Altea NDC

21.3 Starter Kit

ORD2 - Add additional services in a post-sale flow

Altea NDC Product Management

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amadeus

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1 Use case

This use case illustrates the addition of services (XHBG) to an existing Order than already contains one air segment and a service (PDBG)

2 Steps

OrderRetrieveRQ: Seller requests retrieval of selected OrderID.
OrderViewRS: Airline provides the most recent version of the Order.
ServiceListRQ: Seller requests for additional ancillaries on a selected flight offer
ServiceListRS: Airline responds with excess bag (or any other ancillary)
OrderQuoteRQ: Seller requests quote for the selected service.
OrderReshopRS: Airline responds with quoted offer.
OrderChangeRQ: Seller selects the quoted offer (service).
OrderViewRS: Airline responds with the creation of new OrderItem within the existing Order.

3 Analysis

All shared information such as DistributionChainLink can be retrieved in "AmadeusAlteaNDC_Shared21.3" Implementation Guide

OrderRetrieveRQ:
The seller requests the retrieval of the Order previously created by adding in input the Order ID.
Passenger' name may be required depending on partners' configuration.
As per IATA recommendation OrderRetrieveRQ is always the first step of any post sales scenario.
<ns2:OrderID>6X172**LOOXGX**00</ns2:OrderID>

OrderViewRS:
As a response to OrderRetrieveRQ, the seller can see in OrderViewRS:

- *OrderID* that has been retrieved:
  <cns:OrderID>**6X172LOOXGX00**</cns:OrderID>
  including its 2 OrderItems (AIR + SRV PDBG)
  < OrderItemID>**6X172LOOXGX00_AIR-1**</ns2:OrderItemID>ns2:
  <ns2:OrderItemID>**6X172LOOXGX00_SRV7**</ns2:OrderItemID>

- *TicketDocInfo* with ticketing information such as ticket/EMD number, coupon status....
  Ticket: <ns2:TicketNumber>**1722476925491**</ns2:TicketNumber>
  EMD: <ns2:TicketNumber>**1724050035738**</ns2:TicketNumber>

- *PaymentFunctions* with form of payment used and the amount paid.

<ns4:PaymentFunctions>

```
        <ns2:OrderAssociation>
            <ns2:OrderItemRefID>6X172LOOXGX00_SRV7</ns2:OrderItemRefID>
            <ns2:OrderRefID>6X172LOOXGX00</ns2:OrderRefID>
        </ns2:OrderAssociation>
        <ns2:PaymentProcessingSummary>
            <ns2:Amount CurCode="EUR">24.00</ns2:Amount>
            <ns2:PaymentID>PAY1</ns2:PaymentID>
            <ns2:PaymentProcessingSummaryPaymentMethod>
                <ns2:SettlementPlan>
                    <ns2:IATA_Number>23272325</ns2:IATA_Number>
                    <ns2:PaymentTypeCode>CASH</ns2:PaymentTypeCode>
                </ns2:SettlementPlan>
            </ns2:PaymentProcessingSummaryPaymentMethod>
            <ns2:SurchargeAmount>0</ns2:SurchargeAmount>
        </ns2:PaymentProcessingSummary>
    </ns4:PaymentFunctions>
    <ns4:PaymentFunctions>
        <ns2:OrderAssociation>
            <ns2:OrderItemRefID>6X172LOOXGX00_AIR-
    1</ns2:OrderItemRefID>
            <ns2:OrderRefID>6X172LOOXGX00</ns2:OrderRefID>
        </ns2:OrderAssociation>
        <ns2:PaymentProcessingSummary>
            <ns2:Amount CurCode="EUR">87.77</ns2:Amount>
            <ns2:PaymentID>PAY2</ns2:PaymentID>
            <ns2:PaymentProcessingSummaryPaymentMethod>
                <ns2:SettlementPlan>
                    <ns2:IATA_Number>23272325</ns2:IATA_Number>
                    <ns2:PaymentTypeCode>CASH</ns2:PaymentTypeCode>
                </ns2:SettlementPlan>
            </ns2:PaymentProcessingSummaryPaymentMethod>
            <ns2:SurchargeAmount>0</ns2:SurchargeAmount>
        </ns2:PaymentProcessingSummary>
    </ns4:PaymentFunctions>
```


ServiceListRQ:

The seller requests the catalogue of services (chargeable and free) related to the existing AIR OrderItem.


```
    <cns:ServiceListCoreRequest>
        <cns:OrderRequest>
            <cns:Order>
                <cns:OrderID>6X172LOOXGX00</cns:OrderID>
                <cns:OwnerCode>6X</cns:OwnerCode>
            </cns:Order>
        </cns:OrderRequest>
    </cns:ServiceListCoreRequest>
```


ServiceListRS:

The Airline replies with the list of Ancillary services including their prices when applicable.

ALaCarteOffer section:


```
 <ns2:OfferItem>
    <ns2:Eligibility>
        <ns2:OfferFlightAssociations>
            <ns2:PaxSegmentReferences>
                <ns2:PaxSegmentRefID>SEG1</ns2:PaxSegmentRefID>
            </ns2:PaxSegmentReferences>
```

```
        </ns2:OfferFlightAssociations>
        <ns2:PaxRefID>PAX2</ns2:PaxRefID>
    </ns2:Eligibility>
    <ns2:OfferItemID>SP1P-3455195729245111957-1-2</ns2:OfferItemID>
    <ns2:Service>
        <ns2:ServiceDefinitionRefID>SRV2</ns2:ServiceDefinitionRefID>
        <ns2:ServiceID>1</ns2:ServiceID>
    </ns2:Service>
    <ns2:UnitPrice>
        <ns2:BaseAmount CurCode="SGD">89.10</ns2:BaseAmount>
        <ns2:TaxSummary>
            <ns2:TotalTaxAmount CurCode="SGD">0.00</ns2:TotalTaxAmount>
        </ns2:TaxSummary>
        <ns2:TotalAmount CurCode="SGD">89.10</ns2:TotalAmount>
    </ns2:UnitPrice>
</ns2:OfferItem>
```

ServiceDefinitionList Section:

```
<ns2:ServiceDefinition>
    <ns2:Desc>
        <ns2:DescText>Chargeable</ns2:DescText>
    </ns2:Desc>
    <ns2:Desc>
        <ns2:DescText>F</ns2:DescText>
        <ns2:MarkupStyleText>Service_Type</ns2:MarkupStyleText>
    </ns2:Desc>
    <ns2:Desc>
        <ns2:DescText>01</ns2:DescText>
        <ns2:MarkupStyleText>BKM</ns2:MarkupStyleText>
    </ns2:Desc>
    <ns2:Desc>
        <ns2:DescText>BG</ns2:DescText>
        <ns2:MarkupStyleText>Group</ns2:MarkupStyleText>
    </ns2:Desc>
    <ns2:Name>CHECKED BAGGAGE UP TO 32KG</ns2:Name>
    <ns2:OwnerCode>6X</ns2:OwnerCode>
    <ns2:RFIC>C</ns2:RFIC>
    <ns2:RFISC>0FM</ns2:RFISC>
    <ns2:ServiceCode>XHBG</ns2:ServiceCode>
    <ns2:ServiceDefinitionID>SRV2</ns2:ServiceDefinitionID>
```

Transition: At this stage, the seller needs to send in input the OfferID and the OfferItemID to be priced.

<cns:OfferItemRefID>SP1P-3455195729245111957-1-2</cns:OfferItemRefID>
<cns:OfferRefID>SP1P-3455195729245111957-1</cns:OfferRefID>

OrderQuoteRQ:

The OrderQuote request allows the user to refine the price of the offer selected from ServiceListRS

- Existing OrderID impacted.
- OfferItem of the selected service.

<cns:OfferRefID>SP1P-3455195729245111957-1</cns:OfferRefID>
<cns:OfferItemRefID>SP1P-3455195729245111957-1-2</cns:OfferItemRefID>

```
<cns:SelectedOffers>
```

```xml
<cns:OfferRefID>SP1P-3455195729245111957-1</cns:OfferRefID>
<cns:OwnerCode>6X</cns:OwnerCode>
<cns:SelectedOfferItem>
    <cns:OfferItemRefID>SP1P-3455195729245111957-1-2</cns:OfferItemRefID>
    <cns:PaxRefID>PAX1</cns:PaxRefID>
</cns:SelectedOfferItem>
```

OrderReshopRS:

The OrderReshopRS returns the full price details of the selected OfferID, here a service.

```xml
<ns2:ALaCarteOffer>
    <ns2:OfferID>SP1P-3455195729245111957-1</ns2:OfferID>
    <ns2:OfferItem>
        <ns2:Eligibility>
            <ns2:OfferFlightAssociations>
                <ns2:PaxJourneyRef>
                    <ns2:PaxJourneyRefID>SEG1</ns2:PaxJourneyRefID>
                </ns2:PaxJourneyRef>
            </ns2:OfferFlightAssociations>
            <ns2:PaxRefID>PAX2</ns2:PaxRefID>
        </ns2:Eligibility>
        <ns2:OfferItemID>SP1P-3455195729245111957-1-2</ns2:OfferItemID>
        <ns2:Service>
            <ns2:ServiceDefinitionRefID>SRV2</ns2:ServiceDefinitionRefID>
            <ns2:ServiceID>1</ns2:ServiceID>
        </ns2:Service>
        <ns2:UnitPrice>
            <ns2:BaseAmount CurCode="GBP">51.50</ns2:BaseAmount>
            <ns2:TaxSummary>
                <ns2:TotalTaxAmount CurCode="GBP">0.00</ns2:TotalTaxAmount>
            </ns2:TaxSummary>
            <ns2:TotalAmount CurCode="GBP">51.50</ns2:TotalAmount>
        </ns2:UnitPrice>
    </ns2:OfferItem>
    <ns2:OwnerCode>6X</ns2:OwnerCode>
    <ns2:TotalPrice>
        <ns2:BaseAmount CurCode="GBP">51.50</ns2:BaseAmount>
        <ns2:TaxSummary>
            <ns2:TotalTaxAmount CurCode="GBP">0.00</ns2:TotalTaxAmount>
        </ns2:TaxSummary>
        <ns2:TotalAmount CurCode="GBP">51.50</ns2:TotalAmount>
    </ns2:TotalPrice>
</ns2:ALaCarteOffer>
```

OrderChangeRQ:

To confirm the selection of the service, the seller must input:

- Existing OrderID impacted.
- OfferItemID of the selected service
- Passenger’s reference
- Method of payment

```xml
<cns:ChangeOrderChoice>
    <cns:AcceptSelectedQuotedOfferList>
        <cns:SelectedPricedOffer>
            <cns:OfferRefID>SP1P-3455195729245111957-1</cns:OfferRefID>
```

```
            <cns:OwnerCode>6X</cns:OwnerCode>
            <cns:SelectedOfferItem>
                <cns:OfferItemRefID>SP1P-3455195729245111957-1-2</cns:OfferItemRefID>
                <cns:PaxRefID>PAX2</cns:PaxRefID>
            </cns:SelectedOfferItem>
        </cns:SelectedPricedOffer>
    </cns:AcceptSelectedQuotedOfferList>
</cns:ChangeOrderChoice>
<cns:Order>
    <cns:OrderID>6X172LOOXGX00</cns:OrderID>
    <cns:OwnerCode>6X</cns:OwnerCode>
</cns:Order>
```


XML extract can be found in SHP2 use case & ORD02 logs

OrderViewRS:

The OrderViewRS is the response of the OrderChangeRQ returning for this use case:

- *OrderItemID* that has been created for the service


```
  <ns2:OrderItemID>6X172LOOXGX00_SRV7</ns2:OrderItemID>
<ns2:OrderItem>
    <ns2:OrderItemID>6X172LOOXGX00_SRV54</ns2:OrderItemID>
    <ns2:OwnerCode>6X</ns2:OwnerCode>
    <ns2:Price>
        <ns2:BaseAmount CurCode="GBP">51.50</ns2:BaseAmount>
        <ns2:TaxSummary>
            <ns2:TotalTaxAmount CurCode="GBP">0</ns2:TotalTaxAmount>
        </ns2:TaxSummary>
        <ns2:TotalAmount CurCode="GBP">51.50</ns2:TotalAmount>
    </ns2:Price>
    <ns2:Service>
        <ns2:BookingRef>
            <ns2:BookingEntity>
                <ns2:Carrier>
                    <ns2:AirlineDesigCode>6X</ns2:AirlineDesigCode>
                </ns2:Carrier>
            </ns2:BookingEntity>
            <ns2:BookingID>LOOXGX</ns2:BookingID>
        </ns2:BookingRef>
        <ns2:OrderServiceAssociation>
            <ns2:ServiceDefinitionRef>
                <ns2:OrderFlightAssociations>
                    <ns2:PaxSegmentRef>
                        <ns2:PaxSegmentRefID>SEG1</ns2:PaxSegmentRefID>
                    </ns2:PaxSegmentRef>
                </ns2:OrderFlightAssociations>

<ns2:ServiceDefinitionRefID>XHBG_1</ns2:ServiceDefinitionRefID>
            </ns2:ServiceDefinitionRef>
        </ns2:OrderServiceAssociation>
        <ns2:PaxRefID>PAX2</ns2:PaxRefID>
        <ns2:ServiceID>SSR53</ns2:ServiceID>
        <ns2:ServiceRefID>SEG1_PAX2</ns2:ServiceRefID>
        <ns2:StatusCode>HK</ns2:StatusCode>
    </ns2:Service>
</ns2:OrderItem>
```


- *TicketDocInfo* with the EMD number issue for the service

```xml
<ns2:TicketDocInfo>
    <ns2:BookingAgency>
        <ns2:AgencyID></ns2:AgencyID>
        <ns2:TravelAgent>
            <ns2:TravelAgentID>9973WS/SU</ns2:TravelAgentID>
        </ns2:TravelAgent>
    </ns2:BookingAgency>
    <ns2:BookletQty>1</ns2:BookletQty>
    <ns2:OriginalIssueInfo>
        <ns2:IssueDate>2023-07-20</ns2:IssueDate>
        <ns2:IssuingCarrier>
            <ns2:AirlineDesigCode>6X</ns2:AirlineDesigCode>
        </ns2:IssuingCarrier>
    </ns2:OriginalIssueInfo>
    <ns2:PaxRefID>PAX2</ns2:PaxRefID>
    <ns2:Ticket>
        <ns2:ConnectedDocNumber>1722476925491</ns2:ConnectedDocNumber>
        <ns2:Coupon>
            <ns2:ConnectedCouponNumber>1</ns2:ConnectedCouponNumber>
            <ns2:CouponNumber>1</ns2:CouponNumber>
            <ns2:CouponStatusCode>I</ns2:CouponStatusCode>
            <ns2:RFIC>C</ns2:RFIC>
            <ns2:RFISC>0FM</ns2:RFISC>
            <ns2:ServiceRefID>SSR53</ns2:ServiceRefID>
        </ns2:Coupon>
        <ns2:ReportingTypeCode>BSP</ns2:ReportingTypeCode>
        <ns2:TicketDocTypeCode>J</ns2:TicketDocTypeCode>
        <ns2:TicketNumber>1724050035739</ns2:TicketNumber>
    </ns2:Ticket>
</ns2:TicketDocInfo>
```


- *PaymentFunctions* with form of payment used and the amount paid.


```xml
<ns4:PaymentFunctions>
    <ns2:OrderAssociation>
        <ns2:OrderItemRefID>6X172LOOXGX00_SRV54</ns2:OrderItemRefID>
        <ns2:OrderRefID>6X172LOOXGX00</ns2:OrderRefID>
    </ns2:OrderAssociation>
    <ns2:PaymentProcessingSummary>
        <ns2:Amount CurCode="EUR">51.50</ns2:Amount>
        <ns2:PaymentID>PAY3</ns2:PaymentID>
        <ns2:PaymentProcessingSummaryPaymentMethod>
            <ns2:SettlementPlan>
                <ns2:IATA_Number>23272325</ns2:IATA_Number>
                <ns2:PaymentTypeCode>CASH</ns2:PaymentTypeCode>
            </ns2:SettlementPlan>
        </ns2:PaymentProcessingSummaryPaymentMethod>
        <ns2:SurchargeAmount>0</ns2:SurchargeAmount>
    </ns2:PaymentProcessingSummary>
</ns4:PaymentFunctions>
```

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4 Order reflected in the Airline PSS

Here below the PNR created in the Airline PSS corresponding to the OrderID:
<ns2:OrderID>6X172LOOXGX00</ns2:OrderID>

```
RP/LON6X07ST/LON6X07ST            WS/SU  20JUL23/1604Z   LOOXGX
1.SSMHR/SSMHR MR(ADT/08DEC86)
2  6X 961 Z 15AUG 2 HELCPH HK1  2145    2230 2310   *1A/E*
3 APB +33066523568922
4 APE AA-DESSEE@MAIL.COM
5 APE CA-DESSEE@MAIL.COM
6 APH +33066523568923
7 APM +330929464935
8 APM +330929464931
9 APN 6X/E+NTF-DESSEE@MAIL.COM/FR
10 TK OK20JUL/LON6X07ST//ET6X
11 /SSR PDBG 6X HK1/S2
12 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR
13 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/SSMHR/SSMHR
14 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM
15 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM
16 SSR CTCM 6X HK1 330929464935
17 SSR CTCM 6X HK1 330929464931
18 /SSR XHBG 6X HK1/S2
19 SK NDCS 6X IN-23272325/
20 SK NDCA 6X AG-1A
21 SK NDCF 6X FLEX_STANDARD
22 SK NDOI 6X
23 SK NDCL 6X -NDCLINK
24 SK NDCO 6X 6X172LOOXGX00
25 SK ESLI 6X HK1 ECONOMY SUPERLIGHT/S2
26 RM I AM BATMAN
27 FA PAX 172-2476925491/ET6X/EUR87.77/20JUL23/LON6X07ST/91406884/S2
28 FA PAX 172-4050035738/DT6X/EUR24.00/20JUL23/LON6X07ST/91406884/E11
29 FA PAX 172-4050035739/DT6X/GBP51.50/20JUL23/LON6X07ST/91406884/E18
30 FB PAX 0000000000 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRINGPICT ID
AT APT/S2
31 FB PAX 0000000000 TTM/M1/RT OK EMD ADVISE PSGR TO BRING FOID/PICT
ID AT APT/E11
32 FB PAX 0000000000 TTM/M2/RT OK EMD ADVISE PSGR TO BRING FOID/PICT
ID AT APT/E18
33 FE PAX NO BAG INCL/NONREF-NO CHNG/S2
34 FP PAX CASH/EUR87.77/S2
35 FV PAX *F*6X/S2
36 FZ RA23272325
37 AB  DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
38 AM SSMHR SSMHR MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR
```