

# Altea NDC

## 21.3 Starter Kit

ORD8 - Customer requests a change to an order after commencement of travel

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Company	Amadeus IT Group SA			
Department	Altea NDC			
Author	Aurelie Dehais			
Reviewed by	Ana GUZMAN	Date	04/09/2023	
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## 1 Use case

ORD07: Customer requests a change to an order after commencement of travel

### Description:

This use case covers a change to an order that is partially flown.

## 2 Steps

OrderRetrieveRQ: Seller requests retrieval of selected partially flown OrderID

OrderViewRS: Airline provides the most recent version of the Order

OrderReshopRQ: Seller requests to exchange a flight change on non-flown bound

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*.

Only the difference will be highlighted in this document, full flow is available in ORD08 Logs.

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## OrderRetrieveRQ:

The seller requests the retrieval of the Order that contains a flown segment.

```
<cns:OrderValidationFilterCriteria>
  <cns:OrderFilterCriteria>
    <cns:OrderID>6X172JGHDTW00</cns:OrderID>
    <cns:OwnerCode>6X</cns:OwnerCode>
  </cns:OrderFilterCriteria>
  <cns:PaxFilterCriteria>
    <cns:Individual>
      <cns:Surname>TCNAE</cns:Surname>
    </cns:Individual>
  </cns:PaxFilterCriteria>
</cns:OrderValidationFilterCriteria>
```

## OrderViewRS:

As a response to OrderRetrieveRQ, the seller can see in OrderViewRS that one of the segments is flown (coupon status is B)

```
<ns2:CouponStatusCode>B</ns2:CouponStatusCode>
<ns2:CurrentCouponFlightInfoRef>
  <ns2:CurrentAirlinePaxSegmentRef>
    <ns2:PaxSegmentRefID>SEG1</ns2:PaxSegmentRefID>
  </ns2:CurrentAirlinePaxSegmentRef>
```

## OrderReshopRQ:

The seller requests new flight offers to the Airline for the non-flown segment as described in ORD04 and will need to add in input the flown segment to retain as this cannot be exchanged.

```
<DeleteOrderItem>
  <OrderItemRefID>6X172JGHDTW00_AIR-1-2</OrderItemRefID>
  <RetainServiceID>SEG1_PAX2</RetainServiceID>
  <RetainServiceID>SEG1_PAX3</RetainServiceID>
</DeleteOrderItem>
```

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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>6X172JGHDTW00</ns2:OrderID>

```

RP/LON6X07ST/LON6X07ST          WS/SU    7JUL23/0659Z    JGHDTW
LON6X07ST/9973WS/7JUL23
  1.TCNAE/TCNAE MR(ADT/08DEC86)    2.TEST/TEST MR(CHD/05JUL15)
  3  6X 951 Q 15JUL 6 HELCPH FLWN
  4  6X 956 I 20AUG 7 CPHHEL HK2  1615 2  1700 1930    *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 OK07JUL/LON6X07ST//ET6X
 13 TK PAX OK07JUL/LON6X07ST//ET6X/S4/P1-2
 14 SSR CHLD 6X HK1 05JUL15/P2
 15 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR/P1
 16 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/TCNAE
    /TCNAE/P1
 17 SSR DOCS 6X HK1 P/GBR/0123454589/GBR/05JUL15/M/13AUG29/TEST/
    TEST/P2
 18 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM/P1
 19 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM/P1
 20 SSR CTCM 6X HK1 330929464935/P1
 21 SSR CTCM 6X HK2 330929464931/P1-2
 22 SK NDCA 6X IN-23272325/
 23 SK NDCA 6X AG-1A
 24 SK NDCA 6X FLEX_STANDARD
 25 SK NDOI 6X
 26 SK NDCL 6X -NDCLINK
 27 SK NDCO 6X 6X172JGHDTW00
 28 SK ECLA 6X HK1 ECONOMY CLASSIC/S3/P2
 29 SK ECLA 6X HK1 ECONOMY CLASSIC/S3/P1
 30 RM I AM BATMAN/P1
 31 RM I AM BATMAN/P2
 32 FA PAX 172-2476905475/ET6X/EUR269.07/07JUL23/LON6X07ST/91406
    884/S3/P1
 33 FA PAX 172-2476905476/ET6X/EUR212.07/07JUL23/LON6X07ST/91406
    884/S3/P2
 34 FA PAX 172-2476905477/ET6X/EUR270.00/07JUL23/LON6X07ST/91406
    884/S4/P1
 35 FA PAX 172-2476905478/ET6X/EUR202.00/07JUL23/LON6X07ST/91406
    884/S4/P2
 36 FB PAX 0000000000 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRING
    PICT ID AT APT/S3/P1
 37 FB PAX 0000000001 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRING
    PICT ID AT APT/S3/P2
 38 FB PAX 0000000000 TTP/T3-4/ET/RT OK ETICKET ADVISE PSGR TO
    BRING PICT ID AT APT/S4/P1
 39 FB PAX 0000000001 TTP/T3-4/ET/RT OK ETICKET ADVISE PSGR TO
    BRING PICT ID AT APT/S4/P2
 40 FE PAX EUR500.00 NONREF - CHNG FOC/NON REF/S4/P1
 41 FE PAX EUR375.00 NONREF - CHNG FOC/NON REF/S4/P2

```

Altea NDC Product Management

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42 FO PAX 172-2476905475LON07JUL23/91406884/172-24769054752E2  
/S4/P1  
43 FO PAX 172-2476905476LON07JUL23/91406884/172-24769054763E2  
/S4/P2  
44 FP PAX O/CA+/CASH/EUR270.00/S4/P1  
45 FP PAX O/CA+/CASH/EUR202.00/S4/P2  
46 FV PAX 6X/S4/P1  
47 FV PAX 6X/S4/P2  
48 FZ RA23272325  
49 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR  
50 AM TCNAE TCNAE MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR