Gateway TICKETING SYSTEMS ®

SMARTER SOLUTIONS. SMARTER TICKETING.

eGalaxy Server Interface Specification

Version 7.8.14.0 (build 402)
Mar 30, 2023

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1 Revision History

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<td>7.3.22</td>
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<ul>
    <li>Add new field AlternateUpgradePrice to the QueryTicketResponse message UpgradePLUList Item element.
</li>
    <li>Add new field UseAlternateUpgradePrice to the OrderLine element in Orders message.</li>
</ul>
</td>
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Document Version	Description
7.8.12.2	• Issue 290662: Support ShipToContact identification in the QueryOrder request.
7.8.12.0	• Project 281542: Add error codes 7906 and 7907 for new Order validation scenarios. • Project 281542: Add new field <UnlimitedQuantity> to <Benefit> element. • Project 281542: Add error code 268 for order line quantity errors.
7.8.10.1	• Issue 292005: Support <SalesCategoryGroupID> in the EventTicketHold request.
7.8.0.10014	• Project 288228: Add Retry flag to SetOrderStatus response. Notify the calling client that it is suggested to attempt another send of the failed order.
7.8.10.x	• Project 272941: Added QueryEntitlements message type
7.8.10.0	• Project 285099: Add <HostDataFields> element to payment order lines so these can be journalized with the transaction. • Project 282774: Added new Order validation error for SalesChannelID mismatch (7905) • Project 282774: Added new CreateTransaction validation error for SalesChannelID mismatch (3432) • Project 282774: Added new event hold validation error for SalesChannelID and Session mismatch (1111) • Project 282774: Added new SalesChannelID field to EventTicketSale, Commit and Return requests • Project 282774: Added new SalesChannelID field to QueryCustomer response • Project 282774: Added new CustomerID field to all event messages for retrieval of SalesChannelID • Project 282774: Added new request validation error for CustomerID and SalesChannelID mismatch (1020)
7.8.7.1	• Project 279900: Add <AuthToken> to handle authorization for all eGalaxy messages (when configured) • Project 279900: Added errors new token authorization (1016, 1017, 1018)
7.8.0.8	• Project 281285: Added StoredValuePayment message type.
7.8.7.0	• Project 278201: Added new Order validation errors for MustUseByDate passes (7405, 7601, 7602, 7701) • Project 278201: Added new Order validation errors for benefits with MustUseByDate passes (7702) • Project 278201: New QueryTicket field (MustUseByDateLapsed)
7.8.6.0	• Project 277201: Added <PackageDetailResponseMode> element to the QueryTicket request message. • Project 277201: New error codes 1317, 1318, 1319. • Project 278201: New QueryTicket fields (MustUseByDate, MustUseByState and MustUseByStateText)
7.8.4.0	• Project 272344: New error codes 264, 265, 266.
7.8.0.7	• Project 272344: New error codes 264, 265, 266.

- Issue 280742: Updated field definitions and validation error codes for EventTicketHold request related to time-linked packages.

7.8.0.3	• Issue 238021: Updated documentation to include MediaType attribute and MediaMode and HasAppleWalletData fields of QueryTicketResponse IssuedBenefits element.
7.8.1.0	• Issue 254570: Added <EndOfLifeDate> element to the QueryTicket response message. • Issue 254570: Added <EndOfLifeDateStatus> element to the QueryTicket response message. • Issue 254570: Added <EndOfLifeLockStatus> element to the QueryTicket response message. • Issue 254570: Added <EndOfLifeLockDate> element to the QueryTicket response message.
7.3.29.3	• 264562: Update Customers: Allow locating of contacts by ContactGUID and GalaxyContactID in addition to ExternalID. Allow updating the customer's contact's ExternalID and ContactGUID.
7.3.29.2	• 266423: Update QueryCustomer: Return 'EnforceCreditOnAdd' and 'EnforceCreditOnIssue' configuration option settings when the 'UsedCreditAmount' data request field is given in the request
7.3.20.21	• Issue 275763: Updated documentation to include new fields for QueryContactResponse.
7.3.20.17	• Issue 272211: Updated documentation to include TicketCode as a required field of ImportTicket.
7.3.20.14	• Issue 267260: Added Event information in the response of the <QueryOrder> for OrderLines.
7.3.20.14011	• Issue 269279: Added <ErrorWhenSystemLogonExistsForContact> element to the <UpdateSystemLogon> message. • Issue 269279: Added <SystemLogonExistsForContact> as a DataRequest field to the <QueryTicket> message.
7.3.29	• 259972: Update Source Config: Add settings for IdentificationNo visibility for messages that return the value from the Contact record. • 259972: Update QueryTicket: Removed the IdentificationNo request field from passes (added in 7.3.28). To get the IdentificationNo from a pass, request the Contact field instead.
7.3.28	• 258784: Update eGalaxy ActivateTicket: New command ActivatePackageDetail - supports activating package details that were sold as inactive. • 258784: Update eGalaxy ActivateTicket and UpdatePass messaging to support activation of inactive products and packages • 258003: Update eGalaxy UpdatePass: When updating a pass to a valid status, enforce pass kind rules • 258003: Update eGalaxy UpdatePass: When updating a pass, enforce blacklist • 258003: Update eGalaxy UpdatePass: When updating a pass to a valid status, if the product is configured to capture/store photos, enforce that a photo is provided • 258003: Update eGalaxy UpdatePass: PassAcct can be used to query for the pass to update in addition to VisualID. One of the two is required. Both can be provided. • 258003: Update eGalaxy UpdatePass: Prevent updating an unissued pass to a different status. • 258003: Update eGalaxy UpdatePass: Prevent updating a pass to a status of unissued. • 258003: Update eGalaxy UpdatePass: Allow updating of Contact.IdentificationNo

- 258003: Update eGalaxy UpdatePass: Accept a new field StrictValidation. This field determines how UpdatePass handles duplicates. If it is true (default and legacy behavior) and a duplicate is encountered the request will fail. If it is false and a duplicate is encountered processing will continue for any passes that are not duplicates.
- 258003: Update eGalaxy Source Config: Remove checkbox for allowing updating to a status of unissued.
- 258003: Update eGalaxy Messages: Honor new pass kind identification number requirements if they are set

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   <li>Issue 267563: Add new error code for QueryOrder message</li>
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- Issue 257500: Add a note in QueryTicket parameters section

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- Issue 254484: Add new eGalaxy error codes
- Issue 247158: Add source config option to allow QueryOrders requests with only the group visit date range.
- Issue 247158: Add CustomerGUID field to customer records.
- Issue 247158: Update eGalaxy Customers requests to allow CustomerGUID, generating a new GUID if one is not provided.
- Issue 247158: Update eGalaxy QueryCustomers responses to return the CustomerGUID, generating a new GUID if one does not exist for a customer.
- Issue 247158: Update eGalaxy QueryCustomers requests to allow requesting by CustomerGUID.

7.3.25
- 247896: Append message now available in eGalaxy for Connect use

7.3.20.5
- 251885: Support the optional returning of CORS compliant HTTP headers for responses

7.3
- Add new BookingReference and TravelDate fields to the CreatTransaction message
- Add error codes when BookingReference and TravelDate data is missing from CreateTransact (when required)
- Update QueryCustomer documentation for info on UsedCreditAmount data request field.
- Update QueryCustomer documentation for info on CustomerAttributes data request field.

7.3.0.27
- Issue 254111: Documentation updated to clarify version numbers and fix minor formatting problems.

7.3.0.25
- Update QueryCustomer documentation for info and examples of RemainingCredit data request field.
- Update QueryContact to support the lookup of invalid passes/memberships that are associated with a contact

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- Issue 239114: Extra Associated tickets are added when Group Sales on Web order is edited.

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- Added documentation and error codes for the <UpdateSystemLogon> message.

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- Issue 242218: eGalaxy Server time-out during GSOW guest logon when Contact is associated with multiple customers

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- Issue 219888: Support 3D Secure via eGalaxy and Payment Server.
- Issue 235289: Support Ticket to Ticket upgrades using <UpgradeFromVisualID>.
- Issue 231294: Support Item effective date in eGalaxy Server.

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- Issue 239222: Guests Renewing Passes Online Manually When They Are Set To Auto Renew

7.2.0.17	• Issue 234249: Updated the QueryOrder message to support the returning of GroupVisit information • Issue 239196: Updated the UpdateTickets message to support the updating of the original order with new event/date information
6.5	• Issue 219888: Support 3D Secure via eGalaxy and Payment Server. • Issue 235289: Support Ticket to Ticket upgrades using <UpgradeFromVisualID>. • Issue 231294: Support Item effective date in eGalaxy Server. • Issue 238562: Added support for <ValidateAsNonScan> element in <QueryTicket> message • Issue 238562: Added <InitialUseDate> element to <QueryTicketResponse>
6.5.12	• Issue 238175: Package Add-On ticket relationship. Add OwnerVisualID to the Product element of the CreateTransactionResponse to show the relationship to the entitlement add on. • Issue 230195: ER: Block out guest by government ID. • Issue 199546: Add <UserFields> to response for Order Add response and QueryOrder response. • Issue 163471: Reserved Seating information for Orders request and QueryTicket response. New QueryPrices message to get pricing for Reserved Seat Pricing Levels • Issue 160121: Allow QueryTicket to query multiple VisualIDs in a single request • Issue 198300: Add CustomerID and CategoryID to QueryOrder Response • Issue 183436: Add UpdateTickets message to allow a Picture to be added to an existing ticket. Update QueryTicket message to display a picture on a ticket • Issue 189929: Add <SecureToken> to Order Add, QueryOrders and QueryOrder request response
7.2	• Issue 217112: Support <Deceased> field.
6.5	• Issue 167656: OE: Add package support to the Query Ticket message • Issue 183436: Associate a photo to a product when sold and scanned
6.4	• Issue 137921: Support for batch requests for QueryEvents message and time linked packages
6.2	• Issue 149586: Add Quantity node to response of CreateTransaction message • Issue 115208: Include SearchEndorsementValue in order response message • Issue 63051/145201/155113: Updates to QueryContact, QueryTicket and Orders with respect to the formatting of pass related data (both individual and joint memberships). See Members/JointMembership elements. • Issue 198887: Add Availabile, TotalCapacity and Status elements to the response for GetEvents • Issue 199356: Add FailedRemaining elements to the request for User • Issue 200008: Add PLU element to the request for QueryEventDates to support PLU-based RM holds • Issue 200038: Updated MessageID to support 64bit integer values
5.6/6.1	• Issue 110345: Support Event Holds when holding event tickets • Issue 123944: Add TranslationLanguageID to QueryEvents and QueryRoster. Add GetEvents message • Issue 146027: Change UpdatePass message to support multiple pass records • Issue 115208: Support for Search EndorsementValue in response for CreateTransaction • Issue 110345: PD: Add support for hold items to pull from the Hold capacity of an event • Support Event Holds when holding event tickets • Issue 123944: CE: Support Web Store translation for multiple languages • Add TranslationLanguageID to QueryEvents • Add TranslationLanguageID to QueryRoster • Add GetEvents message • Change UpdatePass message to support multiple pass records • Issue 115208 • Support for Search EndorsementValue in response for CreateTransaction
5.4	• Issue 113567: Add new fields to Survey XML • Issue 135373: Document ImportPass message format for file import

| 5.3 | • Issue 117207: Add AllowEmail and AllowMailings fields to the <Contact> element and <QueryContactResponse>. Also add PassRenewUpgradeMode, UpgradePLUList, and new fields on RenewalPLUList for QueryTicket message. Also added pass picture, contract ID, and IsValid indicator to the QueryTicket message. Added UpgradeValue to the QueryTicket response. Added GetPaymentContractAccountData message. Added RenewalPassVisualID field to the QueryTicket response message. Added IncludeRenewalPass field to QueryTicket request message and RenewalPass element to QueryTicket response. |

• Issue 93690: Changes to Orders message to support GiftAid
• Issue 56366: Addd support for Reserved Seating module
• Make EventTypeID an optional field for QueryEventDates and QueryEvents messages.
• Issue 127216: Move messages for Loyalty module in a separate document called LoyaltyeGalaxyMessagesv5.3.doc
• Add RelationshipTypeID under <JointMembership> element.
• Return <PrivateEvent> field in QueryEvent response message.
• Add RequirePasswordChange field to <LogOn> element.
• Return Seats reserved when processing EventTicketHold message in EventTicketHoldResponse message
• Return RSEventSeatMapID in QueryEventsResponse message

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• Issue 097720: Update Order Modify information to include new rules for allowing an update of the order w/o giving <OrderLines>.
• Issue 091043: Add description for new warning (with error code) for problem with acquiring SIAE fiscal seals.

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• Issue 058849: Pass Required ticket limits – Add PassRequiredInfo to the QueryTicket message.

5.0
• Issue 108049: Loyalty Program – Add new messages and changes to QueryTicket and QueryContact
• Issue 108049: Loyalty Program – Add new LoyaltyRedemption message
• Issue 108049: Loyalty Program – Add loyalty related <Order> and <OrderLine> elements, make loyalty element names more consistent across loyalty messages
• Issue 59086: Upsell – Add <Upsell> element to order line
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• Issue 115689: Support inactive tickets with eGalaxy Ticket Activation
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• Issue 108161 – Add support for JointMemberships for Orders message
• Issue 112423 – Add support for using the ImportDebitTransaction message with GTS Debit Cards (non-RFID).

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• Issue 106065 – Add support for ValidFrom field under .
• Issue 23344 - Add TaxUniqueID
• Issue 102981 – Support Quantity element on QueryEventDates and QueryEvents messages. Support returning SectionID on EventTicketHold message.
• Issue 074775 – Changes for GroupSales on the Web project:
• Make EventTypeID an optional field for QueryEventDates and QueryEvents messages.
• Add RequirePasswordChange field to <LogOn> element.
• Add CustomerStatus field in Customers message
• Return RequirePasswordChange field in QueryContact response
• Add QueryGroupSalesCode message
• Add support for returning <PricingInfoList> in QueryContact response message
• Issue 104664 – Add new support for pricing on QueryEvents message
• Add new pricing elements to the request and response specifications.
• Add new error messages
• Issue 110947 – Add GroupSalesCode field to the <Order> element.
• Update "Test" message example to document the <SessionID> in the header.

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	• Add error code for item delivery conversion invalid replacement PLU (Issue 99981)
	• Add PaymentAuth message specs (reference to proper API document for this message) – Issue 92198
	• Add descriptions for already supported fields: AgencyID, DiscAmt, RetailPrice, and ExternalPrice to QueryTicket message (Issue 84397)
	• Add optional Picture Element for Pass Element (Issue 91721)
	• Add ImageData field for Picture Element
	• Add section for messages that are supported in 'File' format.
	• Add fields and error messages for CMS points (Issue 92084)
	• Fix interface of EventTicketHold response msg in example
	• Add Status tag under Picture tag (Issue 103621)
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	• Update the ImportDebitTransactions message to update unprocessed locker transactions. Add LockerTransactionTotal field. (Issue 83887)
	• Add QueryLockerTransaction message (Issue 83887)
	• Add CSV report formatting to QueryReportData message (Issue 88905)
	• Add DisbursementID field to <OrderLine> (Issue 75124)
	• Add QueryRoster and QueryRosterContact messages.
	• Add RosterData information to the Orders message.
	• Add Error codes for QueryRoster and QueryRosterContact
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	• Add error code 177 to Error Code Table.(Issue 65514)
	• Add support for <Discounts> element under Ticket/Item/Pass Orderline (Issue 38013)
	• Issue 61388 – Add new messages for Reseller Web Store (User, Node)
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	• Add EventTicketCommit, EventTicketSale and EventTicketReturn messages
	• Add format changes for Payment Plans support in Orders message (Issue 61240). Add new error codes

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3.6.13
- Add <PassAccount> for Pass Lookup by Pass Account (Issue 52548)
- Add <ExpirationDate> on OrderLine (Issue 55356)
- Add Order line comment / LineNote (Issue 55355)

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- Support returning Usage and Lineage information in QueryTicketResponse (Issue 38118)
- Add optional <ResourceID> element for QueryEvents and QueryEventDates
- Add DetailType 9 (Total Tax) to DetailType Values table
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3.0
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- Add XML formats for PickupSurveys, SetSurveyStatus, GetRejectedSurveys, and ChangeSurveyStatus messages
- Add new error codes for Surveys message processing
- Add XML for AbandonSession message
- Support new error "Event not active currently" when importing an order (error code 151)
- Support field "NewExpirationDate" in QueryTicket message
- Support new error "Sales program is not valid to use on the given order date of OrderDate" when importing an order (error code 152)
- Add error codes 1431 and 1432

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- Changes to support web store enhancements (Issue 31465)
  - Support <PromotionID>, <PromotionCode>, <SalesCategoryGroupID>, and <ExternalOrderStatus> within <Order>
  - Support <Taxes>, <Guest>, <TaxAmount>, <DiscountAmount> and <SalesChannelDetailID> within item <OrderLine>
  - Support <DeliveryMethodID> field under <Shipping> element
  - REMOVE field <TaxCode> from <OrderLine> as it was not supported at all and is not necessary
  - Add new error checks (error 144) to Orders message validation
- XML changes to ActivateTicket message (32084 - daily ticket enhancement)
  - Support <SalesProgram> fields under <TicketActivation>
  - Support <EventID>, <DateSold>, and <ExpirationDate> fields under <Ticket> element
  - Add new error checks (error code 1421 to 1429) to Activate and Cancel command processing
- Add more error checks (145 to 147) to Orders message validation (Issue 32192 - eGalaxy Import Orders from third-party vendors)

Titan 1
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- Add fields RenewablePLUList, PassKindName, ExpireType, and ExpireValue to QueryTicket message
- Add support for <StatusRequest> element in QueryTicket
- Add format for <Pass> element
- Add UpdatePass message
- Add OrderLine with a DetailType of 8 (Pass) to Orders message
- Add an example of Orders message with a Pass order line
- Add new error codes for UpdatePass, QueryTicket and Orders messages
- Modify description for SectionID field in EventTicketHold and EventTicketRelease messages. Remove "Use 1 for most events"

2.3
- Change document version from 2.2 to 2.3
- Add QueryTicket message
- Add error codes for QueryTicket message
- Add example for QueryTicketResponse with errors
- Add new error codes (1419 & 1420) for ticket activation

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- Change document version from 2.1 to 2.2
- Add ActivateTicket message
- Add error codes for ActivateTicket message

2.1
- Changed document version from 2.0.0 to 2.1
- Add <Authorize> element to message header
- Add AVS & CVN data fields to payment order line element
- Add AuthCode, AVSResponseCode, and CVNResponseCode fields to SetOrderStatus message

2.0.0
- Changed document version from 1.8.11 to 2.0.0
- Add <PayOnIssuance> flag on the payment <OrderLine> element
- Add <OrderReference> field to the <Order> element
- Add error codes 130, 131, and 132

1.8.10
- Added OrderCommand to the Order element to support Modify and Cancel commands
- Added optional SalesProgram to the Order element.

1.7.19
- Add Username and Password elements to the PickupOrders and SetOrderStatus messages to facilitate the web site's authentication of eGalaxy's order retrieval messages
- Added SessionID to <Order> element for event ticket orders
- Added <GalaxyOrderID> element to <SetOrderStatus> message sent to website
- Updated data type of the following elements to match with their Galaxy's SQL tables' column size:
- OrderID in <Order> element
- Phone, Fax, Cell, Email in <Contact> element

1.7.18
- Changed document version to match corresponding eGalaxy software release version
- Added SourceID to message header
- Added Shipping, UserFields, and GroupVisit elements to <Order> element

1.4
- Fixed the format of OrderDate element data for Orders example
- Added SetOrderStatus example
- Added EventTypeID to QueryEvents message

2 Introduction

eGalaxy is a set of web technologies from Gateway Ticketing Systems that enable the sale of tickets and merchandise in a distributed environment via the world wide web. With eGalaxy, an attraction expands its sales capability to multiple channels include front gate box office, telephone sales center, and internet e-commerce.

eGalaxy consists primarily of two components: the eGalaxy Web application and the eGalaxy Server.
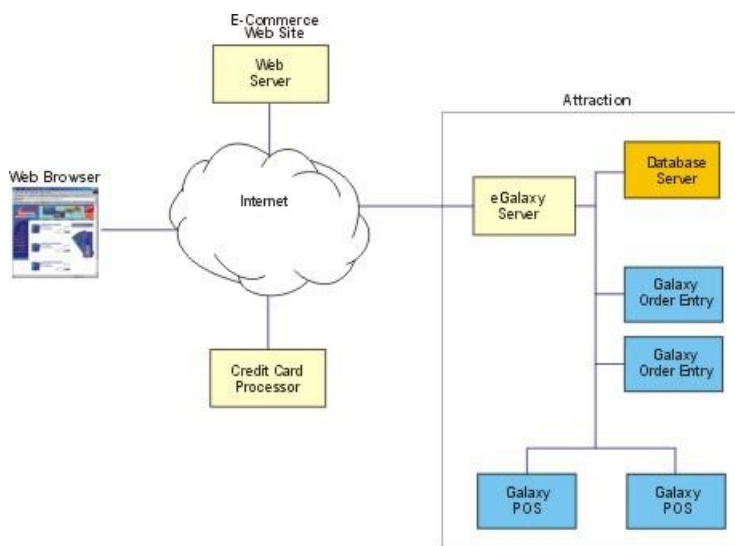
Diagram

2.1 eGalaxy Web Application

eGalaxy Web application manages the shopping experience and product catalog and for selling tickets and merchandise on the Web. In addition to providing shopping cart, credit card authorization, and checkout functions, eGalaxy Web also includes an interface allowing remote management and order download.

2.2 eGalaxy Server

The eGalaxy Server provides a set of web services enabling an attraction to offer tickets and merchandise for sale on the Internet. Normally the eGalaxy Server allows access to the event information to remotely located, yet closely related, web site hosted by an ISP or other third-party on behalf of the attraction. However, this distributed configuration also allows the potential for access to the attraction's ticket "inventory" by other securely authenticated parties who have been given permission by the attraction to draw from that inventory.

3 Communications Interface

The eGalaxy Server supports the exchange of messages in real-time via Hyper Text Transport Protocol (HTTP). eGalaxy Server supports real-time communication via a straightforward "web service" supported by an embedded web server contained within the eGalaxy Server service application.

Clients transmit real-time request messages to eGalaxy Server in XML format via the HTTP POST command, and receive XML response messages in return.

Another way to send a request message to eGalaxy Server is via an ASCII text file containing the message. The eGalaxy Server can be configured to monitor a file folder situated on the network file server and periodically import files containing the messages from that location. Not all messages can be sent via a file to the eGalaxy Server. At present following messages are supported in the file format:

- Orders
- ActivateTickets
- UpdateContractStatus

3.1 Message Format

Messaging in eGalaxy Server is based on the transmission of XML. An eGalaxy Server message consists of a XML framework with an "envelope" element containing both a "header" and a "body" element.

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>Test</MessageType>
        <TimeStamp>2002-01-20 17:33</TimeStamp>
    </Header>
    <Body>
        <Test>This is a test message.</Test>
    </Body>
</Envelope>
```

As you can see, the structure of eGalaxy Server messages is similar in structure to that of SOAP messages. If you are not familiar with SOAP, the latest SOAP specification is available at http://www.w3.org/TR/SOAP.

3.1.1 Message Header

The message header consists of a Header element containing child elements for MessageID, MessageType, and TimeStamp fields.

Field	Type	Description
SourceID	Text	System Source identifier
MessageID	Integer (64bit)	Incrementing message number
MessageType	Text	Description of message contents, or desired recipient action
SessionID	Integer	Unique eGalaxy session identifier
TimeStamp	DateTime	Date and time of message
Authorize	Element	See Authorize
EchoData	Text(128)	Contains echo data for a request. The data given in this field is returned by eGalaxy in the response for the given request
AuthToken	Text	See AuthToken below

The SourceID field is used to identify the message sender and is used in combination with the MessageID to uniquely identify the message.

The MessageID field in the header is used by the receiving application to prevent messages sent in duplicate from being processed more than once (Note that this functionality is not yet implemented.) Both the sender and the receiver applications maintain their own MessageID counter, which is incremented with each new message generated.

The MessageType field indicates the purpose of the message.

The SessionID field specifies the client's eGalaxy session. The SessionID is obtained by issuing an Authentication message to eGalaxy before performing any other transaction. The SessionID field in an Authentication message is blank or zero. The SessionID is important when reserving event tickets – all tickets placed on hold for an order must be held using the same SessionID.

The TimeStamp field is useful for diagnostic purposes to determine transmission times. It is set to the current time of the host from which the message is originated.

The <Authorize> is an optional element, and it is added to support an extra layer of security between the website sending messages and the eGalaxy server. Following is the format of the <Authorize> element:

Field	Description	Type
Username	eGalaxy Username	Text (24)
Password	eGalaxy Password	Text (40)

If <Authorize> element is present within the <Header> element of the message, it contains the Username and Password fields, which is validated against Galaxy's users database (GxUsers table). All messages are rejected if the authorization fails. The <Authorize> is an optional element; if it is not present (or empty), no authorization is performed and messages are processed.

The EchoData field is supported to facilitate the sender of the request to map a request sent to eGalaxy server with the response received. The value for this field can be alphanumeric and a maximum of 128 characters are supported. If the value longer than 128 characters is given in the request, the response only contains the first 128 characters.

The <AuthToken> is an optional element that validates a token against a 3rd party token validation server. When passed in the header, the value provided will be passed along to the URL configured in eGalaxyConfig > Security Tab > Auth Token URL when eGalaxy is configured to require token authorization.

3.1.2 HTTP CORS (Cross-Origin Resource Sharing) Compliant Headers

When configured at the Source level, eGalaxy Server supports receiving and responding with CORS compliant HTTP headers. If the client sending the request will be including CORS headers in the request, the request header should also include the source value in the HTTP header to allow eGalaxy Server to verify the use of the CORS headers for the response. The header used is 'x-egalaxy-source-id' in the form

```
x-egalaxy-source-id: ABC Travels
```

in the HTTP header. Also needed would be the 'origin' HTTP header. When these values are received eGalaxy Server will compare the origin given with the list of accepted domains configured at the eGalaxy source level. If the origin domain given is in the comma separated list configured on the source, or if the accepted origins is '*', meaning all domains are accepted, the response message will include CORS compliant HTTP headers. The list of accepted request headers and response headers are listed below.

To obtain information about what request methods and headers can be sent, a preflight request can be sent to eGalaxy Server using the OPTIONS HTTP method. The response will contain the allowed origin as well as the allowed methods and headers.

3.1.2.1 HTTP Request Headers

Field	Description
origin	Specifies the domain where the request is coming from
x-egalaxy-source-id	Contains the ExternalSourceID value of a valid eGalaxy source. This source should be configured to use CORS headers

3.1.2.2 HTTP Response Headers

Field	Description
access-control-allow-origin	If one of the configured allowed origins match the given origin from the request, this will be the given orgin value. Or '*' if this is configured to be a public source and all domains are allowed access. | | access-control-allow-methods | The viable methods to call for eGalaxy Server. This will always return 'POST, GET, OPTIONS'. | | access-control-allow-headers | A comma separated list of acceptable headers that eGalaxy Server will accept. | | access-control-max-age | The value, in seconds, for how long a browser can cache the a preflight request without having to send another preflight request. Currently 600 seconds.|

3.1.3 Message Body

The Body element of an eGalaxy message contains the actual message contents. The contents are formatted as child elements within the

<body> element tag. The actual child elements found within the body are dependent upon the MessageType indicated in the message Header.

3.2 Data Types

Type	Description	Format	Size
Date	Full numeric date	CCYY-MM-DD	10
Time	Full numeric time	HH:MM:SS	16
DateTime	Full numeric date and time	CCYY-MM-DD HH:MM	16
Text	Set of characters	Alphanumeric characters	
Numeric	Numeric value	NNNN	Signed 32-bit
Float	Real value	NNNN.xx	8 Bytes
Currency	Currency value	NNN.xx	8 Bytes
Boolean	Boolean represented by values "YES" or "NO"	3 Char	

3.2.1 Date

The date data type contains a full numeric date and is 10 characters in length with dashes ("-") separating the year, month, and day elements following the international standard date notation (ISO 8601).

The international standard date notation is

CCYY-MM-DD

where CCYY is the year in the usual Gregorian calendar, MM is the month of the year between 01 (January) and 12 (December), and DD is the day of the month between 01 and 31. For example, the fourth day of February in the year 1995 is written in the standard notation as 1995-02-04.

Format yyyy-mm-dd **Example** 2002-01-17

Notes

- ISO 8601 Information Exchange - Representation of dates and times ftp://ftp.qsl.net/pub/g1smd/8601v03.pdf
- A Summary of the International Standard Date and Time Notation http://www.cl.cam.ac.uk/~mgk25/iso-time.html

3.2.2 DateTime

Format: CCYY-MM-DD HH:MM

3.2.3 Text

The Text data type defines a set of alphanumeric characters. The size of the Text is limited to the characters specified next to the data type. For example, Text (20) means 20 characters are allowed for the given field.

The size is not specified when unlimited number of characters is permitted for a field.

3.2.4 Numeric

The Numeric data type represents a subset of the whole numbers. The range of values supported under this data type is -2147483648..2147483647.

3.2.5 Float

Float data type defines a set of number that can be represented with floating-point notation. The range of values supported under this data type is $-5.0 \times 10^{324}..1.7 \times 10^{308}$.

3.2.6 Currency

Currency data type defines a set of number that can be represented with floating-point notation. The range of values supported under this data type is -922337203685477.5808.. 922337203685477.5807.

3.2.7 Boolean

Boolean data type represents the logical data type in form of characters. The permitted values under this data type are "YES" or "NO".

3.3 Message Protocol

Communication between applications in an eGalaxy environment is accomplished by transmitting a request message to the recipient application, and waiting for a response message in return. Both request and response messages follow the same message format.

3.3.1 Sending Messages via HTTP

Messages between the eGalaxy Attraction Server and the web site are sent via TCP/IP using HTTP and the POST command. Port 3051 is used by eGalaxy to communicate with the web site.

3.3.2 Use of Persistent / Keep-Alive HTTP Connections

The HTTP protocol definition allows for the use of long-lived HTTP connections to eliminate the costly connect/disconnect phases of communicating with a network based service. More information about this can be found here: https://developer.mozilla.org/en-US/docs/Web/HTTP/Headers/Connection

eGalaxy Server supports clients connecting using the HTTP Connection header set to either Keep-Alive or Close. Which of these options the client should use is determined by the architecture of that client. If an individual client instance/object will be sending many requests sequentially, using the Keep-Alive option will provide performance improvements. However if the client application will be creating many disparate connections to eGalaxy Server that are short lived, using the Keep-Alive option can result in a starvation of available threads that eGalaxy Server has to service requests. This is because eGalaxy Server will leave connections open, waiting for additional requests from the client. While waiting, those threads are unable to service any other requests.

An example of an application architecture that would not be recommended to use in conjunction with Keep-Alive connections is where a separate thread is servicing each transaction/guest, and eGalaxy Server requests are sent from a connection created within each thread.

If you are unsure as to how your client connections are being created and re-used/pooled, it is recommended to NOT use Keep-Alive connections when communicating with eGalaxy Server.

3.3.3 Sample HTTP Request

This is a sample eGalaxy Message embedded in an HTTP request:

```
POST /eGalaxy.asp HTTP/1.1
Host: localhost
Content-Type: text/xml;
Content-Length: nnnn

<?xml version="1.0" ?>
<Envelope>
    <Header/>
    <Body/>
</Envelope>
```

3.3.4 Sample HTTP Response

Sample eGalaxy Message embedded in an HTTP response:

```
HTTP/1.1 200 OK
Content-Type: text/xml
Content-Length: nnn

<?xml version="1.0" ?>
<Envelope>
   <Header>
   </Header>
   <Body>
   </Body>
</Envelope>
```

3.4 Response Status Codes

Each response message contains a Status element indicating the disposition of the request.

Field	Description	Type
StatusCode	Status code indicating source of error	Numeric
StatusText	Text description of status	Text

3.4.1 Status Code Table

See the **Error Code Table** section at the bottom of this document.

3.4.1.1 Request

```
<?xml version="1.0" ?>
  <Envelope>
    <Header>
         . . .
    </Header>
    <Body>
     . . .
    </Body>
  </Envelope>
```

3.4.1.2 Response

```
<?xml version="1.0" ?>
<Envelope>
  <Header>
   . . .
  </Header>
  <Body>
    <Status>
      <StatusCode>0</StatusCode>
      <StatusText>OK</StatusText>
    </Status>
  </Body>
</Envelope>
```

4 Message Types

Message types are divided into the following categories:

- Test and Diagnostic
- Data Definition
- Authentication
- Order Retrieval
- Event Ticketing

4.1 Test and Diagnostic

The following test and diagnostic messages are defined:

MessageType	Description
Test	Simple communications message test
QueryServerStatus	Server status request
Error	Error response message

4.1.1 Test Message

The Test message allows the client to perform simple communications test, such as determining if a connection to the eGalaxy server is possible. The body element of a test message contains a TestData element, the contents of which may be any text string.

4.1.1.1 Example Test Request without SessionID

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>8</MessageID>
    <MessageType>Test</MessageType>
    <TimeStamp>2009-06-25 14:33:09</TimeStamp>
  </Header>
  <Body>
    <TestData>123456789</TestData>
  </Body>
</Envelope>
```

4.1.1.2 Example Test Request with SessionID

<SessionID> field in the <Header> is optional for Test message, if the purpose is to verify the connection with the eGalaxy Server. However, by sending a <SessionID> within the Test message you can keep a session alive on eGalaxy Server.

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>8</MessageID>
    <MessageType>Test</MessageType>
    <SessionID>12345</SessionID>
    <TimeStamp>2009-06-25 14:33:09</TimeStamp>
  </Header>
  <Body>
    <TestData>123456789</TestData>
  </Body>
</Envelope>
```

4.1.1.3 Example Test Response

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>131</MessageID>
    <MessageType>Test</MessageType>
    <TimeStamp>2009-06-25 14:33:10</TimeStamp>
  </Header>
  <Body>
    <Time>200-06-25 14:33:10</Time>
  </Body>
</Envelope>
```

4.1.2 QueryServerStatus Message

Retrieves general system status from the eGalaxy server. The Body of the QueryServerStatus message has no parameters and it is empty.

4.1.2.1 Example QueryServerStatus Request

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>9</MessageID>
    <MessageType>QueryServerStatus</MessageType>
    <SessionID>10</SessionID>
    <TimeStamp>2009-06-25 14:34:49</TimeStamp>
  </Header>
  <Body>
    <TestData>123456789</TestData>
  </Body>
</Envelope>
```

4.1.2.2 Example QueryServerStatus Response

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>132</MessageID>
    <MessageType>QueryServerStatus</MessageType>
    <TimeStamp>2009-06-25 14:34:50</TimeStamp>
    <MessageType/>
  </Header>
  <Body>
    <Status>
      <StatusCode>0</StatusCode>
      <StatusText>OK</StatusText>
    </Status>
    <ServerStatus>
      <Computer>
        <ComputerName>eGalaxy Server</ComputerName>
        <User>ComputerUsername</User>
      </Computer>
      <Service>
        <Application>C:\Program files\Gateway Ticketing Systems\eGalaxy\eGalaxy2.exe</Application>
        <Version/>
      </Service>
      <Configuration>
        <GalaxyNode>82</GalaxyNode>
        <DatabaseServer>GalaxyProductionServer</DatabaseServer>
        <DatabaseName>Galaxy1</DatabaseName>
        <DatabaseUser>sa</DatabaseUser>
      </Configuration>
      <Performance>
        <Memory>1296180</Memory>
        <Requests>10</Requests>
        <Clients>2</Clients>
        <Sessions>2</Sessions>
      </Performance>
    </ServerStatus>
  </Body>
</Envelope>
```

4.2 Authentication

Authentication is provided within eGalaxy Server to ensure that the application communicating with eGalaxy Server is a properly authorized entity.

MessageType	Description
Authenticate	Request to authenticate
AuthenticateResponse	Response to Authentication

4.2.1 Authentication Request Message

An Authenticate message is sent by the Web Store application to the eGalaxy Server to obtain a Session ID to be used in the subsequent transactions or requests being sent to the eGalaxy Server.

Upon receiving the Authenticate request, eGalaxy Server comapares the Username and Password provided in the request with the ones in the GxUsers Galaxy database table and returns a unique SessionID back to the Web Store when they match. In case of a mismatch an error is returned.

The resulting Session ID is valid for a period of time defined by an eGalaxy Server configuration setting. The default value is typically 20 minutes in duration.

4.2.1.1 Request Message Parameters

Field	Description	Type
Authenticate	See <Authenticate> below	Element

<Authenticate> Element

Field	Description	Type
Username	A valid Galaxy username	Text
Password	A valid Galaxy password	Text
PasswordEncrypted	Defines whether or not Password is plain-text or one-way hashed	Boolean

4.2.2 Example Authenticate Message

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>131</MessageID>
    <MessageType>Authenticate</MessageType>
    <TimeStamp>2009-06-25 14:36:30</TimeStamp>
  </Header>
  <Body>
    <Authenticate>
      <Username>Username</Username>
      <Password>Password</Password>
      <PasswordEncrypted>NO</PasswordEncrypted>
    </Authenticate>
  </Body>
</Envelope>
```

4.2.3 Example Authenticate Message (Encrypted Password)

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>132</MessageID>
    <MessageType>Authenticate</MessageType>
    <TimeStamp>2019-06-25 14:36:30</TimeStamp>
  </Header>
  <Body>
    <Authenticate>
      <Username>Username</Username>
      <Password>8Bat7QUHF70IBbggZjQVYzJ+EpJkczNVpiHelF47DkI=</Password>
      <PasswordEncrypted>YES</PasswordEncrypted>
    </Authenticate>
  </Body>
</Envelope>
```

4.2.4 Example Successful Authenticate response Message

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>131</MessageID>
    <MessageType>Authenticate</MessageType>
    <TimeStamp>2009-06-25 14:36:32</TimeStamp>
  </Header>
  <Body>
    <AuthenticateResponse>
      <SessionID>4</SessionID>
    </AuthenticateResponse>
  </Body>
</Envelope>
```

4.2.5 Example Error Authenticate response Message

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>131</MessageID>
    <MessageType>Authenticate</MessageType>
    <TimeStamp>2009-06-25 14:36:40</TimeStamp>
  </Header>
  <Body>
    <Status>
      <StatusCode>1001</StatusCode>
      <StatusText>Authentication Error</StatusText>
    </Status>
    <Error>
      <ErrorCode>1001</ErrorCode>
      <ErrorText>Authentication Error</ErrorText>
    </Error>
  </Body>
</Envelope>
```

5 Item and Ticket Definition

5.1 QueryCustomerItems

The QueryCustomerItems message is used by a client such as a web site or other external system to retrieve the list of item definitions for a customer.

The client uses the QueryCustomerItems request to obtain the list of items (and their definitions) for a specific customer. To do so, the client must provide the CustomerID, which is the Galaxy identification number of the customer.

5.1.1 Request Message Parameters

Parameter	Description	Type
CustomerID	Indicates the Galaxy customer number	Numeric
UseSalesProgramPricing	When set to YES, indicates that the SalesProgram pricing should be included in the price reporting. When this option is set to YES the package details are included in the output. (Optional)	Boolean
SalesProgramID	Specify a sales program for a customer that has multiple sales programs. If blank, the default customer sales program will be used. (Optional)	Numeric
IncludeItemAttributes	When set to YES, active item attributes are returned. (Optional)	Boolean

If the UseSalesProgramPricing parameter is included with a value of YES, package products will also be included with all of their details in the response. Tickets or passes can have packages attached to them. In this scenario, the attached package details will be additionally included underneath the ticket/pass item node.

5.1.2 Example QueryCustomerItems Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryCustomerItems</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2009-06-25 15:00:50</TimeStamp>
    </Header>
    <Body>
        <QueryCustomerItems>
            <CustomerID>154353</CustomerID>
            <SalesProgramID>11</SalesProgramID>
            <IncludeItemAttributes>YES</IncludeItemAttributes>
        </QueryCustomerItems>
    </Body>
</Envelope>
```

5.1.3 QueryCustomerItemsResponse Message

QueryCustomerItemsResponse message is sent in response to the QueryCustomerItems message. QueryCustomerItemsResponse message includes information on the customer's sales program and a list of items that are available under that sales program.

The <SalesProgram> element has the following fields:

Field	Description	Type
SalesProgramID	The SalesProgramID. If no SalesProgramID is specified in the request, this is the customer's default sales program.	Numeric
BeginDate	Date the sales program begins.	DateTime
EndDate	Date the sales program ends.	DateTime

The <ItemList> element can contain multiple <Item> elements. The <Item> element has the following fields:

Field	Description	Type
PLU	Item PLU	Text

Name	Item Name	Text
Description	Item description	Text
Price	Item Price	Currency
EventTypeID	Item EventType	Numeric
EventID	Item EventID	Numeric
SectionID	Item Section	Numeric
Kind	Item kind.	Numeric
PackagePLU	The package PLU that is associated with the ticket/pass item.	Text
Attributes	<Attributes> element. Returned if IncludeItemAttributes is set to 'YES' in the request and the item has a non zero AttributeValueGroupID.	Element
PackageDetails	<PackageDetails> element. Only returned if UseSalesProgramPricing is set to 'YES' in the request.	Element

The <Attributes> element contains: | Field | Description | Type | |-------|------------|------| | Name | The name of the attribute as defined in AttributeDefinitions. | Text | | Value | Value of the attribute from AttributeValues. | Text |

If the item is a package or is a ticket/pass that has an associated package, the <Item> will contain a list of <PackageDetail> elements. Fields specific to package details are:

Field	Description	Type
PackageDetailID	Unique ID of the package detail.	Numeric
Quantity	Package detail quantity. If the issuance type is 'Deferred' or 'Sale or Deferred' then this is enforced as a Max Quantity.	Numeric

5.1.4 Example QueryCustomerItems Response

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryCustomerItems</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2009-06-25 15:00:52</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <SalesProgram>
            <SalesProgramID>11</SalesProgramID>
            <BeginDate>2015-01-07T00:00:00.000-05:00</BeginDate>
            <EndDate>2021-12-31T00:00:00.000-05:00</EndDate>
        </SalesProgram>
        <ItemList>
            <Item>
                <PLU>A649871</PLU>
                <Name>Movie</Name>
                <Description>Movie</Description>
                <Price>4.99</Price>
                <EventTypeID>1</EventTypeID>
                <EventID>0</EventID>
                <SectionID>1</SectionID>
                <Kind>1</Kind>
                <Attributes>
                    <Attribute>
                        <Name>Ticket Purpose</Name>
                        <Value>Recreation</Value>
                    </Attribute>
                </Attributes>
            </Item>
        </ItemList>
    </Body>
</Envelope>
```

5.1.5 Example QueryCustomerItems Request with SalesProgram pricing

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryCustomerItems</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2009-06-25 15:00:50</TimeStamp>
    </Header>
    <Body>
        <QueryCustomerItems>
            <CustomerID>154353</CustomerID>
            <UseSalesProgramPricing>YES</UseSalesProgramPricing>
        </QueryCustomerItems>
    </Body>
</Envelope>
```

5.1.6 Example QueryCustomerItems Response with SalesProgram pricing

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryCustomerItems</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2009-06-25 15:00:52</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <SalesProgram>
            <SalesProgramID>3</SalesProgramID>
            <BeginDate>2015-01-07T00:00:00.000-05:00</BeginDate>
            <EndDate>2021-12-31T00:00:00.000-05:00</EndDate>
        </SalesProgram>
        <ItemList>
            <Item>
                <PLU>A649871</PLU>
                <Name>Movie</Name>
                <Description>Movie</Description>
                <Price>4.99</Price>
                <EventTypeID>1</EventTypeID>
                <EventID>0</EventID>
                <SectionID>1</SectionID>
                <Kind>1</Kind>
            </Item>
            <Item>
                <PLU>1-PKG-IM</PLU>
                <Name>PKG Ind Media</Name>
                <Description>PKG Ind Media</Description>
                <Price>10.00</Price>
                <EventTypeID/>
                <EventID>0</EventID>
                <SectionID/>
                <Kind>15</Kind>
                <PackageDetails>
                    <PackageDetail>
                        <PLU>1</PLU>
                        <Name>1 - No Tax</Name>
                        <Description>No Tax</Description>
                        <Price>10.00</Price>
                        <EventTypeID/>
                        <EventID>0</EventID>
                        <SectionID/>
                        <Kind>1</Kind>
                        <Quantity>1</Quantity>
                    </PackageDetail>
                </PackageDetails>
            </Item>
        </ItemList>
    </Body>
</Envelope>
```

6 Order Processing

6.1 Overview

6.2 Order Data Format

The Orders structure is used to convey order information to eGalaxy. Whether the response to an online PickupOrders request initiated by eGalaxy, via a file-based import, or by sending Orders message to eGalaxy, the message body contains an Orders element.

6.3 Header Parameters

The header element in the Orders message requires the following fields:

Field	Description	Type
SourceID	The system source identifier	Text
MessageType	For this message, always Orders	Text
ValidateOnly	The message will be validated only (optional)	Empty

Note: See the section **Message Header** to see other supported header fields, all of which are optional for this message.

6.3.0.1 Example Orders Message Header for Validation Only

```
<Header>
  <ValidateOnly/>
  <SourceID>TestSystem</SourceID>
  <MessageType>ORDERS</MessageType>
  <MessageID>133</MessageID>
  <TimeStamp>2016-06-16 10:35:53</TimeStamp>
</Header>
```

Note: The <ValidateOnly> element will be present in the SetOrderStatus response message header to indicate that the request was processed in the Validate Only mode.

```
<Header>
  <MessageID>133</MessageID>
  <MessageType>SetOrderStatus</MessageType>
  <SourceID>TestSystem</SourceID>
  <TimeStamp>2016-06-16 10:38:57</TimeStamp>
  <EchoData/>
  <SystemFields/>
  <ValidateOnly/>
</Header>
```

6.3.1 <Orders> Element

The Orders element appears in the Body element of a standard eGalaxy message. The Orders element contains one or more Order elements.

```
<Body>
  <Orders>
    <Order>
      Data for order 1
    </Order>
    <Order>
      Data for order 2
    </Order>
    . . .
    <Order>
      Data for order n
    </Order>
  </Orders>
</Body>
```

6.3.1.1 <Order> Elements

Each Order element contains the data for a single order. An Order element contains the following child elements:

Field	Description	Type
OrderID	Unique Order Number – Maps to Galaxy's ExternalID	Text (20)
OrderCommand	Add (Default), Append, Modify, UpdateHeader, Cancel or ResendConfirmation. See <OrderCommand> for details.	Text
SessionID	eGalaxy Session ID used to hold event tickets	Numeric
CustomerID	Unique Galaxy customer number	Numeric
OrderDate	Date and time the customer placed the order	DateTime
OrderStatus	Indicates the status of an order. 1 – Quote 2 – Open 3 – Closed For new orders use value of 2 (open).	Numeric
SalesProgram	Sales program to use for this order. Overrides the default Sales Program for the customer. For Virtual Sales Program value in this field should always be –2 (Optional)	Numeric
OrderNote	Any notes the customer attached to the order	Text
OrderTotal	Total amount of the order	Currency
OrderReference	Additional information about the order	Text (40)
OrderContact	See <OrderContact>	Element
ShipToContact	See <ShipTo>	Element
OrderLines	See <OrderLines>	Element
UserFields	See <UserFields>	Element
Shipping	See <Shipping>	Element
GroupVisit	See <GroupVisit>	Element
OrderDiscounts	See <OrderDiscounts>	Element
SalesCategoryGroupID	ID of the sales category group used to select ticket(s) from in the web transaction (Optional)	Numeric
PromotionID	ID of the Promotion used on the web transaction (Optional)	Numeric
PromotionCode	Promotion code used to order tickets (Optional)	Text (50)
PO	Purchase order number for this order (Optional)	Text (20)
OrderProcessing	See <OrderProcessing> (Optional)	Element
GroupSalesCode	Group sales code that was used to place this order (Optional)	Text (30)
LoyaltyAccountNo	Loyalty account used for this order	Text(40)
LoyaltyProgramID	Loyalty program associated to the account used on the order	Numeric
PendingLoyaltyBonusPoints	Bonus loyalty points that can be issued	Numeric
IssuedLoyaltyBonusPoints	Bonus loyalty points that can have already been issued	Numeric
RemoteAddress	The IP address of the client associated with the Order	Text(500)
PersonalMessage	A field for a message to be sent in the confirmation email to the contact receiving the tickets (Optional)	Text
OrderHash	Order hash portion of the Apple Wallet download link for the order (Optional)	Text

6.3.1.2 <OrderCommand> Element

The <OrderCommand> element appears within the <Order> element and contains text specifying an order command.

Value	Description
Add	Add the order as a new order (Default)
Append	Appends the order lines specified in the XML to an existing order (specified by <OrderID>)
Modify	Modify the order specified by <OrderID>
UpdateHeader	Update "header" metadata on the order specified by <OrderID>, without modifying the order lines themselves
Cancel	Cancel the order specified by <OrderID>
ResendConfirmation	Call to resend the confirmation email and attached PDFTickets for a requested order

Order Command values are not case-sensitive i.e. eGalaxy treats both "Add" and "ADD" as the same command. The default command is "Add" when the OrderCommand element is not present in the <Order> element. This provides compatibility with applications developed for earlier versions of eGalaxy which did not implement the OrderCommand element and assumed all <Order> elements were new orders.

6.3.1.3 <SessionID> Element

The SessionID element must be present in the order whenever the web site has used eGalaxy's Event Ticketing services to obtain event tickets and place them on hold. The SessionID value is used by eGalaxy to retrieve held tickets and associate them with the order. eGalaxy rejects orders for event tickets that do not have a corresponding session with the correct number of held tickets.

6.3.1.4 <SalesProgram> Element

The <SalesProgram> element appears within the <Order> element and specifies the ID number of a sales program to use when processing/validating the order. If present, the value of this element overrides the default sales program defined within Galaxy for the order's cusotmer. For backwards compatibility, the customer's 'POS Default' sales program will be used if the <SalesProgram> element is not present in the imported order.

If the <SalesProgram> element is present but it is not found in the list of Sales Programs for the customer, the order is rejected. To find if the given <SalesProgram> is valid for the given customer or not, first the sales programs defined on the customer are checked. If no sales programs defined on the customer THEN ONLY sales programs on the customers' category are checked. This is done to be consistent with Order Entry. When creating a new order in Order Entry, the sales programs available to use in that order are loaded by using the same process. If Virtual Sales Program is used for the given order, then value in the <SalesProgram> element is –2.

6.3.1.5 <Contact> Element

The <OrderContact> and <ShipToContact> elements contain a <Contact> element. For the format of the <Contact> element please refer to sub section "<Contact> Element" under section "Common Element Formats".

6.3.1.6 <OrderContact> Element

The OrderContact element contains the name and address information of the person responsible for placing the order. This is generally the billing (purchaser) information.

Field	Description	Type
Contact	<Contact> element. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element

Since there are usage scenarios where third-parties generating the order data will not always provide complete contact information for the guest holding the voucher, eGalaxy accepts an order where the order's contact does not have an <Address> element.

6.3.1.7 <ShipToContact> Element

The ShipToContact element contains information about the order's shipping address. A flag indicates if the order is to be shipped to the same address as the order contact. If that flag is set, no other elements are required within the ShipToContact element. If bill-to and ship-to information is the same it is recommended to always set the SameAsOrderContact field to YES rather than duplicate the information in the ShipToContact. This will make it easier for the operations staff to review the order if needed. For will-call orders the ship-to contact should not be included. Instead, pick-up date and name information should be sent in a GroupVisits element.

Field	Description	Type
SameAsOrderContact	Set to 'YES' if the shipping contact is the same as the order contact.	Boolean
Contact	<Contact> element. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element

6.3.1.8 <BillToContact> Element

The BillToContact element contains information about the order's billing address. A flag indicates if the order is to be billed to the same address as the order contact. If that flag is set, no other elements are required within the BillToContact element. If bill-to information is the same as the order value, it is recommended to always set the SameAsOrderContact field to YES rather than duplicate the information in the BillToContact element. This will make it easier for the operations staff to review the order if needed.

Field	Description	Type

SameAsOrderContact	Set to 'YES' if the billing contact is the same as the order contact.	Boolean
Contact	<Contact> element. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element

6.3.1.9 <Shipping> Element

The Shipping element contains information about how the order is to be shipped. Please note that shipping charges must be passed separately as an item in an <OrderLines> element.

Field	Description	Type
DeliveryMethod	Delivery method for the order (see values below). Value given in this field corresponds to the value of the Kind column on the DeliveryMethods table in Galaxy database. See DeliveryMethod values below.	Numeric
DeliveryDetails	Specific delivery details used particularly when the Delivery Method is "Other." This may be printed on the customer's statement, and should be worded appropriately.	Text
TrackingNbr	Additional delivery information ex. UPS or FedEx	Text (30)
DeliveryMethodID	Represents the ID of the DeliveryMethod (Gateway counter) used for the order. Value given in this field corresponds to the value of the DeliveryMethodID column on the DeliveryMethods table in Galaxy database. NOTE: When both <DeliveryMethod> and <DeliveryMethodID> fields are given in an XML order, the value given in <DeliveryMethodID> takes precedence. See DeliveryMethodID values below.	Numeric
IncludeEntireOrder	Determines if all valid tickets in the order should be printed	Boolean

6.3.1.9.1 DeliveryMethodID values

The DeliveryMethodID values represent the ID of the DeliveryMethod used for an order. Typically DeliveryMethodID values are same as what is listed in the table below. However an attraction can add, or remove DeliveryMethodIDs to the DeliveryMethods table in Galaxy database and hence it is highly recommended to verify the values listed in the table below with the Galaxy administrator before developing the interface to the eGalaxy server.

Value	Description
1	None
2	Hold – will-call orders
3	Mail – typically 1st class delivery
4	Overnight
5	Second Day
6	Other
7	Print at home
8	Kiosk (pickup at the kiosk)
9	Print on Web
10	Custom

6.3.1.10 <GroupVisit> Element

The GroupVisit element is used to indicate information if the order is for a group. This element is optional for orders not related to group visits. This element may be required for will-call orders if will-call orders will only be available for pickup within a predetermined range of the visit date. The reference field can contain names of alternate guests authorized to pick up an order if so noted (please include explanatory text such as 'PICK UP AUTHORIZED BY:')

Field	Description	Type
VisitDate	Scheduled time for the group's arrival	DateTime
Description	Name of description of the persons or group	Text (50)
Reference	Arbitrary reference text	Text (40)
ExpectedNumGuests	The total number of people expected to arrive	Numeric

6.3.1.11 <OrderDiscounts> Element

<OrderDiscounts> element contains data for POS discounts (DiscountKind of 2) applied to the given order.

<OrderDiscounts> element contains one or more <OrderDiscount> elements. An <OrderDiscount> element contains data about the discount applied to this order.

<OrderDiscount> element contains following fields:

Field	Description	Type
DiscountID	Discount ID	Numeric
ApplyCount	Number of times this discount is applied.	Most of the time this field should default to 1 unless the discount is configured so that it can be "used multiple times in one transaction" and if the Web store user applies discount multiple times

6.3.1.12 <UserFields> Element

The UserFields element may be required at provide data for operational or reporting requirements

Field	Description	Type
UserField1	TBD by user	Text (255)
UserField2	TBD by user	Text (255)
UserField3	TBD by user	Text (255)
UserField4	TBD by user	Text (255)
UserField5	TBD by user	Text (255)
UserField6	TBD by user	Text (255)
UserField7	TBD by user	Text (255)
UserField8	TBD by user	Text (255)

6.3.1.13 <OrderProcessing> Element

The OrderProcessing element is a collection of options that determine how an order should be processed in eGalaxy and OrderEntry

Field	Description	Type
PermitReturnsOnly	This option is required to be set to YES for orders with a CMS points payment. This indicates to Order Entry that returns are the only modification allowed to be performed on the order.	Boolean

6.3.1.14 <OrderLines> Element

The OrderLines element contains only one or more <OrderLine> elements.

6.3.1.14.1 OrderLine

The order contains an order line element for each "line item" whether it is an item or a ticket, a sales tax charge, a fee, an order payment, or a description/comment line (description /comment line not implemented).

6.3.1.14.1.1 Common Order Line Fields

Field	Description	Type
ExternalReferenceID	External reference ID for external systems	Text (150)

6.3.1.14.1.2 Ticket Order Line

A ticket order line (DetailType=1) uses the following fields:

Field	Description	Type
DetailType	Value=1 (Item/ticket)	Numeric
Description	Text description of item or ticket	Text (40)

PLU	Item's Galaxy product lookup number i.e. item code	Text (20)
Qty	Number of items ordered	Numeric
Amount	The value in <Amount> field MUST be the price of the Ticket (without any tax or discount) The value in <Amount> field MUST be the price of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1)	Currency
Total	Must be calculated based on the following formula: Total = ((Amount – Discount) + Tax + GiftAidAmount) * Qty	Currency
Guest(s)	<Guest> element. Can optionally specify multiple Guests on an OrderLine using <Guests> (Optional)	Element
Gift	<Gift> element (Optional)	Element
SalesChannelDetailID	ID of the sales channel detail from where this ticket was selected (Optional)	Numeric
DiscountAmount	Discount amount applied to the ticket. The value in <DiscountAmount> field MUST be the discount amount of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
TaxAmount	Tax amount applied to the ticket. The value in <TaxAmount> field MUST be the tax amount of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1). Tax is calculated on price of the Ticket less DiscountAmount. If gift aid is applied to this ticket then tax should be calculated without the gift aid amount (price of the Ticket - DiscountAmount – GiftAid amount). (Optional)	Currency
Taxes	<Taxes> element. See <Taxes> element for details, described under sub section "<Taxes> Element" of section "Common Element Formats" (Optional)	Element
SalesProgram	Sales program to use for this ticket order line. Only applicable when the order uses a Virtual Sales Program (Optional)	Numeric
EventID	This field is required when the PLU given in this order line is configured as a Capacity Managed Ticket. This field is returned by eGalaxy server in the QueryEvents message response under <EventID> field. (Optional)	Numeric
ResourceID	This field is required when the PLU given in this order line is configured as a Capacity Managed Ticket. This field is returned by eGalaxy server in the QueryEvents message response under <ResourceID> field for events with resources that don't manage child resource capacity. If resource of the event manages child resource capacity then ResourceID is determined where the sale occurs (i.e. on the Web store) and hence the value returned by eGalaxy server in QueryEvents message response is zero. (Optional)	Numeric
CapacityID	The CapacityID value used to allocate capacity for this orderline. This value is now returned in the EventTicketHold message. (Optional)	Numeric
TicketDate	Ticket date for a date specific ticket OR Start date for a date range ticket (Optional)	DateTime
ExpirationDate	Store expiration date of a Date Range Ticket (Optional)	DateTime
Section	Section of the ticket's seat assignment data (Optional)	Text (40)
Row	Row of the ticket's seat assignment data (Optional)	Text (40)
Seat	Seat of the ticket's seat assignment data (Optional)	Text (40)
PaymentPlanID	ID of the PaymentPlan used for the given ticket (Optional)	Numeric
CreateDate	Date and time that was used to determine price of the ticket using PriceSchedule. Required for Tickets sold with a price from PriceSchedule only (Optional)	DateTime
<Discounts>	<Discounts> element. Contains breakup of discounts applied to the given ticket order line. (Optional)	Element
Fees	<Fees> element. Contains breakup of fees applied to the given ticket order line. (Optional)	Element
DisbursementID	ID of the disbursement to apply when issuing this ticket. DisbursementID needs to be supplied when a Price Schedule with DisbursementID is applied to this ticket. (Optional)	Numeric
RosterDataList	Pleae see <RosterDataList> entry under the "Common Element Formats" section to find out the fields supported under <RosterDataList> element.	Element
RedeemedValue	The number of points redeemed to purchase the tickets in the order line	Numeric
LoyaltyAccountNo	Loyalty account used for this orderline	Text(40)
LoyaltyProgramID	Loyalty program associated to the account used on the orderline	Numeric
PendingLoyaltyPoints	Loyalty points that can be issued	Numeric
IssuedLoyaltyPoints	Loyalty points that can have already been issued	Numeric
Upsell	<Upsell> element. Contains information about upsell if an upsell option was offered. (Optional)	Element

GiftAidType	Type of the gift aid. (Optional)	Numeric
GiftAidAmount	GiftAid amount applied to the ticket. This amount should be the gift aid amount for one ticket, regardless of the Quantity for the Order Line. (See how the Total element is calculated.) (Optional)	Currency
ExternalDiscountID	Promotion code that was used to get reduced pricing for this ticket. (Optional)	Text(20)
ExternalDiscountName	Name of the promotion that was used to get reduced pricing for this ticket. (Optional)	Text(80)
EntitlementAddOnVisualID	If adding an entitlement (a ticket or debit item) to a package, pass, or ticket, this is the visual ID of the package, pass, or ticket the entitlement is being added to. (Optional)	Text(40)
IsAssociatedTicket	Indicates that this ticket is an associated ticket for other tickets in the order. (Optional)	Boolean
PriceProgramID	The ID of the Price Program in effect for this item. (Optional)	Integer
UpgradeFromVisualID	When this element is present, it indicates that this order line is the purchase of an upgrade. This element holds the visual ID of the item that is being upgraded. (Optional)	Text
UseAlternateUpgradePrice	Use this element to override Upgrade Option Pricing setting on the upgrade item the Ticket is being upgraded to. See QueryTicketResponse AlternateUpgradePrice element description. (Optional)	Boolean
VisualIDs	<VisualIDs> element. Contains list of foreign media ticket IDs to be used when inserting foreign media tickets. (Optional)	Element
AttributeValues	<AttributeValues> element. Contains list of answers for the given ticket order line. (Optional)	Element
PackageDetailID	If the EntitlementAddOnVisualID is not blank, then the provided PackageDetailID will be used when generating package instance detail records.	Numeric

6.3.1.14.2 GiftAidType values

The GiftAidType values represent the types of gift aid donations that be selected for the order line.

Value	Description
0	Item is not eligible for gift aid
1	Gift aid amount is a fixed amount
2	Gift aid amount is full ticket price
3	Gift aid amount is a non-gift aid (donation) fixed amount
4	Gift aid amount is a non-gift aid (donation) full ticket price
5	Gift aid amount is a percentage of the ticket price
6	Gift aid amount is a non-gift aid (donation) percentage of the ticket price

NOTE: For tax included items the <Amount> value is the price of the Ticket less <TaxAmount> e.g. for $10.00 tax included ticket with 15% tax and 50% discount the <Amount> = 10.00 - 0.65 = 9.35 (where 0.65 is the 15% tax included in $5.00 (50% discount applied to $10.00). See Orders XML example below for tax included ticket.

6.3.1.14.2.1 Retail Item Order Line

A retail item order line (DetailType=1) uses the following fields:

Field	Description	Type
DetailType	Value=1 (Item/ticket)	Numeric
Description	Text description of item or ticket	Text (40)
PLU	Ticket's Galaxy product lookup number i.e. ticket code	Text (20)
Qty	Number of items ordered	Numeric
Amount	Item price The value in <Amount> field MUST be the price of the Ticket (without any tax or discount) The value in <Amount> field MUST be the price of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1)	Currency
Total	Must be calculated based on the following formula: Total = ((Amount – Discount) + Tax) * Qty	Currency
Gift	<Gift> element (Optional)	Element
SalesChannelDetailID	ID of the sales channel detail, typically ID of the sales channel group the ticket was selected from (Optional)	Numeric

DiscountAmount	Discount amount applied to the ticket. The value in <DiscountAmount> field MUST be the discount amount of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
TaxAmount	Tax amount applied to the ticket. The value in <TaxAmount> field MUST be the tax amount of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
Taxes	<Taxes> element. See <Taxes> element for details, described under sub section "<Taxes> Element" of section "Common Element Formats"	Element
SalesProgram	Sales program to use for this retail item order line. Only applicable when the order uses a Virtual Sales Program (Optional)	Numeric
PaymentPlanID	ID of the PaymentPlan used for the given retail item (Optional)	Numeric
CreateDate	Date and time that was used to determine price of the retail item using PriceSchedule. Required for retail items sold with a price from PriceSchedule only (Optional)	DateTime
Discounts	<Discounts> element. Contains breakup of discounts applied to the given ticket order line. (Optional)	Element
Fees	<Fees> element. Contains breakup of fees applied to the given retail item order line. (Optional)	Element
Upsell	<Upsell> element. Contains information about upsell if an upsell option was offered. (Optional)	Element
ExternalDiscountID	Promotion code that was used to get reduced pricing for this item. (Optional)	Text(20)
ExternalDiscountName	Name of the promotion that was used to get reduced pricing for this item. (Optional)	Text(80)

6.3.1.14.2.2 Fee Order Line

A fee order line is used for order fees e.g. convenience fees for Web orders. A fee order line (DetailType=12) uses the following fields:

Field	Description	Type
DetailType	Value=12 (Fee)	Numeric
Description	Text description of fee	Text (40)
PLU	Fee's Galaxy product lookup number i.e. fee code	Text (20)
Qty	Number of fees aplied	Numeric
Amount	Fee amount. The value in <Amount> field MUST be the fee amount (without any tax, for Tax excluded fees or discount) The value in <Amount> field MUST be the amount of a single fee even if the OrderLine has multiple quantities (<Qty> is > 1)	Currency
Total	Must be calculated based on the following formula: Total = ((Amount – Discount) + Tax) * Qty	Currency
DiscountAmount	Discount amount applied to the fee. The value in <DiscountAmount> field MUST be the discount amount of a single fee even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
TaxAmount	Tax amount applied to the fee. The value in <TaxAmount> field MUST be the tax amount of a single fee even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
Taxes	<Taxes> element. See <Taxes> element for details, described under sub section "<Taxes> Element" of section "Common Element Formats"	Element

6.3.1.14.2.3 Transportation Order Lines

A transportation order line (DetailType=13) uses the following fields:

Field	Description	Type
DetailType	Value=13 (Transportation Ticket)	Numeric
Description	Text description of Destination	Text (40)
PLU	Galaxy product lookup number i.e. item code	Text (20)
Qty	Number of tickets ordered	Numeric
Amount	Ticket price The value in <Amount> field MUST be the price of the Ticket (without any tax or discount) The value in <Amount> field MUST be the price of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1)	Currency
Total	Must be calculated based on the following formula: Total = ((Amount – Discount) + Tax) * Qty	Currency

Transportation	Transportation element. Contains the details about the Origin and Destination of the trip.	Element
SalesChannelDetailID	ID of the sales channel detail from where this ticket was selected (Optional)	Numeric
DiscountAmount	Discount amount applied to the ticket. The value in <DiscountAmount> field MUST be the discount amount of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
TaxAmount	Tax amount applied to the ticket. The value in <TaxAmount> field MUST be the tax amount of a single ticket even if the OrderLine has multiple quantities (<Qty> is > 1) (Optional)	Currency
Taxes	<Taxes> element. See <Taxes> element for details, described under sub section "<Taxes> Element" of section "Common Element Formats" (Optional)	Element
SalesProgram	Sales program to use for this ticket order line. Only applicable when the order uses a Virtual Sales Program (Optional)	Numeric
<Discounts>	<Discounts> element. Contains breakup of discounts applied to the given ticket order line. (Optional)	Element

6.3.1.14.2.4 Payment Order Line

A payment order line element indicates payments applied to the order. A payment line includes the following elements:

Field	Description	Type
DetailType	Value=2 (Payment)	Numeric
Description	Text description payment	Text (40)
PaymentCode	Galaxy Form of payment number (value 10-89)	Numeric
PaymentDate	Date the payment was made, or authorized if credit card.	DateTime
Amount	Payment amount	Currency
Endorsement	For credit cards, the credit card account number. For vouchers, the unique voucher number. When GxKeyID > 0, it is expected that this is an encrypted value. (Optional)	Text (30)
EndorsementBIN	The BIN (first 6 digits) of the card number used to make the payment. Note that if the "Collect Endorsement BINs" configuration option is not enabled in Galaxy (General Config -> Authorization), this field will be discarded and will not be saved. (Optional)	Text (6)
ExpDate	Credit Card expiration date, if credit card payment (Optional)	Numeric MMYY
SearchEndorsementValue	Search value (typically last 4 digits) for Endorsement (Optional)	Text
CardHolderName	Name of credit card holder printed on the card	Text
AuthCode	Authorization Code from payment processor (Optional)	Text (8)
TransID	Transaction ID from payment processor (Optional)	Text (15)
ValidationCode	Validation code from payment processor (Optional)	Text (4)
PSI	Payment Service Indicator from payment processor (Optional)	Text (1)
PayOnIssuance	Set to apply payment when the order is issued (or pickup) (Optional)	Boolean
BillingStreet	Street address of the billing address, used for AVS verification (Optional)	Text (30)
BillingZIP	Zip or postal code of the billing address, used for AVS verification (Optional)	Text (16)
CVN	Card Verification Number, used to verify credit card (Optional)	Numeric
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the Endorsement element. If this value is non-zero, the system assumes the text in the Endorsement and the CardToken elements are encrypted	Numeric
ExternalKeyID	Foreign key to GxKeys.ExternalKeyID. If a GxKeyID value is specified, it will always be used in place of this element. If ExternalKeyID is the only element defined, it will be used to look up the appropriate key in the GxKeys table in order to decrypt the Endorsement element. If this value is non-blank, the system assumes the text in the Endorsement element is encrypted	Text(100)
TransID2	The unique transaction identifier from the host system on a CMS points payment (Required only on CMS points payments)	Text(20)
ECommerceIndicator	Electronic Commerce Indicator	Numeric
CAVVFormat	Cardholder Authentication Verification Format	Text(1)
CAVVValue	Cardholder Authentication Verification Value	Text(40)
XID3DS	Transaction identifier resulting from authentication processing	Text(40)
CardToken	The card token associated with the credit card used for this payment. When GxKeyID > 0, it is	Text(62)

	expected that this is an encrypted value.	
HostField1	Holds field data from a credit card host system that must be journalized.	Text(20)
HostField2	Holds field data from a credit card host system that must be journalized.	Text(30)
HostDataFields	<HostDataFields> element. Holds host data field data from a credit card host system that must be journalized.	Element

6.3.1.14.2.5 Total Tax Order Lines

As per the revised implementation of Taxes in Order Entry (version 3.0), a Total Tax Order Line (with a DetailType of 9) is created for each tax used so far in the transaction. To support this a new XML OrderLine with a DetailType of 9 is supported under the <OrderLines> element. Total tax order line (DetailType=9) has following fields:

Field	Description	Type
DetailType	Value=9 (Total Tax)	Numeric
Description	Description of the tax (Optional)	Text (40)
TaxID	Galaxy Tax ID (1 thru 8)	Numeric
Amount	Total Tax Amount for the order	Currency

6.3.1.14.2.6 Tax Order Lines

As per the revised implementation of Taxes in Order Entry (version 3.0), a Tax Order Line (with a DetailType of 6) is created for each tax used in the ticket being issued. A Tax OrderLine is only required for the "issued" tickets and for only those taxes that are configured as "Transactional" in the Galaxy (Method of the Tax is "Trans" under Data Maintenance> System Maintenance> General Config> Taxes). A tax order line (DetailType=6) uses only the base order line fields defined above.

Field	Description	Type
DetailType	Value=6 (Tax record)	Numeric
Description	Text description	Text (40)
TaxID	Galaxy tax ID (1..8)	Numeric
Amount	Tax amount	Currency

6.3.1.14.2.7 Pass Order Lines

A pass order line (DetailType=8) uses only the base order line fields defined above.

Field	Description	Type
DetailType	Value=8 (Pass)	Numeric
Description	Text description	Text (40)
PLU	Item's Galaxy product lookup number i.e. item code	Text (20)
Qty	Number of items ordered	Numeric
Amount	Item price	Currency
Total	Extension of Amount * Qty	Currency
Pass	<Pass> element. See <Pass> element for details, described under sub section "<Pass> Element" of section "Common Element Formats"	Element
Guest	<Guest> element. Used for print at home passes (Optional)	Element
Gift	<Gift> element (Optional)	Element
PaymentPlanID	ID of the PaymentPlan used for the given pass (Optional)	Numeric
CreateDate	Date and time that was used to determine price of the pass using PriceSchedule. Required for Passes sold with a price from PriceSchedule only (Optional)	DateTime
Discounts	<Discounts> element. Contains breakup of discounts applied to the given ticket order line. (Optional)	Element
Fees	<Fees> element. Contains breakup of fees applied to the given pass order line. (Optional)	Element
Upsell	<Upsell> element. Contains information about upsell if an upsell option was offered. (Optional)	Element
UpgradeFromVisualID	When this element is present, it indicates that this order line is the purchase of an upgrade. This element holds the visual ID of the item that is being upgraded. (Optional)	Text

A pass order line may be for a new pass sale, a renewal, or a reissue product kind.

- For a reissue pass kind:
- The order line must include a <Pass> element with, at a minimum, a <VisualID> element. If other elements are specified inside the <Pass> element, they will update the pass that is being reissued. (For example, if <FirstName> is specified in the <Pass> element, the first name on the reissued pass will be set to the provided name.)
- The order line may include a <VisualIDs> element containing a single <VisualID> element, which specifies the visual ID that should be used on the reissued pass. Note that this requires the reissue PLU to be configured as "requires activation" with an activation method of "Validate Media" and the pass kind must be configured to generate a new visual ID or new record on reissue. See the "Pass Reissue Sale With Specified Visual ID" example in this section.

6.3.1.14.2.8 Joint Member add-on Order Lines

A joint member add-on order line (DetailType=15) uses the base order line fields defined above:

Field	Description	Type
DetailType	Value=15 (Joint Member add-on)	Numeric
Description	Text description	Text (40)
PLU	Item's Galaxy product lookup number i.e. item code	Text (20)
Qty	Number of items ordered	Numeric
Amount	Item price	Currency
Total	Extension of Amount * Qty	Currency
AddOn	<AddOn> element. See <AddOn> element for details, described under sub section "<AddOn> Element" of section "Common Element Formats"	Element

6.3.1.14.2.9 Line Note / Comment Order Line

A Line Note order line adds a comment or a note. A LineNote line includes the following elements:

Field	Description	Type
DetailType	Value=3 (LineNote / Comment)	Numeric
LineNote	A Comment to add. This is same as Comment button at the Order Entry screen.	Text

6.3.1.14.2.10 Package Order Lines

A Package order line (DetailType=10) contains following fields:

Field	Description	Type
DetailType	Value=10 (Package order line)	Numeric
Description	Text description of package	Text (40)
PLU	Package's Galaxy product lookup number i.e. PLU	Text (20)
Qty	Number of Packages ordered	Numeric
Amount	Package price The value in <Amount> field MUST be the sum of each PackageDetail's <Amount> (which does not include any tax, for Tax excluded tickets or discount) The value in <Amount> field MUST be the sum of each price of single ticket within the PackageDetail even if the package has multiple quantities (<Qty> is > 1) (Optional, if not given eGalaxy server will calculate amount using Package Details provided within <Package> element)	Currency
DiscountAmount	Sum of each PackageDetail's <DiscountAmount> (Optional, if not given eGalaxy server will calculate amount using Package Details provided within <Package> element)	Currency
TaxAmount	Sum of each PackageDetail's <TaxAmount> (Optional, if not given eGalaxy server will calculate amount using Package Details provided within <Package> element)	Currency
Total	Must be calculated based on the following formula: Total = ((Package's Amount – Package's DiscountAmount) + Package's TaxAmount) * Package's Qty (Optional, if not given eGalaxy server will	Currency

calculate amount using Package Details provided within <Package> element)

<Package>	See <Package> element below	Element
Fees	<Fees> element. Contains breakup of fees applied to the given package order line. (Optional)	Element
Upsell	<Upsell> element. Contains information about upsell if an upsell option was offered. (Optional)	Element
PackagePassID	The PassNo of an existing pass. Used as a group ID if processing member benefits or a new pass with a package sale.	Numeric

<Package> Element

A <Package> element appears within a package <OrderLine> (with DetailType 10). A <Package> element contains one or more <PackageDetail> elements based on number of items (PLUs) within a package's definition. Packages are defined in the Package and PackageDetails tables.

A <PackageDetail> element contains same data as an Order Line with Ticket, Retail item or a Pass. If the package detail is a regular ticket then it contains same XML fields as described in the section "Ticket Order Lines" above. The PLU and PackageDetailID are used for order validation.

6.3.1.14.2.11 PackageDetail Fields

Field	Description	Type
PackageDetailID	Used to validate package detail configuration. Foreign key to PackageDetails.PackageDetailID.	Numeric
PkgInstanceDetailID	ID of an existing PkgInstanceDetail record. Used when redeeming member benefits. Must be unissued and single quantity.	Numeric
PackageVisualID	Visual ID of an existing member benefit package.	Text

If the package detail is a retail item then it contais same XML fields as described in the section "Retail Item Order Line" above.

If the package detail is a pass then it contains same XML fields as described in the section "Pass Order Line" above.

Section "5.2.6 Package in Order Message" contains an example XML order with a <Package>.

6.3.1.14.2.12 DeliveryMethod Values

Value	Description
0	None
1	Hold – will-call orders
2	Mail – typically 1st class delivery
3	Overnight
4	Second Day
5	Other
6	Print at home
7	Kiosk (pickup at the kiosk)

6.3.1.14.2.13 DetailType Values

DetailType is a numeric value (on each order line) indicating the type of the order line

Value	Description
1	Ticket/item detail record
2	Payment detail record
3	Comment/Description record (Not implemented)
4	Reserved
5	Reserved
6	Tax record
7	Void Tax record

8	Pass detail record
9	Used to store the total amount of tax on the order per TaxID. Amount is used to store the total non-transactional tax amount. TaxAmount is used to store the total transactional tax amount. Total is the sum of Amount & TaxAmount
10	Package record
11	Package detail record
12	Fee detail record. Used for Order Fees or Item Fees
13	Transportation record
14	Donation record
15	Joint Member add-on record

6.3.1.14.3 <Guest> element

The <Guest> element is used to include the guest information within an item or ticket order line. All fields are optional.

Field	Description	Type
FirstName	First name of the guest	Text
MiddleName	Middle name of the guest	Text
LastName	Last name of the guest	Text
IsLead	Indicate if the guest is a lead guest	Boolean
NameTitleID	Foreign key to NameTitles.NameTitleID, referencing an entry in the NameTitles table	Numeric
NameSuffixID	Foreign key to NameSuffixes.NameSuffixID, referencing an entry in the NameSuffixes table	Numeric
Phone	Telephone number	Text (30)
Cell	Mobile cell phone number	Text (30)
Fax	Fax number	Text (30)
Email	Email Address	Text (128)
DOB	Date of Birth of the Member. The JointMembership rules defined on the Pass Kind are enforced based on the current age of the Member.	DateTime
Gender	Contact gender (Values: 0 = Unspecified, 1 = Male, 2 = Female)	Numeric
JobTitle	Title or position	Text (30)
Street1	Street address line 1	Text (30)
Street2	Street address line 2	Text (30)
Street3	Street address line 3	Text (30)
City	City	Text (40)
State	State or province	Text (40)
ZIP	ZIP or postal code	Text (16)
CountryCode	Country Code i.e. 'US' for United States	Text (2)
AllowMailings	Set when the contact may be contacted via the mailing address	Boolean
IdentificationNo	Identification No	Text(64)
ApplyToFullOrderLineQty	If OrderLine Qty is greater than 1, then the guest info will copy down to each OrderLine product's contact	
CustContactGUID or ContactGUID	GUID for the contact	Text

6.3.1.14.4 <Gift> element

The <Gift> element is used to include the Appeal and Solicitation Gift information within an item, ticket, or pass order line.

Field	Description	Type
AppealID	Appeal ID from the Appeals table	Numeric
SolicitationID	Solicitation ID from the Solicitation table	Numeric

6.3.1.14.5 <Discounts> element

<Discounts> element contains one or more of <Discount> element. Each <Discount> element contains details of a discount for a ticket or item. Following fields are supported within <Discount> element:

Field	Description	Type
DiscountID	Galaxy Discount ID. Has a non zero value only for DiscountKind 2 (POS discount) (optional)	Numeric
DiscountKind	Discount kind 0 – Price override 1 – Sales program changed the price of the ticket or item 2 – A POS/Coupon discount was applied to the ticket or item 3 – Item discount was applied 4 – Line item discount was applied	Numeric
DiscountAmount	Actual discount amount	Currency
RequirementCount	Number of times this ticket was used as a requirement when applying this discount	Numeric
CanDiscountRequirement	Set to YES when this discount has at least 1 requirement (RequirementCount>0) and when requirement(s) can be discounted	Boolean
Replacement	<Replacement> element. Contains replacement fields to be use when journalizing the tickets. The replacement fileIds are given when the discount is configured with replacements (Optional)	Element

6.3.1.14.6 <Fees> element

<Fees> element contains one or more of <Fee> elements. Each <Fee> element contains details of a fee for a ticket or item. The fields supported within <Fee> element are the same as those of the Fee Order Line described above.

6.3.1.14.7 <Replacement> element

<Replacement> element contains following fields:

Field	Description	Type
Company	Company to use when journalizing the ticket the discount is applied to (Optional)	Numeric
Category	Category to use when journalizing the ticket the discount is applied to (Optional)	Numeric
SubCategory	SubCategory to use when journalizing the ticket the discount is applied to (Optional)	Numeric
Printer	Printer to use when journalizing the ticket the discount is applied to (Optional)	Numeric
TicketSet	TicketSet to use when journalizing the ticket the discount is applied to (Optional)	Numeric
DisbursementID	Disbursement to use when journalizing the ticket the discount is applied to (Optional)	Numeric
AccessCode	AccessCode to use when journalizing the ticket the discount is applied to (Optional)	Numeric

6.3.1.14.8 <Seats> element

<Seats> element contains one or more <Seat> elements. Each <Seat> element contains reserved seat details for the current order line. Following fields are supported within <Seat> element:

Field	Description	Type
RSEventSeatID	The ID of the reserved seat for a particular event. (Required)	Numeric
RSSeatID	The ID of the reserved seat as defined in a seat map. (Required)	Numeric
SectionName	The name of the section where the seat is located. (Required)	Text
RowName	The name of the row where the seat is located. (Required)	Text
SeatName	The name of the seat location. (Required)	Text
Session	Globally unique identifier representing the EMS (Event Management Service) session value used to reserve this seat. (Required)	Text

6.3.1.15 <PaymentContracts> Element

The PaymentContracts element contains only one or more <PaymentContract> elements.

<PaymentContracts> is an optional element within <Order> element. If an XML order contains PaymentPlan tickets/items but no payment contracts are given under <PaymentContracts> element, then eGalaxy server generates Payment Contracts using the Payment Plan given on the ticket/pass order line.

6.3.1.15.1 PaymentContract

The <PaymentContract> element appears with in the <PaymentContracts> element. A <PaymentContract> element contains all the data required to create a PaymentContract in Galaxy. The <PaymentContract> element can contain following fields:

Field	Description	Type
PaymentPlanID	UniqueID of the PaymentPlan used for the Payment Contract	Numeric
RenewContract	1=Payment Plan renews. 0=Payment plan does not renew (Optional)	Boolean
PaymentContractStatusID	StatusCode or StatusCode GroupID for the current status of this payment contract (Optional)	Numeric
PaymentContractEffective	Effective date of payment plan (Optional)	Datetime
PaymentStart	Date first payment is due, calculated based on criteria on payment plan (Optional)	Datetime
NextPaymentdue	Date of next scheduled payment (Optional)	Datetime
PaymentContractRenew	Date the payment plan should renew, calculated based on criteria on payment plan (Optional)	Datetime
DownPaymentAmount	Amount of first payment, based on the criteria on payment plan (Optional)	Currency
PaymentAmount	Amount of regular payment (Optional)	Currency
RemainingPayments	Number of remaining payments left on payment contract (Optional)	Numeric
CurrentBalance	Current balance due on payment contract (Optional)	Currency
Arrears	Amount of missed payments (Optional)	Currency
BillingCycles	Number of billing cycles, calculated based on payment plan duration, first payment offset and length of cycle (Optional)	Numeric
RecurrencePatternID	Link to billing Recurrence Pattern. UniqueID from RecurrencePatterns table (Optional)	Numeric
RecurrencePattern	<RecurrencePattern> element (Optional)	Element
MissedPayments	Number of payment that are missed due to a problem Optional)	Numeric
ContactMethod	Method by which a contact will receive statements generated automatically by the automated processes. This can be either Mail or E-mail at the moment (Optional)	Numeric
ContractTotal	Total amount of contract at activation time (Optional)	Currency

Following is the format of the <RecurrencePattern> element:

Field	Description	Type
RecurrenceType	Recurrence type. 1 for Daily recurrence type and 4 for Monthly recurrence type (Optional)	Numeric
DayOfMonth	Day of month. Value between 1 thru 31 (Optional)	Numeric
Interval	Interval between recurrences (Optional)	Numeric
StartDate	Recurrence pattern start date (Optional)	Datetime
EndDate	Recurrence pattern end date (Optional)	Datetime

6.3.1.16 <Transportation> Element

This element contains all the information about the trip.

Field	Description	Type
OriginCode	Origin City Code	Numeric
DestinationCode	Destination City Code	Numeric
Description	Description of the trip	Text
TripMode	One way or Round trip (0 or 1 respectively)	Numeric
OWRT	One way or Round trip ('OW', 'RT')	Text
DepartureDate	Date leaving	DateTime
ReturnDate	Returning Date (Optional)	DateTime
TicketType	Type of trip selected	Element
TariffID	Tariff Code(Optional)	Numeric
TariffCarrier	Tariff Carrier - Refers to Tariffs.Carrier	Text
TariffName	Tariff Name (Optional)	Text

Endorsement	(Optional)	Text
PassengerName	Name of the passenger (Optional)	Text
HasTariffMiles	Do we have Tariff Miles	Boolean
TariffMiles	Number of Tariff Miles (Optional)	Numeric
FareMiles	Number of Fare Miles (Optional)	Numeric
SurchargeAmount	Surcharge Amount (Optional)	Currency
FareID	Fare Code (Optional)	Numeric
Restrictions	Restriction codes for the Fare (Optional)	Text
OutboundItinerary	Outbound trip information which lists all the stops for the trip (Legs)	Element
InboundItinerary	Inbound trip information which lists all the inbound stops for the trip (Legs) (Optional)	Element
OWLimit	Number of days one way ticket is valid	Numeric
RTLimit	Number of days round trip ticket is valid	Numeric

6.3.1.16.1 <TicketType> element

Type of ticket selected

Field	Description	Type
Fare	Amount of the ticket	Currency
TemplateID	Id of the Template record (Optional)	Integer
Description	Adult, Child, Senior, etc…	Text
FareClass	AD, CH, SR etc.	Text
RouteType	OW or RT (One way or Round Trip)	Text
Percentage	Percent of base fare (Optional)	Numeric
Rounded	Up, down, or nearest (Optional)	Text
RoundTo	Cents 5 = .05, 10 = .10 25=.25 etc (Optional)	Numeric
GalaxyItemID	PLU for the ticket selected	Text
ICWPLU	PLU for the ICW Item (Optional)	Text

6.3.1.16.2 <OutboundItinerary> element & <InboundItinerary> element

Both elements contain the same information. The outbound will contain all the legs heading toward the destination, while the inbound will contain all the legs for the return trip. The only difference is the XML tag which denotes outbound or inbound. Inbound itineraries are also optional as they are only required for round trip tickets.

Field	Description	Type
Modified	True if edited by the user	Boolean
Carrier	First carrier out	Text
Schedule	First Leg's schedule	Text
Departs	Departure time of the first leg	Time
Arrives	Arrival time of the last leg	Time
Frequency	Days this Itinerary operates (MTWTFSSH)	Text
ElapsedTime	Total elapsed time including layovers	Numeric
Miles	Total miles	Numeric
Stops	Total number of stops	Numeric
Breaks	Number of schedule changes	Numeric
AveragePTP	Average of PTP's for the via points (Optional)	Float
ItineraryDetails	List of all legs	Element
FareRouteIndex	(Optional)	Numeric
TariffMilesRouteIndex	(Optional)	Numeric

6.3.1.16.3 <ItineraryDetails> Element

The ItineraryDetails element only contains one or more <ItineraryDetail> elements

6.3.1.16.4 <ItineraryDetail> Element

Detail information about the current leg of the trip – origin, destination, time, etc…

Field	Description	Type
LegNo	Order of legs (First leg is 1, second leg would be 2 etc…)	Numeric
OriginCode	Origin City record code	Numeric
DestinationCode	Destination City record code	Numeric
CompanyNumber	Company number for the carrier	Numeric
Carrier	Carrier for this leg's schedule	Text
Schedule	The carrier's schedule number	Text
EffectiveDate	Schedule effective date	DateTime
ExpirationDate	Schedule Expiration date	DateTime
Departs	Time this leg departs	Time
Arrives	Time this leg arrives	Time
Layover	Layover time in minutes	Numeric
ElapsedTime	Elapsed time from departs to arrives	Numeric
Stops	Number of stops for this leg	Numeric
Segment1	Segment number of the origin (Optional)	Numeric
Segment2	Segment number of the destination (Optional)	Numeric
Miles	Schedule miles from origin to destination	Numeric
Frequency	Days schedule operates	Text
ThruFrequency	Days we arrive at the next leg	Text
CouponValue	Coupon value (x 100) we use for this leg	Numeric
CVMiles	Miles used to calculate the coupon value	Numeric
SeatRecordID	Unique ID of the seat record in the TSA Journal (Optional)	Numeric
SeatDesignator	The seat number (1A, 7B, etc…) (Optional)	Text

6.3.1.16.5 <Upsell> Element

The <Upsell> element contains information about an upsell that was offered to the guest. This element is a sub-element of the <OrderLine> element, and indicates that either the orderline resulted from an upsell or that an upsell option was offered, but rejected.

Field	Description	Type
PLU	The PLU of the item that was originally selected, but was upsold from. This value is blank if upsell options were offered, but rejected by the guest.	Text
PriceDifference	For replacement upsell, this is the difference in price between the originally selected item, and the upsell item that was chosen. For add-on upsell, this is the full price of the upsell item.	Currency
UpsellType	The type of upsell this was. 0 = Replacement 1 = Add-on	Numeric

6.3.1.16.6 <AttributeValues> Element

The <AttributeValues> contains answers used to set attributes for the given ticket order line.

Field	Description	Type
ID	The Defintion ID for the Attribute Value	Numeric
LookupAnswerID	The ID of the answer in the a multiple choice attribute	Numeric
Value	The answer provided in a free-form attribute	Text

6.3.1.16.7 <VisualIDs> Element

The <VisualIDs> element contains a list of foreign media ticket IDs to be used when creating foreign media tickets. The <VisualIDs> element contains one or more <VisualID> elements, each of which contains a foreign media ticket ID to use when activating foreign media tickets. Note that this requires the PLU to be configured as "requires activation" with an activation method of "Validate Media". See the "Activate Foreign Media Tickets" example in this section.

6.3.1.16.8 <HostDataFields> element

The <HostDataFields> element contains one or more <HostDataField> elements. Each <HostDataField> element contains information about a particular host data field that will be journalized to the JnlHostDataFields table for the transaction. The following fields are supported within <HostDataField> element:

Field	Description	Type
FieldID	The ID of the host data field.	Numeric
FieldData	The data associated with this host data field.	Text

6.3.2 Example Orders Message – Regular tickets/items

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 13:35:45</TimeStamp>
    <MessageType>ORDERS</MessageType>
    <SourceID>Website1</SourceID>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>12292001-447</OrderID>
        <OrderCommand>ADD</OrderCommand>
        <CustomerID>167</CustomerID>
        <SalesProgram>201</SalesProgram>
        <OrderDate>2009-06-25 12:30:00</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderNote/>
    <OrderHash>ud1t41gf484u</OrderHash>
        <OrderTotal>250.00</OrderTotal>
        <OrderContact>
          <Contact>
            <FirstName>Michael</FirstName>
            <MiddleName/>
            <LastName>Andre</LastName>
            <Company>Gateway Ticketing Systems, Inc.</Company>
            <Street1>315 E. 2nd Street</Street1>
            <Street2/>
            <City>Boyertown</City>
            <State>PA</State>
            <Zip>19512</Zip>
            <Country>USA</Country>
            <Phone>610-987-4000</Phone>
            <Fax>610-987-4001</Fax>
            <Email>mandre@gatewayticketing.com</Email>
          </Contact>
        </OrderContact>
        <ShipToContact>
          <SameAsOrderContact>YES</SameAsOrderContact>
        </ShipToContact>
        <BillToContact>
          <SameAsOrderContact>YES</SameAsOrderToContact>
        </BillToContact>
        <Shipping>
          <DeliveryMethod>2</DeliveryMethod>
        </Shipping>
        <UserFields>
          <UserField1>Example User Field 1</UserField1>
          <UserField2>Example User Field 2</UserField2>
          <UserField3>Example User Field 3</UserField3>
        </UserFields>
        <PaymentContracts>
          <PaymentContract>
            <PaymentPlanID>1</PaymentPlanID>
```

```
                   <PaymentPlanID>1</PaymentPlanID>
                   <RenewContract>0</RenewContract>
                   <PaymentContractStatusID>1</PaymentContractStatusID>
                   <PaymentContractEffective>2009-06-25 00:00:00</PaymentContractEffective>
                   <PaymentStart>2009-06-25 00:00:00</PaymentStart>
                   <NextPaymentdue>2009-06-25 00:00:00</NextPaymentdue>
                   <PaymentContractRenew>2010-06-25 00:00:00</PaymentContractRenew>
                   <DownPaymentAmount>10.00</DownPaymentAmount>
                   <PaymentAmount>20.00</PaymentAmount>
                   <RemainingPayments>12</RemainingPayments>
                   <CurrentBalance>240.00</CurrentBalance>
                   <Arrears>0</Arrears>
                   <BillingCycles>12</BillingCycles>
                   <RecurrencePatternID>1</RecurrencePatternID>
                   <MissedPayments>0</MissedPayments>
                   <ContactMethod>0</ContactMethod>
                   <ContractTotal>250.00</ContractTotal>
                 </PaymentContract>
               </PaymentContracts>
               <OrderLines>
                 <OrderLine>
                   <DetailType>1</DetailType>
                   <PLU>10111012</PLU>
                   <Description>1-Day Adult Ticket</Description>
                   <TaxCode/>
                   <Qty>1</Qty>
                   <Amount>100.00</Amount>
                   <Total>100.00</Total>
                   <PaymentPlanID>1</PaymentPlanID>
                   <ExternalDiscountID>ATPCAGA1123</ExternalDiscountID>
                   <ExternalDiscountName>ALT30PERCENT</ExternalDiscountName>
                 </OrderLine>
                 <OrderLine>
                   <DetailType>1</DetailType>
                   <PLU>10111013</PLU>
                   <Description>1-Day Child Ticket</Description>
                   <TaxCode/>
                   <Qty>2</Qty>
                   <Amount>75.00</Amount>
                   <Total>150.00</Total>
                   <PaymentPlanID>1</PaymentPlanID>
                 </OrderLine>
                 <OrderLine>
                   <DetailType>2</DetailType>
                   <PaymentCode>32</PaymentCode>
                   <Description>Visa</Description>
                   <PaymentDate>2009-06-25 12:30:00</PaymentDate>
                   <Endorsement>40055500000000195</Endorsement>
                   <Amount>10.00</Amount>
                   <CardHolderName>Michael Andre</CardHolderName>
                   <ExpDate>1202</ExpDate>
                   <AuthCode>123456</AuthCode>
                   <PSI>A</PSI>
                   <PayOnIssuance>NO</PayOnIssuance>
                   <BillingStreet>315 E. 2nd Street</BillingStreet>
                   <BillingZIP>19512</BillingZIP>
                   <CVN>000</CVN>
                 </OrderLine>
               </OrderLines>
             </Order>
           </Orders>
         </Body>
       </Envelope>
```

6.3.3 Example Orders Message – Including Order and Item fees

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2017-01-03 11:41:25</TimeStamp>
        <SessionID/>
        <MessageID>0</MessageID>
        <EchoData/>
        <SystemFields/>
```

```
            <SystemFields/>
        </Header>
        <Body>
            <Orders>
                <Order>
                    <OrderID>20160630-004</OrderID>
                    <CustomerID>10</CustomerID>
                    <SessionID>0</SessionID>
                    <OrderDate>2017-01-03 11:41:25</OrderDate>
                    <OrderStatus>2</OrderStatus>
                    <SalesCategoryGroupID>19</SalesCategoryGroupID>
                    <SalesProgram>3</SalesProgram>
                    <OrderNote/>
                    <OrderTotal>8.0000</OrderTotal>
                    <OrderContact>
                        <Contact>
                            <FirstName>Michael</FirstName>
                            <MiddleName/>
                            <LastName>Andre</LastName>
                            <Company>Gateway Ticketing Systems, Inc.</Company>
                            <Street1>445 County Line Road</Street1>
                            <Street2/>
                            <City>Gilbertsville</City>
                            <State>PA</State>
                            <Zip>19525</Zip>
                            <Country>USA</Country>
                            <Phone>610-987-4000</Phone>
                            <Fax>610-987-4001</Fax>
                            <Email>mandre@gatewayticketing.com</Email>
                        </Contact>
                    </OrderContact>
                    <ShipToContact>
                        <SameAsOrderContact>YES</SameAsOrderContact>
                    </ShipToContact>
                    <Shipping>
                        <DeliveryMethodID>12</DeliveryMethodID>
                        <DeliveryDetails>1</DeliveryDetails>
                        <TrackingNBr/>
                    </Shipping>
                    <UserFields>
                        <UserField1>No</UserField1>
                    </UserFields>
                    <OrderDiscounts/>
                    <OrderLines>
                        <OrderLine>
                            <DetailType>2</DetailType>
                            <Description>Payment</Description>
                            <PaymentCode>32</PaymentCode>
                            <PaymentDate>2017-01-03 10:58:02</PaymentDate>
                            <OrderTransactionID>0</OrderTransactionID>
                            <Amount>8.0000</Amount>
                            <Endorsement>4111111111111111</Endorsement>
                            <CardHolderName>Roman Test</CardHolderName>
                            <ExpDate>Omitted</ExpDate>
                            <PayOnIssuance>NO</PayOnIssuance>
                            <AuthCode>501222</AuthCode>
                            <GxKeyID>1</GxKeyID>
                            <IssuedLoyaltyPoints>0</IssuedLoyaltyPoints>
                            <StoredValueBalance>0</StoredValueBalance>
                            <SearchEndorsementValue>1111</SearchEndorsementValue>
                        </OrderLine>
                        <OrderLine>
                            <DetailType>9</DetailType>
                            <Description>Sales</Description>
                            <Amount>0.4500</Amount>
                            <Total>0.4500</Total>
                            <TaxAmount>0.0000</TaxAmount>
                            <TaxID>1</TaxID>
                        </OrderLine>
                        <OrderLine>
                            <DetailType>1</DetailType>
                            <Amount>9.5500</Amount>
                            <CapacityID>0</CapacityID>
                            <CreateDate/>
                            <Description>No Tax Date</Description>
                            <DisbursementID>0</DisbursementID>
                            <DiscountAmount>5.0000</DiscountAmount>
```

```
                    <EventID>0</EventID>
                    <ExpirationDate/>
                    <PaymentPlanID>0</PaymentPlanID>
                    <PLU>1-D</PLU>
                    <Qty>1</Qty>
                    <ResourceID>0</ResourceID>
                    <SalesChannelDetailID/>
                    <SalesProgram>0</SalesProgram>
                    <Total>5.0000</Total>
                    <TaxAmount>0.4500</TaxAmount>
                    <DateSold>2017-01-03 10:41:25</DateSold>
                    <TicketDate>2026-11-21 10:41:25</TicketDate>
                    <LoyaltyAccountNo/>
                    <LoyaltyProgramID>0</LoyaltyProgramID>
                    <PendingLoyaltyPoints>0</PendingLoyaltyPoints>
                    <IssuedLoyaltyPoints>0</IssuedLoyaltyPoints>
                    <Taxes>
                        <Tax>
                            <TaxID>1</TaxID>
                            <TaxTableID>-1</TaxTableID>
                            <DisburseIndex>0</DisburseIndex>
                            <UnitAmount>0.4500</UnitAmount>
                            <Method>0</Method>
                            <ReducePrice>YES</ReducePrice>
                        </Tax>
                    </Taxes>
                    <Fees>
                        <Fee>
                            <DetailType>12</DetailType>
                            <Amount>2.0000</Amount>
                            <Description>Item Fee No Tax</Description>
                            <DiscountAmount>1.0000</DiscountAmount>
                            <PLU>ItemFeeNoTax</PLU>
                            <Qty>1</Qty>
                            <Total>1.0000</Total>
                            <TaxAmount>0.0000</TaxAmount>
                            <Taxes/>
                        </Fee>
                    </Fees>
                </OrderLine>
                <OrderLine>
                    <DetailType>12</DetailType>
                    <Amount>2.0000</Amount>
                    <Description>Order Fee No Tax</Description>
                    <DiscountAmount>0.0000</DiscountAmount>
                    <PLU>OrderFeeNoTax</PLU>
                    <Qty>1</Qty>
                    <Total>2.0000</Total>
                    <TaxAmount>0.0000</TaxAmount>
                    <Taxes/>
                </OrderLine>
            </OrderLines>
            <Surveys/>
        </Order>
    </Orders>
  </Body>
</Envelope>
```

6.3.4 Example Orders Message – Regular tickets/items with tax included

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>133</MessageID>
        <TimeStamp>2009-06-25 13:35:45</TimeStamp>
        <MessageType>ORDERS</MessageType>
        <SourceID>Website1</SourceID>
    </Header>
    <Body>
        <Orders>
            <Order>
                <OrderID>12292001-448</OrderID>
                <OrderCommand>ADD</OrderCommand>
                <CustomerID>167</CustomerID>
```

```
            <SalesProgram>201</SalesProgram>
            <OrderDate>2009-06-25 12:30:00</OrderDate>
            <OrderStatus>2</OrderStatus>
            <OrderNote/>
            <OrderTotal>5.00</OrderTotal>
            <OrderContact>
                <Contact>
                    <FirstName>Michael</FirstName>
                    <MiddleName/>
                    <LastName>Andre</LastName>
                    <Company>Gateway Ticketing Systems, Inc.</Company>
                    <Street1>315 E. 2nd Street</Street1>
                    <Street2/>
                    <City>Boyertown</City>
                    <State>PA</State>
                    <Zip>19512</Zip>
                    <Country>USA</Country>
                    <Phone>610-987-4000</Phone>
                    <Fax>610-987-4001</Fax>
                    <Email>mandre@gatewayticketing.com</Email>
                </Contact>
            </OrderContact>
            <ShipToContact>
                <SameAsOrderContact>YES</SameAsOrderContact>
            </ShipToContact>
            <Shipping>
                <DeliveryMethod>2</DeliveryMethod>
            </Shipping>
            <OrderLines>
                <OrderLine>
                    <DetailType>1</DetailType>
                    <Amount>9.3500</Amount>
                    <CapacityID>0</CapacityID>
                    <CreateDate/>
                    <Description>1-Day Adult Ticket 15% tax included</Description>
                    <DisbursementID>0</DisbursementID>
                    <DiscountAmount>5.0000</DiscountAmount>
                    <PaymentPlanID>0</PaymentPlanID>
                    <PLU>10111010</PLU>
                    <Qty>1</Qty>
                    <SalesProgram>0</SalesProgram>
                    <Total>5.0000</Total>
                    <TaxAmount>0.6500</TaxAmount>
                    <Taxes>
                        <Tax>
                            <TaxID>1</TaxID>
                            <TaxTableID>-1</TaxTableID>
                            <DisburseIndex>0</DisburseIndex>
                            <UnitAmount>0.6500</UnitAmount>
                            <Method>0</Method>
                            <ReducePrice>YES</ReducePrice>
                        </Tax>
                    </Taxes>
                </OrderLine>
                <OrderLine>
                    <DetailType>9</DetailType>
                    <Description>Sales</Description>
                    <Amount>0.6500</Amount>
                    <Total>0.6500</Total>
                    <TaxAmount>0.0000</TaxAmount>
                    <TaxID>1</TaxID>
                </OrderLine>
                <OrderLine>
                    <DetailType>2</DetailType>
                    <PaymentCode>32</PaymentCode>
                    <Description>Visa</Description>
                    <PaymentDate>2009-06-25 12:30:00</PaymentDate>
                    <Endorsement>4111111111111111</Endorsement>
                    <Amount>5.00</Amount>
                    <CardHolderName>Michael Andre</CardHolderName>
                    <ExpDate>1202</ExpDate>
                    <AuthCode>123456</AuthCode>
                    <PSI>A</PSI>
                    <PayOnIssuance>NO</PayOnIssuance>
                    <BillingStreet>315 E. 2nd Street</BillingStreet>
                    <BillingZIP>19512</BillingZIP>
                    <CVN>000</CVN>
```

```
                        <CVN>000</CVN>
                    </OrderLine>
                </OrderLines>
            </Order>
        </Orders>
    </Body>
</Envelope>
```

6.3.5 Example Order Message – Transportation Ticket

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 14:55:50</TimeStamp>
    <MessageType>ORDERS</MessageType>
    <SourceID>Website1</SourceID>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>12292001-447</OrderID>
        <OrderCommand>ADD</OrderCommand>
        <CustomerID>167</CustomerID>
        <OrderDate>2009-06-25 14:30:00</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderNote/>
        <OrderTotal>90.75</OrderTotal>
        <OrderContact>
          <Contact>
            <FirstName>Michael</FirstName>
            <MiddleName/>
            <LastName>Andre</LastName>
            <Company>Gateway Ticketing Systems, Inc.</Company>
            <Street1>315 E. 2nd Street</Street1>
            <Street2/>
            <City>Boyertown</City>
            <State>PA</State>
            <Zip>19512</Zip>
            <Country>USA</Country>
            <Phone>610-987-4000</Phone>
            <Fax>610-987-4001</Fax>
            <Email>mandre@gatewayticketing.com</Email>
          </Contact>
        </OrderContact>
        <ShipToContact>
          <SameAsOrderContact>YES</SameAsOrderContact>
        </ShipToContact>
        <Shipping>
          <DeliveryMethod>2</DeliveryMethod>
        </Shipping>
        <UserFields>
          <UserField1>Example User Field 1</UserField1>
          <UserField2>Example User Field 2</UserField2>
          <UserField3>Example User Field 3</UserField3>
        </UserFields>
        <OrderLines>
          <OrderLine>
            <DetailType>13</DetailType>
            <PLU>GLI10100101</PLU>
            <Description>Boston MA to Philadelphia PA Thu 04 Dec 08 OW ADULT</Description>
            <TaxCode/>
            <Qty>1</Qty>
            <Amount>55.00</Amount>
            <Total>55.00</Total>
            <Transportation>
              <OriginCode>40030</OriginCode>
              <DestinationCode>171127</DestinationCode>
              <Description>Boston MA to Philadelphia PA Thu 04 Dec 08 OW ADULT</Description>
              <TripMode>0</TripMode>
              <OWRT>OW</OWRT>
              <DepartureDate>2009-06-25 00:00:00</DepartureDate>
              <ReturnDate/>
              <TicketType>
                <Fare>55.00</Fare>
```

```
<Fare>55.00</Fare>
            <TemplateID>37</TemplateID>
            <Description>ADULT</Description>
            <FareClass>AD</FareClass>
            <RouteType>OW</RouteType>
            <Percentage>100</Percentage>
            <Rounded>U</Rounded>
            <RoundTo>5</RoundTo>
            <GalaxyItemID>GLI10100101</GalaxyItemID>
            <ICWPLU/>
          </TicketType>
          <TariffID>23</TariffID>
          <TariffCarrier>AAAA</TariffCarrier>
          <TariffName>MACP</TariffName>
          <Endorsement>MA City Pair Fares</Endorsement>
          <PassengerName/>
          <HasTariffMiles>FALSE</HasTariffMiles>
          <TariffMiles>312</TariffMiles>
          <FareMiles>0</FareMiles>
          <SurchargeAmount/>
          <FareID>2977</FareID>
          <Restrictions>PM,NRX</Restrictions>
          <OutboundItinerary>
            <Modified>FALSE</Modified>
            <Carrier>PPB</Carrier>
            <Schedule>1851</Schedule>
            <Departs>09:00:00</Departs>
            <Arrives>13:00:00</Arrives>
            <Frequency>YYYYYYYY</Frequency>
            <ElapsedTime>460</ElapsedTime>
            <Miles>313</Miles>
            <Stops>4</Stops>
            <Breaks>1</Breaks>
            <AveragePTP>10</AveragePTP>
            <ItineraryDetails>
              <ItineraryDetail>
                <LegNo>0</LegNo>
                <OriginCode>40030</OriginCode>
                <DestinationCode>151239</DestinationCode>
                <CompanyNumber>18</CompanyNumber>
                <Carrier>PPB</Carrier>
                <Schedule>1851</Schedule>
                <EffectiveDate>1980-01-01 00:00:00</EffectiveDate>
                <ExpirationDate>2079-12-31 00:00:00</ExpirationDate>
                <Departs>09:00:00</Departs>
                <Arrives>10:00:00</Arrives>
                <Layover>0</Layover>
                <ElapsedTime>270</ElapsedTime>
                <Stops>1</Stops>
                <Segment1>1</Segment1>
                <Segment2>4</Segment2>
                <Miles>214</Miles>
                <Frequency>YYYYYYYY</Frequency>
                <ThruFrequency>YYYYYYYY</ThruFrequency>
                <CouponValue>3825</CouponValue>
                <CVMiles>215</CVMiles>
                <SeatRecordID>0</SeatRecordID>
                <SeatDesignator/>
              </ItineraryDetail>
              <ItineraryDetail>
                <LegNo>1</LegNo>
                <OriginCode>151239</OriginCode>
                <DestinationCode>171127</DestinationCode>
                <CompanyNumber>43</CompanyNumber>
                <Carrier>GLI</Carrier>
                <Schedule>2175</Schedule>
                <EffectiveDate>1980-01-01 00:00:00</EffectiveDate>
                <ExpirationDate>2079-12-31 00:00:00</ExpirationDate>
                <Departs>11:00:00</Departs>
                <Arrives>13:00:00</Arrives>
                <Layover>60</Layover>
                <ElapsedTime>130</ElapsedTime>
                <Stops>1</Stops>
                <Segment1>1</Segment1>
                <Segment2>3</Segment2>
                <Miles>299</Miles>
                <Frequency>YYYYYYYY</Frequency>
```

```xml
              <ThruFrequency>YYYYYYYY</ThruFrequency>
              <CouponValue>1675</CouponValue>
              <CVMiles>95</CVMiles>
              <SeatRecordID>0</SeatRecordID>
              <SeatDesignator/>
            </ItineraryDetail>
          </ItineraryDetails>
          <FareRouteIndex>1</FareRouteIndex>
          <TariffMilesRouteIndex>0</TariffMilesRouteIndex>
        </OutboundItinerary>
        <InboundItinerary/>
      </Transportation>
  </OrderLine>
  <OrderLine>
    <DetailType>13</DetailType>
    <PLU>GLI10100103</PLU>
    <Description>Boston MA to Philadelphia PA Thu 04 Dec 08 OW CHILD</Description>
    <TaxCode/>
    <Qty>1</Qty>
    <Amount>35.75</Amount>
    <Total>35.75</Total>
    <Transportation>
      <OriginCode>40030</OriginCode>
      <DestinationCode>171127</DestinationCode>
      <Description>Boston MA to Philadelphia PA Thu 04 Dec 08 OW CHILD</Description>
      <TripMode>0</TripMode>
      <OWRT>OW</OWRT>
      <DepartureDate>2008-12-04 00:00:00</DepartureDate>
      <ReturnDate/>
      <TicketType>
        <Fare>35.75</Fare>
        <TemplateID>37</TemplateID>
        <Description>CHILD</Description>
        <FareClass>CH</FareClass>
        <RouteType>OW</RouteType>
        <Percentage>65</Percentage>
        <Rounded>U</Rounded>
        <RoundTo>5</RoundTo>
        <GalaxyItemID>GLI10100103</GalaxyItemID>
        <ICWPLU/>
      </TicketType>
      <TariffID>23</TariffID>
      <TariffCarrier>AAAA</TariffCarrier>
      <TariffName>MACP</TariffName>
      <Endorsement>MA City Pair Fares</Endorsement>
      <PassengerName/>
      <HasTariffMiles>FALSE</HasTariffMiles>
      <TariffMiles>312</TariffMiles>
      <FareMiles>0</FareMiles>
      <SurchargeAmount/>
      <FareID>2977</FareID>
      <Restrictions>PM,NRX</Restrictions>
      <OutboundItinerary>
        <Modified>FALSE</Modified>
        <DroppedBy>FALSE</DroppedBy>
        <Carrier>PPB</Carrier>
        <Schedule>1851</Schedule>
        <Departs>09:00:00</Departs>
        <Arrives>13:00:00</Arrives>
        <Frequency>YYYYYYYY</Frequency>
        <ElapsedTime>460</ElapsedTime>
        <Miles>313</Miles>
        <Stops>4</Stops>
        <Breaks>1</Breaks>
        <AveragePTP>10</AveragePTP>
        <ItineraryDetails>
          <ItineraryDetail>
            <LegNo>0</LegNo>
            <OriginCode>40030</OriginCode>
            <DestinationCode>151239</DestinationCode>
            <CompanyNumber>18</CompanyNumber>
            <Carrier>PPB</Carrier>
            <Schedule>1851</Schedule>
            <EffectiveDate>1980-01-01 00:00:00</EffectiveDate>
            <ExpirationDate>2079-12-31 00:00:00</ExpirationDate>
            <Departs>09:00:00</Departs>
            <Arrives>10:00:00</Arrives>
```

```
                                <Arrives>10:00:00</Arrives>
                                <Layover>0</Layover>
                                <ElapsedTime>270</ElapsedTime>
                                <Stops>1</Stops>
                                <Segment1>1</Segment1>
                                <Segment2>4</Segment2>
                                <Miles>214</Miles>
                                <Frequency>YYYYYYYY</Frequency>
                                <ThruFrequency>YYYYYYYY</ThruFrequency>
                                <CouponValue>2486</CouponValue>
                                <CVMiles>215</CVMiles>
                                <SeatRecordID>0</SeatRecordID>
                                <SeatDesignator/>
                            </ItineraryDetail>
                            <ItineraryDetail>
                                <LegNo>1</LegNo>
                                <OriginCode>151239</OriginCode>
                                <DestinationCode>171127</DestinationCode>
                                <CompanyNumber>43</CompanyNumber>
                                <Carrier>GLI</Carrier>
                                <Schedule>2175</Schedule>
                                <EffectiveDate>1980-01-01 00:00:00</EffectiveDate>
                                <ExpirationDate>2079-12-31 00:00:00</ExpirationDate>
                                <Departs>11:00:00</Departs>
                                <Arrives>13:00:00</Arrives>
                                <Layover>60</Layover>
                                <ElapsedTime>130</ElapsedTime>
                                <Stops>1</Stops>
                                <Segment1>1</Segment1>
                                <Segment2>3</Segment2>
                                <Miles>299</Miles>
                                <Frequency>YYYYYYYY</Frequency>
                                <ThruFrequency>YYYYYYYY</ThruFrequency>
                                <CouponValue>1089</CouponValue>
                                <CVMiles>95</CVMiles>
                                <SeatRecordID>0</SeatRecordID>
                                <SeatDesignator/>
                            </ItineraryDetail>
                        </ItineraryDetails>
                        <FareRouteIndex>1</FareRouteIndex>
                        <TariffMilesRouteIndex>0</TariffMilesRouteIndex>
                    </OutboundItinerary>
                    <InboundItinerary/>
                </Transportation>
            </OrderLine>
            <OrderLine>
                <DetailType>2</DetailType>
                <PaymentCode>32</PaymentCode>
                <Description>Visa</Description>
                <PaymentDate>2009-06-25 14:55:00</PaymentDate>
                <Endorsement>40055500000000195</Endorsement>
                <Amount>10.00</Amount>
                <CardHolderName>Michael Andre</CardHolderName>
                <ExpDate>1208</ExpDate>
                <AuthCode>123456</AuthCode>
                <PSI>A</PSI>
                <PayOnIssuance>NO</PayOnIssuance>
                <BillingStreet>315 E. 2nd Street</BillingStreet>
                <BillingZIP>19512</BillingZIP>
                <CVN>000</CVN>
            </OrderLine>
          </OrderLines>
        </Order>
      </Orders>
    </Body>
</Envelope>
```

6.3.6 Example Orders Message – Pass renewal sale

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 16:25:05</TimeStamp>
    <MessageType>ORDERS</MessageType>
```

```
                     ᵐᵉˢˢᵃᵍᵉᵗʸᵖᵉ ᴏᴿᴰᴱᴿˢ ⁻⁄ᵐᵉˢˢᵃᵍᵉᵗʸᵖᵉ
            </Header>
            <Body>
               <Orders>
                  <Order>
                     <OrderID>12292001-447</OrderID>
                     <OrderCommand>ADD</OrderCommand>
                     <CustomerID>167</CustomerID>
                     <SalesProgram>201</SalesProgram>
                     <OrderDate>2009-06-25 16:25:00</OrderDate>
                     <OrderStatus>2</OrderStatus>
                     <OrderNote/>
                     <OrderTotal>75.00</OrderTotal>
                     <OrderContact>
                        <Contact>
                           <FirstName>Michael</FirstName>
                           <MiddleName/>
                           <LastName>Andre</LastName>
                           <Company>Gateway Ticketing Systems, Inc.</Company>
                           <Street1>315 E. 2nd Street</Street1>
                           <Street2/>
                           <City>Boyertown</City>
                           <State>PA</State>
                           <Zip>19512</Zip>
                           <Country>USA</Country>
                           <Phone>610-987-4000</Phone>
                           <Fax>610-987-4001</Fax>
                           <Email>mandre@gatewayticketing.com</Email>
                        </Contact>
                     </OrderContact>
                     <ShipToContact>
                        <SameAsOrderContact>YES</SameAsOrderContact>
                     </ShipToContact>
                     <Shipping>
                        <DeliveryMethod>2</DeliveryMethod>
                     </Shipping>
                     <OrderLines>
                        <OrderLine>
                           <DetailType>8</DetailType>
                           <PLU>10111012</PLU>
                           <Description>Season Pass</Description>
                           <TaxCode/>
                           <Qty>1</Qty>
                           <Amount>75.00</Amount>
                           <Total>75.00</Total>
                           <ExternalDiscountID>ATPCAPASS1234</ExternalDiscountID>
                           <ExternalDiscountName>ALT30PERCENTPASS</ExternalDiscountName>
                           <Pass>
                              <VisualID>200002586005601</VisualID>
                           </Pass>
                        </OrderLine>
                        <OrderLine>
                           <DetailType>2</DetailType>
                           <PaymentCode>32</PaymentCode>
                           <Description>Visa</Description>
                           <PaymentDate>2009-06-25 16:25:00</PaymentDate>
                           <Endorsement>40055500000000195</Endorsement>
                           <Amount>75.00</Amount>
                           <CardHolderName>Michael Andre</CardHolderName>
                           <ExpDate>1202</ExpDate>
                           <AuthCode>123456</AuthCode>
                           <PSI>A</PSI>
                           <PayOnIssuance>NO</PayOnIssuance>
                           <BillingStreet>315 E. 2nd Street</BillingStreet>
                           <BillingZIP>19512</BillingZIP>
                           <CVN>000</CVN>
                        </OrderLine>
                     </OrderLines>
                  </Order>
               </Orders>
            </Body>
         </Envelope>
```

6.3.7 Example Orders Message - Pass Reissue Sale

```
<Envelope>
    <Header>
    <SourceID>1</SourceID>
    <MessageID>1</MessageID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2019-01-01 00:00:00</TimeStamp>
    </Header>
    <Body>
      <Orders>
        <Order>
           <OrderID>20190101-001</OrderID>
           <OrderCommand>Add</OrderCommand>
           <CustomerID>115</CustomerID>
           <OrderDate>2019-07-11 17:09:48</OrderDate>
           <OrderStatus>2</OrderStatus>
           <OrderTotal>0.00</OrderTotal>
           <OrderContact>
             <Contact>
                <FirstName>Order</FirstName>
                <LastName>Contact</LastName>
                <Phone>6104730000</Phone>
                <Email>OrderContact@GatewayTicketing.com</Email>
             </Contact>
           </OrderContact>
           <ShipToContact>
             <SameAsOrderContact>YES</SameAsOrderContact>
           </ShipToContact>
           <Shipping>
             <DeliveryMethodID>25</DeliveryMethodID>
           </Shipping>
           <OrderLines>
             <OrderLine>
                <DetailType>8</DetailType>
                <Description>Pass</Description>
                <Status>8</Status>
                <PLU>3GZ00599</PLU>
                <Qty>1</Qty>
                <Amount>0</Amount>
                <Total>0</Total>
                <TaxAmount>0.00</TaxAmount>
                <DiscountAmount>0.00</DiscountAmount>
                <PaymentPlanID>0</PaymentPlanID>
                <Pass>
                   <VisualID>15001000005448</VisualID>
                </Pass>
             </OrderLine>
             <OrderLine>
                <DetailType>2</DetailType>
                <PaymentCode>42</PaymentCode>
                <Description>MC</Description>
                <Amount>0.00</Amount>
             </OrderLine>
           </OrderLines>
        </Order>
      </Orders>
    </Body>
</Envelope>
```

6.3.8 Example Orders Message - Pass Reissue Sale With Specified Visual ID

The following Orders message reissues a pass with visual ID 15001000005448, specifying that the visual ID of the new pass should be 1234567890.

```
<Envelope>
    <Header>
    <SourceID>1</SourceID>
    <MessageID>1</MessageID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2019-01-01 00:00:00</TimeStamp>
    </Header>
    <Body>
      <Orders>
        <Order>
          <OrderID>20190101-001</OrderID>
          <OrderCommand>Add</OrderCommand>
          <CustomerID>115</CustomerID>
          <OrderDate>2019-07-11 17:09:48</OrderDate>
          <OrderStatus>2</OrderStatus>
          <OrderTotal>0.00</OrderTotal>
          <OrderContact>
            <Contact>
              <FirstName>Order</FirstName>
              <LastName>Contact</LastName>
              <Phone>6104730000</Phone>
              <Email>OrderContact@GatewayTicketing.com</Email>
            </Contact>
          </OrderContact>
          <ShipToContact>
            <SameAsOrderContact>YES</SameAsOrderContact>
          </ShipToContact>
          <Shipping>
            <DeliveryMethodID>25</DeliveryMethodID>
          </Shipping>
          <OrderLines>
            <OrderLine>
              <DetailType>8</DetailType>
              <Description>Pass</Description>
              <Status>8</Status>
              <PLU>3GZ00599</PLU>
              <Qty>1</Qty>
              <Amount>0</Amount>
              <Total>0</Total>
              <TaxAmount>0.00</TaxAmount>
              <DiscountAmount>0.00</DiscountAmount>
              <PaymentPlanID>0</PaymentPlanID>
              <VisualIDs>
                <VisualID>1234567890</VisualID>
              </VisualIDs>
              <Pass>
                <VisualID>15001000005448</VisualID>
              </Pass>
            </OrderLine>
            <OrderLine>
              <DetailType>2</DetailType>
              <PaymentCode>42</PaymentCode>
              <Description>MC</Description>
              <Amount>0.00</Amount>
            </OrderLine>
          </OrderLines>
        </Order>
      </Orders>
    </Body>
</Envelope>
```

6.3.9 Example Orders Message – New Pass sale

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2012-05-25 14:25:05</TimeStamp>
    <MessageType>ORDERS</MessageType>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>12292001-987</OrderID>
```

```
          <OrderID>12292001-907</OrderID>
          <OrderCommand>ADD</OrderCommand>
          <CustomerID>167</CustomerID>
          <SalesProgram>201</SalesProgram>
          <OrderDate>2012-05-25 14:25:00</OrderDate>
          <OrderStatus>2</OrderStatus>
          <OrderNote/>
          <OrderTotal>75.00</OrderTotal>
          <OrderContact>
            <Contact>
              <FirstName>Michael</FirstName>
              <MiddleName/>
              <LastName>Andre</LastName>
              <Company>Gateway Ticketing Systems, Inc.</Company>
              <Street1>315 E. 2nd Street</Street1>
              <Street2/>
              <City>Boyertown</City>
              <State>PA</State>
              <Zip>19512</Zip>
              <Country>USA</Country>
              <Phone>610-987-4000</Phone>
              <Fax>610-987-4001</Fax>
              <Email>mandre@gatewayticketing.com</Email>
            </Contact>
          </OrderContact>
          <ShipToContact>
            <SameAsOrderContact>YES</SameAsOrderContact>
          </ShipToContact>
          <Shipping>
            <DeliveryMethod>2</DeliveryMethod>
          </Shipping>
          <OrderLines>
            <OrderLine>
              <DetailType>8</DetailType>
              <PLU>10111012</PLU>
              <Description>Season Pass</Description>
              <TaxCode/>
              <Qty>1</Qty>
              <Amount>75.00</Amount>
              <Total>75.00</Total>
              <Pass>
                <LastName>Andre</LastName>
                <FirstName>Michael</FirstName>
                <DOB>1970-01-01</DOB>
                <IsPrimary>YES</IsPrimary>
                <Phone>610-987-4000</Phone>
                <Email>mandre@gatewayticketing.com</Email>
                <Street1>315 E 2nd St</Street1>
                <City>Boyertown</City>
                <State>PA</State>
                <ZIP>19512</ZIP>
              </Pass>
            </OrderLine>
            <OrderLine>
              <DetailType>2</DetailType>
              <PaymentCode>32</PaymentCode>
              <Description>Visa</Description>
              <PaymentDate>2012-05-25 14:25:00</PaymentDate>
              <Endorsement>40055500000000195</Endorsement>
              <Amount>75.00</Amount>
              <CardHolderName>Michael Andre</CardHolderName>
              <ExpDate>1202</ExpDate>
              <AuthCode>123456</AuthCode>
              <PSI>A</PSI>
              <PayOnIssuance>NO</PayOnIssuance>
              <BillingStreet>315 E. 2nd Street</BillingStreet>
              <BillingZIP>19512</BillingZIP>
              <CVN>000</CVN>
            </OrderLine>
          </OrderLines>
        </Order>
      </Orders>
    </Body>
</Envelope>
```

6.3.10 Example Orders Message – Upgrade Ticket to Pass

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2017-05-11 11:41:25</TimeStamp>
        <MessageID>0</MessageID>
    </Header>
    <Body>
        <Orders>
            <Order>
                <OrderID>20170511-001</OrderID>
                <CustomerID>10</CustomerID>
                <SessionID>0</SessionID>
                <OrderDate>2017-05-11 11:41:25</OrderDate>
                <OrderStatus>2</OrderStatus>
                <SalesCategoryGroupID>19</SalesCategoryGroupID>
                <SalesProgram>3</SalesProgram>
                <OrderTotal>100.0000</OrderTotal>
                <TranslationLanguageID>0</TranslationLanguageID>
                <OrderContact>
                    <Contact>
                        <FirstName>Roman (Contact)</FirstName>
                        <MiddleName>K</MiddleName>
                        <LastName>Test (Contact)</LastName>
                        <State>FL</State>
                        <IdentificationNo/>
                        <Mobile>16107834233</Mobile>
                        <Email>rklimczewski@GatewayTicketing.com</Email>
                        <ContactGUID>eef3d8c7-11a0-4d8e-82c1-7b37c8cd306c</ContactGUID>
                    </Contact>
                </OrderContact>
                <ShipToContact>
                    <SameAsOrderContact>YES</SameAsOrderContact>
                </ShipToContact>
                <Shipping>
                    <DeliveryMethodID>12</DeliveryMethodID>
                </Shipping>
                <OrderLines>
                    <OrderLine>
                        <DetailType>2</DetailType>
                        <Description>Payment</Description>
                        <PaymentCode>32</PaymentCode>
                        <PaymentDate>2017-05-11 10:58:02</PaymentDate>
                        <Amount>100.0000</Amount>
                        <CardHolderName>Roman Test</CardHolderName>
                        <ExpDate>Omitted</ExpDate>
                        <AuthCode>501222</AuthCode>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>8</DetailType>
                        <UpgradeFromVisualID>14001000672</UpgradeFromVisualID>
                        <Amount>100.0000</Amount>
                        <Description>Annual Pass</Description>
                        <PLU>1-PASS</PLU>
                        <Qty>1</Qty>
                        <Total>100.0000</Total>
                        <Pass>
                            <SameAsOrderContact>YES</SameAsOrderContact>
                            <Members>
                                <Member>
                                    <Primary>YES</Primary>
                                    <FirstName>Roman (Contact)</FirstName>
                                    <MiddleName>K</MiddleName>
                                    <LastName>Test (Contact)</LastName>
                                    <State>FL</State>
                                    <Mobile>16107834233</Mobile>
                                    <Email>rklimczewski@GatewayTicketing.com</Email>
                                </Member>
                            </Members>
                        </Pass>
                    </OrderLine>
                </OrderLines>
            </Order>
        </Orders>
    </Body>
```

```
</Envelope>
```

6.3.11 Example Orders Message – Upgrade Ticket to Ticket

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2017-05-11 11:41:25</TimeStamp>
        <MessageID>0</MessageID>
    </Header>
    <Body>
        <Orders>
            <Order>
                <OrderID>20170511-001</OrderID>
                <CustomerID>10</CustomerID>
                <SessionID>0</SessionID>
                <OrderDate>2017-05-11 11:41:25</OrderDate>
                <OrderStatus>2</OrderStatus>
                <SalesCategoryGroupID>19</SalesCategoryGroupID>
                <SalesProgram>3</SalesProgram>
                <OrderTotal>100.0000</OrderTotal>
                <TranslationLanguageID>0</TranslationLanguageID>
                <OrderContact>
                    <Contact>
                        <FirstName>Roman (Contact)</FirstName>
                        <MiddleName>K</MiddleName>
                        <LastName>Test (Contact)</LastName>
                        <State>FL</State>
                        <IdentificationNo/>
                        <Mobile>16107834233</Mobile>
                        <Email>rklimczewski@GatewayTicketing.com</Email>
                        <ContactGUID>eef3d8c7-11a0-4d8e-82c1-7b37c8cd306c</ContactGUID>
                    </Contact>
                </OrderContact>
                <ShipToContact>
                    <SameAsOrderContact>YES</SameAsOrderContact>
                </ShipToContact>
                <Shipping>
                    <DeliveryMethodID>12</DeliveryMethodID>
                </Shipping>
                <OrderLines>
                    <OrderLine>
                        <DetailType>2</DetailType>
                        <Description>Payment</Description>
                        <PaymentCode>32</PaymentCode>
                        <PaymentDate>2017-05-11 10:58:02</PaymentDate>
                        <Amount>10.0000</Amount>
                        <CardHolderName>Roman Test</CardHolderName>
                        <ExpDate>Omitted</ExpDate>
                        <AuthCode>501222</AuthCode>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>1</DetailType>
                        <UpgradeFromVisualID>14001000672</UpgradeFromVisualID>
                        <Amount>10.0000</Amount>
                        <Description>General Admission</Description>
                        <PLU>0010101</PLU>
                        <Qty>1</Qty>
                        <Total>10.0000</Total>
                    </OrderLine>
                </OrderLines>
            </Order>
        </Orders>
    </Body>
</Envelope>
```

6.3.12 Example Orders Message - Partial Package Upgrade of Ticket to Annual Pass

In the example below, we are returning a $10.00 Adult ticket and upgrading it to a $150.00 Annual Pass.

Note that the pricing for the example Pass reflects the $10 return value of the Adult ticket.

You must use DetailType=19 for Partial Package Upgrade orders. This type of order returns one package detail for credit and uses that return value (if any) to purchase some other item.

The upgrade item must appear on the available upgrade list for the returned Detail. You can enumerate the list of all possible upgrades for a given Package Detail by calling QueryTicket using the VisualID of the Package Detail you wish to upgrade or the VisualID of the package itself. QueryTicket also returns the price of each possible upgrade after the return value of the original ticket is factored in.

The UpgradeFromVisualID string in this example is the VisualID of the Adult ticket found in the original Package.

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>Exchange</SourceID>
    <MessageID>1</MessageID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2019-05-13 17:50:11</TimeStamp>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>20190513-47302</OrderID>
        <CustomerID>10</CustomerID>
        <SessionID>0</SessionID>
        <OrderDate>2019-05-13 17:50:11</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderReference/>
        <PromotionID>0</PromotionID>
        <PromotionCode/>
        <SalesCategoryGroupID>0</SalesCategoryGroupID>
        <SalesProgram>0</SalesProgram>
        <OrderNote/>
        <OrderTotal>$140.00</OrderTotal>
        <PO/>
        <GroupSalesCode/>
        <ViewOrderWebURL/>
        <LoyaltyAccountNo/>
        <LoyaltyProgramID>0</LoyaltyProgramID>
        <PendingLoyaltyBonusPoints>0</PendingLoyaltyBonusPoints>
        <IssuedLoyaltyBonusPoints>0</IssuedLoyaltyBonusPoints>
        <RemoteAddress>fe80::494a:3f21:1113:9210%3</RemoteAddress>
        <TranslationLanguageID>1</TranslationLanguageID>
        <OrderContact>
          <Contact>
            <GalaxyContactID>1</GalaxyContactID>
            <ExternalID/>
            <FirstName>Test (contact)</FirstName>
            <LastName>Guest (Contact)</LastName>
            <IdentificationNo/>
            <Cell>6105555555</Cell>
            <Mobile>6105555555</Mobile>
            <Phone>6105555555</Phone>
            <Email>test@gatewayticketing.local</Email>
            <DOB/>
          </Contact>
        </OrderContact>
        <ShipToContact>
          <SameAsOrderContact>YES</SameAsOrderContact>
          <Contact>
            <GalaxyContactID>1</GalaxyContactID>
            <ExternalID/>
            <FirstName>Test (shipping)</FirstName>
            <LastName>Guest (shipping)</LastName>
            <IdentificationNo/>
            <Cell>6105555555</Cell>
            <Mobile>6105555555</Mobile>
            <Phone>6105555555</Phone>
            <Email>test@gatewayticketing.local</Email>
            <DOB/>
          </Contact>
        </ShipToContact>
        <Shipping>
          <DeliveryMethodID>12</DeliveryMethodID>
          <TrackingNBr/>
        </Shipping>
        <UserFields>
```

```
                 <UserField1>No</UserField1>
             </UserFields>
             <OrderDiscounts/>
             <OrderLines>
               <OrderLine>
                 <DetailType>2</DetailType>
                 <Description>Payment</Description>
                 <PaymentCode>22</PaymentCode>
                 <PaymentDate>2019-05-13 17:50:11</PaymentDate>
                 <OrderTransactionID>0</OrderTransactionID>
                 <Amount>$140.00</Amount>
                 <Endorsement>XXXXXXXXXXXXXXXXXXXXXXA==</Endorsement>
                 <CardHolderName>Test Guest</CardHolderName>
                 <ExpDate>Omitted</ExpDate>
                 <PayOnIssuance>NO</PayOnIssuance>
                 <AuthCode>550061</AuthCode>
                 <TransID/>
                 <ValidationCode/>
                 <PSI/>
                 <CVNResultCode/>
                 <AVSResultCode/>
                 <GxKeyID/>
                 <HostTraceNumber/>
                 <IssuedLoyaltyPoints>0</IssuedLoyaltyPoints>
                 <StoredValueBalance>0</StoredValueBalance>
                 <SearchEndorsementValue>1111</SearchEndorsementValue>
               </OrderLine>
               <OrderLine>
                 <DetailType>19</DetailType>
                 <Description>PPU from Adult Ticket to Annual Pass</Description>
                 <PLU>70</PLU>
                 <Qty>1</Qty>
                 <Amount>$140.00</Amount>
                 <Total>$140.00</Total>
                 <TaxAmount>$0.00</TaxAmount>
                 <DiscountAmount>0.00</DiscountAmount>
                 <UpgradeFromVisualID>10455000090</UpgradeFromVisualID>
               </OrderLine>
             </OrderLines>
           </Order>
         </Orders>
       </Body>
   </Envelope>
```

6.3.13 Example Orders Message – Reserved Seat through the Event Management Service

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>133</MessageID>
        <TimeStamp>2015-12-25 14:25:05</TimeStamp>
        <MessageType>ORDERS</MessageType>
    </Header>
    <Body>
        <Orders>
            <Order>
                <OrderID>20151225-001</OrderID>
                <OrderCommand>ADD</OrderCommand>
                <CustomerID>167</CustomerID>
                <SalesProgram>201</SalesProgram>
                <OrderDate>2015-12-25 14:25:00</OrderDate>
                <OrderStatus>2</OrderStatus>
                <OrderNote/>
                <OrderTotal>150.00</OrderTotal>
                <OrderContact>
                    <Contact>
                        <FirstName>Michael</FirstName>
                        <MiddleName/>
                        <LastName>Andre</LastName>
                        <Company>Gateway Ticketing Systems, Inc.</Company>
                        <Street1>445 County Line Rd.</Street1>
                        <Street2/>
                        <City>Gilbertsville</City>
                        <State>PA</State>
```

```
                            <Zip>19525</Zip>
                            <Country>USA</Country>
                            <Phone>610-987-4000</Phone>
                            <Fax>610-987-4001</Fax>
                            <Email>mandre@gatewayticketing.com</Email>
                        </Contact>
                    </OrderContact>
                <ShipToContact>
                    <SameAsOrderContact>YES</SameAsOrderContact>
                </ShipToContact>
                <Shipping>
                    <DeliveryMethod>6</DeliveryMethod>
                </Shipping>
                <OrderLines>
                    <OrderLine>
                        <DetailType>2</DetailType>
                        <PLU>RS0010101</PLU>
                        <Description>Adult Balcony Seat</Description>
                        <TaxCode/>
                        <Qty>2</Qty>
                        <Amount>75.00</Amount>
                        <Total>150.00</Total>
                        <EventID>351</EventID>
                        <RSEventSeatMapID>2</RSEventSeatMapID>
                        <Seats>
                            <Seat>
                                <SectionName>Balcony</SectionName>
                                <RowName>CC</RowName>
                                <SeatName>1</SeatName>
                                <Session>1e9f2129-2a93-42e7-ac3b-5e7af9593ee5</Session>
                            </Seat>
                            <Seat>
                                <SectionName>Balcony</SectionName>
                                <RowName>CC</RowName>
                                <SeatName>2</SeatName>
                                <Session>1e9f2129-2a93-42e7-ac3b-5e7af9593ee5</Session>
                            </Seat>
                        </Seats>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>2</DetailType>
                        <PaymentCode>32</PaymentCode>
                        <Description>Visa</Description>
                        <PaymentDate>2015-12-25 14:25:00</PaymentDate>
                        <Endorsement>40055500000000195</Endorsement>
                        <Amount>150.00</Amount>
                        <CardHolderName>Michael Andre</CardHolderName>
                        <ExpDate>1202</ExpDate>
                        <AuthCode>123456</AuthCode>
                        <PSI>A</PSI>
                        <PayOnIssuance>NO</PayOnIssuance>
                        <BillingStreet>445 County Line Rd</BillingStreet>
                        <BillingZIP>19512</BillingZIP>
                        <CVN>000</CVN>
                    </OrderLine>
                </OrderLines>
            </Order>
        </Orders>
    </Body>
</Envelope>
```

6.3.14 Example Orders Message - Containing Reserved Seat Using Event Management Service

When using the Event Management Service to reserve seat capacities, the following information is required on the <OrderLines> element to ensure eGalaxy has enough information to properly validate the seats on hold for this order. This information would have been obtained through calls to the Event Management Service to place the seats in a reserved status before the order was completed.

```
<OrderLine>
  . . .
  <EventID>789</EventID>
  <RSEventSeatMapID>200</RSEventSeatMapID>
  <Seats>
    <Seat>
      <SectionName>Balcony</SectionName>
      <RowName>CC</RowName>
      <SeatName>1</SeatName>
      <Session>1e9f2129-2a93-42e7-ac3b-5e7af9593ee5</Session>
    </Seat>
    <Seat>
      <SectionName>Balcony</SectionName>
      <RowName>CC</RowName>
      <SeatName>2</SeatName>
      <Session>1e9f2129-2a93-42e7-ac3b-5e7af9593ee5</Session>
    </Seat>
  </Seats>
</OrderLine>
```

6.3.15 Example Orders Message - Containing Reserved Seat Using Event Management Service

When using the Event Management Service to reserve seat capacities, the following information is required on the <OrderLines> element to ensure eGalaxy has enough information to properly validate the seats on hold for this order. This information would have been obtained through calls to the Event Management Service to place the seats in a reserved status before the order was completed.

```
<OrderLine>
  . . .
  <EventID>789</EventID>
  <RSEventSeatMapID>200</RSEventSeatMapID>
  <Seats>
    <Seat>
      <SectionName>Balcony</SectionName>
      <RowName>CC</RowName>
      <SeatName>1</SeatName>
      <Session>1e9f2129-2a93-42e7-ac3b-5e7af9593ee5</Session>
    </Seat>
    <Seat>
      <SectionName>Balcony</SectionName>
      <RowName>CC</RowName>
      <SeatName>2</SeatName>
      <Session>1e9f2129-2a93-42e7-ac3b-5e7af9593ee5</Session>
    </Seat>
  </Seats>
</OrderLine>
```

6.3.16 Taxes in Orders message

Taxes were not supported in all of the earlier versions of eGalaxy, which means no tax information was stored when an order was imported by eGalaxy. This is changed eGalaxy now supports taxes on the order processing, which means eGalaxy inserts the tax information given by the web site in the Order Entry tables when it imports an order…

- Tax calculated by the web store for each ticket is given in the <Taxes> element. The <Tax> element within <Taxes> includes a TaxID and the tax Amount
- When importing order, eGalaxy populates the OrderLineTaxAmounts table with the taxes given for each order line
- For each tax type, a Tax order line with TotalTax is added to the OrderLines table for the given order

NOTE: For more information about the Table Taxes please refer to the POS functional specs for the Table Taxes.

6.3.16.1 Tax Calculation

Calculation of taxes must be done at the web site where the actual sale is completed. The reason eGalaxy cannot re-calculate taxes is because "payment is already charged on the guest's credit card" before the sale is given to eGalaxy. One thing to remember about Tax support in eGalaxy is "eGalaxy imports what the web site sends to eGalaxy, if there are any discrepancies, eGalaxy would not handle it".

6.3.16.2 Example Orders message with one Tax per OrderLine

```
<?xml version="1.0" ?>
<Envelope>
```

```
  Envelope
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>0</MessageID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2009-06-25 16:45:15</TimeStamp>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>12292001-447</OrderID>
        <CustomerID>167</CustomerID>
        <OrderDate>2009-06-25 16:45:00</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderNote/>
        <OrderTotal>26.50</OrderTotal>
        <OrderContact>
          <Contact>
            <FirstName>Michael</FirstName>
            <MiddleName/>
            <LastName>Andre</LastName>
            <Company>Gateway Ticketing Systems, Inc.</Company>
            <Street1>315 E. 2nd Street</Street1>
            <Street2/>
            <City>Boyertown</City>
            <State>PA</State>
            <Zip>19512</Zip>
            <Country>USA</Country>
            <Phone>610-987-4000</Phone>
            <Fax>610-987-4001</Fax>
            <Email>mandre@gatewayticketing.com</Email>
          </Contact>
        </OrderContact>
        <ShipToContact>
          <SameAsOrderContact>YES</SameAsOrderContact>
        </ShipToContact>
        <Shipping>
          <DeliveryMethod>2</DeliveryMethod>
        </Shipping>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <PLU>10111012</PLU>
            <Description>ADULT Ticket</Description>
            <Qty>2</Qty>
            <Amount>10.00</Amount>
            <Total>21.20</Total>
            <TaxAmount>0.60</TaxAmount>
            <Taxes>
              <Tax>
                <TaxID>1</TaxID>
                <Description>Sales Tax (6%)</Description>
                <UnitAmount>0.60</UnitAmount>
                <TaxTableID/>
                <DisburseIndex/>
                <Method/>
                <ReducePrice/>
              </Tax>
            </Taxes>
          </OrderLine>
          <OrderLine>
            <DetailType>1</DetailType>
            <Description>CHILD Ticket</Description>
            <PLU>10111011</PLU>
            <Qty>1</Qty>
            <Amount>5.00</Amount>
            <Total>5.30</Total>
            <TaxAmount>0.30</TaxAmount>
            <Taxes>
              <Tax>
                <TaxID>1</TaxID>
                <Description>Sales Tax (6%)</Description>
                <UnitAmount>0.30</UnitAmount>
              </Tax>
            </Taxes>
          </OrderLine>
          <OrderLine>
```

```
                  <DetailType>9</DetailType>
                  <TaxID>1</TaxID>
                  <Description>Sales Tax</Description>
                  <Amount>1.50</Amount>
               </OrderLine>
               <OrderLine>
                  <DetailType>2</DetailType>
                  <PaymentCode>32</PaymentCode>
                  <Description>Visa</Description>
                  <Endorsement>40055500000000195</Endorsement>
                  <Amount>26.50</Amount>
                  <CardHolderName>Michael Andre</CardHolderName>
                  <ExpDate>1205</ExpDate>
                  <AuthCode>123456</AuthCode>
               </OrderLine>
            </OrderLines>
         </Order>
      </Orders>
   </Body>
</Envelope>
```

6.3.16.3 Example Orders Message with multiple Tax per OrderLine

```
<?xml version="1.0"?>
<Order>. . . Order Data

  <OrderLines>
    <OrderLine>
      <DetailType>1</DetailType>
      <PLU>10111012</PLU>
      <Description>ADULT Ticket</Description>
      <Qty>2</Qty>
      <Amount>10.00</Amount>
      <Total>21.40</Total>
      <TaxAmount>0.70</TaxAmount>
      <Taxes>
        <Tax>
          <TaxID>1</TaxID>
          <Description>Sales Tax (6%)</Description>
          <UnitAmount>0.60</UnitAmount>
          <TaxTableID/>
          <DisburseIndex/>
          <Method/>
          <ReducePrice/></Tax>
        <Tax>
          <TaxID>2</TaxID>
          <Description>Amusement Tax (1%)</Description>
          <UnitAmount>0.10</UnitAmount>
          <TaxTableID/>
          <DisburseIndex/>
          <Method/>
          <ReducePrice/>
        </Tax>
      </Taxes>
    </OrderLine>
    <OrderLine>
      <DetailType>1</DetailType>
      <Description>CHILD Ticket</Description>
      <PLU>10111011</PLU>
      <Qty>1</Qty>
      <Amount>5.00</Amount>
      <Total>5.35</Total>
      <TaxAmount>0.35</TaxAmount>
      <Taxes>
        <Tax>
          <TaxID>1</TaxID>
          <Description>Sales Tax (6%)</Description>
          <UnitAmount>0.30</UnitAmount>
        </Tax>
        <Tax>
          <TaxID>2</TaxID>
          <Description>Amusement Tax (1%)</Description>
          <UnitAmount>0.05</UnitAmount>
        </Tax>
      </Taxes>
```

```
      </OrderLine>
      <OrderLine>
        <DetailType>9</DetailType>
        <TaxID>1</TaxID>
        <Description>Sales Tax</Description>
        <Amount>1.50</Amount>
      </OrderLine>
      <OrderLine>
        <DetailType>9</DetailType>
        <TaxID>2</TaxID>
        <Description>Amusement Tax</Description>
        <Amount>0.25</Amount>
      </OrderLine>
      <OrderLine>
        <DetailType>2</DetailType>
        <PaymentCode>32</PaymentCode>
        <Description>Visa</Description>
        <Endorsement>40055500000000195</Endorsement>
        <Amount>26.75</Amount>
        <CardHolderName>Michael Andre</CardHolderName>
        <ExpDate>1205</ExpDate>
        <AuthCode>123456</AuthCode>
      </OrderLine>
   </OrderLines>
</Order>
```

6.3.17 Discounts in Orders message

If discount breakup (<Discounts> element) is given for a Ticket/Item OR Pass orderline (DetailType 1 and 8), eGalaxy server will import the order and populate the OrderLineDiscounts table properply.

If discount breakup is not given and <DiscountAmount> is non-zero, then eGalaxy server imports the order and adds a record into the OrderLineDiscounts table with DiscountKind of "SalesProgram Discount" (DiscountKind=1). This is because prior to the change to support POS discounts in eGalaxy server, DiscountAmount was always due to a sales program discount.

6.3.17.1 Example Orders Message with Discount breakup

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2009-06-25 16:50:46</TimeStamp>
    <MessageType>Orders</MessageType>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>4102008-100</OrderID>
        <OrderCommand>ADD</OrderCommand>
        <CustomerID>1</CustomerID>...

        <OrderDiscounts>
          <OrderDiscount>
            <DiscountID>1001</DiscountID>
            <ApplyCount>1</ApplyCount></OrderDiscount>
        </OrderDiscounts>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <PLU>0010101</PLU>
            <Description>1-Day Adult Ticket</Description>
            <TaxCode/>
            <Qty>1</Qty>
            <Amount>100.00</Amount>
            <DiscountAmount>10.00</DiscountAmount>
            <Total>90.00</Total>
            <Discounts>
              <Discount>
                <DiscountID>0</DiscountID>
                <DiscountKind>1</DiscountKind>
                <DiscountAmount>5.00</DiscountAmount>
                <RequirementCount>0</RequirementCount>
                <CanDiscountRequirement>NO</CanDiscountRequirement>
              </Discount>
              <Discount>
                <DiscountID>1001</DiscountID>
                <DiscountKind>2</DiscountKind>
                <DiscountAmount>5.00</DiscountAmount>
                <RequirementCount>0</RequirementCount>
                <CanDiscountRequirement>NO</CanDiscountRequirement>
                <Replacement>
                  <Company>2</Company>
                  <Category>20</Category>
                  <SubCategory>1</SubCategory>
                  <Printer>0</Printer>
                  <TicketSet>0</TicketSet>
                  <DisbursementID>123</DisbursementID>
                  <AccessCode>11</AccessCode>
                </Replacement>
              </Discount>
            </Discounts>
          </OrderLine>
          <OrderLine>
            <DetailType>2</DetailType>
            <PaymentCode>32</PaymentCode>
            <Description>Visa</Description>
            <Endorsement>40055500000000195</Endorsement>
            <Amount>90.00</Amount>
          </OrderLine>
        </OrderLines>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.3.18 Package in Orders message

A package PLU can be sent within an XML order as OrderLine with DetailType of 10. Following example shows a sample XML order with a Package in it. The key is to include all Package details (within the <Package> XML element) within the OrderLine with DetailType of 10.

6.3.18.1 Example Orders Message with Package

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2009-06-25 17:05:25</TimeStamp>
    <MessageType>Orders</MessageType>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>7292008-100</OrderID>
        <OrderCommand>ADD</OrderCommand>
        <CustomerID>1</CustomerID>...
        <OrderDiscounts>
          <OrderDiscount>
            <DiscountID>1</DiscountID>
            <ApplyCount>1</ApplyCount></OrderDiscount>
        </OrderDiscounts>
        <OrderLines>
          <OrderLine>
            <DetailType>10</DetailType>
            <Description>3-Day Vacation Package</Description>
            <PLU>PACKAGE0010102</PLU>
            <Qty>1</Qty>
            <Amount>20</Amount>
            <Total>29.85</Total>
            <TaxAmount>0.85</TaxAmount>
            <DiscountAmount>1.00</DiscountAmount>
            <Package>
              <PackageDetail>
                <PLU>0010101</PLU>
                <Qty>1</Qty>
                <Amount>10</Amount>
                <Total>10.85</Total>
                <TaxAmount>0.85</TaxAmount>
                <DiscountAmount>0</DiscountAmount>
                <EventID>1234</EventID>
                <ResourceID>1</ResourceID>
                <Taxes>
                  <Tax>
                    <TaxID>1</TaxID>
                    <Description>Sales Tax (6%)</Description>
                    <UnitAmount>0.60</UnitAmount>
                  </Tax>
                  <Tax>
                    <TaxID>1</TaxID>
                    <Description>Amusement Tax (1%)</Description>
                    <UnitAmount>0.10</UnitAmount>
                  </Tax>
                  <Tax>
                    <TaxID>1</TaxID>
                    <Description>Hosp Tax (1.5%)</Description>
                    <UnitAmount>0.15</UnitAmount>
                  </Tax>
                </Taxes>
              </PackageDetail>
              <PackageDetail>
                <PLU>0010102</PLU>
                <Qty>2</Qty>
                <Amount>10.00</Amount>
                <Total>19.00</Total>
                <TaxAmount>0</TaxAmount>
                <DiscountAmount>1.00</DiscountAmount>
                <EventID>5678</EventID>
                <ResourceID>1</ResourceID>
                <Discounts>
                  <Discount>
                    <DiscountID>1</DiscountID>
                    <DiscountAmount>1.00</DiscountAmount>
                    <DiscountKind>2</DiscountKind>
                  </Discount>
                </Discounts>
              </PackageDetail>
```

```
                    </PackageDetail>
                  </Package>
               </OrderLine>
               <OrderLine>
                  <DetailType>2</DetailType>
                  <PaymentCode>32</PaymentCode>
                  <Description>Visa</Description>
                  <Endorsement>40055500000000195</Endorsement>
                  <Amount>90.00</Amount>
               </OrderLine>
            </OrderLines>
         </Order>
      </Orders>
   </Body>
</Envelope>
```

6.3.19 Orders message with Roster data

```
<?xml version="1.0" ?>
<Envelope>
   <Header>
      <SourceID>Source</SourceID>
      <MessageType>Orders</MessageType>
      <TimeStamp>2009-06-25 13:30:05</TimeStamp>
      <SessionID>1</SessionID>
   </Header>
   <Body>
      <Orders>
         <Order>
            <OrderContact>
               <Contact>
                  <FirstName>Paul</FirstName>
                  <LastName>Johnson</LastName>
                  <ExternalID>PJohnson</ExternalID>
               </Contact>
            </OrderContact>
            <CustomerID>1</CustomerID>
            <OrderID>1</OrderID>
            <OrderDate>2009-06-25</OrderDate>
            <OrderStatus>2</OrderStatus>
            <OrderLines>
               <OrderLine>
                  <DetailType>1</DetailType>
                  <PLU>0001E</PLU>
                  <Description>Class</Description>
                  <Qty>1</Qty>
                  <Amount>10.0000</Amount>
                  <Total>10.0000</Total>
                  <TaxAmount/>
                  <DiscountAmount/>
                  <TicketDate/>
                  <EventID>1</EventID>
                  <RosterDataList>
                     <RosterData>
                        <Contact>
                           <FirstName>John</FirstName>
                           <LastName>Smith</LastName>
                           <Street1>123 Lake Drive</Street1>
                           <Street2>Apartment 11</Street2>
                           <City>Boyertown</City>
                           <State>PA</State>
                           <ZIP>19512</ZIP>
                        </Contact>
                        <Answers>
                           <Answer>
                              <ID>2</ID>
                              <Value>Jane Smith</Value>
                           </Answer>
                           <Answer>
                              <ID>1</ID>
                              <LookUpAnswerID>1</LookUpAnswerID>
                           </Answer>
                        </Answers>
                     </RosterData>
                  </RosterDataList>
                  <ResourceID/>
```

```
                <ResourceID/>
                <SalesChannelDetailID>1</SalesChannelDetailID>
                <SalesProgram/>
                <ExpirationDate/>
                <PaymentPlanID>0</PaymentPlanID>
                <CreateDate/>
                <Guest>
                  <FirstName>John</FirstName>
                  <MiddleName/>
                  <LastName>Smith</LastName>
                  <IsLead>NO</IsLead>
                </Guest>
                <Taxes/>
              </OrderLine>
            </OrderLines>
          </Order>
        </Orders>
      </Body>
    </Envelope>
```

6.3.20 Orders message with Attribute Values

```xml
<?xml version="1.0" ?>
<Envelope>
  <Header>
    <SourceID>Source</SourceID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2009-06-25 13:30:05</TimeStamp>
    <SessionID>1</SessionID>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderContact>
          <Contact>
            <FirstName>Paul</FirstName>
            <LastName>Johnson</LastName>
            <ExternalID>PJohnson</ExternalID>
          </Contact>
        </OrderContact>
        <CustomerID>1</CustomerID>
        <OrderID>1</OrderID>
        <OrderDate>2009-06-25</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <PLU>0001E</PLU>
            <Description>Class</Description>
            <Qty>1</Qty>
            <Amount>10.0000</Amount>
            <Total>10.0000</Total>
            <TaxAmount/>
            <DiscountAmount/>
            <TicketDate/>
            <EventID>1</EventID>
            <AttributeValues>
              <Answers>
                <Answer>
                  <ID>14</ID>
                  <LookUpAnswerID>0</LookUpAnswerID>
                  <Value>Hello World</Value>
                </Answer>
                <Answer>
                  <ID>5</ID>
                  <LookUpAnswerID>15</LookUpAnswerID>
                  <Value></Value>
                </Answer>
              </Answers>
            </AttributeValues>
            <ResourceID/>
            <SalesChannelDetailID>1</SalesChannelDetailID>
            <SalesProgram/>
            <ExpirationDate/>
            <PaymentPlanID>0</PaymentPlanID>
            <CreateDate/>
            <Guest>
              <FirstName>John</FirstName>
              <MiddleName/>
              <LastName>Smith</LastName>
              <IsLead>NO</IsLead>
            </Guest>
            <Taxes/>
          </OrderLine>
        </OrderLines>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.3.21 Orders message with Attribute Values

```xml
<?xml version="1.0" ?>
<Envelope>
  <Header>
    <SourceID>Source</SourceID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2009-06-25 13:30:05</TimeStamp>
    <SessionID>1</SessionID>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderContact>
          <Contact>
            <FirstName>Paul</FirstName>
            <LastName>Johnson</LastName>
            <ExternalID>PJohnson</ExternalID>
          </Contact>
        </OrderContact>
        <CustomerID>1</CustomerID>
        <OrderID>1</OrderID>
        <OrderDate>2009-06-25</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <PLU>0001E</PLU>
            <Description>Class</Description>
            <Qty>1</Qty>
            <Amount>10.0000</Amount>
            <Total>10.0000</Total>
            <TaxAmount/>
            <DiscountAmount/>
            <TicketDate/>
            <EventID>1</EventID>
            <AttributeValues>
              <Answers>
                <Answer>
                  <ID>14</ID>
                  <LookUpAnswerID>0</LookUpAnswerID>
                  <Value>Hello World</Value>
                </Answer>
                <Answer>
                  <ID>5</ID>
                  <LookUpAnswerID>15</LookUpAnswerID>
                  <Value></Value>
                </Answer>
              </Answers>
            </AttributeValues>
            <ResourceID/>
            <SalesChannelDetailID>1</SalesChannelDetailID>
            <SalesProgram/>
            <ExpirationDate/>
            <PaymentPlanID>0</PaymentPlanID>
            <CreateDate/>
            <Guest>
              <FirstName>John</FirstName>
              <MiddleName/>
              <LastName>Smith</LastName>
              <IsLead>NO</IsLead>
            </Guest>
            <Taxes/>
          </OrderLine>
        </OrderLines>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.3.22 Example Orders Message - Entitlement Add-On

This example message creates an order to purchase PLU 3GZ00101, an Adult General Admission ticket, and add this ticket on to an existing ticket which has a visual ID of 301010001000002184.

```
<Envelope>
  <Header>
    <SourceID>1</SourceID>
    <MessageID>1</MessageID>
    <MessageType>Orders</MessageType>
    <TimeStamp>2016-05-20 07:00:00</TimeStamp>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>20160520-002</OrderID>
        <OrderCommand>Add</OrderCommand>
        <CustomerID>115</CustomerID>
        <OrderDate>2016-05-20 07:00:00</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderContact>
          <Contact>
            <FirstName>Test</FirstName>
            <LastName>Customer</LastName>
            <Phone>6105555555</Phone>
            <Email>testcustomer@gatewayticketing.com</Email>
          </Contact>
        </OrderContact>
        <ShipToContact>
          <SameAsOrderContact>YES</SameAsOrderContact>
        </ShipToContact>
        <Shipping>
          <DeliveryMethod>25</DeliveryMethod>
        </Shipping>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <Description>Adult General Admission</Description>
            <PLU>3GZ00101</PLU>
            <Qty>1</Qty>
            <Amount>19.00</Amount>
            <Total>19.00</Total>
            <TaxAmount>0.0</TaxAmount>
            <DiscountAmount>0.0</DiscountAmount>
            <EntitlementAddOnVisualID>301010001000002183</EntitlementAddOnVisualID>
            <Taxes/>
          </OrderLine>
          <OrderLine>
            <DetailType>2</DetailType>
            <Description>Mastercard</Description>
            <PaymentCode>42</PaymentCode>
            <PaymentDate>2016-05-20 07:00:00</PaymentDate>
            <Amount>19.00</Amount>
            <Endorsement>5454545454545454</Endorsement>
            <ExpDate>0125</ExpDate>
          </OrderLine>
        </OrderLines>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.3.23 Example Orders Message to activate foreign media tickets

```
<Envelope>
  <Header>
    <MessageType>Orders</MessageType>
    <SourceID>Exchange</SourceID>
    <MessageID>0</MessageID>
    <TimeStamp>2018-11-06 15:57:10</TimeStamp>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderID>3750681430639</OrderID>
        <OrderCommand>ADD</OrderCommand>
        <CustomerID>10</CustomerID>
        <OrderDate>2018-11-06 15:57:10</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderContact>
          <Contact>
            <FirstName>Test</FirstName>
            <LastName>Customer</LastName>
            <Phone>6105555555</Phone>
            <Email>testcustomer@gatewayticketing.com</Email>
          </Contact>
        </OrderContact>
        <GroupVisit>
          <VisitDate>2018-11-06</VisitDate>
        </GroupVisit>
        <Shipping>
          <DeliveryMethod>10</DeliveryMethod>
          <DeliveryMethodID>17</DeliveryMethodID>
          <DeliveryDetails>PrintOnWeb</DeliveryDetails>
        </Shipping>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <PLU>1</PLU>
            <Qty>2</Qty>
            <VisualIDs>
              <VisualID>10002000179</VisualID>
              <VisualID>10002000180</VisualID>
            </VisualIDs>
          </OrderLine>
          <OrderLine>
            <DetailType>2</DetailType>
            <Description>Payment</Description>
            <PaymentCode>21</PaymentCode>
            <Endorsement>XXXXXXXXXXXX5454</Endorsement>
            <BillingStreet>Omitted</BillingStreet>
            <BillingZIP>Omitted</BillingZIP>
            <CVN>Omitted</CVN>
            <CardHolderName>First M Last</CardHolderName>
            <ExpDate>Omitted</ExpDate>
            <Amount>150.00</Amount>
          </OrderLine>
        </OrderLines>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.3.24 Example Orders message for a ticket with a package

This order will create a package with the following structure: * 1DayPackageOnTheFly * 1DayTicketwPackage * 1DayRidePass * 1DayParking

```
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>-1</MessageID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2022-01-24 11:41:16</TimeStamp>
    </Header>
    <Body>
        <Orders>
            <Order>
```

```xml
<OrderID>TestOrder</OrderID>
<CustomerID>15</CustomerID>
<OrderDate>2022-01-24 11:41:16</OrderDate>
<OrderStatus>2</OrderStatus>
<SalesCategoryGroupID>1</SalesCategoryGroupID>
<SalesProgram>6</SalesProgram>
<OrderTotal>140.00</OrderTotal>
<OrderContact>
<Contact>
    <FirstName>Test</FirstName>
    <LastName>Customer</LastName>
    <Phone>6105555555</Phone>
    <Email>testcustomer@gatewayticketing.com</Email>
</Contact>
</OrderContact>
<ShipToContact>
    <SameAsOrderContact>YES</SameAsOrderContact>
</ShipToContact>
<Shipping>
    <DeliveryMethodID>12</DeliveryMethodID>
</Shipping>
<OrderLines>
    <OrderLine>
        <DetailType>2</DetailType>
        <Description>Payment</Description>
        <PaymentCode>32</PaymentCode>
        <PaymentDate>2022-01-24 11:41:16</PaymentDate>
        <OrderTransactionID>0</OrderTransactionID>
        <Amount>140.00</Amount>
        <Endorsement>4111111111111111</Endorsement>
        <CardHolderName>Bundles test</CardHolderName>
        <ExpDate>Omitted</ExpDate>
        <PayOnIssuance>NO</PayOnIssuance>
        <AuthCode>550061</AuthCode>
        <IssuedLoyaltyPoints>0</IssuedLoyaltyPoints>
        <StoredValueBalance>0</StoredValueBalance>
        <SearchEndorsementValue>1111</SearchEndorsementValue>
    </OrderLine>
    <OrderLine>
        <DetailType>1</DetailType>
        <Amount>50.0000</Amount>
        <Description>Ticket with Package</Description>
        <PLU>1DayTicketwPackage</PLU>
        <Qty>1</Qty>
        <Total>50.0000</Total>
        <TaxAmount>0.0000</TaxAmount>
        <Package>
            <DetailType>10</DetailType>
            <Amount>90.0000</Amount>
            <Description>1DayPackageOnTheFly</Description>
            <PLU>1DayPackageOnTheFly</PLU>
            <Qty>1</Qty>
            <SalesChannelDetailID>0</SalesChannelDetailID>
            <SalesProgram>0</SalesProgram>
            <Total>90.0000</Total>
            <TaxAmount>0.0000</TaxAmount>
            <Discounts/>
            <PackageDetail>
                <Amount>50.00</Amount>
                <Description>1 Day Ride Pass</Description>
                <PLU>1DayRidePass</PLU>
                <Qty>1</Qty>
                <SalesChannelDetailID>0</SalesChannelDetailID>
                <SalesProgram>0</SalesProgram>
                <Total>50.0000</Total>
                <TaxAmount>0.0000</TaxAmount>
                <PackageDetailID>591</PackageDetailID>
            </PackageDetail>
            <PackageDetail>
                <Amount>40.0000</Amount>
                <Description>1 Day Parking</Description>
                <PLU>1DayParking</PLU>
                <Qty>1</Qty>
                <SalesChannelDetailID>0</SalesChannelDetailID>
                <SalesProgram>0</SalesProgram>
                <Total>40.0000</Total>
                <TaxAmount>0.0000</TaxAmount>
```

```
                            <PackageDetailID>592</PackageDetailID>
                        </PackageDetail>
                    </Package>
                </OrderLine>
            </OrderLines>
            <Surveys/>
        </Order>
    </Orders>
    </Body>
</Envelope>
```

6.3.25 Example Orders message for a Pass with optional details

This order will create a package with the following structure: * 1DayPassPkg * 1DayPackageOnTheFly * 1DayTicketwPackage * 1DayRidePass * 1DayParking

```
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>1</MessageID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2023-03-07 10:09:48</TimeStamp>
    </Header>
    <Body>
        <Orders>
            <Order>
                <OrderID>TestOrder</OrderID>
                <OrderCommand>Add</OrderCommand>
                <CustomerID>10</CustomerID>
                <OrderDate>2023-03-07 10:09:48</OrderDate>
                <OrderStatus>2</OrderStatus>
                <OrderTotal>140.00</OrderTotal>
                <OrderContact>
                    <Contact>
                        <FirstName>Digital</FirstName>
                        <LastName>Bundles</LastName>
                        <Cell>16107809312</Cell>
                        <Mobile>16107809312</Mobile>
                        <Phone>16107809312</Phone>
                        <Email>test@GatewayTicketing.com</Email>
                    </Contact>
                </OrderContact>
                <ShipToContact>
                    <SameAsOrderContact>YES</SameAsOrderContact>
                </ShipToContact>
                <Shipping>
                    <DeliveryMethodID>12</DeliveryMethodID>
                </Shipping>
                <OrderLines>
                    <OrderLine>
                        <DetailType>8</DetailType>
                        <PLU>1DayPassPkg</PLU>
                        <Description>1 Day Pass with Pkg</Description>
                        <Qty>1</Qty>
                        <Amount>50.00</Amount>
                        <Total>50.00</Total>
                        <Pass>
                            <SameAsOrderContact>NO</SameAsOrderContact>
                            <PassID>999</PassID>
                            <Members>
                                <Member>
                                    <Primary>YES</Primary>
                                    <FirstName>Primary</FirstName>
                                    <MiddleName>A</MiddleName>
                                    <LastName>Passholder</LastName>
                                    <Phone>5555555555</Phone>
                                    <Email>Passholder@Test.com</Email>
                                    <Street1>22 Main Street</Street1>
                                    <Street2>Apartment  6625</Street2>
                                    <City>Gilbertsville</City>
                                    <State>PA</State>
                                    <ZIP>19525</ZIP>
                                </Member>
                            </Members>
```

```
                        </Pass>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>10</DetailType>
                        <Amount>90.0000</Amount>
                        <CreateDate>2023-03-07 10:09:48</CreateDate>
                        <Description>1DayPackageOnTheFly</Description>
                        <PLU>1DayPackageOnTheFly</PLU>
                        <Qty>1</Qty>
                        <SalesChannelDetailID>0</SalesChannelDetailID>
                        <SalesProgram>0</SalesProgram>
                        <Total>90.0000</Total>
                        <TaxAmount>0.0000</TaxAmount>
                        <PackagePassID>999</PackagePassID>
                        <Package>
                            <PackageDetail>
                                <DetailType>11</DetailType>
                                <Amount>50.00</Amount>
                                <CreateDate>2023-03-07 10:09:48</CreateDate>
                                <Description>1 Day Ride Pass</Description>
                                <PLU>1DayRidePass</PLU>
                                <Qty>1</Qty>
                                <Total>50.0000</Total>
                                <TaxAmount>0.0000</TaxAmount>
                                <PackageDetailID>591</PackageDetailID>
                            </PackageDetail>
                            <PackageDetail>
                                <DetailType>11</DetailType>
                                <Amount>40.0000</Amount>
                                <CreateDate>2023-03-07 10:09:48</CreateDate>
                                <Description>1 Day Parking</Description>
                                <PLU>1DayParking</PLU>
                                <Total>40.0000</Total>
                                <TaxAmount>0.0000</TaxAmount>
                                <PackageDetailID>592</PackageDetailID>
                            </PackageDetail>
                        </Package>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>2</DetailType>
                        <PaymentCode>22</PaymentCode>
                        <Description>MC</Description>
                        <Amount>140.00</Amount>
                        <PaymentDate>2023-03-07 10:09:48</PaymentDate>
                        <Endorsement>4111111111111111</Endorsement>
                        <CardholderName>Bundles test</CardholderName>
                        <ExpDate>1299</ExpDate>
                    </OrderLine>
                </OrderLines>
            </Order>
        </Orders>
    </Body>
</Envelope>
```

6.4 Modify Order Command

The Modify Order command replaces the tickets/items/payments in an order with new elements while retaining the original order.

6.4.1 Data Elements

Field	Description	Type
OrderCommand	Value="Modify"	Text
OrderID	The id number of the order to be modified	Text
[Order elements]	See eGalaxy Interface Specification for all other <Order> elements	

The Modify Order command contains the OrderId of the order to be modified, and the "new" version of all other order elements.

6.4.2 Process

For reference, eGalaxy Server will process the Modify command as follows:

- Validate the order. If any of the validations fail, the order update is rejected and no further steps are executed.
- The order to update is retrieved from the Galaxy's SQL database. The <OrderID> field in XML order is mapped to the ExternalID column in the Orders table.
- If there is no <OrderLines> element present in the XML, the OrderLines are not deleted and updated. No payments are voided. This would be used to just update a value in the Orders table such as changing the Locked status to False.
- All the Ticket and Item OrderLines are deleted. The OrderLines.DetailType = 1 indicates that the OrderLine is either a Ticket or an Item.
- A reverse payment record is created to balance the order. This must be the net payment of all the payments in the Order. It is possible that an order has been updated several times, thus, it could have more than one set of payments and reverse payments. Also, it is possible that an order does not have any payment at all (no need to create reverse payment record in this case).
- The order is updated with the new <OrderLines>.
- If payment exists in the XML order, it is applied to the order. A record is inserted in the OrderTransactions table. Two records are inserted in the OrderPayments table one with the FOP given in the XML order and the second with the Charge FOP (defined under the eGalaxy configurations). Also a record is inserted into the OrderDrafts table if the Authorize flag is set on the FOP record (with theFOP in the XML order). If the Authorize flag is not set on the FOP record (with the FOP in the XML order), the OrderDrafts table is not populated (same as any POS transaction).
- If any other information is supplied with the update such as <Contact>, <Shipping>, <GroupVisit>, etc and if such record exist for that order, it is updated to its respective record in its entirely. The update does not support a partial update of a record.
- The order is saved to the database

Following changes are done to the journal:

- If a reverse payment was created while saving the order to the Order Entry database, the reverse payment is journalized in the SQL journal tables.
- If payment exists in the XML order, it is journalized into SQL journal tables.

6.4.2.1 Errors

Possible errors are:

- The XML order does not have any order lines.
- An order with the <OrderID> in the XML order does not exists in the Galaxy's database.
- The <CustomerID> in the XML order is different than what current orders' CustomerID in Galaxy's database.
- The order exists but it is closed.
- The <VisitDate> element under the <GroupVisit> has a past date.
- The order's tickets have already been printed.

6.4.3 Example Modify Order Message

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 17:35:10</TimeStamp>
    <MessageType>ORDERS</MessageType>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderCommand>MODIFY</OrderCommand>
        <OrderID>12292001-447</OrderID>
        <CustomerID>1</CustomerID>
        <OrderDate>2009-06-20 09:05:55</OrderDate>
        <OrderStatus>2</OrderStatus>
        <OrderTotal>150.00</OrderTotal>
        <OrderLines>
          <OrderLine>
            <DetailType>1</DetailType>
            <PLU>10111012</PLU>
            <Description>1-Day Adult Ticket</Description>
            <TaxCode/>
            <Qty>2</Qty>
            <Amount>75.00</Amount>
            <Total>150.00</Total>
          </OrderLine>
          <OrderLine>
            <DetailType>2</DetailType>
            <PaymentCode>32</PaymentCode>
            <Description>Visa</Description>
            <Endorsement>40055500000000195</Endorsement>
            <Amount>150.00</Amount>
            <CardHolderName>Michael Andre</CardHolderName>
            <ExpDate>1202</ExpDate>
            <AuthCode>123456</AuthCode>
          </OrderLine>
        </OrderLines>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.5 UpdateHeader Order Command

The UpdateHeader Order command updates information in the order's header metadata, without altering the order lines in any way. Updates will only be saved to the Galaxy database for the supported Order elements listed below.

The OpenOrder field requires the Advanced eGalaxy Server module.

6.5.1 Data Elements

Field	Description	Type
OrderCommand	Value="UpdateHeader"	Text
OrderID	The id number of the order to be modified	Text
OpenOrder	Change the Order status from closed to open	Boolean
[Order elements]	See eGalaxy Interface Specification for all other <Order> elements. Only the <OrderNote>, <OrderReference>, <OrderContact>, <ShipToContact>, <GroupVisit>, and <PO> elements can be edited by this message type.	

6.5.2 Process

eGalaxy Server will process the UpdateHeader command as follows:

- Validate the order. If any of the validations fail, the order update is rejected and no further steps are executed.
- The order to update is retrieved from the Galaxy's SQL database. The <OrderID> field in XML order is mapped to the ExternalID column in the Orders table.
- The order's header data is updated with the new information provided by the message.

- The order is saved to the database

6.5.2.1 Errors

Possible errors are:

- An order with the <OrderID> in the XML order does not exists in the Galaxy's database.
- The order exists but it is closed.
- The <VisitDate> element under the <GroupVisit> has a past date.
- The order's tickets have already been printed.
- The message contains <OrderLine> elements.
- The eGalaxy Source does not allow updating an order status from closed to open.

6.5.3 Example UpdateHeader Order Message

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 17:35:10</TimeStamp>
    <MessageType>ORDERS</MessageType>
  </Header>
  <Body>
    <Orders>
     <Order>
      <OrderID>20160602-001</OrderID>
      <CustomerID>4</CustomerID>
      <OrderCommand>UpdateHeader</OrderCommand>
      <OrderNote>Attaching a note to this order.</OrderNote>
      <OrderReference>R#12345</OrderReference>
      <PO>PO#56789</PO>
      <OrderContact>
       <Contact>
        <ExternalID/>
        <JobTitle/>
        <FirstName>John</FirstName>
        <MiddleName>Q</MiddleName>
        <LastName>Person</LastName>
        <DOB/>
        <Street1>445 County Line Rd</Street1>
        <Street2/>
        <City>Gilbertsville</City>
        <State>PA</State>
        <Zip>19525</Zip>
        <Country>US</Country>
        <Phone>6103278656</Phone>
        <Cell>6103278656</Cell>
        <Fax/>
        <Email>jperson@gatewayticketing.com</Email>
        <AllowEmail>NO</AllowEmail>
        <AllowMailings>NO</AllowMailings>
        <Gender>0</Gender>
        <ContactGUID>a49a6a74-c249-4ae2-a9ab-870f6485b398</ContactGUID>
        <NameTitleID>0</NameTitleID>
        <NameSuffixID>0</NameSuffixID>
       </Contact>
      </OrderContact>
      <ShipToContact>
       <SameAsOrderContact>YES</SameAsOrderContact>
      </ShipToContact>
     </Order>
    </Orders>
  </Body>
</Envelope>
```

6.6 Cancel Order Command

The Cancel Order command is used to cancel an order previously placed through the eGalaxy interface.

6.6.1 Data Elements

Field	Description	Type
OrderCommand	Value="Cancel"	Text
OrderID	The ExternalID of the order to be canceled	Text

6.6.2 Process

For reference, eGalaxy Server will process the Cancel command as follows:

- Validate the order. If any of the validations fail, the order cancel is rejected and no further steps are executed.
- The order to update is retrieved from the Galaxy's SQL database. The <OrderID> field in XML order is mapped to the ExternalID column in the Orders table.
- If the "delete unissued orderlines when processing cancel order request" option is selected for this eGalaxy source, all the Ticket and Item OrderLines of the order are deleted. This includes any OrderLines that were voided in the previous step, if applicable. The OrderLines.DetailType = 1 indicates that the OrderLine is either a Ticket or an Item.
- A reverse payment record is created to balance the order.
- The order's status is changed to Closed (Status = 3).
- The order is saved to the database.

Following changes are done to the journal:

- If a reverse payment was created while saving the order to the Order Entry database, the reverse payment is journalized in the SQL journal tables.

6.6.2.1 Errors

Possible errors are:

- An order with the <OrderID> in the XML order does not exist in the Galaxy database.
- The order exists but it is closed.

6.6.3 Example Cancel Order Message

The message in this example causes eGalaxy to cancel order number 12292001-447:

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 18:00:32</TimeStamp>
    <MessageType>ORDERS</MessageType>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderCommand>CANCEL</OrderCommand>
        <OrderID>12292001-447</OrderID>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.7 Append Order Command

The Append Order Command is used to add order lines to an existing order. The format of the Append XML message is the same as for an "Add" message. Any information at the order level in the XML **replaces** the information on the existing order, and any order lines specified in the XML are **appended** to the order.

Order lines may have a negative quantity, in which case the tickets on the order line are returned. If the system is configured for validated returns, a <VisualID> element must be specified on the order line to return that specific visual ID (and each order line may only return a single ticket).

This feature is only available if the Advanced eGalaxy module is enabled.

6.7.1 Errors

Possible errors include:

- The XML order does not have any order lines
- An order with the <OrderID> in the XML order does not exist in the Galaxy database
- The <CustomerID> in the XML order is different than the CustomerID in the Galaxy database
- If an order line returns tickets, the tickets may be unable to be returned because they have been used, have previously been returned or voided, are expired, etc.

6.8 ResendConfirmation Order Command

The message causes eGalaxy to create a row in the OrderCommands table with an Action of 5 for the given order number. The order should not be modified in any way during a resend.

6.8.1 Data Elements

Field	Description	Type
OrderCommand	Value="ResendConfirmation"	Text
OrderID	The Order.ExternalID of the order to be resent	Text
GalaxyOrderID	The Order.OrderID to be resent	Integer

Either the OrderID or the GalaxyOrderID must be provided, but not both.

6.8.2 Example ResendConfirmation Order Message

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>133</MessageID>
    <TimeStamp>2009-06-25 18:00:32</TimeStamp>
    <MessageType>ORDERS</MessageType>
  </Header>
  <Body>
    <Orders>
      <Order>
        <OrderCommand>RESENDCONFIRMATION</OrderCommand>
        <OrderID>12292001-447</OrderID>
      </Order>
    </Orders>
  </Body>
</Envelope>
```

6.8.3 Errors

Possible errors include: * ErrorCode=115 - Cannot resend. The order was not found in Galaxy's database. * ErrorCode=998 - Order Lines are not expected in a resend request.

6.9 Online Order Processing

There are two ways to send orders to eGalaxy server, the first is configure eGalaxy to poll a web site (online order retrieval configuration) at pre-defined intervals to request new order. Using the URL configured, eGalaxy server contacts the web site's URL, POSTs a PickupOrders message, receives an Orders response. The response will indicate how many orders is expects to send, but no orders will be included in the actual Orders response. Instead, the response will include a <OrdersQueuedCount> with a count of how many to expect, <OrdersQueued> with a list of the ExternalIDs to expect and <OrderUrl> that states the eGalaxy URL that the webs site will send the order messages to. Each order will be sent separately and eGalaxy will process them by importing orders into the Galaxy database, and issuing a SetOrderStatus for each received order.

The second way to send orders to eGalaxy server is to send an Orders message in real-time with a single order per request. When an Orders message is received, eGalaxy server processes it by importing the order into the Galaxy database, and in response returns a SetOrderStatus message indicating if the order was imported succefully or not.

MessageType	Description
PickupOrders	Request sent by eGalaxy server to a pre-configured URL to retrieve new orders not previously picked up.
Orders	Response with order data OR An Orders message sent in real-time to eGalaxy server.
OrdersResponse	Response to Orders message, sent only when authorization fails
SetOrderStatus	Response returned by eGalaxy server for every new order imported. Response indicates if the order was imported successfully or not.

6.9.1 PickupOrders Message

The PickupOrders message type is used to initiate transfer of orders from the web site to the Galaxy Server. Upon receipt of this message, the web site transmits new orders that haven't yet been sent to the Galaxy Attraction Server. The number of new orders returned should not exceed the value in the MaxOrders field.

6.9.1.1 PickupOrders Message Format

Field	Description	Type
Username	Web site username (optional)	Text
Password	Web site password (optional)	Text
MaxOrders	Maximum number of orders to download	Numeric

6.9.1.2 Example PickupOrders Request

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>PickupOrders</MessageType>
    <TimeStamp>2009-06-25 19:06:38</TimeStamp>
  </Header>
  <Body>
    <Username>eGalaxyDemo</Username>
    <Password>Secret</Password>
    <MaxOrders>5</MaxOrders>
  </Body>
</Envelope>
```

6.9.1.3 Order Response Message Format

Field	Description	Type
OrdersQueuedCount	The number of orders that will be sent to eGalaxy Server	Numeric
OrdersQueued	A comma delimited list containing all the ExternalIDs of the orders to be sent. For logging and debugging purposes.	Text
OrderUrl	eGalaxy Server url, configured in Web Admin, where the web site will send the order requests	Text

6.9.1.4 Example Orders Response Message (sent from web site as a response to PickupOrders)

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>ORDERS</MessageType>
    <TimeStamp>2021-02-12 19:15:48</TimeStamp>
  </Header>
  <Body>
    <OrdersQueuedCount>3</OrdersQueuedCount>
    <OrdersQueued>20120212-001, 20120212-002, 20120212-003</OrdersQueued>
    <OrderUrl>https://eGalaxyOrders:443/</OrderUrl>
  </Body>
</Envelope>
```

6.9.2 Orders Message

The Orders message is used by a client (a web site) to send orders.

6.9.2.1 Orders Message Format

All parameters in the Orders request message are same as the Orders response message received in response of the PickupOrders message.

6.9.2.2 Example Orders Request Message

```xml
<?xml version="1.0" ?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>0</MessageID>
    <MessageType>ORDERS</MessageType>
    <Authorize>
      <Username>peter</Username>
      <Password>8888</Password>
    </Authorize>
    <TimeStamp>2009-06-25 19:15:45</TimeStamp>
  </Header>
  <Body>
    <Orders>
      <Order>Data for order 1 </Order>. . .
      <Order>Data for order n </Order>
    </Orders>
  </Body>
</Envelope>
```

6.9.3 Orders Response Message

If authorization fails the Orders response is sent back to the website with the authorization error, all orders are rejected. The authorization is performed, when a non-empty <Authorize> element is found within the header of the Orders message. NOTE: The Orders response message is only sent if the authorization fails. In the case where authorization succeeds or no authorization is performed, no Orders response is sent back to the website. Instead a separate SetOrderStatus message is sent with the status of the processed order.

6.9.3.1 Order Response Message Format

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>ORDERS</MessageType>
    <TimeStamp>2009-06-25 19:15:48</TimeStamp>
  </Header>
  <Body>
    <Error>
      <ErrorCode>126</ErrorCode>
      <ErrorText>Authorization error. Username and password given in the authorize element not found in the
users database.</ErrorText>
    </Error>
  </Body>
</Envelope>
```

6.9.4 SetOrderStatus Message

SetOrderStatus message is returned in response to every order sent to eGalaxy server.

If eGalaxy server is configured to pick up orders from a Web site and if it downloads multiple orders in a single request, for each order in the request the Web site will receive a SetOrderStatus message (as a request like PickupOrders) indicating if the order was imported successfully or not. If the SetOrderStatus message indicates the order is imported successfully by eGalaxy server then that order should not be transmitted again to eGalaxy server in any subsequent order pickup requests again.

If eGalaxy server receives new order within an Orders request in real-time, it returns the response with the same format as the

SetOrderStatus message indicating if the order was imported successfully by eGalaxy server or not.

6.9.4.1 SetOrderStatus Message Format

As eGalaxy server completes processing of each order, it returns a SetOrderStatus request back to the sender indicating the status of the order in Galaxy database.

Field	Description	Type
OrderID	Order number (confirmation no.) assigned by the Web site where the order is sold.	Text (20)
GalaxyOrderID	Order number as assigned in the Galaxy database (Orders table).	Numeric
SecureToken	Encoded string assigned to the order when Encoding OrderID is enabled on eGalaxy server Source (Orders table).	Text (12)
Status	New status for Order. See <Status> element for details below.	Numeric
Username	Web site username (Optional)	Text
Password	Web site password (Optional)	Text
AuthCode	Authorization Code from payment processor (Optional)	Text (8)
AVSResponseCode	Response code for AVS verification. See <AVSResponseCode> element for details (Optional)	Char
CVNResponseCode	Response code for CVN verification. See <CVNResponseCode> element for details (Optional)	Char
CAVVResponseCode	Value provided by card associations indicating CAVV match results (Optional)	Text (1)
OrderStatusErrors	Contains errors explaining the reason for order rejection. Only present if the order is rejected with status of 3. (Optional)	Element
PaymentContracts	List of Payment Contract ID's included in order, see <PaymentContracts> element for details (Optional)	Element
CreateTransactionResponse	Contains information of order issuance transaction along with tickets sold in the order. This element is only returned for orders sent with delivery method of PrintOnWeb. See <CreateTransactionResponse> element for details, described under sub section "<CreateTransactionResponse> Element" of section "Common Element Formats" (Optional)	Element
Retry	When set to YES, this serves as a suggestion to tell the calling client to attempt to send the order again. The answer is based on the error codes that caused the import to fail. If the error is database related such as 'unable to connect' or 'read timeout' it is reccomended to retry after a slight wait period in case the database interruption was brief. 'Yes'	Boolean

The <OrderStatusErrors> element contains one or more <OrderStatusError> elements. Each <OrderStatusError> element contains an ErrorCode and Errortext XML fields.

6.9.4.1.1 Status

The <Status> element contains a numeric value indicating the current status of an order in the Galaxy database.

Value	Description
2	Order Picked up successfully by eGalaxy server.
3	Order is rejected by eGalaxy server. <OrderStatusErrors> element contains more information about the error.

6.9.4.1.2 AVSResponseCode

The <AVSResponseCode> element contains a character specifying the response code of the AVS verification.

Value	Description
A	Good address, bad ZIP code
E	Data error
N	Bad address, bad ZIP code
R	Retry request
U	Unavailable
Y	Good address, good ZIP code

Z	Bad address, good ZIP code
G	Valid transaction, AVS not accepted
Empty – no applicable.	Required on credit settlement record

6.9.4.1.3 CVNResponseCode

The <CVNResponseCode> element contains a character specifying the response code of the CVN verification.

Value	Description
M	Match (The CVN value was has expected and can be considered correct.)
N	No match (The CVN value was not as expected. This can be taken as possible fraud.)
P	CVN request not processed (The request must be resubmitted)
S	CVN should be on the card but the cardholder indicated that it was not.
U	Issuer does not support CVN

6.9.4.1.4 PaymentContracts

The <PaymentContracts> element contains a collection of the Payment Contract ID's that were created with this order.

Field	Description	Type
PaymentContractID	Payment Contract ID	Integer

6.9.4.2 Example SetOrderStatus Request (No Errors)

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>SetOrderStatus</MessageType>
    <TimeStamp>2009-06-25 19:15:48</TimeStamp>
  </Header>
  <Body>
    <Username>eGalaxyDemo</Username>
    <Password>Secret</Password>
    <OrderID>11252002-107</OrderID>
    <GalaxyOrderID>1234</GalaxyOrderID>
    <SecureToken>7FJcBegOsWu9</SecureToken>
    <Status>2</Status>
    <AuthCode>12345678</AuthCode>
    <AVSResponseCode>Y</AVSResponseCode>
    <CVNResponseCode>M</CVNResponseCode>
    <CAVVResponseCode>3</CAVVResponseCode>
    <Retry>NO</Retry>
    <PaymentContracts>
      <PaymentContractID>105</PaymentContractID>
    </PaymentContracts>
  </Body>
</Envelope>
```

6.9.4.3 Example SetOrderStatus Request (Error)

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>SetOrderStatus</MessageType>
    <TimeStamp>2009-06-25 19:15:55</TimeStamp>
  </Header>
  <Body>
    <Username>eGalaxyDemo</Username>
    <Password>Secret</Password>
    <OrderID>02222003-178</OrderID>
    <GalaxyOrderID>5678</GalaxyOrderID>
    <Status>3</Status>
    <AuthCode/>
    <AVSResponseCode>N</AVSResponseCode>
    <CVNResponseCode>M</CVNResponseCode>
    <Retry>NO</Retry>
    <OrderStatusErrors>
      <OrderStatusError>
        <ErrorCode>101</ErrorCode>
        <ErrorText>Invalid customer ID 178</ErrorText>
      </OrderStatusError>
    </OrderStatusErrors>
  </Body>
</Envelope>
```

6.9.4.4 Example SetOrderStatus Request (Upgrade Request Errors)

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>SetOrderStatus</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2017-05-11 11:41:25</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <OrderID>20170511-001</OrderID>
        <Status>3</Status>
        <Retry>NO</Retry>
        <OrderStatusErrors>
            <OrderStatusError>
                <ErrorCode>245</ErrorCode>
                <ErrorText>Upgrade to Pass is only available for a Ticket. Visual ID "14001000672" is not a
Ticket.</ErrorText>
            </OrderStatusError>
            <OrderStatusError>
                <ErrorCode>247</ErrorCode>
                <ErrorText>Upgrade from a Ticket is not available for the Detail Type 1.</ErrorText>
            </OrderStatusError>
            <OrderStatusError>
                <ErrorCode>246</ErrorCode>
                <ErrorText>PLU "1-PASS" is not a valid upgrade option for Ticket "1" with Visual ID
"10001000689".</ErrorText>
            </OrderStatusError>
            <OrderStatusError>
                <ErrorCode>258</ErrorCode>
                <ErrorText>Upgrade of PLU "1-ADULT" to "1-NOTANUPGRADE" is not a valid upgrade.
UpgradeFromVisualID="10001000777".</ErrorText>
            </OrderStatusError>
        </OrderStatusErrors>
    </Body>
</Envelope>
```

6.9.5 SetOrderStatusResponse Message

6.9.5.0.1 Example SetOrderStatusResponse (No errors)

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>SetOrderStatusResponse</MessageType>
    <TimeStamp>2009-06-25 19:15:59</TimeStamp>
  </Header>
  <Body>
    <OrderID>11252002-107</OrderID>
    <Status>0</Status>
    <Retry>NO</Retry>
    <OrderStatusResponseErrors/>
  </Body>
</Envelope>
```

6.9.5.0.2 Example SetOrderStatusResponse (Errors)

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>4</MessageID>
    <MessageType>SetOrderStatusResponse</MessageType>
    <TimeStamp>2009-06-25 19:16:05</TimeStamp>
  </Header>
  <Body>
    <OrderID>11252002-107</OrderID>
    <Status>1</Status>
    <Retry>NO</Retry>
    <OrderStatusResponseErrors>
      <OrderStatusResponseError>
        <ErrorCode>201</ErrorCode>
        <ErrorText>Cannot find order 11252002-107</ErrorText>
      </OrderStatusResponseError>
    </OrderStatusResponseErrors>
  </Body>
</Envelope>
```

6.9.5.0.3 Example SetOrderStatusResponse (Errors - Suggested Retry)

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>5</MessageID>
    <MessageType>SetOrderStatusResponse</MessageType>
    <TimeStamp>2022-06-27 19:16:05</TimeStamp>
  </Header>
  <Body>
    <OrderID>11252022-107</OrderID>
    <Status>1</Status>
    <Retry>YES</Retry>
    <OrderStatusResponseErrors>
      <OrderStatusResponseError>
        <ErrorCode>996</ErrorCode>
        <ErrorText>The system has lost its connection to the database server.</ErrorText>
      </OrderStatusResponseError>
    </OrderStatusResponseErrors>
  </Body>
</Envelope>
```

6.10 Order File Import

One of the many ways to import an order into Galaxy database using eGalaxy Server is by using "File Import" feature in eGalaxy server. If you place a file containing the orders message into the location being monitored by the eGalaxy server for file import, then the file gets picked up for processing by eGalaxy server and the order in the file is imported into the Galaxy database.

6.10.1 File Format

The format of a file containing eGalaxy orders is defined in the Order Data Format section of this document. The same format is used for both online order pickup and file-based order import. The use of the '.XML' file extension is recommended when naming the order file.

6.10.2 Error files

For each file submitted for import, the eGalaxy Server creates Error Description and Error Data File if errors are found while importing orders from that file. The Error Description File is created to facilitate the user making corrections to the orders by looking at the errors reported in the Error Description File. The Error Data File has the same format as the Orders message. User can make the corrections to the Error Data File itself, and submit it for the reprocessing by moving that file to the import directory.

6.10.2.1 Error Description File

Following is the format of an Error Description File:

```
Order error(s)
**************
Order: 11262002-143
ErrorID ErrorText
------- ---------
101 Invalid customer ID 143
103 Invalid PLU TICKET1010401
102 Invalid form of payment 88
Order: 12052002-150
ErrorID ErrorText
------- ---------
104 PLU TICKET1010402, not available in customer's sales program
105 Order line item price(6) does not match Galaxy's price(8) for same item
```

6.10.2.2 Error Data File

The format of the Error Data File is same as the Orders message.

7 Event Ticketing Messages

7.1 Message Types

Request Message Type	Response Message Type(s)	Description
QueryEventDates	QueryEventDatesResponse	Requests a list of calendar dates that have available events within a specified date range
QueryEvents	QueryEventsResponse	Requests a list of all available events within a date range specified.
EventTicketHold	EventTicketHoldResponse	Places a quantity of tickets on hold for an event
EventTicketRelease	EventTicketReleaseResponse	Releases tickets that have been on hold for an event.
QueryTicketsOnHold	QueryTicketsOnHoldResponse	Requests a list of all tickets placed on hold by the session
AbandonSession	AbandonSessionResponse	Release all event ticket(s) put on hold for a session
EventTicketCommit	EventTicketCommitResponse	Moves tickets previously put on Hold to Sold.
EventTicketSale	EventTicketSaleResponse	Moves tickets directly from Available to Sold.
EventTicketReturn	EventTicketReturnResponse	Moves tickets directly from Sold to Available.
QueryRoster	QueryRosterResponse	Determines if the event requires roster information.
QueryRosterContact	QueryRosterContactResponse	Determines if the contact has already been used on a roster for the event
QueryPrices	QueryPricesResponse	Request pricing information for the PLUs in a particular Reserved Seating event. Price, discount amount, and tax amount will be returned.

7.2 QueryEventDates Message

The QueryEventDates message obtains a list of dates with available events within the specified date range. The following fields are supported:

Field	Description	Type
EventRangeBeginDate	Start Date/Time for event search	Date
EventRangeEndDate	Stop Date/Time for event search	Date
EventTypeID	Event type to filter event search (Optional – Version 4.8 forward)	Numeric
ResourceID	Resource type to filter event search (Optional)	Numeric
Quantity	Minimum available quantity for event (Optional)	Numeric
PLU	The selected PLU associated to this QueryEvents message (Optional, see description below)	Text
Quantity	Minimum available quantity for event (Optional)	Numeric
ShowSoldOutEvents	Specifies if events with insufficient quantity or zero available tickets should be included in the response (Optional)	Boolean
EventGroupID	This element is only used when multiple EventDateGroup elements are provided. This unique identifier must be different for each of the EventDateGroup elements, and will be used in the response message to differentiate the event data returned for each set of EventDateGroup parameters.	Text
CustomerID	The Customer used for some filtering, for example, MaxPrice or Sales Channel determination (Optional)	Numeric
MinPrice	The minimum price that an event can cost without being filtered out. The CustomerID is factored into this price if it is given. A PLU must be given with the MinPrice. If EventDateGroups are used, the MinPrice and PLU must be provided in each relevant group. (Optional)	Currency
MaxPrice	The maximum price that an event can cost without being filtered out. The CustomerID is factored into this price if it is given. A PLU must be given with the MaxPrice. If EventDateGroups are used, the MaxPrice and PLU must be provided in the relevant groups. (Optional)	Currency
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric

If the optional PLU parameter is specified, eGalaxy Server will check each event date to see if there are any holds associated to the specified PLU. If there is availability in any holds associated to this PLU, this availability is taken into account when determining the dates

that have one or more available events. So normally an event would show as sold out if general capacity was sold out but held capacity was available. Now you can pass a PLU associated to one of those holds and get back that the date has an available event which previously would not have been returned.
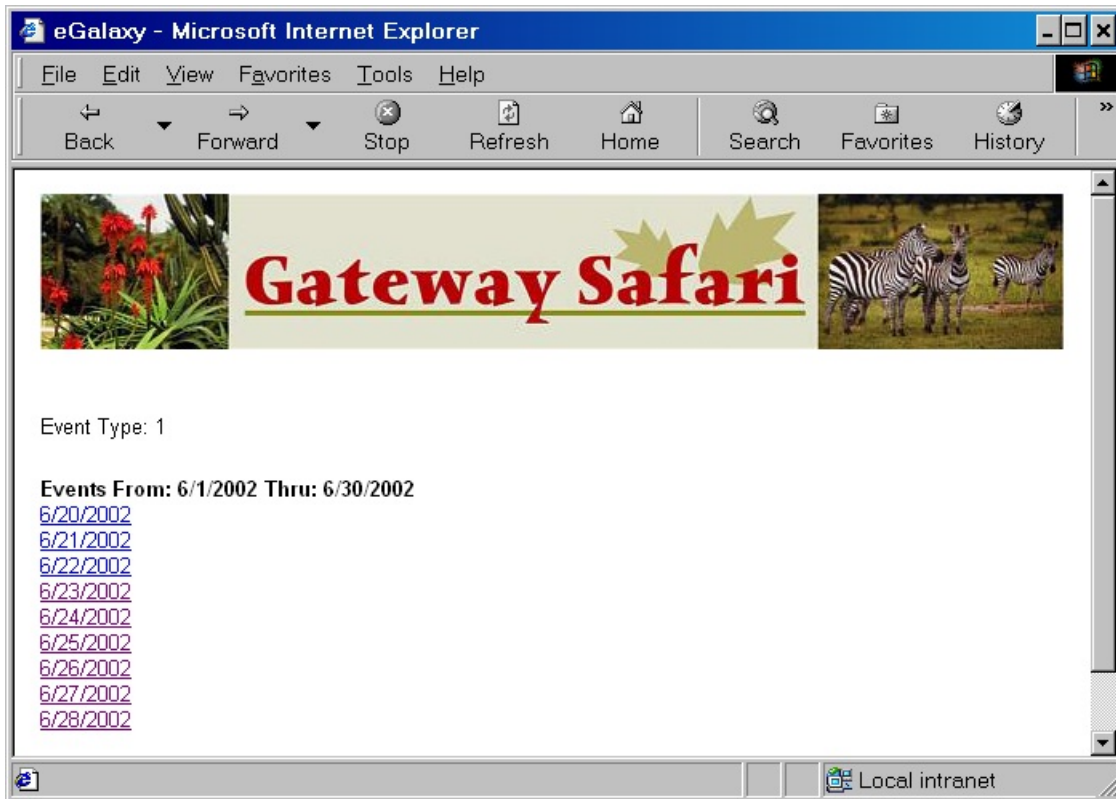
Diagram

7.2.1 Example QueryEventDates Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDates</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-10 10:51:00</TimeStamp>
    </Header>
    <Body>
        <QueryEventDates>
            <EventRangeBeginDate>2010-07-01 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2010-07-31 00:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ResourceID>1</ResourceID>
            <Quantity>1</Quantity>
        </QueryEventDates>
    </Body>
</Envelope>
```

7.2.2 Example QueryEventDates Request – No EventTypeID

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDates</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-10 11:25:45</TimeStamp>
    </Header>
    <Body>
        <QueryEventDates>
            <EventRangeBeginDate>2010-07-01 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2010-07-31 00:00:00</EventRangeEndDate>
        </QueryEventDates>
    </Body>
</Envelope>
```

7.2.3 Example QueryEventDates Response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDatesResponse</MessageType>
        <TimeStamp>2010-07-10 10:51:05</TimeStamp>
    </Header>
    <Body>
        <QueryEventDatesResponse>
            <EventDateList>
                <EventDate>2010-07-10 00:00:00</EventDate>
                <EventDate>2010-07-11 00:00:00</EventDate>
                <EventDate>2010-07-12 00:00:00</EventDate>
                <EventDate>2010-07-13 00:00:00</EventDate>
                <EventDate>2010-07-14 00:00:00</EventDate>
                <EventDate>2010-07-15 00:00:00</EventDate>
                <EventDate>2010-07-16 00:00:00</EventDate>
                <EventDate>2010-07-17 00:00:00</EventDate>
                <EventDate>2010-07-18 00:00:00</EventDate>
                <EventDate>2010-07-19 00:00:00</EventDate>
                <EventDate>2010-07-20 00:00:00</EventDate>
                <EventDate>2010-07-21 00:00:00</EventDate>
                <EventDate>2010-07-22 00:00:00</EventDate>
                <EventDate>2010-07-23 00:00:00</EventDate>
                <EventDate>2010-07-24 00:00:00</EventDate>
                <EventDate>2010-07-25 00:00:00</EventDate>
                <EventDate>2010-07-26 00:00:00</EventDate>
                <EventDate>2010-07-27 00:00:00</EventDate>
                <EventDate>2010-07-28 00:00:00</EventDate>
                <EventDate>2010-07-29 00:00:00</EventDate>
                <EventDate>2010-07-30 00:00:00</EventDate>
            </EventDateList>
        </QueryEventDatesResponse>
    </Body>
</Envelope>
```

7.2.4 Example QueryEventDates Response – No matching events

If there aren't any events matching the request's criteria, eGalaxy responds with the standard QueryEventDatesResponse having an empty "EventDateList" element.

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDatesResponse</MessageType>
        <TimeStamp>2010-07-10 10:51:02</TimeStamp>
    </Header>
    <Body>
        <QueryEventDatesResponse>
            <EventDateList/>
        </QueryEventDatesResponse>
    </Body>
</Envelope>
```

7.2.5 Example QueryEventDates Request – Multiple EventDateGroup requests

Multiple sets of EventDateGroup requests can be sent with different PLUs and Quantity.

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDates</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2020-10-06 09:00:00</TimeStamp>
    </Header>
    <Body>
        <QueryEventDates>
            <EventRangeBeginDate>2020-10-07 09:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2020-10-09 23:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ShowSoldOutEvents>YES</ShowSoldOutEvents>
            <EventDateGroups>
                <EventDateGroup>
                    <EventDateGroupID>123</EventDateGroupID>
                    <Quantity>2</Quantity>
                    <PLU>100</PLU>
                </EventDateGroup>
                <EventDateGroup>
                    <EventDateGroupID>456</EventDateGroupID>
                    <Quantity>1</Quantity>
                    <PLU>200</PLU>
                </EventDateGroup>
            </EventDateGroups>
        </QueryEventDates>
    </Body>
</Envelope>
```

7.2.6 Example QueryEventDates Response – Multiple EventDateGroup requests

Multiple sets of EventDateGroup requests can be sent with different PLUs and Quantity.

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDatesResponse</MessageType>
        <TimeStamp>2020-10-06 09:00:00</TimeStamp>
    </Header>
    <Body>
        <QueryEventDatesResponse>
            <EventDateGroups>
                <EventDateGroup>
                    <EventDateGroupID>123</EventDateGroupID>
                    <EventDateList>
                        <EventDate>2020-10-07 00:00:00</EventDate>
                        <EventDate>2020-10-08 00:00:00</EventDate>
                        <EventDate>2020-10-09 00:00:00</EventDate>
                    </EventDateList>
                </EventDateGroup>
                <EventDateGroup>
                    <EventDateGroupID>456</EventDateGroupID>
                    <EventDateList>
                        <EventDate>2020-10-07 00:00:00</EventDate>
                        <EventDate>2020-10-09 00:00:00</EventDate>
                    </EventDateList>
                </EventDateGroup>
            </EventDateGroups>
        </QueryEventDatesResponse>

    </Body>
</Envelope>
```

7.2.7 Example QueryEventDates Request – Max and Min Price Filtering

Only events that cost between $35 and $45 inclusive for PLU EVENT_TICKET_ADULT will be considered when determining valid dates

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDates</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-10 11:25:45</TimeStamp>
    </Header>
    <Body>
        <QueryEventDates>
            <EventRangeBeginDate>2010-07-01 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2010-07-31 00:00:00</EventRangeEndDate>
            <CustomerID>10</CustomerID>
            <PLU>EVENT_TICKET_ADULT</PLU>
            <MaxPrice>45</MaxPrice>
            <MinPrice>35</MinPrice>
        </QueryEventDates>
    </Body>
</Envelope>
```

7.2.8 Example QueryEventDates Request – Max Price Filtering in EventDateGroups

Multiple sets of EventDateGroup requests can be sent with different PLUs and MaxPrices. Only events that cost $45 or less for PLU 100 will be considered as valid for EventDateGroup with ID 123 Only events that cost $40 or less for PLU 200 will be considered as valid for EventDateGroup with ID 456

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventDates</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2020-10-06 09:00:00</TimeStamp>
    </Header>
    <Body>
        <QueryEventDates>
            <EventRangeBeginDate>2020-10-07 09:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2020-10-09 23:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ShowSoldOutEvents>YES</ShowSoldOutEvents>
            <CustomerID>
            <EventDateGroups>
                <EventDateGroup>
                    <EventDateGroupID>123</EventDateGroupID>
                    <Quantity>1</Quantity>
                    <PLU>100</PLU>
                    <MaxPrice>45</MaxPrice>
                </EventDateGroup>
                <EventDateGroup>
                    <EventDateGroupID>456</EventDateGroupID>
                    <Quantity>1</Quantity>
                    <PLU>200</PLU>
                    <MaxPrice>40</MaxPrice>
                </EventDateGroup>
            </EventDateGroups>
        </QueryEventDates>
    </Body>
</Envelope>
```

7.3 QueryEvents Message

The QueryEvents message obtains a list of available events for the specified date range.

Diagram

A QueryEvents message is sent by the web site to the eGalaxy Attraction Server to request a list of events for a specified date range. The eGalaxy Attraction Server returns a list of matching events. The list contains every event with an Event Start Date within the date range requested.

Specifying the optional ResourceID element will further filter the result set by both EventTypeID and ResourceID. If the specified resource is a "child" resource, any event associated with its "parent" resource will be returned, assuming it passes the rest of the criteria.

Specifying the optional Quantity element will even further filter the result set for events that have at least the specified quantity available.

In addition, the QueryEvents message can request the information for multiple sets of event parameters. This is done by using one or more QueryEvent elements (each containing the standard set of QueryEvent request message parameters) in the request, placed within a QueryEventGroup element under QueryEvents. Each of the QueryEvent elements is required to have an additional element called EventGroupID, which allows the response to the message associate returned event information with the appropriate portion of the request. Examples of using this multiple event querying is described below.

7.3.1 Request Message Parameters

Field	Description	Type
EventRangeBeginDate	Specifies earliest event in requested date range	Date
EventRangeEndDate	Specifies latest event in requested date range	Date
EventTypeID	Specifies the Galaxy event type (Optional – Version 4.8 forward)	Numeric
ResourceID	Specifies the Galaxy resource id/section (Optional)	Numeric
Quantity	Minimum available quantity for event (Optional)	Numeric
ReturnAttributes	Specifies whether Attribute Values should be returned (Optional)	Boolean
Pricing	Contains information related to a pricing request, including a Customer ID and a list of Tickets	Element
PLU	The selected PLU associated to this QueryEvents message (Optional, see description below)	Text
TranslationLanguageID	The language to translate the EventName into, if the system is configured for multiple languages (Optional)	Numeric
EventGroupID	This element is only used when multiple QueryEvent elements are provided. This unique identifier must be different for each of the QueryEvent elements, and will be used in the response message to differentiate the event data returned for each set of QueryEvent parameters.	Text
GroupEventsByEventID	Specifies whether events will be grouped by EventID when including multiple QueryEvent elements. Default behavior sorts and groups the events by EventGroupID (Optional)	Boolean
CustomerID	The Customer used for some filtering, for example, MaxPrice, MinPrice or Sales Channel ID determination when specified outside of Pricing element (Optional)	Numeric
MinPrice	The minimum price that an event can cost without being filtered out. The CustomerID is factored into this price if it is given. A PLU must be given with the MinPrice. If QueryEventGroups are used, the MinPrice, PLU, and CustomerID must be provided in the relevant groups. (Optional)	Currency
MaxPrice	The maximum price that an event can cost without being filtered out. The CustomerID is factored into this price if it is given. A PLU must be given with the MaxPrice. If QueryEventGroups are used, the MaxPrice, PLU, and CustomerID must be provided in the relevant groups. (Optional)	Currency
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric

If the optional PLU parameter is specified, eGalaxy Server will check each event to see if there are any holds associated to the specified PLU. If there is availability in any holds associated to this PLU, this availability is added into the total available for the event. So normally an event would show as sold out if general capacity was sold out but held capacity was available. Now you can pass a PLU associated to one of those holds and get back a valid event which previously would not have been returned.

7.3.2 Request Message Pricing Node

Field	Description	Type
Customer ID	Specifies the ID of the customer the pricing should apply to	Numeric
Tickets	Contains a list of Ticket Nodes, which will specify the PLUs to return pricing for	Element
Ticket	Contains the PLU of the ticket to return pricing for	Element
PLU	The PLU of the ticket to return pricing for	Text

7.3.3 Response Message Fields

Field	Description	Type
Events	A collection of Event elements that match the given request criteria - see Response Event Element	Element
Pricing	An element that describes the pricing information that was requested (if any) - see Response Pricing Element (Optional)	Element

7.3.4 Response Event Element

Field	Description	Type
EventID	Unique Event ID	Numeric
EventName	Name of event	Text
StartDateTime	Date/time when event starts	DateTime
EndDateTime	Date/time when event is over	DateTime
OnSaleDateTime	Date/Time when event tickets go "on sale"	DateTime
OffSaleDateTime	Date/time when event tickets go "off sale"	DateTime
ResourceID	Event location	Numeric
UserEventNumber	Venue-assigned event identifier	Text
Available	Number of tickets available (optional)	Numeric
Pending	Number of tickets pending (optional)	Numeric
Sold	Number of tickets sold (optional)	Numeric
TotalCapacity	Total original capacity (optional)	Numeric
Status	Event status (see table below)	Numeric
HasRoster	Determines if the event requires roster information	Boolean
RSEventSeatMapID	ID of the SeatMap associated with the event	Numeric
PrivateEvent	Indicates if the event is private	Boolean
HasHolds	Indicates whether or not this event has any holds associated to it	Boolean
AttributeValues	Contains details about the AttributeValues	Element
AvailableBucketID	Unique identifier for the bucket of availability. This field should only be used for the interpretation of the response data and not persisted or used beyond that. This will only be shown in the EventGroups/EventGroup element of the response.	Numeric

7.3.5 Response AttributeValues Element

Field	Description	Type
ID	The Defintion ID for the Attribute Value	Numeric
LookupAnswerID	The ID of the answer in the a multiple choice attribute	Numeric
Value	The answer provided in a free-form attribute	Text

7.3.6 Response Pricing Element

Field	Description	Type
SalesProgramID	The sales program applied for the pricing. Note: If a customer is configured for multiple (virtual) sales programs the id will be -2 and SalesProgramIDs can be found on each Ticket element - see below. (Optional)	Numeric
CustomerID	The customer that the pricing in the response applies to. (Optional)	Numeric
Tickets	A collection of Ticket elements that contain pricing information per given PLU	Element

7.3.7 Response Pricing Ticket Element

Field	Description	Type
SalesProgramID	This value will be available for each PLU which applies a Sales Program if a sales program was applied on a "Multiple Sales Program" customer. (Optional)	Numeric
PLU	The PLU for the ticket being priced	Numeric
Price	The price of the ticket or the event	Numeric
Events	A collection of Event elements for the ticket being priced	Element

7.3.8 Response Pricing Ticket Event Element

Field	Description	Type

EventID	The ID of the event in the Event element	Numeric
Price	The price of the event	Numeric
DisbursementID	The ID of any disbursements applied to a particular event	Numeric
DiscountAmount	The amount discounted as part of a sales program	Numeric

If the optional PLU parameter is specified, eGalaxy Server will check each event to see if there are any holds associated to the specified PLU. If there is availability in any holds associated to this PLU, this availability is added into the total available for the event. So normally an event would show as sold out if general capacity was sold out but held capacity was available. Now you can pass a PLU associated to one of those holds and get back a valid event which previously would not have been returned.

7.3.9 Event Status Values

Value	Description
0	Event is available for sale
1	Event is not on sale
2	Event is sold out – no tickets available

7.3.10 Request Message SelectedEvents Node

The SelectedEvents node is a list of SelectedEvent nodes. Each SelectedEvent node can have the following fields provided.

Field	Description	Type
PackageDetailID	The ID of a PackageDetail that has an event already associated with it.	Numeric
EventID	The ID of the event associated with the package detail.	Numeric
CapacityID	The ID of the capacity record associated with the event selection of the package detail.	Numeric

7.3.11 Request Message CurrentEventSelection Node

The QueryEvents message is searching for events that will be associated with a packaged PLU, and that package is configured for time-linked events, the message will require the use of the CurrentEventSelection and PackageDetailID elements, placed under the QueryEvent element as shown below. The numeric value within the PackageDetailID element is the Package Detail ID of the detail that the request is attempting to find event options for.

```
<QueryEvent>
    <CurrentEventSelection>
        <PackageDetailID>594</PackageDetailID>
    </CurrentEventSelection>
</QueryEvent>
```

7.3.12 Example QueryEvents Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <EventRangeBeginDate>2010-07-10 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2010-07-11 00:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ResourceID>1</ResourceID>
            <Quantity>1</Quantity>
            <ReturnAttributes>YES</ReturnAttributes>
            <Pricing>
                <CustomerID>0</CustomerID>
                <Tickets>
                    <Ticket>
                        <PLU>100</PLU>
                    </Ticket>
                </Tickets>
            </Pricing>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.13 Example QueryEvents Request – No EventTypeID

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <EventRangeBeginDate>2002-07-10 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2002-07-11 00:00:00</EventRangeEndDate>
            <Pricing>
                <CustomerID>0</CustomerID>
                <Tickets>
                    <Ticket>
                        <PLU>100</PLU>
                    </Ticket>
                </Tickets>
            </Pricing>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.14 Example QueryEvents Request (Multiple)

Below is an example of a QueryEvents message where multiple event queries are included in a single message. For this case, multiple QueryEvent elements are included under the QueryEvents element. Each of these QueryEvent elements must have a EventGroupID element that contains a value that is unique within the message. This value will be used in the response.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID/>
        <MessageID/>
        <MessageType>QueryEvents</MessageType>
        <SessionID/>
        <TimeStamp>2013-11-18</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <GroupEventsByEventID>NO</GroupEventsByEventID>
            <QueryEventGroup>
                <QueryEvent>
                    <EventRangeBeginDate>2013-11-18</EventRangeBeginDate>
                    <EventRangeEndDate>2013-11-19</EventRangeEndDate>
                    <EventTypeID>1</EventTypeID>
                    <ResourceID/>
                    <Quantity/>
                    <ReturnAttributes/>
                    <EventGroupID>111</EventGroupID>
                </QueryEvent>
                <QueryEvent>
                    <EventRangeBeginDate>2013-11-18</EventRangeBeginDate>
                    <EventRangeEndDate>2013-11-19</EventRangeEndDate>
                    <EventTypeID>5</EventTypeID>
                    <ResourceID/>
                    <Quantity/>
                    <ReturnAttributes/>
                    <EventGroupID>222</EventGroupID>
                </QueryEvent>
            </QueryEventGroup>
            <TranslationLanguageID/>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.15 Example QueryEvents Response (Multiple)

Below is an example response for the preceding request. All of the collected events are included as Event elements within the Events element. The set of QueryEvent parameters that caused that event to be identified is referenced via the EventGroupID attribute of the Event element. If an event is identified by more than one set of parameters, it will be included in the response multiple times (once per set of parameters that selected it).

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>-1</MessageID>
        <MessageType>QueryEventsResponse</MessageType>
        <SourceID/>
        <TimeStamp>2013-11-18 08:57:07</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Events>
            <Event EventGroupID="111">
                <EventID>137</EventID>
                <EventName>20131118c</EventName>
                <StartDateTime>2013-11-18 16:00:00</StartDateTime>
                <EndDateTime>2013-11-18 17:00:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2013-11-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2013-11-18 16:00:00</OffSaleDateTime>
                <ResourceID>1</ResourceID>
                <UserEventNumber>0</UserEventNumber>
                <Available>100</Available>
                <TotalCapacity>100</TotalCapacity>
                <Status>0</Status>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMapID>0</RSEventSeatMapID>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>NO</HasHolds>
            </Event>
            <Event EventGroupID="111">
                <EventID>135</EventID>
                <EventName>20131118a</EventName>
                <StartDateTime>2013-11-18 17:00:00</StartDateTime>
                <EndDateTime>2013-11-18 18:00:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2013-11-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2013-11-18 17:00:00</OffSaleDateTime>
                <ResourceID>1</ResourceID>
                <UserEventNumber>0</UserEventNumber>
                <Available>100</Available>
                <TotalCapacity>100</TotalCapacity>
                <Status>0</Status>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMapID>0</RSEventSeatMapID>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>NO</HasHolds>
            </Event>
            <Event EventGroupID="222">
                <EventID>136</EventID>
                <EventName>20131118b</EventName>
                <StartDateTime>2013-11-18 17:00:00</StartDateTime>
                <EndDateTime>2013-11-18 18:00:00</EndDateTime>
                <EventTypeID>5</EventTypeID>
                <OnSaleDateTime>2013-11-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2013-11-18 17:00:00</OffSaleDateTime>
                <ResourceID>11</ResourceID>
                <UserEventNumber>0</UserEventNumber>
                <Available>20</Available>
                <TotalCapacity>20</TotalCapacity>
                <Status>0</Status>
                <HasRoster>YES</HasRoster>
                <RSEventSeatMapID>0</RSEventSeatMapID>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>NO</HasHolds>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.3.16 Example QueryEvents Request - Selected Events

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <EventRangeBeginDate>2010-07-10 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2010-07-11 00:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ResourceID>1</ResourceID>
            <Quantity>1</Quantity>
            <SelectedEvents>
                <SelectedEvent>
                    <PackageDetailID>123</PackageDetailID>
                    <EventID>456</EventID>
                    <CapacityID>789</CapacityID>
                </SelectedEvent>
            </SelectedEvents>
            <ReturnAttributes>YES</ReturnAttributes>
            <Pricing>
                <CustomerID>0</CustomerID>
                <Tickets>
                    <Ticket>
                        <PLU>100</PLU>
                    </Ticket>
                </Tickets>
            </Pricing>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.17 Example QueryEvents Response

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventsResponse</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-10 17:50:15</TimeStamp>
    </Header>
    <Body>
        <Events>
            <Event>
                <EventID>1967</EventID>
                <EventName>PANDA EXHIBIT</EventName>
                <StartDateTime>2002-07-10 11:00:00</StartDateTime>
                <EndDateTime>2002-07-10 11:45:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2002-07-08 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2002-07-10 11:00:00</OffSaleDateTime>
                <ResourceID>1</ResourceID>
                <UserEventNumber>22</UserEventNumber>
                <Available>150</Available>
                <Status>0</Status>
                <HasRoster>NO</HasRoster>
                <PrivateEvent>NO</PrivateEvent>
                <AttributeValues>
                    <Answers>
                        <Answer>
                            <ID>3</ID>
                            <LookUpAnswerID>4</LookUpAnswerID>
                            <Value/>
                        </Answer>
                    </Answers>
                </AttributeValues>
            </Event>
            <Event>
                <EventID>1968</EventID>
                <EventName>PANDA EXHIBIT</EventName>
                <StartDateTime>2002-07-10 12:00:00</StartDateTime>
                <EndDateTime>2002-07-10 12:45:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2002-07-08 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2002-07-10 12:00:00</OffSaleDateTime>
                <ResourceID>1</ResourceID>
                <UserEventNumber>23</UserEventNumber>
                <Available>150</Available>
                <Status>0</Status>
                <HasRoster>NO</HasRoster>
                <PrivateEvent>YES</PrivateEvent>
            </Event>
        </Events>
        <Pricing>
            <Tickets>
                <Ticket>
                    <PLU>100</PLU>
                    <Price>1.00</Price>
                    <Events>
                        <Event>
                            <EventID>1</EventID>
                            <Price>1.00</Price>
                            <DisbursementID>0</DisbursementID>
                            <DiscountAmount>0.00</DiscountAmount>
                        </Event>
                    </Events>
                </Ticket>
            </Tickets>
        </Pricing>
    </Body>
</Envelope>
```

7.3.18 Example QueryEvents Request - Consolidate Events using GroupEventsByEventID

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2020-10-08 14:56:01</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <QueryEventGroup>
                <QueryEvent>
                    <EventRangeBeginDate>2020-10-08</EventRangeBeginDate>
                    <EventRangeEndDate>2020-10-09</EventRangeEndDate>
                    <EventTypeID>1</EventTypeID>
                    <ResourceID/>
                    <Quantity/>
                    <ReturnAttributes/>
                    <EventGroupID>111</EventGroupID>
                </QueryEvent>
                <QueryEvent>
                    <EventRangeBeginDate>2020-10-08</EventRangeBeginDate>
                    <EventRangeEndDate>2020-10-11</EventRangeEndDate>
                    <EventTypeID>1</EventTypeID>
                    <ResourceID/>
                    <Quantity/>
                    <ReturnAttributes/>
                    <EventGroupID>444</EventGroupID>
                </QueryEvent>
            </QueryEventGroup>
            <TranslationLanguageID/>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.19 Example QueryEvents Response - Consolidate Events using GroupEventsByEventID

Below is an example using GroupEventsByEventID = YES in the QueryEvents request. The availability under each EventGroup is the availability and the AvailableBucketID for the Event specified above it.

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEventsResponse</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2020-10-08 14:56:01</TimeStamp>
    </Header>
    <Body>
        <Events>
            <Event EventID="1618">
                <EventID>1618</EventID>
                <EventName>Bambi</EventName>
                <StartDateTime>2020-10-08 23:00:00</StartDateTime>
                <EndDateTime>2020-10-08 23:30:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2016-05-24 13:00:00</OnSaleDateTime>
                <OffSaleDateTime>2020-10-08 23:00:00</OffSaleDateTime>
                <ResourceID>5</ResourceID>
                <UserEventNumber>1598</UserEventNumber>
                <Available>150</Available>
                <Pending>0</Pending>
                <Sold>0</Sold>
                <TotalCapacity>150</TotalCapacity>
                <Status>0</Status>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMapID>0</RSEventSeatMapID>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>NO</HasHolds>
                <EventGroups>
                    <EventGroup>
                        <EventGroupID>111</EventGroupID>
```

```xml
                    <Available>150</Available>
                    <AvailableBucketID>5153</AvailableBucketID>
                </EventGroup>
                <EventGroup>
                    <EventGroupID>444</EventGroupID>
                    <Available>150</Available>
                    <AvailableBucketID>5153</AvailableBucketID>
                </EventGroup>
            </EventGroups>
        </Event>
        <Event EventID="1619">
            <EventID>1619</EventID>
            <EventName>Bambi</EventName>
            <StartDateTime>2020-10-09 23:00:00</StartDateTime>
            <EndDateTime>2020-10-09 23:30:00</EndDateTime>
            <EventTypeID>1</EventTypeID>
            <OnSaleDateTime>2016-05-24 13:00:00</OnSaleDateTime>
            <OffSaleDateTime>2020-10-09 23:00:00</OffSaleDateTime>
            <ResourceID>5</ResourceID>
            <UserEventNumber>1599</UserEventNumber>
            <Available>150</Available>
            <Pending>0</Pending>
            <Sold>0</Sold>
            <TotalCapacity>150</TotalCapacity>
            <Status>0</Status>
            <HasRoster>NO</HasRoster>
            <RSEventSeatMapID>0</RSEventSeatMapID>
            <PrivateEvent>NO</PrivateEvent>
            <HasHolds>NO</HasHolds>
            <EventGroups>
                <EventGroup>
                    <EventGroupID>444</EventGroupID>
                    <Available>150</Available>
                </EventGroup>
            </EventGroups>
        </Event>
        <Event EventID="1620">
            <EventID>1620</EventID>
            <EventName>Bambi</EventName>
            <StartDateTime>2020-10-10 23:00:00</StartDateTime>
            <EndDateTime>2020-10-10 23:30:00</EndDateTime>
            <EventTypeID>1</EventTypeID>
            <OnSaleDateTime>2016-05-24 13:00:00</OnSaleDateTime>
            <OffSaleDateTime>2020-10-10 23:00:00</OffSaleDateTime>
            <ResourceID>5</ResourceID>
            <UserEventNumber>1600</UserEventNumber>
            <Available>150</Available>
            <Pending>0</Pending>
            <Sold>0</Sold>
            <TotalCapacity>150</TotalCapacity>
            <Status>0</Status>
            <HasRoster>NO</HasRoster>
            <RSEventSeatMapID>0</RSEventSeatMapID>
            <PrivateEvent>NO</PrivateEvent>
            <HasHolds>NO</HasHolds>
            <EventGroups>
                <EventGroup>
                    <EventGroupID>444</EventGroupID>
                    <Available>150</Available>
                </EventGroup>
            </EventGroups>
        </Event>
    </Events>
  </Body>
</Envelope>
```

7.3.20 Example QueryEvents Request - SelectedEvents and CurrentEventSelection (Package)

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2019-10-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <EventRangeBeginDate>2019-12-01 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2019-12-31 00:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ResourceID>1</ResourceID>
            <Quantity>1</Quantity>
            <SelectedEvents>
                <SelectedEvent>
                    <PackageDetailID>123</PackageDetailID>
                    <EventID>456</EventID>
                    <CapacityID>789</CapacityID>
                </SelectedEvent>
            </SelectedEvents>
            <CurrentEventSelection>
                <PackageDetailID>124</PackageDetailID>
            </CurrentEventSelection>
            <ReturnAttributes>YES</ReturnAttributes>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.21 Example QueryEvents Request - Multiple SelectedEvents and CurrentEventSelection (Package)

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2019-10-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <EventRangeBeginDate>2019-12-01 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2019-12-31 00:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ResourceID>1</ResourceID>
            <Quantity>1</Quantity>
            <SelectedEvents>
                <SelectedEvent>
                    <PackageDetailID>123</PackageDetailID>
                    <EventID>456</EventID>
                    <CapacityID>789</CapacityID>
                </SelectedEvent>
                <SelectedEvent>
                    <PackageDetailID>124</PackageDetailID>
                    <EventID>500</EventID>
                    <CapacityID>555</CapacityID>
                </SelectedEvent>
            </SelectedEvents>
            <CurrentEventSelection>
                <PackageDetailID>125</PackageDetailID>
            </CurrentEventSelection>
            <ReturnAttributes>YES</ReturnAttributes>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.22 Example QueryEvents Request - MinPrice and MaxPrice Filtering

Only events that cost between $25 and $45 for PLU 100 will be returned in the response (after also accounting for other filtering)

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryEvents</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <EventRangeBeginDate>2010-07-10 00:00:00</EventRangeBeginDate>
            <EventRangeEndDate>2010-07-11 00:00:00</EventRangeEndDate>
            <EventTypeID>1</EventTypeID>
            <ResourceID>1</ResourceID>
            <Quantity>1</Quantity>
            <ReturnAttributes>YES</ReturnAttributes>
            <CustomerID>10</CustomerID>
            <PLU>100</PLU>
            <MinPrice>25</MinPrice>
            <MaxPrice>45</MaxPrice>
        </QueryEvents>
    </Body>
</Envelope>
```

7.3.23 Example QueryEvents Request (Multiple) - MaxPrice Filtering

Below is an example of a QueryEvents message where multiple event queries are included in a single message. Only events that cost $45 or less for PLU 100 will be returned in the response (after also accounting for other filtering) for EventGroup 111 Only events that cost $40 or less for PLU 200 will be returned in the response (after also accounting for other filtering) for EventGroup 222

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID/>
        <MessageID/>
        <MessageType>QueryEvents</MessageType>
        <SessionID/>
        <TimeStamp>2013-11-18</TimeStamp>
    </Header>
    <Body>
        <QueryEvents>
            <GroupEventsByEventID>NO</GroupEventsByEventID>
            <QueryEventGroup>
                <QueryEvent>
                    <EventRangeBeginDate>2013-11-18</EventRangeBeginDate>
                    <EventRangeEndDate>2013-11-19</EventRangeEndDate>
                    <EventTypeID>1</EventTypeID>
                    <ResourceID/>
                    <Quantity/>
                    <ReturnAttributes/>
                    <EventGroupID>111</EventGroupID>
                    <CustomerID>10</CustomerID>
                    <PLU>100</PLU>
                    <MaxPrice>45</MaxPrice>
                </QueryEvent>
                <QueryEvent>
                    <EventRangeBeginDate>2013-11-18</EventRangeBeginDate>
                    <EventRangeEndDate>2013-11-19</EventRangeEndDate>
                    <EventTypeID>5</EventTypeID>
                    <ResourceID/>
                    <Quantity/>
                    <ReturnAttributes/>
                    <EventGroupID>222</EventGroupID>
                    <CustomerID>10</CustomerID>
                    <PLU>200</PLU>
                    <MaxPrice>40</MaxPrice>
                </QueryEvent>
            </QueryEventGroup>
            <TranslationLanguageID/>
        </QueryEvents>
    </Body>
</Envelope>
```

7.4 GetEvents Message

The GetEvents message obtains the information related events specified by a provided list of Event ID's.

A GetEvents message is sent by the web site to the eGalaxy Attraction Server to request the current information related to the provided list of Event ID's. The eGalaxy Attraction Server returns the information for each of the matching events, or an error message for each provided Event ID that could not be located.

If the optional PLU parameter is specified, eGalaxy Server will check an event to see if there are any holds associated to the specified PLU. If there is availability in any holds associated to this PLU, this availability is added into the total available for the event. So normally an event would show as sold out if general capacity was sold out but held capacity was available. Now you can pass a PLU associated to one of those holds and get back a valid event which previously would not have been returned.

7.4.1 Request Message Parameters

Field	Description	Type
EventIDs	Parent element for one of more EventID elements	Element
TranslationLanguageID	The language to translate the EventName into, if the system is configured for multiple languages (Optional)	Numeric
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric
CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric

EventIDs Node

Field	Description	Type
EventID	Event ID to look up. Must be an integer value and match an existing RMEvents record in the Galaxy database.	Numeric
PLU	Product PLU that will be associated with all EventIDs in the request to provide accurate event capacity details when event has holds associated with that product. Optional.	Text
Event	Element to provide means of associating individual event with a product PLU. Optional.	Element

Event Node

Field	Description	Type
EventID	Event ID to look up. Must be an integer value and match an existing RMEvents record in the Galaxy database.	Numeric
PLU	Product PLU that will be associated with EventID above to provide accurate event capacity details when event has holds associated with that product. Optional.	Text

At least one of the EventID elements must be specified in the request.

7.4.2 Response Message Fields

Field	Description	Type
ResponseCode	Status value that indicates the result of looking up the Event ID in the Galaxy database	Numeric
EventID	Unique Event ID	Numeric
EventName	Name of event. If an optional TranslationLanguageID value is provided in the request, this element will include an attribute reflecting the language that the EventName is being represented in. This is for future support of returning back ranslations of multiple languages in the same request.	Text
StartDateTime	Date/time when event starts	DateTime
EndDateTime	Date/time when event is over	DateTime
EventTypeID	ID of the Event Type associated with the event	Numeric
OnSaleDateTime	Date/Time when event tickets go "on sale"	DateTime
OffSaleDateTime	Date/time when event tickets go "off sale"	DateTime
ResourceID	Event location	Numeric
UserEventNumber	Venue-assigned event identifier	Text
Available	Number of tickets available. Relative to the product PLU associated with the event in this request, if	Numeric

any.

TotalCapacity	Total original capacity	Numeric
Status	Event status (see table below)	Numeric
HasRoster	Determines if the event requires roster information	Boolean
RSEventSeatMapID	ID of the SeatMap associated with the event	Numeric
PrivateEvent	Indicates if the event is private	Boolean
HasHolds	Indicates whether or not this event has any holds associated to it	Boolean

7.4.3 Event ResponseCode Values

Value	Description
0	Event was successfully loaded
1	Event ID was an integer, but no matching event could be found
2	Event ID was not a valid integer value

7.4.4 Example GetEvents Request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>GetEvents</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-04 09:10:05</TimeStamp>
    </Header>
    <Body>
        <GetEvents>
            <EventIDs>
                <EventID>243</EventID>
            </EventIDs>
        </GetEvents>
    </Body>
</Envelope>
```

7.4.5 Example GetEvents Response

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>3</MessageID>
        <MessageType>GetEventsResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-06 14:28:00</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Events>
            <Event>
                <ResponseCode>0</ResponseCode>
                <EventID>243</EventID>
                <StartDateTime>2012-12-18 14:00:00</StartDateTime>
                <EndDateTime>2012-12-18 15:00:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2012-01-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2012-12-18 14:00:00</OffSaleDateTime>
                <ResourceID>34</ResourceID>
                <UserEventNumber>0</UserEventNumber>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMap>0</RSEventSeatMap>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>NO</HasHolds>
                <EventName>Reseller Event</EventName>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.4.6 Example GetEvents Request with global and individual PLU

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>GetEvents</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-04 09:10:05</TimeStamp>
    </Header>
    <Body>
        <GetEvents>
            <EventIDs>
                <PLU>TICKET_01</PLU>
                <EventID>243</EventID>
                <EventID>245</EventID>
                <Event>
                    <EventID>244</EventID>
                    <PLU>TICKET_02</PLU>
                </Event>
            </EventIDs>
        </GetEvents>
    </Body>
</Envelope>
```

7.4.7 Example GetEvents Response with global and individual PLU

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>3</MessageID>
        <MessageType>GetEventsResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-06 14:28:00</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Events>
            <Event>
                <ResponseCode>0</ResponseCode>
                <EventID>243</EventID>
                <StartDateTime>2012-12-18 14:00:00</StartDateTime>
                <EndDateTime>2012-12-18 15:00:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2012-01-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2012-12-18 14:00:00</OffSaleDateTime>
                <ResourceID>34</ResourceID>
                <Available>21</Available>
                <UserEventNumber>0</UserEventNumber>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMap>0</RSEventSeatMap>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>YES</HasHolds>
                <EventName>Reseller Event</EventName>
            </Event>
            <Event>
                <ResponseCode>0</ResponseCode>
                <EventID>245</EventID>
                <StartDateTime>2012-12-19 14:00:00</StartDateTime>
                <EndDateTime>2012-12-19 15:00:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2012-01-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2012-12-18 14:00:00</OffSaleDateTime>
                <ResourceID>34</ResourceID>
                <Available>113</Available>
                <UserEventNumber>0</UserEventNumber>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMap>0</RSEventSeatMap>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>YES</HasHolds>
                <EventName>Reseller Event</EventName>
            </Event>
            <Event>
                <ResponseCode>0</ResponseCode>
                <EventID>244</EventID>
                <StartDateTime>2012-12-18 14:00:00</StartDateTime>
                <EndDateTime>2012-12-18 15:00:00</EndDateTime>
                <EventTypeID>2</EventTypeID>
                <OnSaleDateTime>2012-01-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2012-12-18 14:00:00</OffSaleDateTime>
                <ResourceID>35</ResourceID>
                <Available>250</Available>
                <UserEventNumber>0</UserEventNumber>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMap>0</RSEventSeatMap>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>YES</HasHolds>
                <EventName>Reseller Event</EventName>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.4.8 Example GetEvents Request, Translated

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>GetEvents</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-04 09:10:05</TimeStamp>
    </Header>
    <Body>
        <GetEvents>
            <TranslationLanguageID>2</TranslationLanguageID>
            <EventIDs>
                <EventID>243</EventID>
                <EventID>999</EventID>
                <EventID>ABC</EventID>
            </EventIDs>
        </GetEvents>
    </Body>
</Envelope>
```

7.4.9 Example GetEvents Response, Translated

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>2</MessageID>
        <MessageType>GetEventsResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-06 14:24:12</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Events>
            <Event>
                <ResponseCode>0</ResponseCode>
                <EventID>243</EventID>
                <StartDateTime>2012-12-18 14:00:00</StartDateTime>
                <EndDateTime>2012-12-18 15:00:00</EndDateTime>
                <EventTypeID>1</EventTypeID>
                <OnSaleDateTime>2012-01-18 00:00:00</OnSaleDateTime>
                <OffSaleDateTime>2012-12-18 14:00:00</OffSaleDateTime>
                <ResourceID>34</ResourceID>
                <UserEventNumber>0</UserEventNumber>
                <HasRoster>NO</HasRoster>
                <RSEventSeatMap>0</RSEventSeatMap>
                <PrivateEvent>NO</PrivateEvent>
                <HasHolds>NO</HasHolds>
                <EventName TranslationLanguageID="2">Reseller Event (Spanish)</EventName>
            </Event>
            <Event>
                <ResponseCode>1</ResponseCode>
                <EventID>999</EventID>
            </Event>
            <Event>
                <ResponseCode>2</ResponseCode>
                <EventID>ABC</EventID>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.4.10 Example GetEvents Request, Error

This example demonstrates the result of providing an EventIDs element with no EventID elements. A similar error will occur if the EventIDs element is omitted entirely.

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>GetEvents</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-04 09:10:05</TimeStamp>
    </Header>
    <Body>
        <GetEvents>
            <TranslationLanguageID>3</TranslationLanguageID>
            <EventIDs/>
        </GetEvents>
    </Body>
</Envelope>
```

7.4.11 Example GetEvents Response, Error

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>7</MessageID>
        <MessageType>GetEventsResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2012-12-06 14:35:13</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>5700</StatusCode>
            <StatusText>GetEvents request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>998</ErrorCode>
                <ErrorText>No EventID elements found in the request</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

7.5 EventTicketHold Message

The EventTicketHold message is used to place event tickets "on hold" for a customer. The tickets are not considered sold yet, but are reserved for the customer until the completion of their order.

The EventTicketHold response message includes SectionID. In the case of sequenced capacity-managed events, the SectionID specified in the Request message may or may not be the one actually used in the hold. The caller needs to honor whatever SectionID is returned in the response message.

7.5.1 Request Message Fields

Field	Description	Type
EventID	Unique Event ID	Numeric
SectionID	ResourceID (for the given EventID). ResourceID is returned by eGalaxy in the QueryEventsResponse message	Numeric
Qty	Number of tickets to hold	Numeric
PLU	The PLU associated to the tickets being held. If specified, eGalaxy Server will see if there are any holds for the event based on this PLU. If holds are available and the hold has enough availability, the Hold capacity will be used. Otherwise, eneral capacity will be used. (Optional)	Text
CurrentEventSelection	Package related information. See description below. (Optional)	Numeric
SelectedEvents	Package related information. See description below. (Optional)	Numeric
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric

CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric
SalesCategoryGroupID	ID of the sales category group being used during the hold request from a web transaction. (Optional)	Numeric

7.5.2 Request Message SelectedEvents Node

The SelectedEvents node is a list of SelectedEvent nodes. Each SelectedEvent node can have the following fields provided.

Field	Description	Type
PackageDetailID	The ID of a PackageDetail that has an event already associated with it.	Numeric
EventID	The ID of the event associated with the package detail.	Numeric

7.5.3 Request Message CurrentEventSelection Node

Field	Description	Type
PackagePLU	The PLU of a Package that we request the hold of the event for. (Optional)	Text
PackageDetailID	The ID of a PackageDetail that we request the hold of the event for.	Numeric

The PackagePLU, if present, is used to recover values of the PackageEventWindow configuration options EnforcePackageEventWindow and PackageEventWindow. If PackagePLU is not present the EnforcePackageEventWindow is set to False and PackageEventWindow is set to 0;

The EvenTicketHold request will validate events associated with a packaged PLU, if both the CurrentEventSelection and the SelectedEvents elements are placed under the EventTicketHold element as shown below. This feature is provided to support packages that are configured for time-linked events.

```
<EventTicketHold>
    <EventID>3672</EventID>
    <SectionID>5</SectionID>
    <Qty>1</Qty>
    <PLU/>
    <CurrentEventSelection>
        <PackagePLU>1-PKG-SM-T-LINK</PackagePLU>
        <PackageDetailID>587</PackageDetailID>
    </CurrentEventSelection>
    <SelectedEvents>
        <SelectedEvent>
            <EventID>3674</EventID>
            <PackageDetailID>588</PackageDetailID>
        </SelectedEvent>
        <SelectedEvent>
            <EventID>677</EventID>
            <PackageDetailID>589</PackageDetailID>
        </SelectedEvent>
    </SelectedEvents>
</EventTicketHold>
```

If the events do not support the time-linked restraints the EventTicketHold message will fail with appropriate status and error message.

7.5.3.1 Example EventTicketHold Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketHold</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2011-08-03 20:55:45</TimeStamp>
    </Header>
    <Body>
        <EventTicketHold>
            <EventID>1971</EventID>
            <SectionID>1</SectionID>
            <Qty>2</Qty>
        </EventTicketHold>
    </Body>
</Envelope>
```

7.5.4 Response Message Fields

Field	Description	Type
EventTicketHoldResponse	Contains EventTicketHold resposne data	Element

<EventTicketHoldResponse> element contains following fields:

Field	Description	Type
SectionID	Actual ResourceID used by eGalaxy server to put the ticket on hold	Numeric
CapacityID	The specific CapacityID that was used to hold the ticket(s).	Numeric
Seats	Contains Reserved Seats information	Element

<Seats> element contains one or more <Seat> elements. <Seat> element contains following fields:

Field	Description	Type
RSEventSeatID	ID of the seat in RSEventSeats table	Numeric
RSSeatID	ID of the seat in RSSeats table	Numeric
SectionName	Name of the section of the seat	Text
RowName	Name of the row of the seat	Text
SeatName	Seat name	Text

7.5.4.1 Example EventTicketHold success response

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketHoldResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2010-07-11 20:55:49</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <EventTicketHoldResponse>
            <SectionID>1</SectionID>
            <CapacityID>1240</CapacityID>
        </EventTicketHoldResponse>
    </Body>
</Envelope>
```

7.5.4.2 Example EventTicketHold success response with reserved seats

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketHoldResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2010-07-11 20:55:49</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <EventTicketHoldResponse>
            <SectionID>1</SectionID>
            <Seats>
                <Seat>
                    <RSEventSeatID>12345</RSEventSeatID>
                    <RSSeatID>5</RSSeatID>
                    <SectionName>MAIN</SectionName>
                    <RowName>A</RowName>
                    <SeatName>5</SeatName>
                </Seat>
                <Seat>
                    <RSEventSeatID>12346</RSEventSeatID>
                    <RSSeatID>6</RSSeatID>
                    <SectionName>MAIN</SectionName>
                    <RowName>A</RowName>
                    <SeatName>6</SeatName>
                </Seat>
            </Seats>
        </EventTicketHoldResponse>
    </Body>
</Envelope>
```

7.5.4.3 Example EventTicketHold error response for time-linked package

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <MessageID>-1</MessageID>
        <MessageType>EventTicketHold</MessageType>
        <SessionID>1</SessionID>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2021-05-16 03:41:18</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>223</StatusCode>
            <StatusText>Validation of Time-Linked Package Failed (1-PKG-SM-T-LINK)</StatusText>
        </Status>
        <Error>
            <ErrorCode>601</ErrorCode>
            <ErrorText>Validation of Time-Linked Package failed with reason: First event validation
failed</ErrorText>
        </Error>
    </Body>
</Envelope>
```

7.6 EventTicketRelease

The EventTicketRelease message is used to free event tickets previously placed "on hold" for a session. After being released, the previously held released tickets are then available for sale again.

The tickets must have previously been placed on hold for the transaction to complete successfully.

7.6.0.1 Request Message Fields

Field	Description	Type
EventID	Unique Event ID	Numeric
SectionID	ResourceID (for the given EventID). ResourceID is returned by eGalaxy in the QueryEventsResponse message	Numeric
Qty	Number of tickets to release	Numeric
CapacityID	The specific CapacityID that was used to hold the ticket(s). (Optional)	Numeric
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric
CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric

7.6.0.2 Example EventTicketRelease Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketRelease</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2011-08-05 11:18:55</TimeStamp>
    </Header>
    <Body>
        <EventTicketRelease>
            <EventID>1971</EventID>
            <SectionID>1</SectionID>
            <Qty>2</Qty>
        </EventTicketRelease>
    </Body>
</Envelope>
```

7.6.0.3 Example EventTicketRelease success response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketRelease</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2011-08-08 11:19:00</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

7.6.0.4 Example EventTicketRelease error response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketRelease</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2011-08-08 11:23:23</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>1104</StatusCode>
            <StatusText>Qty 2 exceeds tickets on hold</StatusText>
        </Status>
        <Error>
            <ErrorCode>1104</ErrorCode>
            <ErrorText>Qty 2 exceeds tickets on hold</ErrorText>
        </Error>
    </Body>
</Envelope>
```

7.7 QueryTicketsOnHold

The QueryTicketsOnHold message is used to retrieve the list of event tickets previously placed "on hold" for the session.

7.7.0.1 Request Message Parameters

Field	Description	Type
SessionID	Indicates the session number for which the list of held tickets is to be retrieved. Note: Must match Header.SessionID	Numeric

7.7.0.2 Response Message Fields

Field	Description	Type
TicketsOnHold	List of tickets on hold	Element

The <TicketsOnHold> element contains one or more <TicketHold> elements, which each contain the following fields:

Field	Description	Type
UniqueHoldID	Unique ID of the hold from the RMCapacityHold table	Numeric
EventID	Event ID associated to the held tickets	Numeric
ResourceID	Resource ID associated to the held tickets	Numeric
HoldQuantity	Number of ticket held	Numeric
CapacityID	Capacity ID associated to the held tickets	Numeric
DateTimeHeld	Date/Time the tickets were held	DateTime

7.7.0.3 Example QueryTicketsOnHold Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryTicketsOnHold</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2010-07-11 20:56:19</TimeStamp>
    </Header>
    <Body>
        <QueryTicketsOnHold>
            <SessionID>9507</SessionID>
        </QueryTicketsOnHold>
    </Body>
</Envelope>
```

7.7.0.4 Example QueryTicketsOnHold Response

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryTicketsOnHoldResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2010-07-11 20:56:24</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <TicketsOnHold/>
    </Body>
</Envelope>
```

7.8 AbandonSession

A real time message AbandonSession is supported in eGalaxy. Using the new message a web site can release all event tickets put on hold for a particular web session.

7.8.0.1 Request Message Parameters

Field	Description	Type
SessionID	The session ID (number) for which the tickets on hold need to be released Note: Must match Header.SessionID	Numeric

7.8.0.2 AbandonSession Request example

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>AbandonSession</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-11 20:57:30</TimeStamp>
    </Header>
    <Body>
        <AbandonSession>
            <SessionID>1234</SessionID>
        </AbandonSession>
    </Body>
</Envelope>
```

7.8.0.3 AbandonSession Response example – no error(s)

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>AbandonSessionResponse</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-11 20:57:34</TimeStamp>
    </Header>
    <Body>
        <Status>OK</Status>
    </Body>
</Envelope>
```

7.8.0.4 AbandonSession Response example – with error(s)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>AbandonSessionResponse</MessageType>
        <SessionID>1234</SessionID>
        <TimeStamp>2010-07-11 20:57:32</TimeStamp>
    </Header>
    <Body>
        <Error>
            <ErrorCode>1106</ErrorCode>
            <ErrorText>No ticket holds found to release for the session 1234</ErrorText>
        </Error>
    </Body>
</Envelope>
```

7.9 EventTicketCommit

The EventTicketCommit message is used to move tickets that were put "on hold" (from the EventTicketHold message) to "Sold".

The tickets must have previously been placed on hold using the same session ID for the transaction to complete successfully.

NOTE: A SessionID is required in the header of this message.

7.9.0.1 Request Message Parameters

Field	Description	Type
EventID	Unique Event ID	Numeric
SectionID	ResourceID (for the given EventID). ResourceID is returned by eGalaxy in the QueryEventsResponse message	Numeric
Qty	Number of tickets to commit	Numeric
CapacityID	The specific CapacityID that was used to hold the ticket(s). (Optional)	Numeric
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric
CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric

7.9.0.2 Example EventTicketCommit Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketCommit</MessageType>
        <SessionID>9510</SessionID>
        <TimeStamp>2010-07-15 10:10:41</TimeStamp>
    </Header>
    <Body>
        <EventTicketCommit>
            <EventID>1971</EventID>
            <SectionID>1</SectionID>
            <Qty>2</Qty>
        </EventTicketCommit>
    </Body>
</Envelope>
```

7.9.0.3 Example EventTicketCommit Response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketCommit</MessageType>
        <SessionID>9510</SessionID>
        <TimeStamp>2010-07-15 10:10:46</TimeStamp>
    </Header>
    <Body>
        <Status>OK</Status>
    </Body>
</Envelope>
```

7.9.0.4 Potential Error Messages

Error Code	Description	Message Type(s)	Severity
1011	SessionID given in the message header is not valid	TicketHold, TicketCommit, TicketSale, TicketReturn	Error
1104	Event EventID quantity Quantity not available	TicketHold, TicketCommit	Error

7.10 EventTicketSale

The EventTicketSale message is used to move event tickets directly from "Available" to "Sold".

NOTE: A SessionID is required in the header of this message.

7.10.0.1 Request Message Parameters

Field	Description	Type
EventID	Unique Event ID	Numeric
SectionID	ResourceID (for the given EventID). ResourceID is returned by eGalaxy in the QueryEventsResponse message	Numeric
Qty	Number of tickets to sell	Numeric
PLU	The PLU associated to the tickets being held. If specified, eGalaxy Server will see if there are any holds for the event based on this PLU. If holds are available and the hold has enough availability, the Hold capacity will be used. Otherwise, General capacity will be used. (Optional)	Text
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric
CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric

7.10.0.2 Response Message Parameters

Field	Description	Type
<EventTicketSaleResponse>	Response element for this message	Element

The following fields are supported within the <EventTicketSaleResponse> element:

Field	Description	Type
CapacityID	The specific CapacityID that was used to hold the ticket(s).	Numeric

7.10.0.3 Example EventTicketSale Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketSale</MessageType>
        <SessionID>9511</SessionID>
        <TimeStamp>2010-07-15 10:12:05</TimeStamp>
    </Header>
    <Body>
        <EventTicketSale>
            <EventID>1971</EventID>
            <SectionID>1</SectionID>
            <Qty>3</Qty>
        </EventTicketSale>
    </Body>
</Envelope>
```

7.10.0.4 Example EventTicketSale Response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketSaleResponse</MessageType>
        <SessionID>9511</SessionID>
        <TimeStamp>2010-07-15 10:12:10</TimeStamp>
    </Header>
    <Body>
        <Status>OK</Status>
    </Body>
</Envelope>
```

7.10.0.5 Potential Error Messages

Error Code	Description	Message Type(s)	Severity
1011	SessionID given in the message header is not valid	TicketHold, TicketCommit, TicketSale, TicketReturn	Error
1101	Event EventID not valid	TicketHold, TicketSale	Error
1102	Event EventID not active	TicketHold, TicketSale	Error
1103	Event EventID not on sale	TicketHold, TicketSale	Error
1104	Event EventID quantity Quantity not available	TicketHold, TicketSale	Error
1105	Event EventID quantity Quantity cannot be negative	TicketHold, TicketSale	Error
1107	Cannot find and/or update capacity record for ticket sale.	TicketSale	Error

7.11 EventTicketReturn

The EventTicketReturn message is used to move event tickets from "Sold" to "Available". The specified Qty must meet the following criteria:

- Qty value cannot be higher than the number of tickets currently sold for the specified event.
- Qty value cannot be higher than the total capacity allocated to the sales channel being used by the eGalaxy Source, if utilizing the Event Capacities by Sales Channel feature.

NOTE: A SessionID is required in the header of this message.

7.11.0.1 Request Message Parameters

Field	Description	Type
EventID	Unique Event ID	Numeric
SectionID	ResourceID (for the given EventID). ResourceID is returned by eGalaxy in the QueryEventsResponse message	Numeric

Qty	Number of tickets to return	Numeric
CapacityID	The specific CapacityID that was used to hold the ticket(s). (Optional)	Numeric
PLU	The PLU associated to the tickets being held. If specified, eGalaxy Server will see if there are any holds for the event based on this PLU. If holds are available and the hold has enough availability, the Hold capacity will be used. Otherwise, general capacity will be used. (Optional)	Text
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric
CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric

7.11.0.2 Example EventTicketReturn Request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketReturn</MessageType>
        <SessionID>9511</SessionID>
        <TimeStamp>2010-07-15 10:12:36</TimeStamp>
    </Header>
    <Body>
        <EventTicketReturn>
            <EventID>1971</EventID>
            <SectionID>1</SectionID>
            <Qty>2</Qty>
        </EventTicketReturn>
    </Body>
</Envelope>
```

7.11.0.3 Example EventTicketReturn Response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EventTicketReturn</MessageType>
        <SessionID>9511</SessionID>
        <TimeStamp>2010-07-15 10:12:39</TimeStamp>
    </Header>
    <Body>
        <Status>OK</Status>
    </Body>
</Envelope>
```

7.11.0.4 Potential Error Messages

Error Code	Description	Message Type(s)	Severity
1011	SessionID given in the message header is not valid	TicketHold, TicketCommit, TicketSale, TicketReturn	Error
1108	Cannot find and/or update capacity record for ticket return.	TicketReturn	Error

7.12 CapacityManagement

The CapacityManagement message is used to perform capacity management with event tickets in the Galaxy database. This message can be used to put tickets on hold, to release tickets put on hold previously, or to commit tickets put on hold previously.

This message allows sender to send multiple events in one request facilitating the sale of a package.

NOTE: A SessionID is required in the header of this message.

7.12.1 CapacityManagement Request

This section describes the format of the CapacityManagement request with examples.

7.12.1.1 Request Message Parameters

Field	Description	Type
Action	See Action Values below	Numeric
<Events>	<Events> element	Element

Each <Events> element contains one or more <Event> element. Following fields are supported within the <Event> element:

Field	Description	Type
EventID	Unique Event ID	Numeric
SectionID	ResourceID (for the given EventID). ResourceID is returned by eGalaxy in the QueryEventsResponse message	Numeric
Qty	Number of tickets	Numeric
PLU	The PLU associated to the tickets being held. If specified, eGalaxy Server will see if there are any holds for the event based on this PLU. If holds are available and the hold has enough availability, the Hold capacity will be used. Otherwise, eneral capacity will be used. (Optional, only used when Action = 0)	Text
CapacityID	The specific CapacityID that was used to hold the ticket(s). (Optional, only used when Action = 1)	Numeric
SalesChannelID	The SalesChannel used for the event query. If it is not provided in the request and CustomerID does not provide one, the sales channel configured on the source will be used. (Optional)	Numeric
CustomerID	The Customer to use to retrieve configured SalesChannel used for the event query. (Optional)	Numeric

Action Values:

Value	Description
0	Ticket Hold
1	Ticket Release
2	Ticket Commit

7.12.1.2 Example CapacityManagement Request – to add Tickets Hold

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CapacityManagement</MessageType>
        <SessionID>9512</SessionID>
        <TimeStamp>2010-07-16 14:40:21</TimeStamp>
    </Header>
    <Body>
        <Action>0</Action>
        <Events>
            <Event>
                <EventID>10</EventID>
                <SectionID>1</SectionID>
                <Qty>2</Qty>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.12.1.3 Example CapacityManagement Request – to release Tickets on-hold

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CapacityManagement</MessageType>
        <SessionID>9512</SessionID>
        <TimeStamp>2010-07-16 14:40:21</TimeStamp>
    </Header>
    <Body>
        <Action>1</Action>
        <Events>
            <Event>
                <EventID>10</EventID>
                <SectionID>1</SectionID>
                <Qty>2</Qty>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.12.1.4 Example CapacityManagement Request – to commit Tickets on-hold

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CapacityManagement</MessageType>
        <SessionID>9512</SessionID>
        <TimeStamp>2010-07-16 14:40:21</TimeStamp>
    </Header>
    <Body>
        <Action>2</Action>
        <Events>
            <Event>
                <EventID>10</EventID>
                <SectionID>1</SectionID>
                <Qty>2</Qty>
            </Event>
        </Events>
    </Body>
</Envelope>
```

7.12.2 CapacityManagement Response

This section describes the format of the CapacityManagement response returned by eGalaxy server with examples.

7.12.2.1 Response Message Parameters

Field	Description	Type
Action	See action values below	Numeric
<EventsResponse>	<EventsResponse> element	Element

Action Values:

Value	Description
0	Ticket Hold
1	Ticket Release
2	Ticket Commit

Each <EventsResponse> element contains one or more <EventResponse> element. Following fields are supported within the <EventResponse> element:

Field	Description	Type
EventID	Unique Event ID	Numeric

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SectionID	ResourceID sent by the sender in the request	Numeric
Qty	Quantity of the actual tickets put on hold	Numeric
HoldSectionID	ResourceID of the section actually used by eGalaxy server to put tickets on hold	Numeric
Result	Result of the request (to hold, release or commit tkts) for this event. See values below.	Numeric
<Seats>	<Seats> element. If Event is a Reserved Seat event then this element contains information of the seats reserved.	Element
<Errors>	<Errors> element. Present only when Result is 1 (unsuccessful request)	Numeric

Request result Values:

Value	Description
0	Request was successful
1	Request was not successful

<Seats> element contains one or more <Seat> elements. <Seat> element contains following fields:

Field	Description	Type
RSEventSeatID	ID of the seat in RSEventSeats table	Numeric
RSSeatID	ID of the seat in RSSeats table	Numeric
SectionName	Name of the section of the seat	Text
RowName	Name of the row of the seat	Text
SeatName	Seat name	Text

Each <Errors> element contains one or more <Error> element. Following fields are supported within the <Error> element:

Field	Description	Type
ErrorCode	Error number	Numeric
ErrorText	Error text describing the reason why request is being rejected	Text

A list of possible errors for all different actions (Hold, Release and Commit) supports in CapacityManagement is provided in the "Potential Error Messages" section below.

7.12.2.2 Example CapacityManagement Response – for request to add Ticket Hold

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CapacityManagementResponse</MessageType>
        <SessionID>9512</SessionID>
        <TimeStamp>2010-07-16 14:40:26</TimeStamp>
    </Header>
    <Body>
        <Action>0</Action>
        <EventsResponse>
            <EventResponse>
                <EventID>10</EventID>
                <SectionID>1</SectionID>
                <Qty>2</Qty>
                <Result>0</Result>
                <Seats>
                    <Seat>
                        <RSEventSeatID>12345</RSEventSeatID>
                        <RSSeatID>5</RSSeatID>
                        <SectionName>MAIN</SectionName>
                        <RowName>A</RowName>
                        <SeatName>5</SeatName>
                    </Seat>
                    <Seat>
                        <RSEventSeatID>12345</RSEventSeatID>
                        <RSSeatID>6</RSSeatID>
                        <SectionName>MAIN</SectionName>
                        <RowName>A</RowName>
                        <SeatName>6</SeatName>
                    </Seat>
                </Seats>
            </EventResponse>
            <EventResponse>
                <EventID>21</EventID>
                <SectionID>1</SectionID>
                <Qty>2</Qty>
                <Result>1</Result>
                <Errors>
                    <Error>
                        <ErrorCode>1104</ErrorCode>
                        <ErrorText>Event 21 quantity 2 not available</ErrorText>
                    </Error>
                </Errors>
            </EventResponse>
        </EventsResponse>
    </Body>
</Envelope>
```

7.12.2.3 Example CapacityManagement Response – Entire request rejected due to an unexpected Error

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CapacityManagementResponse</MessageType>
        <SessionID>9512</SessionID>
        <TimeStamp>2010-07-16 14:40:26</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>3800</StatusCode>
            <StatusText>CapacityManagement request error</StatusText>
        </Status>
        <CapacityManagementErrors>
            <CapacityManagementError>
                <ErrorCode>1011</ErrorCode>
                <ErrorText>Session 9507 is not valid</ErrorText>
            </CapacityManagementError>
        </CapacityManagementErrors>
    </Body>
</Envelope>
```

7.12.2.4 Potential Error Messages

Error Code	Description	Action	Severity
1011	SessionID given in the message header is not valid	Hold, Release, and Commit	Error
999	Unexpected error occurred Error Message	Hold, Release, and Commit	Error
1101	Event EventID not valid	Hold	Error
1102	Event EventID not active	Hold	Error
1103	Event EventID not on sale	Hold	Error
1104	Event EventID quantity Quantity not available	Hold, Release, Commit	Error
1105	Event EventID quantity Quantity cannot be negative	Hold, Release	Error
1109	Event is private	Hold	Error

7.13 QueryRoster

The QueryRoster message is used to determine if the event requires the user to enter roster information before purchasing the event ticket.

NOTE: A SessionID is not required in the header of this message.

7.13.1 QueryRoster Request

This section describes the format of the QueryRoster request with examples.

7.13.1.1 Request Message Parameters

Field	Description	Type
<QueryRoster>	<QueryRoster> element	Element

The <QueryRoster> element contains the following fields.

Field	Description	Type
EventID	Unique Event ID	Numeric
TranslationLanguageID	The language to translate the roster information into, if the system is configured for multiple languages (Optional)	Numeric

7.13.1.2 Example QueryRoster Request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>5</MessageID>
        <MessageType>QueryRoster</MessageType>
        <SessionID>0</SessionID>
        <SourceID>Source</SourceID>
        <TimeStamp>2008-12-16 09:45:39</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <QueryRoster>
            <EventID>1</EventID>
        </QueryRoster>
    </Body>
</Envelope>
```

7.13.2 QueryRoster Response

This section describes the format of the QueryRoster response returned by eGalaxy server with examples.

7.13.2.1 Response Message Parameters

Field	Description	Type
RosterData	<RosterData> element	Element

The <RosterData> element contains the following fields:

Field	Description	Type
Questions	<Questions> element	Element

The <Questions> element contains the following fields:

Field	Description	Type
Question	<Question> element	Element

The <Question> element contains the following fields:

Field	Description	Type
ID	The AttributeDefinitionID of the question to ask.	Numeric
Type	See values below	Numeric
Name	The question being asked.	Text
Required	Determines if the question must have an answer .	Boolean
Sequence	The one based number of what order the question should be displayed in.	Numeric
<LookUpAnswers>	<LookUpAnswers> element will be available if the question type is 1 (Lookup table).	Element

Question Type Values:

Value	Description
0	Lookup table question
1	Free form question

The <LookUpAnswers> element contains the following fields:

Field	Description	Type
LookUpAnswerID	The answer ID to use if the LookUp table question is answered using this answer.	Numeric
Value	The name of the lookup table answer.	Text
Sequence	The one based number of what order the answer should be displayed in.	Numeric

7.13.2.2 Example QueryRoster Response

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>4</MessageID>
        <MessageType>QueryRosterResponse</MessageType>
        <SourceID>0</SourceID>
        <TimeStamp>2009-02-02 13:11:18</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <RosterData>
            <Questions>
                <Question>
                    <ID>2</ID>
                    <Type>2</Type>
                    <Name>Emergency Contact</Name>
                    <Required>NO</Required>
                    <Sequence>1</Sequence>
                </Question>
                <Question>
                    <ID>1</ID>
                    <Type>1</Type>
                    <Name>Language</Name>
                    <Required>YES</Required>
                    <Sequence>2</Sequence>
                    <LookUpAnswers>
                        <LookUpAnswer>
                            <LookUpAnswerID>3</LookUpAnswerID>
                            <Value>English</Value>
                            <Sequence>1</Sequence>
                        </LookUpAnswer>
                        <LookUpAnswer>
                            <LookUpAnswerID>4</LookUpAnswerID>
                            <Value>Spanish</Value>
                            <Sequence>2</Sequence>
                        </LookUpAnswer>
                    </LookUpAnswers>
                </Question>
            </Questions>
        </RosterData>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

7.13.2.3 Potential Error Messages

Error Code	Description	Severity
4200	QueryRoster request error	Error
4201	EventID is not valid	Error
4202	Event is off sale	Error
4203	Event is over	Error

7.14 QueryRosterContact

The QueryRosterContact message is used to determine if the contact has already been used for a roster in the event.

NOTE: A SessionID is not required in the header of this message.

7.14.1 QueryRosterContact Request

This section describes the format of the QueryRosterContact request with examples.

7.14.1.1 Request Message Parameters

Field	Description	Type
<QueryRosterContact>	<QueryRosterContact> element	Element

The <QueryRosterContact> element contains the following fields.

Field	Description	Type
EventID	EventID to determine if a roster exists for the given ContactID	Numeric
ContactID	ContactID to determine if the roster exists for the given EventID	Numeric

7.14.1.2 Example QueryRosterContact Request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>5</MessageID>
        <MessageType>QueryRosterContact</MessageType>
        <SessionID>0</SessionID>
        <SourceID>Source</SourceID>
        <TimeStamp>2008-12-16 09:45:39</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <QueryRosterContact>
            <EventID>1</EventID>
            <ContactID>1</ContactID>
        </QueryRosterContact>
    </Body>
</Envelope>
```

7.14.2 QueryRosterContact Response

This section describes the format of the QueryRosterContact response returned by eGalaxy server with examples.

7.14.2.1 Response Message Parameters

Field	Description	Type
UseContactID	YES or NO depending on if the ContactID given can be used on a roster for the given EventID.	Boolean

7.14.2.2 Example QueryRosterContact Response

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <MessageID>2</MessageID>
        <MessageType>QueryRosterContact</MessageType>
        <SourceID/>
        <TimeStamp>2009-02-03 08:17:16</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <UseContactID>YES</UseContactID>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

7.14.2.3 Potential Error Messages

Error Code	Description	Severity
4300	QueryRosterContact request error	Error

4301	This contact has already been selected for this event	Error
4302	EventID is not valid	Error
4303	Event is off sale	Error
4304	Event is over	Error
4305	ContactID is not valid	Error
4306	Event does not have a roster	Error

8 ActivateTicket Message

ActivateTicket message allows you to…

- Activate a ticket that was previously sold as an inactive ticket.
- Activate a ticket that was produced outside of Galaxy (a foreign media ticket).
- Create a ticket with the status of Inactive by sending the ticket as a foreign media ticket. To do this you have to set the status of the PLU to Inactive on item definition in Galaxy.
- Cancel an active or valid ticket.
- Activate package details of a package which was sold with inactive package details.

8.1 Message Format

8.1.1 Request Message Fields

The TicketActivation element appears in the Body element of a standard eGalaxy message. The TicketActivation element contains Command, CustomerID, and Tickets elements.

8.1.1.1 <TicketActivation> Element

Field	Description	Type
Command	Command indicating the action to take on the tickets provided in the request. Possible values are: Activate, ActivatePackageDetail, or Cancel	Text
CustomerID	Galaxy CustomerID	Numeric
SalesProgram	Sales program to use in the activation transaction	Numeric
<Tickets>	Tickets (and stratus GiftCards) to be activated or cancelled.	Element

The 'Activate' command is used to activate a currently inactive ticket or activate a foreign media ticket. Activation of stratus GiftCards is also supported.

The 'ActivatePackageDetail' is used to activate one or more currently inactive package details. No foreign media activation is handled within this command. The ActivatePackageDetail command will return an error if the package details are already active.

The 'Cancel' command is used to 'void' a previously activated ticket. Once an activated ticket is cancelled, the ticket cannot be activated again. The Cancel command will return an error if the ticket is inactive or already cancelled.

The TicketActivation element contains CustomerID. This CustomerID applies to all tickets under the TicketActivation element. The system does not allow multiple TicketActivation elements in the ActivateTicket message.

8.1.1.2 <Tickets> Element

The <Tickets> element contains one or more of the <Ticket> elements for tickets that are to be activated or cancelled.

Note: Since the command applies to all tickets in the request, the response will indicate an error if the command fails for one of the tickets and NONE of the tickets will be processed. The error response will indicate which ticket(s) caused the error(s).

This applies only if you are activating a pre-existing inactive ticket.

8.1.1.3 <Ticket> Element

The ticket element indicates the specific ticket to be activated, what ItemCode it will be, and its price.

Field	Description	Command / Usage	Type
VisualID	Identification number of ticket to be activated	Activate/Cancel	Text(40)
ItemCode or PLU	Ticket's Galaxy item code or PLU. PLU is a required field when sending cancellation for stratus GiftCards	Activate/Cancel	Text(20)
Price	Price of the activated ticket (Optional)	Activate	Currency
TicketDate	Date the ticket is valid for use (Optional)	Activate	DateTime

EventID	EventID to use for the capacity managed ticket(s) (Optional)	Activate/Cancel	Numeric
DateSold	Date and time when the ticket was originally sold (Optional)	Activate	DateTime
ExpirationDate	Expiration or Thru Expiration Date. Overrides any expiration information specified in the ticket's Access record (referenced by AccessCode). (Optional)	Activate	DateTime
Section	Section of the ticket's seat assignment data (Optional)	Activate	Text (40)
Row	Row of the ticket's seat assignment data (Optional)	Activate	Text (40)
Seat	Seat of the ticket's seat assignment data (Optional)	Activate	Text (40)
ResourceID	ResourceID to use for the capacity managed ticket(s)	Activate/Cancel	Numeric
SessionID	SessionID to use when moving capacity for the capacity managed ticket(s)	Activate	Numeric
ActivateDebitCard	Flag indicating if the DebitCard to activate also needs to be Authorized with Galaxy's Payment Processor. Currently only Stratus GiftCards are supported that are pre-authorized by third-party system	Activate	Boolean
DebitCardAuthData	Contains debit card authorization fields	Activate/Cancel	Element
VoidReason	For SIAE-enabled systems only. Required field that provides the SIAE Void Reason code to be associated with the void transaction.	Cancel	Text

8.1.1.4 <DebitCardAuthData> Element

The <DebitCardAuthData> element contains authorization data of the Debit Card to be activated in Galaxy. Authorization data given in this element is used to journalize a draft record in Galaxy. <DebitCardAuthData> element contains following fields:

Field	Description	Type
AuthCode	Authorization Code from payment processor	Numeric
ValidationCode	Validation code from payment processor (Optional)	Text (4)
TransID	Transaction ID from payment processor (Optional)	Text (15)
ExpDate	Credit Card expiration date, if credit card payment (Optional)	Numeric MMYY
PSI	Payment Service Indicator from payment processor (Optional)	Text(1)
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the Endorsement element. If this value is non-zero, the system assumes the text in the Endorsement element is encrypted	Numeric

8.1.1.5 <Payments> Element

The <Payments> element contains one or more <Payment> elements. A Payment indicates payments applied to the activation. A payment element includes the following elements:

Field	Description	Type
PaymentCode	Galaxy Form of payment number (value 10-89) (Optional)	Numeric
Description	Text description payment (Optional)	Text (40)
Amount	Payment amount (Optional)	Currency
PaymentDate	Date the payment was made, or authorized if credit card. (Optional)	DateTime
Endorsement	For credit cards, the credit card account number. For vouchers, the unique voucher number (Optional)	Text (30)
ExpDate	Credit Card expiration date, if credit card payment (Optional)	Numeric MMYY
CardHolderName	Name of credit card holder printed on the card	Text
AuthCode	Authorization Code from payment processor (Optional)	Text (8)
TransID	Transaction ID from payment processor (Optional)	Text (15)
ValidationCode	Validation code from payment processor (Optional)	Text (4)
PSI	Payment Service Indicator from payment processor (Optional)	Text (1)
PayOnIssuance	Set to apply payment when the order is issued (or pickup) (Optional)	Boolean
BillingStreet	Street address of the billing address, used for AVS verification (Optional)	Text (30)
BillingZIP	Zip or postal code of the billing address, used for AVS verification (Optional)	Text (16)

CVN	Card Verification Number, used to verify credit card (Optional)	Numeric
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the Endorsement element. If this value is non-zero, the system assumes the text in the Endorsement element is encrypted	Numeric
ExternalKeyID	Foreign key to GxKeys.ExternalKeyID. If a GxKeyID value is specified, it will always be used in place of this element. If ExternalKeyID is the only element defined, it will be used to look up the appropriate key in the GxKeys table in order to decrypt the Endorsement element. If this value is non-blank, the system assumes the text in the Endorsement element is encrypted	Text(100)

Note: Same field list as Order Payment Line.

The payment element is not used for the Cancel command. The original payment will be reversed and journalized. The endorsement field will be applied only if the eGalaxy source is configured to do so.

8.1.2 Response Message Fields

Field	Description	Type
Status	Standard eGalaxy status element	<Status> element
TicketActivationErrors	List of TicketActivationError elements (Optional - only present if one or more errors occurred)	TicketActivationErrors element

The <Status> element will indicate if any errors occurred during the processing of the ticket activation request. If a non-zero <StatusCode> (1400 for ActivateTicket request).

The TicketActivationErrors element will only be present in the response if errors occurred while processing individual tickets.

8.1.2.1 <TicketActivationError> Element

For each ticket that the indicated command was unsuccessful, the <TicketActivationErrors> element contains a <TicketActivationError> element with the specifics of each error.

Each <TicketActivationError> element contains the VisualID of the rejected ticket, and StatusCode and StatusText elements describing the type of error.

Field	Description	Type
VisualID	Identification number of ticket having error when processed	Text(40)
StatusCode	Code indicating reason for error	Numeric
StatusText	Text description of error code	Text

8.1.3 Example Activate Transaction

8.1.3.1 Example ActivateTicket Request to activate an inactive ticket and set contact information

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <TimeStamp>2019-10-14 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>Activate</Command>
            <CustomerID>123456</CustomerID>
            <Tickets>
                <Ticket>
                    <VisualID>400011231101010</VisualID>
                    <PLU>101010</PLU>
                    <Price>39.95</Price>
                    <Contact>
                        <FirstName>Inactive</FirstName>
                        <MiddleName>Ticket</MiddleName>
                        <LastName>Activation</LastName>
                        <Email>example@gmail.com</Email>
                        <Street1>123 Gateway</Street1>
                        <Street2>Apt 3</Street2>
                        <State>PA</State>
                        <City>Gilbertsville</City>
                        <Zip>19525</Zip>
                        <DOB>1990-10-31</DOB>
                        <Phone>1234567890</Phone>
                        <CountryCode>US</CountryCode>
                        <AllowEmail>YES</AllowEmail>
                    </Contact>
                </Ticket>
            </Tickets>
        </TicketActivation>
        <Payments>
            <Payment>
                <PaymentCode>79</PaymentCode>
                <Description>Activation</Description>
                <Amount>39.95</Amount>
            </Payment>
        </Payments>
    </Body>
</Envelope>
```

8.1.3.2 Example ActivateTicket Request to activate inactive tickets

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <TimeStamp>2004-02-04 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>Activate</Command>
            <CustomerID>123456</CustomerID>
            <Tickets>
                <Ticket>
                    <VisualID>400011231101010</VisualID>
                    <PLU>101010</PLU>
                    <Price>39.95</Price>
                </Ticket>
                <Ticket>
                    <VisualID>400011241101011</VisualID>
                    <PLU>101012</PLU>
                    <Price>19.95</Price>
                    <EventID>1001</EventID>
                    <SessionID>9507</SessionID>
                    <Section>Section A</Section>
                    <Row>10</Row>
                    <Seat>5</Seat>
                </Ticket>
            </Tickets>
        </TicketActivation>
        <Payments>
            <Payment>
                <PaymentCode>42</PaymentCode>
                <Description>Charge</Description>
                <Endorsement>123456789</Endorsement>
                <Amount>59.90</Amount>
            </Payment>
        </Payments>
    </Body>
</Envelope>
```

8.1.3.3 Example ActivateTicket Request to activate foreign media tickets

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <TimeStamp>2004-02-04 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>Activate</Command>
            <CustomerID>123456</CustomerID>
            <SalesProgram>123</SalesProgram>
            <Tickets>
                <Ticket>
                    <VisualID>400011231101014</VisualID>
                    <PLU>101010</PLU>
                    <Price>39.95</Price>
                </Ticket>
                <Ticket>
                    <VisualID>400011241101015</VisualID>
                    <PLU>101012</PLU>
                    <Price>19.95</Price>
                    <EventID>1001</EventID>
                    <SessionID>9507</SessionID>
                </Ticket>
            </Tickets>
        </TicketActivation>
    </Body>
</Envelope>
```

8.1.3.4 Example ActivateTicket Request to activate stratus GiftCards

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <TimeStamp>2004-02-04 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>Activate</Command>
            <CustomerID>123456</CustomerID>
            <SalesProgram>123</SalesProgram>
            <Tickets>
                <Ticket>
                    <VisualID>400011231101017</VisualID>
                    <PLU>148883</PLU>
                    <Price>50</Price>
                    <ActivateDebitCard>NO</ActivateDebitCard>
                    <DebitCardAuthData>
                        <AuthCode>12345</AuthCode>
                        <ValidationCode>0118</ValidationCode>
                        <TransID>123</TransID>
                        <ExpDate>1210</ExpDate>
                        <PSI>P</PSI>
                    </DebitCardAuthData>
                </Ticket>
                <Ticket>
                    <VisualID>400011241101018</VisualID>
                    <PLU>148883</PLU>
                    <Price>19.95</Price>
                    <ActivateDebitCard>NO</ActivateDebitCard>
                    <DebitCardAuthData>
                        <AuthCode>12346</AuthCode>
                        <ValidationCode>0119</ValidationCode>
                        <TransID>124</TransID>
                        <ExpDate>1210</ExpDate>
                        <PSI>P</PSI>
                    </DebitCardAuthData>
                </Ticket>
            </Tickets>
        </TicketActivation>
    </Body>
</Envelope>
```

8.1.3.5 Example ActivateTicket Response

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicketResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2002-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

8.1.3.6 Example ActivateTicket Response with Errors

This is an example response message when an error has occurred during activation:

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicketResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2002-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>1400</StatusCode>
            <StatusText>Ticket activation request error</StatusText>
        </Status>
        <TicketActivationErrors>
            <TicketActivationError>
                <VisualID>400011231101010</VisualID>
                <StatusCode>1401</StatusCode>
                <StatusText>Ticket does not exist</StatusText>
            </TicketActivationError>
        </TicketActivationErrors>
    </Body>
</Envelope>
```

8.1.4 Example Cancel Transaction

8.1.4.1 Example ActivateTicket Request to Cancel an activated ticket

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2004-02-041 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>Cancel</Command>
            <CustomerID>123456</CustomerID>
            <Tickets>
                <Ticket>
                    <VisualID>400011231101010</VisualID>
                </Ticket>
            </Tickets>
        </TicketActivation>
    </Body>
</Envelope>
```

8.1.4.2 Example ActivateTicket Request to Cancel an activated DebitCard

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2004-02-041 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>Cancel</Command>
            <CustomerID>123456</CustomerID>
            <Tickets>
                <Ticket>
                    <VisualID>400011231101017</VisualID>
                    <PLU>148883</PLU>
                    <DebitCardAuthData>
                        <AuthCode>12347</AuthCode>
                        <ValidationCode>0120</ValidationCode>
                        <TransID>125</TransID>
                        <ExpDate>1210</ExpDate>
                        <PSI>P</PSI>
                    </DebitCardAuthData>
                </Ticket>
            </Tickets>
        </TicketActivation>
    </Body>
</Envelope>
```

8.1.4.3 Example ActivateTicket Response for a Cancel

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicketResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2002-02-11
17:50:09</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

8.1.4.4 Example ActivateTicket Cancel Response with Errors

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicketResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2002-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>1400</StatusCode>
            <StatusText>Ticket activation request error</StatusText>
        </Status>
        <TicketActivationErrors>
            <TicketActivationError>
                <VisualID>400011231101010</VisualID>
                <StatusCode>1404</StatusCode>
                <StatusText>Ticket does not exist</StatusText>
            </TicketActivationError>
        </TicketActivationErrors>
    </Body>
</Envelope>
```

8.1.5 Example ActivatePackageDetail Transaction

8.1.5.1 Example ActivateTicket Request to activate all inactive package details

```xml
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <TimeStamp>2019-10-15 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>ActivatePackageDetail</Command>
            <CustomerID>10</CustomerID>
            <Tickets>
                <Ticket>
                    <VisualID>60001000038</VisualID>
                    <PLU>1-PKGINACTIVEEVENTS</PLU>
                    <Price>50</Price>
                    <Package>
                        <PackageDetail>
                            <PLU>E0020101-INACTIVE</PLU>
                            <VisualID>88001000039</VisualID>
                            <Price>10</Price>
                            <EventID>1213</EventID>
                            <CapacityID>1264</CapacityID>
                            <SessionID>26</SessionID>
                            <Contact>
                                <FirstName>Inactive</FirstName>
                                <MiddleName>Ticket</MiddleName>
                                <LastName>Activation</LastName>
                                <Email>example@gmail.com</Email>
                                <Street1>123 Gateway</Street1>
                                <Street2>Apt 3</Street2>
                                <State>PA</State>
                                <City>Gilbertsville</City>
                                <Zip>19525</Zip>
                                <DOB>1990-10-31</DOB>
                                <Phone>1234567890</Phone>
                                <CountryCode>US</CountryCode>
                                <AllowEmail>YES</AllowEmail>
                            </Contact>
                        </PackageDetail>
                        <PackageDetail>
                            <PLU>E0020101-INACTIVE</PLU>
                            <VisualID>88001000040</VisualID>
                            <Price>10</Price>
                            <EventID>1213</EventID>
                            <CapacityID>1264</CapacityID>
```

```
                    <SessionID>26</SessionID>
                    <Contact>
                        <FirstName>Inactive</FirstName>
                        <MiddleName>Ticket</MiddleName>
                        <LastName>Activation</LastName>
                        <Email>example@gmail.com</Email>
                        <Street1>123 Gateway</Street1>
                        <Street2>Apt 3</Street2>
                        <State>PA</State>
                        <City>Gilbertsville</City>
                        <Zip>19525</Zip>
                        <DOB>1990-10-31</DOB>
                        <Phone>1234567890</Phone>
                        <CountryCode>US</CountryCode>
                        <AllowEmail>YES</AllowEmail>
                    </Contact>
                </PackageDetail>
                <PackageDetail>
                    <PLU>E0020101-INACTIVE</PLU>
                    <VisualID>88001000041</VisualID>
                    <Price>10</Price>
                    <EventID>1213</EventID>
                    <CapacityID>1264</CapacityID>
                    <SessionID>26</SessionID>
                    <Contact>
                        <FirstName>Inactive</FirstName>
                        <MiddleName>Ticket</MiddleName>
                        <LastName>Activation</LastName>
                        <Email>example@gmail.com</Email>
                        <Street1>123 Gateway</Street1>
                        <Street2>Apt 3</Street2>
                        <State>PA</State>
                        <City>Gilbertsville</City>
                        <Zip>19525</Zip>
                        <DOB>1990-10-31</DOB>
                        <Phone>1234567890</Phone>
                        <CountryCode>US</CountryCode>
                        <AllowEmail>YES</AllowEmail>
                    </Contact>
                </PackageDetail>
            </Package>
        </Ticket>
    </Tickets>
</TicketActivation>
<Payments>
    <Payment>
        <PaymentCode>79</PaymentCode>
        <Description>Activation</Description>
        <Amount>50</Amount>
    </Payment>
</Payments>
    </Body>
</Envelope>
```

8.1.5.2 Example ActivateTicket Request to activate one detail of two packages

```
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicket</MessageType>
        <TimeStamp>2019-10-15 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketActivation>
            <Command>ActivatePackageDetail</Command>
            <CustomerID>10</CustomerID>
            <Tickets>
                <Ticket>
                    <VisualID>60001000038</VisualID>
                    <PLU>1-PKGINACTIVEEVENTS</PLU>
                    <Price>50</Price>
                    <Package>
                        <PackageDetail>
                            <PLU>E0020101-INACTIVE</PLU>
                            <VisualID>88001000039</VisualID>
                            <Price>10</Price>
                            <EventID>1250</EventID>
                            <CapacityID>1270</CapacityID>
                            <SessionID>33</SessionID>
                        </PackageDetail>
                    </Package>
                </Ticket>
                <Ticket>
                    <VisualID>60001000045</VisualID>
                    <PLU>1-PKGINACTIVEEVENTS</PLU>
                    <Price>50</Price>
                    <Package>
                        <PackageDetail>
                            <PLU>E0020101-INACTIVE</PLU>
                            <VisualID>88001000046</VisualID>
                            <Price>10</Price>
                            <EventID>1260</EventID>
                            <CapacityID>1300</CapacityID>
                            <SessionID>33</SessionID>
                        </PackageDetail>
                    </Package>
                </Ticket>
            </Tickets>
        </TicketActivation>
        <Payments>
            <Payment>
                <PaymentCode>79</PaymentCode>
                <Description>Activation</Description>
                <Amount>100</Amount>
            </Payment>
        </Payments>
    </Body>
</Envelope>
```

8.1.5.3 Example ActivateTicket ActivatePackageDetail Response with Errors (Event activation)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>ActivateTicketResponse</MessageType>
        <SessionID>2</SessionID>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2019-10-17 11:44:20</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>1400</StatusCode>
            <StatusText>Ticket activation request error</StatusText>
        </Status>
        <TicketActivationErrors>
            <TicketActivationError>
                <VisualID>88001000172</VisualID>
                <StatusCode>1405</StatusCode>
                <StatusText>Ticket already active</StatusText>
            </TicketActivationError>
            <TicketActivationError>
                <VisualID>88001000142</VisualID>
                <StatusCode>1450</StatusCode>
                <StatusText>This product is not a detail of package with VisualID 60001000171</StatusText>
            </TicketActivationError>
        </TicketActivationErrors>
    </Body>
</Envelope>
```

9 QueryTicket Message

The QueryTicket message is used to lookup a package, ticket, stored value (debit) card, or a pass, as well as its usage and its lineage. To look up a package, ticket, stored value, or a pass, the VisualID (typically the "barcode number") is provided in the QueryTicket request. When RFID media is associated with those entitlements the RFID media details may be provided in the QueryTicket request instead of the VisualID. The QueryTicket message also returns the data for the requested fields. The purpose of the QueryTicket message is to look up a package, package detail, ticket, stored value, or a pass, and because of that QueryTicket messages can be sent in real-time only. Message QueryTicket cannot be sent within a File to eGalaxy, the file will be rejected with error "Unknown message type".

Following sections describes the QueryTicket message in detail.

9.1 Package, Ticket or Pass Look up fields

The following elements are supported to use within the QueryTicket message for package, ticket or pass look up. The required <Queries> element can contain one or many <Query> elements. All the specified tickets will be looked up and the message may return data for each, or error information if there was a problem finding or returning any tickets.

Field	Description	Type
VisualID	Scan code or barcode as read from scanner; combination of AccessCode and ID (Ticket or Pass) (Required for <Query> otherwise optional) Note: This is optional if <PassAccount> was given. Note that querying a Package Detail VisualID will return information all the entire package.	Text (40)
PassAccount	Specified the Pass Account (Passes.PassAcct) to lookup a pass record. This is an optional element under <Query>. This is an alternate way to lookup a pass record. If <VisualID > above was not given, this field is used to lookup a pass record. If both <VisualID> and <PassAccount> were given, the <VisualID> VisualID and the Pass record retrieved from <PassAccount> VisualID must match.	Text(24)
PassRenewUpgradeMode	Indicates the mode for returning renewal and upgrade options for passes. If this value is 0 or not found, the options for renewals are returned based on the pass kind of the original pass. This is the original, default behavior. If this value is 1, it returns renewal and upgrade items based on the renewal and upgrade options from the pass item record. If the value is 1, Upgradable is YES if the pass item allows upgrades and the pass is valid. Renewable is YES if the pass is valid. (Pass only) (Optional)	Numeric
IncludePassPicture	Indicates if the image data from the pass picture should be returned in the response if the lookup is for a pass. (Pass only) (Optional) (Prefer use of IncludePicture, seen below starting in version 6.5.12)	Boolean
IncludeContractData	Indicates if the ID of the payment contract that the pass belongs to should be returned if the lookup is for a pass. (Pass only) (Optional)	Boolean
IncludeIsValid	Indicates if an indicator of whether the pass or ticket is currently valid should be returned in the response. (Pass and Ticket only) (Optional)	Boolean
IncludeRenewalPass	Indicates if information about a renewal pass should be included in the response for a pass that has been renewed but is still valid until it expires. (Pass only) (Optional)	Boolean
RenewalPassVisualID	For a ticket request, this indicates that this is an exchange for a pass renewal in pass portal. The visual ID is for the pass that the ticket is being exchanged for. If this field is not blank, the list of available renewal options configured on the ticket item record will be returned in the response (if the Renewable and RenewablePLUList fields are requested). (Ticket only) (Optional)	Text(40)
IncludePicture	Indicates if the image data from the picture should be returned in the response. This can be used for tickets or passes.(Optional)	Boolean
ReturnAttributes	Indicates if the product attributes should be returned in the response. (Optional)	Boolean
Contact	Returns data about the contact associated with this ticket. For the format, refer to the <Contact> section under "Common Element Formats". (Pass or ticket) (Optional)	Element
IncludePendingPicture	Indicates if the image data from the pass's picture that is pending approval should be returned in the response. (Pass only) (Optional)	Boolean
RenewalPassVisualID	For a ticket request, this indicates that this is an exchange for a pass renewal in pass portal. The visual ID is for the pass that the ticket is being exchanged for. If this field is not blank, the list of available renewal options onfigured on the ticket item record will be returned in the response (if the Renewable and RenewablePLUList fields are requested). (Ticket only) (Optional)	Text(40)
IncludePicture	Indicates if the image data from the picture should be returned in the response. This can be used for tickets or passes.(Optional)	Boolean

ValidateAsNonScan	Indicates if the item requested should be treated as if it were scanned before being looked up.	Boolean
UsageDateStart	Indicates the start date when requesting usage. If this field is specified by itself, only usage whose UseTime occurs after (and including) the start date will be returned. If this field is specified with a UsageEndDate, only usage records whose UseTime falls between the two dates will be returned. This can be used for tickets or passes.(Optional)	DateTime
UsageDateEnd	Indicates the end date when requesting usage. If this field is specified by itself, only usage whose UseTime occurs before (and including) the end date will be returned. If this field is specified with a UsageStartDate, only usage records whose UseTime falls between the two dates will be returned. This can be used for tickets or passes.(Optional)	DateTime
MaxUsageRecords	Indicates the maximum number of usage records to return when usage is requested. Specifying zero or omitting this field returns all usage records. This can be used for tickets or passes. (Optional)	Numeric
LineageDateStart	Indicates the start date when requesting lineage. If this field is specified by itself, only lineage that occurs after (and including) the start date will be returned. If this field is specified with a LineageEndDate, only lineage records that occur between the two dates will be returned. This can be used for tickets or passes.(Optional)	DateTime
LineageDateEnd	Indicates the end date when requesting lineage. If this field is specified by itself, only lineage that occurs before (and including) the end date will be returned. If this field is specified with a LineageStartDate, only lineage records that occur between the two dates will be returned. This can be used for tickets or passes.(Optional)	DateTime
MaxLineageRecords	Indicates the maximum number of lineage records to return when lineage is requested. Specifying zero or omitting this field returns all lineage records. This can be used for tickets or passes.(Optional)	Numeric
ValidateAsNonScan	Indicates if the item requested should be treated as if it were scanned before being looked up.	Boolean

9.2 Package, Ticket or Pass DataRequest fields

The following fields can be requested in the <DataRequest> element. When multiple lookups are requested, each one will return the data specified here. Fields are grouped according to the significance of the data in those fields for better readability.

Following fields represent the data specific to a package, ticket, stored value card, or a pass:

Field	Description	Type
VisualID	Scan code or barcode as read from scanner; combination of AccessCode and ID (Ticket or Pass) (Required for <Query> otherwise optional) Note: This is optional if <PassAccount> was given. . Note that querying a Package Detail VisualID will return information all the entire package.	Text (40)
PassAccount	Specified the Pass Account (Passes.PassAcct) to lookup a pass record. This is an optional element under <Query>. This is an alternate way to lookup a pass record. If <VisualID > above was not given, this field is used to lookup a pass record. If both <VisualID> and <PassAccount> were given, the <VisualID> VisualID and the Pass record retrieved from <PassAccount> VisualID must match.	Text(24)
ItemKind	Specifies the kind of the item by looking at the Items.Kind using the PLU on the ticket record. Currently four values are supported: 1- Regular/Ticket, 2- Pass, 3- Package, and 4- Debit Card. (Optional)	Numeric
Status	For a ticket, represents the current status of the ticket (0-Valid, 1-Voided, 2-Returned, 3-Inactive, 4-Activated, 5-Upgraded, 6-Replaced, 7-Reprinted) For a pass, represents the current status of the pass (0- Valid, 1- Voided, 2- Returned, 3- Replaced, 4- Purchaser, 5- Expired, 6-Upgraded, 7-Reprinted, 8-Blocked, 9-UnIssued) (Ticket or Pass) (Optional)	Numeric
StatusDescription	Data in this field represents the current status of the ticket or pass in plain text. For example if Status of a Ticket is 0 in Tickets table, this field will return "Valid". (Ticket or Pass) (Optional)	Text
Exchangeable	Set if the ticket is exchangeable (Ticket Only) (Optional)	Boolean
Returnable	Set if the ticket is returnable (Ticket or Pass) (Optional)	Boolean
Upgradeable	Set if the ticket or pass is upgradeable (Optional)	Boolean
Renewable	Set if the pass is renewable (Pass or Ticket if the ticket is an exchange for a pass renewal) (Optional)	Boolean
PaymentContractAutoRenew	Set if the pass is on Payment Contract and the Contract is set to Auto-Renew (Pass only) (Optional)	Boolean

ProductNo	Product number from which the pass was sold (Ticket or Pass) (Optional)	Numeric
FKeyNo	For ticket, combination of the ticket type's level and FKey numbers within the product: FKeyNo = (Level * 100) + FKey. For pass, function key number from which the pass was sold (Ticket or Pass) (Optional)	Numeric
PassRenewUpgradeMode	Indicates the mode for returning renewal and upgrade options for passes. If this value is 0 or not found, the options for renewals are returned based on the pass kind of the original pass. This is the original, default behavior. If his value is 1, it returns renewal and upgrade items based on the renewal and upgrade options from the pass item record. If the value is 1, Upgradable is YES if the pass item allows upgrades and the pass is valid. Renewable is YES if the pass is valid. (Pass only) (Optional)	Numeric
IncludePassPicture	Indicates if the image data from the pass picture should be returned in the response if the lookup is for a pass. (Pass only) (Optional)	Boolean
IncludeContractData	Indicates if the ID of the payment contract that the pass belongs to should be returned if the lookup is for a pass. (Pass only) (Optional)	Boolean
IncludeIsValid	Indicates if the response should include information regarding whether the pass or ticket is currently valid. (Pass and Ticket only) (Optional)	Boolean
IncludeRenewalPass	Indicates if information about a renewal pass should be included in the response for a pass that has been renewed but is still valid until it expires. (Pass only) (Optional)	Boolean
RenewalPassVisualID	For a ticket request, this indicates that this is an exchange for a pass renewal in pass portal. The visual ID is for the pass that the ticket is being exchanged for. If this field is not blank, the list of available renewal options onfigured on the ticket item record will be returned in the response (if the Renewable and RenewablePLUList fields are requested). (Ticket only) (Optional)	Text(40)
HasPicture	Set if the product has a picture attached (Optional)	Boolean
ProductAttributes	The product attribute list. This will only be returned if <ReturnAttributes> was set to YES in the request. (Optional)	Element
HasPendingPicture	Set if the pass has a picture pending approval (Pass only) (Optional)	Boolean
SVBalance	Used only with stored value (Debit) cards, giving the current amount remaining on the stored value card.	Element
SVIsValid	Used only with stored value (Debit) cards, set to True if card is valid, False otherwise.	Element
SVIsLockedOut	Used only with stored value (Debit) cards, set to True if the card is currently locked out, False otherwise.	Element
SystemLogonExistsForContact	Indicates if the response should include information regarding whether the assigned contact is associated with a SystemLogon record. (Ticket or Pass) (Optional)	Boolean
EligibleAddons	Optional products that can be added onto an existing ticket, pass or package.	Element

NOTE: "SystemLogonExistsForContact" is only supported in the DataRequest element and NOT in the VerifyFields element. Additionally, this field must be specifically requested and is NOT included in the wildcard.

Following field represents the AppleWallet data of a package, ticket or a pass:

Field	Description	Type
AppleWalletData	Turns on the option to return resolved AppleWallet template data. This option is enabled by default for a wild card field request. (Optional)	N/A

Following fields represents the Accounting details of a package, ticket or a pass:

Field	Description	Type
PLU	This is the PLU for the package, ticket or pass (Package, Ticket or Pass) (Optional)	Text (20)
ItemName	This is the Name for the package, ticket or pass (Package, Ticket or Pass) (Optional)	Text (40)
ItemDescription	This is the Description for the package, ticket or pass (Package, Ticket or Pass) (Optional)	Text (60)
Price	Price of the package, ticket or a pass (Package, Ticket or Pass)	Currency
RemainingPrice	Remaining Price on the ticket (Ticket only) (Optional)	Currency
Tax	Tax amount of the package, ticket or a pass (Package, Ticket or Pass) (Optional)	Currency
RemainingTax	Remaining Tax amount on the ticket (Ticket only) (Optional)	Currency
TaxMethods	The TaxMethods is an 8-character string, with each character being a '0', '1' or '2'. These eight	Text (8)

	characters refer to the eight possible taxes (similar to the Taxes column), and how each tax is applied to this ticket (Package, Ticket or Pass) (Optional)	
Company	Company this package, ticket or pass was sold from (Package, Ticket or Pass) (Optional)	Numeric
TaxFlags	An 8-character string containing an array of Y/N flags indicating which of the 8 possible taxes were applied when purchasing this package, ticket or pass (Package, Ticket or Pass) (Optional)	Text (8)
DiscountID	Foreign key to Discounts.DiscountID, specifying the discount applied to this ticket, or 0 for no discount. (Package, Ticket or Pass) (Optional)	Numeric
RetailPrice	Price at which the ticket was sold to the guest by the reseller Web store. Supported for tickets sold on the Reseller Web store only. Value of zero is returned when looking up tickets that were not sold on the Reseller Web store. (Package, Ticket or Pass) (Optional)	Currency
ExternalPrice	Price at which the ticket was sold to the reseller. Supported for tickets sold on the Reseller Web store only. Value of zero is returned when looking up tickets that were not sold on the Reseller Web store. (Package, Ticket or Pass) (Optional)	Currency
AgencyID	AgencyID of the node where the ticket was sold originally (Ticket or Pass) (Optional)	Numeric
DiscAmt	Total discount applied to the ticket when it was sold (Ticket or Pass) (Optional)	Currency
UpgradeValue	Upgrade value on the item record (Ticket or Pass) (Optional)	Currency
OnlineExchangeStatus	The value indicating if a ticket event/date change can occur, or the reason it cannot. See table below of statues. (Ticket or Package) (Optional)	Numeric
ActivateByDate	The last date that the product can be activated (Optional)	DateTime
EndOfLifeDate	The end of life date of a ticket. (Ticket or Package) (Optional)	DateTime
EndOfLifeLockDate	The date when the ticket will be locked once it has reached its end of life date, calculated as the ticket's end of life date plus the lock window. If the lock window is disabled, there will not be a lock date (Ticket or Package)	DateTime
EndOfLifeLockStatus	The lock status of a ticket related to its end of life date. A ticket is locked if the current date is past the end of life date including the lock window. A ticket that is locked will be heavily limited as to what actions can be performed on it. (Ticket or Package) (Optional)	Text (8)
EndOfLifeDateStatus	0 - default, 1- indicates that the EndOfLifeDate was overriden. (Ticket or Package)	Numeric
SalesChannelID	The ID of the sales channel that the ticket or pass was originally sold under. (Ticket or Pass)	Numeric

OnlineExchangeStatus Values	Description
0	Valid for event/date change
1	PLU is not configured for event/date change
2	Ticket or Package event/date has been changed the max number of times
3	Ticket or Package has a VisitDate within the restricted event/date change window
4	Ticket or Package has been used
5	Ticket or Package has an invalid status

Following fields represents the Access Control specific data of a package, ticket or a pass:

Field	Description	Type
AccessCode	Access code of the package, ticket or a pass (Package, Ticket or Pass) (Optional)	Numeric
AccessCodeName	Name of the AccessCode (Package, Ticket or Pass) (Optional)	Text (30)
TicketDate	Date when the ticket is valid for use (Date specific ticket) (Ticket only) (Optional)	DateTime
LockedOut	Set when the package, ticket or pass is locked out (Package, Ticket or Pass) (Optional)	Boolean
LockoutReason	Reason if the package, ticket or pass is locked out (Lockouts.LockoutMsg) (Package, Ticket or Pass) (Optional)	Text (80)
UseCount	Number of times the ticket or pass is used (Ticket or Pass) (Optional)	Numeric
RemainingUse	Remaining uses left as recorded on the ticket or a pass (Ticket or Pass) (Optional)	Numeric
ValidatedRemainingUse	Remaining uses as calculated by the ACS Validator for tickets and passes. Note: This is an estimated number as facility and operations do matter when calculating remaining uses. (Ticket or Pass) (Optional)	Numeric
UpdateStatus	Update Status represented by the Ticket.UpdateCode (Ticket only) (Optional)	Text
ReplenishmentStatus	Replenish status for the current ticket in the chain. See replenish status values in the table below. (Ticket only) (Optional)	Numeric

TotalRemainingUse	Total usage remaining for the replenished tickets in the chain that may be possible for use. If the ticket is not an Auto Replenished ticket, remaining use is the usage available for the ticket. Note: The remaining usage will not work or multi-park tickets. Usage calculations assume all operations are active. Actual usage available may vary when scanned at specific facilities with only limited operations active (Ticket only) (Optional)	Numeric
IsAutoReplenish	Indicates if the ticket is auto replenishable. To determine if a ticket is auto replenishable, the AutoReplenish flag on the AccessCode of the ticket is checked (Ticket only) (Optional)	Boolean
ExpirationDate	Expiration date from the ticket record(Ticket only) (Optional)	DateTime
InitialUseDate	First date that the entitlement was used. Will be blank if the entitlement has never been used.	DateTime
ValidatedExpirationDate	Expiration date of the ticket or pass, as determined by the ACS Validator. Note: This is an estimated number as facility and operations do matter when calculating remaining uses. (Ticket or Pass) (Optional)	DateTime
Picture	The raw image data from the picture on a ticket. This will only be returned if <IncludePicture> was set to YES in the request. (Ticket only) (Optional)	String (bin.base64 format)
LastUsedDate	The last date which the entitlement was used (Optional)	DateTime
IsValid	Indicates if the pass or ticket is currently valid using status, expiration date, and any calendars on the access code or banks. This will only be returned if <IncludeIsValid> was set to YES in the request. (Pass and Ticket only) (Optional)	Boolean
IsValidText	Returns text corresponding to the value of the <IsValid> field above. This will only be returned if <IncludeIsValid> was set to YES in the request. (Pass and Ticket only) (Optional)	Boolean

Below are the values for replenish status:

Replenish Status Values	Description
0	Replenish is not applicable
1	Replenish is active
2	Replenish is used
3	Replenish is cancelled
4	Replenish is suspended

Following fields represents the Transaction specific data of a package, ticket or a pass:

Field	Description	Type
NodeNo	POS node number where the ticket or pass was sold (Ticket only) (Optional)	Numeric
TransNo	The sequential ID number of the transaction (for a given NodeNo) from which the ticket belongs (Ticket only) (Optional)	Numeric
DateSold	Date when ticket or pass was sold (Ticket only) (Optional)	DateTime
OrderID	Order ID if ticket was sold in Order Entry (Ticket only) (Optional)	Numeric
CustomerID	Customer ID of the Order for which ticket was sold (Ticket only) (Optional)	Numeric
CustNo	A string containing the account number of the customer that purchased this ticket. This column is blank if the ticket was not purchased by a customer with an account in the system, or if the ticket was added dynamically at the time of its first can. (Ticket only) (Optional)	Text (10)

Following fields represents the Event specific data of a ticket or a pass:

Field	Description	Type
EventNo	Event ID of the event if ticket is an event ticket (Ticket only) (Optional)	Numeric
EventName	Name of the event (Ticket only) (Optional)	Text (25)
EventTypeID	RMEvents.EventTypeID associated with the event recorded on the ticket record	Numeric
EventTypeName	EventTypes.Name associated with the event recorded on the ticket record	Numeric
StartDateTime	Date/time when event starts (Ticket only) (Optional)	DateTime
EndDateTime	Date/time when event is over (Ticket only) (Optional)	DateTime
RSEventSectionName	Section name for a reserved seat ticket (Optional)	Text(10)
RSEventRowName	Row name for a reserved seat ticket (Optional)	Text(10)
RSEventSeatName	Seat name for a reserved seat ticket (Optional)	Text(10)
RSEventSeatMapID	Unique identifier of the event seat map this ticket was purchased from (Optional)	Numeric
ItemEventTypeID	The current Items.EventType	Numeric
ItemEventTypeName	If the Item record has an EventType configured, this refers to the RMEventTypes.Name	Text

Following fields represent the specific option of a Package data request:

Field	Description	Type

PackageDetailData	Turns on the option to return requested fields of the package details as well as the package itself. This option is enabled by default for a wild card field request. (Package only) (Optional)	N/A

The PackageDetailResponseMode element controls how package details are returned in the response.

Element	Description	Type
PackageDetailResponseMode	Overrides setting of 'Default to single package detail in response' option on 'Query Ticket' tab of the eGalaxy Source Configuration form. (Package only) (Optional)	Numeric

Below are the values for PackageDetailResponseMode

PackageDetailResponseMode Values	Description
0	Use mode as defined on the eGalaxy Source
1	Include only single detail in the response corresponding to the Query VisualID
2	Include all package details in the response

NOTE: The <PackageDetailResponseMode> can only be specified in the <DataRequest> element directly under the <QueryTicket> element. When the <PackageDetailResponseMode> is 1 no <DataRequest> elements are allowed under <Query> elements.

Following fields represents the data of a Pass:

Field	Description	Type
PassID	Indicates the Galaxy pass ID value (Passes.PassNo) (Pass only) (Optional)	Numeric
PassAcct	Pass account (Pass only) (Optional)	Text (24)
FirstName	Pass holder's first name (Pass only) (Optional)	Text (30)
MiddleName	Pass holder's middle name/initial (Pass only) (Optional)	Text (30)
LastName	Pass holder's last name (Pass only) (Optional)	Text (30)
Street1	Street address line 1 (Pass only) (Optional)	Text (30)
Street2	Street address line 2 (Pass only) (Optional)	Text (30)
City	Pass holder's city (Pass only) (Optional)	Text (40)
State	Pass holder's state (Pass only) (Optional)	Text (40)
ZIP	Pass holder's ZIP/postal code (Pass only) (Optional)	Text (16)
CountryCode	Pass holder's country code (Pass only) (Optional)	Text (2)
Phone	Pass holder's telephone number (Pass only) (Optional)	Text (30)
Email	Pass holder's e-mail address (Pass only) (Optional)	Text (128)
DOB	Pass holders' date of birth (Pass only) (Optional)	DateTime
DateOpened	Date when pass was opened (first issued) (Pass only) (Optional)	DateTime
ValidDays	Number of days the pass is valid (Pass only) (Optional)	Numeric
Kind	PassKind ID (Pass only) (Optional)	Numeric
ValidUntil	The pass is valid until this day (Pass only) (Optional)	DateTime
DateUsed	Last date the pass was used (Pass only) (Optional)	DateTime
MasterPassID	ID of the primary pass of this pass (Pass only) (Optional)	Numeric
PurchaserPassID	ID of the purchaser pass of this pass (Pass only) (Optional)	Numeric
MaxParty	Max number of people that can be admitted with this pass (Pass only) (Optional)	Numeric
ReissueCount	Number of times this pass was reissued (Pass only) (Optional)	Numeric
User01	User definable field #1 (Pass only) (Optional)	Text (255)
User02	User definable field #2 (Pass only) (Optional)	Text (255)
User03	User definable field #3 (Pass only) (Optional)	Text (255)
User04	User definable field #4 (Pass only) (Optional)	Text (255)
User05	User definable field #5 (Pass only) (Optional)	Text (255)
User06	User definable field #6 (Pass only) (Optional)	Text (255)
User07	User definable field #7 (Pass only) (Optional)	Text (255)

User08	User definable field #8 (Pass only) (Optional)	Text (255)
User09	User definable field #9 (Pass only) (Optional)	Text (255)
User10	User definable field #10 (Pass only) (Optional)	Text (255)
LimitCount	The number of times this pass was used to buy a pass-required ticket (Pass only) (Optional)	Numeric
Category	Category number this pass belongs to (Pass only) (Optional)	Numeric
SubCat	Sub category number this pass belongs to (Pass only) (Optional)	Numeric
ValueKind	Meaning of the value in the "Value" column (0- Currency or Money, 1- Points) (Pass only) (Optional)	Numeric
Value	Value on the pass (Pass only) (Optional)	Currency
FKeyFlags	Function key options 1 to 8 (Y/N) (Pass only) (Optional)	Text (8)
FKeyKind	Function key kind (2-Pass, 6-Reissue, 7-Renewal, 13-Upgrade) (Pass only) (Optional)	Numeric
PriorPassAcct	Pass account number prior to upgrade/downgrade, renewal or reissue (Pass only) (Optional)	Text (24)
PriorPassKind	Pass kind prior to upgrade/downgrade, renewal or reissue (Pass only) (Optional)	Numeric
PassNote	Any notes attached to the pass (Pass only) (Optional)	Text
MaxUses	Maximum number of times the pass can be used (Pass only) (Optional)	Numeric
RenewablePLUList	<RenewablePLUList> element (Pass or Ticket if the ticket is an exchange for a pass renewal) (Optional)	Element
UpgradePLUList	<UpgradePLUList> element (Optional)	Element
IssuedBenefits	<IssuedBenefits> element. See the common element section of the API specification for more information (Pass only) (Optional)	Element
NonIssuedBenefits	<NonIssuedBenefits> element. See the common element section of the API specification for more information (Pass only) (Optional)	Element
NewExpirationDate	New expiration date for the pass being renewed (Pass only) (Optional) Note: The date has a valid value ONLY when the pass is currently renewable, if the pass is not renewable right now the field may return incorrect value	DateTime
LoyaltyAccounts	<LoyaltyAccounts> element (Pass only) (Optional)	Element
PassRequiredInfo	<PassRequiredInfo> element is for information for the pass that relate to pass required ticket limits. (optional)	Element
PassPicture	The raw image data from the pass picture. This will only be returned if <IncludePassPicture> or <IncludePicture≳ was set to YES in the request. (Pass only) (Optional)	String (bin.base64 format)
ContractID	The ID of the payment contract that the pass belongs to. This will only be returned if <IncludeContractData> was set to YES in the request. (Pass only) (Optional)	Numeric
IsValid	Indicates if the pass or ticket is currently valid using status, expiration date, and any calendars on the access code or banks. This will only be returned if <IncludeIsValid> was set to YES in the request. (Pass and Ticket only) (Optional)	Boolean
RenewalPass	<RenewalPass> element Contains data about a pass renewal for a pass that has been renewed, but is still valid until it expires. (Pass only) (Optional)	Element
JointMemberData	This Field Request will return back a Members collection, displaying all data for each member within the joint membership. See the common element section of the API specification for more information on the Members element (Pass only, Joint Membership Only) (Optional)	Element
PendingPicture	The raw image data from the pass's picture that is pending approval. This will only be returned if <IncludePendingPicture> was set to YES in the request. (Pass only) (Optional)	String (bin.base64 format)
MustUseByDate	The date the pass must be used by. (Pass only) (Optional)	DateTime
MustUseByDateLapsed	The date the pass must be used by has lapsed. (Pass only) (Optional)	Boolean
MustUseByState	Indicates the first use state. (Pass only) (Optional)	Numeric
MustUseByStateText	Description of the first use state. (Pass only) (Optional)	Text

NOTE: "RenewablePLUList" is only supported in DataRequest element and NOT in the VerifyFields element. Also field "RenewablePLUList" when returned in the QueryTicketResponse message it has a different format than other fields please see section "QueryTicketResponse Message> Response Message Element> <DataRequestResponse> Element" for more information.

The LoyaltyAccounts element is also only supported in the DataRequest element. See the <LoyaltyAccounts> under the "Common Elements Format" section.

The PassRequiredInfo element is only supported in the DataRequest element.

The "IssuedBenefits" and "NonIssuedBenefits" fields are only supported in DataRequest element and NOT in the VerifyFields element. Both fields must be specifically requested and are NOT included in the wildcard..

Following fields represents the data of a Pass Kind:

Field	Description	Type
PassKindName	Name of the given pass's pass kind (Pass only) (Optional)	Text (30)
ExpireType	Type of expiration configured on the given pass's pass kind (Pass only) (Optional)	Numeric
ExpireValue	Expiration value configured on the given pass's pass kind If ExpireType = 0, 2, 4 then ExpireValue is number of days (Pass.ValidDays) If ExpireType = 1 then ExpireValue is a date (Pass.ValidUntil) (Pass only) (Optional)	Numeric or DateTime
ExpireValueDays, ExpireValueMonths, ExpireValueYears	If ExpireType = 3, then the ExpireValueDays, ExpireValueMonths and ExpireValueYears elements will contain the values configured on the pass kind. (Pass only) (Optional)	Numeric

The possible values for the Status of a super ticket as shown below.

Pass Kind Expiry Type	Description
0	Pass will expire in a set number of days
1	Pass will expire on a set date
2	Pass will expire a set number of days from first use
3	Pass will expire based on a specific interval from the date the pass is issued to the end of the month
4	Pass will expire in a set number of days from the pass sale date

To request usage the UsageRecords element must be contained within the DataRequest element. UsageRecords are only supported in the DataRequest Element. The rest of the fields listed in this table are supported within the UsageRecords element.

To request the usage records for individual package details the PackageDetailData field needs to be included in the <DataRequest> element and the VisualID field needs to be included in the <UsageRecords> element.

Field	Description	Type
UsageRecords	<UsageRecords> - Can only be used in the data request element. (Optional)	Element
*	Requests all usage fields	Text
UseTime	Date and time ticket was used.	Datetime
VisualID	Scan code or barcode as read from scanner	Text(40)
AccessCode	Access code of the ticket or a pass	Numeric
IDNo	The barcode as read from the scanner, same as VisualID.	Text(40)
Code	The type of activity	Numeric
ACP	The ID number of the Access Control Point at which the activity took place.	Numeric
ACPName	The name of the Access Control Point at which the activity took place.	Text
Status	The result of the activity.	Text
Qty	The number of guests admitted or value redeemed.	Numeric
UseNo	The number of time the ticket or pass was used.	Numeric
Operator	The user logged on at the time the Usage record was created. This value is 0 if nobody was logged-on.	Numeric
EntryMethod	A number representing the method used to enter the barcode into the system which in-turn generated the Usage record.	Numeric
SerialNo	The ID portion of the ticket which was scanned to produce the Usage record.	Text(20)
Override	If the operator overrides an invalid ticket and lets the guest into the park, this field stores the original reason the ticket was rejected.	Numeric
UsageCondition	A number representing the condition of TCon32 when the ticket was scanned.	Numeric
OriginalStatus	A number representing the value of the Usage Status, before running the Offline Recategorization program, "ResetUse".	Numeric
BankNo	The bank detail number validated by ACS2. In other words, the bank detail that was valid and allowed the	Numeric

admission. This bank number is sent to TCON32 which uses it to determine the correct ticket bank detail to remove uses from.

BiometricStatus	Status of Biometric activity performed during this usage	Text
OperationID	Operation that was used	Numeric
FacilityID	Facility where the ticket, pass or package activity was performed	Numeric
AttractionID	Attraction where the ticket, pass or package activity was performed	Numeric

To request lineage the LineageRecords element must be contained within the DataRequest element. LineageRecords are only supported in the DataRequest Element. The rest of the fields listed in this table are supported within the LineageRecords element.

Field	Description	Type
LineageRecords	<LineageRecords> - Can only be used in the data request element. (Optional)	Element
*	Requests all lineage fields	Text
VisualID	Scan code or barcode as read from scanner	Text(40)
DateSold	Date the ticket was sold	DateTime
Description	PLU description of the ticket	Text
Amount	Amount paid for this ticket	Currency
Valid	Indicates if the super ticket in the lineage is valid	Boolean
RemainingUse	Remaining uses left for the super ticket. If the super ticket is not valid then this field has a value of zero	Numeric
ExpirationDate	Expiration date of the super ticket. If the super ticket is not valid then this field has no data (is empty)	DateTime
NodeNo	Node number where the ticket, pass or package was sold	Numeric
Status	Status of the super ticket.	Numeric

The possible values for the Status of a super ticket as shown below.

Super Ticket Status	Description
0	Ticket is Active
1	Ticket is Inactive
2	Ticket is De-activated
3	Ticket is Replaced
4	Ticket is Upgraded
5	Ticket is Returned
6	Ticket is Voided
7	Ticket is Reprinted

9.3 Status Request Fields

Following elements are supported to use within the <StatusRequest> element of the QueryTicket message for getting the current Status on the fields.

9.4 Status Request Fields

Field	Description	Type
FirstName	Pass holder's first name (Optional)	Text (30)
MiddleName	Pass holder's middle name/initial (Optional)	Text (30)
LastName	Pass holder's last name (Optional)	Text (30)
Street1	Street address line 1 (Optional)	Text (30)
Street2	Street address line 2 (Optional)	Text (30)
City	Pass holder's city (Optional)	Text (40)
State	Pass holder's state (Optional)	Text (40)
ZIP	Pass holder's ZIP/postal code (Optional)	Text (16)
CountryCode	Pass holder's country code (Optional)	Text (2)

Phone	Pass holder's telephone number (Optional)	Text (30)
Email	Pass holder's e-mail address (Optional)	Text (128)
DOB	Pass holders' date of birth (Optional)	DateTime
MasterPassID	ID of the primary pass of this pass (Optional)	Numeric
PurchaserPassID	ID of the purchaser pass of this pass (Optional)	Numeric
MaxParty	Max number of people that can be admitted with this pass (Optional)	Numeric
MaxUses	Maximum number of times the pass can be used (Optional)	Numeric
User01	User definable field #1 (Optional)	Text (255)
User02	User definable field #2 (Optional)	Text (255)
User03	User definable field #3 (Optional)	Text (255)
User04	User definable field #4 (Optional)	Text (255)
User05	User definable field #5 (Optional)	Text (255)
User06	User definable field #6 (Optional)	Text (255)
User07	User definable field #7 (Optional)	Text (255)
User08	User definable field #8 (Optional)	Text (255)
User09	User definable field #9 (Optional)	Text (255)
User10	User definable field #10 (Optional)	Text (255)

9.5 Message Format

Using the fields described in the "Package, Ticket or Pass DataRequest Fields" section, a source can look up the details of a package, ticket or a pass from the eGalaxy Attraction Server. For this the source needs to send a QueryTicket message to the eGalaxy Server.

9.5.1 QueryTicket Message

The QueryTicket message is sent by the web site to eGalaxy Server to request the data specific to a package, ticket or a pass. This message can also be used to verify the package, ticket or pass data. The eGalaxy Server returns the value of the data field requested and also returns the result of the match for the data to be verified.

9.5.1.1 Request Message Parameters

The QueryTicket message consists of the following parameters:

Field	Description	Type
Queries	<Queries> element	Element
DataRequest	<DataRequest> element	Element
VerifyFields	<VerifyFields> element (Optional)	Element
StatusRequest	<StatusRequest> element (Optional)(Passes Only)	Element

Note: The DataRequest, VerifyFields, and StatusRequest elements can appear outside of the Queries element or inside a specific Query element. The fields under these elements will be read and used from the Query element first, if it does not exist there, it is read from the element outside of the Queries element.

Note: For products that are not date or event specific but have Visit Date based price schedules it is necessary to specifiy the visit date in the TimeStamp field of the QueryTicket message Header element. This will assure the correct return of the product Upgrade Value and realted Upgrade prices of the product Upgrade list prices.

```
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2019-08-17 17:00:05</TimeStamp> <!-- USE THIS FOR VISIT DATE -->
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        ...
    </Body>
</Envelope>
```

When all of the lookups require the same information, the best way to request data is with these elements outside of the Queries element. When some lookups required different data, it is best to add this inside the Query element. See example, 'Example QueryTicket Request – Regular DataRequest & VerifyFields in the <Query> element' below.

The system does not return the requested information (fields in DataRequest, VerifyFields, or StatusRequest element) in the same order as given in the QueryTicket request.

9.5.1.1.1 <Queries> Element

A Queries element contains one or many <Query> elements which contain fields that are used to find the entitlement in the Galaxy's SQL database. Multipl <Query> elements can be contained in the message to facilitate multiple lookups in a single message:

Field	Description	Type
VisualID	Specifies the VisualID of the ticket or pass for which details are requested	Text
PassAccount	Pass account of the pass holder. The pass account given here is compared with the pass account on the Pass record in Galaxy when request is processed by eGalaxy server(Optional)	Text
LastName	Last name of the pass holder. The last name given here is compared with the Last name on the Pass record in Galaxy when request is processed by eGalaxy server. The comparison is case insensitive (Optional)	Text
DataRequest	<DataRequest> element	Element
VerifyFields	<VerifyFields> element (Optional)	Element
StatusRequest	<StatusRequest> element (Optional)(Passes Only)	Element

When looking up ticket or pass only by VisualID the <Query> element in the QueryTicket request is populated with data for <VisualID> element only:

```
<Queries>
    <Query>
        <VisualID>123456789</VisualID>
    </Query>
</Queries>
```

When looking up a pass by VisualID and Pass Account the <Query> element in the QueryTicket request is populated with data for <VisualID> and <PassAccount> elements:

```
<Queries>
    <Query>
        <VisualID>123456789</VisualID>
        <PassAccount>8256789</PassAccount>
    </Query>
</Queries>
```

When looking up a pass by Pass Account the <Query> element in the QueryTicket request is populated with data for <PassAccount> element only:

```
<Queries>
    <Query>
        <PassAccount>8256789</PassAccount>
    </Query>
</Queries>
```

You can also lookup a pass by VisualID and LastName. To do this you need to send the <Query> element in the QueryTicket request populated with data for both <VisualID> and <LastName> elements:

```
<Queries>
    <Query>
        <PassAccount>8256789</PassAccount>
        <LastName>Smith</LastName>
    </Query>
</Queries>
```

9.5.1.1.2 <DataRequest> Element

All fields listed under the section "Package, Ticket or Pass DataRequest Fields" section are supported under DataRequest element.

A DataRequest element contains one or more of the Field elements:

Field	Description	Type
Field	Field for which data is being requested	Text

For example if the source is requesting the ItemKind, Status, and RemainingUse for a VisualID, following would be the structure of the DataRequest element within the QueryTicket message:

```
<DataRequest>
    <Field>ItemKind</Field>
    <Field>Status</Field>
    <Field>RemainingUse</Field>
</DataRequest>
```

Wildcard * can be used in the DataRequest element to return data for all fields applicable to the VisualID (based on the Item Kind of the ticket). If DataRequest element is missing in the QueryTicket message, eGalaxy reads it as a wildcard, and returns all applicable fields for the given VisualID (based on the ItemKind of the VisualID).

For example, if the VisualID in the QueryTicket request is a Pass and if the DataRequest element has a field with wildcard (*), the QueryTicketResponse message from eGalaxy server contains data for all fields that are related to a Pass.

For packages, the special <PackageDetailResponseMode> element is allowed in <DataRequest> element to override the eGalaxy Source setting of the 'Default to single package detail in response' option. The <DataRequest> must be directly under te <QueryTicket> element. See 'specific option of a Package data request' section above for more details.

```
<DataRequest>
    <PackageDetailResponseMode>1</PackageDetailResponseMode>
    <Field>Status</Field>
    <Field>RemainingUse</Field>
</DataRequest>
```

9.5.1.2 Example QueryTicket Request – Multiple Lookups

```
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2015-10-27 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
                <Query>
                    <VisualID>123456790</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>Price</Field>
                <Field>EventNo</Field>
                <Field>CustomerID</Field>
                <Field>AccessCode</Field>
                <Field>UseCount</Field>
                <Field>RemainingUse</Field>
                <UsageRecords>
                    <Field>UseTime</Field>
                </UsageRecords>
                <LineageRecords>
                    <Field>DateSold</Field>
                    <Field>Description</Field>
                </LineageRecords>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.3 Example QueryTicketResponse – Multiple Lookups Response

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <ItemKind>1</ItemKind>
                        <Status>0</Status>
                        <PLU>0010102</PLU>
                        <Price>50.00</Price>
                        <EventNo>0</EventNo>
                        <CustomerID>0</CustomerID>
                        <AccessCode>11</AccessCode>
                        <UseCount>0</UseCount>
                        <RemainingUse>5</RemainingUse>
                        <UsageRequestResponse>
                            <UsageRecords/>
                        </UsageRequestResponse>
                        <LineageRequestResponse>
                            <LineageRecords>
                                <LineageRecord>
                                    <DateSold>2015-09-30 08:05:00</DateSold>
                                    <Description>Child GA</Description>
                                </LineageRecord>
                                <LineageRecord>
                                    <DateSold>2015-09-30 08:05:00</DateSold>
                                    <Description>Child GA</Description>
                                </LineageRecord>
                            </LineageRecords>
                        </LineageRequestResponse>
                    </DataRequestResponse>
                </Product>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <ItemKind>1</ItemKind>
                        <Status>0</Status>
                        <PLU>0010102</PLU>
                        <Price>50.00</Price>
                        <EventNo>0</EventNo>
                        <CustomerID>0</CustomerID>
                        <AccessCode>11</AccessCode>
                        <UseCount>2</UseCount>
                        <RemainingUse>3</RemainingUse>
                        <UsageRequestResponse>
                            <UsageRecord>
                                <UseTime>2015-10-26 10:09:54</UseTime>
                            </UsageRecord>
                            <UsageRecord>
                                <UseTime>2015-10-26 11:10:07</UseTime>
                            </UsageRecord>
                        </UsageRequestResponse>
                        <LineageRequestResponse>
                            <LineageRecords/>
                        </LineageRequestResponse>
                    </DataRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.1.4 Example QueryTicket Request – Regular DataRequest & VerifyFields

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>Price</Field>
                <Field>EventNo</Field>
                <Field>CustomerID</Field>
                <Field>AccessCode</Field>
                <Field>UseCount</Field>
                <Field>RemainingUse</Field>
                <UsageRecords>
                    <Field>UseTime</Field>
                </UsageRecords>
                <LineageRecords>
                    <Field>DateSold</Field>
                    <Field>Description</Field>
                </LineageRecords>
            </DataRequest>
            <VerifyFields>
                <DOB>1975-07-19 00:00:00</DOB>
                <ZIP>19512</ZIP>
            </VerifyFields>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.5 Example QueryTicket Request – Regular DataRequest & VerifyFields in the <Query> element

In the example below, the second <Query> element is looking up a Pass. The <VerifyFields> element is placed right in the <Query> element so that each lookup can verify fields relevant to the item type.

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                    <VerifyFields>
                        <EventNo>3251</EventNo>
                    </VerifyFields>
                </Query>
                <Query>
                    <PassAccount>12345</PassAccount>
                    <VerifyFields>
                        <DOB>1975-07-19 00:00:00</DOB>
                        <ZIP>19512</ZIP>
                    </VerifyFields>
                </Query>
            </Queries>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>Price</Field>
                <Field>EventNo</Field>
                <Field>CustomerID</Field>
                <Field>AccessCode</Field>
                <Field>UseCount</Field>
                <Field>RemainingUse</Field>
                <UsageRecords>
                    <Field>UseTime</Field>
                </UsageRecords>
                <LineageRecords>
                    <Field>DateSold</Field>
                    <Field>Description</Field>
                </LineageRecords>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.6 Example QueryTicket Request – DataRequest with wildcard

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>*</Field>
                <UsageRecords>
                    <Field>*</Field>
                </UsageRecords>
                <LineageRecords>
                    <Field>*</Field>
                </LineageRecords>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.7 Example QueryTicket Request – DataRequest for Package

Request for a set of data fields from the package header only:

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>AccessCode</Field>
                <UsageRecords>
                    <Field>*</Field>
                </UsageRecords>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

Request for a set of data fields from the package header and package details:

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>PackageDetailData</Field>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>AccessCode</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

Request for a usage records from the package header and package details:

Note: If the wild card field is not used in UsageRecords element then VisualID field must be included for the usages to show in PackageDetail elements.

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>PackageDetailData</Field>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>AccessCode</Field>
                <Field>VisualID</Field>
                <UsageRecords>
                    <Field>VisualID</Field>
                    <Field>UseTime</Field>
                </UsageRecords>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.8 Example QueryTicket Request - DataRequest with PassAccount

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-11-16 11:01:50</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <PassAccount>82000039</PassAccount>
                </Query>
            </Queries>
            <DataRequest>
                <Field>*</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.9 Example QueryTicket Request – DataRequest with VisualID & LastName

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-11-16 11:02:55</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>50082000039</VisualID>
                    <LastName>Smith</LastName>
                </Query>
            </Queries>
            <DataRequest>
                <Field>*</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.10 Example QueryTicket Request – DataRequest with PassRequiredInfo

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-11-16 11:02:55</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>50082000039</VisualID>
                    <LastName>Smith</LastName>
                </Query>
            </Queries>
            <DataRequest>
                <Field>PassRequiredInfo</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.11 Example QueryTicket Request – DataRequest for Picture

Below is an example to request that the Picture data be returned for a ticket and a pass. The <IncludePicture> must be set to 'Yes' and the PassPicture and Picture fields must be requested in the data request.

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-01-18 14:50:32</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>50082000039</VisualID>
                    <LastName>Smith</LastName>
                    <IncludePicture>YES</IncludePicture>
                </Query>
                <Query>
                    <PassAccount>290120</PassAccount>
                    <IncludePicture>YES</IncludePicture>
                </Query>
            </Queries>
            <DataRequest>
                <Field>Status</Field>
                <Field>DateSold</Field>
                <Field>PassPicture</Field>
                <Field>Picture</Field>
                . . .
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.11.1 <VerifyFields> Element

The VerifyFields element is used for the verification of the ticket or pass data. A VerifyFields element could contain all fields listed in the "Package, Ticket or Pass DataRequest Fields" section. The data to verify is given in the VerifyFields element and eGalaxy returns the result of the match (data matched or not) in the QueryTicketResponse message.

```
<VerifyFields>
    <DOB>1975-07-19 00:00:00</DOB>
    <ZIP>19512</ZIP>
</VerifyFields>
```

9.5.1.11.2 <StatusRequest> Element

The <StatusRequest> element is supported within the <QueryTicket> element message (same as <DataRequest> or <VerifyFields> elements). A <StatusRequest> element is supported for a **Pass only**;. All fields listed under the section "Status Request Fields" section are supported under StatusRequest element.

A StatusRequest element contains one or more of the Field elements:

Field	Description	Type
Field	Field for which status is being requested	Text

For example, if the source wants to get the Status of fields address fields Street1, Street2, City, State, and ZIP it will need to send the following StatusRequest element of QueryTicket request.

```
<StatusRequest>
    <Field>Street1</Field>
    <Field>Street2</Field>
    <Field>City</Field>
    <Field>State</Field>
    <Field>ZIP</Field>
</StatusRequest>
```

Wildcard * can be used in the StatusRequest element to return data for all fields supported under the StatusRequest element. If StatusRequest element is not present in the QueryTicket request or is present but empty (</StatusRequest>), eGalaxy will not return any error or data and the element will be ignored.

The response for the fields within StatusRequest element is a text "Editable", "Viewable", or "Restricted". To find the status of a field, eGalaxy uses the Data Entry restrictions defined on the pass kind. Following table explains when a field is Editable, Viewable or Restricted.

Field Status	Description
Editable Option	"User Privilege Required for Editing" is unchecked OR Option "User Privilege Required for Editing" (under the DataEntry tab of the Pass kind edit screen) is checked and the user (user logged on to the eGalaxy which is defined under the General tab of the eGalaxy Configurations) has the privilege to view the given field
Viewable Option	"User Privilege Required for Viewing" is unchecked OR Option "User Privilege Required for Viewing" is checked and the user has the privilege to view the given field
Restricted	If a field is not Editable and not Viewable then it is Restricted

Following is the response for the StatusRequest element:

```
<StatusRequestResponse>
    <Street1>Editable</Street1>
    <Street2>Editable</Street2>
    <City>Editable</City>
    <State>Viewable</State>
    <ZIP>Restricted</ZIP>
</StatusRequestResponse>
```

Following are some of the examples of QueryTicket request with <StatusRequest> element:

9.5.1.11.2.1 Example QueryTicket message with <StatusRequest> in Request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
            </DataRequest>
            <VerifyFields>
                <PassAcct>123456</PassAcct>
            </VerifyFields>
            <StatusRequest>
                <Field>FirstName</Field>
                <Field>LastName</Field>
                <Field>Street1</Field>
                <Field>Street2</Field>
                <Field>City</Field>
                <Field>State</Field>
                <Field>ZIP</Field>
                <Field>Email</Field>
            </StatusRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.11.2.2 Example QueryTicket message with wild card (*) in request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                </Query>
            </Queries>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
            </DataRequest>
            <VerifyFields>
                <PassAcct>123456</PassAcct>
            </VerifyFields>
            <StatusRequest>
                <Field>*</Field>
            </StatusRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.1.11.2.3 Example QueryTicket message with <ReturnAttributes>, <ProductAttributes> and <HasPicture>

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2017-05-02 09:23:57</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Queries>
                <Query>
                    <VisualID>123456789</VisualID>
                    <ReturnAttributes>123456789</ReturnAttributes>
                </Query>
            </Queries>
            <DataRequest>
                <Field>HasPicture</Field>
                <Field>ProductAttributes</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

9.5.2 QueryTicketResponse Message

The QueryTicketResponse message is sent by the eGalaxy Attraction Server in response of the QueryTicket message. The QueryTicketResponse message returns the data for the fields requested in the DataRequest element as well as the result of the match of the data requested in the VerificationRequest element.

9.5.2.1 Response Message elements

The body of the message contains the following fields:

Field	Description	Type
Status	<Status> containing the overall status of the message. In the case of multiple lookups, some may have failed and some may have succeeded	Element
QueryTicketResponse	<QueryTicketResponse> contains the response data for all of the lookups	Element

The QueryTicketResponse message consists of a <Products> element that contains one or many <Product> elements depending on the number of <Query> elements contained in the request. Each <Product> contains a <DataRequestResponse> as well as attributes for VisualID and PassAccount to denote the product that it corresponds to in the request, provided they are not restricted by the eGalaxy Source configuration.

9.5.2.1.1 <DataRequestResponse> Element

The DataRequestResponse element is used to return the data requested in the DataRequest element of the QueryTicket message. A DataRequestResponse element could contain all fields explained in the "Package, Ticket or Pass DataRequest Fields" section. If usage or lineage was also requested, those elements will appear within the DataRequestResponse.

```
<DataRequestResponse>
    <ItemKind>1</ItemKind>
    <Status>0</Status>. . .
    <UsageRequestResponse>
        <UsageRecords>
            <UsageRecord>- - </UsageRecord>
            <UsageRecord>- - </UsageRecord>
        </UsageRecords>
    </UsageRequestResponse>
</DataRequestResponse>
```

If the ticket requested is a pass, then the DataRequestResponse element will contain a Members element which will in turn contain one or more Member elements. Members/Member elements are defined within the Common Elements section of this document.

The RenewablePLUList field has a different format than other fields when returned by eGalaxy. The RenewablePLUList field has one or more <Item> elements. Following is the format of the <Item> element:

Field	Description	Type
PLU	Item's Galaxy product lookup number i.e. item code	Text (20)
Price	Price on the PLU	Currency
PassKindName	Name of the pass kind configured on the given PLU	Text (30)
PaymentPlanID	ID of the first available payment plan for the renewal item. This is the first payment plan for the renewal item that is valid for the postal code on the pass. (Only populated if PassRenewUpgradeMode is 1)	Numeric
ExpirationDate	The calculated expiration date for the renewal. (Only populated if PassRenewUpgradeMode is 1)	DateTime

Below is an example of the RenewablePLUList in the DataRequestResponse:

```
<DataRequestResponse>
    <RenewablePLUList>
        <Item>
            <PLU>0030201</PLU>
            <Price>20.00</Price>
            <PaymentPlanID/>
            <ExpirationDate/>
        </Item>
        <Item>
            <PLU>0040301</PLU>
            <Price>30.00</Price>
            <PaymentPlanID/>
            <ExpirationDate/>
        </Item>
    </RenewablePLUList>
</DataRequestResponse>
```

The UpgradePLUList field is similar to the RenewablePLUList field. This element has one or more <Item> elements. The following is the format of the <Item> element for the UpgradePLUList:

Field	Description	Type
PLU	Item's Galaxy product lookup number i.e. item code	Text (20)
Price	Price on the PLU	Currency
UpgradePrice	Price of the upgrade. This is the difference between the upgrade item price and the original pass price.	Currency
AlternateUpgradePrice	Alternate price of the upgrade. This field is shown for Ticket to Ticket downgrades only when the eGalaxy Source is configured to allow downgrade rule overide. To use this alternate price specify <UseAlternateUpgradePrice> with YES or NO value on the upgrade Ticket Order Line.	Currency
PaymentPlanID	The unique identifier for the payment plan option	Numeric
Description	The description of the payment plan	Text(256)
Name	The name of the payment plan	Text(50)
ItemKind	The Kind of the upgrade item	Numeric
ItemName	The Name of the upgrade item	Text (40)
AttachedPackagePLU	Item.PackagePLU	Text (20)
UpgradePriceIncludesEligibleAddons	Indicates if the UpgradePrice accounts for eligible addons	Boolean

Below is an example of the UpgradePLUList in the DataRequestResponse:

```
<DataRequestResponse>
    <UpgradePLUList>
        <Item>
            <PLU>0030201</PLU>
            <Price>20.00</Price>
            <UpgradePrice>5.00</UpgradePrice>
            <PaymentPlans>
                <PaymentPlan>
                    <PaymentPlanID>1</PaymentPlanID>
                    <Description>12 Month Payment Plan</Description>
                    <Name>12 Month Plan</Name>
                </PaymentPlan>
            </PaymentPlans>
            <ItemKind>99</ItemKind>
            <ItemName>A Great Payment Plan</ItemName>
        </Item>
        <Item>
            <PLU>0040301</PLU>
            <Price>30.00</Price>
            <UpgradePrice>10.00</UpgradePrice>
            <ItemKind>999</ItemKind>
            <ItemName>Adult Ticket</ItemName>
        </Item>
    </UpgradePLUList>
</DataRequestResponse>
```

The EligibleAddons field displays what can be added onto a ticket or pass based on the attached package configured in Galaxy to create a package on the fly. Only package details with the 'Optional' issuance type are eligible as package on the fly addons.

Field	Description	Type
PLU	Item's Galaxy product lookup number i.e. item code	Text (20)
PackageDetailID	ID of the package detail contained in the attached package	Numeric
Quantity	Quantity limit as configured on the package detail	Numeric
Price	Price for the package detail	Currency
IsRequired	If an issued detail has a Package Detail setting to 'Enforce Mandatory Upgrade', then an eligible addon that is part of the upgrade path may be deemed required	Boolean

Below is an example of the EligibleAddons in the DataRequestResponse:

```
<DataRequestResponse>
    <EligibleAddons>
        <Item>
            <PLU>1DayMealVoucher</PLU>
            <PackageDetailID>591</PackageDetailID>
            <Quantity>1</Quantity>
            <EnforceMandatoryUpgrade>YES</EnforceMandatoryUpgrade>
        </Item>
        <Item>
            <PLU>1DayParking</PLU>
            <PackageDetailID>592</PackageDetailID>
            <Quantity>Unlimited</Quantity>
            <EnforceMandatoryUpgrade>YES</EnforceMandatoryUpgrade>
        </Item>
        <Item>
            <PLU>CouponBook</PLU>
            <PackageDetailID>596</PackageDetailID>
            <Quantity>1</Quantity>
            <EnforceMandatoryUpgrade>NO</EnforceMandatoryUpgrade>
        </Item>
    </EligibleAddons>
</DataRequestResponse>
```

ItemKind Values:

Value	Description
1	Regular/Ticket
2	Pass

3	Paid In
4	Paid Out
5	Group
6	Reissue Pass
7	Renew Pass
8	Item
9	Reserved
10	Debit Card
11	Recharge
12	Debit Reissue
13	Upgrade Pass
14	Exchange
15	Package
16	Assigned Seat
17	Fee
18	Donation
19	Express charge
20	Member add-on
21	Member card reissue
22	Food and Beverage item

Note that all ItemKind values may not appear in the UpgradePLUList but are presented here for completeness.

If the <LoyaltyAccounts> field was specified in the DataRequest element, the <LoyaltyAccounts> element will be included in the response, with one or more <LoyaltyAccount> elements. See the <LoyaltyAccounts> under the "Common Elements Format" section.

The <RenewalPass> element in the QueryTicket message contains information about a renewal pass when the requested pass has been renewed but is still valid until it's expiration date. It has the following fields:

Field	Description	Type
PLU	PLU of the renewal pass	Text (20)
ValidFrom	ValidFrom value of the renewal pass.	Currency
ValidUntil	ValidUntil value (expiration date) of the renewal pass.	Text (30)

Below is an example of the RenewalPass element in the DataRequestResponse:

```
<DataRequestResponse>
    <RenewalPass>
        <PLU>0030201</PLU>
        <ValidFrom>2012-10-11 00:00:00</ValidFrom>
        <ValidUntil>2013-10-10 00:00:00</ValidUntil>
    </RenewalPass>
</DataRequestResponse>
```

If the <ProductAttributes> field was specified in the DataRequest element and the <ReturnAttributes> element was included in <Query> element, the <ProductAttributes> element will be included in the response, with one or more <ProductAttribute> elements.

The <ProductAttribute> element in the QueryTicket message contains the following fields:

Field	Description	Type
AttributeValueGroupID	UniqueID for a group of values.	Numeric
Name	The name of the Attribute Definition.	Text
Value	The attribute value.	Text
Sequence	Zero based index that shows the order of the attributes in the list.	Numeric

Below is an example of the <ProductAttributes> element in the DataRequestResponse:

```
<DataRequestResponse>
    <ProductAttributes>
        <ProductAttribute>
            <AttributeValueGroupID>345</AttributeValueGroupID>
            <Name>Purpose</Name>
            <Sequence>0</Sequence>
            <Value>General Admission</Value>
        </ProductAttribute>
    </ProductAttributes>
</DataRequestResponse>
```

9.5.2.1.2 <VerifyFieldsResponse> Element

The VerifyFieldsResponse element is used to return the data verification requests in the VerifyFields element of the QueryTicket message. A VerifyFieldsResponse element could contain all the fields explained in the "Package, Ticket or Pass Look up Fields" section, the only restriction is the data of the fields will be always BOOLEAN (YES or NO). The value of YES for a field indicates that the data for that field given in the VerifyFields element matches with its Galaxy equivalent. The value of NO indicates that the data does not match with the Galaxy equivalent.

```
<VerifyFieldsResponse>
    <DOB>YES</DOB>
    . . .
</VerifyFieldsResponse>
```

9.5.2.2 Example QueryTicketResponse – Regular DataRequest & VerifyFields

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <ItemKind>1</ItemKind>
                        <Status>0</Status>
                        <PLU>TICKET0010101</PLU>
                        <Price>8.00</Price>
                        <EventNo>1234</EventNo>
                        <CustomerID>19</CustomerID>
                        <AccessCode>10</AccessCode>
                        <UseCount>0</UseCount>
                        <RemainingUse>1</RemainingUse>
                    </DataRequestResponse>
                    <VerifyFieldsResponse>
                        <DOB>YES</DOB>
                        <ZIP>YES</ZIP>
                    </VerifyFieldsResponse>
                </Product>
            </Product>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.2.3 Example QueryTicketResponse – DataRequest with wildcard

If the DataRequestResponse element contains only one field with the wildcard '*' (an asterisk), the DataRequestResponse element in the QueryTicketResponse message returns all applicable fields for the given ItemKind.

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <ItemKind>1</ItemKind>
                        <Status>0</Status>
                        <Exchangeable>NO</Exchangeable>
                        <Returnable>YES</Returnable>
                        <PLU>TICKET0010101</PLU>
                        <Price>8.00</Price>
                        <RemainingPrice>0.00</RemainingPrice>
                        <Tax>0</Tax>
                        <RemainingTax>0</RemainingTax>
                        <TaxMethods>NNNNNNNN</TaxMethods>
                        <AccessCode>10</AccessCode>
                        <AccessCodeName>ADULT</AccessCodeName>
                        <TicketDate/>
                        <LockedOut>No</LockedOut>
                        <UseCount>0</UseCount>
                        <RemainingUse>1</RemainingUse>
                        <UpdateStatus>0</UpdateStatus>
                        <NodeNo>82</NodeNo>
                        <TransNo>1234</TransNo>
                        <DateSold>2004-02-01 00:00:00</DateSold>
                        <OrderID>1234</OrderID>
                        <CustomerID>19</CustomerID>
                    </DataRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.2.4 Example QueryTicketResponse – DataRequest for Package

Response to request for data from package header only:

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <AccessCode>70</AccessCode>
                        <ItemKind>3</ItemKind>
                        <PLU>PACKAGE</PLU>
                        <Status>0</Status>
                    </DataRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

Response to request for data from package header and package details:

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <AccessCode>70</AccessCode>
                        <ItemKind>3</ItemKind>
                        <PLU>PACKAGE</PLU>
                        <Status>0</Status>
                        <Package>
                            <PackageDetail>
                                <AccessCode>10</AccessCode>
                                <ItemKind>1</ItemKind>
                                <PLU>TICKET0010101</PLU>
                                <Status>0</Status>
                            </PackageDetail>
                            <PackageDetail>
                                <AccessCode>10</AccessCode>
                                <ItemKind>1</ItemKind>
                                <PLU>TICKET0010102</PLU>
                                <Status>0</Status>
                            </PackageDetail>
                        </Package>
                    </DataRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

Response to request for data and usage from package header and package details:

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <AccessCode>70</AccessCode>
                        <ItemKind>3</ItemKind>
                        <PLU>PACKAGE</PLU>
                        <Status>0</Status>
                        <Package>
                            <PackageDetail>
                                <AccessCode>10</AccessCode>
                                <ItemKind>1</ItemKind>
                                <PLU>TICKET0010101</PLU>
                                <Status>0</Status>
                                <VisualID>10017000456</VisualID>
                                <UsageRequestResponse>
                                    <UsageRecords>
                                        <UsageRecord>
                                            <UseTime>2017-06-16 21:24:57</UseTime>
                                            <VisualID>10017000456</VisualID>
                                        </UsageRecord>
                                    </UsageRecords>
                                </UsageRequestResponse>
                            </PackageDetail>
                            <PackageDetail>
                                <AccessCode>10</AccessCode>
                                <ItemKind>1</ItemKind>
                                <PLU>TICKET0010102</PLU>
                                <Status>0</Status>
                                <VisualID>10017000455</VisualID>
                                <UsageRequestResponse>
                                    <UsageRecords>
                                        <UsageRecord>
                                            <UseTime>2017-06-16 17:24:57</UseTime>
                                            <VisualID>10017000455</VisualID>
                                        </UsageRecord>
                                    </UsageRecords>
                                </UsageRequestResponse>
                            </PackageDetail>
                        </Package>
                    </DataRequestResponse>
                </Product>
            </Products>
            <UsageRequestResponse>
                <UsageRecords>
                    <UsageRecord>
                        <UseTime>2017-06-16 17:24:57</UseTime>
                        <VisualID>10017000455</VisualID>
                    </UsageRecord>
                    <UsageRecord>
                        <UseTime>2017-06-16 21:24:57</UseTime>
                        <VisualID>10017000456</VisualID>
                    </UsageRecord>
                </UsageRecords>
            </UsageRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.2.5 Example QueryTicketResponse - with StatusRequestResponse

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <DataRequestResponse>
                        <ItemKind>1</ItemKind>
                        <Status>0</Status>
                    </DataRequestResponse>
                    <VerifyFieldsResponse>
                        <PassAcct>YES</PassAcct>
                    </VerifyFieldsResponse>
                    <StatusRequestResponse>
                        <FirstName>Viewable</FirstName>
                        <LastName>Viewable</LastName>
                        <Street1>Editable</Street1>
                        <Street2>Editable</Street2>
                        <City>Editable</City>
                        <State>Editable</State>
                        <ZIP>Editable</ZIP>
                        <Email>Restricted</Email>
                    </StatusRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.2.6 Example QueryTicketResponse – with errors

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>1300</StatusCode>
            <StatusText>QueryTicket request error: 1 of 1 lookups contained errors</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="" PassAccount="">
                    <QueryTicketErrors>
                        <DataRequestErrors>
                            <DataRequestError>
                                <ErrorCode>1301</ErrorCode>
                                <ErrorText>Invalid field(s) Price. This field is restricted on the
source</ErrorText>
                            </DataRequestError>
                            <DataRequestError>
                                <ErrorCode>1303</ErrorCode>
                                <ErrorText>Invalid field(s) ZIPCode. Field(s) does not apply to the item kind
requested</ErrorText>
                            </DataRequestError>
                        </DataRequestErrors>
                        <VerifyFieldsErrors>
                            <VerifyFieldsError>
                                <ErrorCode>1303</ErrorCode>
                                <ErrorText>Invalid field(s) Fields. Field(s) does not apply to the item kind
requested</ErrorText>
                            </VerifyFieldsError>
                        </VerifyFieldsErrors>
                    </QueryTicketErrors>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.2.7 Example QueryTicketResponse - with multiple lookup with an error and success

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryTicketResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2015-10-27 15:40:42</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>1300</StatusCode>
            <StatusText>QueryTicket request error: 1 of 2 lookups contained errors</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="11062956282">
                    <QueryTicketErrors>
                        <Errors>
                            <Error>
                                <ErrorCode>999</ErrorCode>
                                <ErrorText>An error occurred while processing the request: No data was loaded:
this is not a Pass, Ticket, or Debit Card.</ErrorText>
                            </Error>
                        </Errors>
                        <DataRequestErrors/>
                    </QueryTicketErrors>
                </Product>
                <Product VisualID="11062956283" PassAccount="">
                    <DataRequestResponse>
                        <ItemKind>1</ItemKind>
                        <Status>0</Status>
                        <Exchangeable>NO</Exchangeable>
                        <Returnable>YES</Returnable>
                        <PLU>TICKET0010101</PLU>
                        <Price>8.00</Price>
                        <RemainingPrice>0.00</RemainingPrice>
                        <Tax>0</Tax>
                        <RemainingTax>0</RemainingTax>
                        <TaxMethods>NNNNNNNN</TaxMethods>
                        <AccessCode>10</AccessCode>
                        <AccessCodeName>ADULT</AccessCodeName>
                        <TicketDate/>
                        <LockedOut>No</LockedOut>
                        <UseCount>0</UseCount>
                        <RemainingUse>1</RemainingUse>
                        <UpdateStatus>0</UpdateStatus>
                        <NodeNo>82</NodeNo>
                        <TransNo>1234</TransNo>
                        <DateSold>2004-02-01 00:00:00</DateSold>
                        <OrderID>1234</OrderID>
                        <CustomerID>19</CustomerID>
                    </DataRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

9.5.2.7.0.1 Example QueryTicketResponse message - with <ProductAttributes> and <HasPicture>

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>-1</MessageID>
        <MessageType>QueryTicketResponse</MessageType>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2017-05-02 09:23:57</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <QueryTicketResponse>
            <Products>
                <Product VisualID="123456789" PassAccount="">
                    <DataRequestResponse>
                        <HasPicture>NO</HasPicture>
                        <ProductAttributes>
                            <ProductAttribute>
                                <AttributeValueGroupID>345</AttributeValueGroupID>
                                <Name>Purpose</Name>
                                <Sequence>0</Sequence>
                                <Value>General Admission</Value>
                            </ProductAttribute>
                        </ProductAttributes>
                    </DataRequestResponse>
                </Product>
            </Products>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

10 QueryTicket Message - Legacy Format

Starting in version eGalaxy version 7.0, the preferred message structure is the request and response format mentioned above. This allows for multiple VisualIDs or PassAccounts to be looked up in a single QueryTicket call. For legacy purposes, calls can still be made for a single VisualID or PassAccount lookup by using the format below. The same fields and query options are still available as mentioned above. Please note the main difference is that the legacy format only supports a single <Query> element. The response will only return data for a single lookup, so the response will not contain <Products> or <Product> elements found in the new format. In eGalaxy 7.0 and forward, it is recommended using the new message format above, even if only performing a single lookup.

10.1 Legacy QueryTicket Request Format

10.1.1 Example QueryTicket Request – Regular DataRequest & VerifyFields

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>123456789</VisualID>
            </Query>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>Price</Field>
                <Field>EventNo</Field>
                <Field>CustomerID</Field>
                <Field>AccessCode</Field>
                <Field>UseCount</Field>
                <Field>RemainingUse</Field>
                <UsageRecords>
                    <Field>UseTime</Field>
                </UsageRecords>
                <LineageRecords>
                    <Field>DateSold</Field>
                    <Field>Description</Field>
                </LineageRecords>
            </DataRequest>
            <VerifyFields>
                <DOB>1975-07-19 00:00:00</DOB>
                <ZIP>19512</ZIP>
            </VerifyFields>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.2 Example QueryTicket Request – DataRequest with wildcard

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>123456789</VisualID>
            </Query>
            <DataRequest>
                <Field>*</Field>
                <UsageRecords>
                    <Field>*</Field>
                </UsageRecords>
                <LineageRecords>
                    <Field>*</Field>
                </LineageRecords>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.3 Example QueryTicket Request – DataRequest for Package

Request for a set of data fields from the package header only:

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>123456789</VisualID>
            </Query>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>AccessCode</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

Request for a set of data fields from the package header and package details:

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>123456789</VisualID>
            </Query>
            <DataRequest>
                <Field>PackageDetailData</Field>
                <Field>ItemKind</Field>
                <Field>Status</Field>
                <Field>PLU</Field>
                <Field>AccessCode</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.4 Example QueryTicket Request – DataRequest with PassAccount

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-11-16 11:01:50</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <PassAccount>82000039</PassAccount>
            </Query>
            <DataRequest>
                <Field>*</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.5 Example QueryTicket Request – DataRequest with VisualID & LastName

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC  Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-11-16  11:02:55</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>50082000039</VisualID>
                <LastName>Smith</LastName>
            </Query>
            <DataRequest>
                <Field>*</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.6 Example QueryTicket Request – DataRequest with PassRequiredInfo

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-11-16 11:02:55</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>50082000039</VisualID>
                <LastName>Smith</LastName>
            </Query>
            <DataRequest>
                <Field>PassRequiredInfo</Field>
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.7 Example QueryTicket Request – DataRequest for Pass Picture

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-01-18 14:50:32</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>50082000039</VisualID>
                <LastName>Smith</LastName>
                <IncludePicture>YES</IncludePicture>
            </Query>
            <DataRequest>
                <Field>Status</Field>
                <Field>DateSold</Field>
                <Field>PassPicture</Field>
                . . .
            </DataRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.8 Example QueryTicket message with in Request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>123456789</VisualID>
            </Query>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
            </DataRequest>
            <VerifyFields>
                <PassAcct>123456</PassAcct>
            </VerifyFields>
            <StatusRequest>
                <Field>FirstName</Field>
                <Field>LastName</Field>
                <Field>Street1</Field>
                <Field>Street2</Field>
                <Field>City</Field>
                <Field>State</Field>
                <Field>ZIP</Field>
                <Field>Email</Field>
            </StatusRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.1.9 Example QueryTicket message with wild card (*) in <StatusRequest>

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicket</MessageType>
    </Header>
    <Body>
        <QueryTicket>
            <Query>
                <VisualID>123456789</VisualID>
            </Query>
            <DataRequest>
                <Field>ItemKind</Field>
                <Field>Status</Field>
            </DataRequest>
            <VerifyFields>
                <PassAcct>123456</PassAcct>
            </VerifyFields>
            <StatusRequest>
                <Field>*</Field>
            </StatusRequest>
        </QueryTicket>
    </Body>
</Envelope>
```

10.2 Legacy QueryTicketResponse Message

10.2.1 Example QueryTicketResponse – DataRequest with wildcard

If the DataRequestResponse element contains only one field with the wildcard '*' (an asterisk), the DataRequestResponse element in the QueryTicketResponse message returns all applicable fields for the given ItemKind.

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <QueryTicketResponse>
            <DataRequestResponse>
                <ItemKind>1</ItemKind>
                <Status>0</Status>
                <Exchangeable>NO</Exchangeable>
                <Returnable>YES</Returnable>
                <PLU>TICKET0010101</PLU>
                <Price>8.00</Price>
                <RemainingPrice>0.00</RemainingPrice>
                <Tax>0</Tax>
                <RemainingTax>0</RemainingTax>
                <TaxMethods>NNNNNNNN</TaxMethods>
                <AccessCode>10</AccessCode>
                <AccessCodeName>ADULT</AccessCodeName>
                <TicketDate/>
                <LockedOut>No</LockedOut>
                <UseCount>0</UseCount>
                <RemainingUse>1</RemainingUse>
                <UpdateStatus>0</UpdateStatus>
                <NodeNo>82</NodeNo>
                <TransNo>1234</TransNo>
                <DateSold>2004-02-01 00:00:00</DateSold>
                <OrderID>1234</OrderID>
                <CustomerID>19</CustomerID>
            </DataRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

10.2.2 Example QueryTicketResponse – DataRequest for Package

Response to request for data from package header only:

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <QueryTicketResponse>
            <DataRequestResponse>
                <AccessCode>70</AccessCode>
                <ItemKind>3</ItemKind>
                <PLU>PACKAGE</PLU>
                <Status>0</Status>
            </DataRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

Response to request for data from package header and package details:

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2014-09-11 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <QueryTicketResponse>
            <DataRequestResponse>
                <AccessCode>70</AccessCode>
                <ItemKind>3</ItemKind>
                <PLU>PACKAGE</PLU>
                <Status>0</Status>
                <Package>
                    <PackageDetail>
                        <AccessCode>10</AccessCode>
                        <ItemKind>1</ItemKind>
                        <PLU>TICKET0010101</PLU>
                        <Status>0</Status>
                    </PackageDetail>
                    <PackageDetail>
                        <AccessCode>10</AccessCode>
                        <ItemKind>1</ItemKind>
                        <PLU>TICKET0010102</PLU>
                        <Status>0</Status>
                    </PackageDetail>
                </Package>
            </DataRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

10.2.3 Example QueryTicketResponse – with StatusRequestResponse

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <QueryTicketResponse>
            <DataRequestResponse>
                <ItemKind>1</ItemKind>
                <Status>0</Status>
            </DataRequestResponse>
            <VerifyFieldsResponse>
                <PassAcct>YES</PassAcct>
            </VerifyFieldsResponse>
            <StatusRequestResponse>
                <FirstName>Viewable</FirstName>
                <LastName>Viewable</LastName>
                <Street1>Editable</Street1>
                <Street2>Editable</Street2>
                <City>Editable</City>
                <State>Editable</State>
                <ZIP>Editable</ZIP>
                <Email>Restricted</Email>
            </StatusRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

10.2.4 Example QueryTicketResponse – with errors

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>1300</StatusCode>
            <StatusText>QueryTicket request error</StatusText>
        </Status>
        <QueryTicketErrors>
            <DataRequestErrors>
                <DataRequestError>
                    <ErrorCode>1301</ErrorCode>
                    <ErrorText>Invalid field(s) Price. This field is restricted on the source</ErrorText>
                </DataRequestError>
                <DataRequestError>
                    <ErrorCode>1303</ErrorCode>
                    <ErrorText>Invalid field(s) ZIPCode. Field(s) does not apply to the item kind
requested</ErrorText>
                </DataRequestError>
            </DataRequestErrors>
            <VerifyFieldsErrors>
                <VerifyFieldsError>
                    <ErrorCode>1303</ErrorCode>
                    <ErrorText>Invalid field(s) Fields. Field(s) does not apply to the item kind
requested</ErrorText>
                </VerifyFieldsError>
            </VerifyFieldsErrors>
        </QueryTicketErrors>
    </Body>
</Envelope>
```

11 Common Element Formats

This section describes the common elements used in variety of XML messages supported by eGalaxy server.

For example, the <Contact> element is used within an Orders message as well as within Customers and Contacts messages. Instead of describing the same element in different places, they all are grouped under this section and referenced anywhere needed.

11.1 <Pass> Element

The <Pass> element contains fields related to a pass. A Pass element can be used in the body of messages like UpdatePass and Orders.

A Pass element contains following fields related to the Pass:

Field	Description	Type
VisualID	Scan code or barcode as read from scanner; combination of AccessCode and ID (Optional) (Required for UpdatePass, Orders with pass renewals) (Used by UpdatePass, Orders and ImportPass message) If data for this field is not given in the ImportPass essage, then system will generate a new VisualID based on the configuration on the PLU of the pass	Text (40)
FirstName	Pass holder's first name (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (30)
MiddleName	Pass holder's middle name/initial (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (30)
LastName	Pass holder's last name (Optional for UpdatePass message) (Required for Orders with new passes and ImportPass message) (Used by UpdatePass, Orders and ImportPass message)	Text (30)
Street1	Street address line 1 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (30)
Street2	Street address line 2 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (30)
City	Pass holder's city (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (40)
State	Pass holder's state (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (40)
ZIP	Pass holder's ZIP/postal code (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (16)
CountryCode	Pass holder's country code (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (2)
Phone	Pass holder's telephone number (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (30)
Email	Pass holder's e-mail address (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (128)
TitleID	Pass holder's title ID, as stored in the NameTitles database table (Optional)	Numeric
SuffixID	Pass holder's suffix ID, as stored in the NameSuffixes database table (Optional)	Numeric
DOB	Pass holders' date of birth (Optional) (Used by UpdatePass, Orders, and ImportPass message)	DateTime
Gender	Pass holder's gender (Optional) (Values: 0 = Unspecified, 1 = Male, 2 = Female)	Numeric
User01	Pass user field 1 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User02	Pass user field 2 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User03	Pass user field 3 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User04	Pass user field 4 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User05	Pass user field 5 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User06	Pass user field 6 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User07	Pass user field 7 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User08	Pass user field 8 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
User09	Pass user field 9 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text

		(255)
User10	Pass user field 10 (Optional) (Used by UpdatePass, Orders, and ImportPass message)	Text (255)
IsPrimary	Set if the given pass is a primary pass. This field is supported for New Pass Sales only (when used in Orders, and ImportPass messages). (Optional)	Boolean
PassAcct	Pass account number (Optional) This field is supported for ImportPass message only. If this field is not present in ImportPass message, then system will come up with the proper value for this field	Text (24)
DateOpened	The date the pass account was opened (Optional) This field is supported for ImportPass message only. If this field is not present in ImportPass message, then by default system will use current date	DateTime
ValidFrom	The date pass is valid from. (Optional) For Orders, and ImportPass messages if this field is present under the <Pass> element, then eGalaxy Server will copy the date given in this element on the Passes.ValidFrom column provided that the PassKind has "Allow Expire Override" option set.	DateTime
ValidUntil	The date that the pass is valid until (Optional) For ImportPass message, eGalaxy server simply copies the ValidUntil date given in the xml to the Passes.ValidUntil column. For Orders message if this field is present under the <Pass> element, then eGalaxy Server will copy the date given in this element on the Passes.ValidUntil column provided that the PassKind has "Allow Expire Override" option set. For the UpdatePass message, if the <RecalculateExpirationDate> field is set to YES this field is ignored in favor of the expiration date calculated by the UpdatePass message. (See RecalculateExpirationDate element below.) If this field is not present in a message (like Orders, ImportPass), then system will calculate the pass's expiration date and use the new value for this field on the pass record	DateTime
MaxParty	The maximum number of people that can be admitted with the pass (Optional) This field is supported for ImportPass and UpdatePass messages only. If this field is not present in the ImportPass message, the system will obtain the value from the access code by default	Numeric
PLU	The PLU of the pass (Optional) (Required for ImportPass) This field is supported for ImportPass message only	Text (20)
Status	The current status of the pass (Optional) This field is supported for ImportPass and Updatepass messages only. If this field is not present in the ImportPass message, then by default system will use the status of 0 (Pass valid)	Numeric
MasterPassID	The PassNo of the primary pass for this pass (Optional) This field is supported for ImportPass message only	Numeric
PurchaserPassID	The PassNo of the purchaser for this pass (Optional) This field is supported for ImportPass message only	Numeric
ValidFrom	Date pass is valid from (Optional) This field is supported for UpdatePass message only	DateTime
Picture	Optional Picture element to contain pass photo data	
ImageData	Tag enclosed within Picture tags. Pass JPEG photo data in binary format.	BLOB
PhoneNumbers	For the format of the <PhoneNumbers> element please refer to sub section "<PhoneNumbers> Element" under section "Common Element Formats". (Optional)	Element
Status	Tag enclosed within Picture tags. Status of the picture, see table below for possible values	Numeric
JointMemberships	For the format of the <JointMemberships> element please refer to sub section "<JointMemberships> Element" under section "Common Element Formats". Note: At present <JointMemberships> element is only supported for Passes imported thru "Orders" or "ImportPass" message. (Optional)	Element
Members	For the format of the <Members> element, please refer to the sub section "<Members> Elements" under section "Common Element Formats" Note: At present <Members> is only supported for passes imported through "Orders" or "ImportPass" message. The <Members> element is an alternative to the <JointMembers> format above as well as being available for a sale of an individual pass. (Optional)	Element
ContactGUID	A Contact GUID (see <Contact> Element for more information) for the member	Text
IssuedBenefits	For the format of the <IssuedBenefits> element, please refer to the sub-section "<IssuedBenefits> Elements" under section "Common Element Formats&rdquo	Element
NonIssuedBenefits	For the format of the <NonIssuedBenefits> element, please refer to the sub-section "<NonIssuedBenefits> Elements" under section "Common Element Formats"	Element
AllowEmail	The opt-in/opt-out state of the contact for email messaging. (Optional)	Boolean

RecalculateExpirationDate	Updates the expiration date of the pass for an UpdatePass message. If YES, the ValidUntil date of the pass is recalculated using the ValidFrom as the "sale" date of the pass, using the pass kind rules. For instance, if the pass kind specifies a 1-year expiration relative to sale, RecalculateExpirationDate is YES, and the ValidFrom date is specified in the message as 01-January-2019, the UpdatePass message will update the pass's expiration date to 01-January-2020. (Optional) This field is supported for the UpdatePass message only.	Boolean
SendPassholderNotification	Used in the UpdatePass message to trigger the sending of the Product Activation email template. If YES, the template configured in the eGalaxy Source will be sent. The template can access the Pass object through gateway script to report on the demographics and status of the pass that is being updated. The AllowEmail opt-in must be true for the contact for this email to be generated and sent.	Boolean
PassID	The PassNo of an existing pass. Used as a group ID if processing member benefits or a new pass with a package sale.	Numeric

Value	Gateway Constant Name	Description
0	STATUS_VERIFIED	This visually verified picture is now the current picture in a group of pictures defined by the BaseID column. Pictures attached to passes sold via POS or OE are automatically verified.
1	STATUS_PENDING	This picture is currently awaiting verification.
2	STATUS_REJECTED	This denied picture will not be used.
3	STATUS_APPROVED	This picture has been approved via the photo review manager.

```xml
<Pass>
    <FirstName>Michael</FirstName>
    <MiddleName>M</MiddleName>
    <LastName>Andre</LastName>
    <Street1>315 E 2nd Street</Street1>
    <Street2/>
    <City>Boyertown</City>. . .
    <Picture>
        <ImageData dt:dt="bin.base64" xmlns:dt="urn:schemas-microsoft-com:datatypes"><![CDATA[ (Picture binary
data here) ]]></ImageData>
        <Status>0</Status></Picture>
    . .
</Pass>
```

11.2 <AddOn> Element

The <AddOn> element contains fields related to a joint membership pass add-on. An AddOn element can be used in the body of Orders messages.

An AddOn element contains following fields:

Field	Description	Type
PassID	Foreign key to Passes.PassNo (Optional)	Numeric
ExternalPassID	The <PassID> element value of the pass being added onto (Optional)	Numeric
Members	For the format of the <Members> element refer to the sub section "<Members> Element" under section "Common Element Formats"	Element

11.2.0.1 Note:

The <PassID> and <ExternalPassID> elements are both marked (Optional) in the description above, but it is required that one of the two be present, or the order processing will fail.

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2014-09-30 17:17:44</TimeStamp>
    </Header>
    <Body>
        <Orders>
```

```
<Order>
    <OrderID>20141114-5</OrderID>
    <OrderCommand>Add</OrderCommand>
    <CustomerID>1</CustomerID>
    <OrderDate>2015-09-30 17:09:48</OrderDate>
    <OrderStatus>2</OrderStatus>
    <OrderContact>
        <Contact>
            <ExternalID>1194</ExternalID>
            <FirstName>VSP</FirstName>
            <LastName>Customer</LastName>
            <Phone>555-555-1000</Phone>
            <Email>Test@Example.com</Email>
        </Contact>
    </OrderContact>
    <BillToContact>
        <FirstName>Test</FirstName>
    </BillToContact>
    <ShipToContact>
        <SameAsOrderContact>YES</SameAsOrderContact>
    </ShipToContact>
    <GroupVisit>
        <VisitDate>2015-09-30 09:00:00</VisitDate>
    </GroupVisit>
    <Shipping>
        <DeliveryMethodID>7</DeliveryMethodID>
    </Shipping>
    <OrderLines>
        <OrderLine>
            <DetailType>8</DetailType>
            <Description>Pass</Description>
            <PLU>PASS0010102</PLU>
            <Qty>1</Qty>
            <Amount>100.00</Amount>
            <Total>100.00</Total>
            <TaxAmount>0.00</TaxAmount>
            <DiscountAmount>0.00</DiscountAmount>
            <Pass>
                <PassID>987</PassID>
                <ValidFrom>2012-01-28</ValidFrom>
                <ValidUntil>2020-01-28</ValidUntil>
                <DateOpened>2012-01-28</DateOpened>
                <User1>Just A Test</User1>
                <Members>
                    <Member>
                        <Primary>Yes</Primary>
                        <FirstName>John</FirstName>
                        <LastName>Person</LastName>
                        <Email>Test@Example.com</Email>
                        <Street1>445 County Line Rd</Street1>
                        <Street2>TEST ADDED ST 2</Street2>
                        <City>Gilbertsville</City>
                        <DOB>1982-01-28</DOB>
                        <RelationshipTypeID>3</RelationshipTypeID>
                    </Member>
                    <Member>
                        <Primary>No</Primary>
                        <FirstName>Jane</FirstName>
                        <LastName>Person</LastName>
                        <Street1>445 County Line Rd</Street1>
                        <Street2>TEST ADDED ST 2</Street2>
                        <City>Gilbertsville</City>
                        <DOB>1982-05-14</DOB>
                        <IdentificationNo>123456789</IdentificationNo>
                        <RelationshipTypeID>2</RelationshipTypeID>
                    </Member>
                    <Member>
                        <Primary>No</Primary>
                        <FirstName>Jimmy</FirstName>
                        <LastName>Person</LastName>
                        <DOB>2011-05-07</DOB>
                        <RelationshipTypeID>1</RelationshipTypeID>
                    </Member>
                </Members>
            </Pass>
        </OrderLine>
```

```
                        <OrderLine>
                            <DetailType>15</DetailType>
                            <Description>Joint Member Add-On</Description>
                            <PLU>PASS0010108</PLU>
                            <Qty>1</Qty>
                            <Amount>100.00</Amount>
                            <Total>100.00</Total>
                            <AddOn>
                                <ExternalPassID>987</ExternalPassID>
                                <PassID></PassID>
                                <Members>
                                    <Member>
                                        <LastName>AddedOn</LastName>
                                        <FirstName>Member</FirstName>
                                        <Street1>TEST TEST TEST St 1</Street1>
                                        <DOB>1985-01-09</DOB>
                                        <RelationshipTypeID>3</RelationshipTypeID>
                                    </Member>
                                </Members>
                            </AddOn>
                        </OrderLine>
                        <OrderLine>
                            <DetailType>2</DetailType>
                            <PaymentCode>13</PaymentCode>
                            <Description>SP CF</Description>
                            <Amount>200.00</Amount>
                            <PaymentDate></PaymentDate>
                            <Endorsement></Endorsement>
                        </OrderLine>
                    </OrderLines>
                </Order>
            </Orders>
        </Body>
</Envelope>
```

11.3 <Taxes> Element

<Taxes> element contains fields related to a tax. Element <Taxes> can be used to give tax information to eGalaxy server in a message. For example, Orders message.

The only element supported under the <Taxes> element is one or more <Tax> elements.

Field	Description	Type
Tax	<Tax> element	Element

11.3.1 <Tax> Element

The Tax element contains details of a tax for an item or ticket. Following fields are supported within <Tax> element:

Field	Description	Type
TaxUniqueID	SQL primary key ID	Numeric
TaxID	Galaxy Tax ID (1 thru 8)	Numeric
Description	Description of the type of tax (Optional)	Text (40)
TaxTableID	Reference to the Tax Table (Optional)	Numeric
DisburseIndex	If the tax amount is for a disbursement, this value represents the SequenceNo of the disbursement detail that the tax amount is for, current values are 1-10 or 0 if it is not for a disbursement (Optional)	Numeric
UnitAmount	The actual amount of tax	Currency
ReducePrice	If set, the tax amount (UnitAmount) was included in the original price of the ticket or item. In other words, the ticket or item has the tax included flag turned on (Optional)	Boolean
Method	Tax method used 0 for Item base tax 1 for Transactional tax (Optional)	Numeric

11.4 <Contact> Element

The <Contact> element contains fields related to a contact. A Contact element can be used in the body of messages like Orders, Customers

and Contacts.

A <Contact> element contains following fields:

Field	Description	Type
JobTitle	Contact's title or position (optional)	Text (30)
NameTitleID	Foreign key to NameTitles.NameTitleID, referencing an entry in the NameTitles table (optional)	Numeric
FirstName	Contact first name	Text (30)
MiddleName	Contact middle name	Text (30)
LastName	Contact last name	Text (30)
NameSuffixID	Foreign key to NameSuffixes.NameSuffixID, referencing an entry in the NameSuffixes table (optional)	Numeric
Company	Company name*	Text (30)
Street1	Street address line 1	Text (30)
Street2	Street address line 2	Text (30)
Street3	Street address line 3	Text (30)
City	City	Text (40)
State	State or province	Text (40)
ZIP	ZIP or postal code	Text (16)
CountryCode	Country Code i.e. 'US' for United States	Text (2)
Phone	Telephone number	Text (30)
Fax	Fax number	Text (30)
Cell	Mobile cell phone number	Text (30)
Email	Email Address	Text (128)
ExternalID	ExternalID of this contact. Stored in CustContacts.ExternalID field. (Optional)	Text (20)
LogOn	See <LogOn> element for details, described under sub section "<LogOn> Element" of section "Common Element Formats"	Element
ContactCommand	Action to perform on the given contact data. Supported values: Add, Modify or Cancel (Optional)	Text
ContactNote	Notes related to the contact (Optional)	Text
PaymentInfo	Payment information for the contact (Optional)	Element
PhoneNumbers	For the format of the <PhoneNumbers> element please refer to sub section "<PhoneNumbers> Element" under section "Common Element Formats". (Optional)	Element
ContactGUID	GUID (globally unique identifier) to identify the contact across different systems (e.g Galaxy database and eGalaxy Webstore database)	Text
AllowEmail	Set when the contact may be contacted via email. (Optional)	Boolean
AllowMailings	Set when the contact may be contacted via the mailing address. (Optional)	Boolean
SpecialNeeds	Set when the contact is entitled to a SpecialNeeds status. (Optional)	Boolean
Deceased	Set when the contact is deceased. (Optional)	Boolean
GiftAidDonorType	Integer that points to the item in the CodeTableValues table that corresponds to the guest's response to the Gift Aid question	Numeric

IdentificationNo	The contact's identification no. This field may have an attribute describing the visibility as configured on the eGalaxy Source	Text
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the IdentificationNo element if it is encrypted	Numeric

*Not supported in Galaxy at this time

A <PaymentInfo> element contains following fields:

Field	Description	Type
PaymentName	User-defined name for this payment (Optional)	Text(100)
CardNo	Credit card account number	Text (50)
CardToken	Credit card token	Text (62)
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the CardNo element. If this value is non-zero, the system assumes the text in the CardNo element is encrypted	Numeric
CardHolderName	Name of credit card holder printed on the card (Optional)	Text (80)
ExpDate	Credit Card expiration date, if credit card payment. Represented by MMYY format (Optional)	Numeric MMYY
Primary	Set when payment info is primary for the given contact (Optional)	Boolean
ClearPaymentInfo	If 'YES', the following Contact Payment Info fields will be cleared: CardNumber, ExpirationDate, CardToken	Boolean

11.5 <LogOns> Element

The <LogOns> element contains one or more <LogOn> elements. The LogOns element can be used in the body of messages like Customers, and Contacts.

11.6 <LogOn> Element

The <LogOn> element contains the logon information. The <LogOn> element can be used within the <LogOns> element.

A <LogOn> element contains following fields:

Field	Description	Type
SystemLogonID	FK to the SystemLogons table. Returned during a QueryContact call to give the UniqueID of the exact SystemLogon record referenced.	
Username	Username of the logon	Text (75)
Password	Password of the logon	Text (75)
RequirePasswordChange	Set to force user to change their password when they logon to the Webstore next time	Boolean

11.7 <PricingInfoList> Element

The <PricingInfoList> element contains one or more <PricingInfo> elements. The <PricingInfoList> element is returned by eGalaxy Server in the response message of QueryContact and QueryGroupSalesCode requests.

<PricingInfo> element

Each <PricingInfo> element within the <PricingInfoList> element contains the pricing data associated to a given Customer in Galaxy.

Data in the <PricingInfo> element is used by the Web store to calculate pricing for tickets sold to the Group Sales customers. For the most part, the Web store simply dumps the data given in the <PricingInfo> element into the Web Store database. This is the reason structure of the data within the <PricingInfo> element is nothing but the representation of various Galaxy database tables but in the XML format. Data within <PricingInfo> element comes directly from the corresponding table from Galaxy database.

The next question is what data is included in each <PricingInfo> elements? The answer is simple, since each <PricingInfo> element is associated to a customer, each <PricingInfo> element contains all data required to apply Sales Program Pricing associated to that customer

in Galaxy.

To apply Sales Program pricing, Galaxy uses various tables including, SalesPrograms, ItemRates, ItemConstraints, ItemGroups etc. The <PricingInfo> element contains data from these tables associated to the customer for which pricing information is being returned.

The <PricingInfo> element contains following fields:

Field	Description	Type
CreditFOP	Number of the FOP used as a "Credit FOP" in Galaxy	Numeric
AttributeGroupID	AttributeGroupID associated with the Customer Category of the customer for which pricing is being returned	Numeric
Galaxy table name	<PricingInfo> element contains one xml element for each Galaxy database table that is associated with the Customer and contains the pricing data. A list of Galaxy database tables for which data is included in <PricingInfo> element right now is available in a later section.	Element

Format of the Galaxy table data within <PricingInfo> element

The <PricingInfo> element contains data for multiple Galaxy database tables.

XML format of a Galaxy table is very simple. To explain this we can use the example of Items Galaxy database table. Items table stores the definition of a ticket or PLU. Below is the xml representation of the Items table in the publish message body:

```
<PricingInfo>
    <Customer ClassName="TGTScustomer" TableName="Customers">
        <CustomerID>10</CustomerID>
        <CustName>Boyertown Elementary School</CustName>
        <ExternalAccount>Boyer1</ExternalAccount>
        . . . More fields from Customers table
        <Item/>
        <CustCategory ClassName="TGTSCustCategory" TableName="CustCategories">
            <CustCategoryID>123</CustCategoryID>
            <Description>School Customers</Description>
            <TaxSetID>1</TaxSetID>
            . . . More fields from CustCategories table
            <Item/>
        </CustCategory>
        . . . More Galaxy tables
    </Customer>
</PricingInfo>
```

The <Customers> element is named based on the name of the table. This is true for the most cases however there might be cases when this is not true. For example for Taxes table the container element is called <Taxs>.

The <Customer TableName="Customers" ClassName="TGTSCustomer"> element contains two attributes, TableName and ClassName. Attribute TableName contains the name of the Galaxy table this element corresponds to, which in this case is Customers. There are no exceptions to this rule and this is always true for all Galaxy tables published. The ClassName attribute represent the class name of the Galaxy Business Object that represents the Customers Galaxy database table and has no significance to the third-party Web store.

All xml tags under the <Customer> element represent the columns from the Customers Galaxy database table. The structure of the Customers table is described in the Galaxy Database Dictionary. Fields under the <Customer> element have same name as the column name of the Customers table.

List of Galaxy database tables included in the <PricingInfo> element

- Customers
- CustCategories
- TaxSets
- TaxSetDetails
- SalesPrograms
- SPConnections
- SPPriceCalendars
- AssociatedTicketRatios
- ItemGroups
- ItemGroupDetails
- ItemConstraints
- ItemRates

11.8 <JointMemberships> (or <Memberships>) Element

The <JointMemberships> (or <Memberships>, which applies to all references to JointMemberships below as well) element contains the information for JointMembers of a pass holder. One or more <JointMember> elements can be used within the <JointMemberships> element.

A <JointMembership> element contains following fields:

Field	Description	Type
LastName	Last name of the Joint Member	Text(30)
FirstName	First name of the Joint Member	Text(30)
DOB	Date of Birth of the Joint Member. The JointMembership rules defined on the Pass Kind are enforced based on the current age of the Joint Member.	DateTime
IdentificationNo	Identification No	Text(64)
RelationshipTypeID	ID of the relation type from the RelationTypes table in Galaxy database.	Numeric
Status	Status value for the Pass/Membership	Numeric

11.8.1 <JointMemberships> element example

The <JointMemberships> element is always contained within a <Pass> element. Following example shows a list of joint members associated with a pass holder.

```
<Pass>
    <FirstName>John</FirstName>
    <MiddleName>M</MiddleName>
    <LastName>Doe</LastName>
    <Street1>315 E 2nd Street</Street1>
    <Street2/>
    <City>Boyertown</City>
    <DOB>1980-01-30</DOB>. . .
    <JointMemberships>
        <JointMembership>
            <LastName>Doe</LastName>
            <FirstName>Jane</FirstName>
            <DOB>1980-3-19</DOB>
            <IdentificationNo>123456789</IdentificationNo></JointMembership>
        <JointMembership>
            <LastName>Doe</LastName>
            <FirstName>Kim</FirstName>
            <DOB>2009-06-25</DOB>
        </JointMembership>
        <JointMembership>
            <LastName>Doe</LastName>
            <FirstName>Bill</FirstName>
            <DOB>2010-01-15</DOB>
        </JointMembership>
    </JointMemberships>
    . .
</Pass>
```

11.9 <Members> Element

The <Members> element contains the demographic information for a pass holder. One or more <Member> elements can be used within the <Members> element. The element is an alternative to the <JointMembers> element listed above, but you may notice that demographic information has been moved to the <Member> elements instead of being under the <Pass> element.

The <Members> element can also be used to purchase a single pass in the "Orders" message with the same idea that the <Member> element contains the demographic information while the <Pass> element simply contains information about the Pass (ValidFrom, Status, DateOpened, etc).

A <Member> element contains following fields:

Field	Description	Type
Primary	Indicator of the primay member of the joint membership. Notes: If the <Members> element does not have any <Member> elements marked as Primary, the first (or only) <Member> is assumed to be the	Boolean

Primay. The <Members> element cannot contain multiple <Member> elements marked as Primary. This is considered to be invalid XML data.

LastName	Last name of the Member	Text(30)
FirstName	First name of the Member	Text(30)
Street1	Street address line 1	Text (30)
Street2	Street address line 2	Text (30)
Street3	Street address line 3	Text (30)
City	City	Text (40)
State	State or province	Text (40)
CountryCode	Country Code i.e. 'US' for United States	Text (2)
ZIP	ZIP or postal code	Text (16)
Phone	Telephone number	Text (30)
Cell	Mobile cell phone number	Text (30)
Fax	Fax number	Text (30)
Email	The member's email address	Text(128)
PhoneNumbers	For the format of the <PhoneNumbers> element please refer to sub section "<PhoneNumbers> Element" under section "Common Element Formats". (Optional)	Element
DOB	Date of Birth of the Member. The JointMembership rules defined on the Pass Kind are enforced based on the current age of the Member.	DateTime
IdentificationNo	Identification No	Text(64)
RelationshipTypeID	ID of the relation type from the RelationTypes table in Galaxy database.	Numeric
ContactGUID	A Contact GUID (see <Contact> Element for more information) for the member.	Text
Picture	Optional Picture element to contain secondary member photo data. This element can only be included for non-Primary members	

11.9.1 <Memberships> element example

The <Memberships> element is always contained within a <Pass> element. Following example shows a list of joint members associated with a pass holder. The <Members> element can contain a single <Member> element when selling a non-joint member pass.

```
<Pass>
    <PassID>987</PassID>
    <SameAsOrderContact>YES</SameAsOrderContact>
    <ValidFrom>2013-01-28</ValidFrom>
    <ValidUntil>2020-01-28</ValidUntil>
    <DateOpened>2012-01-28</DateOpened>. . .

    <Members>
        <Member>
            <Primary>Yes</Primary>
            <FirstName>PriMary</FirstName>
            <LastName>Passholder</LastName>
            <Email>PPassholder@gatewayticketing.com</Email>
            <Street1>315 E 2nd Street</Street1>
            <Street2/>
            <City>Boyertown</City>
            <DOB>1982-01-28</DOB>
            <RelationshipTypeID>3</RelationshipTypeID>
            <PhoneNumbers>
                <PhoneNumber>(555)555-5555</PhoneNumber>
            </PhoneNumbers>
        </Member>
        <Member>
            <Primary>No</Primary>
            <LastName>Passholder</LastName>
            <FirstName>Bob</FirstName>
            <DOB>1982-05-14</DOB>
            <IdentificationNo>123456789</IdentificationNo>
            <RelationshipTypeID>2</RelationshipTypeID>
        </Member>
        <Member>
            <Primary>No</Primary>
            <LastName>Passholder</LastName>
            <FirstName>Logan</FirstName>
            <DOB>2011-05-07</DOB>
            <RelationshipTypeID>1</RelationshipTypeID>
        </Member>
    </Members>
</Pass>
```

11.10 <IssuedBenefits> Element

The <IssuedBenefits> element contains one or more <Benefit> elements. These specify the issued benefits associated with an entity. The element now has the MediaType attribute corresponding to the benefit package MediaType.

Each <Benefit> element within the <IssuedBenefits> element contains information about a single issued benefit associated with a Pass.

Each <Benefit> element contains the following fields:

Field	Description	Type
Name	Text containing the Name of the benefit.	Text
Description	Text containing a fuller description of the benefit.	Text
Price	Price of the benefit.	Numeric
VisualID	The VisualID associated with the item. This will be present only for issued tickets and passes.	Text
IssuanceStatus	A value indicating whether the item has been issued [1]	Numeric
Quantity	The number of items for the given benefit.	Numeric
UnlimitedQuantity	YES = benefit is configured with unlimited quantity and there are no other limits on availability.	Boolean
PLU	The PLU for the given benefit.	Text
DateRedeemed	If the benefit has been issued, this is the date that it was redeemed by the customer.	DateTime
PkgInstanceDetailID	Reference to the PkgInstanceDetail that represents this benefit.	Numeric
PackageDetailID	Reference to the PackageDetail record that reference the package detail configuration for this benefit.	Numeric
PackageVisualID	The VisualID of the package that this benefit was sold under.	Text
MediaMode	0 = included in pass media, 1 = separate media. Issued benefit only.	Numeric

HasAppleWalletData	1 = benefit has AppleWallet data to process, 0 = no data. Issued benefit only.	Numeric

1 IssuanceStatus

Value	Description
0	Issued - The benefit has been redeemed and issued.
1	Unissued - The benefit has not been redeemed.
2	Pending - The benefit has been redeemed, but is unissued. No VisualID has been generated for this yet.

11.11 <NonIssuedBenefits> Element

The <NonIssuedBenefits> element contains one or more <Benefit> elements. These specify the non-issued benefits associated with an entity.

Each <Benefit> element within the <IssuedBenefits> element contains information about a single issued benefit associated with a Pass.

The <Benefit> element within the <NonIssuedBenefits> element contains the same elements as the <IssuedBenefits> element above.

11.12 <PhoneNumbers> Element

The <PhoneNumbers> element contains one or more <PhoneNumber> elements. These specify the phone numbers associated with an entity, such as a Contact or a pass.

<PhoneNumber> element

Each <PhoneNumber> element within the <PhoneNumbers> contains a single phone number associated with a Contact. This data will be stored in the PhoneNumbers table in the database.

The first element within the <PhoneNumber> element is <PhoneType>. This is a numerical value representing whether a particular phone number is a person's "Home", "Cell" or perhaps "Fax" number. See below for a list of valid <PhoneTypes> and their corresponding descriptions.

Only one instance of a PhoneType can exist for a given person. If a specific Contact within a given message were to include two <PhoneNumber> elements with a <PhoneType> of 1, for example, an error would be generated for that message.

The second field within the <PhoneNumber> element is <Phone>. This is a text field containing the phone number.

Updating or deleting a PhoneNumber

Some messages which support the <PhoneNumbers> element, such as Contacts or Orders, allow a "Modify" action. The <PhoneNumbers> element can be used in such messages to update one more phone numbers that were previously sent to eGalaxy, or to delete some or all of the PhoneNumbers.

If a <PhoneNumbers> element is provided and it does not contain any <PhoneNumber> elements, then all PhoneNumbers records associated with that entity will be deleted.

If a <PhoneNumber> element is provided with a <PhoneType> that was previously saved for this entity, but the <Phone> element is blank, then the PhoneNumber record matching that PhoneType for this entity will be deleted.

Finally, if a <PhoneNumber> elements is provided with a <PhoneType> that was previously saved, and a non-blank <Phone> element, then the PhoneNumber record matching that PhoneType for this entity will be updated with the new <PhoneNumber>.

Each <PhoneNumber> element contains the following fields:

Field	Description	Type
PhoneType	Number of the PhoneType	Numeric
Phone	Text containing a phone number.	Numeric
AllowContact	Indicates whether the entity wishes to be contacted at this number	Boolean

The following are the currently supported phone types in eGalaxy:

Phone Type	Description

0	Home
1	Work
2	Mobile
3	Fax
4	Other

Example of the <PhoneNumbers> element

```
<PhoneNumbers>
    <PhoneNumber>
        <PhoneType>1</PhoneType>
        <Phone>(555)555-1212</Phone>
        <AllowContact>YES</AllowContact>
    </PhoneNumber>
    <PhoneNumber>
        <PhoneType>2</PhoneType>
        <Phone>(555)555-1212</Phone>
        <AllowContact>NO</AllowContact>
    </PhoneNumber>
</PhoneNumbers>
```

11.13 <LoyaltyAccounts> Element

The <LoyaltyAccounts> element is used by messages for loyalty module. <LoyaltyAccounts> element is returned by eGalaxy server in messages like QueryTicket, and QueryContacts to list all loyalty accounts associated with a given ticket or contact. <LoyaltyAccounts> element contains one or more <LoyaltyAccount> elements. <LoyaltyAccount> element is used by messages like LoyaltyAccount, QueryLoyaltyAccount, and LinkLoyaltyAccount.

Following fields are available under <LoyaltyAccount> element:

Field	Description	Type
LoyaltyProgramID	The LoyaltyProgramID associated to this loyalty account. Required for ADD LoyaltyAccountCommand when creating a new loyalty account.	Numeric
LoyaltyAccountCommand	Command indicating action to perform on the data given in the LoyaltyAccount request. Supported values: ADD, MODIFY, or CANCEL Required only when creating a new loyalty account	Text
LoyaltyAccountNo	The loyalty account number associated to this loyalty account. Optional when adding a new loyalty account.	Text(40)
LoyaltyAccountBalance	The point balance for the specified loyalty account. This is currently only returned for the QueryContact message, not the QueryTicket message. Optional.	Numeric
JoinDate	The date the contact joined the loyalty program.	DateTime
GalaxyContactID	ID of the contact to be associated to the Loyalty account. This is the CustContacts.CustContactID value for the contact, NOT the CustContacts.ExternalID value. Required only when creating a new loyalty account.	Numeric

11.13.1 <LoyaltyAccounts> element example

Below is an example of the LoyaltyAccounts element being returned after being requested in the QueryTicket message.

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <QueryTicketResponse>
            <DataRequestResponse>
                <LoyaltyAccounts>
                    <LoyaltyAccount>
                        <LoyaltyProgramID>1</LoyaltyProgramID>
                        <LoyaltyAccountNo>0010065043545043</LoyaltyAccountNo>
                        <LoyaltyAccountBalance>100</LoyaltyAccountBalance>
                        <JoinDate>2010-10-01 12:21:00</JoinDate>
                    </LoyaltyAccount>
                    <LoyaltyAccount>
                        <LoyaltyProgramID>2</LoyaltyProgramID>
                        <LoyaltyAccountNo>9094589959485453</LoyaltyAccountNo>
                        <LoyaltyAccountBalance>50</LoyaltyAccountBalance>
                        <JoinDate>2009-11-21 10:01:00</JoinDate>
                    </LoyaltyAccount>
                </LoyaltyAccounts>
            </DataRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

11.14 <PassRequiredInfo> Element

The PassRequiredInfo element is potentially returned in the QueryTicket message. This element contains information about pass required ticket limits and uses of this particular pass for pass required tickets today. The following is the format of the < PassRequiredInfo> element:

Field	Description	Type
PassKindLimit	The number of times that this pass can be used when purchasing pass required tickets in a day.	Numeric
UseCountToday	The number of times this pass has been used already today in pass required ticket sales.	Numeric
Items	Contains <Item> elements.	Element
Item	Contains the specific uses of this pass for pass required ticket purchases today	Element
PLU	The list of specific PLUs purchased as pass required tickets that use this pass.	Text(20)
UsesToday	The number of times the PLU was purchased as pass required tickets using this pass today. This is useful if there is a limit on the number of times a pass can be used for a certain PLU.	Numeric

11.14.1 <PassRequiredInfo> element example

Below is an example of the PassRequiredInfo element being returned after being requested in the QueryTicket message.

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-02-05 17:00:05</TimeStamp>
        <MessageType>QueryTicketResponse</MessageType>
    </Header>
    <Body>
        <QueryTicketResponse>
            <DataRequestResponse>
                <PassRequiredInfo>
                    <PassKindLimit>3</PassKindLimit>
                    <UseCountToday>2</UseCountToday>
                    <Items>
                        <Item>
                            <PLU>0010101</PLU>
                            <UsesToday>1</UsesToday>
                        </Item>
                        <Item>
                            <PLU>0010102</PLU>
                            <UsesToday>1</UsesToday>
                        </Item>
                    </Items>
                </PassRequiredInfo>
            </DataRequestResponse>
        </QueryTicketResponse>
    </Body>
</Envelope>
```

11.15 <DebitCardAuthData> Element

The <DebitCardAuthData> element contains authorization data of the Debit Card to be activated in Galaxy. Authorization data given in this element is used to journalize a draft record in Galaxy. <DebitCardAuthData> element contains following fields:

Field	Description	Type
AuthCode	Authorization Code from payment processor	Numeric
ValidationCode	Validation code from payment processor (Optional)	Text (4)
TransID	Transaction ID from payment processor (Optional)	Text (15)
ExpDate	Credit Card expiration date, if credit card payment (Optional)	Numeric MMYY
PSI	Payment Service Indicator from payment processor(Optional)	Text(1)
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the Endorsement element. If this value is non-zero, the system assumes the text in the Endorsement element is encrypted	Numeric

11.16 <RosterDataList> Element

The <RosterDataList> element may be provided in response to a QueryRosterResponse message from eGalaxy Server.

Field	Description	Type
<RosterData>	<RosterData> element	Element

The <RosterData> element may be provided in response to a QueryRosterResponse message from eGalaxy Server.

NOTE: If a ContactID is supplied in the <Contact> element a new Attendee for the roster will not be created.

Field	Description	Type
<Contact>	See <Contact> element	Element
<Answers>	<Answers> element	Element

The <Answers> element contains the following fields:

Field	Description	Type
<Answer>	<Answer> element	Element

The <Answer> element contains the following fields:

Field	Description	Type
ID	The ID of the question being answered.	Numeric
Value	The answer to a free form question.	Text (256)
LookUpAnswerID	The answer ID to a lookup table question.	Numeric

11.16.1 <RosterDataList> element example

```
<RosterDataList>
    <RosterData>
        <Contact>
            <FirstName>John</FirstName>
            <LastName>Smith</LastName>
            <Street1>123 Lake Drive</Street1>
            <Street2>Apartment 11</Street2>
            <City>Boyertown</City>
            <State>PA</State>
            <ZIP>19512</ZIP>
        </Contact>
        <Answers>
            <Answer>
                <ID>2</ID>
                <Value>Jane Smith</Value>
            </Answer>
            <Answer>
                <ID>1</ID>
                <LookUpAnswerID>1</LookUpAnswerID>
            </Answer>
        </Answers>
    </RosterData>
</RosterDataList>
```

11.17 <CreateTransactionResponse> Element

The <CreateTransactionResponse> element contains information for a transaction including payments and ticket sale for items sold on the Web store. Element <CreateTransactionResponse> is used in eGalaxy server message like Orders to return information about the tickets issued in an order back to the sender (for PrintOnWeb delivery method only).

Following fields are supported within the <CreateTransactionResponse> element:

Field	Description	Type
<TransactionData>	<TransactionData> element	Element
<Taxes>	<Taxes> element. Returned for messages with TransactionType of 0 (Ticket Sale) only.	Element
<Tickets>	<Tickets> element. Returned for messages with TransactionType of 0 (Ticket Sale) only. eGalaxy server versions 5.3 and older returns tickets in this element.	Element
<Products>	<Products> element. Returned for messages with TransactionType of 0 (Ticket Sale) only. eGalaxy server versions 5.4 and newer returns tickets in this element.	Element
<Payments>	<Payments> element. Returned for messages with Transaction Type of 0 (Ticket Sale) and 1 (PrePayment).	Element
<UserFields>	<UserFields> element.	Element

11.17.1 <TransactionData> Element

<TransactionData> element contains following fields:

Field	Description	Type
NodeNo	Node number of eGalaxy server where transaction was journalized	Numeric

TransactionNo	Transaction number of the journal transaction	Numeric
TranDate	Datetime of the journal transaction	DateTime
AgencyID	Agency number used on the journal transaction	Numeric
UserID	ID of the user recorded on the journal transaction	Numeric
SalesChannelCategoryID	ID of the SalesChannel Category from where the tickets were sold. Same value sent in the request is returned.	Numeric
CustomerID	Customer ID. Same value sent in the request is returned.	Numeric
TransactionType	Transaction Type. Same value sent in the request is returned.	Numeric
AccountID	AccountID of the customer. Used by Web store for Prepayment transaction.	Numeric
PrepaymentFOP	Prepayment FOP on the customer account. Used by Web store for Prepayment transaction.	Numeric
PrepaidBalance	Prepaid Balance. Used by Web store for Prepayment transaction.	Currency
TransactionTotal	Transaction Total	Currency
ExternalTransactionTotal	Total of the reseller's external price	Currency
RetailTransactionTotal	Total of the reseller's retail price	Currency
TranslationLanguageID	The TranslationLanguageID of the language that was used to generate the CreateTransactionResponse	Numeric

11.17.2 <Taxes> Element

Please see <Taxes> entry under the "Common Element Formats" section of the "eGalaxy Interface Specs" document to find out the fields supported under the <Taxes> element.

11.17.3 <Tickets> Element

<Tickets> element contains one or more of <Ticket> elements. Each <Ticket> element contains following fields:

Field	Description	Type
PrintTicket	When PrintTicket field is set to NO, it means the ticket does not need a physical media or ticket (regardless of the value of the VisualID field below).	Text
VisualID	VisualID of ticket. When VisualID field is empty it means the ticket does not need a physical media or ticket. When VisualID field is non-empty it means the physical ticket needs to be produced with the barcode given value given in this field.	Text(40)
OwnerVisualID	The VisualID of the owning product. This will be set when an element is sent in the element of an Orders request to add an entitlement to a Package or Pass.	Text(40)
SerialNo	Serial number of ticket	Numeric
PLU	PLU of ticket	Text(20)
ItemName	Item name from Items table	Text
ItemDescription	Item description from Items table	Text
ItemUserCode	Item UserCode from Items table	Text
AccessCode	AccessCode of ticket	Numeric
NetPrice	Net price of ticket	Currency
ExternalPrice	Reseller external price	Currency
RetailPrice	Reseller retail price	Currency
TaxAmount	Tax amout of ticket	Currency
DiscountAmouont	Discount amount of ticket	Currency
DateSold	Sale Date of ticket	DateTime
TicketDate	Ticket date of ticket	DateTime
EventID	Event ID the ticket is associated with	Numeric
EventTypeName	Event type name	Text
EventName	Event name	Text
EventStartDate	Start date of event	DateTime
EventEndDate	End date of event	DateTime

EventNotes	Event notes	Text
EventUserNo	User event number	Numeric
ResourceName	Resource name	Text
ParentResourceName	Parent resource name. Returned only for ticket with event associated with a child resource	Text
\<Guest\>	\<Guest\> element containing \<FirstName\> and \<LastName\> elements for the contact associated with the ticket	Element
\<AttributeValues\>	\<AttributeValues\> element containing a list of \<AttributeValue\> elements to display Access Code Attribute information. See \<AttributeValue\> below.	Element

11.17.4 \<Products\> Element

\<Products\> element contains one or more \<Product\> elements. A \<Product\> element contains an attribute called type. The type attribute on the \<Product\> element indicates the type of the product for the XML fields are returned.

Attribute	Description	Type
Type	Indicates the type of the product. "Ticket" – \<Product\> element contains data for a ticket. "Item" – \<Product\> element contains data for a retail item. "Package" – \<Product\> element contains data for a package.	Text

The \<Product\> element contains same fields as the \<Ticket\> element listed in the last section for all product types. A product with the type of package also contains \<Products\> element representing all the package details that are part of the package.

Sections below contain examples for package products.

11.17.5 \<Payments\> Element

\<Payments\> element contains one or more of \<Payment\> elements. Each \<Payment\> element contains following fields:

Field	Description	Type
PaymentCode	FOP number of the payment	Numeric
Amount	Payment amount	Currency

11.17.6 \<UserFields\> Element

The \<UserFields\> element contains any user fields that were specified in the order and successfully saved with the order. If an element is not present here, but was present in the request, it was not saved successfully.

Field	Description	Type
UserField1	From \<UserField1\> on order request	Text (255)
UserField2	From \<UserField2\> on order request	Text (255)
...	...	...

11.17.7 \<AttributeValue\> Element

Field	Description	Type
AttributeValueGroupID	UniqueID for a group of values	Numeric
Name	The name of the Attribute Definition. This can be referenced as part of a keyword. @ACCESS_CODE_ATTRIBUTE_name in PDF templates	Text
Value	The attribute value that will be the data to replace the keyword.	Text
Sequence	Zero based index that shows the order of the attributes in the list. This is useful when trying to get the nth Attribute when the same attribute is used many times. @ACCESS_CODE_ATTRIBUTE_Note(2)	Numeric

11.17.8 Example CreateTransaction Response for Ticket Sale transaction - Version 5.3 and older

Following is the response from eGalaxy server version 5.3 and prior for a CreateTransaction request with TransactionType of Ticket Sale:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
```

```
    <Header>
        <MessageType>CreateTransactionResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2011-11-03 15:53:58</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <CreateTransactionResponse>
            <TransactionData>
                <NodeNo>601</NodeNo>
                <TransactionNo>1</TransactionNo>
                <TranDate>2011-11-03 15:53:00</TranDate>
                <AgencyID>10000</AgencyID>
                <UserID>10000</UserID>
                <SalesChannelCategoryID>6</SalesChannelCategoryID>
                <CustomerID>1</CustomerID>
                <TransactionType>0</TransactionType>
                <TransactionTotal>20.00</TransactionTotal>
                <ExternalTransactionTotal>20.00</ExternalTransactionTotal>
                <RetailTransactionTotal>20.00</RetailTransactionTotal>
            </TransactionData>
            <Payments>
                <Payment>
                    <PaymentCode>80</PaymentCode>
                    <Amount>20.00</Amount>
                </Payment>
            </Payments>
            <Taxes/>
            <Tickets>
                <Ticket>
                    <VisualID>10601000001</VisualID>
                    <SerialNo>0</SerialNo>
                    <PLU>0010101</PLU>
                    <SalesChannelPLUDetailID>374</SalesChannelPLUDetailID>
                    <ItemName>TICKET - No Tax</ItemName>
                    <ItemDescription>TICKET - No Tax</ItemDescription>
                    <ItemUserCode/>
                    <AccessCode>10</AccessCode>
                    <NetPrice>10.00</NetPrice>
                    <ExternalPrice>10.00</ExternalPrice>
                    <RetailPrice>10.00</RetailPrice>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <DateSold>2011-11-03 15:53:00</DateSold>
                    <EventID>5</EventID>
                    <EventName>Blueman's Group</EventName>
                    <EventStartDate>2011-11-03 23:00:00</EventStartDate>
                    <EventEndDate>2011-11-03 23:30:00</EventEndDate>
                    <EventUserNo>0</EventUserNo>
                    <EventNotes/>
                    <EventTypeName>Blueman's Group Show</EventTypeName>
                    <ResourceName>Grand Theater</ResourceName>
                </Ticket>
                <Ticket>
                    <VisualID>10601000002</VisualID>
                    <SerialNo>0</SerialNo>
                    <PLU>0010101</PLU>
                    <SalesChannelPLUDetailID>374</SalesChannelPLUDetailID>
                    <ItemName>TICKET - No Tax</ItemName>
                    <ItemDescription>TICKET - No Tax</ItemDescription>
                    <ItemUserCode/>
                    <AccessCode>10</AccessCode>
                    <NetPrice>10.00</NetPrice>
                    <ExternalPrice>10.00</ExternalPrice>
                    <RetailPrice>10.00</RetailPrice>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <DateSold>2011-11-03 15:53:00</DateSold>
                    <EventID>5</EventID>
                    <EventName>Blueman's Group</EventName>
                    <EventStartDate>2011-11-03 23:00:00</EventStartDate>
                    <EventEndDate>2011-11-03 23:30:00</EventEndDate>
                    <EventUserNo>0</EventUserNo>
                    <EventNotes/>
                    <EventTypeName>Blueman's Group Show</EventTypeName>
                    <ResourceName>Grand Theater</ResourceName>
```

```
                    <AttributeValues>
                        <AttributeValue>
                            <AttributeValueGroupID>8</AttributeValueGroupID>
                            <Name>Note</Name>
                            <Value>Please have your ready at the gate.</Value>
                            <Sequence>0</Sequence>
                        </AttributeValue>
                        <AttributeValue>
                            <AttributeValueGroupID>8</AttributeValueGroupID>
                            <Name>Note</Name>
                            <Value>Another note,Use Note(2)</Value>
                            <Sequence>1</Sequence>
                        </AttributeValue>
                        <AttributeValue>
                            <AttributeValueGroupID>8</AttributeValueGroupID>
                            <Name>Exp Date</Name>
                            <Value>January 17, 2013</Value>
                            <Sequence>2</Sequence>
                        </AttributeValue>
                    </AttributeValues>
                </Ticket>
            </Tickets>
        </CreateTransactionResponse>
    </Body>
</Envelope>
```

11.17.9 Example CreateTransaction Response for Ticket Sale transaction - Version 5.4 and newer

Following is the response from eGalaxy server version 5.4 and later showing a CreateTransactionResponse element containing a Single Media package:

```
<CreateTransactionResponse>
    <TransactionData>
        <GenerationType>1</GenerationType>
        <OrderID>20120612-12345</OrderID>
        <GalaxyOrderID>12345</GalaxyOrderID>
        <NodeNo>601</NodeNo>
        <TransactionNo>1</TransactionNo>
        <TranDate>2011-11-03 15:53:00</TranDate>
        <AgencyID>10000</AgencyID>
        <UserID>10000</UserID>
        <SalesChannelCategoryID>6</SalesChannelCategoryID>
        <CustomerID>1</CustomerID>
        <TransactionType>0</TransactionType>
        <TransactionTotal>20.00</TransactionTotal>
        <ExternalTransactionTotal>20.00</ExternalTransactionTotal>
        <RetailTransactionTotal>20.00</RetailTransactionTotal>
    </TransactionData>
    <Payments>
        <Payment>
            <PaymentCode>32</PaymentCode>
            <Amount>20.00</Amount>
            <Description>VISA</Description>
        </Payment>
    </Payments>
    <Taxes/>
    <Products>
        <Product Type="Ticket">
            <VisualID>10082000051</VisualID>
            <SerialNo>52</SerialNo>
            <PLU>0010101</PLU>
            <ItemName>TICKET - No Tax</ItemName>
            <ItemDescription>TICKET - No Tax</ItemDescription>
            <AccessCode>10</AccessCode>
            <NetPrice>10.00</NetPrice>
            <DateSold>2012-01-31 16:51:00</DateSold>
            <EventID>1234</EventID>
            <EventName>Panda Exhibit</EventName>
            <EventStartDate>2012-02-15 15:00:00</EventStartDate>
            <EventEndDate>2012-02-15 15:30:00</EventEndDate>
            <EventNotes>This is an event note</EventNotes>
            <EventUserNo>123</EventUserNo>
        </Product>
        <Product Type="Item">
            <PLU>1001001</PLU>
```

```
                    <ItemName>Item NT</ItemName>
                    <ItemDescription>Item No Tax</ItemDescription>
                    <ItemUserCode>ITEM</ItemUserCode>
                    <NetPrice>10.00</NetPrice>
            </Product>
            <Product Type="Package">
                    <VisualID>10082000062</VisualID>
                    <SerialNo>0</SerialNo>
                    <PLU>PACKAGE0010101</PLU>
                    <ItemName>Package - Single Media</ItemName>
                    <ItemDescription>Package - No Taxes</ItemDescription>
                    <AccessCode>10</AccessCode>
                    <NetPrice>20.00</NetPrice>
                    <DateSold>2012-02-07 09:37:00</DateSold>
                    <Guest>
                            <FirstName>Package_FirstName</FirstName>
                            <LastName>Package_LastName</LastName>
                    </Guest>
                    <Products>
                            <Product Type="Ticket">
                                    <SerialNo>54</SerialNo>
                                    <PLU>0010101</PLU>
                                    <ItemName>TICKET - No Tax</ItemName>
                                    <ItemDescription>TICKET - No Tax</ItemDescription>
                                    <ItemUserCode/>
                                    <AccessCode>10</AccessCode>
                                    <NetPrice>10.00</NetPrice>
                                    <DateSold>2012-01-31 16:51:00</DateSold>
                                    <EventID>5678</EventID>
                                    <EventName>Safari Ride</EventName>
                                    <EventStartDate>2012-02-15 16:00:00</EventStartDate>
                                    <EventEndDate>2012-02-15 16:30:00</EventEndDate>
                                    <EventNotes>This is an event note</EventNotes>
                                    <EventUserNo>123</EventUserNo>
                            </Product>
                            <Product Type="Item">
                                    <PLU>1001001</PLU>
                                    <ItemName>Item NT</ItemName>
                                    <ItemDescription>Item No Tax</ItemDescription>
                                    <ItemUserCode>ITEM</ItemUserCode>
                                    <NetPrice>10.00</NetPrice>
                            </Product>
                    </Products>
            </Product>
    </Products>
</CreateTransactionResponse>
```

11.17.10 Example CreateTransaction Response for Ticket Sale transaction - Version 5.4 and newer

Following is the response from eGalaxy server version 5.4 and later showing a CreateTransactionResponse element containing a pass with a payment contract:

```
<CreateTransactionResponse>
    <TransactionData>
        <GenerationType>1</GenerationType>
        <OrderID>151214-30</OrderID>
        <GalaxyOrderID>36</GalaxyOrderID>
        <NodeNo>502</NodeNo>
        <TransactionNo>202</TransactionNo>
        <TranDate>2016-03-19 11:02:00</TranDate>
        <AgencyID>7000</AgencyID>
        <UserID>888</UserID>
        <CustomerID>39</CustomerID>
        <TransactionTotal>80.00</TransactionTotal>
    </TransactionData>
    <Payments>
        <Payment>
            <PaymentCode>42</PaymentCode>
            <Amount>16.00</Amount>
            <Description>MASTER</Description>
            <Endorsement>XXXXXXXXXXXXXXXX</Endorsement>
            <GxKeyID>1</GxKeyID>
            <SearchEndorsementValue>1111</SearchEndorsementValue>
            <CardHolderName>John Smith</CardHolderName>
            <AuthCode>151193</AuthCode>
            <ExpDate>XX/XX</ExpDate>
        </Payment>
    </Payments>
    <Payments>
        <Payment>
            <PaymentCode>74</PaymentCode>
            <Amount>80.00</Amount>
            <Description>PAYPLAN</Description>
        </Payment>
    </Payments>
    <Taxes/>
    <Products>
        <Product Type="Ticket">
            <VisualID>15502000000652</VisualID>
            <ExpirationDate>2017-03-19 00:00:00</ExpirationDate>
            <PaymentContractID>104</PaymentContractID>
            <SerialNo>652</SerialNo>
            <PLU>3GZ00601ANP</PLU>
            <Qty>1</Qty>
            <ItemName>Adult Season Pass</ItemName>
            <ItemDescription>Adult Season Pass</ItemDescription>
            <ItemUserCode>No benefit Package</ItemUserCode>
            <BaseLanguageItemName>Adult Season Pass</BaseLanguageItemName>
            <BaseLanguageItemDescription>Adult Season Pass</BaseLanguageItemDescription>
            <AccessCode>15</AccessCode>
            <Price>80.00</Price>
            <OrderLineID>161</OrderLineID>
            <DateSold>2016-03-19 11:02:00</DateSold>
            <Guest>
                <FirstName>John</FirstName>
                <LastName>Smith</LastName>
            </Guest>
        </Product>
    </Products>
</CreateTransactionResponse>
```

Following is the response from eGalaxy server version 5.4 and later showing a CreateTransactionResponse element containing an Individual Media package:

```
<CreateTransactionResponse>
    <TransactionData>
        <GenerationType>1</GenerationType>
        <OrderID>20120612-12345</OrderID>
        <GalaxyOrderID>12345</GalaxyOrderID>
        <NodeNo>601</NodeNo>
        <TransactionNo>1</TransactionNo>
        <TranDate>2011-11-03 15:53:00</TranDate>
        <AgencyID>10000</AgencyID>
        <UserID>10000</UserID>
        <SalesChannelCategoryID>6</SalesChannelCategoryID>
        <CustomerID>1</CustomerID>
        <TransactionType>0</TransactionType>
```

```
                <TransactionTotal>20.00</TransactionTotal>
                <ExternalTransactionTotal>20.00</ExternalTransactionTotal>
                <RetailTransactionTotal>20.00</RetailTransactionTotal>
        </TransactionData>
        <Payments>
                <Payment>
                        <PaymentCode>32</PaymentCode>
                        <Amount>20.00</Amount>
                        <Description>VISA</Description>
                </Payment>
        </Payments>
        <Taxes/>
        <Products>
                <Product Type="Ticket">
                        <VisualID>10082000053</VisualID>
                        <SerialNo>52</SerialNo>
                        <PLU>0010101</PLU>
                        <ItemName>TICKET - No Tax</ItemName>
                        <ItemDescription>TICKET - No Tax</ItemDescription>
                        <AccessCode>10</AccessCode>
                        <NetPrice>10.00</NetPrice>
                        <DateSold>2012-01-31 16:51:00</DateSold>
                        <EventID>1234</EventID>
                        <EventName>Panda Exhibit</EventName>
                        <EventStartDate>2012-02-15 15:00:00</EventStartDate>
                        <EventEndDate>2012-02-15 15:30:00</EventEndDate>
                        <EventNotes>This is an event note</EventNotes>
                        <EventUserNo>123</EventUserNo>
                </Product>
                <Product Type="Item">
                        <PLU>1001001</PLU>
                        <ItemName>Item NT</ItemName>
                        <ItemDescription>Item No Tax</ItemDescription>
                        <ItemUserCode>ITEM</ItemUserCode>
                        <NetPrice>10.00</NetPrice>
                </Product>
                <Product Type="Package">
                        <SerialNo>0</SerialNo>
                        <PLU>PACKAGE0010101</PLU>
                        <ItemName>Package Individual Media</ItemName>
                        <ItemDescription>Package - No Taxes</ItemDescription>
                        <AccessCode>10</AccessCode>
                        <NetPrice>20.00</NetPrice>
                        <DateSold>2012-02-07 09:37:00</DateSold>
                        <Guest>
                                <FirstName>Package_FirstName</FirstName>
                                <LastName>Package_LastName</LastName>
                        </Guest>
                        <Products>
                                <Product Type="Ticket">
                                        <VisualID>10082000065</VisualID>
                                        <SerialNo>54</SerialNo>
                                        <PLU>0010101</PLU>
                                        <ItemName>TICKET - No Tax</ItemName>
                                        <ItemDescription>TICKET - No Tax</ItemDescription>
                                        <AccessCode>10</AccessCode>
                                        <NetPrice>10.00</NetPrice>
                                        <DateSold>2012-01-31 16:51:00</DateSold>
                                        <EventID>0</EventID>
                                </Product>
                                <Product Type="Item">
                                        <PLU>1001001</PLU>
                                        <ItemName>Item NT</ItemName>
                                        <ItemDescription>Item No Tax</ItemDescription>
                                        <ItemUserCode>ITEM</ItemUserCode>
                                        <NetPrice>10.00</NetPrice>
                                </Product>
                        </Products>
                </Product>
        </Products>
</CreateTransactionResponse>
```

11.17.11 Example CreateTransaction Response for PrePayment Reseller transaction

Following is the response from eGalaxy server for a CreateTransaction request with TransactionType of PrePayment:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>4</MessageID>
        <MessageType>CreateTransactionResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2011-11-03 15:59:40</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <CreateTransactionResponse>
            <TransactionData>
                <NodeNo>601</NodeNo>
                <TransactionNo>2</TransactionNo>
                <TranDate>2011-11-03 15:59:30</TranDate>
                <AgencyID>10000</AgencyID>
                <UserID>10000</UserID>
                <SalesChannelCategoryID>6</SalesChannelCategoryID>
                <CustomerID>2</CustomerID>
                <TransactionType>0</TransactionType>
                <TransactionTotal>100.00</TransactionTotal>
                <ExternalTransactionTotal>0.00</ExternalTransactionTotal>
                <RetailTransactionTotal>0.00</RetailTransactionTotal>
            </TransactionData>
            <Payments>
                <Payment>
                    <PaymentCode>60</PaymentCode>
                    <Amount>100.00</Amount>
                </Payment>
            </Payments>
        </CreateTransactionResponse>
    </Body>
</Envelope>
```

11.17.12 Example CreateTransaction Response for Credit Limit transaction

Following is the response from eGalaxy server for a CreateTransaction request with TransactionType of Credit Limit:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>5</MessageID>
        <MessageType>CreateTransactionResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2011-11-03 16:30:50</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <CreateTransactionResponse>
            <TransactionData>
                <NodeNo>601</NodeNo>
                <TransactionNo>2</TransactionNo>
                <TranDate>2011-11-03 16:30:10</TranDate>
                <AgencyID>10000</AgencyID>
                <UserID>10000</UserID>
                <SalesChannelCategoryID>6</SalesChannelCategoryID>
                <CustomerID>3</CustomerID>
                <TransactionType>0</TransactionType>
                <TransactionTotal>500.00</TransactionTotal>
                <ExternalTransactionTotal>0.00</ExternalTransactionTotal>
                <RetailTransactionTotal>0.00</RetailTransactionTotal>
            </TransactionData>
            <Payments>
                <Payment>
                    <PaymentCode>80</PaymentCode>
                    <Amount>500.00</Amount>
                </Payment>
            </Payments>
        </CreateTransactionResponse>
    </Body>
</Envelope>
```

11.17.13 Example CreateTransactionResponse contained in a SetOrderStatus response

Following is the response from eGalaxy server for an Orders request. The SetOrderStatus response message contains a CreateTransactionResponse node that contains the transaction information for a print on web order, including the ticket information:

```
Request:

<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>-1</MessageID>
        <MessageType>Orders</MessageType>
        <TimeStamp>2018-03-05 07:57:59</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Orders>
            <Order>
                <OrderID>MMS00000001</OrderID>
                <OrderCommand>Add</OrderCommand>
                <SessionID></SessionID>
                <CustomerID>1</CustomerID>
                <OrderDate>2018-03-05 00:00:00</OrderDate>
                <OrderStatus>2</OrderStatus>
                <OrderTotal>120.00</OrderTotal>
                <OrderContact>
                    <Contact>
                        <FirstName>CONTACT</FirstName>
                        <LastName>ONE</LastName>
                        <Email>Test@gts.com</Email>
                        <ExternalID>TEST123</ExternalID>
                        <IdentificationNo>TEST123TEST</IdentificationNo>
                    </Contact>
                </OrderContact>
                <ShipToContact>
                    <SameAsOrderContact>YES</SameAsOrderContact>
                </ShipToContact>
                <OrderLines>
                    <OrderLine>
                        <DetailType>1</DetailType>
                        <Description>Adult GA</Description>
                        <PLU>0010101</PLU>
                        <Qty>1</Qty>
                        <Amount>10.00</Amount>
                        <Total>10.00</Total>
                        <DisbursementID>0</DisbursementID>
                        <EntitlementAddOnVisualID>11062963745</EntitlementAddOnVisualID>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>1</DetailType>
                        <Description>Adult GA</Description>
                        <PLU>0010101</PLU>
                        <Qty>1</Qty>
                        <Amount>10.00</Amount>
                        <Total>10.00</Total>
                        <DisbursementID>0</DisbursementID>
                        <EntitlementAddOnVisualID>11062963746</EntitlementAddOnVisualID>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>1</DetailType>
                        <Description>Adult GA</Description>
                        <PLU>0010101</PLU>
                        <Qty>1</Qty>
                        <Amount>10.00</Amount>
                        <Total>10.00</Total>
                        <DisbursementID>0</DisbursementID>
                        <EntitlementAddOnVisualID>11062963747</EntitlementAddOnVisualID>
                    </OrderLine>
                    <OrderLine>
                        <DetailType>2</DetailType>
                        <Description>MASTER CARD</Description>
                        <Amount>30.00</Amount>
                        <PaymentCode>32</PaymentCode>
```

```
                    <PaymentDate>2017-06-12 15:20:04</PaymentDate>
                    <Endorsement></Endorsement>
                </OrderLine>
            </OrderLines>
            <Shipping>
                <DeliveryMethod>11</DeliveryMethod>
            </Shipping>
            <GroupVisit>
                <VisitDate>2018-06-17 00:00:00</VisitDate>
            </GroupVisit>
        </Order>
    </Orders>
    </Body>
</Envelope>

Response:
<Envelope>
    <Header>
        <MessageID>-1</MessageID>
        <MessageType>SetOrderStatus</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2018-03-05 10:53:53</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <OrderID>MMS00000002</OrderID>
        <GalaxyOrderID>4697</GalaxyOrderID>
        <Status>2</Status>
        <CreateTransactionResponse>
            <TransactionData>
                <GenerationType>1</GenerationType>
                <OrderID>MMS00000002</OrderID>
                <GalaxyOrderID>4697</GalaxyOrderID>
                <NodeNo>555</NodeNo>
                <TransactionNo>145</TransactionNo>
                <TranslationLanguageID>0</TranslationLanguageID>
                <TranDate>2018-03-05 10:54:00</TranDate>
                <AgencyID>1000</AgencyID>
                <UserID>888</UserID>
                <CustomerID>1</CustomerID>
                <TransactionTotal>30.00</TransactionTotal>
            </TransactionData>
            <Payments>
                <Payment>
                    <PaymentCode>32</PaymentCode>
                    <Amount>30.00</Amount>
                    <Description>visa</Description>
                    <ExpDate>XX/XX</ExpDate>
                </Payment>
            </Payments>
            <Payments>
                <Payment>
                    <PaymentCode>81</PaymentCode>
                    <Amount>30.00</Amount>
                    <Description>balance</Description>
                </Payment>
            </Payments>
            <Products>
                <Product Type="Ticket">
                    <VisualID>10555000023</VisualID>
                    <OwnerVisualID>11062963745</OwnerVisualID>
                    <ExpirationDate>2020-03-05 00:00:00</ExpirationDate>
                    <SerialNo>23</SerialNo>
                    <PLU>0010101</PLU>
                    <Qty>1</Qty>
                    <ItemName>Adult GA</ItemName>
                    <AccessCode>10</AccessCode>
                    <Price>10.00</Price>
                    <OrderLineID>30723</OrderLineID>
                    <DateSold>2018-03-05 10:54:00</DateSold>
                    <OnlineExchangeStatus>1</OnlineExchangeStatus>
                </Product>
                <Product Type="Ticket">
                    <VisualID>10555000024</VisualID>
                    <OwnerVisualID>11062963746</OwnerVisualID>
                    <ExpirationDate>2020-03-05 00:00:00</ExpirationDate>
```

```xml
                    <SerialNo>24</SerialNo>
                    <PLU>0010101</PLU>
                    <Qty>1</Qty>
                    <ItemName>Adult GA</ItemName>
                    <AccessCode>10</AccessCode>
                    <Price>10.00</Price>
                    <OrderLineID>30724</OrderLineID>
                    <DateSold>2018-03-05 10:54:00</DateSold>
                    <OnlineExchangeStatus>1</OnlineExchangeStatus>
                </Product>
                <Product Type="Ticket">
                    <VisualID>10555000025</VisualID>
                    <OwnerVisualID>11062963747</OwnerVisualID>
                    <ExpirationDate>2020-03-05 00:00:00</ExpirationDate>
                    <SerialNo>25</SerialNo>
                    <PLU>0010101</PLU>
                    <Qty>1</Qty>
                    <ItemName>Adult GA</ItemName>
                    <AccessCode>10</AccessCode>
                    <Price>10.00</Price>
                    <OrderLineID>30725</OrderLineID>
                    <DateSold>2018-03-05 10:54:00</DateSold>
                    <OnlineExchangeStatus>1</OnlineExchangeStatus>
                </Product>
            </Products>
            <OrderContact>
                <FirstName>CONTACT</FirstName>
                <LastName>ONE</LastName>
                <IdentificationNo>MMS123TEST</IdentificationNo>
                <Email>CONE@gts.com</Email>
            </OrderContact>
        </CreateTransactionResponse>
    </Body>
</Envelope>
```

12 UpdatePass Message

The UpdatePass message is used to update demographic information on one or more Passes.

To do so, the client must provide the visual ID (typically the "barcode number") or the pass account of the pass(es) to update.

If both the visual ID an pass account are provided, both must be correct for the same pass. Otherwise, the request will fail.

If only a visual ID is provided and more than one matching pass record is found, the first result back from SQL will be updated

If only a pass account is provided and more than one matching pass record is found, the pass with the highest PassNo (the most recent pass record) will be updated

12.1 Message Format

Using the fields described in the "Pass Element" section(s), a source can update the demographics on a pass by sending an UpdatePass message to the eGalaxy Server.

12.1.1 UpdatePass Message

The UpdatePass message is sent by the web site to eGalaxy Attraction Server to update the specified fields on one or more passes. The eGalaxy Attraction Server returns either an OK or the error that was encountered during the update.

12.1.1.1 Request Message Parameters

If a single Pass is being updated, it can be specified using a Pass element, or a Passes element with a single child Pass element. Multiple passes must be defined in the message under a Passes element.

If a Passes element is sent and two or more Pass elements within evaluate to the same pass record the entire request will fail unless the StrictValidation field is set to False.

Field	Description	Type
Pass	<Pass> element. See <Pass> element for details, described under sub section "<Pass> Element" of section "Common Element Formats" (Optional)	Element
Passes	<Passes> element, contains one or more <Pass> child elements. (Optional)	Element
StrictValidation	Indicates whether all updates given in the request must succeed validation (True) or if failed validation can be skipped without failing the entire request (False) (optional, default True)	Boolean

12.1.1.1.1 <Pass> Element

Please refer to <Pass> element for details, which is described under sub section "<Pass> Element" of section "Common Element Formats"

12.1.1.2 Example UpdatePass Request (with VisualID)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <StrictValidation>NO</StrictValidation>
        <Pass>
            <VisualID>20000258000002</VisualID>
            <FirstName>John</FirstName>
            <MiddleName>J</MiddleName>
            <LastName>Smith</LastName>
            <IdentificationNo>123456789</IdentificationNo>
            <ValidFrom>2004-08-03 10:00:00</ValidFrom>. . . </Pass>
    </Body>
</Envelope>
```

12.1.1.3 Example UpdatePass Request (with PassAcct)

```
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Pass>
            <PassAcct>258000002</PassAcct>
            <FirstName>John</FirstName>
            <MiddleName>J</MiddleName>
            <LastName>Smith</LastName>
            <IdentificationNo>123456789</IdentificationNo>
            <ValidFrom>2004-08-03 10:00:00</ValidFrom>. . . </Pass>
    </Body>
</Envelope>
```

12.1.1.4 Example UpdatePass Response – no errors

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

12.1.1.5 Example UpdatePass Response – with errors

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>1500</StatusCode>
            <StatusText>Updated 0 of 1 passes successfully</StatusText>
        </Status>
        <UpdatePassErrors>
            <Errors>
                <Error>
                    <ErrorCode>1506</ErrorCode>
                    <ErrorText>VisualID 20000258000002 of the pass not found or is invalid</ErrorText>
                </Error>
            </Errors>
        </UpdatePassErrors>
    </Body>
</Envelope>
```

12.1.1.6 Example UpdatePass Response – with errors (VisualID - PassAcct discrepency)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>1500</StatusCode>
            <StatusText>Updated 0 of 1 passes successfully</StatusText>
        </Status>
        <UpdatePassErrors>
            <Errors>
                <Error>
                    <ErrorCode>1513</ErrorCode>
                    <ErrorText>VisualID 20001000159 and PassAcct 123123 of the pass not found or invalid.
</ErrorText>
                </Error>
            </Errors>
        </UpdatePassErrors>
    </Body>
</Envelope>
```

12.1.1.7 Example UpdatePass Request - Multiple passes

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABC Travels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-10-30 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Passes>
            <Pass>
                <VisualID>33099000622</VisualID>
                <FirstName>EditFirst-Update</FirstName>
                <MiddleName>G</MiddleName>
                <Street1>Stree1 Edit</Street1>
                <LastName>Next Pass has invalid VisualID</LastName>
            </Pass>
            <Pass>
                <VisualID>123492929</VisualID>
                <FirstName>Test</FirstName>
            </Pass>
            <Pass>
                <VisualID>30062956249</VisualID>
                <FirstName>Test-Update</FirstName>
                <MiddleName>G</MiddleName>
                <LastName>LastName</LastName>
            </Pass>
        </Passes>
    </Body>
</Envelope>
```

12.1.1.8 Example UpdatePass Response – Multiple passes, no errors

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

12.1.1.9 Example UpdatePass Response – Multiple passes, with errors

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>1500</StatusCode>
            <StatusText>Updated 1 of 2 passes successfully</StatusText>
        </Status>
        <UpdatePassErrors>
            <Errors>
                <Error>
                    <ErrorCode>1510</ErrorCode>
                    <ErrorText>Error saving pass with visual id, 33099000622: Additional Error Message
Here</ErrorText>
                </Error>
            </Errors>
        </UpdatePassErrors>
    </Body>
</Envelope>
```

12.1.1.10 Example UpdatePass Response – Multiple passes, with errors

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>ABCTravels</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2004-08-03 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>1500</StatusCode>
            <StatusText>Updated 0 of 2 passes successfully</StatusText>
        </Status>
        <UpdatePassErrors>
            <Errors>
                <ErrorCode>1506</ErrorCode>
                <ErrorText>VisualID 204550001881 of the pass not found or is invalid</ErrorText>
            </Errors>
            <Errors>
                <ErrorCode>1509</ErrorCode>
                <ErrorText>Error updating pass with Pass Acct 455000131: Pass field Last Name is configured as
a required field on the pass kind (26), however no data exists for this field in the updated pass.</ErrorText>
            </Errors>
        </UpdatePassErrors>
    </Body>
</Envelope>
```

12.1.1.11 Example UpdatePass Request - Activate a pass

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2019-10-17 10:00:00</TimeStamp>
        <MessageType>UpdatePass</MessageType>
    </Header>
    <Body>
        <Passes>
            <Pass>
                <VisualID>20001000177</VisualID>
                <FirstName>PassFirstName</FirstName>
                <LastName>PassLastName</LastName>
                <IdentificationNo>IdentificationNo</IdentificationNo>
                <AllowEmail>YES</AllowEmail>
                <Status>0</Status>
            </Pass>
        </Passes>
    </Body>
</Envelope>
```

12.1.1.12 Example UpdatePass Response - Activation success

```
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdatePassResponse</MessageType>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2019-10-17 13:44:29</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <UpdatePassResponse/>
    </Body>
</Envelope>
```

12.1.1.13 Example UpdatePass Response - Activation failure (required demographics missing)

```
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdatePassResponse</MessageType>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2019-10-17 13:45:37</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>1500</StatusCode>
            <StatusText>Updated 0 of 1 passes successfully</StatusText>
        </Status>
        <UpdatePassErrors>
            <Errors>
                <ErrorCode>1509</ErrorCode>
                <ErrorText>Error updating pass with Visual ID 20001000177: Pass field Last Name is configured
as a required field on the pass kind (3), however no data exists for this field in the updated pass.
</ErrorText>
            </Errors>
        </UpdatePassErrors>
    </Body>
</Envelope>
```

13 Surveys Message

The Surveys message is used to send surveys completed on the web store to the eGalaxy server, which imports the surveys into Galaxy's database

To do so, eGalaxy server can be configured to send the request for new surveys (PickupSurveys) in specific time intervals. Upon receipt of the PickupSurveys request, the web store responds with the Surveys message, which includes all new surveys in the web store's database.

13.1 Message Format

Following sections describes the format of different messages related to the surveys on the web store.

13.1.1 PickupSurveys Message

There are no parameters involved in the PickupSurveys request, the message type in the Header of the message should be "PickupSurveys" and that is the only format requirement for this message.

13.1.1.1 PickupSurveys request example

The Pass element appears in the Body element of a standard eGalaxy message. Pass is the only field (element) supported in the UpdatePass message.

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>133</MessageID>
        <TimeStamp>2005-01-31 15:43:10</TimeStamp>
        <MessageType>PickupSurveys</MessageType>
    </Header>
    <Body/>
</Envelope>
```

13.1.2 Surveys Message

The web store returns the Surveys message as a response to the PickupSurveys message. The Surveys message is consist of following parameters:

Field	Description	Type
Surveys	<Surveys> element	Element

13.1.2.1 <Surveys> element

A <Surveys> element has one or more <Survey> element. One or more <Survey> elements can be added to a <Surveys> element to support the multiple surveys per transaction requirement.

Field	Description	Type
Survey	See <Survey>	Element

13.1.2.2 <Survey> element

Following fields are supported within <Survey> element:

Field	Description	Type
ExternalID	External ID to identify the survey result	Numeric
SurveyID	Unique SurveyID	Numeric
OrderID	ID of the order for which survey was completed	Text (20)
SurveyURL	URL for the guest to take the survey	Text (255)
Answers	See <Answers>	Element

13.1.2.3 <Answers> element

An <Answers> element has one or more <Answer> element:

Field	Description	Type
Answer	See <Answer>	Element

13.1.2.4 <Answer> element

Following fields are supported within <Answer> element:

Field	Description	Type
AnswerNumber	Number of question	Numeric
AnswerText	Answer given in response to the survey question.	Text (40)

13.1.2.5 Surveys message example

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>Webstore</SourceID>
        <MessageID>133</MessageID>
        <TimeStamp>2004-10-23 15:43:10</TimeStamp>
        <MessageType>Surveys</MessageType>
    </Header>
    <Body>
        <Surveys>
            <Survey>
                <ExternalID>1</ExternalID>
                <SurveyID>1</SurveyID>
                <OrderID>1234</OrderID>
                <SurveyURL>http://surveys.gatewayticketing.com/?ID=12345</SurveyURL>
                <Answers>
                    <Answer>
                        <AnswerNumber>1</AnswerNumber>-- Question: What is your name ?
                        <AnswerText>John Smith</AnswerText></Answer>
                    <Answer>
                        <AnswerNumber>2</AnswerNumber>-- Question: Which State you live in ?
                        <AnswerText>PA</AnswerText></Answer>
                    <Answer>
                        <AnswerNumber>3</AnswerNumber>-- Question: What is your ZIP code ?
                        <AnswerText>19512</AnswerText></Answer>
                </Answers>
            </Survey>
            <Survey>
                <ExternalID>2</ExternalID>
                <SurveyID>1</SurveyID>
                <OrderID>5678</OrderID>. . . </Survey>
        </Surveys>
    </Body>
</Envelope>
```

13.1.3 SetSurveyStatus Message

In response to the Surveys message, eGalaxy server sends SetSurveyStatus message back to the website. The SetSurveyStatus message is consist of following parameters:

Field	Description	Type
ExternalID	External ID to identify the survey result	Numeric
Status	Status of the survey (see below for values)	Numeric
SurveyErrors	See <SurveyErrors>	Element

Status Values

Value	Description

1	New survey. Survey is not picked up by eGalaxy yet
2	Survey is picked up by eGalaxy successfully
3	Survey is rejected by eGalaxy with error(s)

13.1.3.1 <SurveyErrors> element

A <SurveyErrors> element has one or more <SurveyError> element. One or more <SurveyError> elements can also exists in a <SurveyErrors> element.

Field	Description	Type
SurveyError	See <SurveyError>	Element

13.1.3.2 <SurveyError> element

A <SurveyError> element has following fields:

Field	Description	Type
ErrorCode	Code of the error	Numeric
ErrorText	Text of the error	Text

13.1.3.3 SetSurveyStatus message example – no errors

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>Webstore</SourceID>
        <MessageID>133</MessageID>
        <TimeStamp>2004-10-23 15:43:10</TimeStamp>
        <MessageType>SetSurveyStatus</MessageType>
    </Header>
    <Body>
        <ExternalID>1</ExternalID>
        <Status>2</Status>
    </Body>
</Envelope>
```

13.1.3.4 SetSurveyStatus message example – error(s)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>Webstore</SourceID>
        <MessageID>133</MessageID>
        <TimeStamp>2004-10-23 15:43:10</TimeStamp>
        <MessageType>AddSurveyResultsResponse</MessageType>
    </Header>
    <Body>
        <ExternalID>1</ExternalID>
        <Status>3</Status>
        <SurveyErrors>
            <SurveyError>
                <ErrorCode>1601</ErrorCode>
                <ErrorText>Cannot insert survey, surveyID 1 not found</ErrorText>
            </SurveyError>
        </SurveyErrors>
    </Body>
</Envelope>
```

13.1.3.5 GetRejectedSurveys Message

There are no parameters involved in the GetRejectedSurveys request, the message type in the Header of the message should be "GetRejectedSurveys" and that is the only format requirement for this message.

13.1.3.6 GetRejectedSurveys message example

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>134</MessageID>
        <TimeStamp>2005-02-15 15:43:10</TimeStamp>
        <MessageType>GetRejectedSurveys</MessageType>
    </Header>
    <Body/>
</Envelope>
```

13.1.4 GetRejectedSurveysResponse Message

The web store returns the GetRejectedSurveysResponse message as a response to the GetRejectedSurveys message. The GetRejectedSurveysResponse message is consist of following parameters:

Field	Description	Type
RejectedSurveys	<RejectedSurveys> element	Element

13.1.4.1 <RejectedSurveys> element

A <RejectedSurveys> element has one or more <RejectedSurvey> element.

Field	Description	Type
RejectedSurvey	See <RejectedSurvey>	Element

13.1.4.2 <RejectedSurvey> element

The <RejectedSurvey> element contains errors for a rejected survey. Following are the fields that are supported under the <RejectedSurvey> element:

Field	Description	Type
ExternalID	ID used by external system to identify the survey	Numeric
SurveyID	SurveyID of the rejected survey	Numeric
OrderID	OrderID of the rejected survey	Numeric
Errors	See <Errors>	Element

13.1.4.3 <Errors> element

An <Errors> element has one or more <Error> element.

Field	Description	Type
Error	See <Error>	Element

13.1.4.4 <Error> element

The <Error> element contains details of the error for a rejected survey. The only fields supported under the <Error> element are ErrorCode and ErrorText.

Field	Description	Type
ErrorCode	Error code of the survey error	Numeric
ErrorText	Text of the survey error	Text

13.1.4.5 GetRejectedSurveysResponse example

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>Webstore</SourceID>
        <MessageID>133</MessageID>
        <TimeStamp>2004-10-23 15:43:10</TimeStamp>
        <MessageType>AddSurveyResultsResponse</MessageType>
    </Header>
    <Body>
        <RejectedSurveys>
            <RejectedSurvey>
                <ExternalID>1</ExternalID>
                <SurveyID>1</SurveyID>
                <OrderID>1234</OrderID>
                <Errors>
                    <Error>
                        <ErrorCode>1601</ErrorCode>
                        <ErrorText>Cannot insert survey, surveyID 1 not found</ErrorText>
                    </Error>
                </Errors>
            </RejectedSurvey>
        </RejectedSurveys>
    </Body>
</Envelope>
```

13.1.5 ChangeSurveyStatus Message

Message ChangeSurveyStatus can be sent from Managers Workstation to change the status of a survey. The ChangeSurveyStatus message is consist of following parameters:

Field	Description	Type
Surveys	See <Surveys>	Element

13.1.5.1 <Surveys> element

The <Surveys> element contains one or more <Survey> element.

Field	Description	Type
Survey	See <Survey>	Element

13.1.5.2 <Survey> element

The <Survey> element contains the ExternalID, SurveyID and the NewStatus of the survey.

Field	Description	Type
ExternalID	ExternalID of the survey	Numeric
NewStatus	New status of the survey (see below for values)	Numeric

NewStatus Values

Value	Description
1	New survey. Survey is not picked up by eGalaxy yet
2	Survey is picked up by eGalaxy successfully
3	Survey is rejected by eGalaxy with error(s)

13.1.5.3 ChangeSurveyStatus message example

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>135</MessageID>
        <TimeStamp>2005-02-15 15:43:10</TimeStamp>
        <MessageType>ChangeSurveyStatus</MessageType>
    </Header>
    <Body>
        <Surveys>
            <Survey>
                <ExternalID>1</ExternalID>
                <NewStatus>1</NewStatus>
            </Survey>
            <Survey>
                <ExternalID>2</ExternalID>
                <NewStatus>1</NewStatus>
            </Survey>
        </Surveys>
    </Body>
</Envelope>
```

14 Authenticate Logon Message

The AuthenticateLogon message is used to authenticate logon for individuals or Galaxy customers. Galaxy stores logon information for individuals (contacts) as well as for customers. The AuthenticateLogon message is used to verify the credentials for such logons.

14.1 Message Format

Following sections describes the format of the AuthenticateLogon message.

14.1.1 AuthenticateLogon Message

AuthenticateLogon message is sent by the Web Store to eGalaxy server to verify the credentials entered by the individual seeking access to a specific area of the Web Store. Upon receiving this message, eGalaxy server looks up the Username and Password given in the request in SystemLogons SQL table. If a match is found, eGalaxy returns the information about the owner of the logon (owner of a logon in Galaxy could be a customer or an individual contact). If no match is found, eGalaxy returns the error.

14.1.1.1 Request Message Parameters

The AuthenticateLogon element appears in the Body of this message. AuthenticateLogon is the only field or element supported in the AuthenticateLogon message.

Field	Description	Type
AuthenticateLogon	<AuthenticateLogon> element	Element

14.1.1.1.1 <AuthenticateLogon> Element

Following fields are supported within <AuthenticateLogon> element:

Field	Description	Type
Username	Username of the individual logging on	Text
Password	Password of the individual logging on	Text

14.1.1.2 Example AuthenticateLogon request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>AuthenticateLogon</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-09 11:54:37</TimeStamp>
    </Header>
    <Body>
        <AuthenticateLogon>
            <Username>Username</Username>
            <Password>Password</Password>
        </AuthenticateLogon>
    </Body>
</Envelope>
```

14.1.2 AuthenticateLogonResponse Message

AuthenticateLogonResponse message is sent by eGalaxy server in response of the AuthenticateLogon request.

14.1.2.1 Response Message Parameters

The AuthenticateLogonResponse element appears in the Body of this message.

Field	Description	Type
AuthenticateLogonResponse	<AuthenticateLogonResponse> element	Element

14.1.2.1.1 <AuthenticateLogonResponse> Element

Following fields are supported within <AuthenticateLogonResponse> element:

Field	Description	Type
LogonOwnerType	Type of owner for the logon given in the AuthenticateLogon request 1 – Owner of the logon is a "Contact" 2 – Owner of the logon is a "Customer"	Numeric
LogonOwnerExternalID	ExternalID of the owner of the logon given in the AuthenticateLogon request If the owner of this logon is a "Contact", then value in this field is the ExternalID of the contact (CustContacts.ExternalID field) If the owner of this logon is a "Customer", then value in this field is the ExternalAccount of the customer (Customer.ExternalAccount field)	Text

14.1.2.2 Example AuthenticateLogonResponse message (no error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>AuthenticateLogonResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-09 11:54:38</TimeStamp>
    </Header>
    <Body>
        <AuthenticateLogonResponse>
            <LogonOwnerType>1</LogonOwnerType>
            <LogonOwnerExternalID>123</LogonOwnerExternalID>
        </AuthenticateLogonResponse>
    </Body>
</Envelope>
```

14.1.2.3 Example AuthenticateLogonResponse message (error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>AuthenticateLogonResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-09 11:54:38</TimeStamp>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>1801</ErrorCode>
                <ErrorText>Logon authentication error, no match found for the given username and
password</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

15 Customers Message

This section describes different messages related to the customer in Galaxy.

15.1 Customers Message

Customers message is sent to eGalaxy server to add, modify or delete a customer in Galaxy database. When processing the Customers message with the Modify command, eGalaxy uses the value given in the ExternalAccount field to lookup the customer in Galaxy's database. If the customer is not found based on the ExternalAccount field, the record is added to the Customers database with the assumption that it is a new customer (this is true only when error code 1709 is configured as warning). When processing the Modify command, eGalaxy simply removes the existing information on the customer and adds the data such as Contacts, and SalesPrograms given in the Modify command. The Modify command must always have all information of the customer. If only the contact information should be updated, the UpdateContacts command should be used.

The Tax Group and FOP Group defined on the category (given in the Customers message) are assigned to the customer when the customer is added or modified using the Customers message.

The CustomersResponse message is returned by eGalaxy in response to the Customers message. The CustomersResponse message indicates if the Customers request was processed successfully or not.

15.1.1 Message Format

Following sections describe the format of the Customers message.

15.1.1.1 Request Message Parameters

The Customers element appears in the Body of this message. Customers is the only field or element supported within body of the message.

Field	Description	Type
Customers	<Customers> element	Element

One or more <Customer> elements are supported within <Customers> element.

15.1.1.1.1 <Customer> Element

Each Customer element contains data for a single customer. A customer in Galaxy has two types of addresses, first one is customer address and the second one is customers' primary contact's address. This is the reason fields Street1 thru CountryCode are required for a customer (under <Customer> element of the message) as well as for the customer contact (under <Contact> element). In most cases a customer address and customers' primary contact's address are the same, and fields Street1 thru CountryCode would have the same data under the <Customer> and <Contact> elements of the Customer message.

Following fields are supported within the <Customer> element:

Field	Description	Type
CustomerCommand	Add, Modify or Cancel. At this time only the Modify command will be used.	Text
Name	Customer name, stored in Customers.CustName	Text(50)
CustomerGUID	GUID associated to this customer. Used to uniquely identify this customer across any system. This field is optional. If a CustomerGUID is not provided, one will be generated for the customer.	Text(38)
ExternalAccount	External account number for the given customer. Stored in Customers.ExternalAccount. This field is optional if CustomerStatus other than (0 – Valid) is given in the request.	Text(20)
Category	Customer Category to represent xxyy where xx is the category ID of the customer category and yy is the sub-category ID of the customer category.	This field is optional if CustomerStatus other than (0 – Valid) is given in the request.
Reference	Reference for this customer (Optional)	Text(40)
CustomerNote	Customer notes (optional)	Text
Email	E-mail address (Optional)	Text(128)
WebURL	Customer web site URL (Optional)	Text(128)

Street1	Street address line 1	Text(36)
Street2	Street address line 2 (Optional)	Text(36)
Street3	Street address line 3 (Optional)	Text(36)
City	City	Text(40)
State	State or province	Text(40)
ZIP	ZIP or postal code	Text(16)
Salesperson	Salesperson assigned to this customer	Text(16)
GroupSalesCode	Group sales code for customer	Text(30)
Phone	Customer's telephone number	Text(30)
CellPhone	Customer's cell phone number	Text(30)
Fax	Customer's fax number	Text(30)
CountryCode	Country Code i.e. 'US' for United States	Text(2)
Status	Status of the customer's credit account. Possible status values are: 0 – Active 1 – On Hold 2 – Frozen (prepayment accounts only). Value given in this field is saved on the credit status field on the customer's account. (Optional)	Numeric
CustomerStatus	Status of the customer. Possible customer status values are: 0 – Customer is valid. This is the default status of the customer if no value is given in the request for this field. 1 – Customer is pending. 2 – Customer is ejected. Value given in this field is saved on the status field on the customer record. (Optional)	Numeric
IsPrepaymentAccount	Indicates if the customer account is a prepayment account	Boolean
CustomerContacts	<CustomerContacts> element (Optional)	Element
BillToContacts	<BillToContacts> element (Optional)	Element
ShipToContacts	<ShipToContacts> element (Optional)	Element
SalesPrograms	<SalesPrograms> element (Optional)	Element
LogOns	<LogOns> element. See <LogOns> element for details, described under sub section "<LogOns> Element" of section "Common Element Formats" (Optional)	Element

15.1.1.1.1.1 <Status> element

The value in the <Status> element represents the status of the customer's account. The value in the <Status> element is a numeric value 0 – Active, or 1 – OnHold and it should be interpreted as below:

Active

- When importing a customer record with **Add** command, if value in Status element is 0 – "Active", eGalaxy first creates an account with the bill-to contact given in the customer message and assigns the new account to the customer being added. The account kind on the customer is set to 1 – "Customer's own Account", Credit Limit Amount on the account is set to 0 – "Unlimited", and Credit Hold flag on the account is Disabled (account is not on credit hold)
- When importing a customer record with **Revise** command, if value in Status element is 0 – "Active", eGalaxy first checks if an account is assigned to the given customer…
- If an account is already assigned to the customer, eGalaxy sets Credit Hold flag on the account to Disabled (only if its Enabled currently)
- If no account is currently assigned to the given customer, eGalaxy creates an account with the bill-to contact given in the customer message and assigns the new account to the customer being added. The account kind on the customer is set to 1 – "Customer's own Account", Credit Limit Amount on the account is set to 0 – "Unlimited", and Credit Hold flag on the account is Disabled (account is not on credit hold)

OnHold

- When importing a customer record with **Add** command, if value in Status element is 1 – "Hold", eGalaxy first creates an account with the bill-to contact given in the customer message and assigns the new account to the customer being added. The account kind on the customer is set to 1 – "Customer's own Account", Credit Limit Amount on the account is set to 0 – "Unlimited", and Credit Hold flag on the account is Enabled (account is on credit hold)
- When importing a customer record with **Revise** command, if value in Status element is 1 – "Hold", eGalaxy first checks if an account is assigned to the given customer…
- If an account is already assigned to the customer, eGalaxy sets the Credit Hold flag on the account to Enabled (only if its Disabled currently)
- If no account is currently assigned to the given customer, eGalaxy creates an account with the bill-to contact given in the customer

message and assigns the new account to the customer being added. The account kind on the customer is set to 1 – "Customer's own Account", Credit Limit Amount on the account is set to 0 – "Unlimited", and Credit Hold flag on the account is Enabled (only if its Disabled currently)

15.1.1.1.1.2 <CustomerContacts>, <BillToContacts> and <ShipToContacts> Elements

The <CustomerContacts>, <BillToContacts> and <ShipToContacts> elements are all child elements of the Customer element, and each can contain one or more <Contact> elements. Depending on which element the <Contact> element appears, the contact will be added/revised as a Customer, Bill-To or Ship-To contact and associated with the Customer specified in the current Customer element. It should be noted that each <Contact> element could contain a <Logon> element, which defines a username/password for that contact.

Existing contacts can be found by providing the ExternalID, ContactGUID, or GalaxyContactID. If more than one of these are provided, they must all resolve to the same contact or no contact at all. If an ExternalID and/or ContactGUID are given that are not in the database, the contact will be updated with that information. The GalaxyContactID is not updatable in this way and if given, must match an existing contact. If, for example, a GalaxyContactID is provided that is valid for a contact and an ExternalID is provided that is not in the table, the contact will be updated to have the given ExternalID.

If the Remove flag is sent as YES as part of the contact element, the link between the customer and that contact will be severed.

Field	Description	Type
Contact	<Contact> element. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element

15.1.1.1.1.3 <SalesPrograms> Element

The SalesPrograms element appears within the <Customer> element. The SalesPrograms element contains one or more <SalesProgram> elements for each sales program that is supposed to be imported for this customer.

Field	Description	Type
SalesProgram	<SalesProgram> element	Element

15.1.1.1.1.3.1 <SalesProgram> Element

A SalesProgram element contains following fields of the sales program:

Field	Description	Type
Name	Sales Program Name, lookup up at time of insert to translate to internal ID for the sales program and establishes the relationship in the SPConnections table	Text(20)
MarkAsDefault	The sales program is set as a default for the given customer. Stored in Customers.DefaultSalesProgram. If element is not given or is empty default value is NO (Optional)	Boolean

15.1.1.2 Example Customers request message – No <CustomerStatus>

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2005-04-28 15:43:10</TimeStamp>
        <MessageType>Customers</MessageType>
    </Header>
    <Body>
        <Customers>
            <Customer>
                <CustomerCommand>Add</CustomerCommand>
                <ExternalAccount>Cust1</ExternalAccount>
                <CustomerGUID>{12E487E1-9BFA-419F-951B-2407412DE90B}</CustomerGUID>
                <Name>Customer 1</Name>
                <Category>0105</Category>
                <Street1>123 Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Seattle</City>
                <State>WA</State>
                <ZIP>98156</ZIP>
```

```
<CountryCode>US</CountryCode>
<Status>0</Status>
<Salesperson>John Doe</Salesperson>
<Reference>REF2016-01</Reference>
<GroupSalesCode>CODE01</GroupSalesCode>
<Phone>610-555-1212</Phone>
<CellPhone>610-555-1212</CellPhone>
<Fax>610-555-1212</Fax>
<CustomerContacts>
    <Contact>
        <FirstName>John</FirstName>
        <MiddleName/>
        <LastName>Smith</LastName>
        <Street1>123 Main St</Street1>
        <Street2/>
        <Street3/>
        <City>Seattle</City>
        <State>WA</State>
        <ZIP>98156</ZIP>
        <CountryCode>US</CountryCode>
        <Phone/>
        <Fax/>
        <Cell/>
        <Email/>
        <LogOn>
            <Username>User1</Username>
            <Password>Password1</Password>
        </LogOn>
    </Contact>
    <Contact>
        <FirstName>James</FirstName>
        <MiddleName/>
        <LastName>Clark</LastName>
        <Street1>456 East Main St</Street1>
        <Street2/>
        <Street3/>
        <City>Seattle</City>
        <State>WA</State>
        <ZIP>98156</ZIP>
        <CountryCode>US</CountryCode>
        <Phone/>
        <Fax/>
        <Cell/>
        <Email/>
        <LogOn>
            <Username>User2</Username>
            <Password>Password2</Password>
        </LogOn>
    </Contact>
</CustomerContacts>
<BillToContacts>
    <Contact>
        <FirstName>John</FirstName>
        <MiddleName/>
        <LastName>Smith</LastName>
        <Street1>123 Main St</Street1>
        <Street2/>
        <Street3/>
        <City>Seattle</City>
        <State>WA</State>
        <ZIP>98156</ZIP>
        <CountryCode>US</CountryCode>
        <Phone/>
        <Fax/>
        <Cell/>
        <Email/>
    </Contact>
</BillToContacts>
<ShipToContacts>
    <Contact>
        <FirstName>Jane</FirstName>
        <MiddleName/>
        <LastName>Smith</LastName>
        <Street1>123 Main St</Street1>
        <Street2/>
        <Street3/>
        <City>Seattle</City>
```

```
                    <City>Seattle</City>
                    <State>WA</State>
                    <ZIP>98156</ZIP>
                    <CountryCode>US</CountryCode>
                    <Phone/>
                    <Fax/>
                    <Cell/>
                    <Email/>
                    <LogOn>
                        <Username>User3</Username>
                        <Password>Password3</Password>
                    </LogOn>
                </Contact>
            </ShipToContacts>
            <SalesPrograms>
                <SalesProgram>
                    <Name>Sales Program 1</Name>
                    <MarkAsDefault>YES</MarkAsDefault>
                </SalesProgram>
                <SalesProgram>
                    <Name>Sales Program 2</Name>
                    <MarkAsDefault>NO</MarkAsDefault>
                </SalesProgram>
            </SalesPrograms>
        </Customer>
    </Customers>
  </Body>
</Envelope>
```

15.1.1.3 Example Customers Message (UpdateContacts) - this will only update the contacts and not alter any other customer information

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2005-04-28 15:43:10</TimeStamp>
        <MessageType>Customers</MessageType>
    </Header>
    <Body>
        <Customers>
            <Customer>
                <CustomerCommand>UpdateContacts</CustomerCommand>
                <ExternalAccount>Cust1</ExternalAccount>
                <CustomerGUID>{12E487E1-9BFA-419F-951B-2407412DE90B}</CustomerGUID>
                <CustomerContacts>
                    <Contact>
                        <Remove>YES</Remove>
                        <ExternalID>234567</ExternalID>
                        <FirstName>John</FirstName>
                        <MiddleName/>
                        <LastName>Smith</LastName>
                        <Street1>123 Main St</Street1>
                        <Street2/>
                        <Street3/>
                        <City>Seattle</City>
                        <State>WA</State>
                        <ZIP>98156</ZIP>
                        <CountryCode>US</CountryCode>
                        <Phone/>
                        <Fax/>
                        <Cell/>
                        <Email/>
                        <LogOn>
                            <Username>User1</Username>
                            <Password>Password1</Password>
                        </LogOn>
                    </Contact>
                    <Contact>
                        <ExternalID>123456</ExternalID>
                        <FirstName>James</FirstName>
                        <MiddleName/>
                        <LastName>Clark</LastName>
                        <Street1>455 East Main St</Street1>
```

```
                                      <Street2/>
                                      <Street3/>
                                      <City>Seattle</City>
                                      <State>WA</State>
                                      <ZIP>98156</ZIP>
                                      <CountryCode>US</CountryCode>
                                      <Phone/>
                                      <Fax/>
                                      <Cell/>
                                      <Email/>
                                      <LogOn>
                                          <Username>User2</Username>
                                          <Password>Password2</Password>
                                      </LogOn>
                                  </Contact>
                              </CustomerContacts>
                              <BillToContacts>
                                  <Contact>
                                      <ExternalID>345678</ExternalID>
                                      <FirstName>John</FirstName>
                                      <MiddleName/>
                                      <LastName>Smith</LastName>
                                      <Street1>123 Main St</Street1>
                                      <Street2/>
                                      <Street3/>
                                      <City>Seattle</City>
                                      <State>WA</State>
                                      <ZIP>98156</ZIP>
                                      <CountryCode>US</CountryCode>
                                      <Phone/>
                                      <Fax/>
                                      <Cell/>
                                      <Email/>
                                  </Contact>
                              </BillToContacts>
                              <ShipToContacts>
                                  <Contact>
                                      <Remove>NO</Remove>
                                      <ExternalID>987456</ExternalID>
                                      <FirstName>Jane</FirstName>
                                      <MiddleName/>
                                      <LastName>Smith</LastName>
                                      <Street1>123 Main St</Street1>
                                      <Street2/>
                                      <Street3/>
                                      <City>Seattle</City>
                                      <State>WA</State>
                                      <ZIP>98156</ZIP>
                                      <CountryCode>US</CountryCode>
                                      <Phone/>
                                      <Fax/>
                                      <Cell/>
                                      <Email/>
                                      <LogOn>
                                          <Username>User3</Username>
                                          <Password>Password3</Password>
                                      </LogOn>
                                  </Contact>
                              </ShipToContacts>
                          </Customer>
                      </Customers>
                  </Body>
          </Envelope>
```

15.1.1.4 Example CustomersResponse message (no errors)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2005-04-28 15:43:10</TimeStamp>
        <MessageType>CustomerResponse</MessageType>
    </Header>
    <Body>
        <CustomerResponses>
            <CustomerResponse>
                <ExternalAccount>Cust1</ExternalAccount>
                <CustomerCommand>Add</CustomerCommand>
                <Status>0</Status>
                <GalaxyCustomerID>123</GalaxyCustomerID>
                <CustomerGUID>{12E487E1-9BFA-419F-951B-2407412DE90B}</CustomerGUID>
            </CustomerResponse>
        </CustomerResponses>
    </Body>
</Envelope>
```

15.1.1.5 Example CustomersResponse message (with errors)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2005-04-28 15:43:10</TimeStamp>
        <MessageType>CustomersResponse</MessageType>
    </Header>
    <Body>
        <CustomerResponses>
            <CustomerResponse>
                <ExternalAccount>Cust1</ExternalAccount>
                <CustomerCommand>Add</CustomerCommand>
                <Status>1</Status>
                <Errors>
                    <Error>
                        <ErrorCode>1706</ErrorCode>
                        <ErrorText>Customer with the given external account already exists in
Galaxy</ErrorText>
                    </Error>
                </Errors>
            </CustomerResponse>
        </CustomerResponses>
    </Body>
</Envelope>
```

15.2 QueryCustomer Message

QueryCustomer message is used to get data for a customer from the Galaxy database. The Web Store sends the QueryCustomer message to eGalaxy server to get data for a Galaxy customer. Upon receiving this message, eGalaxy server looks up the Customers table in Galaxy database for a matching customer. If a match is found, eGalaxy returns the information about the customer back to the Web Store. If no match is found, eGalaxy returns an error.

15.2.1 Message Format

Following sections describes the format of the QueryCustomer message.

15.2.1.1 Request Message Parameters

The QueryCustomer element appears in the Body of this message. QueryCustomer is the only field or element supported within body of the QueryCustomer message.

Field	Description	Type
QueryCustomer	<QueryCustomer> element	Element

15.2.1.1.1 <QueryCustomer> Element

The QueryCustomer element has a Query element.

Field	Description	Type
Query	<Query> element	Element

Following fields are supported within the Query element:

Field	Description	Type
CustomerGUID	GUID associated to this customer. Used to uniquely identify this customer across any system.	Text(38)
ExternalAccount	External account for the customer	Text (20)

15.2.1.1.2 DataRequest fields

The following fields can be requested in the <DataRequest> element.

Following fields represent the data specific to a customer:

Field	Description
RemainingCredit	This field will enable the inclusion of the RemainingCredit and UnlimitedCredit fields in the response
UsedCreditAmount	This field will enable the inclusion of the UsedCreditAmount, EnforceCreditOnIssue and EnforceCreditOnAdd fields in the response
CustomerAttributes	This field will enable the inclusion of the CustomerAttributes list in the response

15.2.1.1.3 Example QueryCustomer request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryCustomer</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-09 11:54:37</TimeStamp>
    </Header>
    <Body>
        <QueryCustomer>
            <Query>
                <ExternalAccount>ExtAccount1</ExternalAccount>
            </Query>
        </QueryCustomer>
    </Body>
</Envelope>
```

15.2.1.2 Response Message Parameters

When a QueryCustomer request is processed successfully withouot any errors, eGalaxy Server returns the response with the <QueryCustomerResponse> element appears in the Body of this message.

Field	Description	Type
QueryCustomerResponse	<QueryCustomerResponse> element	Element

15.2.1.2.1 <QueryCustomerResponse> Element

The QueryCustomerResponse element contains following fields.

Field	Description	Type
ExternalAccount	External account number	Text(20)
GalaxyCustomerID	ID of the customer from Customers table in Galaxy database	Numeric
Name	Name of the customer	Text(50)

Reference	Reference field	Text(40)
CustomerGUID	GUID associated to this customer. Used to uniquely identify this customer across any system.	Text(38)
CustomerNote	Customer note	Text
Status	Status of the customer account: 0 – Active – Customer account is in good standing 1 – On Hold – Customer account is on hold 2 – Frozen – Customer account is frozen (Prepayment accounts only)	Numeric
EnforceLimits	Flag indicating if the GroupSales Limits are enforced for this customer	Boolean
CustCategoryID	ID of the customer's category from CustCategories table in Galaxy database	Numeric
SalesChannelID	ID of the Sales Channel defined on the customer	Numeric
AccountID	ID of the customer's account from ARAccounts table in Galaxy database	Numeric
DisableCredit	Indicates if the customer's account from the ARAccounts table has credit disabled	Boolean
CreditLimit	The credit limit on the customer's account from the ARAccounts table	Currency
RemainingCredit	The remaining credit on the customer's account from the ARAccounts table	Currency
UnlimitedCredit	Indicates if the customer's account from the ARAccounts table has an unlimited credit limit	Boolean
UsedCreditAmount	The used credit amount on the customer's account from the ARAccounts table	Currency
EnforceCreditOnIssue	Returns the cofiguration setting for the 'Do credit check' option (Code 508). Returned when 'UsedCreditAmount' data request field is given in the request.	Boolean
EnforceCreditOnAdd	Returns the cofiguration setting for the 'Enforce credit limit on add items' option (Code 522). Returned when 'UsedCreditAmount' data request field is given in the request.	Boolean
IsPrepaymentAccount	Indicates if the customer's account from the ARAccounts table is a prepayment account	Boolean
PrepaidBalance	The prepaid balance amount on the customer's account from the ARAccounts table	Currency
OwnsAccount	Indicates if the customer's account is owned by this customer (ARAccounts.OwnerID matches Customers.CustomerID). If the customer has no account, this returns false("NO").	Boolean
Address	<Address> element	Element
CustomerAttributes	<CustomerAttributes> element. Contains zero or more <CustomerAttribute> elements.	Element
CustomerContacts	<CustomerContacts> element. Contains one or more <Contact> elements. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element
BillToContacts	<BillToContacts> element. Contains one or more <Contact> elements. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element
ShipToContacts	<ShipToContacts> element. Contains one or more <Contact> elements. See <Contact> element for details, described under sub section "<Contact> Element" of section "Common Element Formats"	Element

<Address> element contains the following fields.

Field	Description	Type
Street1	Street address line 1	Text(36)
Street2	Street address line 2	Text(36)
Street3	Street address line 3	Text(36)
City	City	Text(40)
State	State	Text(40)
ZIP	Postal code	Text(16)
CountryCode	Country code	Text(2)

Each <CustomerAttribute> element contains the information for one customer field attribute associated with the customer. Each element contains the following XML attributes:

Attribute	Description
Name	The name of the customer attribute
Value	The value of the customer attribute

15.2.1.2.2 Example QueryCustomerResponse message (no error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
```

```
            <MessageID>1</MessageID>
            <MessageType>QueryCustomerResponse</MessageType>
            <SourceID/>
            <TimeStamp>2005-08-09 11:54:38</TimeStamp>
    </Header>
    <Body>
        <QueryCustomerResponse>
            <ExternalAccount>ExtAccount1</ExternalAccount>
            <GalaxyCustomerID>123</GalaxyCustomerID>
            <Name>Customer Name</Name>
            <Reference/>
            <CustomerGUID>{12E487E1-9BFA-419F-951B-2407412DE90B}</CustomerGUID>
            <CustomerNote/>
            <Status>1</Status>
            <EnforceLimits>YES</EnforceLimits>
            <CustCategoryID>1</CustCategoryID>
            <AccountID>1</AccountID>
            <DisableCredit>NO</DisableCredit>
            <CreditLimit>1000.00</CreditLimit>
            <IsPrepaymentAccount>NO</IsPrepaymentAccount>
            <PrepaidBalance>0.00</PrepaidBalance>
            <OwnsAccount>YES</OwnsAccount>
            <Address>
                <Street1>315 E 2nd st</Street1>
                <Street2/>
                <Street3/>
                <City>Boyertown</City>
                <State>PA</State>
                <ZIP>19512</ZIP>
                <CountryCode>US</CountryCode>
            </Address>
            <CustomerContacts>
                <Contact>
                    <FirstName>John</FirstName>
                    <MiddleName>A</MiddleName>
                    <LastName>Smith</LastName>
                    <Street1>123 Main St</Street1>
                    <Street2/>
                    <Street3/>
                    <City>Seattle</City>
                    <State>WA</State>
                    <ZIP>98156</ZIP>
                    <CountryCode>US</CountryCode>
                    <Phone/>
                    <Fax/>
                    <Cell/>
                    <Email/>
                    <NameTitleID>5</NameTitleID>
                    <NameSuffixID>5</NameSuffixID>
                    <AllowEmail>NO</AllowEmail>
                    <AllowMailings>NO</AllowMailings>
                </Contact>
            </CustomerContacts>
            <BillToContacts>
                <Contact>
                    <FirstName>Joe</FirstName>
                    <MiddleName>A</MiddleName>
                    <LastName>Black</LastName>
                    <Street1>100 N Main St</Street1>
                    <Street2/>
                    <Street3/>
                    <City>Seattle</City>
                    <State>WA</State>
                    <ZIP>98150</ZIP>
                    <CountryCode>US</CountryCode>
                    <Phone/>
                    <Fax/>
                    <Cell/>
                    <Email/>
                    <NameTitleID>5</NameTitleID>
                    <NameSuffixID>5</NameSuffixID>
                    <AllowEmail>NO</AllowEmail>
                    <AllowMailings>NO</AllowMailings>
                </Contact>
            </BillToContacts>
            <ShipToContacts>
                <Contact>
```

```
            <Contact>
                <FirstName>Jane</FirstName>
                <MiddleName>M</MiddleName>
                <LastName>Fisher</LastName>
                <Street1>1000 S Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Seattle</City>
                <State>WA</State>
                <ZIP>98155</ZIP>
                <CountryCode>US</CountryCode>
                <Phone/>
                <Fax/>
                <Cell/>
                <Email/>
                <NameTitleID>5</NameTitleID>
                <NameSuffixID>5</NameSuffixID>
                <AllowEmail>NO</AllowEmail>
                <AllowMailings>NO</AllowMailings>
            </Contact>
        </ShipToContacts>
    </QueryCustomerResponse>
    </Body>
</Envelope>
```

15.2.1.2.3 Example QueryCustomerResponse message (error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryCustomerResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-09 11:54:38</TimeStamp>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>1901</ErrorCode>
                <ErrorText>Unable to return customer data, customer with External Account of ExtAccount1 not
found</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

15.2.1.2.4 Example QueryCustomer message with DataRequest fields

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryCustomer</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2005-08-16 10:30:46</TimeStamp>
    </Header>
    <Body>
        <QueryCustomer>
            <Query>
                <ExternalAccount>ExtAccount1</ExternalAccount>
            </Query>
            <DataRequest>
                <Field>RemainingCredit</Field>
                <Field>UsedCreditAmount</Field>
                <Field>CustomerAttributes</Field>
            </DataRequest>
        </QueryCustomer>
    </Body>
</Envelope>
```

15.2.1.2.5 Example QueryCustomerResponse message with DataRequest fields

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryCustomerResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-09 11:54:38</TimeStamp>
    </Header>
    <Body>
        <QueryCustomerResponse>
            <ExternalAccount>ExtAccount1</ExternalAccount>
            <GalaxyCustomerID>123</GalaxyCustomerID>
            <Name>Customer Name</Name>
            <Reference/>
            <CustomerNote/>
            <Status>1</Status>
            <EnforceLimits>YES</EnforceLimits>
            <CustCategoryID>1</CustCategoryID>
            <AccountID>1</AccountID>
            <DisableCredit>NO</DisableCredit>
            <CreditLimit>1000.00</CreditLimit>
            <RemainingCredit>0.00</RemainingCredit>
            <UnlimitedCredit>YES</UnlimitedCredit>
            <UsedCreditAmount>100.00</UsedCreditAmount>
            <EnforceCreditOnIssue>YES</EnforceCreditOnIssue>
            <EnforceCreditOnAdd>NO</EnforceCreditOnAdd>
            <IsPrepaymentAccount>NO</IsPrepaymentAccount>
            <PrepaidBalance>0.00</PrepaidBalance>
            <OwnsAccount>YES</OwnsAccount>
            <Address>
                <Street1>315 E 2nd st</Street1>
                <Street2/>
                <Street3/>
                <City>Boyertown</City>
                <State>PA</State>
                <ZIP>19512</ZIP>
                <CountryCode>US</CountryCode>
            </Address>
            <CustomerAttributes>
                <CustomerAttribute>
                    <AttributeValueGroupID>345</AttributeValueGroupID>
                    <Name>Account Number</Name>
                    <Sequence>0</Sequence>
                    <Value>XYZ001234</Value>
                </CustomerAttribute>
                <CustomerAttribute>
                    <AttributeValueGroupID>345</AttributeValueGroupID>
                    <Name>Account Added Date</Name>
                    <Sequence>1</Sequence>
                    <Value>10/21/2015</Value>
                </CustomerAttribute>
            </CustomerAttributes>
            <CustomerContacts>
                <Contact>
                    <FirstName>John</FirstName>
                    <MiddleName>A</MiddleName>
                    <LastName>Smith</LastName>
                    <Street1>123 Main St</Street1>
                    <Street2/>
                    <Street3/>
                    <City>Seattle</City>
                    <State>WA</State>
                    <ZIP>98156</ZIP>
                    <CountryCode>US</CountryCode>
                    <Phone/>
                    <Fax/>
                    <Cell/>
                    <Email/>
                    <NameTitleID>5</NameTitleID>
                    <NameSuffixID>5</NameSuffixID>
                    <AllowEmail>NO</AllowEmail>
                    <AllowMailings>NO</AllowMailings>
                </Contact>
            </CustomerContacts>
            <BillToContacts>
                <Contact>
                    <FirstName>Joe</FirstName>
```

```
                <MiddleName>A</MiddleName>
                <LastName>Black</LastName>
                <Street1>100 N Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Seattle</City>
                <State>WA</State>
                <ZIP>98150</ZIP>
                <CountryCode>US</CountryCode>
                <Phone/>
                <Fax/>
                <Cell/>
                <Email/>
                <NameTitleID>5</NameTitleID>
                <NameSuffixID>5</NameSuffixID>
                <AllowEmail>NO</AllowEmail>
                <AllowMailings>NO</AllowMailings>
            </Contact>
        </BillToContacts>
        <ShipToContacts>
            <Contact>
                <FirstName>Jane</FirstName>
                <MiddleName>M</MiddleName>
                <LastName>Fisher</LastName>
                <Street1>1000 S Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Seattle</City>
                <State>WA</State>
                <ZIP>98155</ZIP>
                <CountryCode>US</CountryCode>
                <Phone/>
                <Fax/>
                <Cell/>
                <Email/>
                <NameTitleID>5</NameTitleID>
                <NameSuffixID>5</NameSuffixID>
                <AllowEmail>NO</AllowEmail>
                <AllowMailings>NO</AllowMailings>
            </Contact>
        </ShipToContacts>
      </QueryCustomerResponse>
    </Body>
</Envelope>
```

16 UpdateReplenishStatus Message

The UpdateReplenishStatus message is used to update the replenish status of a ticket in the Galaxy database.

16.1 Message Format

Following sections describes the format of the UpdateReplenishStatus message.

16.1.1 UpdateReplenishStatus Message

UpdateReplenishStatus message is sent by the Web Store to eGalaxy server to update the replenish status of a ticket in the Galaxy database. Upon receiving this message, eGalaxy server finds the ticket using the VisualID given in the request first. If a match is found, the status of the ticket is updated to the new status given in the request. If no match is found, eGalaxy returns an error.

16.1.1.1 Request Message Parameters

The UpdateReplenishStatus element appears in the Body of this message. UpdateReplenishStatus is the only field or element supported in the UpdateReplenishStatus message.

Field	Description	Type
UpdateReplenishStatus	<UpdateReplenishStatus> element	Element

16.1.1.1.1 <UpdateReplenishStatus> Element

Following fields are supported within UpdateReplenishStatus element

```
<thead>
    <tr><th>Field</th><th>Description</th><th>Type</th></tr>
</thead>
<tbody>
    <tr>
        <td>VisualID</td>
        <td>VisualID or barcode of the ticket</td>
        <td>Text (40)</td>
    </tr>
    <tr>
        <td>ReplenishStatus</td>
        <td>
            New replenish status for the ticket. Following status values are allowed for this field:<br />
            1 – Activate replenishment<br />
            3 – Cancel the replenishment<br />
            4 – Suspend the replenishment<br />
            Note: If the value is different than listed above, the request is rejected with an error
        </td>
        <td>Numeric</td>
    </tr>
</tbody>
```

16.1.1.2 Example UpdateReplenishStatus request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdateReplenishStatus</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-15 11:54:37</TimeStamp>
    </Header>
    <Body>
        <UpdateReplenishStatus>
            <VisualID>10001004083000020</VisualID>
            <ReplenishStatus>3</ReplenishStatus>
        </UpdateReplenishStatus>
    </Body>
</Envelope>
```

16.1.1.3 Example UpdateReplenishStatusResponse (no errors)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdateReplenishStatusResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-15 11:54:38</TimeStamp>
    </Header>
    <Body/>
</Envelope>
```

16.1.1.4 Example UpdateReplenishStatusResponse (error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdateReplenishStatusResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-15 11:54:38</TimeStamp>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>2001</ErrorCode>
                <ErrorText>Unable to update replenish status, VisualID 10001004083000020 not found</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

17 Contact Message

This section describes different messages related to the contact in Galaxy.

17.1 Contacts Message

Contacts message is sent to eGalaxy server to add, modify or delete a contact in Galaxy database. When processing the Contacts message with the Modify command, eGalaxy uses the value given in the ExternalID field to lookup the contact in Galaxy's database. If the contact is not found based on the ExternalID field, the record is added to the CustContacts database with the assumption that it is a new contact (this is true only when the error code is configured as warning). When processing the Modify command, eGalaxy simply removes the existing information on the contact using the data given in the request. The Modify command must always have all information of the contact.

The ContactsResponse message is returned by eGalaxy in response to the Contacts message. The ContactsResponse message indicates if the Contacts request was processed successfully or not.

17.1.1 Message Format

Following sections describe the format of the Contacts message.

17.1.1.1 Request Message Parameters

The Contacts element appears in the Body of this message. Contacts is the only field or element supported within body of the message.

Field	Description	Type
Contacts	<Contacts> element	Element

One or more <Contact> elements are supported within <Contact> element.

17.1.1.1.1 <Contact> Element

Each Contact element contains data for a single contact. Please refer to <Contact> element for more details related to the XML format for this element. The <Contact> element is described under sub section "<Contact> Element" of section "Common Element Formats"

17.1.1.2 Example Contacts request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>Contacts</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-16 10:30:46</TimeStamp>
    </Header>
    <Body>
        <Contacts>
            <Contact>
                <ContactCommand>Add</ContactCommand>
                <ExternalID>ExternalID1</ExternalID>
                <JobTitle/>
                <NameTitleID/>
                <FirstName>John</FirstName>
                <MiddleName>M</MiddleName>
                <LastName>Smith</LastName>
                <NameSuffixID/>
                <Street1>123 Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Seattle</City>
                <State>WA</State>
                <ZIP>98156</ZIP>
                <CountryCode>US</CountryCode>
                <Phone>6109874000</Phone>
                <Fax/>
                <Cell/>
                <Email>jsmith@xyz.com</Email>
                <Primary>NO</Primary>
                <AllowEmail>NO</AllowEmail>
                <AllowMailings>NO</AllowMailings>
                <ContactNote/>
                <SpecialNeeds>NO</SpecialNeeds>
                <Deceased>NO</Deceased>
                <PaymentInfo>
                    <PaymentName>Personal Credit Card</PaymentName>
                    <CardNo>4005550000000019</CardNo>
                    <CardToken>ZT9l1AMq5flHqh5znPTizg==</CardToken>
                    <CardHolderName>John M Smith</CardHolderName>
                    <ExpDate>1206</ExpDate>
                    <Primary>YES</Primary>
                </PaymentInfo>
            </Contact>
        </Contacts>
    </Body>
</Envelope>
```

17.1.1.3 Example ContactsResponse message (no error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <TimeStamp>2005-04-28 15:43:10</TimeStamp>
        <MessageType>ContactsResponse</MessageType>
    </Header>
    <Body>
        <ContactResponses>
            <ContactResponse>
                <ExternalID>ExternalID1</ExternalID>
                <ContactCommand>Add</ContactCommand>
                <Status>0</Status>
                <GalaxyContactID>123</GalaxyContactID>
            </ContactResponse>
        </ContactResponses>
    </Body>
</Envelope>
```

17.1.1.4 Example ContactsResponse message (with errors)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <TimeStamp>2005-04-28 15:43:10</TimeStamp>
        <MessageType>ContactsResponse</MessageType>
    </Header>
    <Body>
        <ContactResponses>
            <ContactResponse>
                <ExternalID>ExternalID1</ExternalID>
                <ContactCommand>Add</ContactCommand>
                <Status>1</Status>
                <Errors>
                    <Error>
                        <ErrorCode>2201</ErrorCode>
                        <ErrorText>Contact with the given ExternalID already exists in Galaxy</ErrorText>
                    </Error>
                </Errors>
            </ContactResponse>
        </ContactResponses>
    </Body>
</Envelope>
```

17.2 QueryContact Message

The QueryContact message is used to get data for a contact from the Galaxy database. QueryContact message is sent by the Web Store to eGalaxy server to get data for a contact in Galaxy. Upon receiving this message, eGalaxy server looks up the CustContacts table in Galaxy database for a matching contact. If a match is found, eGalaxy returns the information about the contact back to the Web Store. If no match is found, eGalaxy returns an error.

Clients can send the QueryContact message to get the payment information configured on the contact record. The payment information is returned in the <PaymentInfo> element of the QueryContactResponse message. However, eGalaxy server returns the PaymentInfo in the QueryContactResponse message only when the request is sent using a secure connection (SSL port 443). If the request is sent to using the non-secure connection (regular Gateway port 3051), then eGalaxy server does not return PaymentInfo in the QueryContactResponse message.

17.2.1 Message Format

Following sections describes the format of the QueryContact message.

17.2.1.1 Request Message Parameters

The QueryContact element appears in the Body of this message. QueryContact is the only field or element supported in the QueryContact message.

Field	Description	Type
QueryContact	<QueryContact> element	Element

17.2.1.1.1 <QueryContact> Element

The QueryContact element has a Query element.

Field	Description	Type
Query	<Query> element	Element

Following fields are supported within the Query element:

Field	Description	Type
ExternalID	External ID for the contact	Text (20)
IdentificationNo	IdentificationNo of the contact	Text (64)
GalaxyContactID	Galaxy ContactID for the contact. Use this field to look up contact by value in CustContactID column of	Numeric

CustContacts table in Galaxy database.

ContactGUID	GUID for the contact. Use this field to look up the contact across different systems (e.g Galaxy database and eGalaxy Webstore database).	Text
PricingForCustomerID	Galaxy CustomerID for a Group Sales Customer associated with the contact. Use this field to look up pricing information only for that particular Customer. (Optional)	Numeric
IncludeInvalidPasses	If set to YES, the query response will included passes/memberships that are no longer valid but are associated with the requested contact. (Optional)	Boolean

17.2.1.2 Response Message Parameters

One of element returned within the QueryContactResponse message is the <PricingInfoList> element. Please refer to <PricingInfoList> element for more details related to the XML format for this element. The <PricingInfoList> element is described under sub section "<PricingInfoList> Element" of section "Common Element Formats".

Another potential element returned is the LoyaltyAccounts element, if any loytalty accounts are associated to the requested contact. See <LoyaltyAccounts> entry under the "Common Element Formats" section for more information.

The BlockingStatus element is also returned, containing the status of the block on the contact for several actions: Orders, Tickets, Passes and Admission.

If the Contact requested is associated with a Pass (Individual or Joint), then the QueryContactResponse will contain a Memberships element. This element will contain one or more Membership elements (depending on how many memberships the contact is associated with). The BlockingStatus is returned for each member as well.

Field	Description	Type
ExpirationDate	Expiration date of the membership	Element
IsRenewable	Is the membership currently renewable?	Boolean
ProductName	Name of the membership product	Text
VisualID	VisualID of the pass	Text
MediaVisualID	VisualID of the pass as printed on customer card (Lifetime Card only)	Text
CurrentRecord	Indicates if the membership is currently valid or if it is the last one in the membership chain if none are valid (Lifetime Card only)	Boolean
PaymentContractAutoRenew	Set if the pass is on Payment Contract and the Contract is set to Auto-Renew	Boolean
Members	<Members> element (see Common Elements). Individual members return information for HasAppleWalletData.	Element

17.2.1.3 Example QueryContact request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContact</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-16 10:30:46</TimeStamp>
    </Header>
    <Body>
        <QueryContact>
            <Query>
                <ExternalID>ExternalID1</ExternalID>
                <IdentificationNo>IdNo</IdentificationNo>
            </Query>
        </QueryContact>
    </Body>
</Envelope>
```

17.2.1.4 Example QueryContactResponse message when request is sent using a non-secure connection (no error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-16 10:30:47</TimeStamp>
    </Header>
    <Body>
        <QueryContactResponse>
            <ExternalID>ExternalID1</ExternalID>
            <IdentificationNo>IdNo</IdentificationNo>
            <GalaxyContactID>123</GalaxyContactID>
            <ContactGUID>{XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX}</ContactGUID>
            <JobTitle/>
            <NameTitleID/>
            <FirstName>John</FirstName>
            <MiddleName>M</MiddleName>
            <LastName>Smith</LastName>
            <NameSuffixID/>
            <Street1>123 Main St</Street1>
            <Street2/>
            <Street3/>
            <City>Seattle</City>
            <State>WA</State>
            <ZIP>98156</ZIP>
            <CountryCode>US</CountryCode>
            <Phone>6109874000</Phone>
            <Fax/>
            <Cell/>
            <Email>jsmith@xyz.com</Email>
            <Primary>NO</Primary>
            <AllowEmail>NO</AllowEmail>
            <AllowMailings>NO</AllowMailings>
            <ContactNote/>
            <SpecialNeeds>NO</SpecialNeeds>
            <Deceased>NO</Deceased>
            <LogOn>
                            <SystemLogonID>31</SystemLogonID>
                            <Username>MyUsername</Username>
                            <Password>MyPassword</Password>
            </LogOn>
            <TotalPaymentContracts>1</TotalPaymentContracts>
            <BlockingStatus>
                <BlockOrders>YES</BlockOrders>
                <BlockTickets>NO</BlockTickets>
                <BlockPasses>NO</BlockPasses>
                <BlockAdmission>YES</BlockAdmission>
            </BlockingStatus>
            <PricingInfoList>
                <PricingInfo>. . . </PricingInfo>
            </PricingInfoList>
        </QueryContactResponse>
    </Body>
</Envelope>
```

17.2.1.5 Example QueryContactResponse message when request is sent using a secure connection (no error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-16 10:30:47</TimeStamp>
    </Header>
    <Body>
        <QueryContactResponse>
            <ExternalID>ExternalID1</ExternalID>
            <IdentificationNo>IdNo</IdentificationNo>
            <GalaxyContactID>123</GalaxyContactID>
            <ContactGUID>{XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX}</ContactGUID>
            <JobTitle/>
            <NameTitleID/>
            <FirstName>John</FirstName>
            <MiddleName>M</MiddleName>
            <LastName>Smith</LastName>
            <NameSuffixID/>
            <Street1>123 Main St</Street1>
            <Street2/>
            <Street3/>
            <City>Seattle</City>
            <State>WA</State>
            <ZIP>98156</ZIP>
            <CountryCode>US</CountryCode>
            <Phone>6109874000</Phone>
            <Fax/>
            <Cell/>
            <Email>jsmith@xyz.com</Email>
            <Primary>NO</Primary>
            <AllowEmail>NO</AllowEmail>
            <AllowMailings>NO</AllowMailings>
            <ContactNote/>
            <SpecialNeeds>NO</SpecialNeeds>
            <Deceased>NO</Deceased>
            <LogOn>
                            <SystemLogonID>31</SystemLogonID>
                            <Username>MyUsername</Username>
                            <Password>MyPassword</Password>
            </LogOn>
            <TotalPaymentContracts>1</TotalPaymentContracts>
            <BlockingStatus>
                <BlockOrders>YES</BlockOrders>
                <BlockTickets>NO</BlockTickets>
                <BlockPasses>NO</BlockPasses>
                <BlockAdmission>YES</BlockAdmission>
            </BlockingStatus>
            <PaymentInfo>
                <CardNo>4005550000000019</CardNo>
                <CardToken>ZT9l1AMq5flHqh5znPTizg==</CardToken>
                <CardHolderName>John M Smith</CardHolderName>
                <ExpDate>1206</ExpDate>
                <Primary>YES</Primary>
            </PaymentInfo>
        </QueryContactResponse>
    </Body>
</Envelope>
```

17.2.1.6 Example QueryContactResponse message for a pass contact

```xml
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2021-08-24 12:10:55</TimeStamp>
    </Header>
    <Body>
        <QueryContactResponse>
            <FirstName>John</FirstName>
            <MiddleName/>
            <LastName>Person</LastName>
            <IdentificationNo/>
```

```xml
<IdentificationNo/>
<Street1>123 Main St</Street1>
<Street2/>
<Street3/>
<City>Gilbertsville</City>
<State>PA</State>
<ZIP>19525</ZIP>
<CountryCode>US</CountryCode>
<Phone>1234567890</Phone>
<Fax/>
<Cell/>
<Email>test@gmail.com</Email>
<ExternalID/>
<JobTitle/>
<Primary>NO</Primary>
<ContactNote/>
<NameTitleID>0</NameTitleID>
<NameSuffixID>0</NameSuffixID>
<TotalPaymentContracts>0</TotalPaymentContracts>
<AllowEmail>YES</AllowEmail>
<AllowMailings>YES</AllowMailings>
<DOB>1900-01-01 00:00:00</DOB>
<AgeGroup>0</AgeGroup>
<Gender>0</Gender>
<SpecialNeeds>NO</SpecialNeeds>
<Deceased>NO</Deceased>
<BlockingStatus>
    <BlockOrders>NO</BlockOrders>
    <BlockTickets>NO</BlockTickets>
    <BlockPasses>NO</BlockPasses>
    <BlockAdmission>NO</BlockAdmission>
</BlockingStatus>
<Memberships>
    <Membership>
        <ExpirationDate>2022-02-13</ExpirationDate>
        <IsRenewable>NO</IsRenewable>
        <ProductName>Child Platinum Pass Renewal</ProductName>
        <VisualID>102501000000090</VisualID>
        <PaymentContractAutoRenew>NO</PaymentContractAutoRenew>
        <Status>0</Status>
        <Members>
            <Member>
                <PassNo>539</PassNo>
                <PassKind>3</PassKind>
                <ContactID>904</ContactID>
                <VisualID>102501000000090</VisualID>
                <PictureID>0</PictureID>
                <PreviousID>538</PreviousID>
                <MemberType>0</MemberType>
                <Primary>YES</Primary>
                <PLU>PS101100002CPR</PLU>
                <Status>0</Status>
                <StatusText>Valid</StatusText>
                <OrderLineID>0</OrderLineID>
                <RelationshipTypeID>0</RelationshipTypeID>
                <RelationshipDescription/>
                <JointMemberID>0</JointMemberID>
                <HasAppleWalletData>NO</HasAppleWalletData>
                <BlockingStatus>
                    <BlockOrders>NO</BlockOrders>
                    <BlockTickets>NO</BlockTickets>
                    <BlockPasses>NO</BlockPasses>
                    <BlockAdmission>NO</BlockAdmission>
                </BlockingStatus>
                <FirstName>John</FirstName>
                <MiddleName/>
                <LastName>Person</LastName>
                <IdentificationNo/>
                <Street1>123 Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Gilbertsville</City>
                <State>PA</State>
                <ZIP>64804-4500</ZIP>
                <CountryCode>US</CountryCode>
                <Phone>1234567890</Phone>
                <Fax/>
```

```
                <Cell/>
                <Email>test@gmail.com</Email>
                <ExternalID>904</ExternalID>
                <JobTitle/>
                <ContactNote/>
                <NameTitleID>0</NameTitleID>
                <NameSuffixID>0</NameSuffixID>
                <TotalPaymentContracts>0</TotalPaymentContracts>
                <AllowEmail>NO</AllowEmail>
                <AllowMailings>NO</AllowMailings>
                <DOB>1899-12-30 00:00:00</DOB>
                <AgeGroup>0</AgeGroup>
                <Gender>0</Gender>
                <SpecialNeeds>NO</SpecialNeeds>
                <Deceased>NO</Deceased>
                <PhoneNumbers>
                    <PhoneNumber>
                        <PhoneType>0</PhoneType>
                        <Phone>1234567890</Phone>
                        <AllowContact>NO</AllowContact>
                    </PhoneNumber>
                </PhoneNumbers>
            </Member>
        </Members>
        <AssociatedMembers>
            <AssociatedMember>
                <PassNo>541</PassNo>
                <PassKind>3</PassKind>
                <ContactID>927</ContactID>
                <VisualID>101501000000095</VisualID>
                <PictureID>0</PictureID>
                <PreviousID>0</PreviousID>
                <MemberType>0</MemberType>
                <Primary>NO</Primary>
                <PLU>PS101100001AP</PLU>
                <Status>0</Status>
                <StatusText>Valid</StatusText>
                <OrderLineID>0</OrderLineID>
                <RelationshipTypeID>0</RelationshipTypeID>
                <RelationshipDescription/>
                <JointMemberID>0</JointMemberID>
                <HasAppleWalletData>YES</HasAppleWalletData>
                <IsRenewable>NO</IsRenewable>
                <ExpirationDate>2022-06-16</ExpirationDate>
                <ProductName>Adult Platinum Pass</ProductName>
                <FirstName>Jane</FirstName>
                <MiddleName/>
                <LastName>Person</LastName>
                <IdentificationNo/>
                <Street1>123 Main St</Street1>
                <Street2/>
                <Street3/>
                <City>Gilbertsville</City>
                <State>PA</State>
                <ZIP>19525</ZIP>
                <CountryCode>US</CountryCode>
                <Phone>1234567890</Phone>
                <Fax/>
                <Cell/>
                <Email>test@gmail.com</Email>
                <ExternalID/>
                <JobTitle/>
                <ContactNote/>
                <NameTitleID>0</NameTitleID>
                <NameSuffixID>0</NameSuffixID>
                <TotalPaymentContracts>0</TotalPaymentContracts>
                <AllowEmail>YES</AllowEmail>
                <AllowMailings>YES</AllowMailings>
                <DOB>1900-01-01 00:00:00</DOB>
                <AgeGroup>0</AgeGroup>
                <Gender>0</Gender>
                <SpecialNeeds>NO</SpecialNeeds>
                <Deceased>NO</Deceased>
                <PhoneNumbers>
                    <PhoneNumber>
                        <PhoneType>0</PhoneType>
                        <Phone>1234567890</Phone>
```

```
                                <Phone>1234567890</Phone>
                                <AllowContact>YES</AllowContact>
                            </PhoneNumber>
                        </PhoneNumbers>
                    </AssociatedMember>
                </AssociatedMembers>
            </Membership>
        </Memberships>
        <LogOn>
            <SystemLogonID>0</SystemLogonID>
            <Username/>
            <Password/>
            <RequirePasswordChange>NO</RequirePasswordChange>
        </LogOn>
        <PhoneNumbers>
            <PhoneNumber>
                <PhoneType>0</PhoneType>
                <Phone>1234567890</Phone>
                <AllowContact>YES</AllowContact>
            </PhoneNumber>
        </PhoneNumbers>
    </QueryContactResponse>
    </Body>
</Envelope>
```

17.2.1.7 Example QueryContactResponse message (error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactResponse</MessageType>
        <SourceID/>
        <TimeStamp>2005-08-16 10:30:47</TimeStamp>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>2101</ErrorCode>
                <ErrorText>Unable to return contact data, contact with ExternalID of ExternalID1 not
found</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

18 QueryContactHistory Message

The QueryContactHistory message is used to query the purchase history of an individual (contact) in the Galaxy database.

18.1 Message Format

Following sections describes the format of the QueryContactHistory message.

18.1.1 QueryContactHistory Message

QueryContactHistory message is sent by the Web Store to eGalaxy server to retrieve the purchase history for an individual contact from the Galaxy database. Upon receiving this message, eGalaxy server looks up the purchase history for the given contact and returns the data back to the Web Store.

18.1.1.1 Request Message Parameters

The QueryContactHistory element appears in the Body of this message. QueryContactHistory is the only field or element supported in the QueryContactHistory message.

Field	Description	Type
QueryContactHistory	<QueryContactHistory> element	Element

18.1.1.1.1 <QueryContactHistory> Element

The QueryContactHistory element has a Query element.

Field	Description	Type
Query	<Query> element	Element

Following fields are supported within Query element of the QueryContactHistory message:

Field	Description	Type
ExternalID	ExternalID of the contact for which purchase history is being requested	Text (20)

18.1.1.2 Example QueryContactHistory request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactHistory</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-19 09:10:05</TimeStamp>
    </Header>
    <Body>
        <QueryContactHistory>
            <Query>
                <ExternalID>ExternalID1</ExternalID>
            </Query>
        </QueryContactHistory>
    </Body>
</Envelope>
```

18.1.2 QueryContactHistoryResponse Message

QueryContactHistoryResponse message is sent in response to the QueryContactHistory message. QueryContactHistoryResponse message includes the purchase history of an individual contact.

18.1.2.1 Message Parameters

The QueryContactHistoryResponse element appears in the Body of this message. QueryContactHistoryResponse is the only field or element

supported in the QueryContactHistoryResponse message.

Field	Description	Type
QueryContactHistoryResponse	<QueryContactResponse> element	Element

18.1.2.1.1 <QueryContactHistoryResponse> Element

The QueryContactHistoryResponse element has following fields:

Field	Description	Type
ExternalID	ExternalID of the contact for which purchase history was being requested	Text (20)
GalaxyContactID	ContactID from Galaxy's CustContacts table for this contact	Numeric
Tickets	<Tickets> element	Element

The <Tickets> element has one or more <Ticket> elements and following fields are supported within the <Ticket> element:

Field	Description	Type
VisualID	VisualID of the ticket	Text (40)
Status	Current ReplenishStatus of the ticket from SuperTickets table 0. Not valid for replenishment 1. Valid for replenishment 2. Used 3. Replenishment cancelled 4. Replenishment suspended	Numeric

18.1.2.2 Example QueryContactHistoryResponse message (no error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactHistoryResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-19 09:10:07</TimeStamp>
    </Header>
    <Body>
        <QueryContactHistoryResponse>
            <ExternalID>ExternalID1</ExternalID>
            <GalaxyContactID>123</GalaxyContactID>
            <Tickets>
                <Ticket>
                    <VisualID>10000004083000017</VisualID>
                    <Status>0</Status>
                </Ticket>
                <Ticket>
                    <VisualID>10000004083000056</VisualID>
                    <Status>1</Status>
                </Ticket>
                <Ticket>
                    <VisualID>10000004083000099</VisualID>
                    <Status>3</Status>
                </Ticket>
            </Tickets>
        </QueryContactHistoryResponse>
    </Body>
</Envelope>
```

18.1.2.3 Example QueryContactHistoryResponse message (with error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryContactHistoryResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-08-19 09:10:07</TimeStamp>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>2301</ErrorCode>
                <ErrorText>Unable to return purchase history, contact with ExternalID of ExternalID1 not
found</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

19 ReplenishTicket Message

The ReplenishTicket message is used to manually replenish the ticket(s) purchased by individual guests on the Web store.

19.1 Message Format

Following sections describes the format of the ReplenishTicket message.

19.1.1 ReplenishTicket Message

ReplenishTicket message is sent by the Web Store to eGalaxy server to manually replenish a ticket. Upon receiving this message, eGalaxy server does the processing to replenish the ticket given in the request. If the ticket is replenished successfully the new ticket's VisualID and the status is returned by eGalaxy. If eGalaxy is unable to replenish the ticket due to an error, the error is returned in the response.

19.1.1.1 Request Message Parameters

The ReplenishTicket element appears in the Body of this message. ReplenishTicket is the only field or element supported in the ReplenishTicket message.

Field	Description	Type
ReplenishTicket	<ReplenishTicket> element	Element

19.1.1.1.1 <ReplenishTicket> Element

Following fields are supported within ReplenishTicket element

Field	Description	Type
VisualID	VisualID or barcode of the ticket to replenish	Text (40)

19.1.1.2 Example ReplenishTicket request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>ReplenishTicket</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-10-21 11:54:45</TimeStamp>
    </Header>
    <Body>
        <ReplenishTicket>
            <VisualID>10001004083000055</VisualID>
        </ReplenishTicket>
    </Body>
</Envelope>
```

19.1.2 ReplenishTicketResponse Message

ReplenishTicketResponse message is sent in response to the ReplenishTicket message. ReplenishTicketResponse message indicates the result indicating if the ticket was replenished successfully or not.

19.1.2.1 Message Parameters

The ReplenishTicketResponse element appears in the Body of this message. ReplenishTicketResponse is the only field or element supported in the ReplenishTicket Response message.

Field	Description	Type
ReplenishTicketResponse	<ReplenishTicketResponse> element	Element

19.1.2.1.1 <ReplenishTicketResponse> Element

The ReplenishTicketResponse element has following fields:

Field	Description	Type
VisualID	VisualID of the ticket	Text (20)
ReplenishStatus	Replenish status for the ticket. Following status values are allowed for this field: 1 – Activate replenishment 3 – Cancel the replenishment 4 – Suspend the replenishment	Numeric
Amount	Total amount charged on the credit card	Currency
CardNo	Credit card used for payment. This will display a secure version of the card number, masking all but the last four digits.	Text (50)
AuthCode	Authorization code for the transaction	Text (8)

19.1.2.2 Example ReplenishTicketResponse message (no error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>ReplenishTicketResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-10-21 11:55:58</TimeStamp>
    </Header>
    <Body>
        <ReplenishTicketResponse>
            <VisualID>10001004083000055</VisualID>
            <ReplenishStatus>1</ReplenishStatus>
            <Amount>10.85</Amount>
            <CardNo>4005550000000019</CardNo>
            <AuthCode>12345</AuthCode>
        </ReplenishTicketResponse>
    </Body>
</Envelope>
```

19.1.2.3 Example ReplenishTicketResponse (error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>ReplenishTicketResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2005-10-21 11:54:45</TimeStamp>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>2504</ErrorCode>
                <ErrorText>Unable to replenish ticket 10001004083000055 due to an error: Unable to located
ticket 10001004083000055</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

20 ImportPass Message

The ImportPass message is used to import passes into Galaxy's Passes table using eGalaxy server.

20.1 Message Format

Following sections describes the format of the ImportPass message.

20.1.1 ImportPass Message

ImportPass message is used to create new pass in Galaxy. Most likely these passes are sold in the third party systems and they need to be in Galaxy's Passes table so they can be validated at the turnstile or can be used to issue pass required tickets. The ImportPass message is supported in real-time, and file import. When sending ImportPass message in real-time, a single pass per request is supported but if you are using file import then multiple passes per file can be sent. Importing passes thru file import is explained in the later sections.

The ImportPass message includes the pass related data to be imported with the pass.

20.1.1.1 Request Message Parameters

The <Pass> element appears in the Body of this message.

Field	Description	Type
Pass	<Pass> element	Element

20.1.1.1.1 <Pass> Element

Please refer to <Pass> element for more details related to the XML format for this element. The <Pass> element is described under sub section "<Pass> Element" of section "Common Element Formats"

NOTES:

- If data for pass fields VisualID, PassAcct, ValidUntil, and MaxParty is not given in the request, the system will generate the data for these fields using the current configuration on the Items, PassKinds and AccessCodes table
- Data for these fields on the pass record is obtained from the PLU definition (Items SQL table): Kind, Price, Category, SubCat, TaxFlags, ProdNo, FKey, AccessCode, FKeyFlags, FKeyKind, and TaxMethods
- Data for Tax field on the pass record is calculated by eGalaxy using the price on the PLU
- Data for these fields on the pass record is obtained from eGalaxyConfig: NodeNo
- Data for DiscountID and LimitCount fields on the pass record is populated from what is configured on the PassKind for the same fields

20.1.1.2 Example ImportPass request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-03-28 09:35:60</TimeStamp>
        <MessageType>ImportPass</MessageType>
    </Header>
    <Body>
        <Pass>
            <VisualID>20000258000002</VisualID>
            <FirstName>John</FirstName>
            <MiddleName>J</MiddleName>
            <LastName>Smith</LastName>. . . </Pass>
    </Body>
</Envelope>
```

20.1.2 ImportPassResponse Message

ImportPassResponse message is sent in response to the ImportPass message. ImportPassResponse message indicates the result indicating if the pass was imported successfully or not.

20.1.2.1 Message Parameters

If the ImportPass message is processed successfully and the pass is imported into Galaxy's Passes table then Body of the ImportPassResponse message includes a Status element with status code of 0 (OK).

If errors were found when processing the ImportPass message, then <ImportPassErrors> element is found within the Body of the ImportPassResponse message.

Following examples describes the response message parameters.

20.1.2.2 Example ImportPassResponse message (no error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-03-28 10:05:00</TimeStamp>
        <MessageType>ImportPassResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

20.1.2.3 Example ImportPassResponse message (error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-03-28 10:05:55</TimeStamp>
        <MessageType>ImportPassResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>2800</StatusCode>
            <StatusText>ImportPass request error</StatusText>
        </Status>
        <ImportPassErrors>
            <Error>
                <ErrorCode>2806</ErrorCode>
                <ErrorText>Item does not have a pass kind</ErrorText>
            </Error>
        </ImportPassErrors>
    </Body>
</Envelope>
```

20.1.3 Sending ImportPass message in a file

eGalaxy server supports importing passes from a file via ImportPass message. To do this, create a file with ImportPass request containing <Passes> element in the request. eGalaxy server will import each pass under the <Passes> element individually and if a pass cannot be imported due to an error then a rejected file is created with those passes for reprocessing.

To send ImportPass message containing multiple passes via eGalaxy server file import process, you need to add <Passes> element in the body of the ImportPass message.

The <Passes> element contains one or more <Pass> elements. The <Pass> element is described under sub section "<Pass> Element" of section "Common Element Formats".

Note: The <Passes> element is ONLY supported in ImportPass message for sending this message in a file. If you are sending the ImportPass message in real-time to eGalaxy server via HTTP POST request then only one pass is supported and hence you cannot use <Passes> element in the <Body> of the ImportPass message.

20.1.3.1 ImportPass request with multiple passes for sending in a file

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2012-03-28 10:05:55</TimeStamp>
        <MessageType>ImportPassResponse</MessageType>
    </Header>
    <Body>
        <Passes>
            <Pass>
                <VisualID>20000258000005</VisualID>
                <FirstName>John</FirstName>
                <MiddleName>J</MiddleName>
                <LastName>Smith</LastName>. . . </Pass>
            <Pass>
                <VisualID>20000258000006</VisualID>
                <FirstName>Jen</FirstName>
                <MiddleName>D</MiddleName>
                <LastName>Smith</LastName>. . . </Pass>
        </Passes>
    </Body>
</Envelope>
```

21 SendPasswordReminder Message

The SendPasswordReminder message is used to send password reminder e-mails to the guests who have an account created on the Web store for their online purchases.

21.1 Message Format

Following sections describes the format of the SendPasswordReminder message.

21.1.1 SendPasswordReminder Message

A SendPasswordReminder message is used to send password reminder e-mails to the guests who have forgot their password after creating an account on the Web store for their online purchases. The SendPasswordReminder message can only be sent in real-time to eGalaxy server.

Username and E-mail address of the guest who has forgotten the account password is included in the SendPasswordReminder request. Upon receiving the message, eGalaxy server looks up the user's account by matching the Username and E-mail address. If no account is found, an error is returned. If an account is located by eGalaxy server, then an e-mail is sent to the guest's e-mail address with information to aid them in resetting their password. The E-mail template to use for this password reminder e-mail can be configured in eGalaxy server under eGalaxyConfig>eGalaxy Source tab>eGalaxySources button>eGalaxySource edit screen>E-mail tab>Templates button>Password reminder e-mail template.

21.1.1.1 Request Message Parameters

Following fields appear in the Body of this message.

Field	Description	Type
Username	Username of the guest to whom password reminder e-mail needs to be sent	Text (100)
Email	E-mail address of the guest	Text (128)
PasswordResetURL	The base URL that the guest should be directed to to complete the password reset process.	Text
Mode	The mode that the SendPasswordReminder request is operating under. Possible values of SendResetToken and UpdatePasswordFromReset. See the <Mode> element section below.	Text
TokenToValidate	The Token to verify when the Mode element = UpdatePasswordFromReset.	Text
NewPassword	If Mode = UpdatePasswordFromReset, this element contains the new password for the SystemLogon record	Text

21.1.1.2 <Mode> Element

The <Mode> element appears within the <SendPasswordReminder> element and contains text specifying how the request should be processed.

Value	Description
SendResetToken	Send a password reminder to the guest (Default)
UpdatePasswordFromReset	Verify the provided token value. This will be used during the process of validating a password reset operation on the eGalaxy Web Store.

Order Command values are not case-sensitive i.e. eGalaxy treats both "Add" and "ADD" as the same command. The default command is "Add" when the OrderCommand element is not present in the <Order> element. This provides compatibility with applications developed for earlier versions of eGalaxy which did not implement the OrderCommand element and assumed all <Order> elements were new orders.

21.1.1.3 Example SendPasswordReminder request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-09-15 10:00:00</TimeStamp>
        <MessageType>SendPasswordReminder</MessageType>
    </Header>
    <Body>
        <Username>GuestUsername</Username>
        <Email>guestemailaddress@guestdomain.com</Email>
        <PasswordResetURL>https://www.mywebstore.com/webstore/passwordreset.aspx</PasswordResetURL>
    </Body>
</Envelope>
```

21.1.2 SendPasswordReminderResponse Message

SendPasswordReminderResponse message is sent in response to the SendPasswordReminder request. SendPasswordReminderResponse message indicates the result indicating if the password reminder e-mail was successfully sent to the guest.

21.1.2.1 Message Parameters

If the SendPasswordReminder message is processed successfully and the password reminder e-mail is sent successfully to the guest, then Body of the SendPasswordReminderResponse message is empty.

If errors were found when processing the SendPasswordReminder message, then <Errors> element is found within the Body of the SendPasswordReminderResponse message.

Following examples describes the response message parameters.

21.1.2.2 Example SendPasswordReminderResponse message (no error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-09-15 00:00:00</TimeStamp>
        <MessageType>SendPasswordReminderResponse</MessageType>
    </Header>
    <Body/>
</Envelope>
```

21.1.2.3 Example SendPasswordReminderResponse message (error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-09-15 00:00:00</TimeStamp>
        <MessageType>SendPasswordReminderResponse</MessageType>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>2403</ErrorCode>
                <ErrorText>Unable to find the account with the given username(GuestUsername) and e-mail
address(guestemailaddress@guestdomain.com) due to this error: Cannot find a system logon for username
GuestUsername</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

22 CreateTickets Message

CreateTicket message allows you to...

- Create tickets without creating an order or reservation in Galaxy.
- Create a ticket with the status of Inactive by sending the ticket as a foreign media ticket. To do this you have to set the status of the PLU to Inactive on item definition in Galaxy.

CreateTicket message returns the VisualIDs of the new tickets back to the sender in the response.

22.1 Message Format

The CreateTickets message will be used to create a new ticket in the Galaxy database, and journalize the sale in the SQL journal.

To create the new tickets, the client must provide the PLU of the tickets that should be created. Optionally, the client can also specify the price of the tickets. If the tickets are not free tickets, a payment message must also be included equal to the price of the tickets.

A CreateTicketsResponse message will be generated by eGalaxy and sent back to the client. If the ticket creation was successful, the visual IDs of the new tickets will be included in the response message. If not successful, error messages will be returned.

22.1.1 CreateTickets Message Fields

The CreateTickets request message will be in the standard eGalaxy message format. The body of the CreateTickets message will contain a TicketCreation element, which will contain one or more ticket elements.

22.1.1.1 <TicketCreation> Element

The <TicketCreation> element contains a list indicating the types of tickets that will be created. The system does not allow multiple TicketCreation elements in a single CreateTickets message.

Field	Description	Type
CustomerID	Optional. Galaxy ID of the customer to which the activation fee (price of the ticket) is charged. Must be in the list of customers specified for the eGalaxySource	Numeric
SalesProgram	Optional. Sales program ID of the sales program that should be applied to this transaction.	Numeric
<Tickets>	Tickets to be created by eGalaxy.	Element

22.1.1.2 <Tickets> Element

The <Tickets> element contains one or more <Ticket> elements for tickets that are to be created.

Note: Since the command applies to all tickets in the request, the response will indicate an error if the command fails for one of the tickets and NONE of the tickets will be processed. The error response will indicate which ticket(s) caused the error(s).

22.1.1.3 <Ticket> Element

The ticket element indicates the PLU's of the tickets that are to be created and, optionally, the prices of the tickets.

Field	Description	Type
ItemCode / PLU	Item's Galaxy item code i.e. PLU	Text(20)
Qty	Quantity of tickets to be created. The quantity will be assumed 1 to be if this field is not present.	Numeric
Price	Price of the activated ticket	Currency
EventID	Event ID of the event that applies to the ticket. (Optional)	Numeric
ResourceID	Resource ID the ticket was sold for. This field is required if the event is configured to sell with multiple resources. (Optional)	Numeric
TicketDate	Ticket date that will be applied to the ticket. (Optional)	DateTime
ExpirationDate	Expiration date that will be set on the ticket. (Optional)	DateTime
DateSold	The date the ticket was sold. (Optional)	DateTime

Section	Section of the ticket's eat assignment data (Optional)	Text (40)
Row	Row of the ticket's seat assignment data (Optional)	Text (40)
Seat	Seat of the ticket's seat assignment data (Optional)	Text (40)

22.1.1.4 <Payments> Element

The <Payments> element contains one or more <Payment>.

22.1.1.5 <Payment> Element

A Payment indicates payments applied to the ticket sale. A payment element includes the following elements:

Field	Description	Type
PaymentCode	Galaxy Form of payment number (value 10-89)	Numeric
Description	Text description payment	Text (40)
Amount	Payment amount	Currency
PaymentDate	Date the payment was made, or authorized if credit card. (Optional)	DateTime
Endorsement	For credit cards, the credit card account number. For vouchers, the unique voucher number (Optional)	Text (30)
ExpDate	Credit Card expiration date, if credit card payment (Optional)	Numeric MMYY
CardHolderName	Name of credit card holder printed on the card	Text
AuthCode	Authorization Code from payment processor (Optional)	Text (8)
TransID	Transaction ID from payment processor (Optional)	Text (15)
ValidationCode	Validation code from payment processor (Optional)	Text (4)
PSI	Payment Service Indicator from payment processor (Optional)	Text (1)
PayOnIssuance	Set to apply payment when the order is issued (or pickup) (Optional)	Boolean
BillingStreet	Street address of the billing address, used for AVS verification (Optional)	Text (30)
BillingZIP	Zip or postal code of the billing address, used for AVS verification (Optional)	Text (16)
CVN	Card Verification Number, used to verify credit card (Optional)	Numeric
GxKeyID	Foreign key to GxKeys.GxKeyID, this element defines what GxKeyID to use to decrypt the Endorsement element. If this value is non-zero, the system assumes the text in the Endorsement element is encrypted	Numeric
ExternalKeyID	Foreign key to GxKeys.ExternalKeyID. If a GxKeyID value is specified, it will always be used in place of this element. If ExternalKeyID is the only element defined, it will be used to look up the appropriate key in the GxKeys table in order to decrypt the Endorsement element. If this value is non-blank, the system assumes the text in the Endorsement element is encrypted	Text(100)

Note: Same field list as Order Payment Line.

22.1.1.6 Example CreateTickets request

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>Partner12345</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CreateTickets</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2004-02-04 18:01:09</TimeStamp>
    </Header>
    <Body>
        <TicketCreation>
            <CustomerID>123456</CustomerID>
            <Tickets>
                <Ticket>
                    <PLU>101010</PLU>
                    <Price>39.95</Price>
                </Ticket>
                <Ticket>
                    <PLU>101012</PLU>
                    <Price>19.95</Price>
                    <Qty>2</Qty>
                </Ticket>
            </Tickets>
            <Payments>
                <Payment>
                    <PaymentCode>42</PaymentCode>
                    <Description>Charge</Description>
                    <Endorsement>123456789</Endorsement>
                    <Amount>59.90</Amount>
                </Payment>
            </Payments>
        </TicketCreation>
    </Body>
</Envelope>
```

22.1.2 CreateTicketsResponse Message

The CreateTicketsResponse message will be returned to the client when eGalaxy has finished processing the CreateTickets message. The response will contain either information about the new tickets that were created, or information about errors that prevented the creation of the tickets.

22.1.2.1 <TicketCreationResponse> Element

The <TicketCreationResponse> message contains one or more <CreatedTicket> elements that contain information about the new tickets.

22.1.2.2 <CreatedTicket> Element

The <CreatedTicket> element contains the PLU and visual ID of a ticket that was created in eGalaxy.

Field	Description	Type
VisualID	Visual ID of the created ticket. This field will always be present in the CreatedTicket message.	Text (40)
ItemCode / PLU	PLU of the created ticket. This field will always be present in the CreatedTicket message	Text (20)
EventID	This field will only be added if EventID is non-zero for the ticket.	Numeric
TicketDate	This field will only exist if the ticket has a TicketDate specified.	DateTime
ExpirationDate	This field will only be added if the ticket has an ExpirationDate specified.	DateTime
DateSold	This field will only be added if the ticket has a DateSold field added.	DateTime

22.1.2.3 <TicketCreationErrors> Element

The <TicketCreationErrors> Element contains one or more <TicketCreationError> elements. For each ticket that the indicated command was unsuccessful, the <TicketCreationErrors> element contains a <TicketCreationError> element with the specifics of the error.

22.1.2.4 <TicketCreationError> Element

Each <TicketCreationError> element contains the PLU of the ticket that could not be created, and an <Errors> element containing individual

<Error> elements. Each of these <Error> elements contains an <ErrorCode> and an <ErrorText> element describing the specifics of the error.

Field	Description	Type
PLU	PLU of the creation request that caused an error	Text(40)
ErrorCode	Code indicating reason for error	Numeric
ErrorText	Text description of error code	Text

22.1.2.5 Example CreateTicketsResponse message (no error)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CreateTicketsResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2002-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
        <TicketCreationResponse>
            <CreatedTicket>
                <VisualID>115300034321</VisualID>
                <PLU>101010</PLU>
            </CreatedTicket>
            <CreatedTicket>
                <VisualID>125300034322</VisualID>
                <PLU>101012</PLU>
            </CreatedTicket>
            <CreatedTicket>
                <VisualID>125300034323</VisualID>
                <PLU>101012</PLU>
            </CreatedTicket>
        </TicketCreationResponse>
    </Body>
</Envelope>
```

22.1.2.6 Example CreateTicketsResponse message (error)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>CreateTicketsResponse</MessageType>
        <SessionID>9507</SessionID>
        <TimeStamp>2002-02-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>2700</StatusCode>
            <StatusText>Ticket creation request error</StatusText>
        </Status>
        <TicketCreationErrors>
            <TicketCreationError>
                <PLU>1020201</PLU>
                <Errors>
                    <Error>
                        <ErrorCode>2704</ErrorCode>
                        <ErrorText>Item does not exist</ErrorText>
                    </Error>
                </Errors>
            </TicketCreationError>
        </TicketCreationErrors>
    </Body>
</Envelope>
```

23 EncryptionKey Message

The EncryptionKey message is used to create an encryption key in the Galaxy system.

23.1 Message Format

The EncryptionKey message will be used to an encryption key in the Galaxy system, and potentially enable this key as the default encryption key.

23.1.1 EncryptionKey Message Fields

The EncryptionKey request message will be in the standard eGalaxy message format. The body of the EncryptionKey message will contain one EncryptionKey element.

23.1.1.1 <EncryptionKey> Element

The <EncryptionKey> element contains a single encryption key to be imported into the Galaxy system. Multiple <EncryptionKey> elements are not supported in a single message.

Field	Description	Type
KeyName	Name for this encryption key	Text(100)
GxKeyID	Optional. The internal numeric key used to associate an encrypted value to a GxKey. If this element is zero or not specified, the system will generate one.	Numeric
PassPhrase	The Passphrase to use for this encryption key. If an ExternalKey is specified, the PassPhrase cannot be specified.	Text(200)
ExternalKeyID	An alphanumeric ID to associate with this encryption key. This is normally used in conjunction with the ExternalKey. Galaxy tables will still reference the GxKeyID, but this external ID can be used by external systems.	Text(100)
ExternalKey	The ExternalKey to use for this encryption key. If a PassPhrase is specified, the ExternalKey cannot be specified. NOTE: The value of the element MUST be Base64 encoded.	Text(255)
DefaultEncryptionKey	Defines whether or not this encryption key should become the "default" encryption key. Defining an imported key as the default will take immediate effect in eGalaxy server, but all other applications (Web Order Processor, Galaxy, etc) will need to be restarted in order to realize the new default encryption key.	Boolean
EncryptionSchemeID	Defines the encryption scheme used for the key, where: 0 = AES/Rijndael 256-bit (CFB 8-bit Mode) 1 = AES/Rijndael 256-bit (CBC Mode)	Integer

23.1.1.2 Example EncryptionKey request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>0</MessageID>
        <MessageType>EncryptionKey</MessageType>
        <TimeStamp>2007-11-26 09:42:09</TimeStamp>
    </Header>
    <Body>
        <EncryptionKey>
            <KeyName>Imported Encryption Key</KeyName>
            <GxKeyID/>
            <PassPhrase/>
            <ExternalKeyID>EXTERNAL-Key1</ExternalKeyID>
            <ExternalKey>22ffeee3587ca4730c3d33b691df38bab076bc558</ExternalKey>
            <DefaultEncryptionKey>YES</DefaultEncryptionKey>
        </EncryptionKey>
    </Body>
</Envelope>
```

23.1.2 EncryptionKeyResponse Message

The EncryptionKey message will be returned to the client when eGalaxy has finished processing the EncryptionKey message. The response will contain either information about the new tickets that were created, or information about errors that prevented the creation of the tickets.

23.1.2.1 Example EncryptionKeyResponse message (no error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>65</MessageID>
        <MessageType>EncryptionKeyResponse</MessageType>
        <SourceID/>
        <TimeStamp>2007-11-26 09:56:11</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

23.1.2.2 Example EncryptionKeyResponse message (error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>65</MessageID>
        <MessageType>EncryptionKeyResponse</MessageType>
        <SourceID/>
        <TimeStamp>2007-11-26 09:56:11</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>2902</ErrorCode>
                <ErrorText>The specified ExternalKeyID (EXTERNAL-Key1) already exists</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

24 GetPaymentPlanSalesData Message

The GetPaymentPlanSalesData message is used to retrieve the PaymentPlan sales data from the Galaxy system.

24.1 Message Format

Following sections describes format of the GetPaymentPlanSalesData message.

24.1.1 GetPaymentPlanSalesData Message Fields

The GetPaymentPlanSalesData message will be in the standard eGalaxy message format. The body of the message will contain a <PaymentPlan> element.

24.1.1.1 <PaymentPlan> Element

The <PaymentPlan> element contains a PaymentPlan for which sales data is being requested from the Galaxy system.

Field	Description	Type
PaymentPlanID	ID of the PaymentPlan	Numeric
ExternalContactID	External ID of the contact	Text(20)

24.1.1.2 Example GetPaymentPlanSalesData request

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>0</MessageID>
        <MessageType>GetPaymentPlanSalesData</MessageType>
        <TimeStamp>2007-11-26 09:42:09</TimeStamp>
    </Header>
    <Body>
        <PaymentPlan>
            <PaymentPlanID>123</PaymentPlanID>
            <ExternalContactID>A123</ExternalContactID>
        </PaymentPlan>
    </Body>
</Envelope>
```

24.1.1.3 GetPaymentPlanSalesDataResponse Message

The GetPaymentPlanSalesDataResponse message is returned to the sender in response to the GetPaymentPlanSalesData message. The response contains either the sales data for the PaymentPlanID given in the request, or information about errors that prevented the message from being processed.

24.1.1.4 Example GetPaymentPlanSalesDataResponse message (no error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageType>GetPaymentPlanSalesDataResponse</MessageType>
        <SourceID/>
        <TimeStamp>2007-11-26 09:56:11</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <GetPaymentPlanSalesDataResponse>
            <PaymentPlanID>1</PaymentPlanID>
            <ExternalContactID>A123</ExternalContactID>
            <TotalItemsSold>10</TotalItemsSold>
        </GetPaymentPlanSalesDataResponse>
    </Body>
</Envelope>
```

24.1.1.5 Example GetPaymentPlanSalesDataResponse message (error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>65</MessageID>
        <MessageType>GetPaymentPlanSalesDataResponse</MessageType>
        <SourceID/>
        <TimeStamp>2007-11-26 09:56:11</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>3000</StatusCode>
            <StatusText>GetPaymentPlanSalesData request error</StatusText>
        </Status>
        <GetPaymentPlanSalesDataErrors>
            <GetPaymentPlanSalesDataError>
                <ErrorCode>3001</ErrorCode>
                <ErrorText>PaymentPlan with ID 1 not found in Galaxy database</ErrorText>
            </GetPaymentPlanSalesDataError>
        </GetPaymentPlanSalesDataErrors>
    </Body>
</Envelope>
```

25 CheckGroupSalesLimits Message

The CheckGroupSalesLimits message can be used to check GroupSalesLimits when selling groups on the Web store.

25.1 Message Format

Following sections describes format of the CheckGroupSalesLimits message.

25.1.1 CheckGroupSalesLimits Message Fields

The CheckGroupSalesLimits message will be in the standard eGalaxy message format. The body of the message will contain a <CheckGroupSalesLimits> element with the required data to check for GroupSales Limits.

25.1.1.1 <CheckGroupSalesLimits> Element

The <CheckGroupSalesLimits> element contains CustCategoryID, VisitDate, and Expected number of guests fields. Using the data sent for these fields, eGalaxy server will check for the Group Sales Limits and return the proper response indicating the success or failure of the check.

Field	Description	Type
CustCategoryID	Customer category ID	Numeric
VisitDate	Scheduled date for the group's arrival	DateTime
ExpectedNumGuests	The total number of people expected to arrive	Numeric

25.1.1.2 Example CheckGroupSalesLimits request

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>CheckGroupSalesLimits</MessageType>
        <TimeStamp>2008-01-23 09:55:52</TimeStamp>
    </Header>
    <Body>
        <CheckGroupSalesLimits>
            <CustCategoryID>123</CustCategoryID>
            <VisitDate>2008-01-23</VisitDate>
            <ExpectedNumGuests>50</ExpectedNumGuests>
        </CheckGroupSalesLimits>
    </Body>
</Envelope>
```

25.1.2 CheckGroupSalesLimitsResponse Message

The CheckGroupSalesLimitsResponse message is returned to the sender in response to the CheckGroupSalesLimits request. The response contains either result of the Group sales limit check, or information about errors that prevented the message from being processed.

25.1.2.1 <CheckGroupSalesLimitsResponse> Element

The <CheckGroupSalesLimitsResponse> element contains all the fields sent in the request to eGalaxy server and the fields providing the result (success or failure) of the check.

Following are the fields returned under a <CheckGroupSalesLimitsResponse> element:

Field	Description	Type
CustCategoryID	Customer category ID	Numeric
VisitDate	Scheduled date for the group's arrival	DateTime
ExpectedNumGuests	The total number of people expected to arrive	Numeric
CheckResult	0 – Check succeeded 1 – Check failed – VenueLimit Group qty exceeded	Numeric

	2 – Check failed – VenueLimit Guest qty exceeded 3 – Check failed – CustCategory Group qty exceeded 4 – Check failed – CustCategory Guest qty exceeded 5 – Check failed – Unexpected error. This is mainly a configuration problem in Galaxy Group Sales limit setup. For example, Checking for GroupSales Limit has failed. Reason: "The venue limits settings have not been configured" error	
CheckFailureReason	Detailed error message describing the reason of GroupSales Limit check failure	Text
MaxVenueGroupLimit	Max number of Venue Groups allowed. **=0** – No limit (unlimited venue groups allowed) **>0** – Limit is enforced and is equal to the non zero value	Numeric
MaxCategoryGroupLimit	Max number of CustCategory Groups allowed.	Numeric
MaxCategoryGuestLimit	Max number of CustCategory Guests allowed.	Numeric
VenueGroupQty	Total number of Venue Groups already sold	Numeric
VenueGuestQty	Total number of Venue Guests already sold	Numeric
CategoryGroupQty	Total number of CustCategory Groups already sold	Numeric
CategoryGuestQty	Total number of CustCategory Guests already sold	Numeric

25.1.2.2 Example CheckGroupSalesLimitsResponse message (no request error – LimitCheck Successful)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageType>CheckGroupSalesLimitsResponse</MessageType>
        <SessionID>123</SessionID>
        <TimeStamp>2008-01-23 09:55:55</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <CheckGroupSalesLimitsResponse>
            <CustCategoryID>123</CustCategoryID>
            <VisitDate>2008-01-23</VisitDate>
            <ExpectedNumGuests>50</ExpectedNumGuests>
            <CheckResult>0</CheckResult>
        </CheckGroupSalesLimitsResponse>
    </Body>
</Envelope>
```

25.1.2.3 Example CheckGroupSalesLimitsResponse message (no request error – LimitCheck Failed)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageType>CheckGroupSalesLimitsResponse</MessageType>
        <SourceID/>
        <SessionID>123</SessionID>
        <TimeStamp>2008-01-23 09:55:55</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <CheckGroupSalesLimitsResponse>
            <CustCategoryID>123</CustCategoryID>
            <VisitDate>2008-01-23</VisitDate>
            <ExpectedNumGuests>50</ExpectedNumGuests>
            <CheckResult>1</CheckResult>
            <CheckFailureReason>Checking for GroupSales Limit has failed. Reason: The venue limits have
reached the maximum group quantity of 500</CheckFailureReason>
            <MaxVenueGroupLimit>500</MaxVenueGroupLimit>
            <MaxVenueGuestLimit>10000</MaxVenueGuestLimit>
            <MaxCategoryGroupLimit>50</MaxCategoryGroupLimit>
            <MaxCategoryGuestLimit>1000</MaxCategoryGuestLimit>
            <VenueGroupQty>500</VenueGroupQty>
            <VenueGuestQty>9500</VenueGuestQty>
            <CategoryGroupQty>10</CategoryGroupQty>
            <CategoryGuestQty>75</CategoryGuestQty>
        </CheckGroupSalesLimitsResponse>
    </Body>
</Envelope>
```

25.1.2.4 Example CheckGroupSalesLimitsResponse message (error processing request)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageType>CheckGroupSalesLimitsResponse</MessageType>
        <SessionID>123</SessionID>
        <TimeStamp>2008-01-23 09:55:54</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>5000</StatusCode>
            <StatusText>CheckGroupSalesLimits request error</StatusText>
        </Status>
        <CheckGroupSalesLimitsErrors>
            <CheckGroupSalesLimitsError>
                <ErrorCode>5001</ErrorCode>
                <ErrorText>Customer Category with ID 1 not found in Galaxy database</ErrorText>
            </CheckGroupSalesLimitsError>
        </CheckGroupSalesLimitsErrors>
    </Body>
</Envelope>
```

26 User Message

The User message can be used to create, update or delete a Reseller Web store user in the Galaxy database.

26.1 Message Format

Following sections describes format of the User message.

26.1.1 User Message Fields

The User message is a standard eGalaxy server message format. The body of the message contains a <User> element with the required data to add, update or delete a Reseller Web store user.

26.1.1.1 <User> Element

The <User> element contains properties of a Reseller Web store user. Using the data sent for these fields, eGalaxy server creates a new Reseller user in the Galaxy database.

ADD UserCommand

- UserName of the user to add must be provided in the request along with any other field(s) that needs to be added and eGalaxy server returns the UserID field and Auto Generated Password in the response, if the request is processed successfully. If an error occurs validating or processing the request, error response is returned.
- Password is an optional field when adding a new user. If no password is given in the request, eGalaxy server will Auto Generate a new Password by using the Strong Password Rules defined in the Central Configuration (MWS> DM> SM>Central Configuration). The Auto Genrated password is returned back to sender in the response.
- When Password is changed using MODIFY user command, RequirePasswordChange flag is set to False in GxUsers table
- When creating a new user, eGalaxy server also creates an entry in the AgencyControls table associating the user to the given reseller AgencyID. eGalaxy server also creates a Contact record (in CustContacts table) for the new user.

MODIFY UserCommand

- UserID of the user to modify or update must be provided in the request along with any field(s) that needs to be modified and eGalaxy server returns the UserID field in the response, if the request is processed successfully. If an error occurs validating or processing the request, error response is returned.
- Password element is a CDATA XML element. This allows any type of character within the password text allowing the sender to send a Strong Password.
- When Password is changed using MODIFY user command, RequirePasswordChange flag is set to False in GxUsers table. When processing a Password change request, if the new password is NOT following the Strong Password rules defined in the Central Configuration (MWS> DM> SM>Central Configruation), eGalaxy server rejects the MODIFY request with proper error.

CANCEL UserCommand:

- UserID of the user to cancel or delete must be provided in the request and eGalaxy server returns the UserID field in the response, if the request is processed successfully. If an error occurs validating or processing the request, error response is returned.

Following is a list of fields supported within the <User> element:

Field	Description	Type
UserID	User ID of the reseller web store user. Optional for ADD UserCommand. Required for MODIFY and CANCEL UserCommand.	Numeric
UserCommand	Command indicating action to perform on the data given in the User request. Supported values: ADD, MODIFY, or CANCEL	Text
AgencyID	ID of the Agency. Agency type must be "Reseller agency" Optional for MODIFY andI CANCEL UserCommand. Required for ADD UserCommand.	Numeric
ClassID	ID of the User Profile for this user Optional for MODIFY and CANCEL UserCommand. Required for ADD UserCommand.	Text (10)
UserName	UserName for the given user Optional for MODIFY and CANCEL UserCommand. Required for ADD UserCommand.	Text (24)
Password	User's password to use for logon. This is a CDATA XML element. See MODIFY User message Example below (Optional)	Text (40)

Name	Full name of the user (Optional)	Text (20)
NickName	Nick name of the user (Optional)	Text (10)
FirstName	User's first name (Optional	Text (30)
LastName	User's last name (Optional)	Text (30)
Email	User's Email address (Optional)	Text (128)
Phone	User's Phone number (Optional)	Text (30)
Expiration	Password expiration date (Optional)	DateTime
LockOut	Flag indicating the user is locked out of the system (Optional)	Boolean
LastLogOn	Last Logon date for this user (Optional)	DateTime
RequirePasswordChange	Flag indicating that a password change is required for this user (Optional)	Boolean
SecurityQuestionID	ID of the SecurityQuestion. In Galaxy this ID corresponds to CodeTableValues.CodeTableValueID column (Optional)	Numeric
SecurityAnswerText	Answer entered by the user for the given Security Question (Optional)	Text
ResetSecurityAnswer	Flag indicating that the user needs to answer their security question again (Optional)	Boolean
Active	Flag indicating if the user is active (can be used to log into the system)	Boolean
FailedRemaining	New value for the number of remaining login attempts for the user. Only valid for MODIFY message. (Optional)	Numeric

26.1.1.2 Example User (ADD) request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>User</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <User>
            <UserCommand>ADD</UserCommand>
            <AgencyID>10000</AgencyID>
            <UserName>mandre</UserName>
            <Email>mandre@gatewayticketing.com</Email>
            <Phone>6109874000</Phone>
            <Expiration>2008-12-31</Expiration>
            <LockOut>NO</LockOut>
            <SecurityQuestionID>3</SecurityQuestionID>
            <SecurityAnswer>abcd</SecurityAnswer>
            <FirstName>Michael</FirstName>
            <LastName>Andre</LastName>
            <Active>YES</Active>
        </User>
    </Body>
</Envelope>
```

26.1.1.3 Example User (MODIFY) request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>User</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <User>
            <UserCommand>MODIFY</UserCommand>
            <UserID>10001</UserID>
            <Password><![CDATA[<>=9]]></Password>
            <Active>YES</Active>
            <FailedRemaining>6</FailedRemaining>
        </User>
    </Body>
</Envelope>
```

26.1.1.4 Example User (CANCEL) request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>User</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <User>
            <UserCommand>CANCEL</UserCommand>
            <UserID>10001</UserID>
            <Active>NO</Active>
        </User>
    </Body>
</Envelope>
```

26.1.2 UserResponse Message

The UserResponse message is returned to the sender in response to the User request. The response contains either a success response, or information about errors that prevented the message from being processed.

26.1.2.1 <UserResponse> Element

The <UserResponse> element contains one or more of the following fields depending upon the UserCommand given in the request.

Following are the fields returned under a <UserResponse> element:

Field	Description	Type
UserID	ID of the user. Always returned by eGalaxy server for all types of UserCommands	Numeric
Password	Password of the new user added. Only returned for ADD UserCommand.	Text (40)

26.1.2.2 Example UserResponse message (ADD- Successful)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>UserResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:53</TimeStamp>
    </Header>
    <Body>
        <UserResponse>
            <UserID>10001</UserID>
            <Password><![CDATA[<>=9]]></Password>
        </UserResponse>
    </Body>
</Envelope>
```

26.1.2.3 Example UserResponse message (ADD- Error)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>UserResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:53</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>3200</StatusCode>
            <StatusText>User request error</StatusText>
        </Status>
        <UserErrors>
            <UserError>
                <ErrorCode>3205</ErrorCode>
                <ErrorText>User with UserName mandre already exists in Galaxy database</ErrorText>
            </UserError>
        </UserErrors>
    </Body>
</Envelope>
```

26.1.2.4 Example UserResponse message (MODIFY and CANCEL- Successful)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>UserResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:53</TimeStamp>
    </Header>
    <Body>
        <UserResponse>
            <UserID>10001</UserID>
        </UserResponse>
    </Body>
</Envelope>
```

27 Node Message

The Node message can be used to create, update or delete a Reseller Web store node in the Galaxy database.

27.1 Message Format

Following sections describes format of the Node message.

27.1.1 Node Message Fields

The Node message is a standard eGalaxy server message format. The body of the message contains a <Node> element with the required data to add, update or delete a Reseller Web store node.

27.1.1.1 <Node> Element

The <Node> element contains properties of a Reseller Web store node. Using the data sent for these fields, eGalaxy server creates a new Reseller node in the Galaxy database.

ADD NodeCommand

- Name of the node to add must be provided in the request along with any other field(s) that needs to be added and eGalaxy server returns the NodeNo field in the response, if the request is processed successfully. If an error occurs validating or processing the request, error response is returned.
- By default when a new node is created using ADD NodeCommand, it is created with an Active status (Nodes.Active = True), unless specifically advised in the request (<Active>NO</Active>).

MODIFY NodeCommand

- Number of the node to modify or update must be provided in the request along with any field(s) that needs to be modified and eGalaxy server returns the NodeNo field in the response, if the request is processed successfully. If an error occurs validating or processing the request, error response is returned. CANCEL NodeCommand
- Number of the node to cancel or delete must be provided in the request and eGalaxy server returns the NodeNo field in the response, if the request is processed successfully. If an error occurs validating or processing the request, error response is returned. Following is a list of fields supported within the <Node> element:

Field	Description	Type
NodeNo	Node number of the reseller web store location. Not applicable to ADD NodeCommand. Required for MODIFY and CANCEL NodeCommand.	Numeric
NodeCommand	Command indicating action to perform on the data given in the Node request. Supported values: ADD, MODIFY, or CANCEL	Text
AgencyID	ID of the Agency. Agency type must be "Reseller agency" Optional for MODIFY and CANCEL NodeCommand. Required for ADD NodeCommand.	Numeric
Name	Node name Optional for MODIFY and CANCEL NodeCommand. Required for ADD NodeCommand.	Text (50)
Description	Node description, e.g. "Reseller Web store Admin Node" (Optional)	Text (100)
Active	Flag indicating node's current status (Optional)	Boolean
Phone	Number to reach this node via phone (Optional)	Text (24)

27.1.1.2 Example Node (ADD) request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>Node</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <Node>
            <NodeCommand>ADD</NodeCommand>
            <AgencyID>10000</AgencyID>
            <Name>Reseller Web store admin node</Name>
            <Phone>6109874000</Phone>
        </Node>
    </Body>
</Envelope>
```

27.1.1.3 Example Node (MODIFY) request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>Node</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <Node>
            <NodeCommand>MODIFY</NodeCommand>
            <NodeNo>10001</NodeNo>
            <Active>NO</Active>
        </Node>
    </Body>
</Envelope>
```

27.1.1.4 Example Node (CANCEL) request

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>Node</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <Node>
            <NodeCommand>CANCEL</NodeCommand>
            <NodeNo>10001</NodeNo>
        </Node>
    </Body>
</Envelope>
```

27.1.2 NodeResponse Message

The NodeResponse message is returned to the sender in response to the Node request. The response contains either a success response, or information about errors that prevented the message from being processed.

27.1.2.1 <NodeResponse> Element

The <NodeResponse> element contains one or more of the following fields depending upon the NodeCommand given in the request.

Following are the fields returned under a element:

Field	Description	Type
NodeNo	Node number. Always returned by eGalaxy server for all types of NodeCommands	Numeric

27.1.2.2 Example NodeResponse message (ADD, MODIFY or CANCEL- Successful)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>NodeResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:53</TimeStamp>
    </Header>
    <Body>
        <NodeResponse>
            <NodeNo>10001</NodeNo>
        </NodeResponse>
    </Body>
</Envelope>
```

27.1.2.3 Example UserResponse message (ADD, MODIFY or CANCEL – Error response)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>NodeResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:53</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>3300</StatusCode>
            <StatusText>Node request error</StatusText>
        </Status>
        <NodeErrors>
            <NodeError>
                <ErrorCode>3304</ErrorCode>
                <ErrorText>Agency 10000 not found in Galaxy database</ErrorText>
            </NodeError>
        </NodeErrors>
    </Body>
</Envelope>
```

28 QueryReportData Message

The QueryReportData message can be used to retrieve report information from eGalaxy for a variety of reports.

28.1 Message Format

Following sections describes the format of the QueryReportData message.

28.1.1 QueryReportData Message Fields

The Node message is a standard eGalaxy server message format. The body of the message contains a <Report> element with the required parameters to generate the report data.

28.1.1.1 <Report> Element

The <Report> element contains properties and parameters needed to generate report data. Using the data sent for these fields, eGalaxy server runs a report and returns the data in the form of either XML report business objects or comma-separated lists.

Following is a list of fields supported within the <Report> element

Field	Description	Type
ReportID	The unique ID (from the Reports table) of the report to run.	Numeric
ReportUserID	The user ID of the user logged onto the sending system. If this value is 0, or is not included in the message, the report will display the eGalaxy user in the report footer.	Numeric
ReportAgencyNo	The agency number of the user logged onto the sending system. If this value is 0, or is not included in the message, the report will display the eGalaxy agency number in the report footer.	Numeric
ReportNodeNo	The node number of the user logged onto the sending system. If this value is 0, or is not included in the message, the report will display the eGalaxy node number in the report footer.	Numeric
OutputFormat	(Optional). The output format of the report response message is determined by this value. If this value is 0 or not included in the message, the report data will be returned in XML format and can be sent to CartTrans to generate a PDF report ile. If this value is 1, the response elements will be in CSV (comma-separated value) format. The XML tags will be different, and the data within the tags will be in CSV format. CartTrans will not process a CSV formatted response message. The WebStore will handle the processing of the response message.	Numeric
<ReportParameters>	A list of the parameters used to filter the report output	Element
TranslationLanguageID	(Optional) The language to use when translating the report data. Corresponds to the TranslationLanguageID of the language you wish to use in the TranslationLanguages table.	Numeric

28.1.1.2 <ReportParameters> Element

The <ReportParameters> element contains parameters (restrictions) for a report. The only element supported under the <ReportParameters> element is one or more <ReportParameter> elements.

Field	Description	Type
ReportParameter	<ReportParameter> element	Element

28.1.1.3 <ReportParameter> Element

The <ReportParameter> element contains information about a single parameter for a given report. The parameter information is simply a reference to information about a parameter from the ReportParameters table along with a parameter value. A given report can have any number of parameters. The ReportParameters table has a ReportID to indicate the report from the Reports table that the parameter can be used for.

The following is a list of fields supported within the <ReportParameter> element.

Field	Description	Type
ReportParameterID	The unique ID (from the ReportParameters table) of the parameter. The ReportParameters record contains the name, description, and data type for the parameter	Numeric

Value	The value of the parameter. This can be of a variety of data types which will be converted from the text string by eGalaxy according to the data type on the ReportParameter record.	Any

28.1.1.4 Example QueryReportData message

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>QueryReportData</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <Report>
            <ReportID>1</ReportID>
            <ReportUserID>888</ReportUserID>
            <ReportAgencyNo>1</ReportAgencyNo>
            <ReportNodeNo>1234</ReportNodeNo>
            <OutputFormat>0</OutputFormat>
            <ReportParameters>
                <ReportParameter>
                    <ReportParameterID>1</ReportParameterID>
                    <Value>2008-06-01 00:00:00</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>2</ReportParameterID>
                    <Value>2008-06-07 23:59:59</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>3</ReportParameterID>
                    <Value>1, 7, 9</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>4</ReportParameterID>
                    <Value>20001</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>7</ReportParameterID>
                    <Value>YES</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>8</ReportParameterID>
                    <Value>NO</Value>
                </ReportParameter>
            </ReportParameters>
        </Report>
    </Body>
</Envelope>
```

28.1.2 QueryReportDataResponse Message Fields

The QueryReportDataResponse message is returned to the sender in response to the QueryReportData request. The response contains either a success response, or information about errors that prevented the message from being processed.

28.1.2.1 <ReportResponse> Element

The following are the fields returned under the <ReportResponse> element:

Field	Description	Type
ReportID	The unique ID (from the Reports table) of the report that the data was generated for.	Numeric
OutputFormat	This is the output format (0 – XML, 1 – CSV) of the response message. This will be the same as the OutputFormat sent in the QueryReportData request message. The report data tags that appear in the response are dependent on this alue.	Numeric
ReportLists	<ReportLists> element. The report business object lists that make up the report. This element only appears if the OutputFormat has a value of 0.	Element
ReportParameters	<ReportParameters> element. The parameters that were passed to the report as restrictions. This information is preserved in the response to allow it to be displayed on the report output. This element	Element

	only appears if the utputFormat has a value of 0.	
ReportLabelInfo	<ReportLabelInfo> element. This contains the general information about where the report was run from. This element only appears if the OutputFormat has a value of 0.	Element
CSVReports	<CSVReports> element. This element can hold report business object data in CSV form for one or more reports. This element only appears if the OutputFormat = 1.	Element
CSVReportParameters	<CSVReportParameters> element. This element holds CSV-formatted data for one or more report parameters. This element only appears if the OutputFormat = 1.	Element
CSVReportLabelInfo	<CSVReportLabelInfo> element. This element holds CSV-formatted data for the report label information. This element only appears if the OutputFormat = 1.	Element

28.1.2.2 <ReportLists> Element

The <ReportLists> Element contains information about one or more business object lists that comprise the report data. The business object lists are converted to XML format and output. There are no standard element names for the contents of the <ReportLists> element, as the business object list XML uses the name of the business object for the element names. For example, for the Reseller Sales Summary Report, the <ReportListsElement> will contain two elements - <ResellerSalesSummaryReports> and <ResellerReturnDetailReports>. This is because the report has a main part, and a separate returns part at the end of the report.

The <ResellerSalesSummaryReports> element contains one or more <ResellerSalesSummaryReport> elements which contain information about a single report business object. The fields of this element are the properties of the business object.

The <ResellerReturnDetailReports> element similarly is made up of one or more <ResellerReturnDetailReport> elements containing the report records.

28.1.2.3 <ReportParameters> Element

The <ReportParameters> element is the same as the one in the QueryReportData request message. The data is preserved on the response so the restrictions can be displayed on the report output. This information is transferred directly from the request to the response without modification.

28.1.2.4 <ReportLabelInfo> Element

The <ReportLabelInfo> element contains general information about the machine that generates the report. In this case, the information comes from eGalaxy.

The following is a list of fields supported within the <ReportLabelInfo> element.

Field	Description	Type
CompanyName	Name of the company configured in eGalaxy	Text
AgencyName	Name of the agency configured in eGalaxy	Text
AgencyID	ID of the agency configured in eGalaxy	Numeric
UserName	Name of the user configured in eGalaxy	Text
UserID	ID of the user configured in eGalaxy	Numeric
NodeNo	Node number of the eGalaxy node	Integer
AppName	Application name of eGalaxy. This will be "eGalaxy"	Text
AppVersion	Version number (with build number)	Text

28.1.2.5 Example QueryReportDataResponse Message (with OutputFormat = 0)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>QueryReportDataResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <ReportResponse>
            <ReportID>1</ReportID>
            <OutputFormat>0</OutputFormat>
            <ReportLists>
                <ResellerSalesSummaryReports>
                    <ResellerSalesSummaryReport TableName="<NONE>" ClassName="TGTSResellerSalesSummaryReport">
                        <Price>119</Price>
                        <Quantity>22</Quantity>
                        <CategoryName><![CDATA[TestCategory]]></CategoryName> ...
                    </ResellerSalesSummaryReport>
                    <ResellerSalesSummaryReport> ...
                    </ResellerSalesSummaryReport>
                </ResellerSalesSummaryReports>
                <ResellerReturnDetailReports>
                    <ResellerReturnDetailReport> ...
                    </ResellerReturnDetailReport>
                    <ResellerReturnDetailReport> ...
                    </ResellerReturnDetailReport>
                </ResellerReturnDetailReports>
            </ReportLists>
            <ReportParameters>
                <ReportParameter>
                    <ReportParameterID>1</ReportParameterID>
                    <Value>2008-06-01 00:00:00</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>2</ReportParameterID>
                    <Value>2008-06-07 23:59:59</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>3</ReportParameterID>
                    <Value>1, 7, 9</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>4</ReportParameterID>
                    <Value>20001</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>7</ReportParameterID>
                    <Value>YES</Value>
                </ReportParameter>
                <ReportParameter>
                    <ReportParameterID>8</ReportParameterID>
                    <Value>NO</Value>
                </ReportParameter>
            </ReportParameters>
            <ReportLabelInfo>
                <CompanyName>GATEWAY TICKETING SYSTEMS</CompanyName>
                <AgencyName>GATEWAY TICKETING</AgencyName>
                <AgencyID>1</AgencyID>
                <UserName>Test User</UserName>
                <UserID>888</UserID>
                <NodeNo>570</NodeNo>
                <AppName>eGalaxy</AppName>
                <AppVersion>4.5.0 (Build 300)</AppVersion>
            </ReportLabelInfo>
        </ReportResponse>
    </Body>
</Envelope>
```

28.1.2.6 <CSVReports> Element

The <CSVReports> element holds one or more <CSVReport> elements containing data from the report business object lists generated for the report. Some reports have multiple business object lists, such as the Reseller Sales Summary Report which also includes the Reseller Return

Detail Report in it.

Field	Description	Type
CSVReport	<CSVReport> element containing CSV formatted data from a single report business object list	Element

28.1.2.7 <CSVReport> Element

The <CSVReport> element contains the main report data for the report. This is the data from a single report business object list.

Field	Description	Type
ReportName	The name of the report section that this data belongs to.	Text
CSVColumnNames	A comma-separated string list of the property names from the report business object list.	Text
CSVReportData	A comma-separated string list of the property values for the report data from the business object list. The rows of CSV data are separated by carriage return/linefeed (ASCII characters 13, 10)	Text

28.1.2.8 <CSVReportParameters> Element

The <CSVReportParameters> element contains CSV-formatted information about the parameters passed into the report request.

Field	Description	Type
CSVColumnNames	A comma-separated string list of the property names from the parameter objects from the parameter list generated from the request message.	Text
CSVReportParametersData	A comma-separated string list of the property values for the parameter objects from the request message. The rows of CSV data are separated by carriage return/linefeed (ASCII characters 13, 10)	Text

28.1.2.9 <CSVReportLabelInfo> Element

The <CSVReportLabelInfo> element contains CSV-formatted general information from the machine generating the report.

Field	Description	Type
CSVColumnNames	A comma-separated string list of the property names from the general information obtained from the request message.	Text
CSVReportLabelInfoData	A comma-separated string list of the property values for the general information from the request message. The rows of CSV data are separated by carriage return/linefeed (ASCII characters 13, 10)	Text

28.1.2.10 Example QueryReportDataResponse Message (with OutputFormat = 1)

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>QueryReportDataResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <ReportResponse>
            <ReportID>1</ReportID>
            <OutputFormat>1</OutputFormat>
            <CSVReports>
                <CSVReport>
                    <ReportName>ResellerSalesSummaryReport</ReportName>
                    <CSVColumnNames><![CDATA[SalesChannelID,CategoryGroupID,CategoryID, …]]></CSVColumnNames>
                    <CSVReportData><![CDATA[ 5,12,13,20000,571,ADTICK,TICKET0010101,&quot;TICKET -
ADULT&quot;, … 5,12,13,20000,570,ADTICK,TICKET0010101,&quot;TICKET - ADULT&quot;, …
5,12,13,20000,570,CHTICK,TICKET0010102,&quot;TICKET - CHILD&quot;, … ]]></CSVReportData>
                </CSVReport>
                <CSVReport>
                    <ReportName>ResellerReturnDetailReport</ReportName>
                    <CSVColumnNames><![CDATA[SalesChannelID,CategoryGroupID,CategoryID, …]]></CSVColumnNames>
                    <CSVReportData><![CDATA[ 5,12,13,20000,571,ADTICK,TICKET0010101,&quot;TICKET -
ADULT&quot;, … 5,12,13,20000,571,ADTICK,TICKET0010101,&quot;TICKET - ADULT&quot;, …
5,12,13,20000,571,ADTICK,TICKET0010101,&quot;TICKET - ADULT&quot;, …
5,12,13,20000,570,ADTICK,TICKET0010101,&quot;TICKET - ADULT&quot;, …
5,12,13,20000,570,CHTICK,TICKET0010102,&quot;TICKET - CHILD&quot;, … ]]></CSVReportData>
                </CSVReport>
            </CSVReports>
            <CSVReportParameters>
                <CSVColumnNames><![CDATA[ParameterID,Name,DataType,StringValue]]></CSVColumnNames>
                <CSVReportParametersData><![CDATA[ 1,StartDateTime,4,2008-04-10 2,EndDateTime,4,2008-07-08
3,Categories,2,&quot;12, 13, 34&quot; 6,PLU,2,TICKET0010101 7,HasResellerReportPriv,3,YES
8,HasAdminReportPriv,3,YES ]]></CSVReportParametersData>
            </CSVReportParameters>
            <CSVReportLabelInfo>
                <CSVColumnNames><![CDATA[CompanyName,AgencyName,UserName,AppName,…]]></CSVColumnNames>
                <CSVReportLabelInfoData><![CDATA[&quot;GATEWAY TICKETING SYSTEMS&quot;,&quot;GATEWAY
TICKETING&quot;,…]]></CSVReportLabelInfoData>
            </CSVReportLabelInfo>
        </ReportResponse>
    </Body>
</Envelope>
```

28.1.2.11 Example QueryReportDataResponse Message with errors

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <SessionID>123</SessionID>
        <MessageType>QueryReportDataResponse</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>3500</StatusCode>
            <StatusText>Query report data request error</StatusText>
        </Status>
        <QueryReportDataErrors>
            <QueryReportDataError>
                <ErrorCode>3504</ErrorCode>
                <ErrorText>Report with ID 10 not found in Galaxy database</ErrorText>
            </QueryReportDataError>
        </QueryReportDataErrors>
    </Body>
</Envelope>
```

29 ImportDebitTransaction Message

The ImportDebitTransaction message can be used to update RFID debit balances and log debit transactions in the Galaxy system for transactions that take place in an external system. This can also be used to update debit balances and log debit transactions for the Gateway Stored Value system.

29.1 Message Format

Following sections describes format of the ImportDebitTransaction message.

29.1.1 ImportDebitTransaction Message Fields

The ImportDebitTransaction message is a standard eGalaxy server message format. The body of the message contains a <DebitTransaction> element with the required parameters to generate a DebitCardLog record with the transaction information.

29.1.1.1 <DebitTransaction> Element

The <DebitTransaction> element contains properties and parameters needed to generate debit transaction data. Using the data sent for these fields, eGalaxy server updates the balance in the DebitCards table and creates a DebitCardLog record containing the transaction information.

Following is a list of fields supported within the <DebitTransaction> element

Field	Description	Type
Station	The unique identifier for the external node/station where the transaction occurred. This can be a numeric identifier or a textual description.	Text(30)
TransactionNumber	The numeric identifier for the transaction from the external system.	Numeric
TransactionDateTime	The date and time that the transaction occurred	DateTime
SerialNumber	The RFID serial number of the card/wristband used in the debit transaction. This identifier will be mapped to a visual ID in the RFIDMaps table to allow galaxy to update the correct record in the DebitCards table, and properly create the DebitCardLog record. (Only used for RFID transactions)	Text(20)
VisualID	The visual ID of the debit card (only used for non-RFID transactions). If this field is used, an error will also be returned if the visual ID is locked out or if the balance is insufficient to cover the payment.	Text(40)
CardLogType	The type of transaction that occurred. The values allowed for this are: 1 – Recharge 2 – Charge (Payment) 6 – Unload For a recharge, the transaction amount is added to the balance. For charges and unloads, the amount is subtracted from the balance.	Numeric
TransactionTotal	The actual amount that was charged, recharged or unloaded against the stored value item in the transaction. This amount should not include the extra amount charged for unprocessed locker transactions. That amount will be sent in the LockerTransactionTotal field.	Currency
LockerTransactionTotal	This is an optional field indicating the amount that was charged to the RFID stored value item for unprocessed locker transactions. This should match the amount that was returned by the QueryLockerTransaction message during the transaction. (Only supported for RFID transactions)	Currency

The <SourceID> element in the header is also an important part of the message. The eGalaxySourceID from the record in the eGalaxySources table is saved with the DebitCardLog record to identify the system where the transaction originated. This gives more meaning to the station and transaction number, and allows distinction between multiple types of external systems that can perform debit transactions.

29.1.1.2 Example ImportDebitTransaction message (Recharge of $25.00) (RFID)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <SessionID>123</SessionID>
        <MessageType>ImportDebitTransaction</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <DebitTransaction>
            <Station>STATION 1</Station>
            <TransactionNumber>12345</TransactionNumber>
            <TransactionDateTime>2008-06-12 09:54:58</TransactionDateTime>
            <SerialNumber>231983102039488579</SerialNumber>
            <CardLogType>1</CardLogType>
            <TransactionTotal>25.00</TransactionTotal>
            <LockerTransactionTotal>10.00</LockerTransactionTotal>
        </DebitTransaction>
    </Body>
</Envelope>
```

29.1.1.3 Example ImportDebitTransaction message (Charge of $25.00) (non-RFID)

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <SessionID>123</SessionID>
        <MessageType>ImportDebitTransaction</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <DebitTransaction>
            <Station>STATION 1</Station>
            <TransactionNumber>12345</TransactionNumber>
            <TransactionDateTime>2008-06-12 09:54:58</TransactionDateTime>
            <VisualID>1239001239501239</VisualID>
            <CardLogType>2</CardLogType>
            <TransactionTotal>25.00</TransactionTotal>
        </DebitTransaction>
    </Body>
</Envelope>
```

29.1.2 ImportDebitTransactionResponse Message Fields

The ImportDebitTransactionResponse message has no data aside from status and errors (when applicable). Any errors will be wrapped in the <ImportDebitTransactionErrors> tag. The individual errors will be in the standard error format and wrapped in the <ImportDebitTransactionError> tag.

29.1.2.1 Example ImportDebitTransactionResponse message (No Error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2008-06-12 10:00:00</TimeStamp>
        <MessageType>ImportDebitTransactionResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

29.1.2.2 Example ImportDebitTransactionResponse message (With Error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2008-06-12 10:00:00</TimeStamp>
        <MessageType>ImportDebitTransactionResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>3700</StatusCode>
            <StatusText>ImportDebitTransaction request error</StatusText>
        </Status>
        <ImportDebitTransactionErrors>
            <ImportDebitTransactionError>
                <ErrorCode>3706</ErrorCode>
                <ErrorText>Serial number 231983102039488579 not found</ErrorText>
            </ImportDebitTransactionError>
        </ImportDebitTransactionErrors>
    </Body>
</Envelope>
```

30 UpdateContractStatus Message

The UpdateContractStatus message can be used to update the status on a payment contract in the Galaxy system from an external system. This can be used for contracts that are exported from Galaxy, where the payments are handled by an external system.

30.1 Message Format

Following sections describes format of the UpdateContractStatus message.

30.1.1 UpdateContractStatus Message Fields

The UpdateContractStatus message is a standard eGalaxy server message format. The body of the message contains a element that contains one or more elements with the required parameters modify a PaymentContract with the new status.

30.1.1.1 Element

Field	Description	Type
PaymentContractStatus	One or more elements	Element

30.1.1.2 Element

The element contains properties and parameters needed to modify the status on a payment contract. Using the data sent for these fields, eGalaxy server updates the value in the PaymentContractStatusID field on the PaymentContractStatus table.

Following is a list of fields supported within the element

Field	Description	Type
PaymentContractID	The unique identifier for the payment contract in the PaymentContracts table.	Numeric
PaymentContractStatusID	The unique identifier for the payment contract status record in the PaymentContractStatuses table. This value will be used for the PaymentContractStatusID field in the PaymentContracts table.	Numeric

30.1.1.3 Example UpdateContractStatus message

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <MessageType>UpdateContractStatus</MessageType>
        <SessionID>123</SessionID>
        <TimeStamp>2008-07-11 17:50:09</TimeStamp>
    </Header>
    <Body>
        <PaymentContractStatuses>
            <PaymentContractStatus>
                <PaymentContractID>1971</PaymentContractID>
                <PaymentContractStatusID>1</PaymentContractStatusID>
            </PaymentContractStatus>
            <PaymentContractStatus>
                <PaymentContractID>1978</PaymentContractID>
                <PaymentContractStatusID>3</PaymentContractStatusID>
            </PaymentContractStatus>
        </PaymentContractStatuses>
    </Body>
</Envelope>
```

30.1.2 UpdateContractStatusResponse Message Fields

The UpdateContractStatusResponse message has no data aside from status and errors (when applicable). Any errors will be wrapped in the tag. The individual errors will be in the standard error format and wrapped in the tag.

30.1.2.1 Example UpdateContractStatusReponse message (No Error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2008-07-11 17:50:09</TimeStamp>
        <MessageType>UpdateContractStatusResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

30.1.2.2 Example UpdateContractStatusReponse message (With Error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2008-07-11 17:50:09</TimeStamp>
        <MessageType>UpdateContractStatusResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>3900</StatusCode>
            <StatusText>UpdateContractStatus request error</StatusText>
        </Status>
        <UpdateContractStatusErrors>
            <UpdateContractStatusError>
                <ErrorCode>3904</ErrorCode>
                <ErrorText>Contract 1971: Contract not found</ErrorText>
            </UpdateContractStatusError>
            <UpdateContractStatusError>
                <ErrorCode>3905</ErrorCode>
                <ErrorText>Contract 1978: Invalid contract status ID 8</ErrorText>
            </UpdateContractStatusError>
        </UpdateContractStatusErrors>
    </Body>
</Envelope>
```

31 QueryLockerTransaction Message

The QueryLockerTransaction message can be used by an external system to determine the amounts of unprocessed locker transactions that exist in the DebitCardLog table for a given RFID debit item. This message is for use with a locker system that does not write to the RFID chip, but instead sends transactions to Galaxy which subtracts the amount from the RFID debit item when the next debit transaction is processed. This message does not do any processing. It just returns the total amount of the unprocessed transactions for a given RFID serial number. The ImportDebitTransaction message has been modified to process locker transactions after the amount has been removed from the RFID chip.

31.1 Message Format

Following sections describes format of the QueryLockerTransaction message.

31.1.1 QueryLockerTransaction Message Fields

The QueryLockerTransaction message is a standard eGalaxy server message format. The body of the message contains a element containing a serial number of the RFID chip that may have unprocessed locker transactions in the DebitCardLog table.

31.1.1.1 <QueryLockerTransaction> Element

The <QueryLockerTransaction< element has a single serial number field of an RFID chip that is to be queried for unprocessed locker transactions. Using the data sent for these fields, eGalaxy server returns a response message with a total amount from the unprocessed locker transactions.

Following is a list of fields supported within the <QueryLockerTransaction> element

Field	Description	Type
SerialNumber	The RFID serial number of the debit item (card/wristband) that is being queried for unprocessed locker transactions.	Text(20)

The eGalaxy source is required to have debit requests enabled for the QueryLockerTransaction messages to process.

31.1.1.2 Example QueryLockerTransaction message

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <SessionID>123</SessionID>
        <MessageType>QueryLockerTransaction</MessageType>
        <TimeStamp>2008-06-12 09:55:52</TimeStamp>
    </Header>
    <Body>
        <QueryLockerTransaction>
            <SerialNumber>231983102039488579</SerialNumber>
        </QueryLockerTransaction>
    </Body>
</Envelope>
```

31.1.2 QueryLockerTransactionResponse Message Fields

The QueryLockerTransactionResponse message contains a single <QueryLockerTransactionResponse> element if successful. If any errors occur, they will be wrapped in the <QueryLockerTransactionErrors> tag. The individual errors will be in the standard error format and wrapped in the <QueryLockerTransactionError> tag.

31.1.2.1 <QueryLockerTransactionResponse> Element

The following are the fields returned under the <QueryLockerTransactionResponse> element:

Field	Description	Type
SerialNumber	The RFID serial number that was queried for unprocessed locker transactions.	Text(20)
LockerTransactionTotal	The total amount of all of the unprocessed locker transactions found in the DebitCardLog table for	Currency

the given RFID serial number.

31.1.2.2 Example QueryLockerTransactionResponse message (No Error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2008-06-12 10:00:00</TimeStamp>
        <MessageType>QueryLockerTransactionResponse</MessageType>
    </Header>
    <Body>
        <QueryLockerTransactionResponse>
            <SerialNumber>231983102039488579</SerialNumber>
            <LockerTransactionTotal>5.00</LockerTransactionTotal>
        </QueryLockerTransactionResponse>
    </Body>
</Envelope>
```

31.1.2.3 Example QueryLockerTransactionResponse message (With Error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>EXTSYS01</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2008-06-12 10:00:00</TimeStamp>
        <MessageType>QueryLockerTransactionResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>4000</StatusCode>
            <StatusText>QueryLockerTransaction request error</StatusText>
        </Status>
        <QueryLockerTransactionErrors>
            <QueryLockerTransactionError>
                <ErrorCode>4004</ErrorCode>
                <ErrorText>Serial number 231983102039488579 not found</ErrorText>
            </QueryLockerTransactionError>
        </QueryLockerTransactionErrors>
    </Body>
</Envelope>
```

32 PaymentAuth Message

For interface specification of this message please refer to the Payment Authorization Interface Specs document.

33 QueryGroupSalesCode Message

The QueryGroupSalesCode message can be used by an external system to determine the customer and pricing for the Group Sales customer associated to a given Group Sales Code. The purpose of this message is to import all the pricing data required to perform a Group Sales transaction on the Web store.

33.1 Message Format

Following sections describes format of the QueryGroupSalesCode message.

33.1.1 QueryGroupSalesCode Message Fields

The body of the QueryGroupSalesCode message contains a <QueryGroupSalesCode> element containing <Query> element. The <Query> element contains the Group Sales Code field for which the Web store needs to retrieve the pricing information.

33.1.1.1 <QueryGroupSalesCode> Element

The <QueryGroupSalesCode> element contains <Query> element. The <Query> element contains the fields that are used by the eGalaxy Server to find pricing information.

Following is a list of fields supported within the <Query> element:

Field	Description	Type
Code	Group Sales Code, defined on the Customer in Galaxy Maintenance. It is used by a Contact placing an order on the web to provide Customer-specific pricing.	Text(30)

33.1.1.2 Example QueryGroupSalesCode message

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <SessionID>123</SessionID>
        <MessageType>QueryGroupSalesCode</MessageType>
        <TimeStamp>2010-04-28 10:15:05</TimeStamp>
    </Header>
    <Body>
        <QueryGroupSalesCode>
            <Query>
                <Code>BoyScouts1</Code>
            </Query>
        </QueryGroupSalesCode>
    </Body>
</Envelope>
```

33.1.2 QueryGroupSalesCodeResponse Message Fields

The QueryGroupSalesCodeResponse message contains a element if the message is processed successfully. If any errors occur, they will be wrapped in the element, which contains the individual errors wrapped in the element.

33.1.2.1 <QueryGroupSalescodeResponse> Element

The following are the fields returned under the <QueryGroupSalesCodeResponse> element:

Field	Description	Type
CustomerID	ID of the Customer associated with the Group Sales Code in the request message	Numeric
PricingInfoList	<PricingInfoList> element	Element

33.1.2.1.1 <PricingInfoList> element

Please refer to <PricingInfoList> element for more details related to the XML format for this element. The <PricingInfoList> element is described under sub section "<PricingInfoList> Element" of section "Common Element Formats".

33.1.2.2 Example QueryGroupSalesCodeResponse message (No Error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>123</MessageID>
        <TimeStamp>2010-04-28 10:15:10</TimeStamp>
        <MessageType>QueryGroupSalesCodeResponse</MessageType>
    </Header>
    <Body>
        <QueryGroupSalesCodeResponse>
            <CustomerID>12345</CustomerID>
            <PricingInfoList>
                <PricingInfo>. . . </PricingInfo>
            </PricingInfoList>
        </QueryGroupSalesCodeResponse>
    </Body>
</Envelope>
```

33.1.2.3 Example QueryGroupSalesCodeResponse message (Error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2010-04-28 10:15:07</TimeStamp>
        <MessageType>QueryGroupSalesCodeResponse</MessageType>
    </Header>
    <Body>
        <Status>
            <StatusCode>4500</StatusCode>
            <StatusText>QueryGroupSalescode request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>4504</ErrorCode>
                <ErrorText>GroupSales Code BoyScout1 is invalid</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

34 ImportTicket Message

The ImportTicket message can be used to import a ticket sold at a different attraction for the purpose of allowing the guest to get access at the current attraction.

This message is useful if you simply want your guest to buy ticket at one attraction and use it at the multiple attractions without worrying about financial data. The attraction where the ticket is sold already has the ticket record in their Tickets table and hence the Access Control module can validate the ticket properly and you can send the ticket in the ImportTicket message to all the other attractions where you want guest to use it.

Before using this message please note the restrictions of this message:

- The ImportTicket message does not have any financial impact in the Galaxy database at the attraction where the ticket is imported. If you want eGalaxy server to journalize a transaction with payment and ticket record (essentially perform a ticket sale) then please use ActivateTicket or CreateTicket messages.
- ImportTicket message does not automatically import all of the information about the ticket. For example, when selling the ticket at the selling attraction if you are using AccessCode 10 then in order to successfully validate this ticket at the importing location, AccessCode 10 must be present in your Galaxy database with the same configuration as the selling attraction in order to validate this ticket successfully at the importing attraction. PLU of the ticket also must be present at the importing location. This also applies to the Event tickets which cannot be shared between multiple attractions by definition because an Event is cannot be shared by multiple attractions in Galaxy.

This also applies to the Event tickets which cannot be shared between multiple attractions by definition because an Event is cannot be shared by multiple attractions in Galaxy.

Also if the ticket was sold within an order at the selling attraction, there is no way to include the Order information (except the order number and customer number) within the ImportTicket message.

34.1 Message Format

The following sections describe the format of the ImportTicket message.

34.1.1 ImportTicket Message Fields

The body of the message has a <Tickets> element containing a single <Ticket> element. The format of the <Ticket> element is described in the following section.

34.1.1.1 <Ticket> Element

The <Ticket> element contains all information an attraction needs in order to validate the ticket at the access control.

The following is a list of fields supported within the <Ticket> element:

Field	Description	Type
VisualID	Barcode of the ticket.	Text(40)
PLU	PLU of the ticket	Text(20)
AccessCode	Accesscode of the ticket.	Numeric
TicketCode	The ticket's TicketCode that is used to journalize the ticket to a Category and Sub-Category.	Numeric
ID	A unique string identifying the ticket within the set of all tickets with the same AccessCode. The ID consists of the NodeNo and Serial values (below) zero padded and concatenated. The lengths are user definable, but the defaults are 3-digit node and 6-digit serial. (Optional)	Text(20)
NodeNo	Node number of the POS where ticket was sold	Numeric
TransNo	POS transaction number at the node where ticket was sold. (Optional)	Numeric
Serial	The ticket's serial number for the node and company which issued the ticket. (Optional)	Numeric
Company	(Optional)	
Qty	Qty of the ticket. Qty value MUST be 1. (Optional)	Numeric
TktIndex	The position of this ticket within the transaction for a specific ticket type. Each ticket in a transaction is uniquely identified by combining ProductNo, FkeyNo, and TktIndex. Each ticket record of a disbursed ticket will have the same TktIndex value. These may be uniquely identified by including the serial number, if	Text(6)

	used. (Optional)	
Coupons	Number of coupons printed for this ticket. (Optional)	Numeric
ProductNo	Product from which the ticket was issued. (Optional)	Numeric
FKeyNo	FkeyNo is combination of the ticket type's level and fkey numbers within the product: FkeyNo = (Level * 100) + Fkey. (Optional)	Numeric
DiscNo	Foreign key to Discounts.DiscountID, specifying the discount applied to this ticket, or 0 for no discount. (Optional)	Numeric
DiscAmt	The amount of money, in base currency, discounted from the ticket. If DiscNo is 0 and this column is used, this indicates that the ticket price was edited at the time of sale. In this case, DiscAmt contains the difference between the base price and the price used. (Optional)	Currency
DiscIndex	A sequence number for the discount used in the transaction. For example, if three discounts are used in a transaction, one of the discounted tickets will have a DiscIndex value of 1, another of 2, and another of 3. (Optional)	Numeric
DateSold	Date and time at which the ticket was issued. (Optional)	DateTime
Status	A number indicating the state of the ticket as defined by the Ticket Status Values table below1. A ticket may also be expired, but because that state may change without intervention by the system, it must be determined, as needed, by the system. Ticket Status values can be found in the Galaxy Database Dictionary under description for the Tickets table. (Optional)	Numeric
RemainingValue	A floating point numeric value representing the value of the ticket. Typically, this is a number of admissions or a monetary value, but may represent any unit desired. For a regular ticket,the value would be one, or some number of guests or admissions. In a debit-card implementation, the number would represent the amount of money remaining on the ticket or card. (Optional)	Currency
LastUse	The date and time that the ticket was last used by a guest. More specifically, the last time the record in the Tickets table was updated after being scanned at a scanning station. (Optional)	DateTime
LastAcp	Foreign key to ACPs.AcpID, specifying the Access Control Point number of the scanning station at which the ticket was last scanned. (Optional)	Numeric
UseCount	The number of times the ticket has been used for admission or redemption of value. (Optional)	Numeric
ExpirationDate	If not null, an expiration date and time which overrides any expiration information specified in the ticket's Access record (referenced by AccessCode). (Optional)	DateTime
CustNo	A string containing the account number of the customer which purchased this ticket. This column is blank if the ticket was not purchased by a customer with an account in the system, or if the ticket was added dynamically at the time of its first scan. (Optional)	Text(10)
OrderNo	Foreign key to Orders.OrderNo, specifying the order that the ticket was placed under (or 0 for no order). (Optional)	Numeric
EventID	Foreign key to RMEvents.EventID, specifying the event that the ticket was sold from (or 0 for no event). (Optional)	Numeric
Price	Price paid for ticket, excluding taxes and additional payments made to increase the RemainingValue of the ticket.	Currency
Tax	Total amount of tax paid with ticket. This includes tax charged upon additional payments made to increase the RemainingValue of the ticket. (Optional)	Currency
Taxes	An 8 character string containing an array of Y/N flags indicating which of the 8 possible taxes are included in the Tax value.(Optional)	Text(8)
Commission	The commission earned for this ticket. The commission is based on the CommissionRate in the ticket's corresponding Chart of Accounts entry. (Optional)	Currency
Preprinted	Send a value of YES for pre-printed ticket types, indicating that the serial number (in both the ID and Serial columns) is based on a user-defined value, not the company's current sequential serial number. (Optional)	Boolean
UseQty	The number of times the ticket has been used. (Optional)	Numeric
Acct	The Chart of Accounts number. Defined as (Company * 100000) + (Category * 100) + Sub-Category (Optional)	Numeric
TicketDate	Used for Date Specific Tickets (Optional)	DateTime
TaxMethods	TaxMethods is an 8 character string, with each character being a '0', '1' or '2'. These eight characters refer to the eight possible taxes (similar to the Taxes column), and how each tax is applied to this ticket. Meaning of values in this column is described in the Galaxy Database Dictionary document under Tickets table. (Optional)	Text(8)
UpdateCode	Specifies whether or not sales data for this ticket was received from the POS Meaning of values in this column is described in the Galaxy Database Dictionary document under Tickets table. (Optional)	Numeric

CustomerID	Populated with the internal Customer ID value when a tickets is sold in a customer-based transaction from the POS or OE. Foreign key reference to Customers.CustomerID (Optional)	Numeric
CapacityID	The unique ID of the related RMCapacity record (Optional)	Numeric
FirstName	First name of the guest associated with this ticket (Optional)	Text(30)
LastName	Last name of the guest associated with this ticket (Optional)	Text(30)
GalaxySiteID	Foreign Key reference to Sites.GalaxySiteID (Optional)	Numeric
ExternalPLU	Reseller PLU of the ticket (Optional)	Text(100)

34.1.1.2 Example ImportTicket request

```xml
<?xml version="1.0" encoding="Windows-1252"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>ImportTicket</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2011-06-17 18:34:54</TimeStamp>
        <EchoData/>
        <SiteID>GatewayAquarium</SiteID>
        <SystemFields/>
    </Header>
    <Body>
        <Tickets>
            <Ticket>
                <VisualID>10083000013</VisualID>
                <AccessCode>10</AccessCode>
                <ID>083000013</ID>
                <NodeNo>83</NodeNo>
                <TransNo>273</TransNo>
                <LineNum>23</LineNum>
                <Serial>13</Serial>
                <Company>3</Company>
                <TicketCode>00101</TicketCode>
                <Qty>1</Qty>
                <TktIndex>1</TktIndex>
                <Coupons>0</Coupons>
                <ProductNo>0</ProductNo>
                <FKeyNo>0</FKeyNo>
                <DiscNo>0</DiscNo>
                <DiscAmt>0.00</DiscAmt>
                <DiscIndex>0</DiscIndex>
                <DateSold>2011-03-03 10:51:00</DateSold>
                <Status>0</Status>
                <RemainingValue>1.00</RemainingValue>
                <LastUse>1899-12-30 00:00:00</LastUse>
                <LastAcp>0</LastAcp>
                <UseCount>0</UseCount>
                <ExpirationDate>1899-12-30 00:00:00</ExpirationDate>
                <CustNo>GEN001</CustNo>
                <OrderNo>729</OrderNo>
                <EventID>0</EventID>
                <Price>10.00</Price>
                <Tax>0.00</Tax>
                <Taxes>NNNNNNNN</Taxes>
                <Commission>0.00</Commission>
                <Preprinted>NO</Preprinted>
                <UseQty>0</UseQty>
                <Acct>300101</Acct>
                <Duplicate>0</Duplicate>
                <TicketDate>1899-12-30 00:00:00</TicketDate>
                <PLU>0010101</PLU>
                <TaxMethods>00000000</TaxMethods>
                <UpdateCode>0</UpdateCode>
                <CustomerID>1</CustomerID>
                <CapacityID>0</CapacityID>
                <FirstName>Michael</FirstName>
                <LastName>Andre</LastName>
                <GalaxySiteID>1</GalaxySiteID>
            </Ticket>
        </Tickets>
    </Body>
</Envelope>
```

34.1.2 ImportTicket Message

If the ImportTicket message is processed successfully by eGalaxy server then you will receive the following response.

34.1.2.1 Example ImportTicket response (successful)

```
<?xml version="1.0" encoding="Windows-1252"?>
<Envelope>
    <Header>
        <MessageID>5</MessageID>
        <MessageType>ImportTicketResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2011-06-29 16:09:23</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

34.1.2.2 Example ImportTicket response (error)

```
<?xml version="1.0" encoding="Windows-1252"?>
<Envelope>
    <Header>
        <MessageID>34</MessageID>
        <MessageType>ImportTicketResponse</MessageType>
        <SourceID>TestSystem</SourceID>
        <TimeStamp>2010-12-03 14:24:55</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>5000</StatusCode>
            <StatusText>ImportTicket request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>5001</ErrorCode>
                <ErrorText>Unable to import ticket</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

35 GetPaymentContractAccount Message

The GetPaymentContractAccountData message is used to retrieve payment contract account data from the Galaxy system. This includes names from passes on a payment contract

35.1 Message Format

Following sections describe the format of the GetPaymentContractAccountData message.

35.1.1 GetPaymentContractAccountData Message Fields

The GetPaymentContractAccountData message will be in the standard eGalaxy message format. The body of the message will contain a field (numeric).

35.1.1.1 Element

The element contains a PaymentContract for which account data is being requested from the Galaxy system.

Field	Description	Type
PaymentContractID	ID of the payment contract	Numeric

35.1.1.2 Example GetPaymentContractAccountData request

```xml
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSource</SourceID>
        <MessageID>0</MessageID>
        <MessageType>GetPaymentContractAccountData</MessageType>
        <TimeStamp>2011-11-26 09:42:09</TimeStamp>
    </Header>
    <Body>
        <PaymentContract>
            <PaymentContractID>123</PaymentContractID>
        </PaymentContract>
    </Body>
</Envelope>
```

35.1.2 GetPaymentContractAccountDataResponse Message

The GetPaymentContractAccountDataResponse message is returned to the sender in response to the GetPaymentContractAccountData message. The response contains either the account data for the PaymentContractID given in the request, or information about errors that prevented the message from being processed.

35.1.2.1 Element

The element contains a PaymentContract for which account data is being requested from the Galaxy system.

Field	Description	Type
PaymentContractID	ID of the payment contract	Numeric
PassNames	Element containing names of passes belonging to the payment contract.	Element

35.1.2.2 Element

The element contains a list of PassName fields. There can be any number of pass name fields in a element (Including 0).

Field	Description	Type
PassName	Full name of a passholder with on the requested payment contract.	Text

35.1.2.3 Example GetPaymentContractAccountDataResponse message (no error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageType>GetPaymentContractAccountDataResponse</MessageType>
        <SourceID/>
        <TimeStamp>2011-11-26 09:56:11</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <GetPaymentContractAccountDataResponse>
            <PaymentContractID>1</PaymentContractID>
            <PassNames>
                <PassName>Bob Smith</PassName>
                <PassName>Mary Smith</PassName>
                <PassName>John Smith</PassName>
            </PassNames>
        </GetPaymentContractAccountDataResponse>
    </Body>
</Envelope>
```

35.1.2.4 Example GetPaymentContractAccountDataResponse message (error)

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>65</MessageID>
        <MessageType>GetPaymentContractAccountDataResponse</MessageType>
        <SourceID/>
        <TimeStamp>2011-11-26 09:56:11</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <Status>
            <StatusCode>5600</StatusCode>
            <StatusText>GetPaymentContractAccountData request error</StatusText>
        </Status>
        <GetPaymentContractAccountDataErrors>
            <GetPaymentContractAccountDataError>
                <ErrorCode>5601</ErrorCode>
                <ErrorText>Payment Contract with ID 1 not found in Galaxy</ErrorText>
            </GetPaymentContractAccountDataError>
        </GetPaymentContractAccountDataErrors>
    </Body>
</Envelope>
```

36 QueryOrders Message

QueryOrders message can be used by an external system to retrieve a list of orders for a specific contact or customer given the contact's ExternalID or customer's CustomerID. The purpose of this message is to display a high level list of orders for a contact or customer logged into their account.

Currently only orders that were completed using the Print at Home, Print on Web, SMS, and Custom delivery methods will be displayed to help reduce the number of orders that are displayed. In addition, Orders that do not have an ExternalID value will not be included in the response. This would typically affect Orders created in Order Entry directly, but that use Print at Home or Print on Web.

36.1 Message Format

Following sections describes format of the QueryOrders message.

36.1.1 QueryOrders Message Fields

The body of the QueryOrders message contains a <QueryOrders> element containing <Query> element. The <Query> element contains the customer ExternalID field for which the Web store needs to retrieve the list of orders.

36.1.1.1 <QueryOrders> Element

The <QueryOrders> element contains a <Query> element. The <Query> element contains the fields that are used by the eGalaxy Server to find the list of orders for a contact. Following is a list of fields supported within the <Query> element:

Field	Description	Type
ContactExternalID	The ExternalID field of a contact. This is the value which was supplied or generated when the contact's account was created. Either this value or the next (ContactGUID) must be specified.	Text(64)
ContactGUID	The GUID value of a contact. This is the value which was supplied or generated when the contact's account was created. Either this value or the previous (ContactExternalID) must be specified.	Text
CustomerID	The customer ID of a customer. (Optional)	Text
IncludeAllDeliveryMethods	When this option is set to "YES," eGalaxy will return all orders regardless of delivery method. (Optional)	Boolean
FromDate	Orders with OpenDate equal to or after FromDate will be returned. (Optional)	DateTime
ThruDate	Orders with OpenDate equal to or before ThruDate will be returned. (Optional)	DateTime
FromGroupVisitDate	Orders with a group visit date equal to or after FromGroupVisitDate will be returned. (Optional)	DateTime
ThruGroupVisitDate	Orders with a group visit date equal to or before ThruGroupVisitDate will be returned. (Optional)	DateTime
IdentificationNo	The identification number of the order contact. (Optional)	Text
LastFourIDNo	The last four characters of the identification number of the order contact. (Optional)	Text
ContactPhone	Orders where the order contact's phone, mobile, or fax number matches the ContactPhone provided will be returned. (Optional)	Text
PaymentEndorsement	When this field is sent, orders are returned where the endorsement field of any of the payments in the order matches this endorsement. (Optional)	Text

Note: The ContactExternalID, ContactGUID, ContactPhone, CustomerID, LastFourIDNo, or PaymentEndorsement are required in the QueryOrders message without the AllowQueryOrdersWithGroupVisitDateRangeOnly option enabled. With that option enabled, a group visit date range may be substituted for the other requirements.

The QueryOrders message has two modes of operation:

- In its traditional mode, QueryOrders will base its search on ONE of the search parameters below. If more than one of these parameters is specified, only the first one will be used for searching. (Example: if both the CustomerID and the ContactExternalID are provided, QueryOrders will return orders that match the CustomerID, but will ignore the ContactExternalID.) Any additional criteria specified in the table above is combined with the parameter below to return only orders that match all criteria. (Example: if CustomerID, FromDate, and ThruDate are all specified, orders matching the CustomerID that were opened between the specified FromDate and ThruDate are returned.)
  1. CustomerID

2. ContactGUID
3. ContactExternalID
4. ContactLastFourIDNo
5. ContactPhone
6. IdentificationNo

- If the option "Only return results that meet all provided parameters" is turned on in the eGalaxy Source configuration (eGalaxy Source > Query Orders tab), then orders that meet ALL of the specified criteria are returned. (Example: if CustomerID, ContactExternalID, FromDate, and ThruDate are provided, QueryOrders will return orders with the specified CustomerID, with an order contact matching the specified ContactExternalID, and that were opened between the specified FromDate and ThruDate.)

36.1.1.2 Example QueryOrders message

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <MessageType>QueryOrders</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2010-07-19 09:10:05</TimeStamp>
    </Header>
    <Body>
        <QueryOrders>
            <Query>
                <ContactExternalID>ExternalID1</ContactExternalID>
            </Query>
        </QueryOrders>
    </Body>
</Envelope>
```

36.1.2 QueryOrdersResponse Message Fields

The QueryOrdersResponse message contains a <QueryOrdersResponse> element if the message is processed successfully. If any errors occur, they will be wrapped in the <Errors> element, which contains the individual errors wrapped in the <Error> element.

36.1.2.1 <QueryOrdersResponse> Element

The following are the fields returned under the <QueryOrdersResponse> element:

Field	Description	Type
ExternalID	ExternalID of the contact that the orders are being displayed for.	Text
IdentificationNo	IdentificationNo of the contact that the orders are being displayed for.	Text
GalaxyContactID	The UniqueID of the contact used to query the Orders table.	Numeric
ContactGUID	The GUID of the contact that the orders are being displayed for.	Text
CustomerID	The CustomerID of the customer used to query the Orders table.	Numeric
LastFourIDNo	The Last Four characters of the IdentificationNO of the contact that the orders are being displayed for.	Text
Orders	<Orders> element	Element

Note: If the option "Only return results that meet all provided parameters" is turned on in eGalaxy Source configuration (eGalaxy Source > Query Orders tab), the ExternalID, IdentificationNo, GalaxyContactID, ContactGUID, CustomerID, and LastFourIDNo elements will only be returned if they were provided in the request to query by.

36.1.2.1.1 <Orders> element

The <Orders> element contains a list of <Order> elements that contain the information for each order that was found for the specified contact.

The following are the fields returned under the <Orders> element:

Field	Description	Type
OrderID	The UniqueID of the Order.	Numeric
ExternalID	The ExternalID of the order. This is the value that is generated by the Web Store.	Text(20)
SecureToken	Encoded string assigned to the order when Encoding OrderID is enabled on eGalaxy server Source	Text(12)

Balance	The balance of the order.	Currency
DeliveryMethodID	ID of the DeliveryMethod used for this order.	Numeric
DeliveryDetails	Detailed description of the delivery method used.	Text(255)
OpenDate	Date that the order was created.	DateTime
OrderStatus	The current status of the order.	Numeric
OrderAmount	The original amount of the order before any payments were made.	Currency
OrderReference	Additional information about the order	Text(40)

36.1.2.2 Example QueryOrdersResponse message (No Error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryOrdersResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2010-07-19 09:10:05</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <QueryOrdersResponse>
            <ExternalID>ExternalID1</ExternalID>
            <IdentificationNo/>
            <GalaxyContactID>702</GalaxyContactID>
            <ContactGUID>{FDA19E77-6F6C-4078-B3CF-196A112FDEC7}</ContactGUID>
            <LastFourIDNo>7890</LastFourIDNo>
            <CustomerID/>
            <Orders>
                <Order>
                    <OrderID>873</OrderID>
                    <ExternalID>07192010-346</ExternalID>
                    <SecureToken>7FJcBegOsWu9</SecureToken>
                    <Balance>0.00</Balance>
                    <DeliveryMethodID>11</DeliveryMethodID>
                    <DeliveryDetails>Printed on Web Delivery Method</DeliveryDetails>
                    <OpenDate>2010-07-18 17:09:48</OpenDate>
                    <OrderStatus>2</OrderStatus>
                    <OrderAmount>28.00</OrderAmount>
                    <OrderReference/>
                </Order>
            </Orders>
        </QueryOrdersResponse>
    </Body>
</Envelope>
```

36.1.2.3 Example QueryOrdersResponse message (Error)

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>2</MessageID>
        <MessageType>QueryOrdersResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2010-07-19 09:42:35</TimeStamp>
    </Header>
    <Body>
        <Status>
            <StatusCode>4800</StatusCode>
            <StatusText>QueryOrders request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>4805</ErrorCode>
                <ErrorText>Contact ExternalID999 does not exist.</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

37 QueryOrder Message

The QueryOrder message can be used by an external system to retrieve information about a specific order given the ExternalID, GalaxyOrderID, or PaymentEndorsement of the order. The purpose of this message is to display an order, in detail, for a contact logged into their account. The amount of data returned in this message can vary depending on what data is requested.

37.1 Message Format

The following sections describe the format of the QueryOrder message.

37.1.1 QueryOrder Message Fields

The body of the QueryOrder message contains a <QueryOrder> element containing <Query> element. The <Query> element contains the OrderID, GalaxyOrderID, or PaymentEndorsement fields, which are used to specify the order to be retrieved.

37.1.1.1 <Query> Element

The <Query> element must contain either the OrderID field, the GalaxyOrderID field, or the PaymentEndorsement field, which is used by the eGalaxy Server to find a specific order.

Field	Description	Type
OrderID	The ExternalID field of an Order. This is the value which was generated when the order was created.	Text(20)
GalaxyOrderID	The unique ID of an Order.	Numeric
PaymentEndorsement	When this field is sent, orders are returned where the endorsement field of any of the payments in the order matches this endorsement. If multiple orders match this endorsement, error code 4708 is returned.	Text
ContactExternalID	This is an optional field that can be sent in the request. When this field is sent, the OrderContact's and ShipToConact's ExternalID will be checked to verify that the logged in user is in fact the owner or the recipient of the Order being requested.	Text(64)
ContactGUID	This is an optional field that can be sent in the request. When this field is sent, the OrderContact's and ShipToContact's GUID will be checked to verify that the logged in user is in fact the owner or the recipient of the Order being requested.	Text
TranslationLanguageID	The language to translate the returned data into, if the system is configured for multiple languages (Optional)	Numeric

37.1.1.2 <DataRequest> Element

The <DataRequest> element contains a number of <Field> elements that dictate how much data is returned in the response message.

A DataRequest element contains one or more of the Field elements:

Field	Description	Type
Field	Field for which data is being requested	Text

Following fields can be requested under <DataRequest> element of the QueryOrder message:

Field	Description
Customer	Use this field to request customer data of the order
OrderContact	Request order contact data
BillToContact	Request order BillTo contact data
ShipToContact	Request order ShipTo contact data
OrderLines	Request OrderLines of the given order
Tickets	Request all tickets sold and issued for the given order. Tickets are returned within <Tickets> element. Tickets sold in a package are not returned grouped by the package.
Products	Request the original tickets sold and issued for the given order. Tickets are returned within <Products> element. Tickets sold in a package are returned grouped by the package.

SIAE	Use this field to request data specific to SIAE module for the order
UserFields	Use this field to request the user fields for the order
GroupVisit	Request order Group Visit data
Cancellable	Request an indication about whether this order is cancellable
AppleWalletData	Request the AppleWallet template data, if AppleTicket template is configured on the PLU, for original tickets sold and issued for the given order. The AppleWallet data for each ticket is returned as CData of the <AppleWalletData> field within the <Product> element. This option enables 'Products' data request above.

For example, if the source is requesting the Customer, OrderContact, BillToContact, ShipToContact, Tickets, SIAE and OrderLines from an order, the following would be the structure of the DataRequest element within the QueryOrder message:

```
<DataRequest>
    <Field>Customer</Field>
    <Field>OrderContact</Field>
    <Field>BillToContact</Field>
    <Field>ShipToContact</Field>
    <Field>Tickets</Field>
    <Field>SIAE</Field>
    <Field>OrderLines</Field>
</DataRequest>
```

Wildcard * can be used in the DataRequest element to return data for all fields applicable to the Order. If DataRequest element is missing in the QueryOrder message, eGalaxy reads it as a wildcard, and returns all applicable fields for the given order.

37.1.1.3 Example QueryOrder Message

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <MessageID>0</MessageID>
        <SourceID>ABC Travels</SourceID>
        <MessageType>QueryOrder</MessageType>
        <TimeStamp>2009-06-23 15:55</TimeStamp>
    </Header>
    <Body>
        <QueryOrder>
            <Query>
                <OrderID>07122010-341</OrderID>
                <ContactExternalID>ExternalID1</ContactExternalID>
            </Query>
            <DataRequest>
                <Field>Customer</Field>
                <Field>OrderContact</Field>
                <Field>BillToContact</Field>
                <Field>ShipToContact</Field>
                <Field>Tickets</Field>
                <Field>SIAE</Field>
                <Field>OrderLines</Field>
                <Field>AppleWalletData</Field>
            </DataRequest>
        </QueryOrder>
    </Body>
</Envelope>
```

37.1.2 QueryOrderResponse Message Fields

The QueryOrderResponse message contains a <QueryOrderResponse> element if the message is processed successfully. If any errors occur, they will be wrapped in the <Errors> element, which contains the individual errors wrapped in the <Error> element.

37.1.2.1 <TransactionData> Element

The following are the fields returned under the <TransactionData> element which is a child node of the <QueryOrderResponse> node:

Field	Description	Type
OrderID	ExternalID of the Order.	Text(20)
GalaxyOrderID	The UniqueID of the Order.	Numeric

SecureToken	Encoded string assigned to the order when Encoding OrderID is enabled on eGalaxy server Source	Text(12)
OrderStatus	The current status of the order.	Numeric
OrderDate	The Date the order was created.	DateTime
TranDate	The Date of the first order transaction (issuance or payment).	DateTime
OrderReference	Additional information about the order.	Text(40)
PO	The customer's purchase order number for the order.	Text(20)
Balance	The amount currently due on the order	Currency
DeliveryMethodID	The Delivery Method for the order	Numeric
DeliveryMethodKind	The Delivery Method kind for this order	Numeric
Cancellable	Returns YES if this order can be cancelled via eGalaxy Server's "Cancel" command, NO if it cannot	Boolean
GenerationType[1]	Where the ticket(s) were generated	Numeric
GiftAidStatus[2]	Indicates whether or not the guest has been asked to participate in Gift Aid	Numeric
Customer	<Customer> element	Element
OrderContact	<OrderContact> element	Element
BillToContact	<BillToContact> element	Element
ShipToContact	<ShipToContact> element	Element
OrderLines	<OrderLines> element	Element
Tickets	<Tickets> element	Element
GroupVisit	<GroupVisit> element	Element
SalesProgramID	The Sales Program that was applied to the order	Numeric

[1] GenerationType Values

Value	Gateway Constant Name	Description
0	RESELLER_TICKET_GENERATION_TYPE	Ticket(s) were generated from the Reseller Web Store
1	CONSUMER_TICKET_GENERATION_TYPE	Ticket(s) were generated from the Consumer Web Store

[2] GiftAidStatus Values

Value	Gateway Constant Name	Description
0	gasNotAsked	Guest has not been asked to participate in Gift Aid.
1	gasAccepted	Guest has agreed to participate Gift Aid.
2	gasDeclined	Guest has declined to participate in Gift Aid.
3	gasNonGiftAid	Guest has agreed to make a non-Gift Aid donation.

37.1.2.1.1 <Customer> element

The <Customer> element information about this order's customer.

The following are the fields returned under the <Customer> element:

Field	Description	Type
CustomerID	The Customer's unique identifier	Numeric
CategoryID	Foreign key reference to Customer Category	Numeric
Name	The customer's name	Text(50)
Reference	Additional customer information	Text(40)
Email	Customer's email address	Text(128)
Street1	Customer's street address line 1	Text(255)
Street2	Customer's street address line 2	Text(255)
Street3	Customer's street address line 3	Text(255)
City	Customer address city	Text(40)

State	Customer address state	Text(40)
ZIP	Customer's postal code	Text(16)
CountryCode	Customer address country code	Text(2)

37.1.2.1.2 <OrderContact>, <BillToContact> and <ShipToContact> elements

The <OrderContact>, <BillToContact> and <ShipToContact> elements return contact information about the particular contact on the order. Each of these elements contains a <Contact> element that displays the following fields:

Field	Description	Type
FirstName	Contact's first name	Text(30)
MiddleName	Contact's middle name	Text(30)
LastName	Contact's last name	Text(30)
Street1	Contact's street address line 1	Text(255)
Street2	Contact's street address line 2	Text(255)
Street3	Contact's street address line 3	Text(255)
City	Contact's city	Text(40)
State	Contact's state	Text(40)
ZIP	Contact's postal code	Text(16)
CountryCode	Contact's country code	Text(2)
Phone	Contact's phone number	Text(30)
Fax	Contact's fax number	Text(30)
Email	Contact's email address	Text(128)

37.1.2.1.3 <OrderLines> element

The <OrderLines> element returns information about the order lines found in the order. Each of these elements contains a <Order> element that displays the following fields:

Field	Description	Type
DetailType	A code to identify the type of order line	Numeric
PLU	Alphanumeric code uniquely identifying a particular ticket or retail item	Text(20)
Description	The item description, payment FOP description, or tax name, depending on the record's detail type.	Text(100)
Qty	Quantity for this line	Numeric
Amount	The unit price for this line	Currency
Total	Total amount for all items in this line, using the calculation: ((Amount + TaxAmount – Discount Amount) * Quantity).	Currency
TaxAmount	This is the amount of tax calculated on each unit of the ticket or item	Currency
DiscountAmount	Discount amount per ticket/item for this line. To determine what sort of discount is contained here, see the PriceBasis column.	Currency
IssuedQuantity	Number of issued items for this line	Numeric

37.1.2.1.4 <Tickets> element

The <Tickets> element returns information about the tickets found in the order. Each of these elements contains a <Ticket> element that displays the following fields:

Field	Description	Type
VisualID	Item's barcode	Text(40)
PLU	Alphanumeric code to uniquely identify a ticket or retail item	Text(20)
Price	Price paid for ticket, excluding taxes and additional payments made to increase the RemainingValue of the ticket.	Currency
Tax	Total amount of tax paid with ticket. This includes tax charged upon additional payments made to increase the RemainingValue of the ticket.	Currency

Status	A number indicating the state of the ticket.	Numeric
RedeemedPoints	Points redeemed to purchase this ticket	Currency
Description	Item description from Items table	Text
EventID	Event ID the ticket is associated with	Numeric
EndOfLifeDate	The end of life date of the ticket.	DateTime
EndOfLifeLockDate	The date when the ticket will be locked once it has reached its end of life date, calculated as the ticket's end of life date plus the lock window. If the lock window is disabled, there will not be a lock date.	DateTime
EndOfLifeLockStatus	The lock status of the ticket related to its end of life date. A ticket is locked if the current date is past the end of life date including the lock window. A ticket that is locked will be heavily limited as to what actions can be performed on it.	Text (8)
EndOfLifeDateStatus	0 - default, 1- indicates that the EndOfLifeDate was overriden.	Numeric

If the SIAE module is enabled, and if SIAE has been requested via the <Field> elements, then a <SIAERecord> element will be contained within each <Ticket> element. The <SIAERecord> element displays the following fields:

Field	Description	Type
Sigillo	Fiscal Seal generated for the ticket	Text(23)
ProgressivoNo	Progressive Number generated for the ticket	Numeric
TitoloEvento	Season/Event Title	Text(30)
TitoloBase	SIAE Ticket Category	Text(5)
OrdineDiPosto	Venue Type	Text(5)
CodiceCarta	The SmartCard Device ID that generated the Fiscal Seal and Progressive Number	Text(9)
DataFineEvento	Expiration Date of the ticket	DateTime
CausaleRiduzione	Reduction Type Name	Text(59)
CFTitolare	System Owner's SIAE ID	Text(16)
CFOrganizzatore	Show/Event Organizer's SIAE ID	Text(20)

37.1.2.1.5 <Products> element

<Products> element contains one or more <Product> elements. A <Product> element contains an attribute called type. The type attribute on the <Product> element indicates the type of the product for the XML fields are returned.

Attribute	Description	Type
Type	Indicates the type of the product. "Ticket" – <Product> element contains data for a ticket. "Item" – <Product> element contains data for a retail item. "Package" – <Product> element contains data for a package.	Text

The <Product> element contains same fields as the <Ticket> element listed in the last section for all product types. A product with the type of package also contains <Products> element representing all the package details that are part of the package.

Sections below contain examples for ticket, pass and package products.

37.1.2.1.6 <UserFields> element

The <UserFields> element contains the user fields for the order. It may contain zero or more <UserFieldN> elements, where N is the FieldSequence number of the field, and the contents are the value of that field.

37.1.2.1.7 <GroupVisit> element

The <GroupVisit> element contains the group visit information for the order. If no group visit information exists for this order, the element will not be included in the response.

Field	Description	Type
VisitDate	The date and time for the group visit	DateTime
Reference	And group reference information (e.g. notes) entered for the order	Text
ExpectedNumGuests	The number of guests expected for this visit	Numeric

Description	The description for the group visit for this order	Text

37.1.2.2 Example QueryOrderResponse message

```
<?xml version="1.0">
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryOrderResponse</MessageType>
        <SourceID>ABC Travels</SourceID>
        <TimeStamp>2020-02-17 17:52:40</TimeStamp>
    </Header>
    <Body>
        <QueryOrderResponse>
            <TransactionData>
                <OrderID>07122010-341</OrderID>
                <GalaxyOrderID>865</GalaxyOrderID>
                <SecureToken>7FJcBegOsWu9</SecureToken>
                <OrderStatus>2</OrderStatus>
                <OrderDate>2020-02-17 17:09:48</OrderDate>
                <OrderReference/>
                <PO/>
                <Balance>0.00</Balance>
                <DeliveryMethodID>11</DeliveryMethodID>
                <DeliveryMethodKind>9</DeliveryMethodKind>
                <GenerationType>1</GenerationType>
            </TransactionData>
            <Customer>
                <Name>Test Customer</Name>
                <Reference>TestCust</Reference>
                <Email>Customer@gatewayticketing.com</Email>
                <Street1>Address line 1</Street1>
                <Street2/>
                <Street3/>
                <City>Boyertown</City>
                <State>PA</State>
                <ZIP>19512</ZIP>
                <CountryCode>US</CountryCode>
            </Customer>
            <OrderContact>
                <Contact>
                    <FirstName>Order</FirstName>
                    <MiddleName/>
                    <LastName>Contact</LastName>
                    <Street1>Contact Address 1</Street1>
                    <Street2/>
                    <Street3/>
                    <City>Boyertown</City>
                    <State>PA</State>
                    <ZIP>19512</ZIP>
                    <CountryCode>US</CountryCode>
                    <Phone>6105555555</Phone>
                    <Fax/>
                    <Email>OrderContact@GatewayTicketing.com</Email>
                </Contact>
            </OrderContact>
            <OrderLines>
                <OrderLine>
                    <DetailType>1</DetailType>
                    <PLU>TICKET0010102</PLU>
                    <Description>GA Ticket</Description>
                    <QTY>1</QTY>
                    <Amount>20.00</Amount>
                    <Total>20.00</Total>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <IssuedQuantity>1</IssuedQuantity>
                </OrderLine>
                <OrderLine>
                    <DetailType>8</DetailType>
                    <PLU>PASS0010105</PLU>
                    <Description>Pass</Description>
                    <QTY>1</QTY>
                    <Amount>8.00</Amount>
                    <Total>8.00</Total>
```

```
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <IssuedQuantity>1</IssuedQuantity>
                </OrderLine>
                <OrderLine>
                    <DetailType>2</DetailType>
                    <PLU/>
                    <Description>Cash</Description>
                    <QTY>1</QTY>
                    <Amount>-28.00</Amount>
                    <Total>-28.00</Total>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <IssuedQuantity>1</IssuedQuantity>
                </OrderLine>
                <OrderLine>
                    <DetailType>2</DetailType>
                    <PLU/>
                    <Description>CHARGE</Description>
                    <QTY>1</QTY>
                    <Amount>28.00</Amount>
                    <Total>28.00</Total>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <IssuedQuantity>1</IssuedQuantity>
                </OrderLine>
                <OrderLine>
                    <DetailType>2</DetailType>
                    <PLU/>
                    <Description>CHARGE</Description>
                    <QTY>1</QTY>
                    <Amount>-28.00</Amount>
                    <Total>0.00</Total>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <IssuedQuantity>1</IssuedQuantity>
                </OrderLine>
            </OrderLines>
            <Tickets>
                <Ticket>
                    <VisualID>11061000622</VisualID>
                    <PLU>TICKET0010102</PLU>
                    <Description>TICKET - CHILD</Description>
                    <Price>20.00</Price>
                    <Tax>0.00</Tax>
                    <Status>0</Status>
                    <RedeemedPoints>0.00</RedeemedPoints>
                    <EndOfLifeDate>2020-02-28 00:00:00</EndOfLifeDate>
                    <EndOfLifeLockStatus>Unlocked</EndOfLifeLockStatus>
                    <EndOfLifeLockDate>2020-05-28 00:00:00</EndOfLifeLockDate>
                    <EndOfLifeDateStatus>0</EndOfLifeDateStatus>
                    <SIAERecord>
                        <Sigillo>11 11 11 11 11 11 11 11</Sigillo>
                        <ProgressivoNo>801</ProgressivoNo>
                        <TitoloEvento>Test Customer 2011</TitoloEvento>
                        <TitoloBase>A</TitoloBase>
                        <OrdineDiPosto>UN</OrdineDiPosto>
                        <CodiceCarta>11111111</CodiceCarta>
                        <DataFineEvento>20111101</DataFineEvento>
                        <CausaleRiduzione>INTERO GENERICO</CausaleRiduzione>
                        <CFTitolare>12345678901</CFTitolare>
                        <CFOrganizzatore>12345678901</CFOrganizzatore>
                    </SIAERecord>
                </Ticket>
                <Ticket>
                    <VisualID>33061000110</VisualID>
                    <PLU>PASS0010105</PLU>
                    <Description>Renew Pass</Description>
                    <Price>8.00</Price>
                    <Tax>0.00</Tax>
                    <Status>0</Status>
                    <RedeemedPoints>0.00</RedeemedPoints>
                    <EndOfLifeDate>2020-02-28 00:00:00</EndOfLifeDate>
                    <EndOfLifeLockStatus>Unlocked</EndOfLifeLockStatus>
                    <EndOfLifeLockDate>2020-05-28 00:00:00</EndOfLifeLockDate>
                    <EndOfLifeDateStatus>0</EndOfLifeDateStatus>
                    <SIAERecord>
```

```
                    <SIAERecord>
                        <Sigillo>22 22 22 22 22 22 22 22</Sigillo>
                        <ProgressivoNo>802</ProgressivoNo>
                        <TitoloEvento>Test Customer 2011</TitoloEvento>
                        <TitoloBase>A</TitoloBase>
                        <OrdineDiPosto>UN</OrdineDiPosto>
                        <CodiceCarta>11111111</CodiceCarta>
                        <DataFineEvento>20111101</DataFineEvento>
                        <CausaleRiduzione>INTERO GENERICO</CausaleRiduzione>
                        <CFTitolare>12345678901</CFTitolare>
                        <CFOrganizzatore>12345678901</CFOrganizzatore>
                    </SIAERecord>
                </Ticket>
            </Tickets>
            <Products>
                <Product Type="Ticket">
                    <VisualID>10082000053</VisualID>
                    <SerialNo>52</SerialNo>
                    <PLU>0010101</PLU>
                    <ItemName>TICKET - No Tax</ItemName>
                    <ItemDescription>TICKET - No Tax</ItemDescription>
                    <ItemUserCode/>
                    <AccessCode>10</AccessCode>
                    <NetPrice>10.00</NetPrice>
                    <ExternalPrice>0.00</ExternalPrice>
                    <RetailPrice>0.00</RetailPrice>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <DateSold>2012-01-31 16:51:00</DateSold>
                    <EventID>1234</EventID>
                    <EventName>Panda Exhibit</EventName>
                    <EventStartDate>2012-02-15 15:00:00</EventStartDate>
                    <EventEndDate>2012-02-15 15:30:00</EventEndDate>
                    <EventNotes>This is an event note</EventNotes>
                    <EventUserNo>123</EventUserNo>
                    <AppleWalletData>
                        <![CDATA[...]]>
                    </AppleWalletData>
                </Product>
                <Product Type="Ticket">
                    <VisualID>15502000000652</VisualID>
                    <ExpirationDate>2017-03-19 00:00:00</ExpirationDate>
                    <PaymentContractID>104</PaymentContractID>
                    <SerialNo>652</SerialNo>
                    <PLU>3GZ00601ANP</PLU>
                    <Qty>1</Qty>
                    <ItemName>Adult Season Pass</ItemName>
                    <ItemDescription>Adult Season Pass</ItemDescription>
                    <ItemUserCode>No benefit Package</ItemUserCode>
                    <BaseLanguageItemName>Adult Season Pass</BaseLanguageItemName>
                    <BaseLanguageItemDescription>Adult Season Pass</BaseLanguageItemDescription>
                    <AccessCode>15</AccessCode>
                    <Price>80.00</Price>
                    <OrderLineID>161</OrderLineID>
                    <DateSold>2016-03-19 11:02:00</DateSold>
                    <Guest>
                        <FirstName>John</FirstName>
                        <LastName>Smith</LastName>
                    </Guest>
                </Product>
                <Product Type="Item">
                    <PLU>1001001</PLU>
                    <ItemName>Item NT</ItemName>
                    <ItemDescription>Item No Tax</ItemDescription>
                    <ItemUserCode>ITEM</ItemUserCode>
                    <NetPrice>10.00</NetPrice>
                    <ExternalPrice>0.00</ExternalPrice>
                    <RetailPrice>0.00</RetailPrice>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                </Product>
                <Product Type="Package">
                    <SerialNo>0</SerialNo>
                    <PLU>PACKAGE0010101</PLU>
                    <ItemName>Package Individual Media</ItemName>
                    <ItemDescription>Package - No Taxes</ItemDescription>
                    <ItemUserCode/>
```

```xml
                    <AccessCode>10</AccessCode>
                    <NetPrice>20.00</NetPrice>
                    <ExternalPrice>0.00</ExternalPrice>
                    <RetailPrice>0.00</RetailPrice>
                    <TaxAmount>0.00</TaxAmount>
                    <DiscountAmount>0.00</DiscountAmount>
                    <DateSold>2012-02-07 09:37:00</DateSold>
                    <EventID>0</EventID>
                    <Guest>
                        <FirstName>Package_FirstName</FirstName>
                        <LastName>Package_LastName</LastName>
                    </Guest>
                    <Products>
                        <Product Type="Ticket">
                            <VisualID>10082000065</VisualID>
                            <SerialNo>54</SerialNo>
                            <PLU>0010101</PLU>
                            <ItemName>TICKET - No Tax</ItemName>
                            <ItemDescription>TICKET - No Tax</ItemDescription>
                            <ItemUserCode/>
                            <AccessCode>10</AccessCode>
                            <NetPrice>10.00</NetPrice>
                            <ExternalPrice>0.00</ExternalPrice>
                            <RetailPrice>0.00</RetailPrice>
                            <TaxAmount>0.00</TaxAmount>
                            <DiscountAmount>0.00</DiscountAmount>
                            <DateSold>2012-01-31 16:51:00</DateSold>
                            <EventID>0</EventID>
                            <Guest>
                                <FirstName/>
                                <LastName/>
                            </Guest>
                        </Product>
                        <Product Type="Item">
                            <PLU>1001001</PLU>
                            <ItemName>Item NT</ItemName>
                            <ItemDescription>Item No Tax</ItemDescription>
                            <ItemUserCode>ITEM</ItemUserCode>
                            <NetPrice>10.00</NetPrice>
                            <ExternalPrice>0.00</ExternalPrice>
                            <RetailPrice>0.00</RetailPrice>
                            <TaxAmount>0.00</TaxAmount>
                            <DiscountAmount>0.00</DiscountAmount>
                        </Product>
                    </Products>
                </Product>
            </Products>
            <GroupVisit>
                <VisitDate>2017-11-12 00:00:00</VisitDate>
                <Reference>Reference information entered for order</Reference>
                <ExpectedNumGuests>3</ExpectedNumGuests>
                <Description>Description of the group visit</Description>
                <Note/>
            </GroupVisit>
        </QueryOrderResponse>
    </Body>
</Envelope>
```

38 QueryCustomerAccount Message

The QueryCustomerAccount message is used to validate the Customer by their UniqueID and ExternalAccount.

38.1 Message Format

Following sections describes format of the QueryCustomerAccount message.

38.1.1 QueryCustomerAccount Message Fields

The body of the QueryCustomerAccount message contains the <QueryCustomerAccount> element. The <QueryCustomerAccount> contains the <CustomerID> field, the galaxy generated UniqueID of the customer used to lookup the customer as well as <CustomerExternalAccount>. The Customer loaded by the CustomerID with be validated against the passed in CustomerExternalAccount value.

The <QueryCustomerAccount> element can contain the following fields:

Field	Description	Type
CustomerID	The unique identifier of the customer. The customer loaded by this id will be validated against the passed in CustomerExternalAccount value. (Required)	Numeric
CustomerExternalAccount	The ExternalAccount field of a Customer. This is the value given by the external system to identify the Customer. (Required)	Text(20)

38.1.1.1 Example QueryCustomerAccount request

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <MessageID>0</MessageID>
    <MessageType>QueryCustomerAccount</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-09-23 09:10:05</TimeStamp>
    <EchoData/>
    <SystemFields/>
  </Header>
  <Body>
    <QueryCustomerAccount>
    <CustomerID>12</CustomerID>
      <CustomerExternalAccount>NCC001</CustomerExternalAccount>
    </QueryCustomerAccount>
  </Body>
</Envelope>
```

38.1.2 QueryCustomerAccount Message Fields

The QueryCustomerAccount response message body contains a <Status> element and a <QueryCustomerAccountResponse> element. If the message is processed successfully, the <Status> element will contain a <StatusCode> field with a value 0. Any non-zero value in the <StatusCode> field denotes an error. When an error occurs, they will be wrapped in the <Errors> element, which contains the individual errors wrapped in the <Error> element. For a successful response, the <QueryCustomerAccountResponse> element will also be present and contain information about the Customer that was queried.

38.1.2.1 <Status> Element

The following are the fields returned under the <Status> element which is found in the body of the response:

Field	Description	Type
StatusCode	The Status of the message, 0 is OK, Any other value is an error case. Additional information about the error will be provided in the StatusText field as well as the Errors element.	Integer
StatusText	A description of the status of the message. 'OK' when the message was a success or additional information when an error occurred.	Text

38.1.2.2 <QueryCustomerAccountResponse> Element

The following fields are returned under the <QueryCustomerAccountResponse> element found in the body of the response:

Field	Description	Type
CustomerID	The unique identifier field of the customer	Integer
CustomerExternalAccount	The customer's external identifier.	Text(20)
CustomerName	The customer's name.	Text(50)

38.1.2.3 <Errors> Element

The <Errors> element contains a number of <Error> elements that describe the errors that occurred during the processing of the message. The following fields are returned under the <Error> element:

Field	Description	Type
ErrorCode	A numeric code value to describe the error that occurred	Integer
ErrorText	A description of an error that occurred during the processing of the message	Text

38.1.2.4 Example response from a QueryCustomerAccount message (no errors)

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <MessageID>1</MessageID>
    <MessageType>QueryCustomerAccount</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-09-23 11:20:51</TimeStamp>
    <EchoData/>
    <SystemFields/>
  </Header>
  <Body>
    <Status>
      <StatusCode>0</StatusCode>
      <StatusText>OK</StatusText>
    </Status>
    <QueryCustomerAccountResponse>
      <CustomerID>12</CustomerID>
      <CustomerExternalAccount>NCC001</CustomerExternalAccount>
      <CustomerName>New Credit Customer</CustomerName>
    </QueryCustomerAccountResponse>
  </Body>
</Envelope>
```

38.1.2.5 Example response from a QueryCustomerAccount message (error)

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <MessageID>5</MessageID>
    <MessageType>QueryCustomerAccount</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-09-23 11:23:38</TimeStamp>
    <EchoData/>
    <SystemFields/>
  </Header>
  <Body>
    <Status>
      <StatusCode>6200</StatusCode>
      <StatusText>QueryCustomerAccount request error</StatusText>
    </Status>
    <Errors>
      <Error>
        <ErrorCode>6205</ErrorCode>
        <ErrorText>The CustomerExternalAccount requested (WrongExtAcct) does not match the ExternalAccount of
Customer 12</ErrorText>
      </Error>
    </Errors>
  </Body>
</Envelope>
```

39 UpdateTickets Message

The UpdateTickets message is used to update information for one or more tickets.

To do so, the client must provide the visual ID of the Ticket(s) (typically the "barcode number") to update, as well as the fields to update.

39.1 Message Format

Currently the UpdateTickets message will support adding or updating the picture associated to the ticket in the request. In the event that only the picture information is updated on a ticket, the normal validation of number of uses and expiration date, etc. is not considered.

39.1.1 UpdateTickets Message

The UpdateTickets message is sent by the web site to eGalaxy Attraction Server to update the specified fields on one or more tickets. The eGalaxy Attraction Server returns either an OK or the error that was encountered during the update. It is possible that some tickets are updated successfully while others fail due to errors. In this case, the overall response of the message is a success, but the status of each ticket will specify the error that occurred during the update of the ticket.

39.1.1.1 Header Parameters

The header element in the UpdateTickets message requires the following fields:

Field	Description	Type
SourceID	The system source identifier	Text
MessageType	For this message, always UpdateTickets	Text
ValidateOnly	The message will be validated only (optional)	Empty
SessionID	The active session acquired. Used when working with capacity managed ticket updates (optional, not needed for non-capacity managed updates)	Integer

Note: See the section **Message Header** to see other supported header fields, all of which are optional for this message.

39.1.1.2 Request Message Parameters

A Tickets element is the only field (element) supported at the top of the UpdateTickets message. Inside the tickets field is a Ticket element for each ticket to be updated.

Field	Description	Type
Tickets	<Tickets> element contains one or more <Ticket> child elements.	Element
Ticket	<Ticket> element contains the <VisualID> of the ticket to be updated.	Element
PackageDetails	Element containing <PackageDetail> for a package update	Element
PackageDetail	Element containing the update information for the package details parts	Element
VisualID	The VisualID of the ticket to be updated	Text
Picture	<Picture> element contains the Base64 encoded picture data to be added to the ticket specified by the VisualID.	Text(bin.base64 format)
TicketDate	The TicketDate being updated to, for date specific tickets	DateTime
ExpirationDate	The ExpirationDate being updated to, for date range tickets	DateTime
EventNo	The EventNo begin update to, for capacity managed ticket updates (Set the SessionID in the header if capacity was held by session in an earlier request. If SessionID is not provided, UpdateTicket will attempt to allocate capacity while processing the request.)	Numeric
CapacityID	The CapacityID being update to, for capacity managed ticket updates (Set the SessionID in the header if capacity was held by session in an earlier request. If SessionID is not provided, UpdateTicket will attempt to allocate capacity while processing the request.) (Optional - when not using SessionID in header)	Numeric
TicketStatus	The status being updated to. The only allowable values are 0 (valid) and 3 (inactive). Note that the eGalaxy Source must be configured to allow updating to these states; see the Update Ticket tab on the eGalaxy Source.	Numeric

AllMustSucceed	Indicates whether all updates given in the request must succeed or if failed updates can be skipped without failing the entire update (optional)	Boolean
ValidatePricing	Indicates whether validation will occur to ensure the price of the ticket with the old and new information is consistent (optional)	Boolean
UpdateOrderTicketDate	Indicates that if the tickets were purchased using an order, the original order will be updated with new ticket dates, if the date was changed (optional)	Boolean
UpdateOrderEventInfo	Indicates that if the tickets were purchased using an order, the original order will be updated with new event information, if the event was changed (optional)	Boolean

39.1.1.3 Example UpdateTickets Request

```
<Envelope>
  <Header>
    <SourceID>ABC Travels</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-07-21 10:00:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
  </Header>
  <Body>
    <Tickets>
      <Ticket>
      <VisualID>10455000919</VisualID>
      <Picture xmlns:dt="urn:schemas-microsoft-com:datatypes" dt:dt="bin.base64">
        Picture Data
      </Picture>
      </Ticket>
    </Tickets>
  </Body>
</Envelope>
```

39.1.1.4 Example UpdateTickets Request to be Validated Only

```
<Envelope>
  <Header>
    <ValidateOnly/>
    <SourceID>ABC Travels</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-07-21 10:00:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
  </Header>
  <Body>
    <Tickets>
      <Ticket>
      <VisualID>10455000919</VisualID>
      <Picture xmlns:dt="urn:schemas-microsoft-com:datatypes" dt:dt="bin.base64">
        Picture Data
      </Picture>
      </Ticket>
    </Tickets>
  </Body>
</Envelope>
```

Note: The <ValidateOnly> element will be present in the UpdateTicketsResponse message header to indicate that the request was processed in the Validate Only mode.

```
  <Header>
    <MessageID>1</MessageID>
    <MessageType>UpdateTicketsResponse</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-07-21 10:00:17</TimeStamp>
    <EchoData/>
    <SystemFields/>
    <ValidateOnly/>
  </Header>
```

39.1.1.5 Example UpdateTickets Request - Multiple Tickets

```
<Envelope>
  <Header>
    <SourceID>ABC Travels</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-07-21 10:00:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
  </Header>
  <Body>
    <Tickets>
    <Ticket>
      <VisualID>10455999999</VisualID>
      <Picture xmlns:dt="urn:schemas-microsoft-com:datatypes" dt:dt="bin.base64">
        Picture Data
      </Picture>
    </Ticket>
    <Ticket>
      <VisualID>10455000919</VisualID>
      <Picture xmlns:dt="urn:schemas-microsoft-com:datatypes" dt:dt="bin.base64">
        Picture Data
      </Picture>
    </Ticket>
    </Tickets>
  </Body>
</Envelope>
```

39.1.1.6 Example UpdateTickets Response - No Errors

```
<?xml version="1.0"?>
<Envelope>
  <Header>
    <MessageID>13</MessageID>
    <MessageType>UpdateTicketsResponse</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-07-21 13:32:26</TimeStamp>
    <EchoData/>
    <SystemFields/>
  </Header>
  <Body>
    <Status>
      <StatusCode>0</StatusCode>
      <StatusText>1 of 1 ticket(s) updated successfully</StatusText>
    </Status>
    <UpdateTicketsResponse>
      <SuccessfulUpdates>1</SuccessfulUpdates>
      <FailedUpdates>0</FailedUpdates>
      <Tickets>
        <Ticket>
          <VisualID>10455000919</VisualID>
          <UpdateStatus>0</UpdateStatus>
          <UpdateStatusText>Ticket 10455000919 updated successfully</UpdateStatusText>
        </Ticket>
      </Tickets>
    </UpdateTicketsResponse>
  </Body>
</Envelope>
```

39.1.1.7 Example UpdateTickets Response - Errors

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <MessageID>15</MessageID>
    <MessageType>UpdateTicketsResponse</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-07-21 13:35:05</TimeStamp>
    <EchoData/>
    <SystemFields/>
  </Header>
  <Body>
    <Status>
      <StatusCode>6101</StatusCode>
      <StatusText>0 of 1 ticket(s) updated successfully</StatusText>
    </Status>
    <UpdateTicketsResponse>
      <SuccessfulUpdates>0</SuccessfulUpdates>
      <FailedUpdates>1</FailedUpdates>
      <Tickets>
        <Ticket>
          <VisualID>10455999999</VisualID>
          <UpdateStatus>1</UpdateStatus>
          <UpdateStatusText>There was an error updating the ticket</UpdateStatusText>
          <TicketErrors>
            <TicketError>
              <ErrorCode>6102</ErrorCode>
              <ErrorText>There was an error attempting to load the ticket with VisualID 10455999999: Could not
load ticket.</ErrorText>
            </TicketError>
          </TicketErrors>
        </Ticket>
      </Tickets>
    </UpdateTicketsResponse>
  </Body>
</Envelope>
```

39.1.1.8 Example UpdateTickets Response - Some Errors, Some Success

```xml
<?xml version="1.0"?>
<Envelope>
  <Header>
    <MessageID>16</MessageID>
    <MessageType>UpdateTicketsResponse</MessageType>
    <SourceID>ABC Travels</SourceID>
    <TimeStamp>2015-07-21 13:38:41</TimeStamp>
    <EchoData/>
    <SystemFields/>
  </Header>
  <Body>
    <Status>
      <StatusCode>0</StatusCode>
      <StatusText>1 of 2 ticket(s) updated successfully</StatusText>
    </Status>
    <UpdateTicketsResponse>
      <SuccessfulUpdates>1</SuccessfulUpdates>
      <FailedUpdates>1</FailedUpdates>
      <Tickets>
        <Ticket>
          <VisualID>10455999999</VisualID>
          <UpdateStatus>1</UpdateStatus>
          <UpdateStatusText>There was an error updating the ticket</UpdateStatusText>
          <TicketErrors>
            <TicketError>
              <ErrorCode>6102</ErrorCode>
              <ErrorText>There was an error attempting to load the ticket with VisualID 10455999999: Could not
load ticket.</ErrorText>
            </TicketError>
          </TicketErrors>
        </Ticket>
        <Ticket>
          <VisualID>10455000919</VisualID>
          <UpdateStatus>0</UpdateStatus>
          <UpdateStatusText>Ticket 10455000919 updated successfully</UpdateStatusText>
        </Ticket>
      </Tickets>
    </UpdateTicketsResponse>
  </Body>
</Envelope>
```

39.1.1.9 Example UpdateTickets Request - Update Date Specific Ticket

```xml
<Envelope>
  <Header>
    <SourceID>ABC Travels</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-12-25 10:13:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
  </Header>
  <Body>
    <Tickets>
      <Ticket>
        <VisualID>10455005136</VisualID>
        <TicketDate>2015-12-18 08:00:00</TicketDate>
      </Ticket>
      <Ticket>
        <VisualID>10455005137</VisualID>
        <TicketDate>2015-12-18 08:00:00</TicketDate>
      </Ticket>
      <Ticket>
        <VisualID>10455005138</VisualID>
        <TicketDate>2015-12-18 08:00:00</TicketDate>
      </Ticket>
    </Tickets>
    <AllMustSucceed>YES</AllMustSucceed>
    <ValidatePricing>YES</ValidatePricing>
  </Body>
</Envelope>
```

39.1.1.10 Example UpdateTickets Request - Update Date Specific Ticket

```
<Envelope>
  <Header>
    <SourceID>ABC Travels</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-12-25 10:13:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
  </Header>
  <Body>
    <Tickets>
      <Ticket>
        <VisualID>10455009999</VisualID>
        <TicketDate>2015-12-18 08:00:00</TicketDate>
        <ExpirationDate>2015-12-25 11:59:00</ExpirationDate>
      </Ticket>
    </Tickets>
  </Body>
</Envelope>
```

39.1.1.11 Example UpdateTickets Request - Update Capacity Managed Ticket

```
<Envelope>
  <Header>
    <SourceID>TestSystem</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-11-06 10:00:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
    <SessionID>3767</SessionID>
  </Header>
  <Body>
    <Tickets>
      <Ticket>
        <VisualID>0110016055500000034</VisualID>
        <EventNo>1270</EventNo>
        <CapacityID>4525</CapacityID>
      </Ticket>
      <Ticket>
        <VisualID>0110016055500000036</VisualID>
        <EventNo>1270</EventNo>
        <CapacityID>4525</CapacityID>
      </Ticket>
    </Tickets>
    <AllMustSucceed>NO</AllMustSucceed>
    <ValidatePricing>YES</ValidatePricing>
  </Body>
</Envelope>
```

39.1.1.12 Example UpdateTickets Request - Update Capacity Managed Ticket

```
<Envelope>
  <Header>
    <SourceID>ABC Travels</SourceID>
    <MessageID>1</MessageID>
    <TimeStamp>2015-12-02 10:00:00</TimeStamp>
    <MessageType>UpdateTickets</MessageType>
    <SessionID/>
  </Header>
  <Body>
    <Tickets>
      <Ticket>
        <!-- Package VisualID -->
        <VisualID>60455005133</VisualID>
        <PackageDetails>
          <PackageDetail>
            <VisualID>10455005134</VisualID>
            <TicketDate>2015-12-24 08:00:00</TicketDate>
          </PackageDetail>
          <PackageDetail>
            <VisualID>10455005135</VisualID>
            <TicketDate>2015-12-24 08:00:00</TicketDate>
          </PackageDetail>
        </PackageDetails>
      </Ticket>
    </Tickets>
    <AllMustSucceed>YES</AllMustSucceed>
    <ValidatePricing>YES</ValidatePricing>
  </Body>
</Envelope>
```

39.1.1.13 Example UpdateTickets Request - Update One Capacity Managed Detail of a Package

```
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2019-10-17 10:00:00</TimeStamp>
        <MessageType>UpdateTickets</MessageType>
        <SessionID>34</SessionID>
    </Header>
    <Body>
        <Tickets>
            <Ticket>
                <VisualID>60001000171</VisualID>
                <PackageDetails>
                    <PackageDetail>
                        <VisualID>88001000172</VisualID>
                        <EventNo>1271</EventNo>
                        <CapacityID>1275</CapacityID>
                    </PackageDetail>
                </PackageDetails>
            </Ticket>
        </Tickets>
    </Body>
</Envelope>
```

39.1.1.14 Example UpdateTickets Request - Update Capacity Managed Details of a Package

```
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2019-10-17 10:00:00</TimeStamp>
        <MessageType>UpdateTickets</MessageType>
        <SessionID>34</SessionID>
    </Header>
    <Body>
        <Tickets>
            <Ticket>
                <VisualID>60001000171</VisualID>
                <PackageDetails>
                    <PackageDetail>
                        <VisualID>88001000172</VisualID>
                        <EventNo>1275</EventNo>
                        <CapacityID>1280</CapacityID>
                    </PackageDetail>
                    <PackageDetail>
                        <VisualID>88001000173</VisualID>
                        <EventNo>1270</EventNo>
                        <CapacityID>1275</CapacityID>
                    </PackageDetail>
                    <PackageDetail>
                        <VisualID>88001000174</VisualID>
                        <EventNo>1272</EventNo>
                        <CapacityID>1277</CapacityID>
                    </PackageDetail>
                </PackageDetails>
            </Ticket>
        </Tickets>
    </Body>
</Envelope>
```

39.1.1.15 Example UpdateTickets Response - Time-link Error When Updating Package Details

```
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdateTicketsResponse</MessageType>
        <SessionID>34</SessionID>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2019-10-17 13:22:45</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>6101</StatusCode>
            <StatusText>0 of 1 update request(s) completed successfully</StatusText>
        </Status>
        <UpdateTicketsResponse>
            <SuccessfulUpdates>0</SuccessfulUpdates>
            <FailedUpdates>1</FailedUpdates>
            <Tickets>
                <Ticket>
                    <VisualID>60001000171</VisualID>
                    <UpdateStatus>1</UpdateStatus>
                    <UpdateStatusText>There was an error updating the ticket with VisualID
60001000171</UpdateStatusText>
                    <Errors>
                        <Error>
                            <ErrorCode>6108</ErrorCode>
                            <ErrorText>There was an error validating the package details for VisualID
60001000171: The requested updates not meet the package criteria from the original sale.</ErrorText>
                        </Error>
                        <Error>
                            <ErrorCode>601</ErrorCode>
                            <ErrorText>Time-link error for detail with VisualID 88001000173: First event
validation failed</ErrorText>
                        </Error>
                    </Errors>
                </Ticket>
            </Tickets>
        </UpdateTicketsResponse>
    </Body>
</Envelope>
```

40 QueryPrices Message

The QueryPrices message is used to retrieve pricing information for the PLUs in a particular event. An element will be returned for the price, discount amount, and tax amount of each PLU for each possible sales program where the PLU may appear. Currently this only returns PLU information for Reserved Seat Pricing Level PLUs.

40.1 Message Format

This section describes the format of the QueryPrices request with examples.

40.1.1 QueryPrices Message Fields

Field	Description	Type
EventID	EventID to determine which PLUs to return pricing information for.	Numeric

40.1.1.1 Example QueryPrices Message

```
<?xml version="1.0" ?>
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryPrices</MessageType>
        <SessionID></SessionID>
        <TimeStamp>2014-07-04 17:50:09</TimeStamp>
        </Header>
    <Body>
        <QueryPrices>
           <EventID>979</EventID>
        </QueryPrices>
    </Body>
</Envelope>
```

40.1.2 QueryPrices Response Message Fields

The QueryPrices response contains the following fields in the response.

Field	Description	Type
PriceEntryList	Element containing PriceEntry elements.	Element
PriceEntry	Element containing pricing information.	Element
PLU	A PLU available to be sold for the event.	Text
SalesProgramID	A sales program that the PLU is a part of. There will be an entry for each PLU with SalesProgramID = 0. This is the default pricing when no Sales Program is applied.	Numeric
Price	The price of the PLU for the referenced Sales Program, based on a quantity of 1.	Currency
Discount	The discount amount for the referenced Sales Program based on a quantity of 1.	Currency
Tax	The tax amount for the referenced Sales Program based on a quantity of 1.	Currency

40.1.2.1 Example QueryPrices Response

```
<Envelope>
    <Header>
        <SourceID>TestSystem</SourceID>
        <MessageID>0</MessageID>
        <MessageType>QueryPricesResponse</MessageType>
        <SessionID>0</SessionID>
        <TimeStamp>2014-07-04 17:50:09</TimeStamp>
        </Header>
    <Body>
        <PriceEntryList>
          <PriceEntry>
            <PLU>TICKET0010101</PLU>
            <SalesProgramID>0</SalesProgramID>
            <Price>100</Price>
            <Tax>6</Tax>
            <Discount>0</Discount>
        </PriceEntry>
        <PriceEntry>
            <PLU>TICKET0010101</PLU>
            <SalesProgramID>4001</SalesProgramID>
            <Price>75</Price>
            <Tax>4.50</Tax>
            <Discount>25</Discount>
        </PriceEntry>
      </PriceEntryList>
    </Body>
</Envelope>
```

41 UpdateSystemLogon Message

The UpdateSystemLogon message is used to update the Contact that is associated with the Logon based upon a given Pass. The ContactID field from the pass is set to the OwnerID field of the SystemLogon entry.

41.1 Message Format

Following sections describes format of the UpdateSystemLogon message.

41.1.1 UpdateSystemLogon Message Fields

The body of the UpdateSystemLogon message contains the <UpdateSystemLogon> element. The <UpdateSystemLogon> contains the <PassID> field, the galaxy generated UniqueID of the Pass used to lookup the new Contact as well as <SystemLogonID> of the SystemLogon entry to be updated. Both fields are required.

The <UpdateSystemLogon> element can contain the following fields:

Field	Description	Type
SystemLogonID	The unique identifier of the SystemLogon entry to be updated. (Required)	Numeric
PassID	The ExternalAccount field of a Pass. The ContactID value of the give Pass will be assigned to the OwnerID field of the given SystemLogon entry. (Required)	Numeric
ErrorWhenSystemLogonExistsForContact	Indicates whether to prevent updating the SystemLogon entry if the contact associated with the provided PassID is associated with another SystemLogon entry. (Optional)	Boolean

41.1.1.1 Example UpdateSystemLogon request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>1</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-09-15 10:00:00</TimeStamp>
        <MessageType>UpdateSystemLogon</MessageType>
    </Header>
    <Body>
      <UpdateSystemLogon>
        <SystemLogonID>4</SystemLogonID>
        <PassID>551</PassID>
        <ErrorWhenSystemLogonExistsForContact>NO</ErrorWhenSystemLogonExistsForContact>
      </UpdateSystemLogon>
    </Body>
</Envelope>
```

41.1.2 UpdateSystemLogonRespone Message Fields

The UpdateSystemLogon response message body contains a <Status> element and a <UpdateSystemLogonResponse> element. If the message is processed successfully, the <Status> element will contain a <StatusCode> field with a value 0. Any non-zero value in the <StatusCode> field denotes an error. When an error occurs, they will be wrapped in the <Errors> element, which contains the individual errors wrapped in the <Error> element.

41.1.2.1 <Status> Element

The following are the fields returned under the <Status> element which is found in the body of the response:

Field	Description	Type
StatusCode	The Status of the message, 0 is OK, Any other value is an error case. Additional information about the error will be provided in the StatusText field as well as the Errors element.	Integer
StatusText	A description of the status of the message. 'OK' when the message was a success or additional information when an error occurred.	Text

41.1.2.2 <Errors> Element

The <Errors> element contains a number of <Error> elements that describe the errors that occurred during the processing of the message. The following fields are returned under the <Error> element:

Field	Description	Type
ErrorCode	A numeric code value to describe the error that occurred	Integer
ErrorText	A description of an error that occurred during the processing of the message	Text

41.1.2.3 Example response from a UpdateSystemLogon message (no errors)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdateSystemLogonResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2018-04-05 15:11:47</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

41.1.2.4 Example response from a UpdateSystemLogon message (error)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>UpdateSystemLogonResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2018-04-05 15:15:36</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>7100</StatusCode>
            <StatusText>UpdateSystemLogon request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>7101</ErrorCode>
                <ErrorText>PassID of 551999 doesn't refer to a valid Pass</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

42 AddDeferredEntitlementAddOn Message

The AddDeferredEntitlementAddOn message is used to add a deferred entitlement add-on to an existing ticket.

42.1 Message Format

Following sections describes format of the AddDeferredEntitlementAddOn message.

42.1.1 AddDeferredEntitlementAddOn Message Fields

The body of the AddDeferredEntitlementAddOn message contains the <AddDeferredEntitlementAddOn> element. The <AddDeferredEntitlementAddOn> contains the <PLU> field as well as the <DeferredEntitlementAddOnVisualID> field. Both fields are required.

The <AddDeferredEntitlementAddOn> element can contain the following fields:

Field	Description	Type
PLU	The PLU of the item that will be added as a deferred entitlement add-on. (Required)	Text
DeferredEntitlementAddOnVisualID	The VisualID of the ticket that the deferred entitlement add-on will be added to. (Required)	Numeric

42.1.1.1 Example AddDeferredEntitlementAddOn request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>1</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2006-09-15 10:00:00</TimeStamp>
        <MessageType>AddDeferredEntitlementAddOn</MessageType>
    </Header>
    <Body>
      <AddDeferredEntitlementAddOn>
        <PLU>ABCD1234</PLU>
        <DeferredEntitlementAddOnVisualID>1234567890</DeferredEntitlementAddOnVisualID>
      </AddDeferredEntitlementAddOn>
    </Body>
</Envelope>
```

42.1.2 AddDeferredEntitlementAddOnRespone Message Fields

The AddDeferredEntitlementAddOn response message body contains a <Status> element. If the message is processed successfully, the <Status> element will contain a <StatusCode> field with a value 0. Any non-zero value in the <StatusCode> field denotes an error. When an error occurs, they will be wrapped in the <Errors> element, which contains the individual errors wrapped in the <Error> element.

42.1.2.1 <Status> Element

The following are the fields returned under the <Status> element which is found in the body of the response:

Field	Description	Type
StatusCode	The Status of the message, 0 is OK, Any other value is an error case. Additional information about the error will be provided in the StatusText field as well as the Errors element.	Integer
StatusText	A description of the status of the message. 'OK' when the message was a success or additional information when an error occurred.	Text

42.1.2.2 <Errors> Element

The <Errors> element contains a number of <Error> elements that describe the errors that occurred during the processing of the message. The following fields are returned under the <Error> element:

Field	Description	Type

| ErrorCode | A numeric code value to describe the error that occurred | Integer |
| ErrorText | A description of an error that occurred during the processing of the message | Text |

42.1.2.3 Example response from a AddDeferredEntitlementAddOn message (no errors)

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>AddDeferredEntitlementAddOnResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2018-06-07 10:20:21</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>0</StatusCode>
            <StatusText>OK</StatusText>
        </Status>
    </Body>
</Envelope>
```

42.1.2.4 Example response from a AddDeferredEntitlementAddOn message (error)

```
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>AddDeferredEntitlementAddOnResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2018-06-07 10:20:21</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>7200</StatusCode>
            <StatusText>AddDeferredEntitlementAddOn request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>7202</ErrorCode>
                <ErrorText>The PLU ABCD1234 could not be found.</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

43 StoredValuePayment Message

The StoredValuePayment message is used to pay for a transaction using a Gateway stored value card balance.

43.1 Message Format

Following sections describes format of the StoredValuePayment message.

43.1.1 StoredValuePayment Message Fields

The body of the StoredValuePayment message contains the <StoredValuePayment> element.

The <StoredValuePayment> element contains the following required fields:

Field	Description	Type
FOPCode	The FOP code for GTS stored value. Foreign key to FOPs.FOPCode. (Required)	Numeric
VisualID	The VisualID of the stored value card found in the DebitCards table. (Required)	Text
Amount	The total amount to be deducted from the GTS stored value card balance. (Required)	Currency

43.1.1.1 Example StoredValuePayment request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>1</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2021-09-03 10:00:00</TimeStamp>
        <MessageType>StoredValuePayment</MessageType>
    </Header>
    <Body>
      <StoredValuePayment>
        <FOPCode>35</FOPCode>
        <VisualID>1234567890</VisualID>
        <Amount>10.00</Amount>
      </StoredValuePayment>
    </Body>
</Envelope>
```

43.1.2 StoredValuePaymentRespone Message Fields

The StoredValuePayment response message body contains a <Status> element. If the message is processed successfully, the <Status> element will contain a <StatusCode> field with a value 0. Any non-zero value in the <StatusCode> field denotes an error. When an error occurs, they will be wrapped in the <Errors> element, which contains the individual errors wrapped in the <Error> element.

43.1.2.1 <StoredValuePaymentResponse> Element

The following are the fields returned under the <StoredValuePaymentResponse> element which is found in the body of the response:

Field	Description	Type
AuthCode	Authorization code from eGalaxy	Text

43.1.2.2 <Errors> Element

The <Errors> element contains a number of <Error> elements that describe the errors that occurred during the processing of the message. The following fields are returned under the <Error> element:

Field	Description	Type
ErrorCode	A numeric code value to describe the error that occurred	Integer
ErrorText	A description of an error that occurred during the processing of the message	Text

43.1.2.3 Example response from a StoredValuePayment message (no errors)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>StoredValuePaymentResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2021-09-03 10:00:00</TimeStamp>
    </Header>
    <Body>
        <StoredValuePaymentResponse>
            <AuthCode>416456</AuthCode>
        </StoredValuePaymentResponse>
    </Body>
</Envelope>
```

43.1.2.4 Example response from a StoredValuePayment message using a card with insufficient balance

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>StoredValuePaymentResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2021-09-03 10:00:00</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Status>
            <StatusCode>7508</StatusCode>
            <StatusText>StoredValuePayment request error</StatusText>
        </Status>
        <Errors>
            <Error>
                <ErrorCode>7509</ErrorCode>
                <ErrorText>Insufficient balance remaining: 1.29.</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

43.1.2.5 Example response from a StoredValuePayment message using an expired card

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>StoredValuePaymentResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2021-09-03 10:00:00</TimeStamp>
        <EchoData></EchoData>
        <SystemFields></SystemFields>
    </Header>
    <Body>
        <Errors>
            <Error>
                <ErrorCode>7513</ErrorCode>
                <ErrorText>Debit card with VisualID '1234567890' is expired.</ErrorText>
            </Error>
        </Errors>
    </Body>
</Envelope>
```

44 QueryEntitlements Message

The QueryEntitlements message returns transaction and order data.

44.1 Message Format

Following sections describes format of the QueryEntitlements message.

44.1.1 QueryEntitlements Message Fields

The body of the QueryEntitlements message contains the <QueryEntitlements> element.

44.1.1.1 <Query> Element

The <Query> element must contain an EntitlementHash.

Field	Description	Type
EntitementHash	The ExternalID field of an Order. This is the value which was generated when the order was created.	Text(20)

44.1.1.2 <DataRequest> Element

The <DataRequest> element contains a number of <Field> elements that dictate how much data is returned in the response message.

A DataRequest element contains one or more of the Field elements:

Field	Description	Type
Field	Field for which data is being requested	Text

Following fields can be requested under <DataRequest> element of the QueryOrder message:

Field	Description
Products	Request the original tickets sold and issued for the given order or POS transaction. Tickets are returned within <Products> element. Tickets sold in a package are returned grouped by the package.
AppleWalletData	Request the AppleWallet template data, if AppleTicket template is configured on the PLU, for original tickets sold and issued for the given order. The AppleWallet data for each ticket is returned as CData of the <AppleWalletData> field within the <Product> element. This option enables 'Products' data request above.

44.1.1.3 Example QueryEntitlements request

```
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>Exchange</SourceID>
        <MessageID>-1</MessageID>
        <MessageType>QueryEntitlements</MessageType>
        <SessionID/>
        <TimeStamp>2022-05-1809:22:44</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <QueryEntitlements>
            <Query>
                <EntitlementHash>10001000456</EntitlementHash>
            </Query>
            <DataRequest>
                <Field>Products</Field>
                <Field>AppleWalletData</Field>
            </DataRequest>
        </QueryEntitlements>
    </Body>
</Envelope>
```

44.1.1.4 Example QueryEntitlements response (with AppleWallet template data omitted)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>-1</MessageID>
        <MessageType>QueryEntitlementsResponse</MessageType>
        <SourceID>Exchange</SourceID>
        <TimeStamp>2022-05-18 09:23:12</TimeStamp>
        <EchoData/>
        <SystemFields/>
    </Header>
    <Body>
        <QueryEntitlementsResponse>
            <Products>
                <Product Type="Ticket">
                    <VisualID>10001000456</VisualID>
                    <OwnerVisualID/>
                    <SerialNo>456</SerialNo>
                    <PLU>1-GUEST</PLU>
                    <Qty>1</Qty>
                    <OrderID>0</OrderID>
                    <ExternalID/>
                    <SalesChannelID>0</SalesChannelID>
                    <ItemName>No Tax with Guest</ItemName>
                    <ItemDescription>No Tax with Guest</ItemDescription>
                    <BaseLanguageItemName>No Tax with Guest</BaseLanguageItemName>
                    <BaseLanguageItemDescription>No Tax with Guest</BaseLanguageItemDescription>
                    <Status>0</Status>
                    <AccessCode>10</AccessCode>
                    <Price>10.00</Price>
                    <UpgradeValue>0.00</UpgradeValue>
                    <OrderLineID>12168</OrderLineID>
                    <DateSold>2022-05-17 15:22:33</DateSold>
                    <TranDate>2022-05-17 15:22:33</TranDate>
                    <VisitDate>1899-12-30 00:00:00</VisitDate>
                    <OnlineExchangeStatus>3</OnlineExchangeStatus>
                    <Guest>
                        <FirstName>Test</FirstName>
                        <LastName>2</LastName>
                        <MiddleName/>
                    </Guest>
                    <Contact>
                        <FirstName/>
                        <MiddleName/>
                        <LastName/>
                    </Contact>
                    <EndOfLifeDate/>
                    <EndOfLifeDateStatus>0</EndOfLifeDateStatus>
                    <AppleWalletData><CDATA></AppleWalletData>
                </Product>
                <Product Type="Ticket">
                    <VisualID>10001000457</VisualID>
                    <OwnerVisualID/>
                    <SerialNo>457</SerialNo>
                    <PLU>ADGAGuestName</PLU>
                    <Qty>1</Qty>
                    <OrderID>0</OrderID>
                    <ExternalID/>
                    <SalesChannelID>0</SalesChannelID>
                    <ItemName>Adult GA - Guest Name</ItemName>
                    <ItemDescription>Adult GA - Guest Name</ItemDescription>
                    <BaseLanguageItemName>Adult GA - Guest Name</BaseLanguageItemName>
                    <BaseLanguageItemDescription>Adult GA - Guest Name</BaseLanguageItemDescription>
                    <Status>0</Status>
                    <AccessCode>10</AccessCode>
                    <Price>10.00</Price>
                    <UpgradeValue>0.00</UpgradeValue>
                    <OrderLineID>12167</OrderLineID>
                    <DateSold>2022-05-17 15:22:33</DateSold>
                    <TranDate>2022-05-17 15:22:33</TranDate>
                    <VisitDate>1899-12-30 00:00:00</VisitDate>
                    <OnlineExchangeStatus>1</OnlineExchangeStatus>
                    <Guest>
                        <FirstName>Guest</FirstName>
                        <LastName>Test</LastName>
```

```
                                <LastName>Test</LastName>
                                <MiddleName/>
                        </Guest>
                        <Contact>
                                <FirstName/>
                                <MiddleName/>
                                <LastName/>
                        </Contact>
                        <EndOfLifeDate/>
                        <EndOfLifeDateStatus>0</EndOfLifeDateStatus>
                </Product>
            </Products>
        </QueryEntitlementsResponse>
    </Body>
</Envelope>
```

45 QueryPayments Message

The QueryPayments message retrieves JnlDrafts, JnlHostDataFields and other payment related fields based on a given VisualID.

45.1 Message Format

Following sections describes format of the QueryPayments message.

45.1.1 QueryPayments Message Fields

The body of the QueryPayments message contains the <QueryPayments> element.

The <QueryPayments> element contains the following required fields:

Field	Description	Type
VisualID	The VisualID of a ticket. (Required)	Text

45.1.1.1 Example QueryPayments request

```xml
<?xml version="1.0"?>
<Envelope>
    <Header>
        <SourceID>1</SourceID>
        <MessageID>1</MessageID>
        <TimeStamp>2022-10-18 10:00:00</TimeStamp>
        <MessageType>QueryPayments</MessageType>
    </Header>
    <Body>
        <QueryPayments>
            <Query>
                <VisualID>123456</VisualID>
            </Query>
            <Query>
                <VisualID>ABCDEFG</VisualID>
            </Query>
        </QueryPayments>
    </Body>
</Envelope>
```

45.1.1.2 <QueryPaymentsResponse> Element

The following elements are returned under the <QueryPaymentsResponse> body

45.1.1.3 Element

The PaymentRecord element groups payment nodes together for a single visual ID.

Field	Description	Type
VisualID	The visual ID provided in the request	Text
IsPaidViaCreditAccount	Indicates if an order was pay for using a customer credit account	Boolean

45.1.1.4 Element

Field	Description	Type
FOP	JnlDrafts.FOP	Numeric
FOPProtocol1	FOPs.Protocol1	Text
CardNo	QueryPayments returns the JnlDrafts.CardNo with the last 4 digits unmasked	Text
ExprDate	JnlDrafts.ExprDate	Numeric
Amount	Amount recorded in the corresponding JnlDetails record (JnlCodeID = 35)	Currency

eGalaxy server only returns certain FieldData when the request is sent using a secure connection (SSL port 443).

45.1.1.5 Element

Field	Description	Type
FieldID	JnlHostDataFields.FieldID	Numeric
FieldData	JnlHostDataFields.FieldData	Text

45.1.1.6 Example response from a QueryPayments message (no errors)

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Envelope>
    <Header>
        <MessageID>1</MessageID>
        <MessageType>QueryPaymentsResponse</MessageType>
        <SourceID>1</SourceID>
        <TimeStamp>2022-10-18 10:00:00</TimeStamp>
    </Header>
    <Body>
        <QueryPaymentsResponse>
            <PaymentRecord>
                <VisualID>123456</VisualID>
                <IsPaidViaCreditAccount>NO</IsPaidViaCreditAccount>
                <JnlDraft>
                    <FOP>43</FOP>
                    <FOPProtocol1>TEST</FOPProtocol1>
                    <CardNo>XXXXXXXXXXXX1234</CardNo>
                    <ExprDate>0330</ExprDate>
                    <Amount>10.25</Amount>
                </JnlDraft>
                <HostDataField>
                    <FieldID>143</FieldID>
                    <FieldData>123456ABCDEFG</FieldData>
                </HostDataField>
                <HostDataField>
                    <FieldID>183</FieldID>
                    <FieldData>MerchantName</FieldData>
                </HostDataField>
            </PaymentRecord>
        </QueryPaymentsResponse>
    </Body>
</Envelope>
```

46 eGalaxy Server Error Codes

46.1 Error Code Table

Error Code	Description	MessageType	Severity
0	OK - No error	Any	N/A
101	Customer not found in the Customer Group defined on the Source	Orders (File, Web download & Real time)	Error
102	Invalid Form of Payment	Orders (File, Web download & Real time)	Error
103	Invalid PLU	Orders (File, Web download & Real time)	Error
104	PLU not available in customers' Sales Program	Orders (File, Web download & Real time)	Error
105	Order line item price does not match Galaxy's price for same item	Orders (File, Web download & Real time)	Error
106	Credit FOP defined under eGalaxyConfig is invalid	Orders (File, Web download & Real time)	Error
107	Duplicate order. Order with given already exists in Galaxy	Orders (File, Web download & Real time)	Error
108	Group VisitDate (or ArrivalDate) cannot be empty	Orders (File, Web download & Real time)	Error
109	is required for the given PLU	Orders (File, Web download & Real time)	Error
110	given on order line does not match Galaxy's event ID for the same PLU	Orders (File, Web download & Real time)	Error
111	given on the order line does not match Galaxy's resource for the same PLU	Orders (File, Web download & Real time)	Error
112	Event type of Event on the order line does not match Galaxy's event type for the same	Orders (File, Web download & Real time)	Error
113	Invalid EventID	Orders (File, Web download & Real time)	Error
114	VisitDate is either out of range or has invalid value	Orders (File, Web download & Real time)	Error
115	An order (to update or cancel) with the given not found in the Galaxy	Orders (File, Web download & Real time)	Error
116	An order (to update or cancel) with the given is found but it is marked closed	Orders (File, Web download & Real time)	Error
117	Order (to update or cancel) has issued tickets or items	Orders (File, Web download & Real time)	Error
118	in the XML order does not fall within the From and Thru range defined on the eGalaxy source	Orders (File, Web download & Real time)	Error
119	Order contact not found or is empty	Orders (File, Web download & Real time)	Error
120	Customer to use for the order is configured to require a payment and no payment was found in the XML order	Orders (File, Web download & Real time)	Error
121	Customer to use for the order is configured to require a payment. The payment was found but it is not paid in FULL	Orders (File, Web download & Real time)	Error
122	Customer ID cannot be changed for the given	Orders (File, Web download & Real time)	Error
123	Source is inactive. Cannot process orders from an inactive source. This error can be configured as a warning in eGalaxy	Orders (File, Web download & Real time)	Error / Warning
124	not found or not valid to use for the customer to be used for the order	Orders (File, Web download &	Error

		Real time)	
125	No order lines found in the XML order. Can not update the order	Orders (File, Web download & Real time)	Error
126	Source ABC Travels Website is enabled for AVS verification (By postal code) and no AVS data (BillingZIP) found in the payment order line OR Source ABC Travels Website is enabled for AVS verification (By billing street and postal code) and no AVS data BillingStreet and/or BillingZIP) found in the payment order line	Orders (File, Web download & Real time)	Error
127	Source ABC Travels Website is enabled for CVN verification and no CVN data found in the payment order line	Orders (File, Web download & Real time)	Error
128	Payment authorization failed. Error code & error text from BCAM32	Orders (File, Web download & Real time)	Error
129	AVS verification failed	Orders (File, Web download & Real time)	Error
130	CVN verification failed	Orders (File, Web download & Real time)	Error
131	AVS and CVN verification failed	Orders (File, Web download & Real time)	Error
132	Cannot connect to Galaxy's Payment Server to authorize payment: PaymentCode	Orders (File, Web download & Real time)	Error
133	PayOnIssuance orders are not permitted for source ABC Travels	Orders (File, Web download & Real time)	Error
134	Cannot update order (OrderID), order has a payment applied in Galaxy	Orders (File, Web download & Real time)	Error
135	Cannot process an order with a Pay On Issuance payment (PaymentCode) that is configured for Authorize	Orders (File, Web download & Real time)	Error
136	Order has a payment PaymentCode marked as Pay On Issuance. Pay On Issuance payments are not supported when renewing passes	Orders (File, Web download & Real time)	Error
137	VisualID element under the Pass element is missing or it is empty	Orders (File, Web download & Real time)	Error
138	Pass with VisualID VisualID has quantity of Qty. A Pass cannot have multiple quantities	Orders (File, Web download & Real time)	Error
139	Pass with VisualID VisualID not found	Orders (File, Web download & Real time)	Error
140	Pass with VisualID VisualID is not renewable. This error can be configured as a warning in eGalaxy	Orders (File, Web download & Real time)	Error / Warning
141	Cannot renew pass with VisualID VisualID, pass kind (PassKindID) of the new PLU (PLU) not found	Orders (File, Web download & Real time)	Error
142	Cannot renew pass with VisualID VisualID, new pass kind has "Generate a new pass ID on renewal" option enabled	Orders (File, Web download & Real time)	Error
143	PLU (PLU) with a Kind of KindIdentifier (KindName) is not supported on an order line with a DetailType of DetailType	Orders (File, Web download & Real time)	Error
144	Promotion code used in the order has no uses left. This error can be configured as a warning in eGalaxy	Orders (File, Web download & Real time)	Error / Warning
145	Event EventID is not on sale. This error can be configured as a warning in eGalaxy.	Orders (File, Web download & Real time)	Error / Warning
146	Event EventID does not have enough quantity available. This error can be configured as a warning in eGalaxy	Orders (File, Web download & Real time)	Error / Warning
147	Event EventID is over. This error can be configured as a warning in eGalaxy	Orders (File, Web download & Real time)	Error / Warning
148	Order line ticket/item quantity for Print at Home orders cannot be greater than 1	Orders (File, Web download & Real time)	Error
149	Template to use for producing the Print at Home ticket is not defined on the PLU	Orders (File, Web download & Real time)	Error
150	Item amount is too large for tax table. This error can be configured as a warning in eGalaxy	Orders (File, Web download & Real time)	Error / Warning

151	Event not active currently	Orders (File, Web download & Real time)	Error / Warning
152	Sales program SalesProgramID is not valid to use on the given order date of OrderDate	Orders (File, Web download & Real time)	Error
153	Cannot import pass with PLU PLU, LastName of the pass is required	Orders (File, Web download & Real time)	Error
154	Cannot import pass with PLU PLU, field FieldName is configured as required on the pass kind(PassKind) of the pass and no data is received for that field	Orders (File, Web download & Real time)	Error
156	Disbursement ID (DisbursementID) not found for PLU (PLU) / Visual ID: (VisualID)	ActivateTicket	Error
157	Disbursement ID (DisbursementID) does not have any details for PLU (PLU) / Visual ID: (VisualID)	ActivateTicket	Error
158	New payment given in the request was authorized successfully for the purchase initially, however since the request is rejected due to other errors an attempt was made to void the authorization but failed due to this error: ErrorMessage	Orders (ile, Web download & Real time)	Error
159	At least one pass in the order is required to be the primary pass. Note: Error checking done only when The Raiser's Edge ® is enabled	Orders (File, Web download & Real time)	Error
160	An order cannot have more than one primary passes	Orders (File, Web download & Real time)	Error
161	NameTitleID NameTitleID does not exist	Orders (File, Web download & Real time)	Error or Warning
162	NameSuffixID NameSuffixID does not exist	Orders (File, Web download & Real time)	Error or Warning
163	Quantity of an order line with seat assignment cannot be greater than 1	Orders (File, Web download & Real time)	Error
164	Cell phone is required for a delivery method of Mobile	Orders (File, Web download & Real time)	Error
165	Order line ticket/item quantity for Mobile orders cannot be greater than 1	Orders (File, Web download & Real time)	Error
166	PaymentPlan not found in Galaxy database	Orders (File, Web download & Real time)	Error
167	PaymentPlan is not associated with PLU	Orders (File, Web download & Real time)	Error
168	Order has more than one paymentplans. Orders with multiple paymentplans are not supported	Orders (File, Web download & Real time)	Error
169	Orders containing tickets with paymentplans and tickets without paymentplan are not supported	Orders (File, Web download & Real time)	Error
170	Order with paymentplan tickets must have at least one credit card payment	Orders (File, Web download & Real time)	Error
171	PaymentContract DownPayment of PaymentContractDownPayment is less than the required DownPayment of PaymentPlanDownPaymentAmount for PaymentPlan PaymentPlanID	Orders (File, Web download & Real time)	Warning
172	Event EventID is private	Orders (File, Web download & Real time)	Error
173	The specified GxKeyID GxKeyID does not exist	Orders (File, Web download & Real time)	Error
174	The GxKeyID referenced by the External Key ID " GxKeyID " does not exist	Orders (File, Web download & Real time)	Error
175	TicketDate of TicketDate cannot be used on the orderline with PLU PLU, this PLU is not configured for Date Specific	Orders (File, Web download & Real time)	Error
176	TicketDate of TicketDate and ExpirationDate of ExpirationDate cannot be used on the orderline with PLU PLU, this PLU is not configured for Date Range	Orders (File, Web download & Real time)	Error
177	The order reference field must be unique for source ExternalSourceID	Orders (File, Web download & Real time)	Error

178	Invalid Package detail error. When a package detail given in the XML does not exist in the Package defined in Galaxy OR vice a versa, this error is raised.	Orders (File, Web download & Real time)	Error
179	Invalid Package detail quantity. When Qty of Package detail in XML does not match Qty defined on the Package in Galaxy, this error is raised.	Orders (File, Web download & Real time)	Error
180	A roster has been provided for an event that does not require a roster.	Orders (File, Web download & Real time)	Error
181	Roster information is required for this event.	Orders (File, Web download & Real time)	Error
182	A rostered event cannot have multiple quantities.	Orders (File, Web download & Real time)	Error
183	Event is missing one or more required roster attributes.	Orders (File, Web download & Real time)	Error
184	Event has contacts used in rosters that are not unique.	Orders (File, Web download & Real time)	Error
185	Permit returns only option cannot be used for non-CMS points transactions	Orders (File, Web download & Real time)	Error
186	All Items in CMS points transactions require redeemed values greater than 0.	Orders (File, Web download & Real time)	Error
187	A CMS transaction number (TransID2) is required for CMS points transactions	Orders (File, Web download & Real time)	Error
188	Only one payment is allowed in CMS points transactions	Orders (File, Web download & Real time)	Error
189	The permit returns only option is required for CMS points transactions.	Orders (File, Web download & Real time)	Error
190	Orders with CMS points transaction cannot be updated	Orders (File, Web download & Real time)	Error
191	Orders with CMS points transaction cannot be cancelled	Orders (File, Web download & Real time)	Error
192	Items in a CMS points transaction cannot have a negative quantity	Orders (File, Web download & Real time)	Error
193	While attempting to convert PLUs based on delivery method, the replacement PLU was not found.	Orders (File, Web download & Real time)	Error
194	Phone Numbers element cannot contain duplicate phone types.	Orders (File, Web download & Real time)	Error
195	Error occurred when issuing the order with PopUp PrintAtHome delivery method.	Orders (File, Web download & Real time)	Error
196	Total number of child JointMembers exceeds the allowed limit for pass.	Orders (File, Web download & Real time)	Error
197	Total number of adult JointMembers exceeds the allowed limit for pass	Orders (File, Web download & Real time)	Error
198	This order is locked. The Print on Web delivery method is unavailable for locked orders.	Orders (File, Web download & Real time)	Error
199	eGalaxy failed to acquire all SIAE fiscal seals for tickets/passes in the transaction. The order was saved, but must be manually voided by the user, since some of the tickets do not have the required seal.	Orders (File, Web download & Real time)	Warning
200	Ticket Date must fall within the SIAE Event dates	Orders (File, Web download & Real time)	Error
201	TicketDate is required on the orderline, PLU is configured for Date Specific	Orders (File, Web download & Real time)	Error
202	Total number of reserved seats given in the order does not match number of seats put on hold by the session	Orders (File, Web download & Real time)	Error
203	Orders: Multiple Joint Member passes on order	Orders (File, Web download & Real time)	Error
204	Order and ShipTo contacts refer to the same ExternalID but have different	Orders	Error

	data		
205	Pass Contact GUID element does not contain a valid GUID value	Orders	Error
206	Pass Contact GUID is required	Orders (File, Web download & Real time)	Error
207	Contact GUID is required	Orders (File, Web download & Real time)	Error
208	Error validating Contact GUID	Orders (File, Web download & Real time)	Error
209	Pass information was not provided for a Pass Required Ticket	Orders (File, Web download & Real time)	Error
210	Pass information provided for a Pass Required Ticket was not valid	Orders (File, Web download & Real time)	Error
211	Event information provided for non-capacity-managed item	Orders (File, Web download & Real time)	Error
212	Roster provided for a non-event based order line	Orders (File, Web download & Real time)	Error
213	A contact on the order does not fulfill field attribute requirements on one or more of the items in the order	Orders (File, Web download & Real time)	Error
214	This session does not have the seats reserved	Orders	Error
215	Cannot cancel order (NNN), order is currently processing	Orders	Error
221	There are user fields that are required, but they were not included in this request.	Orders	Error
222	The EMS (event management server) session(s) specified in the order are in an invalid state; that is, they are neither active nor locked.	Orders	Error
223	Time-linked validation for one or more packages within the order failed	Orders	Error
224			
225	The <Member> tag for the Primary Member should never include a <Picture> tag. Instead, the <Picture> should be part of the primary <Contact> tag.	Orders	Error
226	Pass required once-per-day ticket validation failure due to the multiple active requests. Rejected Order can be resubmitted to verify.	Orders (File, Web download & Real time)	Error
227	Tickets do not have the same invoicing requirements	Validate	Error
227	UpdateHeader messages cannot update order lines	Orders	Error
228	Cannot invoice multiple items configured as invoice by usage	Validate	Error
232	One or more required fields were not provided in a reserved seating <Seat> node.	Orders	Error / Warning
233	ShipTo and BillTo contacts refer to the same ExternalID but have different data	Error	
235	The GiftAidDonorType for this order is not found	Orders	Error
236	The GiftAidDonorType for this order is not in the correct CodeTable	Orders	Error
237	The GiftAidType specified is not valid a valid GiftAidType	Orders	Error
238	The GiftAidType is missing	Orders	Error
239	The GiftAidAmount specified on the order line is less than the configured minimum allowed amount of gift aid	Orders	Error
240	The GiftAidAmount specified on the order line does not match the expected amount for this item or package detail	Orders	Error
241	The GiftAidType specified on the order line is not valid for this item or package detail	Orders	Error
242	The GiftAidStatus specified on the order is not valid	Orders	Error
243	A GiftAidStatus of 0 (not asked) or 2 (declined) was specified, but gift aid types or amounts were found on one or more order lines	Orders	Error
244	No PriceProgram matches the PriceProgramID specified on the order line.	Orders	Error
245	Invalid VisualID specified in <UpgradeFromVisualID> element.	Orders	Error
246	PLU is an invalid upgrade option for product specified in	Orders	Error

	<UpgradeFromVisualID> element.		
247	PLU is an invalid item type for upgrade using the <UpgradeFromVisualID> element.	Orders	Error
248	Product specified in <UpgradeFromVisualID> element has a picture ID. The picture does not exist or primary pass member picture ID does not match or <Picture> element is specified in the <Pass> or primary <Member> data.	Orders	Error
249	Product specified in <UpgradeFromVisualID> element has a contact ID. The primary pass member contact ExternalID or GUID does not match.	Orders	Error
250	The contact data on the order or the order line does not match the context criteria.	Orders	Error
251	The Item Sales Rules violation. Item not valid at the time of attempted use.	Orders	Error
252	A contact was found blocked for Orders, Tickets or Passes action.	Orders	Error
258	Upgrade of PLU <PLUtoUpgrade> to <UpgradeTargetPLU> is not a valid upgrade. UpgradeFromVisualID=<UpgradeFromVisualID>.	Orders	Error
259	Invalid partial package upgrade due to blank UpgradeFromVisualID.	Orders	Error
260	Could not find UpgradeFromVisualID <10001000BOGUSVID>	Orders	Error
261	You cannot upgrade this item. The associated item bearing this VisualID has already been upgraded/returned.	Orders	Error
262	Unable to upgrade ticket. The date of the request is past the end of life date on the ticket record and therefore the ticket is locked.	Orders	Error
263	Cannot renew pass, it has already been renewed	Orders (File, Web download & Real time)	Error
264	Cannot change order "O" status from Closed to Open: Request not allowed from the eGalaxy Source "S".	Orders UpdateHeader (File, Web download & Real time)	Error
265	Cannot change order "O" status from Closed to Open: The order must be Closed to allow the change.	Orders UpdateHeader (File, Web download & Real time)	Error
266	Cannot change order "O" status from Closed to Open: Order has been Invoiced/Credited.	Orders UpdateHeader (File, Web download & Real time)	Error
268	Order line quantity is invalid. E.g. qty is zero for item order line	Orders (File, Web download & Real time)	Error
269	Order line has a capacity managed product but is missing the ResourceID	Orders (File, Web download & Real time)	Error
992	Read timeout error	Any	Error
993	Connection timeout error	Any	Error
994	Database row modification error when attempting to save	Any	Error
995	Database key violation when attempting to save	Any	Error
996	Error attempting to connect to the database	Any	Error
997	An attempt was made to make an update to a read-only database	Any	Error
998	Format error	Any	Error
999	Unknown exception	Any	Error
1001	Authentication Error	Authenticate	Error
1002	Invalid Message Type	Any	Error
1003	Invalid Message Header	Any	Error
1004	Invalid Message Body	Any	Error
1005	Invalid Data	Any	Error
1008	SourceID tag in the header not found or empty	Any	Error
1010	Internal eGalaxy error	Any	Error
1011	SessionID given in the message header is not valid	TicketHold, TicketCommit, TicketSale, TicketReturn	Error
1013	ValidateOnly mode not allowed for the message type	Error	
1014	Invalid Origin value for CORS header request	Error	
1015	The SourceID value given in the HTTP header does not match the SourceID	Error	

1016	given in the XML request header AuthToken tag is required in the XML request header but was not found or was empty	Any	Error
1017	The AuthToken provided in the XML request header is invalid	Any	Error
1018	An AuthToken was provided, but the server is not configured to require a token	Any	Error / Warning
1019	The SalesChannelID value given in the request is not valid	Error	
1020	The CstomerID and SalesChannelID field value mismatch	Event Messages	Error / Warning
1101	Event EventID not valid	TicketHold, TicketSale	Error
1102	Event EventID not active	TicketHold, TicketSale	Error
1103	Event EventID not on sale	TicketHold, TicketSale	Error
1104	Event EventID quantity Quantity not available	TicketHold, TicketSale, TicketCommit	Error
1105	Event EventID quantity Quantity cannot be negative	TicketHold, TicketSale	Error
1106	No ticket holds found to release for the session SessionID	AbandonSession	Error
1107	Cannot find and/or update capacity record for ticket sale.	TicketSale	Error
1108	Cannot find and/or update capacity record for ticket return.	TicketReturn	Error
1109	EVENT_IS_PRIVATE.		Error
1110	EVENT_PARENT_RESOURCE_INVALID.		Error
1111	Ticket Hold request SalesChannelID and Session SalesChannelID mismatch.	EventTicketHold	Error
1201	Invalid Order data, multiple orders are not supported	Orders (Real time)	Error
1202	Guest Sale Limits Exceeded	Orders, UpdateTickets	Error
1203	Duplicate GUID with SameAsContact=NO	Orders, UpdateTickets	Error
1300	QueryTicket request error	QueryTicket	Error
1301	Invalid field(s) Fields. This field is restricted on the source	QueryTicket	Error
1302	The customer of this ticket is restricted by the source	QueryTicket	Error / Warning
1303	Invalid field(s) Fields. Field(s) does not apply to the item kind requested	QueryTicket	Error
1304	Invalid Field(s) Fields. Field(s) is unknown	QueryTicket	Error
1305	Source SourceID not found	QueryTicket	Error
1306	Can not process messages from source SourceID, source is inactive	QueryTicket	Error
1307	QueryTicket messages are not permitted for source SourceID	QueryTicket	Error
1308	Invalid field(s) Fields. Field(s) is not supported	QueryTicket	Error
1309	StatusRequest element is only supported for ItemKind of Pass	QueryTicket	Error
1310	Source is not enabled to accept Ticket Usage requests	QueryTicket	Error
1311	Source is not enabled to accept Ticket Lineage requests	QueryTicket	Error
1312	Unable to find the pass	QueryTicket	Error
1313	Unable to find the ticket	QueryTicket	Error
1314	Unable to find the debit card	QueryTicket	Error
1315	The media def count not be found	QueryTicket	Error
1316	No data found	QueryTicket	Error
1317	Invalid PackageDetailResponseMode	QueryTicket	Error
1318	Invalid PackageDetailResponseMode source element	QueryTicket	Error
1319	Invalid DataRequest source element	QueryTicket	Error
1400	Ticket activation request error	ActivateTicket (Real time)	Error
1401	Source SourceID not found	ActivateTicket (File & Real time)	Error
1402	Source SourceID is inactive. Cannot process activation requests from an inactive source.	ActivateTicket (File & Real time)	Error
1403	Source SourceID is not allowed to send ActivateTicket messages	ActivateTicket (File & Real time)	Error
1404	Ticket does not exist	ActivateTicket (File & Real time)	Error

1405	Ticket already active	ActivateTicket (File & Real time)	Error
1406	Ticket already used	ActivateTicket (File & Real time)	Error
1407	Invalid Item Code PLU	ActivateTicket (File & Real time)	Error
1408	PLU PLU, not available in customer's sales program	ActivateTicket (File & Real time)	Error
1409	Item price Price does not match Galaxy's price Price for same item	ActivateTicket (File & Real time)	Error
1410	Customer Customer not found	ActivateTicket (File & Real time)	Error
1411	Customer CustomerID is restricted on the source eGalaxySource	ActivateTicket (File & Real time)	Error
1412	Customer CustomerID on ticket is different than the one in file CustomerID	ActivateTicket (File & Real time)	Error
1413	Form of payment FOP not found	ActivateTicket (File & Real time)	Error
1414	Payment amount (Payment Amount) does not match the total price (Sale Amount) of all tickets	ActivateTicket (File & Real time)	Error
1415	Credit fop FOP defined on eGalaxy configuration not found	ActivateTicket (File & Real time)	Error
1416	Foreign Media VisualID could not be matched up to a media definition defined on the source	Activate Foreign Ticket	Error
1417	A problem was encountered trying to insert a foreign media ticket	Activate Foreign Ticket	Error
1418	Source is enabled for activating foreign media, but does not have any media definitions defined	Activate Foreign Ticket	Error
1419	Ticket with a status different than Inactive cannot be activated	ActivateTicket (File & Real time)	Error
1420	Ticket with a status different than Valid (or Active) cannot be cancelled	ActivateTicket (File & Real time)	Error
1421	Sales program SalesProgramID not found on customer CustomerID or it's category	ActivateTicket (File & Real time)	Error
1422	EventID is required for the PLU PLU	ActivateTicket (File & Real time)	Error
1423	Invalid EventID EventID for the PLU PLU	ActivateTicket	Error
1424	Event EventID is not on sale.	This error can be configured as a warning in eGalaxy	ActivateTicket
1425	Event EventID does not have enough quantity available. This error can be configured as a warning in eGalaxy	ActivateTicket	Error / Warning
1426	Event EventID is over.	This error can be configured as a warning in eGalaxy	ActivateTicket
1427	EventID (EventID) given on the ticket does not match Galaxy's EventID (EventID) for PLU PLU	ActivateTicket	Error
1428	Section or ResourceID (ResourceID) of the event EventID does not match Galaxy's ResourceID (ResourceID) for PLU PLU	ActivateTicket	Error
1429	EventType (EventTypeID) of the event EventID does not match Galaxy's EventType (EventTypeID) for PLU PLU	ActivateTicket	Error
1430	Auto Payment option is not allowed for activation of an inactive ticket	ActivateTicket	Error
1431	Sales program is not valid to use currently	ActivateTicket	Error
1432	The ticket is already in the current list of tickets to activate	ActivateTicket	Error
1433	Unable to apply sales program SalesProgramID for customer CustomerID, the customer is NOT configured for multiple sales programs	ActivateTicket	Error
1434	Event is private	ActivateTicket	Error
1435	The specified GxKeyID does not exist	ActivateTicket	Error
1436	The GxKeyID referenced by the External Key ID does not exist	ActivateTicket	Error
1437	The EventID specified in the Ticket Activation message does not match the EventID on the existing ticket.	ActivateTicket	Error
1444	The foreign media ticket ID provided is invalid.	Orders (Foreign media ticket activation)	Error
1445	Virtual Sales Programs not allowed for this customer	ActivateTicket	Error
1446	Source specified the visual ID for tickets on an order line, but this source is not configured to allow specifying the visual ID for tickets.	Orders (Foreign media ticket activation)	Error
1447	The product specified on the order line is not configured to require activation, but a visual ID was specified on the order line.	Orders (foreign media activation)	Error

1448	Incorrect command used for package activation.	ActivateTicket	Error
1449	Incorrect command used for ticket activation.	ActivateTicket	Error
1450	Package detail supplied not found.	ActivateTicket (ActivatePackageDetail)	Error
1451	Owning pass is not active. Cannot activate package.	ActivateTicket (ActivatePackageDetail)	Error
1452	Activating a deferred benefit is not permitted through ActivateTicket.	ActivateTicket (ActivatePackageDetail)	Error
1453	Package detail is missing for a package detail with a quantity of greater than one. If one package detail is activated, all package details which share its package detail id must be activated.	ActivateTicket (ActivatePackageDetail)	Error
1454	Package detail has invalid EventID. All package details with the same detail id must have the same EventID.	ActivateTicket (ActivatePackageDetail)	Error
1455	Package detail failed validation due to time link verification.	ActivateTicket (ActivatePackageDetail)	Error
1456	Package detail has invalid TicketDate. All package details with the same detail id must have the same TicketDate.	ActivateTicket (ActivatePackageDetail)	Error
1457	Provided PLU for product not the same as actual PLU for product	ActivateTicket	Error
1458	EventID is not allowed for the PLU, it is not capacity managed	ActivateTicket	Error
1459	Package header not provided for activating package details.	ActivateTicket (ActivatePackageDetail)	Error
1460	Activation attempted past activate by date	ActivateTicket	Error
1461	TicketActivation message sent with ticket beyond its end of life lock date	ActivateTicket	Error
1500	UpdatePass request error	UpdatePass	N/A
1501	Source SourceID not found	UpdatePass	Error
1502	Can not process messages from source SourceID, source is inactive	UpdatePass	Error
1503	UpdatePass messages are not permitted for source SourceID	UpdatePass	Error
1504	Invalid Field(s) Fields. Field(s) is unknown	UpdatePass	Error
1505	VisualID is missing or empty	UpdatePass	Error
1506	VisualID VisualID of the pass not found or is invalid	UpdatePass	Error
1507	Invalid Field(s) Fields. Field(s) is not supported	UpdatePass	Error
1508	Pass status (Status) given in the request is invalid	UpdatePass	Error
1509	Error updating pass with visual id VisualID: AdditionalErrorMessage	UpdatePass	Error
1510	Error saving pass with visual id VisualID: AdditionalErrorMessage	UpdatePass	Error
1511	Error resulting from the MasterPassID element being unknown/unrelated to the master pass	UpdatePass	Error
1512	Error resulting from passing a MasterPassID that doesn't refer to a pass in the database.	UpdatePass	Error
1513	No pass found for the VisualID and PassAcct provided.	UpdatePass	Error
1514	PassAccount of the pass not found or is invalid	UpdatePass	Error
1515	No valid required lookup field provided	UpdatePass	Error
1600	Surveys request error	Surveys	N/A
1601	Survey ID SurveyID not found. This error can be configured as a warning in eGalaxy	Surveys	Error / Warning
1602	Field SurveyQuestion, is configured to require answer but no answer is received in the message. This error can be configured as a warning in eGalaxy	Surveys	Error / Warning
1603	Data type of the answer for field "SurveyQuestion" does not match with the one configured in Galaxy. This error can be configured as a warning in eGalaxy	Surveys	Error / Warning
1604	Order OrderID not found in Galaxy's database	Surveys	Error / Warning
1700	Customers request error	Customers	Error

1701	Source SourceID not found	Customers	Error
1702	Can not process messages from source SourceID, source is inactive	Customers	Error
1703	Source SourceID is not enabled to accept Customers requests	Customers	Error
1704	External account for the customer with name CustomerName is empty, unable to insert the customer	Customers	Error
1705	Customer name for customer with external account ExternalAccount is empty, unable to insert the customer	Customers	Error
1706	A Customer with external account ExternalAccounts already exists	Customers	Error
1707	Category Category given for customer with ExternalAccount ExternalAccount not found	Customers	Error
1708	Cannot add Sales program SalesProgramName to customer with ExternalAccount ExternalAccount, the sales program is unknown	Customers	Error
1709	Unable to Update or Delete information for customer with external account ExternalAccount, customer does not exist	Customers	Error / Warning
1710	Cannot delete customer with external account ExternalAccount due to dependency	Customers	Error
1711	Username Username already exists, please use a different username	Customers	Error
1713	Password specified in the <Logon> element does not meet Galaxy's password policies.	Customers	Error
1800	Authenticate Logon request error	AuthenticateLogon	Error
1801	Logon authentication error, no match found for the given username and password	AuthenticateLogon	Error
1901	Source SourceID not found	QueryCustomer	Error
1902	Can not process messages from source SourceID, source is inactive	QueryCustomer	Error
1903	Source SourceID is not enabled to accept QueryCustomer requests	QueryCustomer	Error
1904	Unable to return customer data, customer with External Account of ExternalAccount not found	QueryCustomer	Error
2000	UpdateReplenishStatus request error	UpdateReplenishStatus	Error
2001	Source SourceID not found	UpdateReplenishStatus	Error
2002	Cannot process messages from source SourceID, source is inactive	UpdateReplenishStatus	Error
2003	UpdateReplenishStatus messages are not permitted for source SourceID	UpdateReplenishStatus	Error
2004	Unable to locate ticket VisualID	UpdateReplenishStatus	Error
2005	Unable to change status from CurrentStatus to NewStatus	UpdateReplenishStatus	Error
2006	Unable to update ReplenishStatus for VisualID:VisualID, ReplenishStatus:NewStatus is invalid	UpdateReplenishStatus	Error
2100	Contacts request error	Contacts	Error
2101	Source SourceID not found	Contacts	Error
2102	Can not process messages from source SourceID, source is inactive	Contacts	Error
2103	Source SourceID is not enabled to accept Contacts requests	Contacts	Error
2104	ExternalID for the contact with LastName LastName is empty, unable to modify the contact	Contacts	Error
2105	LastName for contact with ExternalID ExternalID is empty, unable to insert the contact	Contacts	Error
2106	A Contact with ExternalID ExternalID already exists	Contacts	Error
2107	Unable to Update or Delete information for contact with external id ExternalID, contact does not exist	Contacts	Error / Warning
2108	Username Username already exists, please use a different username	Contacts	Error
2109	CompanyCode CompanyCode is already used by another contact	Contacts	Error
2116	Password specified in the <Logon> element does not meet Galaxy's password policies.	Contacts	Error
2117	Contact has no logon name currently, and none was provided in request.	Contacts	Error
2200	QueryContact request error	QueryContact	Error

2201	Source SourceID not found	QueryContact	Error
2202	Can not process messages from source SourceID, source is inactive	QueryContact	Error
2203	Source SourceID is not enabled to accept QueryContact requests	QueryContact	Error
2204	Unable to return contact data, contact with ExternalID of ExternalID not found	QueryContact	Error
2300	QueryContactHistory request error	QueryContactHistory	Error
2301	Source SourceID not found	QueryContactHistory	Error
2302	Can not process messages from source SourceID, source is inactive	QueryContactHistory	Error
2303	Source SourceID is not enabled to accept QueryContactHistory requests	QueryContactHistory	Error
2304	Unable to return purchase history, contact with ExternalID of ExternalID not found	QueryContactHistory	Error
2400	SendPasswordReminder request error	SendPasswordReminder	Error
2401	Source SourceID not found	SendPasswordReminder	Error
2402	Can not process messages from source SourceID, source is inactive	SendPasswordReminder	Error
2403	Unable to find the account with the given username(%s) and e-mail address(%s) due to this error: %s	SendPasswordReminder	Error
2404	An unknown Mode value (%s) was specified in the request	SendPasswordReminder	Error
2405	The Mode=UpdatePasswordFromReset, but no Token value was provided in the request to verify	SendPasswordReminder	Error
2406	The provided password reset token cannot be found	SendPasswordReminder	Error
2407	The provided password reset token has expired	SendPasswordReminder	Error
2408	The provided token was for a different user account	SendPasswordReminder	Error
2409	The Token provided in the request (%s) is not in the proper GUID format	SendPasswordReminder	Error
2410	No new password was provided for Mode=UpdatePasswordFromReset	SendPasswordReminder	Error
2411	The provided password does not meet current system policies	SendPasswordReminder	Error
2500	ReplenishTicket request error	ReplenishTicket	Error
2501	Source SourceID not found	ReplenishTicket	Error
2502	Cannot process messages from source SourceID, source is inactive	ReplenishTicket	Error
2503	ReplenishTicket messages are not permitted for source SourceID	ReplenishTicket	Error
2504	Unable to replenish ticket VisualID due to an error: Error Message	ReplenishTicket	Error
2601	Appeal ID not found in Appeals table. Item for the OrderLine has Gift option turned on and Order Line XML has Gift XML within it. The Appeal ID value in Gift XML must exist in Appeals table if the value is not zero.	Orders	Error
2602	Solicitation ID not found in Solicitations table Same as 2601 error for Solicitation ID.	Orders	Error
2603	Appeal ID must be numeric. Appeal ID must be numeric and it cannot be blank if Appeal ID element is given.	Orders	Error
2604	Solicitation ID must be numeric. Same as 2603 error for Solicitation ID	Orders	Error
2700	Ticket creation request error	CreateTickets	Error
2701	Source SourceID not found	CreateTickets	Error
2702	Source SourceID is inactive. Cannot process creation requests from an inactive source.	CreateTickets	Error
2703	Source eGalaxySource is not allowed to send CreateTickets messages	CreateTickets	Error
2704	Invalid Item Code PLU	CreateTickets	Error
2705	Item specified by PLU is not a ticket	CreateTickets	Error
2706	PLU PLU, not available in customer's sales program	CreateTickets	Error
2707	Item price Price does not match Galaxy's price Price for same item	CreateTickets	Error
2708	Customer Customer not found	CreateTickets	Error
2709	Customer CustomerID is restricted on the source eGalaxySource	CreateTickets	Error
2711	Form of payment FOP not found	CreateTickets Error	
2712	Payment amount (Payment Amount) does not match the total price (Sale	CreateTickets	Error

	Amount) of all tickets		
2713	Credit fop FOP defined on eGalaxy configuration not found	CreateTickets	Error
2714	Invalid Sales Program	CreateTickets	Error
2715	Event ID is required for the selected item	CreateTickets	Error
2716	Invalid Event ID	CreateTickets	Error
2717	The selected event is not on sale	CreateTickets	Error
2718	The selected event does not have enough capacity	CreateTickets	Error
2719	The selected event is over	CreateTickets	Error
2720	The selected event does not match the event from the item	CreateTickets	Error
2721	The selected resource does not match the resource on the item	CreateTickets	Error
2722	The selected event type does not match the event type on the item	CreateTickets	Error
2723	The sales program is not valid right now	CreateTickets	Error
2724	Cannot apply sales program	CreateTickets	Error
2725	Access code for PLU not found	CreateTickets	Error
2726	Media Definition for PLU not found	CreateTickets	Error
2727	Quantity of an order line with seat assignment cannot be greater than 1	CreateTickets	Error
2728	Event is private	CreateTickets	Error
2729	All Items in CMS points transactions require redeemed values greater than 0.	CreateTickets	Error
2730	A CMS transaction number (TransID2) is required for CMS points transactions	CreateTickets	Error
2731	Only one payment is allowed in a CMS points transaction	CreateTickets	Error
2732	Items in a CMS points transaction cannot have a negative quantity	CreateTickets	Error
2733	Virtual Sales Programs not allowed for this customer	CreateTickets	Error
2800	ImportPass request error	ImportPass	Error
2801	Source SourceID not found	ImportPass	Error
2802	Source SourceID is inactive. Cannot process ImportPass	ImportPass	Error
2803	Source eGalaxySource is not allowed to import passes	ImportPass	Error
2804	PLU not found or is empty. Cannot import pass without a valid PLU	ImportPass	Error
2805	PLU given in the request (PLU) not found in Galaxy's Items table	ImportPass	Error
2806	PassKind is not configured on the pass PLU given in the request (PLU). Unable to import a pass without a valid PassKind	ImportPass	Error
2807	AccessCode is not configured on the pass PLU given in the request (PLU). Unable to import a pass without a valid AccessCode	ImportPass	Error
2808	Pass field "FieldLabel" is configured as a required field on the pass kind (PassKind), however no data exists for this field in the request	ImportPass	Error
2809	VisualID VisualID already exists in Galaxy's Passes table	ImportPass	Error
2810	Data for pass field "FieldLabel" is invalid	ImportPass	Error
2811	Pass designated as Master Pass (ID: PassID) not found in Galaxy's Passes table	ImportPass	Error
2812	Pass designated as Purchaser Pass (ID: PassID) not found in Galaxy's Passes table	ImportPass	Error
2813	Ticket kind (Kind) on the pass PLU is invalid. Ticket kind of PLU PLU must be PASS	ImportPass	Error
2814	Pass status (Status) given in the request is invalid	ImportPass	Error
2900	A PassPhrase or ExternalKey was not specified	EncryptionKey	Error
2901	A KeyName was not specified	EncryptionKey	Error
2902	The specified ExternalKeyID already exists	EncryptionKey	Error
2903	The specified GxKeyID already exists	EncryptionKey	Error
2904	A PassPhrase AND ExternalKey cannot be defined for an encryption key	EncryptionKey	Error
3000	GetPaymentPlanSalesData request error	GetPaymentPlanSalesData	Error
3001	PaymentPlan with ID PaymentPlanID not found in Galaxy database	GetPaymentPlanSalesData	Error

3002	Contact with ExternalID ContactExternalID not found in Galaxy database	GetPaymentPlanSalesData	Error
3100	CheckGroupSalesLimits request error	CheckGroupSalesLimits	Error
3101	Source SourceID not found	CheckGroupSalesLimits	Error
3102	Source SourceID is inactive. Cannot process CheckGroupSalesLimits requests from an inactive source	CheckGroupSalesLimits	Error
3103	Source eGalaxySource is not allowed to Check Groupsales limits	CheckGroupSalesLimits	Error
3104	Cannot add GroupSales limit hold for invalid SessionID: SessionID	CheckGroupSalesLimits	Error
3105	Customer category with ID CustCategoryID not found in Galaxy database	CheckGroupSalesLimits	Error
3106	GroupSales limit enforcement is not enabled on the customer category with ID: CustCategoryID	CheckGroupSalesLimits	Error
3200	User request error	User	Error
3201	Source SourceID not found	User	Error
3202	Source SourceID is inactive. Cannot process Node requests from an inactive source	User	Error
3203	Source eGalaxySource is not allowed to process reseller requests	User	Error
3204	Agency AgencyID not found in Galaxy database	User	Error
3205	User with UserName UserName already exists in Galaxy database	User	Error
3206	AgencyType of agency AgencyID is 'Default'. Agency of the user must have a type of 'Reseller'	User	Error
3207	User with ID UserID not found in Galaxy database	User	Error
3208	Unable to generate a password due to this error: PasswordGeneratorEngine error	User	Error
3209	Password does not meet the strong password requirements. PasswordVerificationEngine Error	User	Error
3210	User is not part of the specified agency	User	Error
3211	Requested FailedRemaining value was negative	User	Error
3212	Requested FailedRemaining value exceeds system maximum	User	Error
3300	Node request error	Node	Error
3301	Source SourceID not found	Node	Error
3302	Source SourceID is inactive. Cannot process User requests from an inactive source	Node	Error
3303	Source eGalaxySource is not allowed to process reseller requests	Node	Error
3304	Agency AgencyID not found in Galaxy database	Node	Error
3305	AgencyType of agency AgencyID is ''Default''. Agency of the user must have a type of ''Reseller''	Node	Error
3306	Node NodeNo not found in Galaxy database	Node	Error
3307	Cannot add a new node. All node numbers in the node ranges for this location (Agency) are in use	Node	Error
3400	General request error	CreateTransaction	Error
3401	Source not found	CreateTransaction	Error
3402	Source is inactive	CreateTransaction	Error
3403	Source does not permit CreateTransaction messages	CreateTransaction	Error
3404	Customer with ID not found in Galaxy database	CreateTransaction	Error
3405	PLU not found in Galaxy database	CreateTransaction	Error
3406	Ticket with given VisualID not found in Galaxy tickets table	CreateTransaction	Error
3407	Cannot return ticket with given VisualID because it has an invalid status	CreateTransaction	Error
3408	Cannot return ticket with given VisualID because it has been used already	CreateTransaction	Error
3409	Cannot make prepayment without payment processor configured	CreateTransaction	Error
3410	FOP used for prepayment must be configured to authorize	CreateTransaction	Error
3411	Prepaid balance update failed	CreateTransaction	Error
3412	Journal update failed	CreateTransaction	Error

3413	Prepayment refund payments not supported	CreateTransaction	Error
3414	Prepaid balance is insufficient	CreateTransaction	Error
3415	Account not found	CreateTransaction	Error
3416	Not enough credit available in account	CreateTransaction	Error
3417	Credit payment amount cannot be negative	CreateTransaction	Error
3418	Credit payments are not authorized for this Form Of Payment	CreateTransaction	Error
3419	Unable to process this transaction because the specified customer account is on hold	CreateTransaction	Error
3420	Unable to process this prepayment because the specified customer account is frozen	CreateTransaction	Error
3421	Ticket is inactive at an external site	CreateTransaction	Error
3422	Ticket was already used at an external site	CreateTransaction	Error
3423	The expected Price from the plugin does not match the given ExternalPrice	CreateTransaction	Error
3424	The expected StartDate from the plugin does not match the given TicketDate	CreateTransaction	Error
3425	The expected ExpirationDate from the plugin does not match the given ExpirationDate	CreateTransaction	Error
3426	The expected UpgradeValue from the plugin does not match the given UpgradeValue	CreateTransaction	Error
3427	Booking reference is required	CreateTransaction	Error
3428	Travel date is required	CreateTransaction	Error
3429	Ticket is past its end of life lock date	CreateTransaction	Error
3430	The user is not part of the agency given in the request	CreateTransaction	Error
3431	EventID not allowed for the given PLU as it is not an RM product	CreateTransaction	Error
3432	The CreateTransaction Sales Channel ID differs from the Session Event Hold Sales Channel ID	CreateTransaction	Error / Warning
3500	QueryReportData request error	QueryReportData	Error
3501	Source SourceID not found	QueryReportData	Error
3502	Source SourceID is inactive. Cannot process QueryReportData requests from an inactive source.	QueryReportData	Error
3503	Source eGalaxySource is not allowed to process report requests.	QueryReportData	Error
3504	ReportID not found in Galaxy database.	QueryReportData	Error
3700	ImportDebitTransaction request error	ImportDebitTransaction	Error
3701	Source SourceID not found	ImportDebitTransaction	Error
3702	Source SourceID is inactive. Cannot process ImportDebitTransaction requests from an inactive source.	ImportDebitTransaction	Error
3703	Source eGalaxySource is not allowed to process debit transaction requests.	ImportDebitTransaction	Error
3704	Card log type not supported by the ImportDebitTransaction message.	ImportDebitTransaction	Error
3705	Serial number not found in the RFIDMaps table	ImportDebitTransaction	Error
3706	DebitCard record not found for the visual ID associated with the given serial number in the ImportDebitTransaction message.	ImportDebitTransaction	Error
3707	No visual ID was provided for the debit transaction	ImportDebitTransaction	Error
3708	The transaction (Charge or Unload) could not be completed because the card with the provided visual ID is locked out.	ImportDebitTransaction	Error
3709	The transaction (Charge or Unload) could not be completed because the card with the provided visual ID has an insufficient balance.	ImportDebitTransaction	Error
3900	UpdateContractStatus request error	UpdateContractStatus	Error
3901	Source SourceID not found	UpdateContractStatus	Error
3902	Source SourceID is inactive. Cannot process UpdateContractStatus requests from an inactive source.	UpdateContractStatus	Error
3903	Source SourceID is not allowed to process contract requests	UpdateContractStatus	Error
3904	PaymentContractID not found in PaymentContracts table.	UpdateContractStatus	Error

3905	PaymentContractStatusID not found in PaymentContractStatuses table	UpdateContractStatus	Error
4000	QueryLockerTransaction request error	QueryLockerTransaction	Error
4001	Source SourceID not found	QueryLockerTransaction	Error
4002	Source SourceID is inactive. Cannot process QueryLockerTransaction requests from an inactive source	QueryLockerTransaction	Error
4003	Source SourceID is not allowed to process QueryLockerTransaction requests	QueryLockerTransaction	Error
4004	RFID Serial number not found	QueryLockerTransaction	Error
4100	EventTicketHold request error	EventTicketHold	Error
4101	Provided PLU cannot be found in database	EventTicketHold	Error
4102	ResourceID on PLU does not match ResourceID in request	EventTicketHold	Error
4103	Invalid EventID in SelectedEvent element	EventTicketHold	Error
4104	Invalid PackageDetailID in CurrentEventSelection or SelectedEvent element	EventTicketHold	Error
4105	Invalid PLU in CurrentEventSelection element	EventTicketHold	Error
4200	QueryRoster request error	QueryRoster	Error
4201	EventID is not valid	QueryRoster	Error
4202	Event is off sale	QueryRoster	Error
4203	Event is over	QueryRoster	Error
4300	QueryRosterContact request error	QueryRosterContact	Error
4301	This contact has already been selected for this event	QueryRosterContact	Error
4302	EventID is not valid	QueryRosterContact	Error
4303	Event is off sale	QueryRosterContact	Error
4304	Event is over	QueryRosterContact	Error
4305	ContactID is not valid	QueryRosterContact	Error
4306	Event does not have a roster	QueryRosterContact	Error
4400	PaymentAuth forwarding error	PaymentAuth	Error
4401	A payment processor URL has not been defined in the eGalaxy configuration	PaymentAuth	Error
4402	Timeout exceeded when attempting to connect to the payment processor	PaymentAuth	Error
4403	Timeout exceeded when requesting response from the payment processor	PaymentAuth	Error
4500	QueryGroupSalesCode request error	QueryGroupSalesCode	Error
4501	Source SourceID not found	QueryGroupSalesCode	Error
4502	Source SourceID is inactive. Cannot process QueryLockerTransaction requests from an inactive source	QueryGroupSalesCode	Error
4503	Source SourceID is not allowed to process QueryLockerTransaction requests	QueryGroupSalesCode	Error
4504	GroupSales Code GroupSalesCode is invalid	QueryGroupSalesCode	Error
4505	Customer CustomerID associated with the GroupSales Code GroupSalesCode not found in the Customers table	QueryGroupSalesCode	Error
4506	Customer CustomerID associated with the GroupSales Code GroupSalesCode is not valid	QueryGroupSalesCode	Error
4601	EventID is invalid	QueryEvents	Error
4602	PLU is invalid	QueryEvents	Error
4603	CustomerID is invalid	QueryEvents	Error
4604	Error querying events	QueryEvents	Error
4700	QueryOrder Request Error	QueryOrder	Error
4701	Source not found	QueryOrder	Error
4702	Source is inactive	QueryOrder	Error
4703	Source does not permit QueryOrder messages	QueryOrder	Error
4704	OrderID not found	QueryOrder	Error
4705	Order not found	QueryOrder	Error
4706	Invalid TranslationLanguageID (non-numeric) provided	QueryOrder	Error
4707	Unknown TranslationLanguageID provided, could not be located in the	QueryOrder	Error

4708	RMEvents table Multiple orders were found matching the endorsement value that was specified.	QueryOrder	Error
4709	Invalid Order. Order found but not complete yet.	QueryOrder	Error
4800	QueryOrders Request Error	QueryOrders	Error
4801	Source not found	QueryOrders	Error
4802	Source is inactive	QueryOrders	Error
4803	Source does not permit QueryOrders messages		
4804	ExternalID not found	QueryOrders	Error
4805	Contact not found	QueryOrders	Error
4806	Customer not found	QueryOrders	Error
5400	Upsell PLU not found in items table	Upsell	Error
5401	Upsell type not valid	Upsell	Error
5600	Request Error	GetPaymentContractAccountData	Error
5601	Payment contract with given ID not found	GetPaymentContractAccountData	Error
5700	GetEvents Error	GetEvents	Error
5701	Source Not Found	GetEvents	Error
5702	Source Inactive	GetEvents	Error
5703	Source Not Enabled	GetEvents	Error
5704	Invalid TranslationLanguageID (non-numeric) provided	GetEvents	Error
5705	Unknown TranslationLanguageID provided, could not be located in the RMEvents table	GetEvents	Error
5800	Entitlement addon error	Orders	Error
5801	Invalid entitlement addon VisualID	Orders	Error
5802	Invalid external dynamic package ID	Orders	Error
5900	QueryCustomerItems Error	QueryCustomerItems	Error
5901	Customer not found	QueryCustomerItems	Error
5902	Sales program not found	QueryCustomerItems	Error
5903	Customer ID has multiple sales programs. A SalesProgramID must be provided	QueryCustomerItems	Error
5904	Sales program not found on customer	QueryCustomerItems	Error
6100	UpdateTickets Error	UpdateTickets	Error
6101	All of the tickets within the request failed to update	UpdateTickets	Error
6102	One or more tickets within the request failed to update, and request required that all succeed	UpdateTickets	Error
6103	Unable to load one or more of the requested tickets using the provided VisualID	UpdateTickets	Error
6104	Error occurred while attempting to update the picture for one of the tickets	UpdateTickets	Error
6105	Failed to update ticket due to invalid exchange status, or provided only date for event ticket	UpdateTickets	Error
6106	Failed to update the capacity for the new event for one of the tickets	UpdateTickets	Error
6107	The pricing of one of the tickets failed validation, new date or event would result in a different price for the ticket	UpdateTickets	Error
6108	Error occurred while validated the package details for one of the tickets	UpdateTickets	Error
6109	A ticket date change was requested, and one or more of the tickets were part of an order line that had a quantity > 1, but not all of the tickets on that order line were being updated. All must be updated together when the option to update the order is requested	UpdateTickets	Error
6110	An event change was requested, and one or more of the tickets were part of an order line that had a quantity > 1, but not all of the tickets on that order line were being updated. All must be updated together when the option to update the order is requested	UpdateTickets	Error

6111	An error occured while attempting to change the dates on a ticket	UpdateTickets	Error
6112	An error occured while attempting to update a ticket	UpdateTickets	Error
6113	An error occured while attempting to change the event on an OrderDetail	UpdateTickets	Error
6114	Failed to update ticket. The ticket is past its end of life lock date.	UpdateTickets	Error
6115	The request attempted to change the status of a ticket, but the eGalaxy Source is not configured to allow this update.	Error	
6116	The request attempted to change the status of a ticket, but the status specified was not a valid status.	Error	
6117	The event given for update is past the off sale date or the ticket date given is in the past	Error	
6300	Multiple transactions were found in the order, which is not supported	Orders, Cancel	Error
6301	This order has a payment, which is not allowed when voiding an order.	Orders, Cancel	Error
6302	One or more tickets in this order have been used.	Orders, Cancel	Error
6303	There are items in the order for which voiding is not supported in eGalaxy Server.	Orders, Cancel	Error
6304	One or more tickets in the order have a status which cannot be voided.	Orders, Cancel	Error
6305	One or more tickets in the order are past their end of life date and are locked and therefore cannot be voided.	Orders, Cancel	Error
7100	UpdateSystemLogon: Request Error	UpdateSystemLogon	Error
7101	PassID of (Pass ID) doesn't refer to a valid Pass	UpdateSystemLogon	Error
7102	SystemLogonID of (SystemLogon ID) doesn't refer to a valid SystemLogon entry	UpdateSystemLogon	Error
7103	UpdateSystemLogon: Source is disabled	UpdateSystemLogon	Error
7104	UpdateSystemLogon: Source not found	UpdateSystemLogon	Error
7105	UpdateSystemLogon: Source is inactive	UpdateSystemLogon	Error
7106	The <PassID> element is required for the UpdateSystemLogon Message	UpdateSystemLogon	Error
7107	The <SystemLogonID> element is required for the UpdateSystemLogon Message	UpdateSystemLogon	Error
7108	The <UpdateSystemLogon> element is required for the UpdateSystemLogon Message	UpdateSystemLogon	Error
7109	The SystemLogon.OwnerType is not of type "Contact" and therefore the new value cannot be set. Only a Contact values can be set.	UpdateSystemLogon	Error
7110	Web Logon already exists for a contact (Contact ID). Please select a different contact	UpdateSystemLogon	Error
7200	AddDeferredEntitlementAddOn: Request error	AddDeferredEntitlementAddOn	Error
7201	The <PLU> element was missing from the request or was blank.	AddDeferredEntitlementAddOn	Error
7202	The <PLU> specified in the PLU element does not exist.	AddDeferredEntitlementAddOn	Error
7203	The <DeferredEntitlementAddOnVisualID> element was missing from the request or was blank.	AddDeferredEntitlementAddOn	Error
7204	The <DeferredEntitlementAddOnVisualID> specified was not found to be a valid ticket or pass.	AddDeferredEntitlementAddOn	Error
7205	The item to which the deferred entitlement add-on would be added is configured to prevent adding entitlement add-ons.	AddDeferredEntitlementAddOn	Error
7206	Entitlement add-ons cannot be added to debit types.	AddDeferredEntitlementAddOn	Error
7207	Entitlement add-ons cannot be added to deactivated super tickets.	AddDeferredEntitlementAddOn	Error
7208	The status of the VisualID is not valid for adding a deferred entitlement add-on.	Error	
7300	An order line attempted to return an entitlement, but did not specify a visual ID, and validated returns are turned on.	Orders	Error
7301	An order line attempted to return an entitlement, but the entitlement has already been used and is not valid for return.	Orders	Error
7302	An order line attempted to return an entitlement, but the entitlement has a	Orders	Error

	status that is not valid for return.		
7303	An order line attempted to return an entitlement, but an error occurred which prevented the return. See the ErrorText for details.	Orders	Error
7401	A pass reissue order line neglected to provide the visual ID of the pass to reissue.	Orders	Error
7402	A pass reissue order line specified a visual ID to reissue that does not exist.	Orders	Error
7403	A pass reissue order line specified a visual ID to reissue that is not valid for reissue (it may be expired, replaced, etc.). The message text provides more details about why the status is invalid.	Orders	Error
7404	A pass reissue order line provided a visual ID to use for activation, but the pass kind configured on the pass is not configured to use a new visual ID on reissue.	Orders	Error
7405	A pass reissue order line specified a visual ID to reissue that is lapsed (the pass must use by date is in the past and pass has not been used)	Orders	Error
7601	A pass renewal order line specified a visual ID to renew that is pending activation (the pass must use by date is in the future and pass has not been used)	Orders	Error
7602	A pass renewal order line specified a visual ID to renew that is lapsed (the pass must use by date is in the past and pass has not been used)	Orders	Error
7701	A pass required product order line specified a pass visual ID to reference that is lapsed (the pass must use by date is in the past and pass has not been used)	Orders	Error
7702	The Must Use By date lapsed for pass associated with the benefit, benefit cannot be issued.	Orders	Error
7801	Insufficient stored value card balance.	StoredValuePayment	Error
7802	Debit card with VisualID is voided.	StoredValuePayment	Error
7803	Debit card with VisualID is returned.	StoredValuePayment	Error
7804	Debit card with VisualID was not found.	StoredValuePayment	Error
7805	Debit card with VisualID is expired.	StoredValuePayment	Error
7806	Debit card with VisualID is inactive.	StoredValuePayment	Error
7807	Debit card with VisualID is locked out.	StoredValuePayment	Error
7900	PLU given in the request does not match the PackagePLU attached to (PLU)	Orders	Error
7901	PLU given in the request does not match PLU configured on detail with ID: (ID)	Orders	Error
7902	Total details given in the request exceeds the total number of optional details configured on the package	Orders	Error
7903	PLU given in the request does not match the PackagePLU attached to (Pass PLU)	Orders	Error
7904	Detail attached to package must be upgraded to (PLU)	Orders	Error
7905	The Order Sales Channel ID differs from the Session Event Hold Sales Channel ID	Orders	Error / Warning
7906	This package has no details to issue at the time of sale	Orders	Error
7907	The pass benefit is not available due to sale limits or package configuration	Orders	Error
8100	Order line ticket quantity cannot be greater than 1 if only one Guest is provided and Guest.ApplyToFullOrderLineQty is false	Orders	Error
8101	Order line ticket quantity must match Guest quantity when multiple Guests are provided	Orders	Error