

A list of technologies/applications UPT Trade Services use/own

1. Tricept

Tricept is A third-party vendor we utilize for our Vacation Package and Hotel solution. We use their services for our Vacation Package eCommerce site and they've created the Universal Desktop application that our GCC/GSS team uses for support.

2. Akamai

Akamai is a Content Delivery Network and Cloud Service Provider headquartered in Cambridge, Massachusetts, in the United States.

3. eGalaxy(Not to be confused with Galaxy)

eGalaxy is an API system that is provided by Gateway Ticketing Systems. It is the back-end system that allows the various online platforms to import ticket products into the ticketing system. The application consumes XML transmissions and inserts entitlements and records into the Galaxy database.

4. Galaxy(Not to be confused with eGalaxy)

Galaxy is our admission control solution used at all turnstiles/ticket & parking booths that use standard PC architecture. It supports a variety of software and associated peripherals, including contact-free readers and RFID. Galaxy validates and collects usage information in real-time from our admission-controlled entrance and exit points for:

- Tickets
- Annual passes
- Membership cards

5. OLTS(On-Line Ticket Sales)

OLTS is an out-of-box ticketing platform which is provided by Gateway Ticketing Systems. It is a webstore used primarily for international and co-branded specialty stores. Some instances of this application have been customized by the eCommerce Dev team.

6. Ticket Wizard

The Ticket Wizard platform is provided by Gateway Ticketing Systems, as the OLTS Reseller module. It is an out of box solution with specific configurations that allow 3rd party partners to sell Universal Orlando tickets to their customers via an access controlled portal.

7. SmartOrder API

The SmartOrder platform is an API system that leverages a custom web service, called Minion, which connects clients to the out-of-box functionality of the eGalaxy server. It allows 3rd party partners to sell Universal Orlando tickets to their customers directly from their websites or POS

systems. Here is the link to the SmartOrder documentation:

<https://qacorpapi.ucdp.net/smartorder/help/index.html>

8. ETDS (the External Ticket Distribution System)

ETDS (the External Ticket Distribution System) is primarily used for Universal Parks and Resorts employees to order complimentary and discounted tickets for their guests. Accounts and tickets may also be given to affiliated third parties and/or given away as part of promotions. The majority of users accessing this site will be given an account by their business unit or promotional contact