

XTravelSystem Web Service. Client Specification.

Date revision: 20240425

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Chapter 0. Quick Launch and good use of our API

Key chapters for quick access.

What's new on this documentation version.

Quick Launch.

Key chapters / files for quick access:

- Interested in Hotel service? See **MAN_xts_WSClientSpec_en_hotel**, main methods: availableHotelsByMultiQueryV22, valuateExtendsV22, confirmExtendsV22.
- Interested in Transfer service? See **MAN_xts_WSClientSpec_en_transfer**, main methods: availableTransfers, valuate, confirm.
- Interested in Activities service? See **MAN_xts_WSClientSpec_en_activities**, main methods: availableActivityV2, valuateActivityV2, confirmActivityV2.
- Interested in booking handling? See **MAN_xts_WSClientSpec_en_basket.doc**, main methods: cancel, cancelService, confirmExtends, getBaskets.

We have more methods published and you will surely use them to get codes or other important info to implement main methods: **MAN_xts_WSClientSpec_en_commons**.

See also examples included in examples files: **MAN_xts_WSClientSpec_en_XXX_examples** type files.

A good use of our API

In this point we would like to give a few tips to the correct use of our API, they are not purely technical aspects, but it is very important that they are considered in the integration process.

Any problem derived from not following specifications will be the responsibility of the customer. If you have any questions or queries, please do not hesitate to contact with it.client.support@jumbotours.com.

- Recommended Booking flow

Our system is dynamic and does not work with a session identifier, therefore it is important to follow a booking flow that contains the 3 steps of availability + valuate + confirm.

In this sense, the valuate is a basic request in the booking flow, it allows us to make sure to send you the cancellation policies and it's the best way to control any possible change. This message allows to check the price, cancellation terms and any other main information (like Erratas), for a specific selection.

A client can send as many Valuates as needed in the booking process, but at least one must be sent embedded within the booking confirm request to be sure that the final price, cancellation terms and any other main information (like Erratas) have not changed.

By other side it is also very important that only a few seconds pass between the valuate response and the confirmation request.

- Maximum Response times

The maximum response times are configurable in the availability step, but it is very important that in the booking confirmation, in the basket confirmation or in a cancellation request, wait 60 seconds before cutting the connection.

- **Cancellation Policies**

Our commitment in the booking flow is to send the cancellation policies in the valuate response.

When we have them in availability, what happens in majority of cases, we will send them in that step, but that is why it is so important to run a valuate request in the to make sure we send the reservation cancellation policies.

- **Booking Cancellations**

The booking will be cancellable until 23.59h on the check in day, hotel local time, from that moment the booking will be considered NO SHOW, the penalty costs for the NO SHOW are usually 100% of the booking amount.

Cancellation costs will be calculated based on the days until the check in and the percentage of penalty involved, specified in the cancellation policy, the time zone that will be applied is that of the hotel at destination.

In the case of any error in a cancellation attempt, that cannot be solved by the customer, you should contact our booking department (cancellations@jumbonline.com) as soon as possible to handle the cancellation.

- **Booking Review**

In order to reduce incidents as much as possible, we strongly recommend the customers to review their bookings daily, for that we have several calls to our API (getBasket or getBasketsV22) as well as some credentials to access our website from where customers can make this review.

Besides from these methods, daily bookings can be consulted through the client's access to our website and we offer the possibility of receiving daily lists of cancellations and bookings.

- **Hotel Mapping**

To map the available product, we recommend using the static files that we generate weekly for our customers.

The available product can also be accessed through calls to our API, but we do not recommend this option, especially in the case of customers with multi market or multi-channel distribution.

- **Rate Mapping**

Our system returns prices on different types rates, each rate has its own conditions.

You can retrieve this rates and conditions with the call getRatesV22 and that the client is responsible for interpreting and complying with the conditions of the rate, initially the customer will have all the rates available, it is very important that the current rates are periodically reviewed with the call getRatesv22 and in case the customer is not interested in receiving any of them contact with the commercial staff, so they can be blocked.

Today, 11th of April 2023, the available rates are:

NRF	Non refundable
STD	Standard rate
SEN	Senior Rate
RCA	Canary Residents
OPA	Opaque Rate
ROU	Roulette Rate
RBA	Balearic Residents
RAN	Andalusian Residents

What's new.

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- Availability by Districts
 - RatePlanCode to make easier the booking process. More prices available.

Chapter 1. Overview.

General overview of XTS.

XTravelSystem (hereinafter XTS) is an Information System designed to provide:

- “Real time” availability and price information of the different services (transfer, hotels ...).
- “real time” booking of these services.

Note that this “real time” service is asynchronous, requiring queries from our customers systems and providing responses. The technology we use enables us to provide our customers with high performance and high availability rates.

To gain access to our business methods your requests will be encapsulated inside standard SOAP requests that will travel over https: “xml over https”. We have developed WS-I compliant web services (ws) so that our clients can access our system in the easiest and more standard possible way.

Chapter 2. Requirements.

Commercial and technical requirements to build a XTS client.

Commercial Requirements

To get access XTS, the first step a customer must take is reaching a commercial agreement with XTS. Once this is done, our commercial staff will send them all technical documentation available and a technical contact to help in any development or technical issue.

A customer that wants to connect to XTS, needs to develop an application interface to send requests and get responses from XTS. To do it, just use our standard SOAP encapsulated web services.

XTS will not charge any fee to a customer developing integration. However, any development required by a customer is at its own expense.

Technical Requirements

As XTS is using standard SOAP encapsulated web services, our customers may use any technology they see fit to integrate with it. These include: J2EE, .NET, PHP, ... and any technology capable of working with SOAP ws.

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It is even possible to work with raw xml if our customer's developers don't feel themselves comfortable with ws. Note that, in this case, we cannot provide documentation and we advise against this method as advantages in cost of ws developing surpass any learning time cost.

All servers connecting with XTS must be authenticated. All public IP's used by our customers servers to access XTS are registered and all queries are required to come from these IP's. Moreover, for the live environment, https is required.

So to gain access to our test and, later, live systems, our customers must send us all the public IP's used by their servers to access the Internet.

Development and certification

With all these specs, XTS customers can do all the necessary development to integrate to our last API version, but it's necessary that this development is validated with a test certification, this certification is quite simple and it only consists of a few bookings where we test different scenarios.

If this certification is not passed, Jumbonline cannot assume incidents due to the misuse of our API.

XTS team

Should XTS customers find difficulties to fulfill any of these basic requirements, the XTS team will be happy to help and advise them. Contact us on any problem you may find.

Chapter 3. XTS development.

We know that a main asset of our system must be ease of use by its final users: our customers. So we have implemented some useful features so that customer's development and integration with XTS is not a painful experience.

Documentation

We have made all XTS documentation available at: <https://www.jumbotours.com/documents-clients-api-specs/>. In order to get access to this site (as it is password protected), our customers can contact XTS Commercial Team.

In this site you will find:

- General information on XTS project: news, roadmap...
- Code examples for different technologies.
- Download area with useful information: java client libraries, mapping data, code and documentation.

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Mapping data

In the download area of <https://www.jumbotours.com/documents-clients-api-specs/> our customers can find data lists (xml, csv or xls format) with important information to be mapped directly to their systems. This is the best option

because all information is mapped locally and doesn't need to be constantly queried on line (with all performance gains implied). This applies to data such as: room types, basis board types, etc.

XTS can also provide our customers with big file mapping data. In this case, data is automatically sent via ftp (See Appendix E):

- All Establishments Data Sheet (xml and xls format)
- All availability and price data (xml format)

NOTE: Although codes (rooms, board basis, etc) normally do not change daily, they aren't static. You will need to update them periodically.

Test Environment

All development can be tested with one of our servers in a test environment which is almost identical to the live environment. However, be aware that the live environment contains a larger amount and more up to date data than the test environment, but functionalities are the same.

Support

Although all development could be done with the documentation available, we are aware that some issues may not be solved by <https://www.jumbotours.com/documents-clients-api-specs/> . In which case the XTS team can be contacted at it.client.support@jumbonline.com where several technical specialists will answer your queries.

Recommendations

The XTS development team strongly encourages to build the client application with compression support headers, as the size of the responses can grow quickly. The required bandwidth lowers radically and this far compensates for the process time to compress (our side) / decompress (your side).

Chapter 4. XTS Features

XTS functional features.

XTS offers our customers the possibility to book a range of services:

- Hotel booking services
- Transfer services
- Activities
- Other XTS functional features are:
- Multicurrency
- Multilanguage
- Web access
- Web services access (xml)

Essentials.

Basic operations of an XTS client are:

1. Send availability request including:
 - a. Required parameters: check in and check out dates, pax, and destination.

- b. Optional parameters: board basis, room type, etc (see below for a full specification)
2. Receive availability response. This response includes availability and prices.
3. Process availability response: compare prices, options and hotels and choose one of the combinations (hotel, room type, board basis, price) sent by the availability response.
4. Send a booking request with the combination chosen above (this method is called “confirm”).
5. Receive booking response as well as documentation (voucher) To complement Basic Operations, XTS also offers:
 - Cancellation methods.
 - Hotel data sheet (including: description, features, pictures, errata).
 - Auxiliary methods to retrieve data such as: roomtypes, hotel categories, board basis types, etc.

Advanced.

Our clients usually require more information services and XTS can provide many of them:

- Advanced availability requests using different “filter” optional parameters such as room types, hotel id, etc.
- Virtual basket ws to group different booking services.
- Auxiliar data: geographical structure, valuation methods, booking documentation in pdf format, etc.