

# Altea NDC

## 21.3 Starter Kit

ORD7 - Customer requests a change to an order prior to travel without any additional payment

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|------------------|---------------------|----------|------------|----------------|
| Document control |                     |          |            |                |
| Security level   | Altea NDC Customers |          |            |                |
| Company          | Amadeus IT Group SA |          |            |                |
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| Approved by      | Ana GUZMAN          | Date     | 20/09/2023 |                |
| Version          | Date                | Change   | Comment    | By             |
| 1                | 2023-08-30          | Original |            | Aurelie Dehais |

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## 1 Use case

ORD07: Exchange of a paid order with no additional collection

### Description:

This use case covers a flight change request to an order prior to travel with no additional collection.

## 2 Steps

OrderRetrieveRQ: Seller requests retrieval of selected 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 showing no additional collection required

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*.

Only the difference will be highlighted in this document, full flow is available in ORD07 Logs.

*OrderReshopRS* and *OrderChangeRQ*

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## OrderReshopRS as response of OrderQuoteRQ:

Airline responds with quoted offer showing in "DifferentialTypeCode" value:

**EvenExchange** as per IATA codeset (change does not have any financial impact to the customer).

```
<ns2:ReshopPrice>
  <ns2:PriceDifferential>
    <ns2:DifferentialTypeCode>EvenExchange</ns2:DifferentialTypeCode>
    <ns2:DiffPrice>
      <ns2:FareDetail>
        <ns2:FareComponent/>
        <ns2:PaxRefID>PAX2</ns2:PaxRefID>
        <ns2:Price>
          <ns2:BaseAmount CurCode="EUR">0.00</ns2:BaseAmount>
          <ns2:TaxSummary>
            <ns2:TotalTaxAmount
CurCode="EUR">0.00</ns2:TotalTaxAmount>
          </ns2:TaxSummary>
          <ns2:TotalAmount CurCode="EUR">0.00</ns2:TotalAmount>
        </ns2:Price>
      </ns2:FareDetail>
      ...
    <ns2:Price>
      <ns2:DueByAirlineAmount
CurCode="EUR">0.00</ns2:DueByAirlineAmount>
      <ns2:DueToAirlineAmount
CurCode="EUR">0.00</ns2:DueToAirlineAmount>
      <ns2:TotalAmount CurCode="EUR">0.00</ns2:TotalAmount>
    </ns2:Price>
  </ns2:DiffPrice>
```

## OrderChangeRQ:

The seller selects the quoted offer by using OrderChange and provides an amount equal to 0 in the OrderChangeRQ.

```
<PaymentProcessingDetails>
  <Amount CurCode="EUR">0.00</Amount>
  <PaymentMethod>
    <OfflinePayment>
      <PaymentTypeCode>CA</PaymentTypeCode>
    </OfflinePayment>
  </PaymentMethod>
</PaymentProcessingDetails>
```



## 4 Order reflected in the Airline PSS

Here below the PNR created in the Airline PSS corresponding to the OrderID:

<ns2:OrderID>**6X172LSECZS00**</ns2:OrderID>

```

RP/LON6X07ST/LON6X07ST          WS/SU  21JUL23/0723Z  LSECZS
1.MWMKD/MWMKD MR(ADT/08DEC86)    2.TEST/TEST MR(CHD/05JUL15)
3  6X 965 I 20AUG 7 HELCPH HK2  1015      1100 1140   *1A/E*
4  6X 962 I 15SEP 5 CPHHEL HK2  0600 2    0645 0915   *1A/E*
5 APB +33066523568922/P1
6 APE AA-DESSEE@MAIL.COM/P1
7 APE CA-DESSEE@MAIL.COM/P1
8 APH +33066523568923/P1
9 APM +330929464935/P1
10 APM +330929464931
11 APN 6X/E+NTF-DESSEE@MAIL.COM/FR/P1
12 TK OK21JUL/LON6X07ST//ET6X
13 SSR CHLD 6X HK1 05JUL15/P2
14 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR/P1
15 SSR DOCS 6X HK1
P/GBR/0123456789/GBR/08DEC86/M/13AUG29/MWMKD/MWMKD/P1
16 SSR DOCS 6X HK1 P/GBR/0123454589/GBR/05JUL15/M/13AUG29/TEST/TEST/P2
17 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM/P1
18 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM/P1
19 SSR CTCM 6X HK1 330929464935/P1
20 SSR CTCM 6X HK2 330929464931/P1-2
21 SK NDCS 6X IN-23272325/
22 SK NDCA 6X AG-1A
23 SK NDCF 6X FLEX_STANDARD
24 SK NDOI 6X
25 SK NDCL 6X -NDCLINK
26 SK NDCO 6X 6X172LSECZS00
27 SK BCLA 6X HK1 BUSINESS CLASSIC/S4/P1
28 SK BCLA 6X HK1 BUSINESS CLASSIC/S4/P2
29 SK BCLA 6X HK1 BUSINESS CLASSIC/S3/P2
30 SK BCLA 6X HK1 BUSINESS CLASSIC/S3/P1
31 RM I AM BATMAN/P1
32 RM I AM BATMAN/P2
33 FA PAX 172-2476925513/ET6X/EUR539.06/21JUL23/LON6X07ST/91406884/S3-
4/P1
34 FA PAX 172-2476925514/ET6X/EUR414.06/21JUL23/LON6X07ST/91406884/S3-
4/P2
35 FB PAX 0000000000 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRINGPICT ID
AT APT/S4/P1
36 FB PAX 0000000001 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRINGPICT ID
AT APT/S4/P2
37 FZ RA23272325
38 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
39 AM MWMKD MWMKD MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR

```