Deliverables of Experience Programs Technical Artefacts Project and its Further Upgrading Efforts

Akio Suzuki
Sub-Lead of the Project
1. UNCEFACT T/T Domain projects

1) Experience Programs Technical Artefacts (EPs) Project
2) Business Standards for Sustainable Tourism (ST) Project

- Green Paper development
- Sustainability Claim Class is provided
- EPs Technical Artefacts Project
- EPs Technical Artefacts Project (V 2)
- Business Standards for Sustainable Tourism Project
- Indexes on Sustainability
### 1-2. What Experience Programs (EPs) are

**(Green Paper Project)**

<table>
<thead>
<tr>
<th>EPs</th>
<th>Past</th>
<th>Present (Trend)</th>
<th>New perspective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conventional tours</td>
<td>Sightseeing tours</td>
<td></td>
<td>To vitalize regions</td>
</tr>
<tr>
<td></td>
<td>Optional tours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tours based on eco or green tourism</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New trend of tours</td>
<td>Agriculture tours</td>
<td>To sustain environments</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Industry tours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Health related tours</td>
<td>To enhance QOL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sports tours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Social tours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Any kind of activity tours</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. EPs Business Requirements Specification (BRS)

Reported at the Oct., 2022 Plenary

Developed based on the UNCEFACT BRS Specifications for EPs operators and computer system developers

Business Requirements Specifications (BRS) | UNECE

Experience Programs Information Exchange Process (May 2022)

Contents:
- Business requirements
- Information exchange processes
- Business information entities
- Codes, etc.
2-2. Development - Use case

**EPs Information Process**

**Roles:**
- Buyer
- Customer
- Consumer
- Travel Agent
- Payer
- etc.

**EPs Information Requester**

**EPs Information Provider**

**Roles:**
- Seller
- Operator
- Travel Agent
- Payee
- Financial Service Provider
- etc.)
2-3. Activity diagram
A party can have different roles/business types (supplier/seller, customer/buyer etc.)
2-4-3. Class diagram - Information provider

- Experience Program Action
- Contact Person
- Membership
- Information Source
- Cooperating Organization
- Experience Event
- Experience Item
- Experience Product
- Certificate
- Requirement
- Usage Condition
- Feature
- Experience Facility
- Water Source
- Period
- Note
- Address
- Location
- Route
- Communication
- Sustainability Claim
- Party
- Payment
- Price

See Payment diagram for more details.
2-4-4. Class diagram - Price

Diagram showing the relationships between Experience Event, Price, Allowance Charge, Tax, Period, Customer Class, Experience Item, Note, and Experience Product.
2-4-5. Class diagram-Payment

- Guarantee
- Experience Item Voucher
- Cash
- Cheque
- Party
- Payment
- Payment Means
- Financial Card
- Financial Institution
- Digital Method
- Experience Product
- Communication
- Financial Account
- Note
3. Development of processes and business data

The standardized BIEs are registered in 2022A and B of UN/CEFACT Core Component Library.
## 4. Development of codes

### (Partial code list)

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Normal payment</td>
</tr>
<tr>
<td>2</td>
<td>Delayed payment</td>
</tr>
<tr>
<td>3</td>
<td>Penalty payment</td>
</tr>
<tr>
<td>4</td>
<td>Deficit payment</td>
</tr>
<tr>
<td>5</td>
<td>Refunded</td>
</tr>
<tr>
<td>4</td>
<td>EPs product and information supplier</td>
</tr>
<tr>
<td>5</td>
<td>EPs operator</td>
</tr>
<tr>
<td>6</td>
<td>EPs wholesaler</td>
</tr>
<tr>
<td>1</td>
<td>Buyer</td>
</tr>
<tr>
<td>2</td>
<td>Seller</td>
</tr>
<tr>
<td>3</td>
<td>Intermediary</td>
</tr>
<tr>
<td>4</td>
<td>Payer</td>
</tr>
<tr>
<td>3</td>
<td>Partly paid</td>
</tr>
<tr>
<td>4</td>
<td>No payment needed</td>
</tr>
<tr>
<td>1</td>
<td>Single room or equivalent space plus breakfast and dinner</td>
</tr>
<tr>
<td>2</td>
<td>Twin room or equivalent space plus breakfast and dinner</td>
</tr>
<tr>
<td>3</td>
<td>Family room plus breakfast and dinner</td>
</tr>
<tr>
<td>1</td>
<td>Dog</td>
</tr>
<tr>
<td>2</td>
<td>Cat</td>
</tr>
<tr>
<td>3</td>
<td>Bird</td>
</tr>
<tr>
<td>4</td>
<td>Rabbit</td>
</tr>
<tr>
<td>5</td>
<td>Mouse</td>
</tr>
<tr>
<td>1</td>
<td>Special <em>Query</em> <em>Response</em> <em>Status</em> <em>Code</em></td>
</tr>
<tr>
<td>2</td>
<td>Cancelled on check-in date</td>
</tr>
<tr>
<td>3</td>
<td>Cancelled up to 1 day prior to check-in date</td>
</tr>
<tr>
<td>4</td>
<td>Cancelled up to 2 days prior to check-in date</td>
</tr>
<tr>
<td>5</td>
<td>Cancelled up to 3 days prior to check-in date</td>
</tr>
</tbody>
</table>
5. EPs expectations and tasks

Local EP developments
- Every area in a country, even a local area could have EPs.
- Any business entity, or even a private person could develop EPs.
- New IT technologies (Blockchain, XR, API, etc.) are emerging and applicable.

EPs Technical Artifacts

Challenges for EP SMEs
- Poor capital
- Lack of IT capability
- Weak management
- Poor service level of transportation
- Fewer quality accommodations

Experience Programs support

Environmental and social factors
- Re-vitalization of local areas
- Fondness of people for visiting local areas
- Consciousness of sustainable environments by visitors
6. Support to apply EPs TA among business communities

1) EPs TA is ready for use by any one or organization.
2) T/T Domain experts will encourage its use in the T/T domain community together with the relevant IT developers.

7. Development to the next step of the project

1) The Project Proposal named as ‘API Transformation of EPs Technical Artefacts with Sustainability Claims’ was recently approved by Bureau.
2) This is the next step of the project, ‘Experience Programs Technical Artefacts Project’.
3) This will be completed in a year starting now.
4) The main purpose is to make the use of EPs TA easier.
5) One of the major scopes is the transformation of EPs TA into API formats based on the UN/CEFACT API Specifications.
   The other one is to develop the BIEs of Sustainability Claims by using the output of ‘Business Standards for Sustainable Tourism Project’
Thank you for your attention!

Akio Suzuki
email: akiosuzuki@jtrec.org/