

# Altea NDC

## 21.3 Starter Kit

ORD10 - Order change to flight services results in  
cancellation of ancillaries dependent on flights services

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## Document control

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## 1. Use case

ORD10 - Order change to flight services results in cancellation of ancillaries dependent on flights services

### Description:

This use case illustrated an order change to flight services resulting in the cancellation of ancillaries dependent on flights services.

## 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 deletes OrderItems for impacted dependent services in different OrderItem.

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

OrderReshopRS: Airline responds with quoted Offer.

OrderChangeRQ: Seller selects the quoted Offer.

OrderViewRS: Airline responds with the creation of new OrderItem and deletion of older OrderItem, resulting in the cancellation of the ancillaries dependent on flight services.

## 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*. It includes an Ancillary service that has been paid.

Only the difference will be highlighted in this document, full flow is available in ORD10 logs.

*OrderViewRS*

In this use case, ancillary service is cancelled as soon as the flight date has been changed.

A warning message is returned in response of the OrderChangeRQ

OrderViewRS

```
<ns2:Warning>
  <ns2:Code>911</ns2:Code>
  <ns2:DescText>SOME CHARGEABLE SERVICES HAVE BEEN CANCELLED AND NOT
  REFUNDED</ns2:DescText>
  <ns2:LangCode>EN</ns2:LangCode>
  <ns2:TypeCode>W</ns2:TypeCode>
</ns2:Warning>
<ns2:Warning>
  <ns2:Code>911</ns2:Code>
  <ns2:DescText>DISASSOCIATED SERVICES WERE DELETED</ns2:DescText>
  <ns2:LangCode>EN</ns2:LangCode>
  <ns2:TypeCode>W</ns2:TypeCode>
</ns2:Warning>
```

An offline manual process is required by Airline's call center to re-associate the service to the new "to" flight.



## 4. Order reflected in the Airline PSS

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

<ns2:OrderID>**6X172JX9XZS00**</ns2:OrderID>

Ancillary was not carried over to the new flight:

```
RP/ PAR6X07ST/ PAR6X07ST          WS/SU  10JUL23/0616Z   JX9XZS
PAR6X07ST/9973WS/10JUL23
  1. AJGKE/AJGKE MR(ADT/08DEC86)
  2   6X 956 I 20AUG 7 CPHHEL HK1  1615 2   1700 1930   *1A/E*
  3 SVC 6X HK1 RSVR
  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 OK10JUL/ PAR6X07ST//ET6X
 12 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR
 13 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/AJGKE
    /AJGKE
 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 SK NDCS 6X IN-23272325/
 19 SK NDCA 6X AG-1A
 20 SK NDCF 6X FLEX_STANDARD
 21 SK NDOI 6X
 22 SK NDCL 6X -NDCLINK
 23 SK NDCO 6X 6X172JX9XZS00
 24 SK BCLA 6X HK1 BUSINESS CLASSIC/S2
 25 RM I AM BATMAN
 26 RM RESIDUAL VALUE REFUND SUCCESS/172-4050025645/172MMXFVOUY7
    H
 27 FA PAX 172-2476904978/ET6X/EUR147.30/10JUL23/ PAR6X07ST/20406
    853/S2
 28 FA PAX 172-4050025645/DR6X/EUR0.00/10JUL23/ PAR6X07ST/2040685
    3/S3
29 FHD PAX 172-4050025644
 30 FHE PAX 172-2476904977
 31 FB PAX 0000000000 TTP/TTM/T2/M2/RT OK ETICKET/EMD ADVISE
    PSGR TO BRING PICT ID AT APT/S2
 32 FB PAX 0000000001 TTP/TTM/T2/M2/RT OK ETICKET/EMD ADVISE
    PSGR TO BRING PICT ID AT APT/S3
 33 FE PAX EUR250.00 NONREF/S2
 34 FO PAX 172-2476904977PAR10JUL23/20406853/172-24769049771E1
    /S2
 35 FP PAX O/CA+/CASH/EUR147.30/S2
 36 FV PAX 6X/S2
 37 FZ RA23272325
```

Airline's agent will need to rebook the ancillary service and re-associate EMD document (FHD) properly.