

Altea NDC

21.3 Starter Kit

ORD11 - Customer cancels an order with refund to original form of payment.

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1 Use case

ORD11 - Customer cancels an order with refund to original form of payment.

Description:

This use case illustrates the voluntary cancellation of an Order where none of the Services have been consumed. As a result, the airline provides a refund to the original form of payment.

2 Steps

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 showing details of the refundable amounts and applicable penalty

OrderChangeRQ: Seller accepts the Cancellation Offer

OrderViewRS: Airline returns the updated Order showing cancelled Service(s) and OrderItem(s), as well as a confirmation of the refunded amount and details of the payment refund

3 Analysis

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

The passenger is requiring the seller to cancel its order and would like to be refunded as per fare conditions applicable.

OrderRetrieveRQ:

The seller requests the retrieval of the Order previously created by adding in input the Order ID.

Passenger’ name may be required depending on partners’ configuration.

As per IATA recommendation OrderRetrieveRQ is always the first step of any post sales scenario.

```
<cns:OrderFilterCriteria>
  <cns:OrderID>6X172M43AFO00</cns:OrderID>
  <cns:OwnerCode>6X</cns:OwnerCode>
</cns:OrderFilterCriteria>
```

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OrderViewRS:

As a response to OrderRetrieveRQ, the seller can see in OrderViewRS:

- **OrderID** that has been retrieved:
`<cns:OrderID>6X172M43AFO00</cns:OrderID>`
 Including its orderitems for AIR segments
`<ns2:OrderItemRefID>6X172M43AFO00_AIR-1-2</ns2:OrderItemRefID>`
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....

```
<ns2:PaxRefID>PAX2</ns2:PaxRefID>
<ns2:Ticket>
  <ns2:Coupon>
    <ns2:CouponNumber>1</ns2:CouponNumber>
    <ns2:CouponStatusCode>I</ns2:CouponStatusCode>
    <ns2:CurrentCouponFlightInfoRef>
      <ns2:CurrentAirlinePaxSegmentRef>
        <ns2:PaxSegmentRefID>SEG1</ns2:PaxSegmentRefID>
      </ns2:CurrentAirlinePaxSegmentRef>
    </ns2:CurrentCouponFlightInfoRef>
  </ns2:Coupon>
  <ns2:Coupon>
    <ns2:CouponNumber>2</ns2:CouponNumber>
    <ns2:CouponStatusCode>I</ns2:CouponStatusCode>
    <ns2:CurrentCouponFlightInfoRef>
      <ns2:CurrentAirlinePaxSegmentRef>
        <ns2:PaxSegmentRefID>SEG2</ns2:PaxSegmentRefID>
      </ns2:CurrentAirlinePaxSegmentRef>
    </ns2:CurrentCouponFlightInfoRef>
  </ns2:Coupon>
  <ns2:ReportingTypeCode>BSP</ns2:ReportingTypeCode>
  <ns2:TicketDocTypeCode>T</ns2:TicketDocTypeCode>
  <ns2:TicketNumber>1722478463645</ns2:TicketNumber>
</ns2:Ticket>
```

- **PaymentFunctions** with form of payment used and the amount paid.

```
<ns4:PaymentFunctions>
  <ns2:OrderAssociation>
    <ns2:OrderItemRefID>6X172M43AFO00_AIR-1-2</ns2:OrderItemRefID>
    <ns2:OrderRefID>6X172M43AFO00</ns2:OrderRefID>
  </ns2:OrderAssociation>
  <ns2:PaymentProcessingSummary>
    <ns2:Amount CurCode="EUR">460</ns2:Amount>
    <ns2:PaymentID>PAY1</ns2:PaymentID>
    <ns2:PaymentProcessingSummaryPaymentMethod>
      <ns2:SettlementPlan>
        <ns2:IATA_Number>86212265</ns2:IATA_Number>
        <ns2:PaymentTypeCode>CASH</ns2:PaymentTypeCode>
      </ns2:SettlementPlan>
    </ns2:PaymentProcessingSummaryPaymentMethod>
    <ns2:SurchargeAmount>0</ns2:SurchargeAmount>
  </ns2:PaymentProcessingSummary>
</ns4:PaymentFunctions>
```

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OrderReshopRQ:

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

```
<n1:Request>
  <cns:OrderRefID>6X172M43AF000</cns:OrderRefID>
  <cns:UpdateOrder>
    <cns:CancelOrderRef>
      <cns:OrderRefID>6X172M43AF000</cns:OrderRefID>
    </cns:CancelOrderRef>
  </cns:UpdateOrder>
</n1:Request>
```

OrderReshopRS:

The Airline responds if Order is eligible for refund with information if Penalty fee apply and what will be the refunded amount “DueByAirlineAmount”

```
<ns2:ReshopOffers>
  <ns2:Offer>
    <ns2>DeleteOrderItem>
      <ns2:ExistingOrderItem>
        <ns2:OrderItemRefID>6X172M43AF000_AIR-1</ns2:OrderItemRefID>
      </ns2:ExistingOrderItem>
      <ns2:OfferItemID>6X172M43AF000-REFUND-1</ns2:OfferItemID>
      <ns2:PriceDifferential>
        <ns2:DifferentialTypeCode>Refund</ns2:DifferentialTypeCode>
        <ns2:DiffPrice>
          <ns2:FareDetail>
            <ns2:PaxRefID>PAX2</ns2:PaxRefID>
            <ns2:PenaltyRefID>PEN1</ns2:PenaltyRefID>
            <ns2:Price>
              <ns2:DueByAirlineAmount CurCode="EUR">170</ns2:DueByAirlineAmount>
            </ns2:Price>
          </ns2:FareDetail>
        </ns2:DiffPrice>
```

OrderChangeRQ:

The Seller selects the offer to be refunded using “AcceptCancelledOffer” node

```
<n1:Request>
  <cns:ChangeOrderChoice>
    <cns:AcceptCancelledOffer>
      <cns:OfferID>6X172M43AF000-REFUND-1</cns:OfferID>
      <cns:OwnerCode>6X</cns:OwnerCode>
    </cns:AcceptCancelledOffer>
  </cns:ChangeOrderChoice>
  <cns:Order>
    <cns:OrderID>6X172M43AF000</cns:OrderID>
    <cns:OwnerCode>6X</cns:OwnerCode>
  </cns:Order>
</n1:Request>
```

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OrderViewRS:

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

- *OrderItem* has been cancelled.

```

ns2:OrderID>6X172M43AFO00</ns2:OrderID>
<ns2:OrderItem>
  <ns2:OrderItemID>6X172M43AFO00_AIR-1-2</ns2:OrderItemID>
  <ns2:OwnerCode>6X</ns2:OwnerCode>
  <ns2:Service>
    <ns2:OrderServiceAssociation>
      <ns2:PaxSegmentRef>
        <ns2:PaxSegmentRefID>SEG1</ns2:PaxSegmentRefID>
      </ns2:PaxSegmentRef>
    </ns2:OrderServiceAssociation>
    <ns2:PaxRefID>PAX2</ns2:PaxRefID>
    <ns2:ServiceID>SEG1_PAX2</ns2:ServiceID>
  </ns2:Service>
  <ns2:Service>
    <ns2:OrderServiceAssociation>
      <ns2:PaxSegmentRef>
        <ns2:PaxSegmentRefID>SEG2</ns2:PaxSegmentRefID>
      </ns2:PaxSegmentRef>
    </ns2:OrderServiceAssociation>
    <ns2:PaxRefID>PAX2</ns2:PaxRefID>
    <ns2:ServiceID>SEG2_PAX2</ns2:ServiceID>
  </ns2:Service>
  <ns2:StatusCode>CANCELLED</ns2:StatusCode>
</ns2:OrderItem>
<ns2:OwnerCode>6X</ns2:OwnerCode>

```

- *Ticket* has been refunded.

```

<ns2:Ticket>
  <ns2:Coupon>
    <ns2:CouponNumber>1</ns2:CouponNumber>
    <ns2:CouponStatusCode>RF</ns2:CouponStatusCode>

    <ns2:SettlementAuthorizationID>172NCG7I27GRH</ns2:SettlementAuthorizationID>
  </ns2:Coupon>
  <ns2:Coupon>
    <ns2:CouponNumber>2</ns2:CouponNumber>
    <ns2:CouponStatusCode>RF</ns2:CouponStatusCode>

    <ns2:SettlementAuthorizationID>172NCG7I27GRH</ns2:SettlementAuthorizationID>
  </ns2:Coupon>
  <ns2:ReportingTypeCode>BSP</ns2:ReportingTypeCode>
  <ns2:TicketDocTypeCode>T</ns2:TicketDocTypeCode>
  <ns2:TicketNumber>1722478463645</ns2:TicketNumber>
</ns2:Ticket>

```

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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>6X172M43AF00</ns2:OrderID>
```

```
RP/DXB6X07ST/DXB6X07ST          WS/SU  10SEP23/0854Z   M43AFO
1.DESSEE/ANNE (ADT/12OCT87)
2 APM 33 3392946493
3 TK OK10SEP/DXB6X07ST//ET6X
4 SK NDCS 6X IN-86212265/
5 SK NDCA 6X AG-1A
6 SK NDCF 6X FLEX_STANDARD
7 SK NDOI 6X SP2F-8512197280880007644
8 SK NDCL 6X NDCLINK
9 SK NDCO 6X 6X172M43AF00
10 RM #REFUND#
11 FHE PAX 172-2478463645
12 FZ RA86212265
```