
Travelport Universal API™ Certification Process

Travelport's Universal API certification process evaluates and certifies Universal API applications to ensure that the applications are suitable for access to Travelport's Production environment. Certification is mutually beneficial to both Travelport and our customers by ensuring that client applications are:

- Designed to meet a customer's business needs.
- Coded to transact efficiently and effectively, thereby avoiding excessive transaction fees.
- Complying with Travelport's recommendations and best practices.
- Within Travelport's capacity requirements in order to protect our content to the benefit of all Travelport customers.
- Secure so that customer and Travelport data is protected.

Throughout the certification process, customers will communicate with Travelport's Global API Support team.

The certification process covers Travelport's Global API Support engagement from the introductory call with a customer at the beginning of their development phase, through the move-to-production certification review, and to three weeks beyond final customer deployment. The appropriate Travelport teams are engaged in the certification process to ensure that capacity, performance, security, and product considerations are all addressed. Follow-up activity for the certification process can include scheduled checkpoints with customers in the months and years following deployment.

The key elements of the certification process are to:

- Work with customers to establish a close and ongoing relationship.
- Conduct fact finding to ensure we understand exactly what customers are developing, their approach and business goals, and associated timelines.
- Ensure customers understand all product resources, available tools, support procedures, and how to contact us in case of emergencies.
- Provide dedicated support for all incoming problem tickets during the assigned certification period, from development through three weeks into production deployment.
- Prepare customers for the move-to-production evaluation requirements, so they are ready when they reach that point in the process.
- Conduct the certification evaluation as part of move-to-production procedure.

- Issue the associated certificate document for the certification evaluation and approval.
- Work with customers through completion of their applications, which may include multiple software releases over the course of lengthy development cycle(s).
- Conduct proactive follow-up checks periodically to ensure that Travelport maintains awareness of customer applications and certifies any significant software changes.

Certification process

Please Note: After the initial certification process, additional certifications may be required as client applications add or update functionality.

To complete the certification evaluation, Travelport requires 15 business days advance notice prior to a customer's desired move-to-production date. The evaluation may contain either recommended or required changes. Any required changes must be completed and validated by Travelport before the customer can be certified and approval is given to move to production.

1. When a customer is interested in developing a product using Travelport Universal API, the customer must sign an NDA and return it to Provisioning team.
EMEAAPProv@galileo.com (EMEA) or WS@TDS.Cendant.com (Americas/APAC)
2. Travelport API Provisioning will send an introductory e-mail welcome letter to the customer and the customer's account manager containing the customer's credentials for Travelport API and Airline Support Center.
3. The customer must open an ORS ticket, using the credentials supplied in the welcome letter, with "Certification Process" in the Description field of the ticket. The completed API Certification Questionnaire must also be attached to this ticket.
4. An API analyst conducts a certification introduction call with the customer. After this call, the customer's pre-production credentials are released, and the customer can begin development of an application. During this development phase, Travelport will periodically conduct checkpoint calls to monitor development and timelines and to answer any questions.
5. Fifteen business days prior to move-to-production, the customer must complete the Post-Development Addendum. This document must be attached to the "Certification Process" problem ticket that was originally created in step 3 above.
6. Travelport API Support will assess the application, then arrange a Move-to-Production call to discuss the review and outline any changes that are needed to optimize the application.
7. If approved, the customer will be issued a certificate indicating successful certification, as well as production credentials and any associated Administration Portal credentials via the ORS ticket.

Note for third-party developers: If the customer is a third-party developer and the application code base for all end customers is similar (except for customer configuration), Travelport will not need to review transactions or approve the code base for any downline customer. However, if the code base is split or will vary significantly from one customer to another, each version of the code base will need to follow normal certification procedures.