

Livn API V2 Tickets Guidelines

Last Updated: 2 Nov 2023

Table of Contents

- Summary
- Confirmed Booking Object
- Required Ticket Information:
- Never to be presented on a ticket:
- External Resources

Summary

This document explains which fields from the confirmed booking object must be included when creating the tickets.

Confirmed Booking Object

After a successful checkout flow, you'll receive a confirmed Booking (or potentially multiple Bookings) depending on the upstream reservation system.

Each Booking object will have all the information required in order to populate your tickets, please make sure to include all the required information listed below depending on the model you have with Livn (Wholesale or direct connect).

Key: WS = Wholesale, D = Livn Direct

Required Ticket Information:

(WS/D) Booking/Reservation IDs

Most reservation systems will issue a Reservation ID or Supplier ID. The Supplier ID should be displayed if at all possible and not then the Reservation System ID. This needs to be present since it allows the operator to search for that ID in their own system.

(WS) Livn Booking ID

The Livn reference will allow pax and suppliers to communicate directly with Livn support.

(D) Client Reference

The seller/distributor reference if used/available will allow pax and suppliers to communicate directly with the seller support.
Note: If no client reference is received Livn inserts the Livn reference if this field is mandatory.

(WS/D) Date of travel

The date of the tour (This is not applicable to every product. For example, free sell tickets might not be bound to a specific date).

(WS/D) Date of reservation

The day the booking was made.

(WS/D) Product Name

Helpful for all parties to identify the product. (Note there might be confusion as Livn will have to rename some products to distinguish between product variations).

Note: This is a concatenated field including:

- Product name
- Variant
- Timeslot
- Fare type e.g. child

(WS/D) Pick-up/tour start information

Important for the passengers to know where and when the tour starts and any additional information.

(WS/D) Drop-off/tour finish information

Important for the passengers to know where and when the tour ends and any additional information.

(WS/D) Special Notes (Livn content & received as part of the booking confirmation from the supplier)

Conditions of carriage and other information crucial for the pax to know about the product.

(WS/D) Supplier Name and contact/reservation phone numbers, email address

So the pax can contact the supplier directly if needed.

(WS/D) Barcodes / QR codes

Information coming from the reservation system in the form of QR or barcodes is needed by some products (esp. attractions) for the supplier to scan and validate the entry.

(WS/D) Pax Name

First and Last name (Full Name).

(WS/D) Lead Pax Name

First and Last name (Full Name) for lead passenger on group bookings.

(WS/D) Local Fees/Levies

Any fees payable locally i.e. not collected at the point of sale.

(WS/D) Billing Notes

Information to the supplier about the seller.

Never to be presented on a ticket:

Passenger address, phone number, gender and email address.

The supplier received all this information at the time of booking and they can look it up in their systems

External Resources

Important: Some suppliers may not accept third-party tickets generated using the details of this record, despite being part of the booking process with the supplier's reservation system. Please refer to the field `booking.externalResources`, which may include supplier-generated tickets, which are the only recognised admission documents.

- If the `booking.externalResources` field is available and it is **required** noted by:

ExternalResources	description: A Container type for any resources, such as tickets/vouchers, itineraries or other documents, that were provided by the upstream reservation system and/or supplier with the booking, which should be passed on to the customer.
externalResources	externalResources One or more external resources.
ExternalResource	description: Data pointing to any publicly accessible documents such as tickets or vouchers provided by the upstream res system and/or supplier that have to be passed on to the booking customer.
required	boolean If true the resource contains information that is crucial for the customer's redemption of the booked product. As an example this could be a PDF generated by the reservation system, that is the only ticket recognised by the supplier, or a link to a self-check-in website, which must be visited and completed by the customer prior to travel.
printRequired	boolean If true the resource must be printed on paper and presented on the date of the booking.
caption	string <i>example: Self-check-in page. Please visit and complete the mandatory check-in questionnaire before travel.</i> An optional proposed descriptive caption for displaying the resource to the customer.
url	string <i>example: https://res.cloudinary.com/livngds/image/upload/v1563933126/manualUploads/dummy_external_ticket.pdf</i> URL at which the resource can be found, for resources provided by the upstream reservation system as a link.
data	string Base64 encoded binary data of resources that are not provided as links, but as binary documents.
mimeType	string <i>example: application/pdf</i> MIME type of the resource, where it is known. Applicable for both <code>url</code> and <code>data</code> .
ticketUids	uids > [...]

It means that the resource contains information that is crucial for the customer's redemption of the booked product. For example, this could be a PDF generated by the reservation system, the only ticket recognised by the supplier, or a link to a self-check-in website, which must be visited and completed by the customer before travel.

- If the `booking.externalResources` field is available and it is **not required** then it means that the resource is available for the customer to check but it doesn't contain crucial information for the customer's redemption of the booked product.

Please note that each of the objects (Booking details, passenger details, product details, barcode details and pickup details) has more details on them and the information on them has to be presented on the ticket. It is also **essential to make clear if the ticket has to be printed or not**, as defined by `printRequired`.

Not all the bookings will have all the fields populated but you need to make sure that all the fields are included in the case that they are present in the ticket.

All the documentation regarding (Booking details, passenger details, product details, barcode details and pickup details) can be found in the schemas section at the bottom of our swagger documentation > [Public API documentation](#)