



Figure 11.8. Processing of a reservation request to a GDS.

bookings. The communication to and from GDSs follow standard protocols (such as TCP/IP or X25) and can occur over dedicated or shared lines or even dial-up modems; essentially the client computer connects to the mainframe of the GDS and exchanges messages in each session. Table 11.6 gives a sample of an availability request for airline seats in its software form and in raw-data format. Hotel PMSs and rental-car reservation systems communicate in a similar fashion using industry-specific messages. Many of these message formats have EDI origins (Section 11.2.4.3), following data layouts similar to industry EDI standards, though each GDS can have significant variations or may even use its own proprietary message formats. The RM system may occasionally