Tourplan API Booking Engine

1. Passenger Details (UpdateBookingRequest):
A. Could you clarify the criteria for a passenger being flagged as "reusable"?
Any pax created via the API would not be set as re-usable, so these can be changed using UpdateBookingRequest.
Any pax create via Tourplan NX, would look at a setting within Tourplan called CRM_FB_INTEGRATION. ThisIsAfrica needs to check that CRM_FB_INTEGRATION set to N
If CRM_FB_INTEGRATION = Y then Pax = re-usable and cannot be changed using UpdateBookingRequest.
If CRM_FB_INTEGRATION = N then Pax = NOT re-usable and can be changed using UpdateBookingRequest.
(The above are only settings that This iS Africa can decide on)

B. Is this linked to a customer profile within Tourplan?
Yes it is.

C. If a passenger is "reusable" and cannot be directly updated, can we create a new passenger with the same details but with the necessary modifications?
Yes, you would be able to create a new passenger.

D. Can you provide an example of the XML response when attempting to update a "reusable" passenger, including the specific error code?
I did provide you an example in my previous reply, please see below:
"1002 SCN Pax XXX cannot be updated because it is persistent"
Where XXX would be the PaxId

2. Real-Time Inventory (OptionInfoRequest):
A. To confirm, we should call OptionInfoRequest with <Info>S</Info> immediately before calling AddServiceRequest to ensure availability?
First do an OptionInfoRequest to see availability and then call AddServiceRequest

B. What is the recommended strategy for handling the scenario where availability changes between the OptionInfoRequest and AddServiceRequest calls? Should we display an error to the user and restart the booking process?
Similar to 2.A. We recommend a final <Info>S "OptionInfo request is sent as the final check to an addservice trigger ie: when the user clicks "Book".
So initial option info, user then populate booking table, then final optioninfo and then booking.

3. Payment Processing (RecordBookingPaymentRequest): Regarding payment flexibility, we would like to understand the limitations of RecordBookingPaymentRequest.
A. What happens if a customer pays more than the deposit amount specified in the booking header?
The payment terms in the booking header are manually created by the user in Tourplan, so for a new booking made via the web, the values will all be 0 (as no ThisIsAfrica staff have updated the booking). We recommend any payment logic is kept on the retail site itself , as that is usually easier to manage and that you also lock down the payment amounts so the user cannot change it.

B. Can we apply a partial payment towards the final payment amount?
See above

C. How are refunds handled via the API?
We have no functionality for refunds in the API, they will need to be handled manually.

D. Is there a specific endpoint for processing refunds and syncing the status back to Tourplan?
No, there is no endpoint or functionality for refunds.

4. Cancellation Rules (CancelPolicies): Could you provide a sample GetBookingReply XML response that includes cancellation rules loaded as actual cancel rules (not just as notes)? This will help us verify the format and ensure we can automate payment reminders
Please see attached HostConnect request and response.
I added an OptionInfo, AddService and Getbooking Request and Reply.

5. Required Headers: We are still awaiting confirmation from your tech team regarding the required headers for the API endpoints (e.g., Content-Type). Could you please provide an update on this?
Please see attached HostConnect-Versions-5.05.000-Interface all that information is in the documentation for example: Section 1.2

1. Can UpdateBookingRequest modify passenger details post-creation?

Currently only pax that are NOT flagged as re-usable can be changed (ThisIsAfrica needs to check that CRM_FB_INTEGRATION set to N).
If a pax is set to re-usable you will get an error, something like This error "1002 SCN Pax XXX cannot be updated because it is persistent"
All the PaxList fields EXEPT for PersonId, DateOfBirth, Age and PaxType can be updated.
Let me know if you have any additional questions on this.

2. Does GetBookingRequest support real-time inventory checks to prevent overbooking?

GetBookingRequest does not check any inventory, it will only get booking info(Already booked)
You can use OptionInfoRequest for inventory checks. <Info>S</Info> looks at the internal inventory.
Let me know if you have any additional questions on this.

3. Payment Processing: Your RecordBookingPaymentRequest seems to support split payments. We need to:
Trigger deposits via Stripe on our frontend, then sync status to Tourplan.
Automate final payment reminders using PaymentDetails from GetBookingReply.

Will ThisIsAfrica only support a single deposit and final payment strictly to what is loaded in the booking header?
Or will they accept any amounts paid to them?

4 Are there rate limits for AddServiceRequest during peak traffic?

For a client of this size it is extremely unlikely.

5. Does CancelPolicies provide machine-readable deadlines for payment automation?

Yes, if it is loaded correctly by ThisIsAfrica within Tourplan (Not as a note but as an actual cancel rule)

6. Any required headers (e.g., Content-Type: application/xml) for your REST endpoints?

I would need to check with our tech team on this one and get back to you.

7. Confirm if our proposed flow aligns with your API's design.

It looks good, but we recommend strategies for payment failure and/or user cancellations, as bookings would have been made at time of payment.

8. Share any sandbox credentials for testing.
https://pa-thisis.nx.tourplan.net/hostconnect_test/api/hostConnectApi
Using the same login credentials for SAMAGT.

```php
<?php
//Tourplan account details
define("TOURPLAN_AGENTID","SAMAGT");
define("TOURPLAN_AGENTPASSWORD","S@MAgt01");

// define("TOURPLAN_AGENTID","TX-NEW");
// define("TOURPLAN_AGENTPASSWORD","TX-NEW");
define("TOURPLAN_GROUPTOURCODE","LOCGTSAMTOU??????");//code for Africa group tour
define("TOURPLAN_ACCOMMODATIONCODE","LOCACSAMHTL??????");//code for Africa
accommodation
define("TOURPLAN_CURLURL","https://pa-thisis.nx.tourplan.net/hostconnect/api/hostConn
ectApi");
?>
```