TALENT Supplynet

IRIS Ticketing Solutions

Prepared by   Andrew Green
Date   24th September 2007
Document   D0095044.doc

Version Control

*ensure that each version change is reflected in the Footer and Title Page prior to saving the document.

Version	Date	By	Notes
0.1	24.09.2007	Andrew Green	Initial Draft.
0.2	01.12.2007	Andrew Green	Rebranding
0.3	04.01.2007	Andrew Green	Latest updates (see Appendix i)
0.4	09.01.2007	Andrew Green	Latest updates (see Appendix ii)
0.5	29.04.2008	Ben Ford	Updates for Yakara text ticketing (see Appendix iii)
0.6	23.06.2008	Ben Ford	Add RetrieveEligibleTicketingCustomer Transaction and add price band to CustomerRetrievalRequest
0.7	05.07.2008		Add new ExlcudeRestrictedSeats flag to AddTicketingItems
0.8	10.02.2009	Ben Ford	New transactions – VerifyPasswordRequest and RetrievePasswordRequest. Add fields WorkTel, MobileTel, password and Attributes to CustomerAddRequest
0.9	01.03.2009	Ben Ford	New transaction – SeasonTicketRenewalsRequest. New v11 for CustomerAddRequest and CustomerUpdateRequest.
1.0	05.03.2009	Ben Ford	Include mods for Poke dev Ph1. See Appendix iv
1.1	09.03.2009	Ben Ford	Include Export Product Details. Fix some links
1.2	16.03.2009	Ben Ford	Include mods for Poke Dev Ph2 & Ph3. See Appendix v.
1.3	03.04.2009	Mike Waite	Include more field detail for requests and responses.
1.4	29.04.2009	Ben Ford	Allow email address in VerifyPasswordRequest, CustomerRetrievalRequest and RetrievePasswordRequest. Return Customer No in VerifyPasswordRequest.
1.5	18.05.2009	Ben Ford	New transaction SeasonTicketSalesRequest Format. Also improve field descriptions for AddCustomerRequest
1.6	16.06.2009	Rob Such	Re-organization of docucument and addition of Section dedicated to explaining the we services required for specific solutions
1.7	23.06.2009	Ben Ford	New service AddTicketingSeasonTicketRenewals
1.8	29.06.2009	Ben Ford	Update <Boolean> usage in CustomerUpdateRequest Improve SeasonTicketSaleRequest documentation
1.9	24.08.2009	Ben Ford	Various minor fixes from Poke testing. Also add 11.2 to decribe monitor
1.10	14.09.2009	Ben Ford	Add error E2 and Price Code now returned from ProductListRequest. Add NC code to AddTicketingItems

Table of Contents

1. Introduction

1.1 Purpose of Document

The purpose of this document is to describe how an external system can integrate to the TALENT Sport application, via Supplynet.

This document specifies the following: -

- A description of the proposed solution.
- A description of EXTERNAL SALES for selling tickets from TALENT
- The required infrastructure (hardware, software and comms)
- An outline of available methods for demonstrating the solution.

1.2 Document Versions

Supplynet handles multiple versions of XML formats. Unless you are using an existing document version, always use the latest (i.e. the highest version number)

1.3 Summary of Requirements

A solution is required to enable an EXTERNAL SALES system to interface with TALENT Ticketing to enable an EXTERNAL SALES solution to sell tickets using live data from TALENT.

1.4 Liability

It has been assumed that the reader is familiar with the TALENT Sport package. Software4Sport confirms that this document represents its best expectations at the date of issue of the functions and facilities which this program will offer. However recipients of this document should be aware that the functionality of and the facilities outlined by this overview may be subject to change. It is your responsibility to ensure that a suitably qualified employee is allocated on your behalf to see this project through to completion. Any problems that Software4Sport Limited encounters during the project will be referred to this person for resolution.

2. The SOAP Interface Into TALENT's Web Services

Every request made to the EXTERNAL SALES web services must be contained in a SOAP envelope. Within the body of this envelope we expect 4 parameters. This is consistent for every web service listed in this document. The 4 parameters are:

```
<loginId>string</loginId>
<password>string</password>
<company>string</company>
<XMLString>string</XMLString>
```

IRIS Ticketing Solutions will supply the loginId, password and company values to enable external use of the web services. These values will remain the same for each web service call. These values allow IRIS Ticketing Solutions to validate the source of the webservice request.

The XMLString parameter will contain the required information for the web service in an xml format. This parameter will have a different format for each web service request and will be discussed on an individual basis later in this document. However a transaction header section must appear in every request. The transaction header section has the following format: -

```
<Version>1.0</Version>
<TransactionHeader>
        <SenderID></SenderID>
        <ReceiverID></ReceiverID>
        <CountryCode></CountryCode>
        <LoginID>CSGroup</LoginID>
        <Password>Password</Password>
        <Company>CSG</Company>
        <TransactionID></TransactionID>
</TransactionHeader>
```

Again the LoginId, Password and company fields must be populated with the supplied values. The other fields may be left blank apart from the version number which needs to be set to 1.0.

An example SOAP envelope for the Authentication web service is: -

```
POST /authentication.asmx HTTP/1.1
Host: localhost
Content-Type: application/soap+xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap12:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap12="http://www.w3.org/2003/05/soap-envelope">
  <soap12:Body>
    <AuthenticationRequest xmlns="http://localhost">
     <loginId> CSGroup </loginId>
     <password> Password </password>
     <company>CSG</company>
     <XMLString>xml string request</XMLString>
     </AuthenticationRequest>
  </soap12:Body>
</soap12:Envelope>
```

The web services would be callable either HTTP(S), and would create and process a normal (TALENT Ticketing) sales transaction and return data in an XML format. An XSD schema has been created for both the inbound and outbound xml for each web service. The xml will only be validated on the way into the web service. The outbound XSD has been included for use by the EXTERNAL SALES solution provider for ease of development.

3.Overview of Web Services

The required sales cycle that is exposed through the EXTERNAL SALES Web Services mirrors the sales cycle implemented in TALENT Ticketing. There are a number of mandatory steps involved in completing a ticket sale and each step is exposed as an individual web service that encompasses all the required database requirements within the back-end ticketing database.

The available web services are as follows:

Customer
- Customer Add Request
- Customer Retrieval Request
- Customer Update Request
- Retrieve Friends & Family
- Add F&F
- Remove F&F
- Retrieve Aligible Customer List
- CustomerAssociationsRequest
- VerifyPasswordRequest
- RetrievePasswordRequest

Product
- ProductListRequest
- ProductDetailsRequest
- ProductPricingDetailsRequest
- Stadium Availability
- Seat Availability
- Seat Numbers
- Promotions

Basket
- GenerateTicketingBasketIDRequest
- AddTicketingItemsRequest
- AmendTicketingItemsRequest
- RetrieveTicketingItemsRequest
- RemoveTicketingItemsRequest
- AddTicketingReservedItemsRequest

Payment
- PaymentRequest
- RefundPaymentRequest

Order
- OrderdetailTicketingRequest

Season Tickets
- Season Ticket Renewals Request
- Seson Ticket Sale Request

Some fields are not pertinent for access to TALENT Ticketing, and are typically left blank or zero; such situations are coloured tan as shown in the example below:

XML Node	Example	Type. max length, comments
<BusinessUnit>	**UNITED KINGDOM**	Set as shown
<Sites Total>	<Sites Total="**1**">	Set as shown
Site Name		
Site Account Numbers		
Site Address		
<TelephoneNumber>		
<FaxNumber>	<Line1 />	Blank for Sports
<VATNumber>		
<URL>		
<ID>		
<CRMBranch>		
<Title>	**Mr**	X(4)
<Initials>	**D**	X(3)
<Forename>	**Derek**	X(15)
<Surname>	**Webster**	X(30), mandatory
<CustomerPurchaseHistory>	**False**	False for Sports

4. Customer Related Web Services

4.1 Register A New Customer

Web Service Description
The purpose of this web service is to add a new customer to the TALENT Ticketing database. It calls program WS003R for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=CustomerAddRequest

4.1.1 Version 1.0

Request Details 1.0
The following are required for generating a valid request XML document for this web service, in addition to the standard transaction header information (loginid, password, company):

XML Node	Example	Type. max length, comments
<ContactTitle>	Mr	X(4)
<ContactInitials>	D	X(3)
<ContactForename>	Des	X(15)
<ContactSurname>	Webster	X(30), mandatory
<Salutation>	Des Webster	X(20)
<CompanyName>	Computer Software Group	X(40)
<PositionInCompany>	Analyst Programmer	X(40)
<AddressLine1>	Pepper House	X(30), mandatory
<AddressLine2>	Market Street	X(30)
<AddressLine3>	Nantwich	X(25)
<AddressLine4>	Cheshire	X(25)
<AddressLine5>	England	X(20)
<PostCode>	CW5 5DQ	X(8)
<Gender>	M	M/F
<HomeTelephoneNumber>	01270 613800	X(7) for STD code; X(15) for no.
<WorkTelephoneNumber>	01270 613800	X(7) for STD code; X(15) for no.
<MobileNumber>	07770 613800	X(7) for STD code; X(15) for no.
<EmailAddress>	des.Webster@computersoftware.com	X(60)
<DateOfBirth>	19770806	yyyymmdd, mandatory
<ContactViaMail>	Y	Y/N
<Subscription1>	1	1=Add attribute to profile defined under Subs1
<Subscription2>	0	1=Add attribute to profile defined under Subs2
<Subscription3>	0	1=Add attribute to profile defined under Subs3
<MailFlag1>	N	Y/N
<ExternalId1>	0	Zero for Sports, mandatory
<ExternalId2>	0	Zero for Sports, mandatory

Response Details 1.0
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<CustomerNo>	**000000123456**	X(12)

Return Codes 1.0
The following return codes indicate success or type of failure from this web service:

- Blank - Success
- DB - Invalid date of birth
- EM - Invalid email address
- EU - Email address already exists for another customer.
- MF - Mandatory field(s) missing
- NE - Post Code mandatory for all UK and US addresses
- SB - Error in subscription
- XP - Update would create duplicate customer
- 99 - Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples 1.0
The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerAddRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerAddRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerAddResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerAddResponse10.xsd

4.1.2 Version 1.1

Request Details 1.1

The following are required for generating a valid request XML document for this web service, in addition to the standard transaction header information (loginid, password, company). Note that currently this will only work with 1 site and contact at a time:

XML Node	Example	Type. max length, comments
<BusinessUnit>	UNITED KINGDOM	Set as shown
<Sites Total>	<Sites Total="1">	Set as shown
Site Name		
Site Account Numbers		
Site Address		
<TelephoneNumber>		
<FaxNumber>	<Line1 />	Blank for Sports
<VATNumber>		
<URL>		
<ID>		
<CRMBranch>		
<Title>	Mr	X(4)
<Initials>	D	X(3)
<Forename>	Derek	X(15)
<Surname>	Webster	X(30), mandatory
<FullName>	<FullName />	Blank for Sports
<Salutation>	Des	X(20)
<EmailAddress>	des.Webster@computersoftware.com	X(60)
<LoginID>	<LoginID />	Blank for add
<Password>	Top Secret	
Contact Account Numbers	<AccountNumber1 />	Blank for Sports
<Addresses Total>	<Addresses Total="1">	Set as shown
Contact Address	<Line1 />	Blank for Sports
<Position>	<Position />	Blank for Sports
<Gender>	M	M/F, mandatory
<TelephoneNumber1>	01270 613800	Home telephone no. X(7) for STD code; X(15) for no.
<TelephoneNumber2>	<TelephoneNumber2 />	Work telephone no. X(7) for STD code; X(15) for no.
<TelephoneNumber3>	<TelephoneNumber3 />	Mobile telephone no. X(7) for STD code; X(15) for no.
<TelephoneNumber4>.. <TelephoneNumber5>	<TelephoneNumber4 />	Blank for Sports
<DateOfBirth>	19770806	yyyymmdd, mandatory
<ContactViaMail>	Y	Y/N
<HTMLNewsletter>	<HTMLNewsletter />	Blank for Sports
<Subscription1>	1	1=Add attribute to profile defined under Subs1
<Subscription2>	0	1=Add attribute to profile defined under Subs2
<Subscription3>	0	1=Add attribute to profile defined under Subs3
<MailFlag1>	<MailFlag1 />	Blank for Sports
<ExternalId1>.. <ExternalId2>..		Zero for Sports, mandatory
<MessagingID>		Blank for Sports
<Boolean1>.. <Boolean5>		Blank for Sports
<ID>		Blank for Sports
<RestrictedPaymentTypes>		Blank for Sports
<Attribute>	WEB REG	X(12)
<LoyaltyPoints>	10	9(5)
<IsLockedOut>	False	False for Sports
<CustomerPurchaseHistory>	False	False for Sports

Response Details 1.1

The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<CustomerNo>	**000000123456**	X(12) New Customer No.

Return Codes 1.1

Return codes indicating success or type of failure from this web service are the same as previous version.

Request/Response XML and XSD examples 1.1

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerAddRequest11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerAddRequest11.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerAddResponse11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerAddResponse11.xsd

4.2 Retrieve Existing Customer Details

Web Service Description
The purpose of this web service is to return details of an existing customer. It calls program WS009R for back-end processing. Customer Number must be known in order to retrieve customer details.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=CustomerRetrievalRequest

4.2.1 Version 1.0

Request Details 1_0
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Customer Number [for Sport 12 numeric, padded with leading zeros], mandatory

Response Details 1_1
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<CustomerNo>	00000000001	X(12)
<ContactTitle>	Mr	X(4)
<ContactInitials>	D	X(3)
<ContactForename>	Des	X(15)
<ContactSurname>	Webster	X(30)
<Salutation>	Des Webster	X(20)
<CompanyName>	Computer Software Group	X(40)
<PositionInCompany>	Analyst Programmer	X(40)
<AddressLine1>	Pepper House	X(30)
<AddressLine2>	Market Street	X(30)
<AddressLine3>	Nantwich	X(25)
<AddressLine4>	Cheshire	X(25)
<AddressLine5>	England	X(20)
<PostCode>	CW5 5DQ	X(8)
<Gender>	M	M/F
<HomeTelephoneNumber>	01270 613800	X(7) for STD code; X(15) for no.
<WorkTelephoneNumber>	01270 613800	X(7) for STD code; X(15) for no.
<MobileNumber>	07770 613800	X(7) for STD code; X(15) for no.
<EmailAddress>	des.Webster@computersoftware.com	X(60)
<DateOfBirth>	19770806	yyyymmdd
<ContactViaMail>	Y	Y/N
<Subscription1>	1	1=Customer has attribute defined under Sub1 0=Customer does not have attribute defined under Sub1
<Subscription2>	0	1=Customer has attribute defined under Sub2 0=Customer does not have attribute defined under Sub2
<Subscription3>	0	1=Customer has attribute defined under Sub3 0=Customer does not have attribute defined under Sub3
<ContactViaMail1>.. <ContactViaMail5>	N	Y/N
<ExternalId1>	<ExternalId1 />	Blank for Sports,
<ExternalId2>	<ExternalId2 />	Blank for Sports,
<ATSReady>	Y	Y/N Automated Telephone System

		(Set to 'N' unless using this)
<PriceBand>	A	X (e.g. A=Adult, J=Junior). This determines how a product is priced for the customer

Return Codes_1_0
The following return codes indicate success or type of failure from this web service:
- Blank - Success
- IR - Customer is not enabled for update (ie not internet ready)
- MC - Customer does not exist
- 99 - Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples_1_0
The following URL that can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerRetrievalRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerRetrievalRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerRetrievalResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerRetrievalResponse10.xsd

4.2.2 Version 1.1

Request Details 1_1
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- TALENT Customer Number [for Sport 12 numeric, padded with leading zeros] or customer's registered email address, mandatory

Response Details 1_2
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<CustomerNo>	00000000001	X(12)
<ContactTitle>	Mr	X(4)
<ContactInitials>	D	X(3)
<ContactForename>	Des	X(15)
<ContactSurname>	Webster	X(30)
<Salutation>	Des Webster	X(20)
<CompanyName>	Computer Software Group	X(40)
<PositionInCompany>	Analyst Programmer	X(40)
<AddressLine1>	Pepper House	X(30)
<AddressLine2>	Market Street	X(30)
<AddressLine3>	Nantwich	X(25)
<AddressLine4>	Cheshire	X(25)
<AddressLine5>	England	X(20)
<PostCode>	CW5 5DQ	X(8)
<Gender>	M	M/F
<HomeTelephoneNumber>	01270 613800	X(7) for STD code; X(15) for no.
<WorkTelephoneNumber>	01270 613800	X(7) for STD code; X(15) for no.
<MobileNumber>	07770 613800	X(7) for STD code; X(15) for no.
<EmailAddress>	des.Webster@computersoftware.com	X(60)
<DateOfBirth>	19770806	yyyymmdd
<ContactViaMail>	Y	Y/N
<Subscription1>	1	1=Customer has attribute defined under Sub1 0=Customer does not have attribute defined under Sub1
<Subscription2>	0	1=Customer has attribute defined under Sub2 0=Customer does not have attribute defined under Sub2
<Subscription3>	0	1=Customer has attribute defined under Sub3 0=Customer does not have attribute defined under Sub3
<ContactViaMail1>.. <ContactViaMail5>	N	Y/N
<ExternalId1>	1234	Blank for Sports,
<ExternalId2>	5678	Blank for Sports,
<ATSReady>	Y	Y/N Automated Telephone System (Set to 'N' unless using this module)
<PriceBand>	A	X
<LoyaltyPoints>	10	9(5)

Return Codes_1_1

Return codes indicating success or type of failure from this web service are the same as previous version.

Request/Response XML and XSD examples_1_1

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerRetrievalRequest11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerRetrievalRequest11.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerRetrievalResponse11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerRetrievalResponse11.xsd

4.3 Update an Existing Customer's Details

Web Service Description
The purpose of this web service is to update a customer's details in the TALENT Ticketing database. It calls program WS003R for back-end processing.
Note that empty tags will be treated as blank entries and will overwrite existing data, so the correct details must be retrieved first.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=CustomerUpdateRequest

4.3.1 Version 1.0

Request Details 1.0
The following are required for generating a valid request XML document for this web service, in addition to the standard transaction header information (loginid, password, company):

XML Node	Example	Type. max length, comments
\<CustomerNo\>	000000000012	X(12), mandatory
\<ContactTitle\>	Mr	X(4)
\<ContactInitials\>	D	X(3)
\<ContactForename\>	Des	X(15)
\<ContactSurname\>	Webster	X(30), mandatory
\<Salutation\>	Des Webster	X(20)
\<CompanyName\>	Computer Software Group	X(40)
\<PositionInCompany\>	Analyst Programmer	X(40)
\<AddressLine1\>	Pepper House	X(30), mandatory
\<AddressLine2\>	Market Street	X(30)
\<AddressLine3\>	Nantwich	X(25)
\<AddressLine4\>	Cheshire	X(25)
\<AddressLine5\>	England	X(20)
\<PostCode\>	CW5 5DQ	X(8)
\<Gender\>	M	M/F
\<HomeTelephoneNumber\>	01270 613800	X(7) for STD code; X(15) for no.
\<WorkTelephoneNumber\>	01270 613800	X(7) for STD code; X(15) for no.
\<MobileNumber\>	07770 613800	X(7) for STD code; X(15) for no.
\<EmailAddress\>	des.Webster@computersoftware.com	X(60)
\<DateOfBirth\>	19770806	yyyymmdd, mandatory
\<ContactViaMail\>	Y	Y/N
\<Subscription1\>	1	1=Add attribute defined under Subs1 0=Remove attribute defined under Sub1
\<Subscription2\>	0	1=Add attribute defined under Subs2 0=Remove attribute defined under Sub2
\<Subscription3\>	0	1=Add attribute defined under Subs3 0=Remove attribute defined under Sub3
\<MailFlag1\>	N	Y/N
\<ExternalId1\>	0	Zero for Sports, mandatory
\<ExternalId2\>	0	Zero for Sports, mandatory
\<Password\>	Top Secret	
\<Attribute\>	\<Attribute action="**Add**"\> **WEB UPT**\</Attribute\>	X(12)

Response Details 1.0

The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<CustomerNo>	**000000123456**	X(12)

Return Codes 1.0

The following return codes indicate success or type of failure from this web service:

- Blank - Success
- DB - Invalid date of birth
- EM - Invalid email address
- EU - Email address already exists for another customer
- IR - Customer is not enabled for update (ie not internet ready)
- MC - Customer does not exist
- MF - Mandatory field(s) missing
- NE - Post Code mandatory for all UK and US addresses
- SB - Error in subscription
- XR - Customer updates not currently allowed (if disabled by setup)
- XP - Update would create duplicate customer (if system defaults disallow this)
- 99 - Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples 1.0

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerUpdateRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerUpdateRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerUpdateResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerUpdateResponse10.xsd

4.3.2 Version 1.1

Request Details 1.1

The following are required for generating a valid request XML document for this web service, in addition to the standard transaction header information (loginid, password, company):

XML Node	Example	Type. max length, comments
<BusinessUnit>	**UNITED KINGDOM**	Set as shown
<Sites Total>	<Sites Total="**1**">	Set as shown
Site Name		
Site Account Numbers		
Site Address		
<TelephoneNumber>		Blank for Sports
<FaxNumber>	<Line1 />	
<VATNumber>		
<URL>		
<ID>		
<CRMBranch>		
<Title>	**Mr**	X(4)
<Initials>	**D**	X(3)
<Forename>	**Derek**	X(15)
<Surname>	**Webster**	X(30), mandatory
<FullName>	<FullName />	Blank for Sports
<Salutation>	**Des**	X(20)
<EmailAddress>	**des.Webster@computersoftware.com**	X(60)
<LoginID>	**000000123456**	Set to Ticketing Customer No., mandatory
<Password>	**Top Secret**	
Contact Account Numbers	<AccountNumber1 />	Blank for Sports
<Addresses Total>	<Addresses Total="**1**">	Set as shown
Contact Address	<Line1 />	Blank for Sports, mandatory
<Position>	<Position />	Blank for Sports
<Gender>	**M**	M/F, mandatory
<TelephoneNumber1>	**01270 613800**	Home telephone no. X(7) for STD code; X(15) for no.
<TelephoneNumber2>	<TelephoneNumber2 />	Work telephone no. X(7) for STD code; X(15) for no.
<TelephoneNumber3>	<TelephoneNumber3 />	Mobile telephone no. X(7) for STD code; X(15) for no.
<TelephoneNumber4>.. <TelephoneNumber5>	<TelephoneNumber4 />	Blank for Sports
<DateOfBirth>	**19770806**	yyyymmdd, mandatory
<ContactViaMail>	**Y**	Y/N
<HTMLNewsletter>	<HTMLNewsletter />	Blank for Sports
<Subscription1>	**1**	1=Add attribute defined under Subs1 0=Remove attribute defined under Sub1
<Subscription2>	**0**	1=Add attribute defined under Subs2 0=Remove attribute defined under Sub2
<Subscription3>	**0**	1=Add attribute defined under Subs3 0=Remove attribute defined under Sub3
<MailFlag1>	<MailFlag1 />	Blank for Sports
<ExternalId1>.. <ExternalId2>..		Zero for Sports, mandatory
<MessagingID>		Blank for Sports
<Boolean1>.. <Boolean5>	**Y/N**	Sets Talent softcaptioned mail flags 1 - 5
<ID>		Blank for Sports
<RestrictedPaymentTypes>		Blank for Sports
<Attribute>	**WEB UPT**	X(12)

<LoyaltyPoints>	**10**	9(5)
<IsLockedOut>	**False**	False for Sports
<CustomerPurchaseHistory>	**False**	True/False

Response Details 1.1
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<LoginID>	**000000123456**	X(12)

Return Codes 1.1
Return codes indicating success or type of failure from this web service are the same as previous version.

Request/Response XML and XSD examples 1.1
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerUpdateRequest11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerUpdateRequest11.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerUpdateResponse11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerUpdateResponse11.xsd

4.4 Retrieve Friends & Family

Web Service Description
The purpose of this web service is to retrieve any linked registration details of a particular customer. Program WS026R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=CustomerAssociationsRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company), mandatory
- CustomerNo (for Sport 12 numeric, padded with leading zeros), mandatory

Response Details
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<CustomerAssociatedNumber>	000000123456	X(12)
<Forename>	Des	X(15)
<Surname>	Webster	X(30)
<AddressLine1>	Market Street	X(30)
<PostCode>	CW5 5DQ	X(8)
<PriceBand>	23	X
<ActiveFlag>	A	A=Active, D=Deactive
<LoyaltyPoints>	232	9(5)

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank -   Success
- PS   -   Priority Seat Purchase is not active
- MF   -   Customer No not received
- NL   -   No linked registrations
- 99   -   Configuration error – contact TALENT Ticketing administrator.

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/CustomerAssociationsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/CustomerAssociationsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/CustomerAssociationsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/CustomerAssociationsResponse10.xsd

4.5 Add Friends & Family

Web Service Description
The purpose of this web service is to add to a customer's friends & family. Program WS027R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=AddCustomerAssociationsRequest

4.5.1 Version 1.0

Request Details 1.0
The following are required for generating a valid request XML document for this web service, in addition to the standard transaction header information (loginid, password, company):

XML Node	Example	Type. max length, comments
<CustomerNumber>	**000000000001**	Mandatory
<FriendsAndFamilyID>	**000000000000**	Mandatory
<FriendsAndFamilyMode>	**V1**	Set to 'V1'
<Surname>	**Courcoux**	Optional
<Postcode>	**WD250RR**	Mandatory

Response Details 1.0
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<SessionID>	**300308192029376182659612099**	X(36)
<CustomerNumber>	**000000000000**	X(12)

Return Codes 1.0
The following return codes indicate success or type of failure from this web service:

- Blank - Success
- 99 - Setup error
- XL - Linked registrations are not allowed
- MU - No products currently available
- MF - Mandatory fields not received
- CA - Customer inactive
- MC - Customer not found
- SU - Surname doesn't match
- PC - Postcode doesn't match
- LR - Linked reg already exists
- LT - Group is full

Request/Response XML and XSD examples 1.0
The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/AddCustomerAssociationsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/AddCustomerAssociationsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/AddCustomerAssociationsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/AddCustomerAssociationsResponse10.xsd

4.6 Delete Friends & Family

Web Service Description
The purpose of this web service is to delete the registration for a customer's friends & family. Program WS027R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=DeleteCustomerAssociationsRequest

4.6.1 Version 1.0

Request Details 1.0
The following are required for generating a valid request XML document for this web service, in addition to the standard transaction header information (loginid, password, company):

XML Node	Example	Type. max length, comments
<CustomerNumber>	**1091022**	Mandatory
<FriendsAndFamilyID>	**000000000000**	Mandatory
<Surname>	<Surname />	Optional
<Postcode>	<Postcode />	Optional

Response Details 1.0
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<SessionID>	**30030819202937618265 9612099**	X(36)
<CustomerNumber>	**000000000000**	X(12)

Return Codes 1.0
The following return codes indicate success or type of failure from this web service:
- Blank - Success
- 99 - Setup error
- XL - Linked registrations are not allowed
- MU - No products currently available
- MF - Mandatory fields not received
- CA - Customer inactive
- MC - Customer not found
- SU - Surname doesn't match
- PC - Postcode doesn't match
- L2 - Linked reg doesn't
- LT - Group is full

Request/Response XML and XSD examples 1.0
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/DeleteCustomerAssociationsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/DeleteCustomerAssociationsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/DeleteCustomerAssociationsResponse10.xml

- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/DeleteCustomerAssociationsResponse10.xsd

4.8 Verify Password Request

Web Service Description
The purpose of this web service is to check that a received password is correct for a received user name.
For Ticketing this user name will be the 12 digit TALENT customer number or their registered email address. The webservice simply returns True or False.

Program WS120R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=VerifyPasswordRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Username (either the 12 numeric customer number, or an email address), mandatory
- Password, mandatory

Response Details
The following XML nodes contain relevant data returned from this web service:
- <ReturnCode>
- <PasswordOK> 'True'/'False'
- <UserName> 12 numeric customer number

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank - Success
- PW - Password or User name incorrect
- DP - More than one customer found
- MC - Registration does not exist

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/VerifyPasswordRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/VerifyPasswordRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/VerifyPasswordResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/VerifyPasswordResponse10.xsd

4.9 Retrieve Password Request

Web Service Description
The purpose of this web service is retrieve the password for a user name, for example, when the user has forgotten their passsword. For Ticketing this user name will be the 12 digit TALENT customer number or the customer's registered email address.

Program WS120R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=RetrievePasswordRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- <Username> (for Sport 12 numeric, padded with leading zeros or email address), mandatory
- <EncodePassword> (True/False -- for future use)
- <EmailPasswordToUser> (True/False -- for future use)

Response Details
The following are the XML nodes that contain relevant data returned from this web service:
- <ReturnCode>
- <Password>
- <UserName> - (e.g. 000000000001)
- <EmailSentToUser> (True/False -- for future use)

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank - Success
- PW - Password or User name incorrect
- DP - More than one customer found
- MC - Registration does not exist

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RetrievePasswordRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RetrievePasswordRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RetrievePasswordResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RetrievePasswordResponse10.xsd

4.10 Retrieve Customer Purchase History

Web Service Description
The purpose of this web service is to retrieve a customer's purchase history. Program WS005R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Order.asmx?op=RetrievePurchaseHistoryRequest

4.10.1   Version 1.0

Request Details 1.0
The following required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Customer Number, mandatory
- ProductCode, optional. If populated this will filter ther results by product code.
- ProductType, optional. If populated this will filter ther results by product type.

Response Details 1.0
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

For each product sold which matches this request, this will return:

XML Node	Example	Type. max length, comments
<SaleDate>	06/08/2008 00:00:00	
<ProductDescription>	Vs FULHAM FC	
<Seat>	S/SA/A/0007	
<SalesPrice>	0.00	
<BatchReference>	<BatchReference />	
<PaymentReference>	Not Applicable	
<StatusCode>	RESERV	
<LoyaltyPoints>	<LoyaltyPoints />	
<PromotionID>	0000000000000	

<StatusCode> values are as follows:

Value	Meaning
Blank	Sold
CANCEL	Cancelled
BOOK	Booked
RETURN	Returned
RESERV	Reserved
APPRVL	On Approval
PEND	Pending
PRINT	Printed

Return Codes 1.0

The following return codes indicate success or type of failure from this web service:

- Blank - Success
- 99 - Setup error
- NH - No products found

Request/Response XML and XSD examples 1.0

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RetrievePurchaseHistoryRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RetrievePurchaseHistoryRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RetrievePurchaseHistoryResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RetrievePurchaseHistoryResponse10.xsd

4.11 Retrieve Profile Details

Web Service Description
The purpose of this web service is to retrieve a customer's profile details. These are attributes setup within TALENT CRM. Program WS051R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=RetrieveProfileDetailsRequest

4.11.1   Version 1.0

Request Details 1.0
The following are the required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- Customer No., mandatory
- Category – Attribute category of attributes to be returned, mandatory

Response Details 1.0
The following XML nodes contain relevant data returned from this web service:

- <ReturnCode>

For each attribute against the customer, the reponse will return

- <Attribute>

Return Codes 1.0
A blank return code from this web service indicates success.

Request/Response XML and XSD examples 1.0
The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RetrieveProfileDetailsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RetrieveProfileDetailsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RetrieveProfileDetailsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RetrieveProfileDetailsResponse10.xsd

5.Product Related Web Services

5.1 Retrieve the List of Available Products

Web Service Description
The purpose of this web service is to return an list of available product codes that are currently available for sale. Additional details per product are also returned as part of the XML response. Program WS016R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductListRequest

5.1.1 Version 1.0

Request Details 1.0
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)

Response Details 1.0
The following tables show XML nodes containing relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

For each product:

XML Node	Example	Type. max length, comments
<ProductCode>	**HLIV04**	X(6)
<ProductDescription>	**Liverpool**	X(40)
<ProductDate>	**Wed 16th April**	
<ProductTime>	**7:45pm**	Kick off
<ProductDateISO>	**2008-04-16**	yyyy-mm-dd
<ProductTime24H>	**19:45:00**	hh:mm:ss
<ProductPriceBand>	**A**	X
<ProductApplicable>	**Y**	Y/N Y for Sports
<ProductType>	**H**	X (H=Home, A=Away etc)
<ProductRequiredMembership>		X(6)
<ProductRequiredMembershipDescription>		X(40)
<ProductRequiredMembershipPurchased>		Y/N or empty
<ProductEntryTime>	**6:45pm**	Gates open
<ProductTicketLimit>	**1**	9(5) Maximum tickets for 1 person
<ProductStadiumCode>		XX
<ProductAssociatedTravelProductCode>		X(6)

Return Codes 1.0

The following return codes indicate success or type of failure from this web service:

- Blank -   Success
- WT   -   Internet sales not currently available
- WS   -   Home ticket sales not currently available
- MU   -   No products currently available

Request/Response XML and XSD examples 1.0

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductListRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductListRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductListResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductListResponse10.xsd

5.1.2 Version 1.1

Request Details 1.1
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- StadiumCodes – This is a comma separated list of up to 6 stadiums. If left blank then products will be sent back for all stadiums on the system, otherwise it will be a subset
- CustomerNo – If a customer number is passed in then details on whether the customer has the appropriate Pre Reqs will also be passed back
- ProductType – If set to 'P' or 'C' then it will return PPS Schemes or memberships. Otherwise it will return products as before

Response Details 1.1
The following tables show the XML nodes that contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
\<ReturnCode\>	\<ReturnCode /\>	X(2)

For each product:

- All details from previous version
- Along with the following extra information:

XML Node	Example	Type. max length, comments
\<RequiredLoyaltyPoints\>	12	9(5)
\<LoyaltyRequirementMet\>	Y	Y/N Y=Customer has enough loyalty points
\<LimitRequirementMet\>	Y	Y/N Y=Customer is below the maximum ticket limit allowed
\<PriceCode\>	A1	For memberships only. Each different price code for the membership will be returned as a different product

Return Codes 1.1
The following return codes indicate success or type of failure from this web service:

- Blank - Success
- WT - Internet sales not currently available
- WS - Home ticket sales not currently available
- MU - No products currently available

Request/Response XML and XSD examples 1.1
The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductListRequest11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductListRequest11.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductListResponse11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductListResponse11.xsd

5.2 Retrieve List of Available Products - Extended

Web Service Description

The purpose of this web service is to return an list of product codes that are currently available for sale. This is an extension of the existing ProductListRequest to include detail such as Loyalty Schedule and Prerequisite Details.

Program WS609R is called for back-end processing.

Web Service URL

The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductListReturnAllRequest

5.2.1 Version 1.0

Request Details 1.0

The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- Stadium Codes, comma separated; blank means all
- Customer No., optional, but necessary for customer-specific output, eg <LoyaltyRequirementMet>
- Product Type

Response Details 1.0

The following tables show XML nodes containing relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

For each product:

XML Node	Example	Type. max length, comments
<ProductCode>	HLIV04	X(6)
<ProductDescription>	Liverpool	X(40)
<ProductDate>	Wed 16th April	
<ProductTime>	7:45pm	
<ProductDateISO>	2008-04-16	yyyy-mm-dd
<ProductTime24H>	19:45:00	hh:mm:ss
<ProductPriceBand>	A	X
<ProductApplicable>	Y	Y/N
<ProductType>	H	X
<ProductRequiredMembership>		X(6)
<ProductRequiredMembershipDescription>		X(40)
<ProductRequiredMembershipPurchased>		Y/N or empty
<ProductEntryTime>		As for <ProductTime>
<ProductTicketLimit>	1	9(5)
<ProductStadiumCode>		XX
<ProductAssociatedTravelProductCode>		X(6)
<RequiredLoyaltyPoints>	12	9(5)
<LoyaltyRequirementMet>	Y	Y/N Y=Customer has enough loyalty points
<LimitRequirementMet>	Y	Y/N Y=Customer is below the maximum ticket limit allowed
<ProductGroup>		
<Description>		Of the product group
<MultiGroup>		If the product is a multi-group
<Stadium>		
<ValidationRule>		No. of required items in list
<Comments>		Not currently used

For each Pre-Req item in the Pre-Req group (to a maximum of 15) against a product:

XML Node	Example	Type. max length, comments
<PreReqProductCode>		
<PreReqProductDescription>		
<PreReqProductType>		
<PreReqProductDate>		yyyy-mm-dd

For the loyalty schedule against a product group (to a maximum of 10) the following will be returned:

XML Node	Example	Type. max length, comments
<ApplyRestriction>	Y	
<NoOfPointsAwarded>	1	
<UpdatePreviouslyAwardedPoints>		
<UpdateFromDate>	2008-08-02	yyyy-mm-dd
<UpdateToDate>	2008-09-02	yyyy-mm-dd
<NoOfPurchasePointsAwarded>	5	
<AwardToSeasonTicketHolders>	Y	
<SeasonTicketID>	0000000001	

For each item in the points schedule the following will be returned:

XML Node	Example	Type. max length, comments
<From>	2008-08-02	yyyy-mm-dd
<RequiredPoints>	3	

Return Codes 1.0
The following return codes indicate success or type of failure from this web service:
- Blank   -   Success
- WT   -   Internet sales not currently available
- WS   -   Home ticket sales not currently available
- MU   -   No products currently available

Request/Response XML and XSD examples 1.0
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductListReturnAllRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductListReturnAllRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductListReturnAllResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductListReturnAllResponse10.xsd

5.3 Retrieve Details for a Product

Web Service Description
The purpose of this web service is to return a list of available stand and area codes that represent areas of the stadium that currently have tickets for sale for the product code that is passed. Additional details per stand/area are also returned as part of the response XML.

In addition, a list of price band codes are returned as part of the response XML if the system is configured to sell concessionary tickets.

Program WS007R is called for back-end processing.

Web Service
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductDetailsRequest

Request Details
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- SessionId (equivalent to TicketingBasketID retrieved using GenerateTicketingBasketIDRequest web service)
- ProductCode (equivalent to a ProductCode retrieved using the ProductListRequest web service)

Response Details
The following tables show the XML nodes that contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

For each stand:

XML Node	Example	Type. max length, comments
<StandCode>	**NOR**	X(3)
<StandDescription>	**North Stand**	X(30)

For each area contained in each stand:

XML Node	Example	Type. max length, comments
<AreaCode>	**B**	X(4)
<AreaDescription>	**Area A**	X(30)

Plus for each price band definition:

XML Node	Example	Type. max length, comments
<PriceBand>	**A**	X
<PriceBandDescription>	**Adult**	X(15)
<PriceBandPriority>	**1**	9 Related to Automated Telephone System (ATS)

Return Codes

The following return codes indicate success or type of failure from this web service:

- Blank -   Success
- NF   -   Product not found or not available

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductDetailsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductDetailsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductDetailsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductDetailsResponse10.xsd

5.4 Retrieve Pricing Details for a Product

Web Service Description
The purpose of this web service is similar to the ProductDetailsRequest service described in the previous section, except the XML response from this web service contains all the pricing information for each available stand/area for the product code that is passed.

In addition, a list of price band codes is returned as part of the response XML if the system is configured to sell concessionary tickets.

Program WS117R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductPricingDetailsRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- ProductCode (equivalent to a ProductCode retrieved using the ProductListRequest web service)

Response Details
The following tables show the XML nodes that contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

For each stand:

XML Node	Example	Type. max length, comments
<StandCode>	**NOR**	X(3)
<StandDescription>	**North Stand**	X(30)

For each area contained in each stand:

XML Node	Example	Type. max length, comments
<AreaCode>	**B**	X(4)
<AreaDescription>	**Area A**	X(30)

For each available price band in each stand/area:

XML Node	Example	Type. max length, comments
<PriceBand>	**A**	X
<Price>	**25.00**	9(7).99

Plus for each price band definition:

XML Node	Example	Type. max length, comments
<PriceBand>	**A**	X
<PriceBandDescription>	**Adult**	X(15)
<PriceBandPriority>	**1**	9 Related to Automated Telephone System (ATS)

Return Codes

The following return codes indicate success or type of failure from this web service:

- Blank - Success
- NF - Product not found or not available

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductPricingDetailsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductPricingDetailsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductPricingDetailsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductPricingDetailsResponse10.xsd

5.5 Product Stadium Availability Request

Web Service Description
The purpose of this web service is retrieve a list of stands and areas with the number of seats available in each one. Program WS011R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductStadiumAvailabilityRequest

Request Details
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- ProductCode, mandatory
- CapacityByStadium – Set to "Y", mandatory

Response Details
The following XML nodes contain relevant data returned from this web service:

- <ReturnCode>

For each ProductCode returned:

- <StandCode>
- <AreaCode>
- <Availability> (percentage)
- <AdditionalText>
- <Capacity> (total seats in area)
- <Reserved> (reserved for web sales, ie available for sale)

Return Codes
The following return codes indicate success or type of failure from this web service:

- Blank   -   Success
- NF   -   Match not found
- NN   -   Configuration error

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductStadiumAvailabilityRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductStadiumAvailabilityRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductStadiumAvailabilityResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductStadiumAvailabilityResponse10.xsd

5.6 Product Seat Availability Request

Web Service Description
The purpose of this web service is retrieve seat details in a particular area. This includes availability as well as visual layout. See also ProductSeatNumbersRequest.

Program WS151R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductSeatAvailabilityRequest

Request Details
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- Product, mandatory
- Stand, mandatory
- Area, mandatory

Response Details
The following are the XML nodes that contain relevant data returned from this web service:

- <ReturnCode>
- <RowTotal>
- <ColumnTotal>

For each Row in the Stand/Area:

- Name, Capacity, Sequence and Detail

RowSequence determines the position of the row. RowDetail determines which seats are available and which aren't. Gaps between seats (due to aisles etc) are represented by spaces in the string.

Return Codes
The following return codes indicate success or type of failure from this web service:

- Blank   -   Success
- NF   -   Match not found
- NN   -   Configuration error

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductSeatAvailabilityRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductSeatAvailabilityRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductSeatAvailabilityResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductSeatAvailabilityResponse10.xsd

5.7 Product Seat Numbers Request

Web Service Description
The purpose of this web service is retrieve seat numbers in a particular area. This is to complement the visual layout obtained via ProductSeatAvailabilityRequest.

Program WS152R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductSeatNumbersRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Product, mandatory
- Stand, mandatory
- Area, mandatory

Response Details
The following XML nodes contain relevant data returned from this web service:
- <ReturnCode>

For each Row in the Stand/Area:
- Name, Seat Numbers

Return Codes
A blank return code from this web service indicates success.

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/ProductSeatNumbersRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/ProductSeatNumbersRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/ProductSeatNumbersResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/ProductSeatNumbersResponse10.xsd

5.8 Retrieve Promotions Request

Web Service Description
The purpose of this web service is retrieve details of all active promotions for products which are on sale on the web and which haven't yet expired. Program WS008R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Promotions.asmx?op=RetrievePromotionsRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- <ReturnOnlyValidPromotions> -- flag Y/N, 'Y' means return only valid promotions, ie currently available to the web

Response Details
The following XML nodes contain relevant data returned from this web service:
- <ReturnCode>

For each Row in the Stand/Area:
- <PromotionType>
- <Priority>
- <MatchType> - only for type 1
- <ProductCode> - only for type 2
- <Stand> - only for type 2
- <Area> - only for type 2
- <PreReq>
- <PriceCode> - may be several
- <PriceBand>
- <ShortDescription>
- <LongDescription>
- <CompetitionCode>
- <MaxDiscountPerProduct>
- <MaxDiscountPerPromotion>
- <StartDate>yyyy-mm-dd
- <EndDate>yyyy-mm-dd

Return Codes
The following are return codes indicating success or type of failure from this web service:
- Blank   -   Success
- (not yet known)

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RetrievePromotionsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RetrievePromotionsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RetrievePromotionsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RetrievePromotionsResponse10.xsd

6. Basket Related Web Services

6.1 Generate A New Transaction ID

Web Service Description
The purpose of this web service is to return a string ID (the TicketingBasketID) for use throughout the sales transaction. This is a mandatory web service and should be called for each new transaction. The returned <TicketingBasketID> value is included in all subsequent web service requests during the transaction.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=GenerateTicketingBasketIDRequest

Request Details
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- Customer Number [for Sport 12 numeric, padded with leading zeros], mandatory

Response Details
The following XML node contains relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<TicketingBasketID>	**12341234123412341234**	X(36)

Return Codes
No return codes are available.

Request/Response XML and XSD examples
The following URL that can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/GenerateTicketingBasketIDRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/GenerateTicketingBasketIDRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/GenerateTicketingBasketIDResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/GenerateTicketingBasketIDResponse10.xsd

6.2 Add Items to Basket

Web Service Description
The purpose of this web service is to book/reserve tickets for a specific product in a specific stand/area for a either a specific or a generic customer. Program WS601R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=AddTicketingItemsRequest

6.2.1 Version 1.0

Request Details_1.0
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId), mandatory
- ProductCode (retrieved using ProductListRequest), mandatory
- StandCode (retrieved using ProductDetailsRequest), mandatory for home match or season ticket
- AreaCode (retrieved using ProductDetailsRequest), mandatory for home match or season ticket
- Customer Number (for Sport 12 numeric, padded with leading zeros), mandatory
- ExcludeRestrictedSeats (Y/N)
- PriceBand (retrieved using ProductDetailsRequest)
- Quantity

Response Details_1.0
The following XML nodes contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<SessionID>	**30030819202937618265961209**	X(36)
<ProductCode>	**FORTH3**	X(6)
<StandCode>	**EL**	X(3)
<AreaCode>	**AR1**	X(4)
<CustomerNumber>	**000000000000**	X(12)

Return Codes_1.0
The following return codes indicate success or type of failure from this web service:
- Blank   -   Success
- MF   -   Session ID, product code, stand code or area code not valid
- M0   -   Generic sale not allowed for this product; supply Customer No.
- M1   -   Generic sale not allowed for this product; supply Customer No.
- M2   -   Generic sale not allowed for this product; supply Customer No.
- M3   -   Generic sale not allowed for this product; supply Customer No.
- NF   -   Product not available for sales
- NP   -   No prices available for this product.
- NS   -   No prices available for this product
- WF   -   Error creating basket items
- WT   -   Home ticket sales not currently available
- WS   -   Internet sales not currently available
- E2   -   Seat is not web reserved or is already sold/reserved to someone else
- NC   -   No Web Sales reserved seats found for this stand/area
- 99   -   Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples_1.0
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/AddTicketingItemsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/AddTicketingItemsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/AddTicketingItemsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/AddTicketingItemsResponse10.xsd

6.2.2 Version 1.1

Request Details_1.1
The following are required for generating a valid request XML document for this web service:
- All previous version details
- Membership section with PriceCode, mandatory when selling a membership. Price codes are retrieved automatically for other product types
- ReservationMethod – This should be set to '1' if requesting best seats in a given Stand/Area or '2' if requesting a specific Row/Seat/Suffix
- RowSeat (at Item level) – This must be populated if ReservationMethod is '2' but should be blank if it is '1'. This is in the format Row/Seat/Suffix.

Response Details_1.1
The following XML nodes contain relevant data returned from this web service; they are the same as previous version.

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<SessionID>	300308192029376182659612099	X(36)
<ProductCode>	FORTH3	X(6)
<StandCode>	EL	X(3)
<AreaCode>	AR1	X(4)
<CustomerNumber>	000000000000	X(12)

Return Codes_1.1
Return codes indicating success or type of failure from this web service are the same as previous version.

Request/Response XML and XSD examples_1.1
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/AddTicketingItemsRequest11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/AddTicketingItemsRequest11.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/AddTicketingItemsResponse11.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/AddTicketingItemsResponse11.xsd

6.3 Retrieve the Contents of Basket

Web Service Description

The purpose of this web service is to retrieve what products are currently in the basket for a given basket ID. Program WS036R is called for back-end processing.

Web Service URL

The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=RetrieveTicketingItemsRequest

Request Details

The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId), mandatory

Response Details

The following tables show XML nodes containing relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<SessionId>	300308192029376182659612099	X(36)
<CustomerNo>	123456	X(12)
<ProductCode>	HLIV04	X(6)
<Seat>	NOR/A/CC/0046	XXX/XXXX/XXXX/XXXXX
<SeatRestriction>	BS	Code represents restriction, eg obstructed view
<ReservedQuantity>	1	Total items in basket
<ReservedSeconds>	300	For future use
<WSFee>	1.00	Web sales fee
<CreditcardFee>	0.50	
<CarriageFee>	0.50	
<TotalPrice>	42.00	

Then for each basket item:

XML Node	Example	Type. max length, comments
<CustomerNo>	123456	X(12)
<ProductCode>	HLIV04	X(6)
<ProductDescription>	LIVERPOOL	X(40)
<Seat>	NOR/A/CC/0045	XXX/XXXX/XXXX/XXXXX
<PriceCode>	LG	XX
<PriceBand>	A	X
<Price>	20.00	
<ReservedSeat>	N	Y/N

and if problem booking/reserving this item then…

XML Node	Example	Type. max length, comments
<ErrorType />	U	
<ErrorCode />	U	
<UserLimit>	2	
<MaxTickets />		
<ProductLimit>	3	
<PreReqProduct />		X(6)

Return Codes

The following return codes indicate success or type of failure from this web service:

- Blank - Success
- MF - SessionID not valid
- WF - No basket items found
- WS - Internet sales not currently available
- 99 - Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RetrieveTicketingItemsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RetrieveTicketingItemsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RetrieveTicketingItemsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RetrieveTicketingItemsResponse10.xsd

6.4 Amend Basket Items

Web Service Description
The purpose of this web service is allow existing basket items to be amended. Basket items may be reassigned to new different customer number (and subsequently repriced if system is non-concessionary), or the item may be repriced (for concessionary systems) by reassigning the basket items price band. A basket item may also have its fulfilment option amended to/from post or collect.

The web service XML response includes details of all current basket items after amendments have been applied.

Program WS038R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:

- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=AmendTicketingItemsRequest

Request Details
The following are required for generating a valid request XML document for this web service:

- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId)
- Customer Number (for Sport 12 numeric, padded with leading zeros)
- ProductCode and Seat (retrieved using RetrieveTicketingItems)
- amended PriceCode, PriceBand and Customer Number
- PostOrCollect

Response Details
The following tables show XML nodes containing relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<ReservedQuantity>	1	
<ReservedSeconds>	300	
<WSFee>	1.00	Web sales fee
<CreditcardFee>	0.50	
<CarriageFee>	0.50	
<TotalPrice>	42.00	

Then for each basket item:

XML Node	Example	Type. max length, comments
<CustomerNo>	123456	X(12)
<ProductCode>	HLIV04	X(6)
<ProductDescription>	LIVERPOOL	X(40)
<Seat>	NOR/A/CC/0045	XXX/XXXX/XXXX/XXXXX
<PriceCode>	LG	XX
<PriceBand>	A	X
<Price>	20.00	
<ReservedSeat>	N	Y/N

and if problem booking/reserving this item then…

XML Node	Example	Type. max length, comments
<ErrorCode />	U	
<UserLimit>	2	

<ProductLimit>	**3**	
<PreReqProduct />		X(6)

<u>Return Codes</u>

The following return codes indicate success or type of failure from this web service:

- Blank -   Success
- MF   -   SessionID, Product code or seat details not valid
- DS   -   Seat has been reallocated and is no longer available for sale
- NP   -   No prices available for this product
- WF   -   Error creating/retrieving basket items
- WT   -   Home ticket sales not currently available
- WS   -   Internet sales not currently available
- 99   -   Configuration error – contact TALENT Ticketing administrator

<u>Request/Response XML and XSD examples</u>

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/AmendTicketingItemsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/AmendTicketingItemsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/AmendTicketingItemsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/AmendTicketingItemsResponse10.xsd

6.5 Remove Items from Basket

Web Service Description
The purpose of this web service is allow the removal a single item from the basket, or remove all items for a single product from the basket, or to clear the basket entirely.

In order to clear basket entirely then only SessionID is required in the request XML.
In order to clear basket of all items for a product then both SessionID and ProductCode are required in the request XML.
In order to remove an individual basket item then SessionID, ProductCode, Customer Number and Seat must all be included in the request XML.

The web service XML response includes details of all current basket items after amendments have been applied.

Program WS032R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=RemoveTicketingItemsRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId), mandatory
- [ProductCode] (retrieved using RetrieveTicketingItems)
- [Customer Number] (retrieved using RetrieveTicketingItems)
  [Seat] (retrieved using RetrieveTicketingItems). This must be formatted as Stand/Area/Row/Seat. E.g. <Seat>NL1/140/J/1127</Seat>

Response Details
The following XML nodes contain relevant data returned from this web service:
- <ReturnCode>
- as per RetrieveTicketingItems web service (see above)

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank   -   Success
- MF   -   SessionID not valid
- NS   -   Error removing item(s) – no items have been removed
- WF   -   No basket items found
- WS   -   Internet sales not currently available
- 99   -   Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RemoveTicketingItemsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RemoveTicketingItemsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RemoveTicketingItemsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RemoveTicketingItemsResponse10.xsd

6.6 Add Reserved Items to Basket

Web Service Description
The purpose of this web service is to book tickets for a specific product which are already reserved for a specific customer. Program WS604R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=AddTicketingReservedItemsRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId)
- ProductCode (retrieved using RetrieveTicketingItems), if blank, will attempt to add reserved items for all future matches
- CustomerNumber (for Sport 12 numeric, padded with leading zeros)

Response Details
The following XML node contains relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank -   Success
- PS   -   Priority Seat Purchase not active
- MF   -   Session ID or Customer No. not received
- MC   -   Customer not found
- 99   -   Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/AddTicketingReservedItemsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/AddTicketingReservedItemsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/AddTicketingReservedItemsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/AddTicketingReservedItemsResponse10.xsd

6.7 Add Season Ticket Renewals to Basket

Web Service Description
The purpose of this web service is to add season ticket renewals to the basket. This requires the customer to have purchased the Current Season Ticket and to be reserved into the Next Season Ticket.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=AddTicketingSeasonTicketRenewalsRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId)
- CustomerNumber (for Sport 12 numeric, padded with leading zeros)
- StadiumCode
- IgnoreFriendsAndFamily – Set to 'Y' otherwise a customers friends and family's renewals will also be added to the basket

Response Details
The following XML node contains relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank - Success
- BK - Book number allocation isn't configured
- ST - Current or next season ticket is not configured]
- MF - Mandatory fields are not populated (Customer No, Basket ID)
- 99 - Configuration error – contact TALENT Ticketing administrator

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/AddTicketingSeasonTicketRenewalsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/AddTicketingSeasonTicketRenewalsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/AddTicketingSeasonTicketRenewalsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/AddTicketingSeasonTicketRenalsResponse10.xsd

7.Season Ticket Requests

7.1 Season Ticket Renewal Request

Web Service Description
The purpose of this web service is receive a list of customers, seats and payment details and if all validation passes, to renew that customer's season ticket.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/TicketBooker.asmx?op=SeasonTicketRenewals

Request Details
The following are the required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Customer Number
- Stadium code
- Stand
- Area
- Row
- Seat
- Suffix
- Payment Mode – set to "Inline"
- Payment Method – set to "CreditCard"
- Session ID – leave blank
- Card Number
- Expiry Date mmyy
- Start Date mmyy
- Issue Number
- CV2 Number
- Payment Details – leave empty

Response Details
The following XML nodes contain relevant data returned from this web service:
- <SuccessCount >
- <FailureCount>

For each Season Ticket Renewal returned:
- <Success> - True/False
- <TicketingBasketID>
- <ReturnCode> - from AddToBasket
- <Seat>
- <CustomerNumber>
- <ReturnCode> - From payment response
- <SessionID>

Return Codes

The following return codes indicate success or type of failure from this web service:

- Blank   -   Success
- TTPRQSTR-03 -   No seats found
- TTPRQSTR-05 -   No seats found
- TTPRQSTR-06 -   Incorrect seat found
- TTPRQSTR-07 -   No seats found

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/SeasonTicketRenewalsRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/SeasonTicketRenewalsRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/SeasonTicketRenewalsResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/SeasonTicketRenewalsResponse10.xsd

7.2 Season Ticket Sale Request

Web Service Description
The purpose of this web service is receive a list of customers, seats and payment details and if all validation passes, to sell that customer a season ticket. This has the additional option for registering a new customer.

The web service works as follows:
1. Attempt to register the customer if the flag is set to do so. This will use the standard registration function including standard rules to detect if the registration is a duplicate
2. If the registration fails for any reason (including if it is a duplicate) then the sale will be abandoned and the next record will be processed. An error will be reported on the response XML
3. If no registration or the registration is successful then the customer record will be retrieved to get the price band
4. A new basket ID will be generated
5. The season ticket will be added to the basket
6. If this it is successful so far then payment will be taken and a success is reported on the response XML. The next record is then processed

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/TicketBooker.asmx?op=SeasonTicketSale

Request Details
The following are the required for generating a valid request XML document for this web service:

Header Information:
- Standard transaction header information (loginid, password, company)
- RegisterCustomer – Flag to determine whether SupplyNet will attempt to register customers
- ContinueSaleOnFailedRegistration – For future use

For each sale to be processed:
- CustomerNo – If not registering

Registration information which is only valid when registering:
- ContactTitle
- ContactInitials
- ContactForename
- ContactSurname
- Salutation
- CompanyName
- PositionInCompany
- AddressLine1
- AddressLine2
- AddressLine3
- AddressLine4
- AddressLine5
- PostCode
- Gender
- HomeTelephoneNumber
- WorkTelephoneNumber
- MobileNumber

- EmailAddress
- DateOfBirth
- ContactViaMail
- Subscription 1 – 3
- MailFlag
- ExternalId1
- ExternalId2
- Password
- Passport
- Greencard
- PIN
- Attributes

Season ticket information:
- ProductCode – Season ticket product to add to basket
- StadiumCode
- Stand
- Area
- Row
- Seat
- Suffix

Payment Details:
- PaymentMode ('Inline', 'Batch' or 'None'), mandatory

If PaymentMode is 'Inline' or 'Batch' then:
- PaymentMethod ('Cash', 'Cheque' or 'CreditCard')

If PaymentMethod is 'CreditCard' populate:
- CardNumber
- Expirydate
- StartDate
- IssueNumber
- CV2Number

Or if PaymentMethod is 'Cheque' then populate:
- Cheque Account
- Cheque Number

If PaymentMode is 'None' then the backend credit card process will be skipped and instead an external payment reference should be passed:
- Reference
- Name
- Address1
- Address2
- Address3
- Address4
- Country
- PostCode
- Telephone1
- Telephone2
- Telephone3
- EmailAddress

Response Details

The following XML nodes contain relevant data returned from this web service:
- <SuccessCount >
- <FailureCount>
- <FailedRegistrationsCount>

For each Season Ticket Renewal returned:
- <Success> - True/False
- <TicketingBasketID>
- <ReturnCode> - from AddToBasket
- <Seat>
- <CustomerNumber>
- <ReturnCode> - From payment response
- <SessionID>

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank   -   Success
- TTPRQTBR-03 -   Error registering
- TTPRQTBR-04b   -   Error taking payment
- TTPRQTBR-01 -   Error reading XML
- TTPRQTBR-04 -   Error adding items to basket
- TTPRQTBR-05 -   No items in basket
- TTPRQTBR-02 -   Exception in XML

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/SeasonTicketSaleRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/SeasonTicketSaleRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/SeasonTicketSaleResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/SeasonTicketSaleResponse10.xsd

8. Complete a Transaction

Web Service Description
The purpose of this web service is to complete the sales transaction. Completing the sales transaction involves confirming the seat reservation, removing the items from the basket and optionally taking payment.

Confirmation of seat reservation is entirely a back-end process where seat records, product statistics and customer purchase history are updated (by program WS608R).

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Payment.asmx?op=PaymentRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- SessionID (<TicketingBasketID> retrieved using GenerateTicketingBasketId), mandatory
- PaymentMode ('Inline', 'Batch' or 'None'), mandatory
- PaymentMethod ('Cash', 'Cheque' or 'CreditCard')

If PaymentMethod is 'CreditCard' populate:
- CardNumber
- Expirydate
- StartDate
- IssueNumber
- CV2Number

Or if PaymentMethod is 'Cheque' then populate:
- Cheque Account
- Cheque Number

If PaymentMode is 'None' then the backend credit card process will be skipped and instead an external payment reference should be passed:
- Reference
- Name
- Address1
- Address2
- Address3
- Address4
- Country
- PostCode
- Telephone1
- Telephone2
- Telephone3
- EmailAddress

Response Details

The following XML nodes contain relevant data returned from this web service:

- <ReturnCode>
- <PaymentReference>
- [<WSFee>] Web sales fee
- [<CreditcardFee>]
- [<CarriageFee>]
- <TotalPrice>

Plus for each item purchased:

- <CustomerNo>
- <ProductCode>
- <Seat>
- <PriceCode>
- <PriceBand>
- <Price>
- <CarriageMethod>
- <CardPrint>
- <SeatRestriction>

Return Codes

The following return codes indicate success or type of failure from this web service:

- Blank   -   Success
- IV   -   Credit card validation has failed. Please check credit card details
- IW   -   There was a problem with credit card authorisation. Please resubmit
- IX   -   AVS and/or CRC failed
- IY   -   Credit card has been refused
- MF   -   Mandatory field(s) not supplied
- NF   -   Product not found or no longer available for sale
- NP   -   No prices found for product
- W1   -   Invalid shopping basket item types
- W2   -   Shopping basket item(s) are already being completed by another process
- WF   -   No basket items found
- WT   -   Ticket sales not currently available
- WM   -   Membership sales not currently available
- WR   -   Season ticket sales not currently available
- WS   -   Internet sales not currently available

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/PaymentRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/PaymentRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/PaymentResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/PaymentResponse10.xsd

9.Refunds

Web Service Description
The purpose of this web service is to process a payment refund for one item or all items from an individual transaction.

In order to refund all items in a transaction, only the Payment Reference is required.
In order to refund individual items, only the Customer No., Product Code and Seat details are required, for each item.

Program WS050R is called for back-end processing.

 Note: Currently RefundMethod of 'CreditCard' will not perform the relevant EFTPOS transaction.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Payment.asmx?op=RefundPaymentRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Payment Reference
- RefundMode ('Inline', 'Batch' or 'None')

If RefundMode is 'Inline' or 'Batch' then...
- RefundMethod ('Cash', 'Cheque' or 'CreditCard')

If RefundMethod is 'CreditCard' then...
- CardNumber
- Expirydate
- StartDate
- IssueNumber
- CV2Number

Or if RefundMethod is 'Cheque' then...
- Cheque Account
- Cheque Number

Plus, if individual items require refunding (rather than all for specific Payment Reference):
- Customer No.
- Product Code
- Product Details
- [Quantity]

Response Details

The following XML nodes contain relevant data returned from this web service:
- <ReturnCode>
- <RefundReference>
- <RefundTotal>

For each item refunded:
- <CustomerNo>
- <ProductCode>
- <Seat>
- <Price>

Return Codes

A blank return code from this web service indicates success.

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RefundPaymentRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RefundPaymentRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RefundPaymentResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RefundPaymentResponse10.xsd

10. Enquiries

10.1 Payment Enquiry

Web Service Description
The purpose of this web service is to retrieve a list of product and product information which matches a particular payment reference. The information returned includes product code, product description, seat details, member number, member details (forename, surname etc), sale price, product date/start time, turnstile/gate information, pricing information, barcode information and seat restriction information. The web service will find up to 12 records from the payment reference passed in. The web service will also include/exclude products which have already been printed depending on a flag. The web service has the ability to set the ticket flag as printed if it is to be printed externally.

Program WS030R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Order.asmx?op=OrderDetailTicketingRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Customer Number (for Sport 12 numeric, padded with leading zeros), mandatory
- Payment Reference, mandatory
- [Product Code]
- [Unprinted Records]
- [SetAsPrinted]

Response Details
The following tables show the XML nodes that contain relevant data returned from this web service:

XML Node	Example	Type. max length, comments
<ReturnCode>	<ReturnCode />	X(2)
<Quantity>	2	

For each ProductDetail returned:

XML Node	Example	Type. max length, comments
<CustomerNo>	123456	X(12)
<ProductCode>	HLIV04	X(6)
<ProductDescription>	Liverpool	X(40)
<ProductDate>	16042004	ddmmyyyy
<ProductTime>	3pm	
<Seat>	NOR/A/CC/0045	XXX/XXXX/XXXX/XXXXX
<PriceCode>	LG	XX
<PriceBand>	A	X
<Price>	20.00	
<Turnstiles>	01 02	
<Gates>	N01 N02 N03	
<BarcodeValue>	4563677767	
<TicketID>	000001234	

Return Codes

The following return codes indicate success or type of failure from this web service:

- Blank - Success
- MF - Payment Reference, Product Code or Customer Number is blank
- NX - Payment Reference is invalid
- MC - Customer Number is invalid
- NF - Product Code is invalid

Request/Response XML and XSD examples

The following URL can be used to view the example request and response XML and XSD:

- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/OrderDetailTicketingRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/OrderDetailTicketingRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/OrderDetailTicketingResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/OrderDetailTicketingResponse10.xsd
-

10.2 Retrieve Eligible Ticketing Customers

Web Service Description
The purpose of this web service is to retrieve a list of customers who match all the requirements set up to purchase a particular product. These include loyalty points and pre-req products. The webservice will find up to 500 records from the customer number passed in (not included). The webservice will also include/exclude customers who have already purchased the product depending on a flag.

Program WS045R is called for back-end processing.

Web Service URL
The following URL shows how to invoke this web service:
- http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=RetrieveEligibleTicketingCustomersRequest

Request Details
The following are required for generating a valid request XML document for this web service:
- Standard transaction header information (loginid, password, company)
- Product Code (retrieved using ProductListRequest), mandatory
- From customer number (for Sport 12 numeric, padded with leading zeros), mandatory
- Include product purchasers flag (Y/N), mandatory

Response Details
The following XML nodes contain relevant data returned from this web service:
- <ReturnCode>
- <Customer> (list of up to 500)

Return Codes
The following return codes indicate success or type of failure from this web service:
- Blank - Success
- MF - Match code or source code is blank

Request/Response XML and XSD examples
The following URL can be used to view the example request and response XML and XSD:
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Requests/RetrieveEligibleTicketingCustomersRequest10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Requests/RetrieveEligibleTicketingCustomersRequest10.xsd
- http://supplynettest.talent-ebusiness.co.uk/Documents/XML/Responses/RetrieveEligibleTicketingCustomersResponse10.xml
- http://supplynettest.talent-ebusiness.co.uk/Documents/XSD/Responses/RetrieveEligibleTicketingCustomersResponse10.xsd

11. Additional Functions

11.1 Export Product Changes

To inform an external system of when a product has changed (e.g. a new product is put on sale), TALENT Sport can export an XML document with the changed product name. The external system should then clear any relevant cached information and call the back end to retrieve product details again with one of the web services. The format of this XML document is:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<ProductUpdate>
  <Version>1.0</Version>
  <ProductDetail>
    <ProductCode>ABCD01</ProductCode>
  </ProductDetail>
</ProductUpdate>
```

11.2 Clearing expired Basket Items

A monitor process is usually configured to free up seats which have been reserved for longer than a configurable length of time (Ticket Reservation Time). This is so that if a user adds a number of seats to the basket and then closes the browser, these seats automatically become available for sale again. This process works as follows:

- Whenever a seat is added to a basket then a timestamp is set with it.
- The monitor job periodically calls a routines which will check each basket to find the NEWEST seat in the basket
- If the NEWEST seat has been in the basket for longer than the Ticket Reservation Time then the whole basket is cleared and the seats are freed up.

Note that the monitor job has a configurable Wait Peroid for which it does nothing before checking reservations again. This is normally set to 5 minutes. So if the Ticket Reservation Time is set to 10 minutes then a seat will remain in a users basket for a minimum of 10 minutes and a maximum of 15 minutes.

12. Solutions Overview

TALENT Supplynet exposes a number of public facing web services. These web services can can be used individually or, more typically, will be used together to provide a specific solution.

Some of the more typical solutions are detailed below

12.1 Single Sign-on

The function typically related to a Single Sign-on implementation are as follows:
- Validate Password Request
- Retrieve Password Request
- Register A New Customer
- Update Exiting Customer's Details
- Retrieve Customer Details

12.2 Typical Sales Transaction

Below is an example of a typical sales transaction. In this example the five basic stages are highlighted and the relevant web service call indicated. It is anticipated that the web service calls are made in the order indicated as data received back from one web service call is to be included in request(s) in subsequent web service calls. (For example, the ProductListRequest web service must be called prior to the ProductDetailsRequest web service as the productcode that is mandatory for ProductDetailsRequest is available via the response received from the ProductListRequest web service.)

1. Determine Customer

Establish the type of customer and use relevant web service to either add customer or retrieve existing customer details. If no customer details are either available or required then the sale is deemed to be a 'generic sale'. In this case then any required customer number is always passed to web services as '000000000000'.

New customer	http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=CustomerAddRequest
Or,	
Existing customer	http://supplynettest.talent-ebusiness.co.uk/Customer.asmx?op=CustomerRetrievalRequest
Or,	
Generic customer	Use '000000000000' as customer number

2. Retrieve New Transaction/Basket/Session ID

For each new transaction a new transaction ID (also known as basket Id or Session ID) is required. This string value is required in request XML for all the subsequent shopping basket services and payment services.

Generate New ID   http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=GenerateTicketBasketIDRequest

---

3. Product Selection

In order to purchase a product, first a valid list of products is required in order to know the **Product Code**. Once a product code is known then a valid list of **Stand Codes** and **Area Codes**, and **Prices** and **Price Bands** can be retrieved for the product. These values (**in bold**) are required in order in order to add items to the basket.

Note that either ProductDetailsRequest or ProductPricingDetailsRequest web service may be used to retrieve available stands, areas, prices and price bands for a given product.

List of Products   http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductListRequest

Then,

Product Details   http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductDetailsRequest

Or,

Product Pricing Details   http://supplynettest.talent-ebusiness.co.uk/Product.asmx?op=ProductPricingDetailsRequest

---

Shopping Basket

Once products, quantity, stand, area and price bands have been selected then items may be added to the basket. There are standard Add, Retrieve, Remove, Amend-type services that manipulate basket items.

(Note that the Amend-service is effectively used to reprice a booked seat.)

Add Items to Basket http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=AddTicketingItemsRequest

---

Retrieve Basket Items op=RetrieveTicketingItems	http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?
Remove Basket Items op=RemoveTicketingItems	http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?
Amend Basket Items http://supplynettest.talent-ebusiness.co.uk/AmendBasket.asmx?op=AmendTicketingItems	

Complete Sales Transaction

Once items have been successfully added to the basket then they can be purchased using the PaymentRequest service.   A Payment Reference is returned after completion of the transaction.

Similarly, after items have been purchased they can be refunded using the RefundPaymentRequest service. A Refund Reference is returned after completion of a refund.

Make Payment	http://supplynettest.talent-ebusiness.co.uk/Payment.asmx?op=PaymentRequest
Refund Payment	http://supplynettest.talent-ebusiness.co.uk/Payment.asmx?op=RefundPaymentRequest

13. History of Modifications

Appendix i – 04 January 2007 Modifications

04 January 2007 changes made to standard Supplynet interfaces were as follows:

Product.asmx?op=ProductListRequest
Introduced support for new XML nodes <ProductDateISO> and <ProductTime24H> in response data. The data contained in these nodes represent the product date in **yyyy-mm-dd** format and the product start time in **hh:mm:ss** format.

Product.asmx?op=ProductDetailsRequest
Dropped support for XML nodes <LowestPrice> and <HighestPrice> in response data.

AmendBasket.asmx?op=RemoveTicketingItemssRequest
Fixed bug where error code 'WF' always returned after clearing basket.

Appendix ii – 09 January 2007 Modifications

09 January 2007 changes made to standard Supplynet interfaces were as follows:

Product.asmx?op=ProductListRequest
Dropped support for the XML node <ProductAllocation> in response data
Introduced support for the following XML nodes in the response data per product.
- <ProductType>
- <ProductRequiredMembership>
- <ProductRequiredMembershipDescription>
- <ProductRequiredMembershipPurchased>
- <ProductEntryTime>
- <ProductTicketLimit>
- <ProductStadiumCode>
- <ProductAssociatedTravelProductCode>

Payment.asmx?op=PaymentRequest
Introduced support for the XML node <PaymentDetails> in request data. The following XML nodes can be populated for Payment Details:
- <Reference>
- <Name>
- <Address1>
- <Address2>
- <Address3>
- <Address4>
- <Country>
- <PostCode>
- <Telephone1>
- <Telephone2>
- <Telephone3>
- <EmailAddress>

This arbitary data is written to TALENT to enable storage of external payment details. Payment details specified would normally only be supplied if <PaymentMode> is set to 'None' to indicate that TALENT will not take payment for the transaction.

Appendix iii – 29th April 2008 Modifications

29/04/08 – Changes to the Supplynet product as follows
- New 'ATSReady' tag returned in CustomerRetrievalResponse
- New <CarriageMethod> and <CardPrint> tags returned in PaymentResponse to indicate fulfilment method
- PaymentResponse and RetrieveTicketingItemsResponse amended to return a <SeatRestriction> Tag
- New transaction AddTicketingReservedItemsRequest to add cup tickets to the basket
- New transaction CustomerAssociationsRequest which returns a customer's friends and family details if any are set up

Appendix iv – Poke Development Modifications – Phase 1 05/03/2009

Modifications Summary:
1) **Membership Products to be sold in Supplynet**
   New version AddTicketingItemsTobasket to have a new section:
   - <Membership>
           <PriceCode>AA</PriceCode>
     </Membership>

2) **Eligibility Function in ProductListRequest**
   New version of ProductListRequest with the following fields added:
   - <StadiumCodes>AA,BB,CC</StadiumCodes>
   - <CustomerNo>000000000012</CustomerNo>
   - <ProductType></ProductType>

   New version of ProductListResponse with the following fields added:
   - <RequiredLoyaltyPoints>12</RequiredLoyaltyPoints>
   - <LoyaltyRequirementMet>Y</ LoyaltyRequirementMet>
   - <LimitRequirementMet>Y</LimitRequirementMet>

3) **Completion Routine not to take payment**
   New value in PaymentType of "None" which will meant the Credit Card process will not get called

4) **Stadium Availability Webservice**
   New Webservice ProductStadiumAvailabilityRequest which will receive:
   - <ProductCode>HOME1</ProductCode>
   - <CapacityByStadium>Y</CapacityByStadium>

   This will return:
   - <StandCode></Stand>
   - <AreaCode></Area>
   - <Availability></Availability> (percentage)
   - <AdditionalText></AdditionalText>
   - <Capacity></Capacity>
   - <Reserved></Reserved>

5) **Seat Availability Webservice**
   New webservice ProductSeatAvailabilityRequest which will return the seat availability in a specific stand/area. This will receive:
   - <ProductCode></ProductCode>
   - <Stand></Stand>
   - <Area></Area>

   For each row this this will return:
   - <Row RowName="AA" RowCapacity="001" RowSequence="1" RowDetail="…A…A" />

   The attribute RowDetail along with RowSequence will provide a map of the area.

   This should be used in conjunction with another new webservice ProductSeatNumbersRequest to return seat numbers. This will receive:
   - <ProductCode></ProductCode>
   - <Stand></Stand>
   - <Area></Area>

   For each rowThis will return:
   - <Row RowName="AA" RowSeatNumbers="0001 0002 0003 0004"/>

6) Add specific seat to basket
New version of AddTicketingItemsRequest which includes:
- <ReservationMethod></ReservationMethod>
- <RowSeat></RowSeat> at ITEM level

7) Retrieve Promotions Webservice
New RetrievePromotionsRequest which returns all active promotions for matches which are on the web and which have not already passed. This will not need to receive any information apart from standard headers. This will return:
- <PromotionType><PromotionType> Either 1 for product type or 2 for product specific
- <Priority></Priority>
- <MatchType></MatchType> Only for type 1
- <ProductCode></ProductCode> Only for type 2
- <Stand><Stand> Only for type 2
- <Area><Area> Only for type 2
- <PreReq></PreReq>
- <PriceCodes>
    <PriceCode></PriceCode>
    <PriceCode></PriceCode
  </PriceCodes>
- <PriceBand></PriceBand>
- <ShortDescription></ShortDescription>
- <LongDescription></LongDescription>
- <CompetitionCode></CompetitionCode>
- <MaxDiscountPerProduct></MaxDiscountPerProduct>
- <MaxDiscountPerPromotion></MaxDiscountPerPromotion>
- <StartDate></StartDate>
- <EndDate></EndDate>

Appendix v – Poke Development Modifications – Phase 2&3 16/03/2009

1) Return current loyalty points with Customer Details

New version of CustomerRetrievalRequest which includes Loyalty Points in the response:

        <LoyaltyPoints></LoyaltyPoints>

2) Return the Pre-Req list and Loyalty Schedule for a product

New webservice ProductListReturnAll which will be a copy of ProductListRequst but with a large amount of extra data returned. The request will be the same.

Response will be the same as ProductListRequest with following section added

```
<PreReq>
        <ProductGroup></ProductGroup>
        <Description></Description>
        <MultiGroup></MultiGroup>
        <Stadium></Stadium>
        <ValidationRule></ValidationRule>
        <Comments></Comments>
        <PreReqProducts>
                <PreReqProduct>
                        <PreReqProductCode></PreReqProductCode>

        <PreReqProductDescription></PreReqProductDescription>
                        <PreReqProductType></PreReqProductType>
                        <PreReqProductDate></PreReqProductDate>
                </PreReqProduct>
                <PreReqProduct>
                        <PreReqProductCode></PreReqProductCode>

        <PreReqProductDescription></PreReqProductDescription>
                        <PreReqProductType></PreReqProductType>
                        <PreReqProductDate></PreReqProductDate>
                </PreReqProduct>
        </PreReqProducts>
</PreReq>
 <LoyaltyDetails>
        <ApplyRestriction></ApplyRestriction>
        <NoOfPointsAwarded></NoOfPointsAwarded>
        <UpdatePreviouslyAwardedPoints></UpdatePreviouslyAwardedPoi
nts>
        <UpdateFromDate></UpdateFromDate>
        <UpdateToDate></UpdateToDate>
        <NoOfPurchasePointsAwarded></NoOfPurchasePointsAwarded>
        <AwardToSeasonTicketHolders></AwardToSeasonTicketHolders>
        <SeasonTicketID></SeasonTicketID>
        <PointsSchedule>
                <Schedule>
                        <From></From>
                        <RequiredPoints></RequiredPoints>
                </Schedule>
                <Schedule>
                        <From></From>
                        <RequiredPoints></RequiredPoints>
                </Schedule>
```

```
                    </PointsSchedule>
                </LoyaltyDetails>
```

3) Add / Remove Friends and Family
New webservice AddCustomerAssociationsRequest. Receives following:
- <CustomerNumber></CustomerNumber>
- <FriendsAndFamilyID></ FriendsAndFamilyID>
- <FriendsAndFamilyMode></FriendsAndFamilyMode>
- <Surname></Surname>
- <Postcode></Postcode>

This will return:
- <ReturnCode>
- <SessionId></SessionId>
- <CustomerNumber></CustomerNumber>

New webservice DeleteCustomerAssociationsRequest. Receives following:
- <CustomerNumber></CustomerNumber>
- <FriendsAndFamilyID></CustomerNumber>
- <Surname></Surname>
- <Postcode></Postcode>

This will return:
- <ReturnCode>
- <SessionId></SessionId>
- <CustomerNumber></CustomerNumber>

4) Return Purchase History
New webservice RetrievePurchaseHistoryRequest to return the purchase history for a customer. This will receive:
- <Customer></Customer>
- <ProductCode></ProductCode>
- <ProductType></ProductType>

For each product sold which matches the request this will return:
```
<Product>
    <SaleDate></SaleDate>
    <ProductDescription></ProductDescription>
    <Seat></Seat>
    <SalesPrice></SalePrice>
    <BatchReference></BatchReference>
    <PaymentReference></PaymentReference>
    <StatusCode></StatusCode>
    <LoyaltyPoints></LoyaltyPoints>
    <PromotionID></PromotionID>
</Product>
```

5) Retrieve Profile Details
A new webservice is to be written to retrieve a customer's attributes for a specific category. This will receive:
- <CustomerNo></CustomerNo>
- <Category></Category>

6) Support Season Ticket Sales
Amend AddTicketingItems call to allow season tickets

End Of Specification