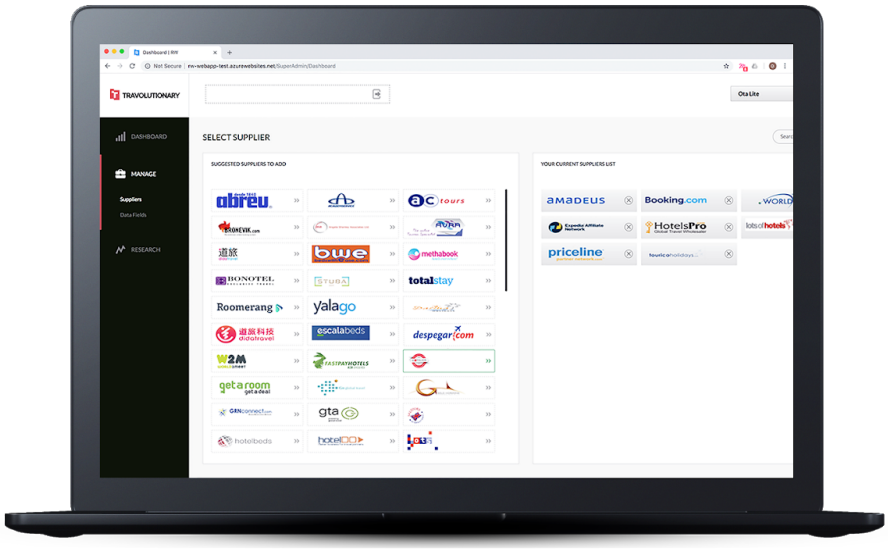
TRAVOLUTIONARY HOTELS API

PARTNER IMPLEMENTATION GUIDE

February 2019



Copyright

© 2019 Gimmonix Ltd. All rights reserved.

PROPRIETARY AND CONFIDENTIAL - This document contains information, which includes Confidential and Know How property of Gimmonix Ltd. Disclosure to or use by persons who are not expressly authorized in writing by Gimmonix Ltd is strictly prohibited. vLtd reserves the right to alter the specifications and descriptions in this publication without prior notice. No part of this publication shall be deemed to be part of any contract or warranty unless specifically incorporated by reference into such contract or warranty. All brand or product names are the trademarks or registered trademarks of their respective holders. The information contained herein is merely descriptive in nature, and does not constitute a binding offer for the license of the product described herein.

1.TRAVOLUTIONARY API

1.1 Setup

Travolutionary API provides a full booking flow and a Back-Office system for partners access and order management purposes.

After completing the integration, a partner needs to perform a certification test in order to get access to Live environment.

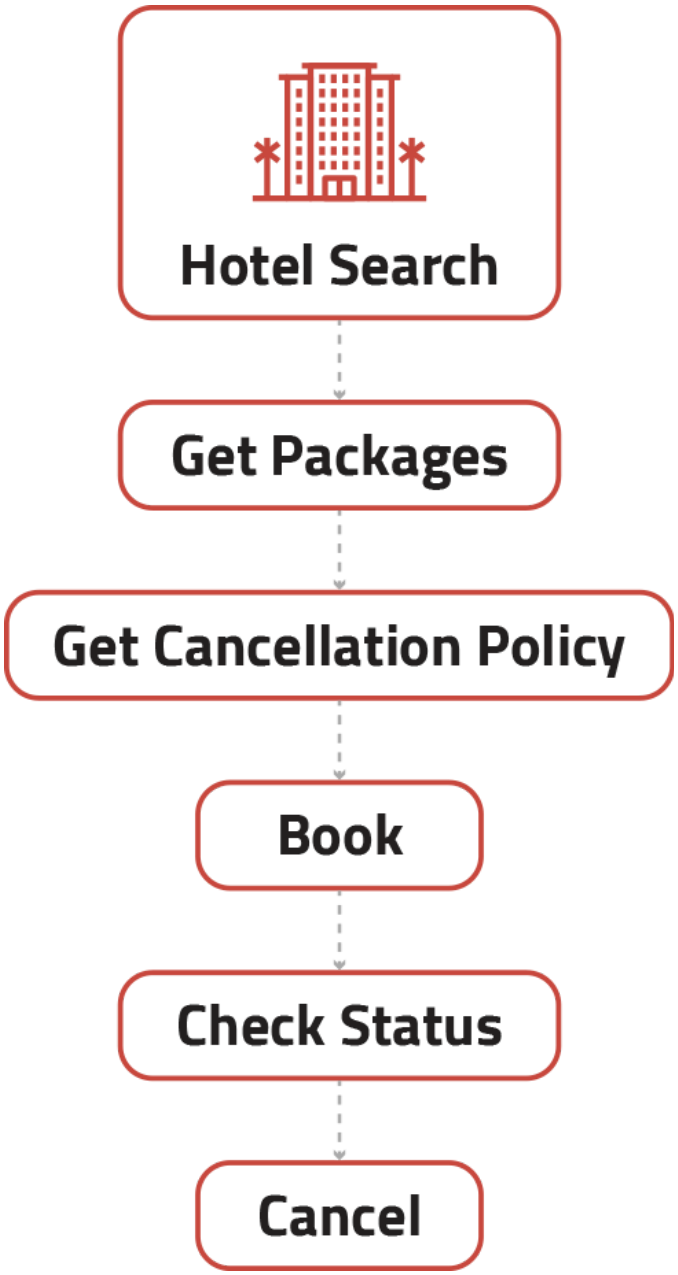
Travolutionary provides 2 environments:

1. Testing (Cert) environment: to develop your website or upgrade new features, this environment will allow you to implement changes without interfering with the Your Production environment

2. Live (Production) environment: execute live searches and bookings.

This guide was created in order to share with you best practices and the implementation flow. While Travolutionary's API has multiple implementation methods and flows, this guide was provides an outline to the format in which you're expected to interact with this service.
Please be advised, that implementation that differs from these guidelines won't be certified or approved for live access.

1.2 Hotel API flow



2.1. Login and Session Management

Travolutionary API is a session based service. Please pay attention to correct session creation and management.

There's no need to perform an authentication call and you can combine the login parameters in the Search Hotels request.

Session IDs are best retrieved from Search response and results remain valid for 40 minutes.

While Session IDs can be recycled to execute additional searches within the specified time window, we recommend having a new session ID for each new Hotel search.

2.2. Hotel Search

Hotel Search request allows you to search for Hotels based on:

- Geo codes (Latitude & Longitude) with a specified Radius
- Location IDs
- Hotels IDs (Travolutionary supports up to 3,000 Hotels IDs in a single request).

The purpose of this call is to return you with the cheapest rate available per each hotel in the search response. Subsequent call (GetPackages) needs to be done on a property level to obtain all available rooms and rates at the selected property.

If needed, Travolutionary team can assist you with hotel mapping, providing matching codes between your and Travolutionary hotel IDs.

2.2.1 Request Examples

Request / Response parameters and XML examples:

https://carsolize.zendesk.com/hc/en-us/articles/201758869-Hotels-Search

JSON examples: http://chilp.it/41ba8fa

Comments:

1. You can perform authentication and session creation directly when making a search, without a need to make a standalone call https://carsolize.zendesk.com/hc/en-us/article_attachments/203675244/HotelsServiceSearchRequest_WithLoginCredentialsInside.xml

2. In Search request - please use DetailLevel: MetaExtended. The response will contain the following information:

    - Cheapest Room Information
    - Available board-basis at hotel level
    - PropertyType (Hotel, Apartment, etc..)
    - HasFreeCancellationOption
    - PaymentType (Prepay, Postpay, Unknow, Various)
    - RoomsKeywords (Deluxe, Double, Suites) for filtering purposes.

3. Please use compression in your headers (GZIP.). Please make sure to send **"Accept-Encoding: gzip"** header.

4. Use HTTPS endpoint for both searches and booking requests.

2.3. Room and rate details - Get Packages

This request is intended to be used to get Room rates and content (when available), including: Room Images, Room Descriptions and Room Amenities.

Request / Response parameters and XML examples:
https://carsolize.zendesk.com/hc/en-us/articles/360001302214-GetPackages

The response will contain the following information:

- Full Package Information for the selected hotel ID including: Room name, Room rate, refundability and additional elements.
- Taxes and fees breakdown
- Recommended Selling Price (when available)

2.4. Cancellation Policy

This function sends a request for a detailed cancellation policy and can be used before sending the booking request.

This call should be used only once the end-user wants to retrieve information for a specific rate and **under no circumstances should be used to retrieve ALL cancellation policies for all package IDs returned for all Hotel IDs.** While the latter is supported, abuse of such calls will lead to throttling of your user.

https://carsolize.zendesk.com/hc/en-us/articles/201758899-Cancellation-Policy-Check-Status-Cancel-Booking

The response will contain the following information:

- Structured Cancellation policy for the selected package(s).

2.5. Hotel book

This function submits a new booking request for the selected package and returns the booking reference and booking status.

Please note - You can only book packages that have been returned in the last search within the sessionID used.

Same package can be booked several times, however this depends on 3rd party supplier restrictions on duplicate bookings. In such case an error will be returned which will prevent further booking attempts of the same package.

Our API requires full occupancy details, i.e you are required to specify the Passengers and CustomerInfo for each of the rooms requested, as some suppliers require that information in full. If needed, you may clone the passenger information from the lead pax (except for children details).

Some suppliers will reject book request with the same customer name. This error is handled internally by adding a suffix of 'A' and 'B' to the customer name. In case you would like to skip this handling - you must send different customer names in the book request.

Booking timeout - The system has a default setting of 3 minutes before book request times out and an Error message is returned.

In case you didn't receive any booking response from our API, or received a booking response without any segment ID, or received booking response with status "ER", the booking might still be created in the 3rd party supplier system, therefore you are required to check the status of the reservation with your partner.

Request / Response parameters and XML examples (based on invoicing):

https://carsolize.zendesk.com/hc/en-us/articles/201758939-Hotel-Book-Request-Cash

2.6. Check Status

This function queries the system in order to obtain the latest status of a booking.

Request / Response parameters and XML examples:
https://carsolize.zendesk.com/hc/en-us/articles/206273236-Check-Status-Cancel-Exsiting-Order

2.7. Cancel Reservation

This function submits a request to cancel any existing booking.

Note that cancellations can't be performed if more than 24 hours have passed from the check in date. You can cancel non-refundable bookings, however fees will apply according to returned cancellation policy.

Request / Response parameters and XML examples:
https://carsolize.zendesk.com/hc/en-us/articles/206273236-Check-Status-Cancel-Exsiting-Order

2.8. Error Handling

Error messages are received when a Booking attempt has failed or the service is experiencing performance degradation.

As noted above it is important that any booking attempt that failed with “ER” status (or you failed to receive a book response) will be checked with the Partner directly regarding the updated status of the reservation.

The most common Errors are:

Code	Text	Handling or what can be done on your side
W4306	"Supplier Data Parsing Error. Supplier Name: {0}, Contract Id: {1}	Please report this error to Travolutionary support team
E2002	Resource limit reached	You've exceeded the amount of allowed requests per second. For more assistance, please contact Travolutionary support team
E4050	Item can not be booked	The supplier couldn't confirm the booking and returned an error
E4053	The requested package is not currently available	The supplier failed to book the selected offer. No booking has been created
E4060	Item can not be booked	Funds/deposit/credit issue. - Contact the supplier to refill /deposit, to prevent such errors
E4100	This booking cannot be confirmed, as it is not available anymore	The supplier couldn't confirm the booking due to lack of availability. Please select an alternative package
E4101	Cannot book the same item twice in the same session	The first booking attempt ended with "ER" status, and you are trying to book it again in the same session. You need to create a new session/new search and try to book again. Same package id can be booked twice only if the first attempt resulted in a successful booking
E4500	Cancellation policy cannot be retrieved	There are 2 common scenarios where this error can be returned: 1. The supplier returned invalid or unexpected cancellation policy response, or didn't return any rates / dates / fees at all 2. There was a price change for the selected package, between search response price to cancellation policy response price

The full list of possible Errors is available in our documentation:
https://carsolize.zendesk.com/hc/en-us/articles/201758989-Error-library-Error-handling

2.9. Static data & Hotel information

For best performance Travolutionary API doesn't return hotel static and descriptive content. You need to download this information via a dedicated application. Access to the application and/or the static data files will be provided to you by your partner.

The data includes list of hotelIDs, full property details, hotel images, facilities and descriptions in multiple languages.

It's recommended to download and update the static data files on a weekly basis.

If you need assistance with hotelID mapping and your internal hotel records, please contact our support team.

3. Travolutionary Support

Travolutionary technical support team is available for problem resolution and assistance with implementation or technical issues, via a dedicated ticketing system (Zendesk).

For any Technical question please use the "Submit a Request" form.

In order to provide the best support, please fill the Form with a clear short description/questions, attached examples and Session ID or Order.SegmentID in question. Please feel free to add any other relevant information to help us understand your request.

4. References and end points:

The following section covers the service URLs, location data download

https://carsolize.zendesk.com/hc/en-us/articles/201758779-Static-Data-Download-Service-URL-s-TrustYou