



# HitchHiker Development and Certification Guidelines

## *Flight API*

Version from 30.09.2019



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## 2. Document Changes

Date	Description
30.09.2019	Created by Uta Will
17.10.2019	Reviewed by Peter Schmidt



### 3. Introduction

Dear valued customer,

Thank you for choosing our technology. By using our Flight API, you will be able to build your own B2C website or B2B call centre application as well as a subagent solution.

In this document you will find a guideline for HitchHiker's certification process, during which the communication between your application and our API as well as its compliance to the HitchHiker style guide will be certified.

Together with you, HitchHiker, will work out a joint project and certification plan. The whole certification process, once started, is a planned non-stop process, which takes approximately 6 weeks.

After you've mapped out your final workflow together with HitchHiker, technical requirements have been met and you've assigned your internal resources, we'll give you the go-ahead to start with the certification process.

At the start of the certification process you'll be obliged to deliver a diagram of your final workflow and possibly a document containing mock-up screens to HitchHiker. HitchHiker will review these documents and suggest changes to the workflow if required.

HitchHiker will set-up an account for you on its test environment and will provide an API test tool which will assist you during the development and testing phases. During this phase our team will be glad to support you with API and operational questions.

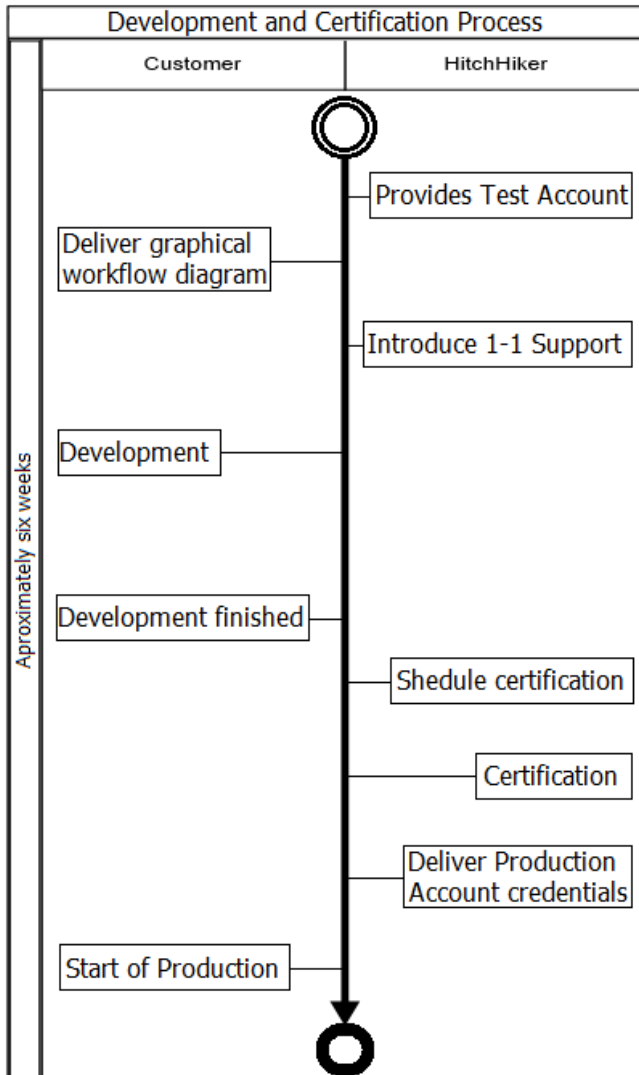
In order to avoid important aspects of your application remaining untested during your own internal tests, you will find useful guidelines for these tests in this document. Based on the guidelines HitchHiker will also conduct the final certification test. If all items were tested successfully, then we will grant you the certification for the use of our API as well as access to our production environment.

Please note that your front-end design is not relevant for the certification. Only the currently developed version of your API communication will be certified. If any major functionality changes or the building of an additional application on top of the HitchHiker API are planned, then these will require a re-certification. Therefore, HitchHiker must be informed with at least 8 weeks' prior written notice of such changes in order to provide a slot for re-certification.



## 4. Certification Process

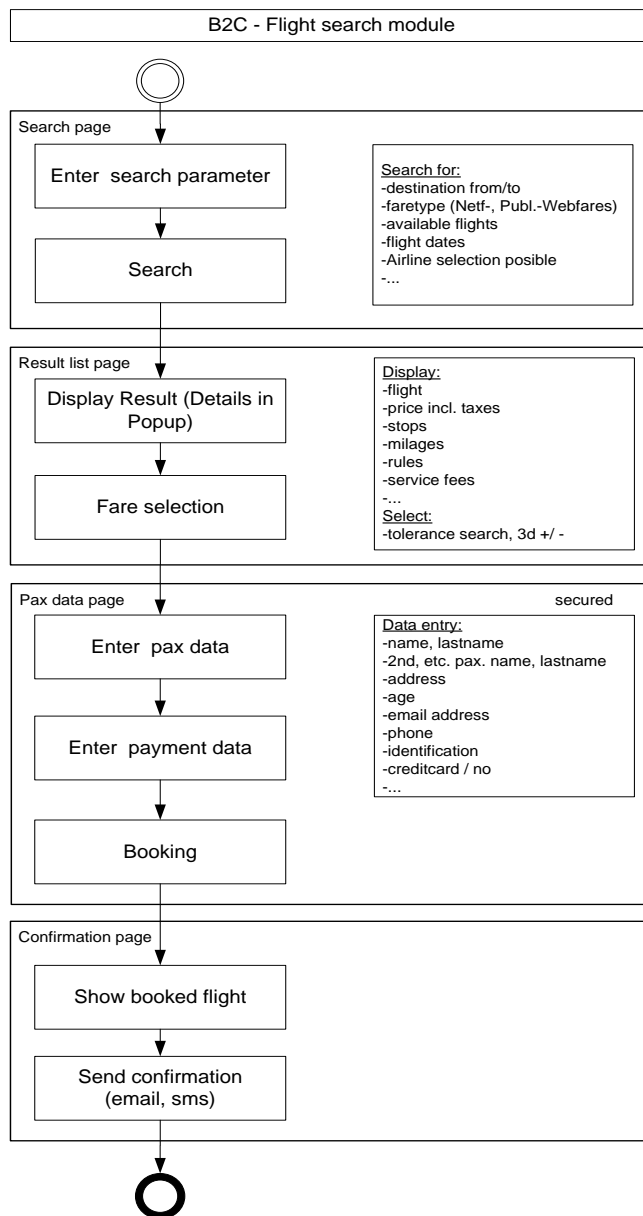
### 4.1. Process Diagram





## 4.2. Example Workflow Diagram

Please send us diagram(s) of the workflow(s) you will be supporting with the FAPI and if possible some mock up screens if available at this stage. See a workflow example for a B2C flight booking solution below. B2B solutions are likely to have more complex and varied flows.





## 4.3. Commencement of Programming

HitchHiker will deliver a starter package to the responsible developer. This package contains:

- The latest documentation of the Flight API
- A development and test tool
- Set of example commands

## 4.4. Testing

HitchHiker will grant contract partners access to a test account and will therefore provide a corresponding test tool. The test account is for development purposes related to the API only. The test tool will assist in developing the interface communication in accordance with the specification. In addition, HitchHiker will provide their contract partners with a selection of XML examples of different request types allowing for proper testing of the communication between the test tool & the test environment. A dedicated Flight API specialist will be appointed by HitchHiker in order to support the process during the development & certification phases and to answer any Flight-API related questions that may arise during the duration of programming all the way through to the final certification.

### 4.4.1. Test System Access

Please find the access details of our test system below:

For Flight API:

Link: <http://flightapi-test.hitchhiker.com:7721/FlightAPI>

Protocol: HTTP

Or

Link: <https://flightapi-test02.hitchhiker.com:7722/FlightAPI/Secure>

Protocol: HTTPS

Or

Link: <net.tcp://flightapi-test02.hitchhiker.com:7720/FlightAPI>

Protocol: TCP



## 4.4.2. Testing Instructions

Even though you will be working on a test system, it is in fact a direct replica of our production system with all logging activated to allow full analysis and the best possible support.

The test system has been set up for several reasons. It is available to allow you to begin programming the FAPI and it is also there to allow you to reproduce problems so that our support department can investigate the issue in detail. That means that the connection to the GDSs or Webfares is also in production mode! Please see rules below.

The following rules apply when using the Hitchhiker test environment:

- The test system must be used for testing purposes only. Please do not perform any production-/or load tests on the test system!
- Please always specify the Net Fare database code in the API request, if relevant.
- All test bookings should be booked in Business or First Class.
- Please choose a departure date, which lies at least 6 months in the future.
- Do not use the name and/or surname TEST or TESTER and no email addresses ending with @test.de, test.com, etc.
- Please enter an identifier (company name or PCC) in the “receivedFrom” field in order to identify the company who has created the booking.
- Please note that all of your test bookings will create a live booking on the GDS and/or the Airline system! Please cancel all bookings as soon as possible before any cancellation or no-show charges apply.
- For WebFare test bookings we strongly advise to set the parameter “ISLIVEBOOKING” to “false”. If this test mode is enabled the FAPI it will not create a real booking on the web fare carrier’s system, but will return a fake response (TESTKEY). If the parameter “ISLIVEBOOKING” is set to “true”, you will create a live booking on the web fare carrier’s system, which usually cannot be cancelled and could incur unnecessary costs.
- Transaction IDs shall always contain:
  - ✓ Customer name or – abbreviation thereof
  - ✓ Date/Time stamp
  - ✓ Workflow/session number

If you fail to adhere to the above-mentioned rules, HitchHiker will not assume any responsibility in case of errors caused, unwanted/incorrect bookings or any other errors caused directly or indirectly in



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the CRS or airline system as well as any resulting cancellation and/or no-show fees.

## 4.4.3. HitchHiker General Contacts

Department / Responsibilities	Contact	Telefon	Fax	E-Mail	Availability
<b>Technical Support:</b> Database Updates, TeMyra System Availability and Maintenance	Matthias Krauss	+49 69 507030	+49 69 50703111	<a href="mailto:support@hitchhiker.net">support@hitchhiker.net</a>	BUSINESS HOURS: Monday-Friday 09:00 am - 06:00 pm CET/CEDST, except German public holidays
<b>Application Support:</b> Flight API, Direct Airline Connections (WebFares Engine, NDC)	Peter Schmidt, Victor Janzer	+49 69 507030	+49 69 50703111	<a href="mailto:support@hitchhiker.net">support@hitchhiker.net</a>	BUSINESS HOURS: see above.
<b>Application Support:</b> Agent Booking Plattform	Markus Doll	+49 69 507030	+49 69 50703111	<a href="mailto:support@hitchhiker.net">support@hitchhiker.net</a>	BUSINESS HOURS: see above.
<b>Application Support:</b> Flight Entry, Ticket Automation	Heike Vick, Reinhold Keil	+49 69 507030	+49 69 50703111	<a href="mailto:support@hitchhiker.net">support@hitchhiker.net</a>	BUSINESS HOURS: see above.
<b>Account Management</b>	Matt Grieve, Jörg Götz, Semi Sagir	+49 69 507030	+49 69 50703111	<a href="mailto:sales@hitchhiker.net">sales@hitchhiker.net</a>	BUSINESS HOURS: see above.
<b>Product Management</b>	Nelzinho Emperador	+49 69 507030	+49 69 50703111	<a href="mailto:nemperador@hitchhiker.net">nemperador@hitchhiker.net</a>	BUSINESS HOURS: see above.
<b>General Management</b>	Thomas Boffo	+49 69 507030	+49 69 50703111	<a href="mailto:tboffo@hitchhiker.net">tboffo@hitchhiker.net</a>	BUSINESS HOURS: see above.

Escalation

Note: The emergency hotline will not be available for use during the test phase. Any inquiries will only be answered during HitchHikers' standard business hours from Monday to Friday between 09:00-18:00 CET/CEST excluding German public holidays.



# 5. Developing the API communication

## 5.1. API documentation

Please see the following documents for details. The latest versions of these documents will be provided to you by your project manager or our support team.

When using our new Flight API: **“FlightAPI - Specification X.X.doc”**

## 5.2. Restrictions for HitchHiker bureau service / Flight API user

While using our bureau service, the following parameters (see next page) are subject to certain limitations, which must be adhered to at all times, unless otherwise agreed upon in written and contractual form.

Failing to comply in the GetFares request with the stipulated values of the given limitations will result in the customer failing the certification tests. A new certification date will then have to be arranged. The following parameter restrictions apply for all communication with TeMyra.XML, hosted by HitchHiker. Should the system be installed locally on your own premises, please consider the below list as a recommendation, which can be disregarded after prior consultation.



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No.	Parameter XML API	Parameter FlightAPI	Limitation	Description
1	NUMBEROFNETFARES	FareRequestNet.NumberOfNetFares	max. 20	This is the number of available netfares from the vF Entry database which should be returned by the Engine to the user after a search.
2	MAXIMUMNETFARES	FareRequestNet.MaximumNumberOfNetFares	max. 60	This is a secondary limitation to the NUMBEROFNETFARES parameter and it defines the upper limit of netfares to be requested. Example: Setting the parameter MAXIMUMNETFARES to 60 would cause the IBE to stop searching once it hits 60 tariffs although for example only 12 available tariffs have been found so far.
3	NUMBEROFPUBLFARES	FareRequestPublished.NumberOfPublishedFares	= Total number of fares minus NUMBEROFNETFARES	This parameter defines the proportion of net fares to published fares. Depending on the number of requested/returned net fares, a corresponding number of published fares can be shown. Normally though, less than 10 available published fares are returned by the GDSs.
4	NUMBEROFNETFARES + NUMBEROFPUBLFARES	FareRequestNet.NumberOfNetFares + FareRequestPublished.NumberOfPublishedFares	max. 100	The number of returned net- and published fares must not be higher than 100.
5	MAXALTERNATIVES	FareRequestNet.MaximumConnections	max. 5	This defines the number of flight connections which the Engine should try to find for each tariff. Especially in high season this can lead to a high number of move downs. Therefore a limitation to 5 is set.
6	SIMULTANEOUSAVAILS	FareRequestNet.ConcurrentAvailabilities	as number of netfares	Using the above mentioned example: NUMBEROFNETFARES= 20; MAXIMUMNETFARES= 60. If sufficient CRS sessions are available, then this parameter could also be set to 20 and would result in the IBE searching for 20 availabilities simultaneously. In case one is limited in regards to sessions this parameter could be set to 10 which will cause a longer response time.
7	TIMEOUT	FareRequestConfiguration.TimeOutInSeconds	60 sec.	This is the time after which the IBE stops the search process and returns all results found within the 60 second timeframe. Please note: if one of all requested Low Cost Carriers does not return a result within the set timeframe, then no Web
8	TOLERANCE, CHECKAHEAD, CHECKBACK	FareRequestStay.CheckDaysAhead, FareRequestStay.CheckDaysBack	Only allowed for single fare each max. 3 (days)	This means, that the tolerance search is only available for a single tariff after the general fare display. Availability of this single tariff may be checked for a maximum of 3 days.
9	WFDEPARTURESEARCHRADIUS, WFARRIVALSEARCHRADIUS	FareRequestLeg.ArrivalSearchRadius, FareRequestLeg.DepartureSearchRadius, DisplayRequestLeg.ArrivalSearchRadius, DisplayRequestLeg.DepartureSearchRadius	max. 200 km	Geosearch for departure and arrival airports.
10	NETFARECODE (SUPPLIER database)	FareRequestNet.NetFareCodes, DisplayRequestNet.NetFareCodes	1	Supplier has to be set, equals number of supplier.
11	DEPARTURE	FareRequestLeg.Departure, DisplayRequestLeg.Departure	min. 1	At least one departure must be set.
12	CRS	FareRequestCRS.Crs, DisplayRequestCRS.Crs	max. 1	At least and no more than 1 GDS must be contained in the parameter.
13	GETFAREQUOTE	GetFareQuote		

Please note that these restrictions have been set up in order to control the traffic incurred on HitchHiker's Production system and the system of all connected third party suppliers (especially the GDS). Any non-compliance with these restrictions may result in increased response times or in the worst case in a system outage or exclusion from third party systems and consequentially in financial damages not only for you but for all of our customers using these services



### 5.3. Required Information pertaining to Test Bookings for the Certification Process:

When sending test requests which will later be analysed during the certification, we require the following types of requests to be made (if used in your workflow):

- Return flight
- Request with adult, child and infant in a single request

When providing test booking information for the certification tests, we require the following information to be reported:

- **Unique** transaction IDs, one for each individual command or one, single **session** transaction ID.

### 5.4. General Suggestions:

The following list consists simply of a few general suggestions pertaining to the ergonomics and layout of your front-end and will not be part of the certification tests.

- The tab key should always move to the next field which is to be filled in by the customer and should not skip any pertinent fields
- Drop-down menus should only be used when absolutely necessary, in other words, if the customer only has the possibility to choose between 2 different credit cards for example, then a drop-down menu would be superfluous and radio buttons or check-boxes would be more appropriate
- If a drop-down list is available to the customer, then the “down arrow” should be functional and able to be used to navigate within the list
- If a “date” field is provided to the customer, then the customer should be allowed to enter the date manually. If this possibility is not to be available to the customer, then a simple calendar symbol without a date field should suffice.
- If the customer chooses to book a one-way flight and clicks the corresponding button or check-box, then any fields related to a return flight should disappear.
- A summary page containing all relevant booking and customer information should always be presented to the customer before and after the booking takes place
- The website should always use Secure Socket Layer technology



# 6. Final Certification

During the certification we will conduct the tests as described in 6.3 and 6.4 above.

In order to avoid failing the certification we strongly recommend that you conduct these tests as well on your side before HitchHiker commences with the certification test.

HitchHiker will notify you and grant you an additional grace period to amend your API communication, in case certification has revealed that it is not compliant to the given specifications.

Please note that HitchHiker will always certify the latest Flight API version. In case you are unsure if you are using the latest version please contact HitchHiker Project Management.

If your application has passed the HitchHiker certification process, then you will be provided with access to our production system. However, before you are allowed to go into production, please inform your responsible HitchHiker Project Manager of the scheduled date so that we can inform our support team accordingly. Your inquiries will then be granted high priority during this phase.

If you plan to do any major functional changes to the certified software or to build a different application using our API, then please inform HitchHiker at least 8 weeks in advance and transmit detailed workflow documentation to obtain a slot for an additional or re-certification.

# 7. Production

## 7.1. Access to production system

Log-In credentials will be sent after passing the certification successfully.

## 7.2. Instructions for Production Usage

- Please set "ISLIVEBOOKING" to "true". This will create LIVE bookings on the web fare carrier's host site.
- Please always specify a supplier (3-letter database code) in your API requests.
- Our official site where you can always see the current status of the Low Cost Carriers we support can be viewed at the following address:



<http://lccstatus.hitchhiker.com/>

- Please ensure that you register your email address on the above mentioned site so that you will always be informed of any changes related to the web-fare plug-ins of the low cost carriers we support.

## 7.3. Support Ticket Reporting Guideline:

Each support ticket is classified into 4 categories:

- Minor** – not mission critical, no damage involved
- Medium** – not mission critical but potential loss incurred
- Serious** – mission critical a loss is incurred
- Urgent** – mission critical a loss is definitely incurred

As soon as the support ticket status changes from *received* to *analysing*, you receive an e-mail. From that point on you will receive regular updates on the progress of the support ticket. Should the problem be a malfunction in the software we will pass the incident to 2nd Level (Development) In case the support ticket is classified as Minor or Medium, the fix will usually be scheduled for an upcoming software release.

Please see further details in the SLA itself.

Should you not agree with the categorization of the problem you have reported, we have an escalation procedure.

Please see this in Chapter 5.3.

## 7.4. How to:

Below you will find a guideline, which will help you in the initial phase with HitchHiker's Flight API. It is a "best practice" guideline and should help to answer any questions that may arise concerning installation and logging for locally installed applications as well as parameter guidelines for customers using our hosting environment. Should you have any questions, comments, concerns or suggestions regarding this guideline, then we urge you to contact our Support by e-mail at [support@hitchhiker.net](mailto:support@hitchhiker.net) so that your suggestions may be acknowledged and implemented into this document if necessary.

For any support issues that may arise, please download the applicable one from these problem reports: [http://news.hitchhiker.com/ibe\\_problem\\_report.docx](http://news.hitchhiker.com/ibe_problem_report.docx)

Please fill out the fields as far as possible and send this to the following e-mail address only:



# HitchHiker Development and Certification Guidelines

[Support@hitchhiker.net](mailto:Support@hitchhiker.net)

Once your e-mail containing the exact problem description and the obligatory “Problem Report Document” has been received you will be issued an “support ticket number”. This support ticket number is a unique ID linking your report to our internal customer service database.

It is of utmost importance to always use the same support ticket number when sending any correspondence regarding the same issue to Support. If indeed the support ticket number is not entered into the subject line of your mail, another, new support ticket will be automatically created and a new support ticket number will be issued. Therefore, we strongly urge you to pay close attention to this minor yet very important detail in the issue reporting process.

Moreover, when reporting an issue, we kindly ask you to explain in detail exactly what the problem at hand is. The more meticulous an issue is explained, the quicker and easier it is for our Support Team to help you solve the problem. Also, screenshots and most importantly all relevant **unique** transaction IDs corresponding to the issue reported must be contained in your report.

Please replicate the case at hand by sending a test request to our TEST ENVIRONMENT (for details please see section 4.a) and add the **unique** transaction ID(s) to your support ticket.

Please note that you should send us just one mail with one exact problem and not an e-mail, which consists of various, nested, prior e-mail correspondence, or endless email trails. E-mails of that sort will be immediately rejected and will not be analysed.

## 7.5. Support Ticket Reporting Summary:

A support ticket, which does not contain the following relevant information cannot be analysed and processed by HitchHiker support:

- Time, when the problem first occurred.
- Exact request that is causing the issue.
- Exact result that you are expecting, with proof (screenshot from carrier website).
- Transaction ID
- The original request and response in a separate file like .xml or .txt, **only necessary if specifically requested** by the Support Team.

[End of document]