Travelport Universal API Requirements Questionnaire

<Customer Name>

**Prepared By:**

Name:

Email:

Phone:

Date:

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Introduction

Please complete the questionnaire to the best of your current knowledge. Attach it into the *Detailed Description of Request* field in the CCC support request as outlined in your Welcome Letter. Once Travelport receives the support request and questionnaire, the API Certification process begins and an analyst will be assigned to guide and assist you through the development process. The process begins with a welcome call where we will discuss your workflow and business logic, as well as a review of the documentation and API support processes to ensure a seamless implementation period.

***Please note:*** *The API copy credentials will not be released to you until the questionnaire is completed and returned to us via the method described above. Your full API copy credentials will be provided to you after the welcome call has been completed.*

# Questionnaire Context

1. Are you an existing Travelport customer?

|  |  |  |
| --- | --- | --- |
| [ ]  Yes | [ ]  No |  |

1. If you are an existing customer, is this questionnaire in support of incremental functionality and/or traffic?

|  |  |  |
| --- | --- | --- |
| [ ]  Yes | [ ]  No |  |

If *Yes*, all questions within this questionnaire apply only to the NEW functionality and traffic.

Customer Information

## Customer Details

Please provide contact details for developers who may need to contact the API Support Desk.

Name:

Email:

Phone:

### Contracted Third Party Details (if applicable)

|  |  |
| --- | --- |
| Name: |       |
| Address: |       |
| Primary Contact: |       |
| Primary Contact Phone: |       |
| Primary Contact Email: |       |

### Customer Type

*Check the relevant box(es) below.*

|  |
| --- |
| [ ]  Subscriber developer (completing in-house development work that will not be sold to a third party) |
| [ ]  Third-party developer (developing an API application to sell to other companies) |
| [ ]  OTA (developing an application to be used in a web environment) |
| [ ]  Vendor/Supplier |
| [ ]  Other (please describe):       |

## Universal API Information

Indicate for which Travelport core(s) you will be developing.

|  |  |  |
| --- | --- | --- |
| [ ]  Galileo (1G) | [ ]  Apollo (1V) | [ ]  Worldspan (1P) |

### Other Universal API Content

Select service(s):

|  |  |
| --- | --- |
| [ ]  ACH/LCC (Low cost carriers) | [ ]  RCH (Rail) |
| [ ]  Merchandising | [ ]  Travelport Rooms & More |
| [ ]  Car content; specify preferred vendors:       |
| [ ]  Hotel content; specify preferred vendors:       |

### Customer Set Up and Points of Sale

1. Please provide the following information for every PCC you will be using. Additional PCCs can be specified in the Additional Information section at the end of this document.

PCC/SID:

Point of sale (POS):

Own brand or meta search traffic:

E-pricing release version:

E-Pricing tier level:

Will you be issuing tickets through this Universal API PCC? [ ]  Yes [ ]  No

If you issue tickets offline, which PCC will you be using?

**If you use a ticketing fulfillment agency please advise:**

Flex Shopping: [ ]  Yes [ ]  No

**If *Yes*, select the Flex options you will use:**

[ ]  Flex 1 day

[ ]  Flex Origin & Destination

[ ]  Flex Airport

[ ]  Flex Weekend

[ ]  Flex More days

1. If you are migrating from another Travelport API product, select which product and specify which PCC(s) are being used.

PCC(s):

Select the relevant product below.

[ ]  Galileo Web Services

[ ]  Galileo XML Select

[ ]  Galileo EDIFACT Select

[ ]  Wordspan XML Pro

[ ]  Worldspan DIR

[ ]  Worldspan Universal Messaging

[ ]  Other Travelport product:

Application Development

1. Please select the type of application you will be developing.

[ ]  Booking engine (website)

[ ]  Desktop application

[ ]  Corporate booking tool

[ ]  Other (please describe):

When you select more than one option, please provide a breakdown of the percentage of your traffic that will come from each application.

1. Please select for what content you will be developing and what you expect your message flow will be for the specific content. Please also provide a business flow diagram. Attach a separate document if necessary.

|  |  |
| --- | --- |
| [ ]  | **Air**Please provide anticipated message flow (e.g., shop / price / book / ticket).      |
| [ ]  | **Hotel** Please provide anticipated message flow (e.g., hotel list / availability / details / rate rules).      |
| [ ]  | **Car**Please provide anticipated message flow (e.g., availability / detail / rate rule / book).      |
| [ ]  | **Other**Please provide anticipated message flow.      |

1. Define timelines for the overall development cycle as well as pre-production and estimated production access needs. Include production QA and go-live customer target dates. Attach a separate document if necessary.

1. Will this implementation be a multi-phase release implementation?

|  |  |  |
| --- | --- | --- |
| [ ]  Yes | [ ]  No |  |

If *Yes*, describe the plan and target dates for each individual release.

1. What programming languages / development tools are you using to develop your application?

1. Comment on past experience for the following areas. Advise whether additional training or assistance may be needed for host GDS platforms.

Travel Industry:

Host GDS Platforms:

# Your Customers

1. What is the geographical location of the point of sale for your target market (i.e., in which region are the majority of your customers)?

|  |  |
| --- | --- |
| [ ]  | Europe |
| [ ]  | Middle East |
| [ ]  | Africa |
| [ ]  | Asia |
| [ ]  | Pacific |
| [ ]  | North America |
| [ ]  | South America |

Please list the individual countries within each selected region:

Advise whether there will be a difference in point of sale / country where booking is taking place vs. ticketing?

1. What is your annual booking profile?

|  |  |  |  |
| --- | --- | --- | --- |
| (If zero or not applicable, enter NA) | **Air** | **Car** | **Hotel** |
| How many bookings did you generate last year?  |       |       |       |
| How many bookings do you project to generate this year?  |       |       |       |
| How many bookings do you project to generate next year?  |       |       |       |

1. How many segments will you have on average per booking?

1. What is your cancelation rate?       %

Transaction Peak Usage for Pre-Production Test System Traffic

1. While testing on the pre-production system, what is your anticipated daily transaction volume (number of transactions)?

|  |  |
| --- | --- |
| [ ]  | < 500 |
| [ ]  | 500 – 999 |
| [ ]  | 1,000 – 2,000 |
| [ ]  | >2,000 |

1. If your anticipated daily transaction is greater than 2000 for pre-production, please provide an estimate of the number.

1. Do you have any other testing requirements?

# Transaction Peak Usage and Volume for Production Traffic

1. In which time zone do the majority of your customers operate (i.e., their Point of Sale)?
2. How many bookings are you expecting to do per day?

|  |  |  |  |
| --- | --- | --- | --- |
| (If zero or not applicable, enter NA) | **Air** | **Car** | **Hotel** |
| On average? |       |       |       |
| At Peak times?  |       |       |       |

1. How many shopping transactions will be sent at peak time per day **per PCC**?

|  |  |
| --- | --- |
| **Transaction Types** | **Count (per day)** |
| PCC |       |
| Air Shopping per PCC |       |
| Air Flex Shopping per PCC and type % |       |

1. Please list your top 10 preferred air carriers below and highlight the amount of expected shopping requests to be sent and the amount of expected bookings **per day**.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Air Carriers | Shop Volume | Bookings Per Day |
| 1. |       |       |       |
| 2.  |       |       |       |
| 3.  |       |       |       |
| 4.  |       |       |       |
| 5.  |       |       |       |
| 6. |       |       |       |
| 7. |       |       |       |
| 8. |       |       |       |
| 9. |       |       |       |
| 10. |       |       |       |

1. Please indicate the percentage breakdown of your search requests as they relate to flight times.

|  |  |
| --- | --- |
| Short Haul – flight time less than 3 hours: |      % |
| Mid Range – flight time between 3-6 hours: |      % |
| Long Haul – flight time over 6 hours: |      % |

1. Please answer section a or b below, preferably both (including users looking but not booking).
2. What is the expected number of concurrent sessions?

|  |  |
| --- | --- |
| On average? |       |
| Peak times? |       |

1. How many users do you expect to be using the system at the same time over a 10-minute period (*or over a 3 minute period if using robotics)*?

|  |  |
| --- | --- |
| On average? |       |
| Peak times? |       |

1. Will you be sending traffic bursts?

|  |  |  |
| --- | --- | --- |
| [ ]  Yes | [ ]  No |  |

If *Yes*, describe the reason(s) for the bursts and the frequency with which they may occur.

1. Detail any other information relevant to your expected concurrent session requirements.

1. What is your expected peak hour(s) of the day, based on traffic rate? *Times based on the time zone identified above.*

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | 00.00 – 01.59 | [ ]  | 12.00 – 13.59 |
| [ ]  | 02.00 – 03.59 | [ ]  | 14.00 – 15.59 |
| [ ]  | 04.00 – 05.59 | [ ]  | 16.00 – 17.59 |
| [ ]  | 06.00 – 07.59 | [ ]  | 18.00 – 19.59 |
| [ ]  | 08.00 – 09.59 | [ ]  | 20.00 – 21.59 |
| [ ]  | 10.00 – 11.59 | [ ]  | 22.00 – 23.59 |

1. What is your expected peak day(s) of the week, based on traffic rate during the peak hour(s)?

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Monday | [ ]  | Friday |
| [ ]  | Tuesday | [ ]  | Saturday |
| [ ]  | Wednesday | [ ]  | Sunday |
| [ ]  | Thursday |  |  |

1. What is your expected peak month(s) of the year?

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | January | [ ]  | July |
| [ ]  | February | [ ]  | August |
| [ ]  | March | [ ]  | September |
| [ ]  | April | [ ]  | October |
| [ ]  | May | [ ]  | November |
| [ ]  | June | [ ]  | December |

Traffic Estimates Other Universal API Content

1. Provide the following direct connect carriers / low cost carriers (ACH) information.
* On which carriers will you focus?

* Do you currently have access to low cost content from another source or direct connect?

|  |  |
| --- | --- |
| [ ]  Yes | [ ]  No |
| If *Yes*, identify your source: |       |

* What are your anticipated daily peak shopping volumes (if possible, break down per carrier)?

* What are your anticipated daily peak bookings volumes (if possible, break down per carrier)?

1. Travelport Rooms & more
* On which Rooms and More providers will you focus?

* Do you currently have access to hotel content from another source?

|  |  |
| --- | --- |
| [ ]  Yes | [ ]  No |
| If *Yes*, identify your source: |       |

* What are your anticipated daily peak shopping volumes?
* What are your anticipated daily peak bookings volumes?
* What is your expected number of bookings per month?
1. Merchandising
* Which carriers will you target most for merchandising content?

* How many times will you be calling the Merchandising Service per itinerary?
* What content will you be booking most?

* How often will you be booking paid Seat Services?
* In what part of your flow will you include the step to book this content?

1. RCH
* On which RCH vendors will you focus?

* Do you currently get rail content from another source?

|  |  |
| --- | --- |
| [ ]  Yes | [ ]  No |
| If *Yes*, identify your source: |       |

* What are your anticipated shopping volumes?
* What are your anticipated daily booking volumes?
* What is your expected number of bookings per month?

# Robotics

1. Does your application run any robotic processes?

|  |  |
| --- | --- |
| [ ]  Yes | [ ]  No |

1. If *Yes*, what processes is it performing?

|  |  |
| --- | --- |
| [ ]  | Waitlist Assurance |
| [ ]  | Fare Assurance |
| [ ]  | Ticketing |
| [ ]  | Other (please specify):       |

# Cache

1. Are you developing or have you already developed a cache?

|  |  |
| --- | --- |
| [ ]  Yes | [ ]  No |

1. If *Yes*, please specify the following:

|  |  |
| --- | --- |
| [ ]  | Transaction Cache |
| [ ]  | Air Availability Cache |
| [ ]  | Tax Cache |
| [ ]  | Other (Please Specify)      |

1. Please provide full cache specifications, including transactions used and frequency of refresh.
Attach a separate document if necessary.

# Predicted Growth

What is your growth expectation over the next year? Please provide a good estimate below for the next 6-month and 1-year projections. Should these change in either direction during the year, it is imperative that you advise us.

|  |  |  |
| --- | --- | --- |
|  | **Next 6 Months** | **Next 1 Year** |
| Booking |       % |       % |
| Shopping |       % |       % |

Provide additional comments if needed:

Detailed Transaction Data

Specify which Universal API transactions are being used and how many of each transaction are being sent per day on average?

| Universal API Message | Estimated Volume | Traffic Increase |
| --- | --- | --- |
| LowFareSearchReq |       |       |
| LowFareSearchAsynchReq |       |       |
| RetrieveLowFareSearchReq |       |       |
| AvailabilitySearchReq |       |       |
| ScheduleSearchReq |       |       |
| AirPriceReq |       |       |
| AirRepriceReq |       |       |
| AirFareDisplayReq |       |       |
| AirFareRulesReq |       |       |
| AirCreateReservationReq |       |       |
| SeatMapReq |       |       |
| AirTicketingReq |       |       |
| AirRefundQuoteReq |       |       |
| AirRefundReq |       |       |
| AirCancelReq |       |       |
| AirVoidDocumentReq |       |       |
| AirRetrieveDocumentReq |       |       |
| AirExchangeReq |       |       |
| AirExchangeQuoteReq |       |       |
| AirExchangeTicketingReq |       |       |
| AirMerchandisingOfferAvailabilityReq |       |       |
| AirMerchandisingFulfillmentReq |       |       |
| AirUpsellSearchReq |       |       |
| FlightDetailsReq |       |       |
| FlightInformationReq |       |       |
| FlightTimeTableReq |       |       |
| AirPrePayReq |       |       |
| EMDRetrieveReq |       |       |
| UniversalRecordRetrieveReq |       |       |
| UniversalRecordModifyReq |  |  |
| UniversalRecordImportReq |       |       |
| UniversalRecordCancelReq |       |       |
| UniversalRecordSearchReq |       |       |
| UniversalRecordHistorySearchReq |       |       |
| UniversalRecordReportReq |       |       |
| ProviderReservationDivideReq |       |       |
| ProviderReservationDisplayDetailsReq |       |       |
| AckScheduleChangeReq |       |       |
| SavedTripCreateReq |       |       |
| SavedTripDeleteReq |       |       |
| SavedTripModifyReq |       |       |
| SavedTripRetrieveReq |       |       |
| SavedTripSearchReq |       |       |
| HotelSearchAvailabilityReq |       |       |
| HotelSearchAvailabilityAsynchReq |       |       |
| RetrieveHotelSearchAvailabilityReq |       |       |
| HotelMediaLinksReq |       |       |
| HotelDetailsReq |       |       |
| HotelCreateReservationReq |       |       |
| HotelRetrieveReq |       |       |
| HotelCancelReq |       |       |
| HotelRulesReq |       |       |
| HotelUpsellDetailsReq |       |       |
| BaseHotelDetailsReq |       |       |
| HotelKeywordReq |       |       |
| HotelSuperShopperReq |       |       |
| VehicleSearchAvailabilityReq |       |       |
| VehicleCreateReservationReq |       |       |
| VehicleRetrieveReq |       |       |
| VehicleCancelReq |       |       |
| VehicleLocationDetailReq |       |       |
| VehicleRulesReq |       |       |
| VehicleKeywordReq |       |       |
| VehicleLocationReq |       |       |
| VehicleUpsellSearchAvailabilityReq |       |       |
| VehicleMediaLinksReq |       |       |
| BaseVehicleSearchAvailabilityReq |       |       |
| RailAvailabilitySearchReq |       |       |
| RailCreateReservationReq |       |       |
| RailRefundQuoteReq |       |       |
| RailRefundReq |       |       |
| RailExchangeQuoteReq |       |       |
| RailSeatMapReq |       |       |
| RailExchangeReq |       |       |
| GdsQueueCountReq |       |       |
| GdsQueueListReq |       |       |
| GdsQueuePlaceReq |       |       |
| GdsEnterQueueReq |       |       |
| GdsExitQueueReq |       |       |
| GdsNextOnQueueReq |       |       |
| GdsClearQueueReq |       |       |
| PassiveCreateReservationReq |       |       |
| PassiveCancelReq |       |       |
| ProfileCreateFieldReq |       |       |
| ProfileModifyFieldReq |       |       |
| ProfileCreateHierarchyLevelReq |       |       |
| ProfileDeleteHierarchyLevelReq |       |       |
| ProfileModifyHierarchyLevelReq |       |       |
| ProfileRetrieveHierarchyReq |       |       |
| ProfileRetrieveHistoryReq |       |       |
| ProfileCreateReq |       |       |
| ProfileModifyReq |       |       |
| ProfileRetrieveReq |       |       |
| ProfileDeleteReq |       |       |
| ProfileSearchReq |       |       |
| ProfileSearchActionReq |       |       |
| ProfileRetrieveActionReq |       |       |
| ProfileSearchFieldReq |       |       |
| ProfileCreateTagsReq |       |       |
| ProfileDeleteTagReq |       |       |
| ProfileSearchTagsReq |       |       |
| ProfileModifyTagsReq |       |       |
| ProfileRetrieveTemplateReq |       |       |
| ProfileModifyTemplateReq |       |       |
| ProfileChildSearchReq |       |       |
| ProfileCreateOverrideTemplateReq |       |       |
| ProfileModifyOverrideTemplateReq |       |       |
| ProfileDeleteOverrideTemplateReq |       |       |
| ProfileRetrieveBridgeBranchesReq |       |       |
| ProfileModifyBridgeBranchesReq |       |       |
| UpsellAdminReq |       |       |
| UpsellSearchReq |       |       |
| CreditCardAuthReq |       |       |
| CurrencyConversionReq |       |       |
| CreateAgencyFeeMcoReq |       |       |
| CreateAirlineFeeMcoReq |       |       |
| MirReportRetrieveReq |       |       |
| McoSearchReq |       |       |
| McoVoidReq |       |       |
| MctLookupReq |       |       |
| MctCountReq |       |       |
| DocumentTransmissionReq |       |       |
| ReferenceDataRetrieveReq |       |       |
| ReferenceDataSearchReq |       |       |
| CalculateTaxReq |       |       |
| ContentProviderRetrieveReq |       |       |
| BrandedFareAdminReq |       |       |
| AgencyServiceFeeCreateReq |       |       |
| FindEmployeesOnFlightReq |       |       |
| ReferenceDataUpdateReq |       |       |
| CreateTerminalSessionReq |       |       |
| EndTerminalSessionReq |       |       |
| TerminalReq |       |       |
| FFAdminCreateReq |       |       |
| FFAdminModifyReq |       |       |
| FFAdminDeleteReq |       |       |
| FFAdminSearchReq |       |       |
| FFAdminRetrieveReq |       |       |
| FFAdminMasterDataReq |       |       |
| FFAdminProfileSearchReq |       |       |
| FFAdminUnassignedFFSearchReq |       |       |
| PingReq |       |       |
| SystemInfoReq |       |       |
| TimeReq |       |       |
| ExternalCacheAccessReq |       |       |

Additional Information

If you are using more than one PCC, provide the following set up and point of sale information for each PCC. One PCC is specified on page 3. The following section can be used for additional PCCs. If more PCCs are being used than the space provided below, please provide a document containing the required point of sale information for each PCC.

### PCC 2

PCC/SID:

Point of sale (POS):

Own brand or meta search traffic:

E-pricing release version:

E-Pricing tier level:

Will you be issuing tickets through this Universal API PCC? [ ]  Yes [ ]  No

If you issue tickets offline, which PCC will you be using?

**If you use a ticketing fulfillment agency please advise:**

Flex Shopping: [ ]  Yes [ ]  No

**If *Yes*, select the Flex options you will use:**

|  |  |
| --- | --- |
| [ ]  Flex 1 day | [ ]  Flex Origin & Destination |
| [ ]  Flex Airport | [ ]  Flex Weekend |
| [ ]  Flex More days |  |

### PCC 3

PCC/SID:

Point of sale (POS):

Own brand or meta search traffic:

E-pricing release version:

E-Pricing tier level:

Will you be issuing tickets through this Universal API PCC? [ ]  Yes [ ]  No

If you issue tickets offline, which PCC will you be using?

**If you use a ticketing fulfillment agency please advise:**

Flex Shopping: [ ]  Yes [ ]  No

**If *Yes*, select the Flex options you will use:**

|  |  |
| --- | --- |
| [ ]  Flex 1 day | [ ]  Flex Origin & Destination |
| [ ]  Flex Airport | [ ]  Flex Weekend |
| [ ]  Flex More days |  |

### PCC 4

PCC/SID:

Point of sale (POS):

Own brand or meta search traffic:

E-pricing release version:

E-Pricing tier level:

Will you be issuing tickets through this Universal API PCC? [ ]  Yes [ ]  No

If you issue tickets offline, which PCC will you be using?

**If you use a ticketing fulfillment agency please advise:**

Flex Shopping: [ ]  Yes [ ]  No

**If *Yes*, select the Flex options you will use:**

|  |  |
| --- | --- |
| [ ]  Flex 1 day | [ ]  Flex Origin & Destination |
| [ ]  Flex Airport | [ ]  Flex Weekend |
| [ ]  Flex More days |  |

### PCC 5

PCC/SID:

Point of sale (POS):

Own brand or meta search traffic:

E-pricing release version:

E-Pricing tier level:

Will you be issuing tickets through this Universal API PCC? [ ]  Yes [ ]  No

If you issue tickets offline, which PCC will you be using?

**If you use a ticketing fulfillment agency please advise:**

Flex Shopping: [ ]  Yes [ ]  No

**If *Yes*, select the Flex options you will use:**

|  |  |
| --- | --- |
| [ ]  Flex 1 day | [ ]  Flex Origin & Destination |
| [ ]  Flex Airport | [ ]  Flex Weekend |
| [ ]  Flex More days |  |