

amadeus

OrderChangeNotif 18.1 Implementation guide

September 2024

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Overview

In scope of New Distribution Capabilities (NDC) booking, the Offer Responsible Airline (ORA) sends an OrderChangeNotif message to the Seller/Aggregator when a change has been made by the airline in the Order in its Order Management System. The change can be voluntary, upon the passenger request, or involuntary, upon the airline operational constraints. An Acknowledgement message is then returned by the Seller/Aggregator to the ORA. Only Light OrderChangeNotif implementation is currently supported: only a "reason for change" categorizing the change is transmitted to the Seller/Aggregator. No detail on the change can be transmitted.

Pre-requisites

The OrderCreate transaction has been successfully run with the ORA and Seller/Aggregator identifiers sent in input:

- Party > Recipient > ORA > AirlineDesignCode: Airline code
- Party > Participant > EnableSystemSender > SystemID: Identifier of a direct seller
- Party > Participant > Aggregator > AggregatorID: Identifier of an aggregator

OrderChangeNotif implementation

Description

The operation is composed of IATA NDC messages:

- OrderChangeNotif as Request message
- Acknowledgement as Reply message

Supported messages versions

- OrderChangeNotif version 6.000 (IATA release 18.1)
- Acknowledgement version 3.000

Supported operations

- Re-accommodation of flights via schedule changes
- Flight(s) cancellation
- Addition, modification or deletion of ancillaries (SSR or Seat)
- Payment time limit expiry (via Amadeus Time Limit product)
- Change requested by passenger (air segment cancelled or added by the airline outside Schedule change situation)
- Passenger No show at the gate (passenger No-Show detected by No-Show Manager product)

Implementation

OrderChangeNotif

OrderChangeNotif message is sent with the following information:

Designation	Format	Status	Location	Comments
Sender Airline code	An2	Mandatory	OrderChangeNotif/Party/Sender/ORA_Sender/AirlineID	IATA airline code
Order ID	An1..45	Mandatory	OrderChangeNotif/Query/Order@OrderID	
Order Owner code	An2..3	Mandatory	OrderChangeNotif/Query/Order@Owner	IATA airline code
Reason for change	N1	Optional	OrderChangeNotif/Query/Amendments/Amendment/ActionType@Context	<p><u>Possible values from the REA PADIS Codeset list:</u></p> <ul style="list-style-type: none"> • 1: Sched change – flight number change (including change of date and change of routing) • 2: Sched change – flight retimed • 3: Sched change – flight cancelled. <p><u>Possible values from the CHT PADIS Codeset list:</u></p> <ul style="list-style-type: none"> • 6: Service status change – service or seat update • 9: Passenger name change - First/Last name, PTC, Date of birth change • 11: Passenger contact details change - update for Mobile, email, or contact refused.

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Designation	Format	Status	Location	Comments
				<ul style="list-style-type: none"> 13: OrderItem cancelled – service or seat cancellation 18: OrderItem added – service or seat addition 19: Frequent flyer details change in the order 20: Identity document details change in the order APIS such as passport, VISA and Redress or address (DOCO/DOCA/DOCS) <p>Possible values from the CHR PADIS Codeset list:</p> <ul style="list-style-type: none"> 104: Payment time limit expiry (via Amadeus Time Limit product) 112: Change requested by passenger (air segment cancelled or added by the airline outside Schedule change situation) 113: Passenger No show at the gate (passenger No-Show detected by No-Show Manager product) <p>Value not included in PADIS Codeset list [1]:</p> <ul style="list-style-type: none"> 15: Flight cancelled (booking cancelled by the airline outside Schedule change situation)
AgencyID/IATA number	N1...9	Optional	OrderChangeNotif/Party/Recipient/ TravelAgencyRecipient/AgencyID	AgencyID or IATA Number of the Travel Agent creating the Order

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[1] Codeset 15 usecase is included in codeset 112 once 112 is activated.

In addition, the following fields are mandatory to comply with the XSD but filled with dummy data by Altea NDC. They need to be ignored by the receiving system.

Designation	Status	Location	Comments
Order Item ID	Mandatory	OrderChangeNotif/Query/Order/OrderItems/OrderItem@OrderItemID	Dummy_OrderItemID
Price	Mandatory	OrderChangeNotif/Query/OrderItems/OrderItem/PriceDetail/BaseAmount	0
Service			
Service ID	Mandatory	OrderChangeNotif/Query/OrderItems/OrderItem/Service@ServiceID	Dummy_ServiceID

Designation	Status	Location	Comments
Passenger reference	Mandatory	OrderChangeNotif/Query/ OrderItems/OrderItem/Service/PassengerRef	Dummy_PaxRef
Service definition reference	Mandatory	OrderChangeNotif/Query/ OrderItems/OrderItem/Service/SegmentRef	Dummy_SegRef

Example:

```
<OrderChangeNotif Version="6.000" xsi:schemaLocation="http://www.iata.org/IATA/EDIST/2018.1 OrderChangeNotif.xsd"
xmlns="http://www.iata.org/IATA/EDIST/2018.1"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Document/>
  <Party>
    <Sender>
      <ORA_Sender>
        <AirlineID>6X</AirlineID>
      </ORA_Sender>
    </Sender>
    <Recipient>
      <TravelAgencyRecipient>
        <AgencyID>11144402</AgencyID>
      </TravelAgencyRecipient>
    </Recipient>
  </Party>
  <Query>
    <Order OrderID="6X_DJW47E" Owner="6X">
      <OrderItems>
        <OrderItem OrderItemID="Dummy_OrderItemID">
          <PriceDetail>
            <BaseAmount>0</BaseAmount>
          </PriceDetail>
          <Service ServiceID="Dummy_ServiceID">
            <PassengerRef>Dummy_PaxRef</PassengerRef>
            <SegmentRef>Dummy_SegRef</SegmentRef>
          </Service>
        </OrderItem>
      </OrderItems>
    </Order>
    <Amendments>
      <Amendment>
        <ActionType Context="2"/>
      </Amendment>
    </Amendments>
  </Query>
</OrderChangeNotif>
```

Acknowledgement

Once the OrderChangeNotif message has been received, an Acknowledgement message is expected from the Seller/Aggregator to confirm the correct reception of OrderChangeNotif. The message should contain the following fields:

Designation	Format	Status	Location	Comments
Status	An1..6	Mandatory	Acknowledgement/StatusCode	OK

Example:

```
Acknowledgement Version="3.000" xsi:schemaLocation="http://www.iata.org/IATA/EDIST Acknowledgement.xsd" xmlns="http://www.iata.org/IATA/EDIST" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Document/>
  <StatusCode>OK</StatusCode>
</Acknowledgement>
```

Delegation

In the context of delegation flow between OBT (Online Booking Tool) and TMC (Travel Management Company), a Travel Agency can use several Aggregators to create/issue and service a booking. Hence, when an Airline Order candidate to delegation is updated, an OrderChangeNotif can be sent to each concerned Aggregators.

The Delegation flow is driven via a dedicated table containing:

- The Offer Responsible Airline (ORA),
- The System creating the Order,
- The AgencyID or IATA Number of the Travel Agent creating the Order,
- The Delegated System(s), which is(are) the additional system(s) to notify.

Whenever the ORA does an update in the Order, the process checks in the Order the presence of an Agency ID or IATA Number. If this Agency ID/IATA Number is present in the table, along with the right ORA and Creating system (present in the Order too), the corresponding Delegated system(s) filled in the table is(are) eligible to OrderChangeNotif.

Note: The Creating system is, by default, always eligible to notification.

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