

Heathrow
Express

# Heathrow Express API

# Product Overview

- Partnership Offering
- Booking Flow
- Ticket Types
- Refund process
- Invoicing process
- Developer Portal
- Products & Subscriptions
- Onboarding process
- Support – Customer Service
- Support – Technical Service

# Partnership Offering

Heathrow Express has developed a suite of developer products that you can use to integrate sales into your organisation's workflows to build better experiences for your customers.

The Heathrow Express API’s give our partners the flexibility of retailing Heathrow Express tickets in a format and user experience that is tailored to your needs.

We will work closely with you to identify and craft the most suitable commercial and technical arrangements for you to successfully retail Heathrow Express to your end users.

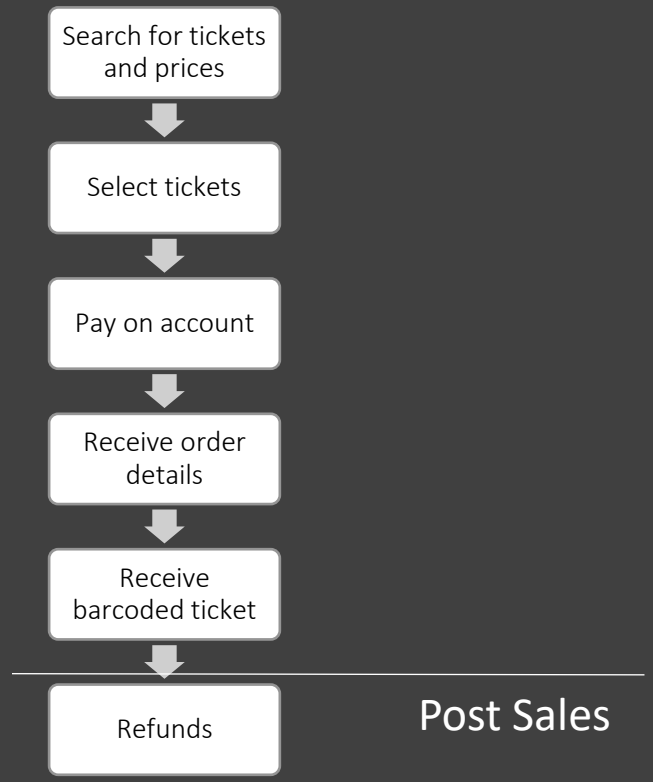
We want to make integrating with Heathrow Express as easy as possible. If you have feedback on our Developer Portal or the included documentation, then please get in touch with us at heathrowexpresssales@heathrow.com

We are looking forward to see what you do with them!

# Booking Flow

**Workflow for booking a ticket using the Heathrow Express API**

The following steps show the Standard Booking Integration Workflow from planning a journey through to booking and receiving a ticket.



# Tickets

We can offer the following ticket types via the API. The tickets which you retail will be agreed as part of our commercial agreement. All HEx tickets are QR codes.

Single and Return

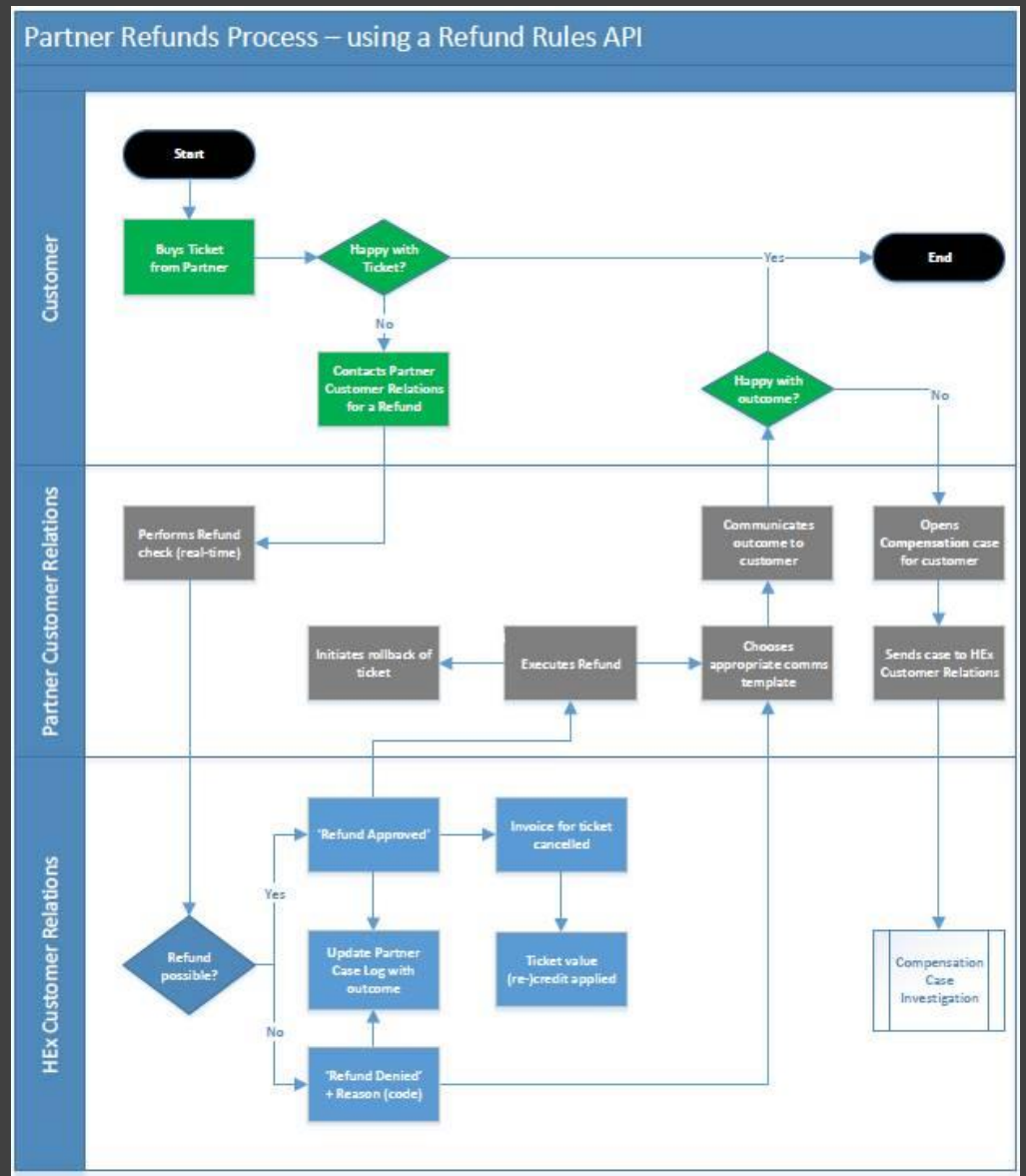
Standard Express Class and Business First

Standard fares & Advanced purchase / yield managed fares

# Refunds

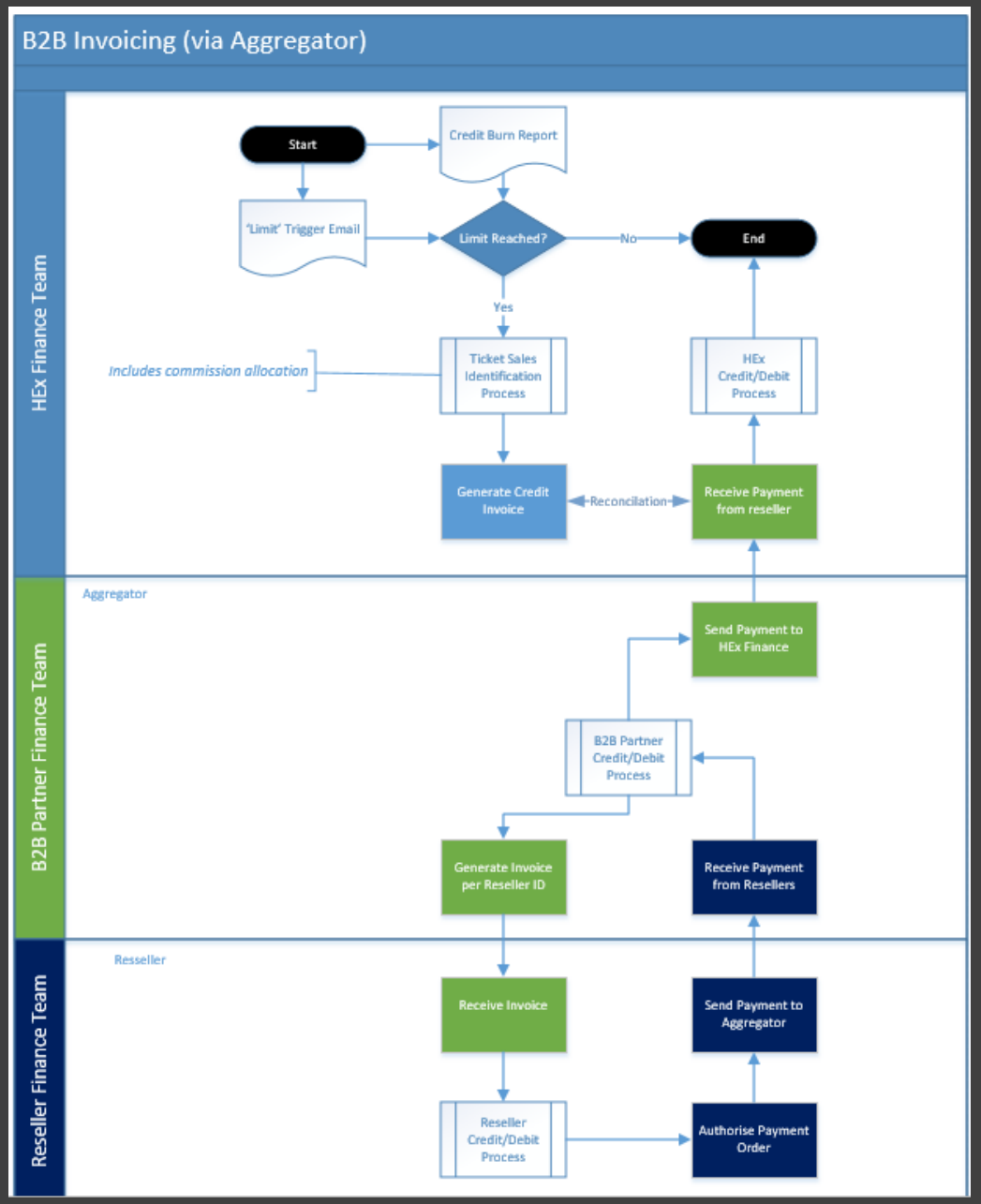
As part of the offer we have a refund end points API which will allow your customer service team to cancel any refunded tickets.

This allows all refunded tickets to be captured in our invoicing process.



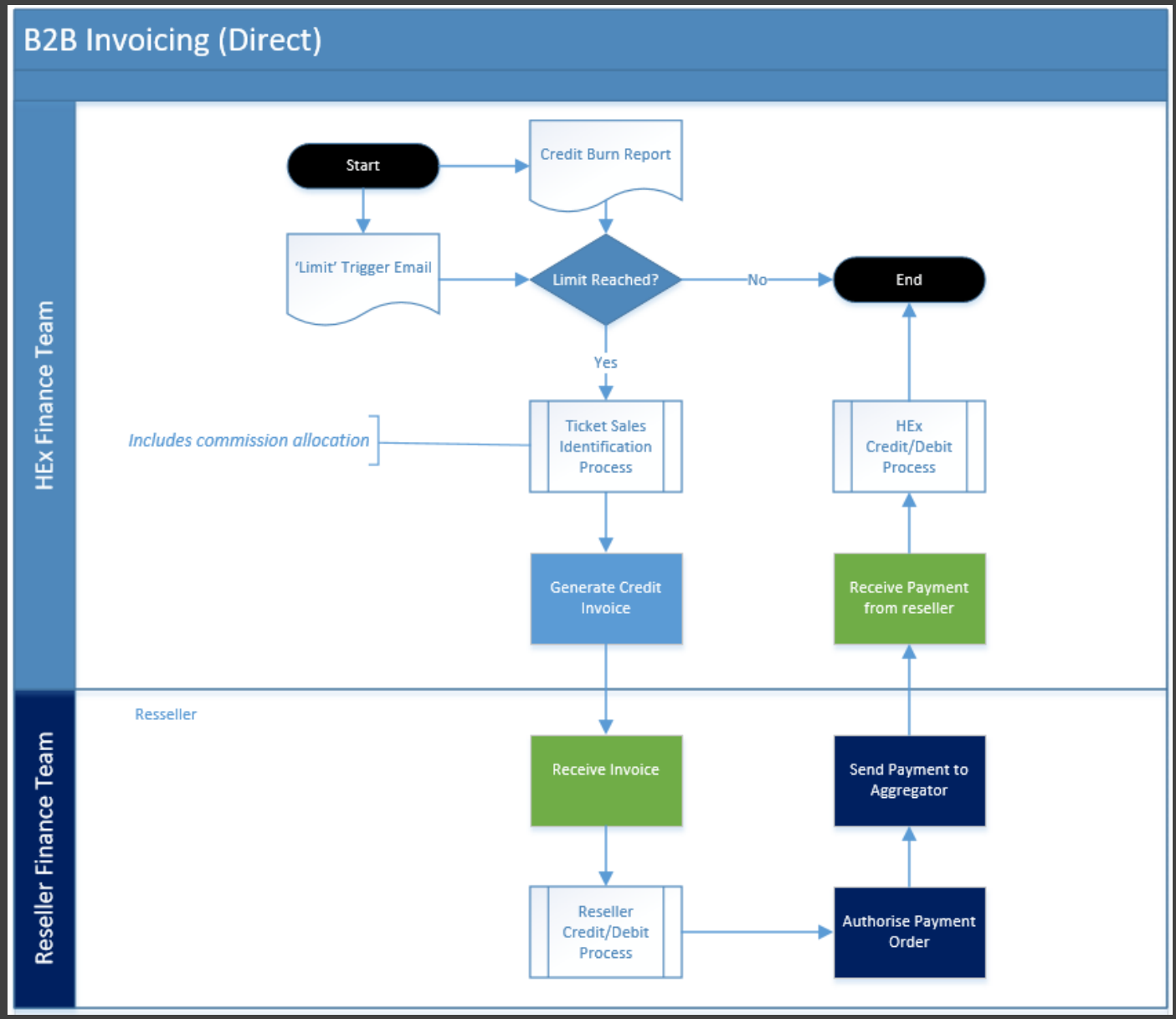
# Invoicing Aggregator

As part of the offer we have a defined invoicing process flow as detailed below;



# Invoicing Direct

As part of the offer we have a defined invoicing process flow as detailed below;



# The Developer Portal

**The Heathrow Express Developer portal is a one stop shop for partners and developers to create an integration with the Heathrow Express Platform**

**Our secure, JSON-based REST APIs give the flexibility of presenting our booking flow however you choose to develop your application.**

Key features of the portal:

- Easily embed the ability to sell Heathrow Express tickets via your platform using our APIs.
- Read detailed API documentation.
- Try out an API via the interactive console.
- Create an account and subscribe to get API keys.
- Develop an integration based on a bespoke company set-up.
- Manage the transition from discover through development and into production.
- Access analytics on use, uptime and response of the system once in production.

# Products & Subscriptions

**Our APIs are grouped into 2 different Products**

**Booking**

- This enables a customer to implement the full Heathrow Express Ticket purchasing booking flow. The booking product contains all the features of the information product

**Information**

- This enables a customer to access ticket, price, timetable and service status information, without being able to book tickets

**There are 3 levels of subscriptions for using the portal**

**Sandbox**

- Used for general discovery of the features of the API.
- This subscription allows access to a generic company set-up which can be used in conjunction with our pre-defined use cases.

**Premium Sandbox**

- Used for development.
- This subscription allows access to a company account which is configured to mirror your commercial agreement with Heathrow Express.

**Production**

- Used for live systems

# Onboarding Steps

**The following guide explains how your development team gains access to our APIs and can begin the development process using our dedicated Sandbox environments**.

**Step 1 Sign-up for an account**

- Go to https://developer.heathrowexpress.com/ and follow the steps to Sign-Up for a new account.
- This will give you access to see our APIs and Sandbox products
- Go to the products page on the portal and request a subscription to one of our sandbox products

**Step 2 Obtain an API key.**

- After gaining access to the Portal you can then request a subscription to our Sandbox API Product.
- The sandbox subscription will allow you familiarise yourself with our APIs using a generic company set-up

**Step 3 Develop in the premium sandbox**

- Once you have completed your API discovery using our Sandbox account, we can provide access to our PREMIUM SANDBOX environment

**Step 4 Get ready for go live**

- Once your development is complete and we have a commercial agreement in place your account will be migrated to the live environment

# Customer Relations

DEDICATED HEX CUSTOMER SERVICE TEAM

2ND LEVEL SUPPORT TO HELP WITH QUERIES THAT CAN NOT BE HANDLED BY THE REFUND API

UK OFFICE HOURS

0900 –1700

REFUND API ALLOWS TICKETS TO BE CANCELLED BY 3RD PARTY RETAILER

# Technical Support



24/7 TECHNICAL SUPPORT TEAM



SUPPORT DURING DEVELOPMENT



99.95 UPTIME SLA



DEDICATED SERVICE MANAGER