

Introduction

Consolidated Travel provides Agents with the ability to integrate Quicket into their own website or system by consuming the **Quicket API**, a SOAP/XML web service. Just submit your request to issue or void a Sabre, Amadeus or Galileo GDS or NDC ticket and it will be actioned in seconds - this is the fastest way for tickets to be issued or voided automatically without any user interaction, 24 hours a day, and 7 days a week. The process and requirements for agents are outlined below.

Process

The Quicket API will accept requests to **issue** or **void** Amadeus, Sabre or Galileo GDS or NDC tickets. These processes are subject to the Quicket API Requirements outlined further below.

The process to ISSUE or VOID tickets is as follows:

1. Agent's system sends a **Request** to the Quicket API for ISSUE or VOID
2. Quicket API will issue or void ticket on GDS (as per Quicket rules, processes and commissions).
3. Remarks will be added to PNR with details about the transaction
4. Quicket API will send a **Response** to Agent system with details of the transaction
5. If there are any failures;
 - o an email will be sent to the Agency (nominated email address) and CT staff with details of the issue / void and;
 - o depending on the reason for failure (see below list), the failed PNR may be automatically queued to your ticket centre and handled by CT staff during business hours (depends on the issue, e.g. credit limit exceeded will not be handled by staff and will require agent's attention)
6. Invoices will be emailed to agents for all tickets issued/voided (same as per Quicket)
7. Reissues and Refund requests to be handled by Agents using Quiktravel (not Quicket API)
8. Commission levels can be viewed by Agents in Quiktravel

Responses for ticket issue

Whether the ticket issue is processed successfully or not, details will be provided in the API **response** and as a **remark** in the PNR advising the outcome. The below table outlines some sample responses when a PNR is processed, what it means and what action is required.

Message	What does the message mean?	Email Agent	Action Required By
Quicket API SUCCESSFULLY ISSUED TICKETS FROM PQ1 10JAN18 1120	Tickets were successfully issued.		
Agent is not set up for API ticketing. PNR needs to be processed manually.	Quicket API has not been setup or configured correctly. Check with your ticket office / sales representative.	✓	Ticket Office
Tickets already exists in the PNR	If tickets already exist in the PNR, then no further tickets will be issued for the PNR – to avoid duplicate issues.	✓	Agent
There is no valid stored fare in the PNR	Tickets will not be issued unless a valid stored fare exists in the PNR	✓	Agent
Not all passengers or segments have valid stored fare	All passengers and segments require a valid stored fare for tickets to be issued.	✓	Agent

Agency is not allowed to issue {CASH/CREDIT} tickets thru Quikticket.	You need to ensure that the form of payment used in the PNR is authorised for your Quikticket profile.	✓	Agent
Validation failed on fare, taxes and or commission.	There was an issue identified during the validation of the fare, taxes and/or commission. Check these items.	✓	Ticket Office
Credit Limit exceeded for account {0}	Agency has exceeded the Quikticket credit limit for cash transactions and no further cash tickets can be processed.	✓	Agent
Available Credit is unavailable for account {0}	There was a problem with determining the Agency credit limit or it may not be set up correctly. Retry the PNR later or contact your Ticket Office or sales representative.	✓	Agent
Carrier QF is not set up to issue tickets thru the API.	Quikticket API validates against airlines that the Agency is allowed to issue tickets on and will not issue tickets for any unauthorised airlines. Check with your Ticket Office or sales representative if you need access to the airline.	✓	Ticket Office
{Any stored fare validation errors}	Quikticket will process many validations before issuing off the stored fare. If there are any issues, details will be provided in the remarks.	✓	Ticket Office
Tickets have not been issued for pax SAMPLER JOHN	Quikticket API will issue tickets for all passengers in the PNR. If there are any problems for certain passengers, it will not issue tickets for those particular passengers but may have issued tickets for others. You will need to send a PNR for any unsuccessful passengers to try it again.	✓	Ticket Office
{Any CRS Errors}	When Quikticket API encounters any GDS related errors such as connection errors.	✓	Ticket Office

Responses when VOIDING tickets

Whether the ticket void is processed successfully or not, details will be provided in the API **response** and as a **remark** in the PNR advising the outcome. The below table outlines some sample responses when a PNR is processed, what it means and what action is required.

Message in PNR Remarks	What does the message mean?	Queued to ✓ SUCCESSFUL / ✗ UNSUCCESSFUL queue	Email Agent	Action Required By
Quikticket API has voided ticket xxx-xxxxxxxx on 01JAN at 1330	The requested ticket was successfully voided.	✓		
No ticket numbers exist in our system or is not live in our system. Please verify ticket numbers.	The ticket numbers specified does not exist in our system or is already cancelled. Only live tickets which have been issued by Quikticket can be voided.	✗	✓	Agent
Agent is not set up for API ticketing. PNR needs to be processed manually.	Quikticket API will only accept void requests from authorised agents.	✗	✓	Ticket Office
Ticket Number xxxxxxxxxxx does not exist or is not live in our system. Please verify ticket number	Requested ticket number for voiding doesn't exist or is already cancelled according to Quikticket records. Only tickets considered live from our records can be voided.	✗	✓	Agent

ERROR - Quikticket API could not void ticket xxxxxxxxxxxx on 01JAN at 0935. Please void manually in the GDS - {GDS error message}	An attempt was made to void the ticket but due to most likely a GDS error, it failed to void the ticket. Any GDS error message will also be shown. This could happen when a void is attempted after midnight.	✘	✔	Ticket Office
ERROR - Quikticket API could not find any tickets in PNR to void on 01JAN at 0830	The ticket numbers requested could not be found in the PNR or the tickets specified do not belong to the PNR. *	✘	✔	Agent

* **Not applicable to NDC bookings.**

Fees

The fees to use the Quikticket API are outlined below. The cost is based on a setup and a transaction charge per ticket issued/voided. All fees attract GST.

NOTE: Prices shown do NOT apply for self-plating agents. Self-plating agents will be priced on Application.

Fees:

- **Setup Fee \$550** including GST
- **Ticket / Void Fee \$1.10** including GST

Ticket/void fees will be applied to each ticket and included in the invoices, which are emailed after ticket issue/void, as a service fee.

Setup

Contact your Consolidated Travel sales manager to help you with the following setup requirements/process.

- Agents will need a **Consolidated Travel account** and be setup as a **Quikticket Agency** which includes GDS PCC security setup.
- Our sales team will email you with details and a **link to a form** for you to submit.
- Once setup, you will be provided with **Quikticket API credentials** to access the web service.
- Agent's developers will need to review the **Quikticket API Developer Guide** to understand how to use the API and adapt it into existing systems. This will be sent after account setup.
- Developers code their systems, test and then **go live**.

Quicket API Requirements

Agents sending PNRs to the Quicket API must acknowledge and adhere to the following conditions in conjunction with the **Quicket Terms and Conditions** and **Terms of Trade** as per Consolidated Travel Credit Application form.

1. Ensure security access is setup between CT and Agency PCC/OID (same as Quicket):
 - a. Sabre Agents: Global Security / Branch Access
 - b. Galileo Agents: Ad Hoc Data Share (Including HTE queueing access). Agent must request change to AAT in Agent PCC to allow (Y) for Private Fares (PVTFAR) and **QEB IN/OUT** and set **TKAG** to 70S4 for CTG to be default ticketing provider (or use FQOCEK*ITX/TA70S4 command when fare quoting if default is not set) and also for queue numbers to be set.
 - c. Amadeus Agents: Extended Office Security (PNO, PNG, QUE, TST & PDR Write access)
2. For Ticket Issues:
 - a. All sectors and passengers in the PNR will be issued
 - b. PNR MUST contain stored fares for all passengers and sectors
 - c. Credit Form of Payment MUST be stored in PNR in the correct GDS format otherwise tickets will be issued as CASH
 - d. PNR must contain all necessary SSR documents (e.g. passenger passport details, age, etc.)
 - e. Any stored fare with Agent's exclusive private fares (which are not available to Consolidated Travel) will incur ADMs payable by the agent.
3. For Ticket Voids:
 - a. All specified tickets will be voided.
 - b. For NDC bookings, all tickets will always be voided.
 - c. All ticket voids not processed successfully will not be responsibility of Quicket API.

Quicket Terms & Conditions also apply which can be located at <https://onlinehelp.quik.travel/quiktravel/docs/quiktravel-termsconditions.pdf>.

Terms & Conditions of Trade can be found online on Consolidated Travel website at <https://consolidated.travel/media/1181/consolidatedtravel-accountapplicationform.pdf>

Support

If there are any issues encountered with the Quicket API, please log a call with support and provide as much detail as possible about your request.

help@quik.travel