\_Service class diagram

Among the holistic part of the class diagram the following parts are depicted to show each of them in Figure 5, 6, 7.

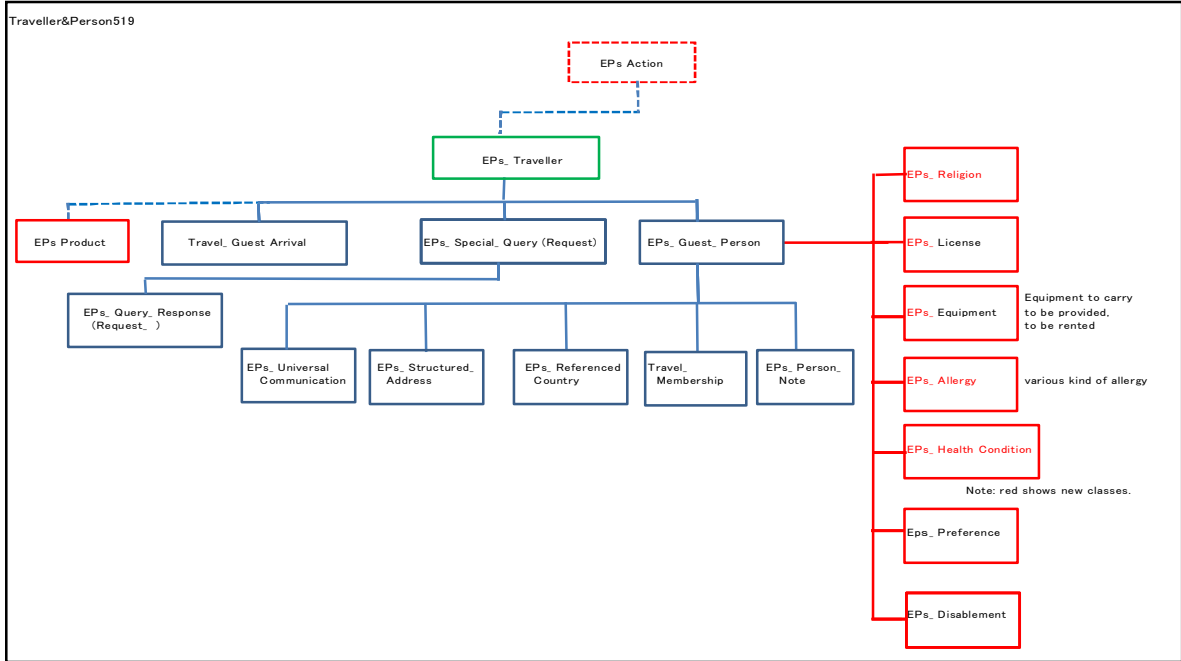


Figure 5 EPs\_Traveller related part class diagram

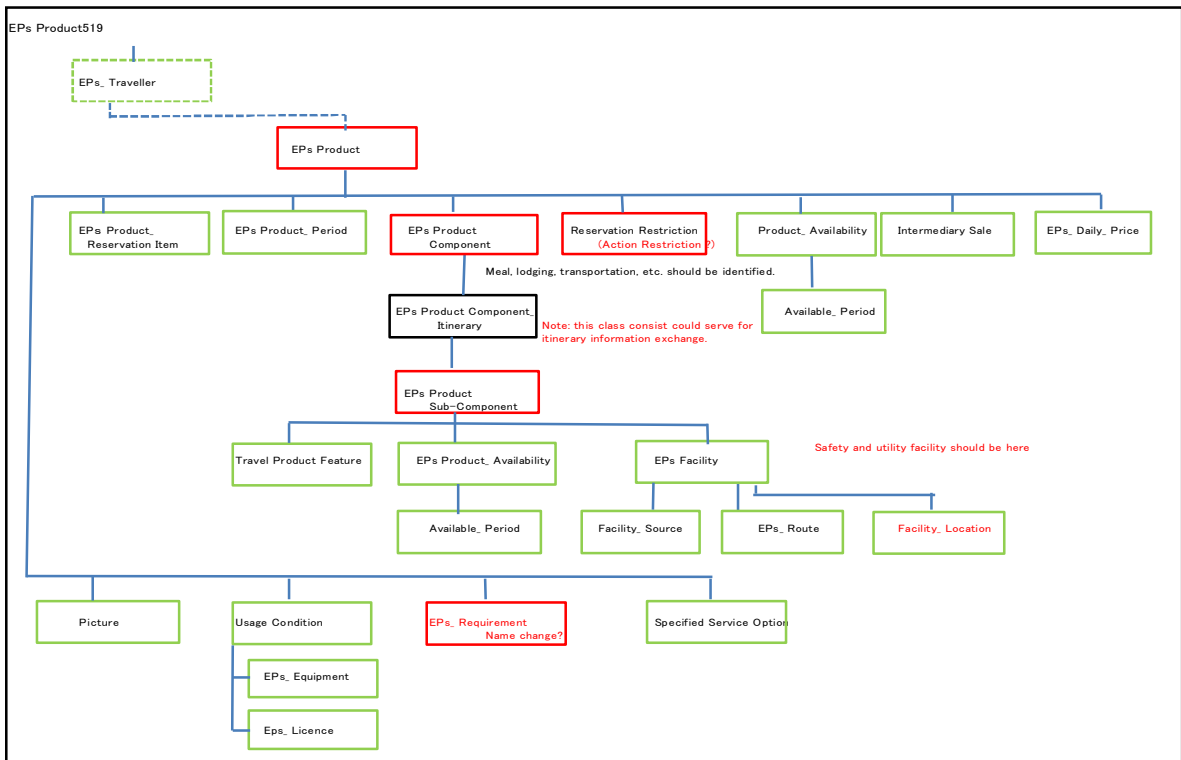


Figure 6 EPs Product related part class diagram

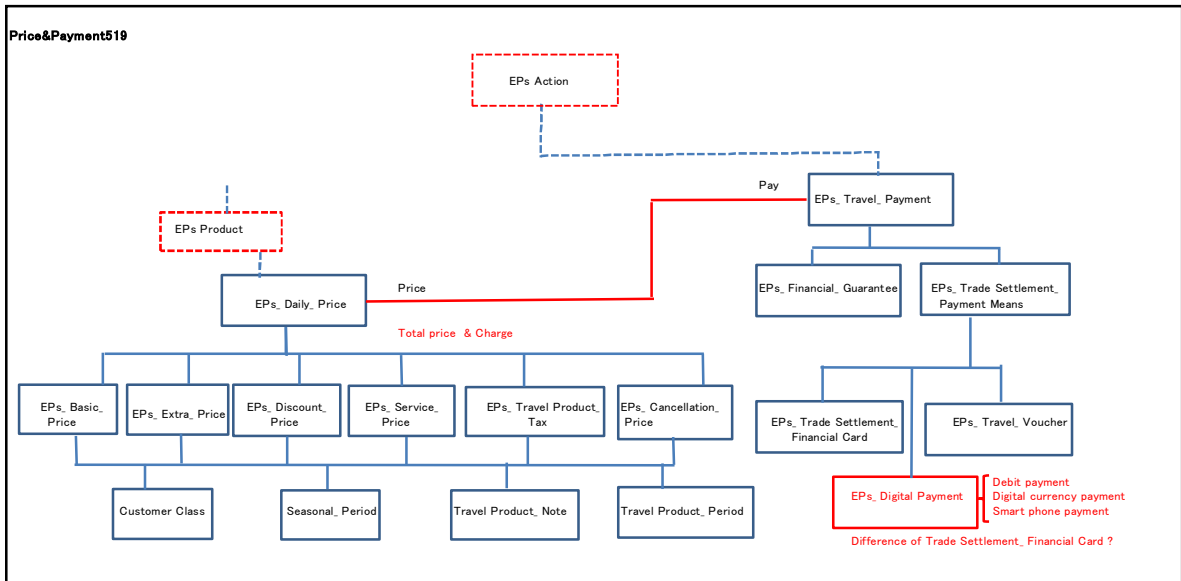


Figure 7 Price and Payment related class diagram

### 5.5. Business rules

In the activity diagram in Figure 2, a customer may send request information as a request to a supplier to search, book, cancel, amend or pay and the supplier may send back the response information as his reply to the customer. This transaction may sometimes require a prior contract between the trading parties (this contract is outside the scope of this document).

### 5.6. Definition of terms

The definition of terms used in the EPs information process is shown in Table 3.

Table 3 Definition of terms (on the way)

|  |  |
|--|--|
| EPs_ Service. Details                    | The action or fact of booking a travel product of this Experience Programs (EPs) in advance. |
| EPs_ Service. Message Type. Code         | The code specifying the type of EPs_ Service for this EPs.                                   |
| EPs_ Service. Identification. Identifier | The identifier for this EPs_ Service assigned.   |
| EPs_ Service. Accepted. Date Time        | The date, time, date time or other date time value that this EPs_ Service is accepted.       |
| EPs_ Service. Status. Code               | The code specifying the status of this EPs_ Service.   |

|   |   |
|---|---|
| EPs_ Service. Total Customer. Quantity                | The total number of customers for this EPs_ Service.  |
| EPs_ Service. Sales Policy Accepted. Indicator        | The indication of whether or not this EPs_ Service has met the sales policy.  |
| EPs_ Service. Property Confirmation. Identifier       | The identifier of the property confirmation for this EPs_ Service.  |
| EPs_ Service. Property Confirmation Issued. Date Time | The date, time, date time, or other date time value when the property confirmation is issued for this EPs_ Service. |
| EPs_ Service. Cancellation. Identifier                | The identifier of the cancellation for this EPs_ Service.   |
| EPs_ Service. Cancellation Accepted. Date Time        | The date, time, date time, or other date time value when the cancellation was accepted for this EPs_ Service.       |
| EPs_ Service. Description. Text                       | The textual description of this EPs_ Service.   |
| EPs_ Service. Specified. EPs_ Traveller               | A traveller specified for this EPs_ Service.  |
| EPs_ Service. Used. Travel_ Sales Channel             | A travel sales channel used for this EPs_ Service.  |
| EPs_ Service. Making. Reserving_ Person               | The person making this EPs_ Service.  |
| EPs_ Service. Applicable. Travel_ Payment             | A payment applicable for this EPs_ Service.   |
| EPs_ Traveller. Details                               | A person or group which is travelling or on a journey and enjoying this EPs_.                                       |
| EPs_ Traveller. Sequence. Identifier                  | The sequence identifier for this EPs_ Traveller.  |
| EPs_ Traveller. Category. Code                        | The code specifying the category of this EPs_ Traveller.  |
| EPs_ Traveller. Service Status. Code                  | The code specifying the service status of this EPs_ Traveller.  |
| EPs_ Traveller. Leader. Indicator                     | The indication of whether or not this EPs_ Traveller is a leader of a group of travellers.                          |
| EPs_ Traveller. Rooming. Text                         | The rooming, expressed as text, for this EPs_ Traveller.  |
| EPs_ Traveller. Description. Text                     | The textual description of this EPs_ Traveller.   |
| EPs_ Traveller. Requested. EPs Product                | The EPs product requested by this EPs_  |

|   |  |
|---|--|
|   | Traveller.   |
| EPs_ Traveller. Provided. Travel_ Guest Arrival             | The arrival information provided for this EPs_ Traveller.  |
| EPs_ Traveller. Submitted. Special_ Query                   | A special query submitted by this EPs_ Traveller.  |
| EPs_ Traveller. Information Provided. Guest_ Person         | The personal information provided for this EPs_ Traveller.   |
| Travel_ Sales Channel. Details                              | A sales channel by which the travel products or services are sold.   |
| Travel_ Sales Channel. Category. Code                       | The code specifying the category of this travel sales channel, such as the travel agent or the global distribution system. |
| Travel_ Sales Channel. Service Requested. Date Time         | The date, time, date time, or other date time value when the service is requested via this travel sales channel.           |
| Travel_ Sales Channel. Reservation Data Locator. Identifier | The identifier for the reservation data locator used in this travel sales channel.   |
| Travel_ Sales Channel. Status. Code                         | The code specifying the status of this travel sales channel, such as open or closed.                                       |
| Travel_ Sales Channel. Description. Text                    | The textual description of this travel sales channel.  |
| Reserving_ Person. Details                                  | Information about a person who makes a reservation.  |
| Reserving_ Person. Name. Text                               | The name, expressed as text, by which this reserving person is known.  |
| Reserving_ Person. Title. Text                              | The title, expressed as text, associated with this reserving person, such as Doctor, Mr., Mrs., Ms.                        |
| Reserving_ Person. Language. Identifier                     | The identifier of the language related to this reserving person.   |
| Reserving_ Person. Description. Text                        | The textual description of this reserving person.  |
| Reserving_ Person. Used. Universal_ Communication           | A universal communication used by this reserving person.   |
| Reserving_ Person. Information. Structured_ Address         | The structured address information of this reserving person.   |

|  |  |
|--|--|
| Reserving_ Person. Held. Travel_ Membership    | A travel related membership held by this reserving person.   |
| Reserving_ Person. Additional. Person_ Note    | An additional personal note for this reserving person  |
| EPs Product. Specified. Travel Product_ Period | The period specified for this EPs Product.   |
| EPs Product. Specified. EPs Product Component  | A travel component specified for this EPs Product.   |
| EPs Product. Charged. Daily_ Price             | A daily price charged for this EPs Product.  |
| Travel_ Guest Arrival. Details                 | Travel guest arrival information.  |
| Travel_ Guest Arrival. Transport Mode. Code    | The code specifying the transport mode for the arrival of this travel guest.                       |
| Travel_ Guest Arrival. Carrier Name. Text      | The carrier name, expressed as text, for the arrival of this travel guest.                         |
| Travel_ Guest Arrival. Carrier. Identifier     | The identifier of the carrier for the arrival of this travel guest.                                |
| Travel_ Guest Arrival. Expected. Date Time     | The date, time, date time, or other date time value of the expected arrival of this travel guest.  |
| Travel_ Guest Arrival. Description. Text       | The textual description of the arrival of this travel guest.                                       |
| Special_ Query. Details                        | A special question or request for information.   |
| Special_ Query. Identification. Identifier     | The identifier for this special query.   |
| Special_ Query. Submitted. Date Time           | The date, time, date time, or other date time value when this special query was submitted.         |
| Special_ Query. Submitting Person Name. Text   | The name, expressed as text, of the person submitting this special query.                          |
| Special_ Query. Subject. Text                  | The subject, expressed as text, of this special query.   |
| Special_ Query. Content. Text                  | The content, expressed as text, of this special query.   |
| Special_ Query. Latest_ Response. Date Time    | The date, time, date time, or other date time value for the latest response to this special query. |

|   |  |
|---|--|
| Special_ Query. Submitted. Query_ Response      | A response submitted for this special query.   |
| Query_ Response. Details                        | A reply, answer, or additional message that is in response to a question or query.                 |
| Query_ Response. Actual. Date Time              | The actual date, time, date time, or other date time value for this query response.                |
| Query_ Response. Status. Code                   | The code specifying the status of this query response.   |
| Query_ Response. Responding Person Name. Text   | The name, expressed as text, of the responding person for this query response.                     |
| Guest_ Person. Details                          | An individual guest.   |
| Guest_ Person. Identification. Identifier       | The identifier for this guest.   |
| Guest_ Person. Name. Text                       | The name, expressed as text, by which this guest is known.   |
| Guest_ Person. Title. Text                      | The title, expressed as text, associated with this guest, such as Doctor, Mr., Mrs., Ms.           |
| Guest_ Person. Gender. Code                     | The code specifying the gender of this guest, such as male, female.                                |
| Guest_ Person. Birth. Date Time                 | The date, time, date time, or other date time value which specifies the birth date for this guest. |
| Guest_ Person. Language. Identifier             | The identifier of the language of this guest.  |
| Guest_ Person. Description. Text                | The textual description of this guest.   |
| Guest_ Person. Passport. Identifier             | The identifier of the passport of this guest.  |
| Guest_ Person. Used. Universal_ Communication   | A universal communication used by this guest.  |
| Guest_ Person. Information. Structured_ Address | The structured address information of this guest.  |
| Guest_ Person. Nationality. Referenced_ Country | The country of nationality for this guest.   |
| Guest_ Person. Held. Travel_ Membership         | A travel related membership held by this guest.  |
| Guest_ Person. Additional. Person_ Note         | An additional personal note for this guest.  |
| Travel_ Membership. Details                     | A travel related membership.   |
| Travel_ Membership. Identification.             | The identifier for this travel related   |



|  |   |
|--|---|
| Identifier   | membership.   |
| Travel_Membership. Start. Date Time  | The date, time, date time or other date time value when this travel related membership starts.    |
| Travel_Membership. End. Date Time  | The date, time, date time or other date time value when this travel related membership ends.      |
| A textual or coded description, such as a remark or additional information about a person. | Person_Note. Details  |
| Person_Note. Subject. Text   | The subject, expressed as text, of this person related note.                                      |
| Person_Note. Content. Code   | The code specifying the content of this person related note.                                      |
| Person_Note. Content. Text   | The content, expressed as text, of this person related note.                                      |
| Person_Note. Subject. Code   | The code specifying the subject of this person related note.                                      |
| Person_Note. Identification. Identifier  | The identifier for this person related note.  |
| Person_Note. Name. Text  | The name, expressed as text, for this person related note.  |
| Person_Note. Creation. Date Time   | The date, time, date time, or other date time value for the creation of this person related note. |
| Travel Product_ Reservation Item. Details  | An item of the travel products or services which is specified in the reservation.                 |
| Travel Product_ Reservation Item. Unit. Quantity   | The number of units of this travel product reservation item.                                      |
| Travel Product_ Reservation Item. Unit. Identifier   | The identifier of the unit for this travel product reservation item.                              |
| Travel Product_ Reservation Item. Description. Text  | The textual description of this travel product reservation item.                                  |
| EPs Product Sub-Component. Specified. Product_Availability                                 | An availability specified for this EPs Product sub-component.                                     |
| Daily_Price. Details   | A daily sum of money for which this E Ps product may be or is sold.                               |

|   |   |
|---|---|
| Daily_ Price. Type. Code                          | The code specifying the type of this daily price, such as tax inclusive, tax and service charge inclusive.                  |
| Daily_ Price. Type. Text                          | The type, expressed as text, for this daily price.  |
| Daily_ Price. Charge. Date Time                   | The date, time, date time, or other date time value when this daily price was or will be charged.                           |
| Daily_ Price. Basic_ Charge. Amount               | The monetary value of the basic price charged on which this daily price is calculated.                                      |
| Daily_ Price. Extra_ Charge. Amount               | The monetary value of the additional price charged on which this daily price is calculated.                                 |
| Daily_ Price. Discount_ Charge. Amount            | The monetary value of the discount price charged on which this daily price is calculated.                                   |
| Daily_ Price. Customer Service Point. Quantity    | The number of customer service points for this daily price.   |
| Daily_ Price. Service_ Charge. Amount             | The monetary value of the service charge on which this daily price is calculated.   |
| Daily_ Price. Travel Product_ Tax_ Charge. Amount | The monetary value of the travel product tax charged on which this daily price is calculated.                               |
| Daily_ Price. Commission_ Charge. Amount          | The monetary value of the commission charged on which this daily price is calculated.                                       |
| Daily_ Price. Tax_ Commission_ Charge. Amount     | The monetary value of the tax, such as sales tax, charged for this commission price on which the daily price is calculated. |
| Daily_ Price. Cancellation_ Charge. Amount        | The monetary value of the cancellation price charged on which this daily price is calculated.                               |
| Daily_ Price. Information. Text                   | Information, expressed as text, about this daily price.   |
| Daily_ Price. Charged. Basic_ Price               | The basic price charged for this daily price.   |

|  |  |
|--|--|
| Daily_Price.Charged.Extra_Price        | An additional price charged for this daily price.  |
| Daily_Price.Charged.Discount_Price     | A discount price charged for this daily price.   |
| Daily_Price.Charged.Service_Price      | The service price charged for this daily price.  |
| Daily_Price.Charged.Travel Product_Tax | A travel product tax charged for this daily price.   |
| Daily_Price.Charged.Cancellation_Price | A cancellation price charged for this daily price.   |
| Travel_Payment.Details                 | A travel related payment.  |
| Travel_Payment.Instruction.Identifier  | The identifier for this travel related payment instruction.  |
| Travel_Payment.Received.Date Time      | The date, time, date time, or other date time value on which this travel related payment has been or will be received.                       |
| Travel_Payment.Paid.Amount             | The monetary value to be paid for this travel related payment.   |
| Travel_Payment.Tax.Amount              | The monetary value of the taxes that are part of this total travel related payment amount.   |
| Travel_Payment.Creation.Date Time      | The date, time, date time, or other date time value on which this travel related payment has been or will be created.                        |
| Travel_Payment.Priority.Code           | The code specifying the relative urgency or importance that the recipient would like the originator to apply to this travel related payment. |
| Travel_Payment.Status.Code             | The code specifying the status of this travel related payment.   |
| Travel_Payment.Reason.Code             | The code specifying the reason for this travel related payment.  |
| Travel_Payment.Due.Date Time           | The date, time, date time or other date time value when this travel related payment is due.  |
| Travel_Payment.Information.Text        | Information, expressed as text, about this travel related payment.   |
| Travel_Payment.Identified.Financial_   | The financial guarantee identified for this  |

|   |  |
|---|--|
| Guarantee   | travel related payment.  |
| Travel_ Payment. Identified. Trade Settlement_ Payment Means                  | A trade settlement payment means identified for this travel related payment.                           |
| Financial_ Guarantee. Condition. Text   | The condition, expressed as text, for this financial guarantee.  |
| Trade Settlement_ Payment Means. Paid. Amount                                 | The monetary value to be paid by this trade settlement payment means.                                  |
| Trade Settlement_ Payment Means. Identified. Trade Settlement_ Financial Card | A financial card identified for this trade settlement payment means.                                   |
| Trade Settlement_ Payment Means. Identified. Travel_ Voucher                  | A travel voucher identified for this trade settlement payment means.                                   |
| Trade Settlement_ Financial Card. Issuing Company Name. Text                  | The issuing company name, expressed as text, for this trade settlement financial card.                 |
| Trade Settlement_ Financial Card. Description. Text                           | The textual description of this trade settlement financial card.                                       |
| Travel_ Voucher. Details  | A document exchangeable for travel products or services by which the payment will be or has been made. |
| Travel_ Voucher. Face. Amount   | The monetary value shown on the face of this travel voucher.   |
| Travel_ Voucher. Type. Code   | The code specifying the type of travel voucher.  |
| Travel_ Voucher. Identification. Identifier                                   | The identifier for this travel voucher.  |
| Travel_ Voucher. Issue. Date Time   | The date, time, date time, or other date time value of the issue of this travel voucher.               |
| Travel_ Voucher. Issuing Company Name. Text                                   | The name, expressed as text, of the company issuing this travel voucher.                               |
| Travel_ Voucher. Description. Text  | The textual description of this travel voucher.  |

(The End)