

# New Reason Code (112) in OrderChangeNotif

## Due to voluntary change by customer

### Description

Ability for partners/sellers to be notified that an order has been modified due to a voluntary change (segment addition or cancellation) by the customer done directly with the airline.

Currently, Altea NDC is using a generic OCN reason code (15) when a segment is voluntarily cancelled by the airline and no OCN is sent if there is a voluntary addition of a segment.

### Process

- OrderCreateRQ: order is created
- Passenger requests a change in the order directly from the airline (segment addition or cancellation)
- OrderChangeNotif: message sent due to "Change requested by passenger: Reason for change 112"

### Illustration

OrderChangeNotif	<pre>&lt;Amendments&gt;   &lt;Amendment&gt;     &lt;ActionType Context="112"/&gt;   &lt;/Amendment&gt; &lt;/Amendments&gt;</pre>
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