

Altea NDC

21.3 Starter Kit

ORD9 - Customer requests to revert a change within a cooling off period.

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1. Use case

ORD9 - Customer requests to revert a change within a cooling off period.

Description:

This use case illustrates the voluntary cancellation of an Order within the cooling off period. As a result, the airline allows cancellation of the Order without any financial penalty.

2. Steps

NDC flow & description:

OrderRetrieveRQ: Seller requests retrieval of selected OrderID

OrderViewRS: Airline provides the most recent version of the Order

OrderReshopRQ: Seller requests full Order cancellation

OrderReshopRS: Airline responds with cancellation Offer valid within the cooling off period

OrderChangeRQ: Seller accepts the cancellation Offer

OrderViewRS: Airline returns the updated Order showing cancelled Service(s) and OrderItem(s)

3. Analysis

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

An Order containing 1 segment and 1 service for 1 passenger has been previously created and paid.

Seller is requesting a cancellation of the Order within the "VOID window."

OrderRetrieveRQ:

The seller requests retrieval of selected OrderID to be cancelled.

```
<cns:OrderFilterCriteria>  
  <cns:OrderID>6x172Jc7cd500</cns:OrderID>  
</cns:OrderFilterCriteria>
```

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OrderViewRS:

The Airline provides the most recent version of the Order.

The OrderViewRS is the response of the OrderRetrieveRQ returning following information such as:

- **OrderID** that has been retrieved:
`<ns2:OrderID>6X172JC7CD00</ns2:OrderID>`
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

OrderReshopRQ:

The seller requests a void of the Order to the Airline, providing the OrderID in CancelOrderRef node.

```
<n1:Request>
  <cns:OrderRefID>6X172JC7CD500</cns:OrderRefID>
  <cns:UpdateOrder>
    <cns:CancelOrderRef>
      <cns:OrderRefID>6X172JC7CD500</cns:OrderRefID>
    </cns:CancelOrderRef>
  </cns:UpdateOrder>
</n1:Request>
```

OrderReshopRS:

The Airline responds if Order is eligible for void.

```
<ns2:ReshopOffers>
  <ns2:Offer>
    <ns2>DeleteOrderItem>
      <ns2:ExistingOrderItem>
        <ns2:OrderItemRefID>6X172JC7CD500_AIR-1</ns2:OrderItemRefID>
      </ns2:ExistingOrderItem>
      <ns2:OfferItemID>6X172JC7CD500-VOID-1</ns2:OfferItemID>
    </ns2>DeleteOrderItem>
    <ns2>DeleteOrderItem>
      <ns2:ExistingOrderItem>
        <ns2:OrderItemRefID>6X172JC7CD500_SRV7</ns2:OrderItemRefID>
      </ns2:ExistingOrderItem>
      <ns2:OfferItemID>6X172JC7CD500-VOID-2</ns2:OfferItemID>
    </ns2>DeleteOrderItem>
    <ns2:Desc>
      <ns2:DescText>VOID</ns2:DescText>
    </ns2:Desc>
    <ns2:OfferID>6X172JC7CD500-VOID</ns2:OfferID>
    <ns2:OwnerCode>6X</ns2:OwnerCode>
  </ns2:Offer>
</ns2:ReshopOffers>
```

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OrderChangeRQ:

The Seller selects the offer to be voided using "AcceptCancelledOffer" node

```
<cns:ChangeOrderChoice>
  <cns:AcceptCancelledOffer>
    <cns:OfferID>6X172JC7CD500-VOID</cns:OfferID>
    <cns:OwnerCode>6X</cns:OwnerCode>
  </cns:AcceptCancelledOffer>
</cns:ChangeOrderChoice>
```

OrderViewRS:

The Airline responds with the cancellation of the Order including the void of the ticket as follow:

- *OrderItem* has been cancelled.

```
<ns2:Order>
  <ns2:OrderID>6X172JC7CD500</ns2:OrderID>
  <ns2:OrderItem>
    <ns2:OrderItemID>6X172JC7CD500_AIR-1</ns2:OrderItemID>
    ...
    <ns2:StatusCode>CANCELLED</ns2:StatusCode>
  </ns2:OrderItem>
  <ns2:OwnerCode>6X</ns2:OwnerCode>
</ns2:Order>
```

- *Ticket* has been voided.

```
<ns2:Ticket>
  <ns2:Coupon>
    <ns2:CouponNumber>1</ns2:CouponNumber>
    <ns2:CouponStatusCode>V</ns2:CouponStatusCode>
    ...
    <ns2:TicketNumber>1722476905441</ns2:TicketNumber>
  </ns2:Ticket>
```

An error will be display if the seller is trying to retrieve the Order

```
<ns4:Error>
  <ns2:Code>911</ns2:Code>
  <ns2:DescText>RESERVATION PREVIOUSLY CANCELLED</ns2:DescText>
  <ns2:LangCode>EN</ns2:LangCode>
  <ns2:TypeCode>E</ns2:TypeCode>
</ns4:Error>
```



4. Order reflected in the Airline PSS

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

<ns2:OrderID>**6X172JC7CD500**</ns2:OrderID>

```
RP/LON6X07ST/LON6X07ST          WS/SU    6JUL23/1259Z    JC7CD5
LON6X07ST/9973WS/6JUL23
  1. KKQBF/KKQBF MR (ADT/08DEC86)
  2 APB +33066523568922
  3 APE AA-DESSEE@MAIL.COM
  4 APE CA-DESSEE@MAIL.COM
  5 APH +33066523568923
  6 APM +330929464935
  7 APM +330929464931
  8 APN 6X/E+NTF-DESSEE@MAIL.COM/FR
  9 TK OK06JUL/LON6X07ST//ET6X
10 SK NDCS 6X IN-23272325/
11 SK NDCA 6X AG-1A
12 SK NDCF 6X FLEX_STANDARD
13 SK NDOI 6X
14 SK NDCL 6X -NDCLINK
15 SK NDCO 6X 6X172JC7CD500
16 FHD PAX 172-4050029832
17 FHE PAX 172-2476905441
18 FZ RA23272325
19 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
20 AM KKQBF KKQBF MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR
```