

Disruption handling

Description

This feature allows to acknowledge or exchange the alternate flights proposed by the airline after a flight cancellation or delay. Flight exchange, if allowed by the Finnair flight disruption policy, is free of charge.

Out of scope

- Unpaid orders
- Refund/cancel (in case the alternate solution is not accepted)
- Change of origin or destination

Process

1. Disruption (flight delayed or cancelled) is triggered by the airline.
2. New travel solution is proposed by the airline.
3. Seller receives an OrderChangeNotifRQ (codes 1 and 2)
4. OrderRetrieveRQ/OrderViewRS:
 - a. Status of disrupted segments is UN and new segments is TK.
 - b. Disruption eligibilities information displayed (depending on version; see example): OtherMetadata, ChangeRestrictions, Warning.
5. Seller can react with 2 options:
 - a. **Acknowledge**: seller accepts the new travel solution if it suits the traveler. Note – to perform any non-disruption related voluntary changes (as per fare rules), prior acknowledgement is mandatory.
 - b. **Exchange**: free of charge, the seller changes the travel solution to a flight/date more suitable to the traveler. Note – free schedule change follows the AY disruption policy and may vary. You can find the most up to date disruption policy on [Easy](#).
6. OrderViewRS: updated order with all segments in HK status; tickets are updated; ancillary services are carrier over. Note: a warning may be returned if the order update has not yet been completed by the system: “INVOLUNTARY EXCHANGE ONGOING” – retrieve the order again after a few moments.

Acknowledgement flow

- OrderChangeRQ (18.1) with ActionContextCode field “ACKNOWLEDGE_DISRUPTED_BOUND”.
- OrderChangeRQ (21.3) with <ChangeOrderChoice> and <AcceptChange> fields.



Exchange flow

1. OrderReshopRQ/OrderReshopRS (18.1 and 21.3): shop/select alternate flights/dates.
2. OrderReshopRQ/OrderReshopRS (18.1) or OrderQuoteRQ/OrderReshopRS (21.3): confirm price. PriceClassRef information is **not** displayed and instead a **warning message** is shown indicating that same fare conditions as on original schedule are applied: "INVOLUNTARY EXCHANGE - SAME CONDITIONS APPLY".
3. OrderChangeRQ: order updated with the new offer; no payment.

Examples

<p>Disruption eligibility information</p> <p>OrderRetireveRQ/ OrderViewRS (18.1 and/or 21.3)</p>	<pre><OtherMetadata> <RuleMetadatas> <RuleMetadata MetadataKey="ACK_INVOL_ELIGIBILITY"> <RuleID>ACK_INVOL_ELIGIBILITY</RuleID> <Status>true</Status> </RuleMetadata> <RuleMetadata MetadataKey="ATC_INVOL_ELIGIBILITY"> <RuleID>ATC_INVOL_ELIGIBILITY</RuleID> <Status>true</Status> </RuleMetadata> </RuleMetadatas> </OtherMetadata> ... <ChangeRestrictions> <AllowedModificationInd>true</AllowedModificationInd> <ChangeTypeCode>Flight</ChangeTypeCode> <DescText>Involuntary Change Allowed Without Any Fees</DescText> </ChangeRestrictions> ... <Warning> <Code>911</Code> <DescText>ACKNOWLEDGEMENT OF INVOLUNTARY EXCHANGE PENDING</DescText> <LanguageCode>EN</LanguageCode> <TypeCode>W</TypeCode> </Warning></pre>
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Acknowledgement OrderChangeRQ (18.1)	<pre><Request> <ActionContextCode>ACKNOWLEDGE_DISRUPTED_BOUND</ActionContextCode> <ChangeOrder> <UpdateOrderItem> ... </UpdateOrderItem> </ChangeOrder> <Order> <OrderID>AY105KAIAG900</OrderID> <OwnerCode>AY</OwnerCode> </Order> </Request></pre>
Acknowledgement OrderChangeRQ (21.3)	<pre><Request> <ChangeOrderChoice> <AcceptChange> <OrderitemRefId>AY105KAIAG900_AIR-1 </OrderitemRefId> </AcceptChange> </ChangeOrderChoice> <Order> <OrderID>AY105KAIAG900</OrderID> <OwnerCode>AY</OwnerCode> </Order> </Request></pre>