

# Altea NDC

## 21.3 Starter Kit

ORD6 - Customer request a change to an order prior to payment.

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## 1 Use case

ORD06: Exchange of an un-paid order for a single passenger.

### Description:

This use case illustrates a passenger requesting a change of date for the outbound flight in an existing Unpaid Order without collecting any payment.

## 2 Steps

### NDC flow & description:

OrderRetrieveRQ: Seller requests retrieval of selected un-paid OrderID

OrderViewRS: Airline provides the most recent version of the Order

OrderReshopRQ: Seller requests flight offers to airline, providing outbound origins, destinations, and new dates

OrderReshopRS: Airline responds with different flight re-shopped offers and delete OrderItems for impacted dependent services in different OrderItem.

OrderQuoteRQ: Seller requests quote for the selected re-shopped Offer.

OrderReshopRS: Airline responds with quoted Order.

OrderChangeRQ: Seller selects the quoted Order.

OrderViewRS: Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged inbound flight will be moved to the newly created OrderItem, and no payment will be collected

## 3 Analysis

All shared information such as DistributionChainLink can be retrieved in “AmadeusAlteaNDC\_Shared21.3” Implementation Guide

This use case has a similar flow than *ORD04: Customer requests a change to an order resulting in a value store* & *ORD05: Customer requests a change to an order resulting in a new payment*. Main difference being that Order is unpaid and remains unpaid after the flight change.

Only the difference will be highlighted in this document, full flow is available in ORD06 logs.

*OrderChangeRQ & OrderViewRS*

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## OrderChangeRQ (no payment):

In this use case, a new flight has been requested under a new OfferItem without any payment information to remain in deferred payment flow.

```
<n1:Request>
  <cns:ChangeOrderChoice>
    <cns:AcceptSelectedQuotedOfferList>
      <cns:SelectedPricedOffer>
        <cns:OfferRefID>SP2F-1964265948899640210-2</cns:OfferRefID>
        <cns:OwnerCode>6X</cns:OwnerCode>
        <cns:SelectedOfferItem>
          <cns:OfferItemRefID>SP2F-1964265948899640210-2-1</cns:OfferItemRefID>
          <cns:PaxRefID>PAX2</cns:PaxRefID>
        </cns:SelectedOfferItem>
      </cns:SelectedPricedOffer>
    </cns:AcceptSelectedQuotedOfferList>
  </cns:ChangeOrderChoice>
  <cns:Order>
    <cns:OrderID>6X172LSCVEX00</cns:OrderID>
    <cns:OwnerCode>6X</cns:OwnerCode>
  </cns:Order>
</n1:Request>
```

## OrderViewRS

The Airline responds with the creation of the new OrderItem and deletion of older OrderItem, the unchanged flight will be moved to the newly created OrderItem and a PaymentTimeLimit will be returned to inform seller when Order will be cancelled if no payment is performed.

```
<ns2:OrderItemID>6X172LSCVEX00_AIR-3-4</ns2:OrderItemID>
<ns2:OwnerCode>6X</ns2:OwnerCode>
<ns2:PaymentTimeLimitDateTime>2023-07-24T07:12:00.000Z</ns2:PaymentTimeLimitDateTime>
```

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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>**6X172LSCVEX00**</ns2:OrderID>

```

RP/LON6X07ST/LON6X07ST          WS/SU  21JUL23/0712Z  LSCVEX
1.TSFLB/TSFLB MR(ADT/08DEC86)
2  6X 965 I 01SEP 5 HELCPH HK1  1015      1100 1140    *1A/E*
3  6X 952 I 25SEP 1 CPHHEL HK1  0800 2   0845 1115    *1A/E*
4 APB +33066523568922
5 APE AA-DESSEE@MAIL.COM
6 APE CA-DESSEE@MAIL.COM
7 APH +33066523568923
8 APM +330929464935
9 APM +330929464931
10 APN 6X/E+NTF-DESSEE@MAIL.COM/FR
11 TK OK21JUL/LON6X07ST//ET6X
12 OPC-24JUL:0900/1C8/6X CANCELLATION DUE TO NO TICKET LON TIME
    ZONE/TKT/S2-3
13 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR
14 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/TSFLB/TSFLB
15 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM
16 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM
17 SSR CTCM 6X HK1 330929464935
18 SSR CTCM 6X HK1 330929464931
19 SK NDCS 6X IN-23272325/
20 SK NDCA 6X AG-1A
21 SK NDCF 6X FLEX_STANDARD
22 SK NDOI 6X
23 SK NDCO 6X 6X172LSCVEX00
24 SK NDCL 6X -NDCLINK
25 SK BLIG 6X HK1 BUSINESS LIGHT/S3
26 SK BLIG 6X HK1 BUSINESS LIGHT/S2
27 RM I AM BATMAN
28 AB  DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
29 AM  TSFLB TSFLB MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR

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