

Altea NDC

21.3 Starter Kit use cases

Ref	Description	ARM Index capabilities
<a href="#">SHP1</a>	Shop and order a flight for a single passenger.	<ul style="list-style-type: none"> <li>• <a href="#">SHPFLT - Shop for Flights</a></li> <li>• <a href="#">SHPLOC - Airline Offers with Localization</a></li> <li>• <a href="#">SHPDSC - Airline Offers Including Discounted Benefits</a></li> <li>• <a href="#">SHPOR1 - Offer Conditions &amp; Restrictions</a></li> <li>• <a href="#">SHPOR2 - Offer Restrictions</a></li> <li>• <a href="#">SHPPER - Personalize Offers Based on PTC, Loyalty Programs</a></li> </ul>
<a href="#">SHP2</a>	Shop and order a flight and an ancillary for a single passenger.	<ul style="list-style-type: none"> <li>• <a href="#">SHPANC - Shop for or with Ancillaries</a></li> <li>• <a href="#">SHPAN2 - Additional Airline Supplied Ancillaries</a></li> <li>• <a href="#">SHPRMD - Rich Media Included in Offers</a></li> </ul>
<a href="#">SHP3</a>	Shop and order a flight and a seat for multiple types of passengers (PTC/FQTV)	<ul style="list-style-type: none"> <li>• <a href="#">SHPSTO - Seat Options</a></li> <li>• <a href="#">SHPSTA - Seat Map and Availability</a></li> <li>• <a href="#">SHPSTP - Seat Map and Price Points</a></li> </ul>
<a href="#">SHP4</a>	Shop and order a flight for multiple types of passengers (PTC/FQTV) with additional services (seat + ancillary)	<ul style="list-style-type: none"> <li>• <a href="#">ORDWPM - Create Order Without Payment</a></li> <li>• <a href="#">ORDCRE - Order Creation With Instant Payment</a></li> <li>• <a href="#">PAYCOM - Disclosure of Commission</a></li> </ul>
<a href="#">SHP5</a>	Customer creates an order using a promocode.	

Ref	Description	ARM Index capabilities
<a href="#">ORD1</a>	Add a seat for a single passenger.	<ul style="list-style-type: none"> <li>• <a href="#">ORDRET - Order Information Upon Request</a></li> </ul>
<a href="#">ORD2</a>	Add additional services in a post-sale flow	
<a href="#">ORD3</a>	Proceed to payment of an unpaid order.	<ul style="list-style-type: none"> <li>• <a href="#">PAYSET - Pay Using Settlement Platform</a></li> <li>• <a href="#">PAYCPC - Pay Using Customer Card</a></li> <li>• <a href="#">PAYORD - Pay for an Existing Unpaid Order or Order Items</a></li> <li>• <a href="#">PAY3D2 - Seller Authenticates Payer</a></li> <li>• <a href="#">PAYSUM - Payment Transaction Summary</a></li> </ul>
<a href="#">ORD4</a>	Customer requests a change to an order resulting in a value store.	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD5</a>	Customer requests a change to an order resulting in a new payment.	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD6</a>	Customer request a change to an order prior to payment	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD7</a>	Customer requests a change to an order prior to travel without any additional payment	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD8</a>	Customer requests a change to an order after commencement of travel	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD9</a>	Customer requests to revert a change within a cooling off period.	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD10</a>	Order change to flight services results in cancellation of ancillaries dependent on flights services.	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.
<a href="#">ORD11</a>	Customer cancels an order with refund to original form of payment.	IATA Remarks from 2023.11.17: Validation in the ARM index of capabilities related to servicing on v.21.3 is suspended until early 2024.

Other ARM Index capabilities	Prerequisites
<a href="#">SHPCPR - Continuous Pricing</a>	Dynamic Pricing
<a href="#">SHPREV - Pre-defined Price Points with Dynamic Price Adjustments</a>	Dynamic Pricing
<a href="#">SHPALG - Dynamic Price Determination</a>	Dynamic Pricing

# Prime Booking use cases

- SHP1: Shop and order a flight for a single passenger.
- SHP2: Shop and order a flight and an ancillary for a single passenger.
- SHP3: Shop and order a flight and a seat for multiple types of passengers (PTC/FQTV)
- SHP4: Shop and order a flight for multiple types of passengers (PTC/FQTV) with additional services (seat + ancillary)
- SHP5: Customer creates an order using a promocode.

## SHP1: Shop and order a flight for a single passenger:

### Use case

SHP1: Shop and order a flight for a single passenger.

### Description:

This use case covers a prime booking flow, i.e. the steps between simple shopping (no a la carte seats or services) and order creation with/without payment.

### Steps

#### NDC flow & description:

AirShoppingRQ: Seller requests flight offers to airline providing origins, destinations, and dates, for one Adult and for a One Way

AirShoppingRS: Airline replies with different flight offers

OfferPriceRQ: Seller requests the selection of flight offer

OfferPriceRS: Airline responds with a unified priced offer with selected flight service

OrderCreateRQ: Seller requests creation of the order with the selected priced offer, with a payment in Cash

OrderViewRS: Airline responds with the created order

### Analysis

All shared information such as DistributionChainLink can be retrieved in "AmadeusAlteaNDC\_Shared21.3" Implementation Guide

### AirShoppingRQ

Seller requests flight offers to airline providing origins, destination pair, travel dates and travelling passengers.

```
<Request>
  <FlightRequest>
    <FlightRequestOriginDestinationsCriteria>
      <OriginDestCriteria>
        <CabinType>
          <CabinTypeCode>5</CabinTypeCode>
          <PrefLevel>
            <PrefLevelCode>Preferred</PrefLevelCode>
          </PrefLevel>
        </CabinType>
        <DestArrivalCriteria>
          <IATA_LocationCode>BKK</IATA_LocationCode>
        </DestArrivalCriteria>
        <OriginDepCriteria>
          <Date>2024-06-03</Date>
          <IATA_LocationCode>SIN</IATA_LocationCode>
        </OriginDepCriteria>
      </OriginDestCriteria>
    </FlightRequestOriginDestinationsCriteria>
  </FlightRequest>
</Request>
```

```

    </FlightRequestOriginDestinationsCriteria>
  </FlightRequest>
  <PaxList>
    <Pax>
      <PaxID>PAX1</PaxID>
      <PTC>ADT</PTC>
    </Pax>
  </PaxList>
</Request>

```

## AirShoppingRS:

Airline replies with all travel solution recommendations they would like to propose to the seller.

```

<Offer>
  <BaggageAssociations>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <OfferFlightAssociations>
      <PaxSegmentReferences>
        <PaxSegmentRefID>SEG5</PaxSegmentRefID>
      </PaxSegmentReferences>
    </OfferFlightAssociations>
    <PaxRefID>PAX1</PaxRefID>
  </BaggageAssociations>
  <JourneyOverview>
    <JourneyPriceClass>
      <PaxJourneyRefID>FLT1</PaxJourneyRefID>
    </JourneyPriceClass>
    <PriceClassRefID>FF51</PriceClassRefID>
  </JourneyOverview>
  <OfferExpirationTimeLimitDateTime>2024-04-10T08:52:51Z</OfferExpirationTimeLimitDateTime>
  <OfferID>AMA6-11713874669411685600-1</OfferID>
  <OfferItem>
    <CancelRestrictions>
      <AllowedModificationInd>>false</AllowedModificationInd>
      <DescText>Cancel not permitted</DescText>
    </CancelRestrictions>
    <ChangeRestrictions>
      <AllowedModificationInd>>false</AllowedModificationInd>
      <DescText>Change not permitted</DescText>
    </ChangeRestrictions>
    <ChangeRestrictions>
      <AllowedModificationInd>>false</AllowedModificationInd>
      <DescText>Reissue not permitted</DescText>
    </ChangeRestrictions>
    <FareDetail>
      <FareComponent>
        <CabinType>
          <CabinTypeCode>5</CabinTypeCode>
          <CabinTypeName>ECO</CabinTypeName>
        </CabinType>
        <FareBasisCode>A126XCD1EF</FareBasisCode>
        <NegotiatedCode>749</NegotiatedCode>
        <PaxSegmentRefID>SEG5</PaxSegmentRefID>
        <PriceClassRefID>FF51</PriceClassRefID>
        <RBD>
          <RBD_Code>V</RBD_Code>
        </RBD>
      </FareComponent>
      <PaxRefID>PAX1</PaxRefID>
      <Price>
        <BaseAmount CurCode="EUR">137.00</BaseAmount>
        <TaxSummary>
          <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="EUR">183.28</TotalAmount>
      </Price>
    </FareDetail>
  </OfferItem>
</Offer>

```

```

</FareDetail>
<MandatoryInd>true</MandatoryInd>
<OfferItemID>AMA6-11713874669411685600-1-1</OfferItemID>
<Price>
  <BaseAmount CurCode="EUR">137.00</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="EUR">183.28</TotalAmount>
</Price>
<Service>
  <OfferServiceAssociation>
    <PaxJourneyRef>
      <PaxJourneyRefID>FLT1</PaxJourneyRefID>
    </PaxJourneyRef>
  </OfferServiceAssociation>
  <PaxRefID>PAX1</PaxRefID>
  <ServiceID>1</ServiceID>
</Service>
</OfferItem>
<OwnerCode>6X</OwnerCode>
[... ]
</Offer>

```

**Transition:** To move from AirShopping to OfferPrice request, the seller needs to send in input the OfferID to be priced.  
Here OfferID **AMA6-11713874669411685600-1** as an example.

## OfferPriceRQ:

The OfferPrice request allows the user to refine the price of the offer selected from AirShoppingRS. On top of OfferID selected, the seller adds in input the passenger concerned.

```

<Request>
  <DataLists>
    <PaxList>
      <Pax>
        <PaxID>PAX1</PaxID>
        <PTC>ADT</PTC>
      </Pax>
    </PaxList>
  </DataLists>
  <PricedOffer>
    <SelectedOfferList>
      <SelectedOffer>
        <OfferRefID>AMA6-11713874669411685600-1</OfferRefID>
        <OwnerCode>6X</OwnerCode>
        <SelectedOfferItem>
          <OfferItemRefID>AMA6-11713874669411685600-1-1</OfferItemRefID>
          <PaxRefID>PAX1</PaxRefID>
        </SelectedOfferItem>
      </SelectedOffer>
    </SelectedOfferList>
  </PricedOffer>
</Request>

```

## OfferPriceRS:

The OfferPriceRS returns the full price details of the selected OfferID, including the base amount, the tax breakdown, and the total amount.

**Transition:** To finalize the prime booking flow, the seller will need to provide mandatory information to convert the offer to an order.

```

<Price>

```

```

<BaseAmount CurCode="EUR">137.00</BaseAmount>
<TaxSummary>
  <Tax>
    <AddlTaxCode>DE</AddlTaxCode>
    <Amount CurCode="EUR">7.44</Amount>
    <TaxCode>L7</TaxCode>
  </Tax>
  <Tax>
    <AddlTaxCode>AE</AddlTaxCode>
    <Amount CurCode="EUR">5.51</Amount>
    <TaxCode>OP</TaxCode>
  </Tax>
  <Tax>
    <AddlTaxCode>AD</AddlTaxCode>
    <Amount CurCode="EUR">31.97</Amount>
    <TaxCode>SG</TaxCode>
  </Tax>
  <Tax>
    <AddlTaxCode>AD</AddlTaxCode>
    <Amount CurCode="EUR">0.95</Amount>
    <TaxCode>E7</TaxCode>
  </Tax>
  <Tax>
    <AddlTaxCode>AE</AddlTaxCode>
    <Amount CurCode="EUR">0.41</Amount>
    <TaxCode>G8</TaxCode>
  </Tax>
  <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
</TaxSummary>
<TotalAmount CurCode="EUR">183.28</TotalAmount>
</Price>

```

## OrderCreateRQ:

The seller must input:

- **OfferID** selected & priced.

```

<CreateOrder>
  <AcceptSelectedQuotedOfferList>
    <SelectedPricedOffer>
      <OfferRefID>AMA6-11713874669411685600-1</OfferRefID>
      <OwnerCode>6X</OwnerCode>
      <SelectedOfferItem>
        <OfferItemRefID>AMA6-11713874669411685600-1-1</OfferItemRefID>
        <PaxRefID>PAX1</PaxRefID>
      </SelectedOfferItem>
    </SelectedPricedOffer>
  </AcceptSelectedQuotedOfferList>
</CreateOrder>

```

- **ContactInfo** - Passenger's contact details of the passenger

```

<ContactInfoList>
  <ContactInfo>
    <ContactInfoID>CTCPAX1_1</ContactInfoID>
    <EmailAddress>
      <ContactTypeText>Home</ContactTypeText>
      <EmailAddressText>AA-DESSEE@MAIL.COM</EmailAddressText>
    </EmailAddress>
    <EmailAddress>
      <ContactTypeText>Business</ContactTypeText>
      <EmailAddressText>CA-DESSEE@MAIL.COM</EmailAddressText>
    </EmailAddress>
    <IndividualRefID>PAX1</IndividualRefID>
    <Phone>
      <ContactTypeText>Mobile</ContactTypeText>

```

```

    <PhoneNumber>+330929464935</PhoneNumber>
  </Phone>
</Phone>
  <ContactTypeText>Home</ContactTypeText>
  <PhoneNumber>+33066523568923</PhoneNumber>
</Phone>
</Phone>
  <ContactTypeText>Business</ContactTypeText>
  <PhoneNumber>+33066523568922</PhoneNumber>
</Phone>
</ContactInfo>
</ContactInfoList>

```

- *PaxList* - Passenger's name & title

```

<PaxList>
  <Pax>
    <IdentityDoc>
      <ExpiryDate>2029-08-13</ExpiryDate>
      <IdentityDocID>0123456789</IdentityDocID>
      <IdentityDocTypeCode>PT</IdentityDocTypeCode>
      <IssuingCountryCode>GB</IssuingCountryCode>
      <ResidenceCountryCode>GB</ResidenceCountryCode>
      <Surname>Wayne</Surname>
    </IdentityDoc>
    <Individual>
      <Birthdate>1986-12-08</Birthdate>
      <GenderCode>M</GenderCode>
      <GivenName>Bruce</GivenName>
      <IndividualID>PAX1</IndividualID>
      <Surname>Wayne</Surname>
      <TitleName>MR</TitleName>
    </Individual>
    <LangUsage>
      <LangCode>FR</LangCode>
    </LangUsage>
    <PaxID>PAX1</PaxID>
    <PTC>ADT</PTC>
    <Remark>
      <RemarkText>I AM BATMAN</RemarkText>
    </Remark>
  </Pax>
</PaxList>

```

- *PaymentMethod* for instant payment

```

<PaymentFunctions>
  <PaymentProcessingDetails>
    <Amount CurCode="EUR">183.28</Amount>
    <PaymentMethod>
      <OfflinePayment>
        <PaymentTypeCode>CASH</PaymentTypeCode>
      </OfflinePayment>
    </PaymentMethod>
  </PaymentProcessingDetails>
</PaymentFunctions>

```

## OrderViewRS:

The OrderViewRS is the response of the OrderCreateRQ returning following information such as:

- *OrderID* that has been created: <OrderID>6X17268IID800</OrderID> and some information related to it such as the price.

```

<Order>
  <OrderID>6X17268IID800</OrderID>
  <OrderItem>

```



```

<Commission>
  <Percentage>0.00</Percentage>
</Commission>
<FareDetail>
  <FareCalculationInfo>
    <AddlInfoText>SIN 6X BKK149.14NUC149.14END ROE1.327575</AddlInfoText>
    <PricingCodeText>F</PricingCodeText>
  </FareCalculationInfo>
  <FareComponent>
    <CabinType>
      <CabinTypeCode>5</CabinTypeCode>
      <CabinTypeName>ECONOMY</CabinTypeName>
    </CabinType>
    <FareBasisCode>A126XCD1EF</FareBasisCode>
    <NegotiatedCode>749</NegotiatedCode>
    <PaxSegmentRefID>SEG1</PaxSegmentRefID>
  </FareComponent>
  <PaxRefID>PAX2</PaxRefID>
  <Price>
    <BaseAmount CurCode="EUR">137.00</BaseAmount>
    <TaxSummary>
      <Tax>
        <AddlTaxCode>DE</AddlTaxCode>
        <Amount CurCode="EUR">7.44</Amount>
        <TaxCode>L7</TaxCode>
      </Tax>
      <Tax>
        <AddlTaxCode>AE</AddlTaxCode>
        <Amount CurCode="EUR">5.51</Amount>
        <TaxCode>OP</TaxCode>
      </Tax>
      <Tax>
        <AddlTaxCode>AD</AddlTaxCode>
        <Amount CurCode="EUR">31.97</Amount>
        <TaxCode>SG</TaxCode>
      </Tax>
      <Tax>
        <AddlTaxCode>AD</AddlTaxCode>
        <Amount CurCode="EUR">0.95</Amount>
        <TaxCode>E7</TaxCode>
      </Tax>
      <Tax>
        <AddlTaxCode>AE</AddlTaxCode>
        <Amount CurCode="EUR">0.41</Amount>
        <TaxCode>G8</TaxCode>
      </Tax>
      <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">183.28</TotalAmount>
  </Price>
</FareDetail>
<OrderItemID>6X17268IID800_AIR-1</OrderItemID>
<OwnerCode>6X</OwnerCode>
<Price>
  <BaseAmount CurCode="EUR">137.00</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="EUR">183.28</TotalAmount>
</Price>
<Service>
  <BookingRef>
    <BookingEntity>
      <Carrier>
        <AirlineDesigCode>6X</AirlineDesigCode>
      </Carrier>
    </BookingEntity>
    <BookingID>68IID8</BookingID>
  </BookingRef>

```

```

</BookingRef>
<DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
<OrderServiceAssociation>
  <ServiceDefinitionRef>
    <OrderFlightAssociations>
      <PaxSegmentRef>
        <PaxSegmentRefID>SEG1</PaxSegmentRefID>
      </PaxSegmentRef>
    </OrderFlightAssociations>
    <ServiceDefinitionRefID>BAGALLOW_1</ServiceDefinitionRefID>
  </ServiceDefinitionRef>
</OrderServiceAssociation>
<PaxRefID>PAX2</PaxRefID>
<ServiceID>SEG1_PAX2</ServiceID>
<StatusCode>CONFIRMED</StatusCode>
</Service>
<StatusCode>ACTIVE</StatusCode>
</OrderItem>
<OwnerCode>6X</OwnerCode>
<StatusCode>OPENED</StatusCode>
<TotalPrice>
  <BaseAmount CurCode="EUR">137.00</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="EUR">183.28</TotalAmount>
</TotalPrice>
</Order>

```

- *TicketDocInfo* with ticketing information such as ticket number, coupon status

```

<TicketDocInfo>
  <BookingAgency>
    <AgencyID/>
    <TravelAgent>
      <TravelAgentID>9999WS/SU</TravelAgentID>
    </TravelAgent>
  </BookingAgency>
  <BookletQty>1</BookletQty>
  <EndorsementText>NOT REFUNDABLE</EndorsementText>
  <OriginalIssueInfo>
    <IssueDate>2024-04-10</IssueDate>
    <IssuingCarrier>
      <AirlineDesigCode>6X</AirlineDesigCode>
    </IssuingCarrier>
  </OriginalIssueInfo>
  <PaxRefID>PAX2</PaxRefID>
  <Ticket>
    <Coupon>
      <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
      <CouponNumber>1</CouponNumber>
      <CouponStatusCode>I</CouponStatusCode>
      <CurrentCouponFlightInfoRef>
        <CurrentAirlinePaxSegmentRef>
          <PaxSegmentRefID>SEG1</PaxSegmentRefID>
        </CurrentAirlinePaxSegmentRef>
      </CurrentCouponFlightInfoRef>
      <FareBasisCode>A126XCD1EF</FareBasisCode>
    </Coupon>
    <ReportingTypeCode>Airline</ReportingTypeCode>
    <TicketDocTypeCode>T</TicketDocTypeCode>
    <TicketNumber>1722446278359</TicketNumber>
  </Ticket>
</TicketDocInfo>

```

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

```
<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X17268IID800_AIR-1</OrderItemRefID>
    <OrderRefID>6X17268IID800</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">183.28</Amount>
    <PaymentID>PAY2</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>12345678</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
    <PaymentStatusCode>SUCCESSFUL</PaymentStatusCode>
  </PaymentProcessingSummary>
</PaymentFunctions>
```

## Order reflected in the Airline PSS

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

<OrderID>6X17268IID800</OrderID>

```
RP/PAR6X086X/PAR6X086X          WS/SU  10APR24/0830Z   68IID8
  1.WAYNE/BRUCE MR (ADT/08DEC86)
  2  6X 712 V 03JUN 1 SINBKK HK1  1600 1725  03JUN  E  6X/68IID8
  3 APB +33066523568922
  4 APE AA-DESSEE@MAIL.COM-H
  5 APE CA-DESSEE@MAIL.COM-B
  6 APH +33066523568923
  7 APM +330929464935
  8 TK OK10APR/PAR6X086X//ET6X
  9 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/WAYNE
    /BRUCE
 10 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM./H
 11 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM./B
 12 SSR CTCM 6X HK1 330929464935
 21 FA PAX 172-2446278359/ET6X/10APR24/PAR6X086X/20409616/S2
 22 FB PAX 0000000000 TTP/ET/RT/TRP-EMLA/LA-FR/DOC-ETR OK
    ETICKET/S2
 23 FE PAX NOT REFUNDABLE/S2
 24 FP PAX CASH/EUR183.28/S2
 25 FV PAX *F*6X/S2
 26 FZ RA20499183
```

## SHP2: Shop and order a flight and an ancillary for a single passenger:

### Use case

SHP2: Shop and order a flight and an ancillary for a single passenger.

### Description:

This use case illustrates the creation of an order for a single passenger booking for a flight and selecting an ancillary with/without payment. In this use case the passenger selects an upsell offer proposed by the airline

## Steps

### NDC flow & description:

AirShoppingRQ: Seller requests flight offers to airline providing origin, destination, and date

AirShoppingRS: Airline replies with different flight offers

ServiceListRQ: Seller requests for additional ancillaries on a selected flight offer

ServiceListRS: Airline responds with excess bag (or any other ancillary)

OfferPriceRQ: Seller requests the selection of flight offer with the chosen ancillary

OfferPriceRS: Airline responds with a unified priced offer with selected flight service and ancillary service along with upsell offers

OrderCreateRQ: Seller requests creation of the order with the selected offers

OrderViewRS: Airlines responds with the created order

## Analysis

All shared information such as DistributionChainLink can be retrieved in "AmadeusAlteaNDC\_Shared21.3" Implementation Guide

### AirShoppingRQ:

The seller requests flight offers to airline providing origin, destination, travel date and travelling passengers.

### AirShoppingRS:

Airline replies with all travel solution recommendations they would like to propose to the seller.

*Transition: At this stage, if the seller would like to add a service, the seller needs to send in input the OfferID selected for which a list of services should be returned.*

Here OfferID **AMA6-11713874669411685600-1-1** as an example.

### ServiceListRQ:

The seller requests the catalogue of services (chargeable and free) for the selected flight offer.

```
<ServiceListCoreRequest>
  <OfferRequest>
    <Offer>
      <OfferID>AMA6-11713874669411685600-1</OfferID>
      <OfferItem>
        <OfferItemID>AMA6-11713874669411685600-1-1</OfferItemID>
        <Service>
          <ServiceID>1</ServiceID>
        </Service>
      </OfferItem>
      <OwnerCode>6X</OwnerCode>
    </Offer>
  </OfferRequest>
</ServiceListCoreRequest>
```

### ServiceListRS:

Airline replies with the list of Ancillary services including their prices when applicable.

In the **ALaCarteOffer** Section:

```
<OfferItem>
  <Eligibility>
```

```

    <OfferFlightAssociations>
      <PaxSegmentReferences>
        <PaxSegmentRefID>SEG5</PaxSegmentRefID>
      </PaxSegmentReferences>
    </OfferFlightAssociations>
    <PaxRefID>PAX1</PaxRefID>
  </Eligibility>
  <OfferItemID>AMA6-11713874669411685600-1-3</OfferItemID>
  <RichMedia>
    <ResourceURI>http://www.amadeus.com/saar5/images/MP/bag.jpg</ResourceURI>
  </RichMedia>
  <Service>
    <ServiceDefinitionRefID>SRV2</ServiceDefinitionRefID>
    <ServiceID>1</ServiceID>
  </Service>
  <UnitPrice>
    <BaseAmount CurCode="EUR">37.28</BaseAmount>
    <Discount>
      <DescText>6XUJIGYUKHUI</DescText>
      <PreDiscountedAmountCurCode="EUR">46.61</PreDiscountedAmount>
    </Discount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">37.28</TotalAmount>
  </UnitPrice>
</OfferItem>

```

In the *ServiceDefinitionList* Section:

```

<ServiceDefinition>
  <BookingInstructions>
    <SpecialService>
      <Qty>1</Qty>
    </SpecialService>
  </BookingInstructions>
  <Desc>
    <DescText>Chargeable</DescText>
  </Desc>
  <Desc>
    <DescText>F</DescText>
    <MarkupStyleText>Service_Type</MarkupStyleText>
  </Desc>
  <Desc>
    <DescText>01</DescText>
    <MarkupStyleText>BKM</MarkupStyleText>
  </Desc>
  <Desc>
    <DescText>BG</DescText>
    <MarkupStyleText>Group</MarkupStyleText>
  </Desc>
  <Desc>
    <DescText>X9</DescText>
    <MarkupStyleText>Description1</MarkupStyleText>
  </Desc>
  <Name>EXCESS SIZE</Name>
  <OwnerCode>6X</OwnerCode>
  <RFIC>C</RFIC>
  <RFISC>0ID</RFISC>
  <ServiceCode>BULK</ServiceCode>
  <ServiceDefinitionID>SRV2</ServiceDefinitionID>
</ServiceDefinition>

```

**Transition:** For the next step, the seller needs to send in input the OfferID to be priced.

**OfferPriceRQ:**

The OfferPrice request allows the user to refine the price of the offer selected from AirShoppingRS for the “AIR” part and from ServiceListRS for the “Ancillary” part. On top of OfferID selected, the seller adds in input the passenger concerned.

AIR\_OfferItemRefID: AMA6-11713874669411685600-1-1-1

Ancillary\_OfferItemRefID: AMA6-11713874669411685600-1-1-2

```
<SelectedOfferList>
  <SelectedOffer>
    <OfferRefID>AMA6-11713874669411685600-1-1</OfferRefID>
    <OwnerCode>6X</OwnerCode>
    <SelectedOfferItem>
      <OfferItemRefID>AMA6-11713874669411685600-1-1-1</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
    </SelectedOfferItem>
    <SelectedOfferItem>
      <OfferItemRefID>AMA6-11713874669411685600-1-1-2</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <SelectedBundleServices>
        <SelectedServiceRefID>SRV1</SelectedServiceRefID>
      </SelectedBundleServices>
    </SelectedOfferItem>
  </SelectedOffer>
</SelectedOfferList>
```

## OfferPriceRS:

The OfferPriceRS returns the full price details of the selected OfferID, including the base amount, the tax breakdown (for the air part) and the total amount, for both “AIR” and “Ancillary” parts.

```
<OfferItem>
  <Commission>
    <Amount CurCode="EUR">0.00</Amount>
  </Commission>
  <MandatoryInd>false</MandatoryInd>
  <OfferItemID>SP2F-14392024692515288519-1-2</OfferItemID>
  <PaymentTimeLimit>
    <PaymentTimeLimitDate>
      <PaymentTimeLimitDateTime>2023-09-12T04:25:00Z</PaymentTimeLimitDateTime>
    </PaymentTimeLimitDate>
  </PaymentTimeLimit>
  <Price>
    <BaseAmount CurCode="EUR">35.40</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">35.40</TotalAmount>
  </Price>
  <Service>
    <OfferServiceAssociation>
      <ServiceDefinitionRef>
        <OfferFlightAssociations>
          <PaxSegmentReferences>
            <PaxSegmentRefID>SEG2</PaxSegmentRefID>
          </PaxSegmentReferences>
        </OfferFlightAssociations>
        <ServiceDefinitionRefID>SRV1</ServiceDefinitionRefID>
      </ServiceDefinitionRef>
    </OfferServiceAssociation>
    <PaxRefID>PAX1</PaxRefID>
    <ServiceID>1</ServiceID>
  </Service>
</OfferItem>
```

**Transition:** To finalize the prime booking flow, the seller will need to provide mandatory information to convert the offer to an order.

## OrderCreateRQ:

The seller must input:

- OfferItemIDs selected & priced.
- Passenger's contact details of the passenger
- Passenger's name & title
- Method of payment (for instant payment)

```
<AcceptSelectedQuotedOfferList>
  <SelectedPricedOffer>
    <OfferRefID>AMA6-11713874669411685600-1</OfferRefID>
    <OwnerCode>6X</OwnerCode>
    <SelectedOfferItem>
      <OfferItemRefID>AMA6-11713874669411685600-1-1</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
    </SelectedOfferItem>
    <SelectedOfferItem>
      <OfferItemRefID>AMA6-11713874669411685600-1-2</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <SelectedBundleServices>
        <SelectedServiceRefID>SRV1</SelectedServiceRefID>
      </SelectedBundleServices>
    </SelectedOfferItem>
  </SelectedPricedOffer>
</AcceptSelectedQuotedOfferList>
...

<PaymentProcessingDetails>
  <Amount CurCode="EUR">188.87</Amount>
  <PaymentMethod>
    <OfflinePayment>
      <PaymentTypeCode>CA</PaymentTypeCode>
    </OfflinePayment>
  </PaymentMethod>
</PaymentProcessingDetails>
```

## OrderViewRS:

The OrderViewRS is the response of the OrderCreateRQ returning following information such as:

- **OrderID** that has been created: <OrderID>6X17268R9DF00</OrderID> and contain the 2 OrderItems created:
  - one for the Air part: 6X17268R9DF00\_AIR-1
  - one for the Ancillary part: 6X17268R9DF00\_SRV9

```
<OrderItemID>6X17268R9DF00_AIR-1</OrderItemID>
<OwnerCode>6X</OwnerCode>
<Price>
  <BaseAmount CurCode="EUR">137.00</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="EUR">46.28</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="EUR">183.28</TotalAmount>
</Price>
<Service>
  <BookingRef>
    <BookingEntity>
      <Carrier>
        <AirlineDesigCode>6X</AirlineDesigCode>
      </Carrier>
    </BookingEntity>
```

```

    <BookingID>68R9DF</BookingID>
  </BookingRef>
  <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
  <OrderServiceAssociation>
    <ServiceDefinitionRef>
      <OrderFlightAssociations>
        <PaxSegmentRef>
          <PaxSegmentRefID>SEG1</PaxSegmentRefID>
        </PaxSegmentRef>
      </OrderFlightAssociations>
      <ServiceDefinitionRefID>BAGALLOW_1</ServiceDefinitionRefID>
    </ServiceDefinitionRef>
  </OrderServiceAssociation>
  <PaxRefID>PAX2</PaxRefID>
  <ServiceID>SEG1_PAX2</ServiceID>
  <StatusCode>CONFIRMED</StatusCode>
</Service>
<StatusCode>ACTIVE</StatusCode>
</OrderItem>
<OrderItem>
  <OrderItemID>6X17268R9DF00_SRV9</OrderItemID>
  <OwnerCode>6X</OwnerCode>
  <Price>
    <BaseAmount CurCode="EUR">5.59</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">5.59</TotalAmount>
  </Price>
  <Service>
    <BookingRef>
      <BookingEntity>
        <Carrier>
          <AirlineDesigCode>6X</AirlineDesigCode>
        </Carrier>
      </BookingEntity>
      <BookingID>68R9DF</BookingID>
    </BookingRef>
    <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
    <OrderServiceAssociation>
      <ServiceDefinitionRef>
        <OrderFlightAssociations>
          <PaxSegmentRef>
            <PaxSegmentRefID>SEG1</PaxSegmentRefID>
          </PaxSegmentRef>
        </OrderFlightAssociations>
        <ServiceDefinitionRefID>XBAG_1</ServiceDefinitionRefID>
      </ServiceDefinitionRef>
    </OrderServiceAssociation>
    <PaxRefID>PAX2</PaxRefID>
    <ServiceID>SSR4</ServiceID>
    <ServiceRefID>SEG1_PAX2</ServiceRefID>
    <StatusCode>CONFIRMED</StatusCode>
  </Service>
</OrderItem>

```

- *TicketDocInfo* with ticketing information such as ticket number, coupon status

```

<TicketDocInfo>
  <BookingAgency>
    <AgencyID/>
    <TravelAgent>
      <TravelAgentID>9999WS/SU</TravelAgentID>
    </TravelAgent>
  </BookingAgency>
  <BookletQty>1</BookletQty>
  <EndorsementText>NOT REFUNDABLE</EndorsementText>

```



```

<OriginalIssueInfo>
  <IssueDate>2024-04-10</IssueDate>
  <IssuingCarrier>
    <AirlineDesigCode>6X</AirlineDesigCode>
  </IssuingCarrier>
</OriginalIssueInfo>
<PaxRefID>PAX2</PaxRefID>
<Ticket>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG1</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>A126XCD1EF</FareBasisCode>
  </Coupon>
  <ReportingTypeCode>Airline</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722446278740</TicketNumber>
</Ticket>
</TicketDocInfo>

```

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

```

<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X17268R9DF00_SRV9</OrderItemRefID>
    <OrderRefID>6X17268R9DF00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">5.59</Amount>
    <PaymentID>PAY2</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>12345678</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
    <PaymentStatusCode>SUCCESSFUL</PaymentStatusCode>
  </PaymentProcessingSummary>
</PaymentFunctions>
<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X17268R9DF00_AIR-1</OrderItemRefID>
    <OrderRefID>6X17268R9DF00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">183.28</Amount>
    <PaymentID>PAY4</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>12345678</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
    <PaymentStatusCode>SUCCESSFUL</PaymentStatusCode>
  </PaymentProcessingSummary>
</PaymentFunctions>

```

Order reflected in the Airline PSS

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

<OrderID>**6X17268R9DF00**</OrderID>

```
RP/PAR6X086X/PAR6X086X          WS/SU  10APR24/0937Z   68R9DF
 1 .MOHH/UQ MR (ADT/08DEC86)
 2  6X 712 V 03JUN 1 SINBKK HK1  1600 1725  03JUN  E  6X/68R9DF
 3 APE ACCEPT@AMADEUS.COM
 4 APM +33066523568923
 5 TK OK10APR/PAR6X086X//ET6X
 6 /SSR XBAG 6X HK1 TTL 0KG/S2
 7 SSR DOCS 6X HK1 ////08DEC86/M//MOHH/UQ
 8 SSR CTCE 6X HK1 ACCEPT//AMADEUS.COM
 9 SSR CTCM 6X HK1 33066523568923
[...]
```

```
18 FA PAX 172-2446278740/ET6X/10APR24/PAR6X086X/20409616/S2
19 FA PAX 172-4568145179/DT6X/EUR5.59/10APR24/PAR6X086X/20409616/E6
20 FB PAX 0000000000 TTP/TTM/M1/P1/PAX/RT/TRP-EMLA/LA-FR/DOC-
   ETR,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT/S2
21 FB PAX 0000000001 TTP/TTM/M1/P1/PAX/RT/TRP-EMLA/LA-FR/DOC-ET
   R,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT
   APT/E6
22 FE PAX NOT REFUNDABLE/S2
24 FP PAX CASH/EUR183.28/S2
26 FV PAX *F*6X/S2
27 FZ RA20499183
```

## SHP3: Shop and order a flight and a seat for multiple types of passengers (PTC/FQTV)

### Use case

SHP3: Shop and order a flight and a seat for multiple types of passengers (PTC/FQTV)

### Description:

This use case illustrates the creation of an order (OneWay) for multiple passengers (two adults, one Infant and one child PTC ADT+INF+CHD) with at least one frequent flyer.

### Steps

#### NDC flow & description:

AirShoppingRQ: Seller requests flight offers to airline providing origin, destination and date, seller specifies the number of passengers, their Passenger Type Code and FQTV details.

AirShoppingRS: Airline replies with different flight offers.

SeatAvailabilityRQ: Seller requests for Seats on a selected flight offer, seller optionally specifies which passenger(s)/flight(s) the seat request should be for

SeatAvailabilityRS: Airline responds with seat map and a la carte seat offers.

OfferPriceRQ: Seller requests the selection of flight offer with seat service.

OfferPriceRS: Airline responds with a unified priced offer with selected flight service and seat service.

OrderCreateRQ: Seller requests creation of the order with the selected priced offer

OrderViewRS: Airlines responds with the created order.

### Analysis

All shared information such as DistributionChainLink can be retrieved in

“AmadeusAlteaNDC\_Shared21.3” Implementation Guide

## AirShoppingRQ:

Seller requests flight offers to airline providing origin, destination, travel dates and travelling passengers. On top, for this specific use case, the seller adds the loyalty program account number.

## AirShoppingRS:

Airline replies with all travel solution recommendations they would like to propose to the seller considering the loyalty program account number when applicable.

**Transition:** *At this stage, if the seller would like to add a seat, the seller needs to send in input the OfferID selected for which seats 'characteristics are required. Here OfferID SUL3-1617093309862949222-1 as an example.*

## SeatAvailabilityRQ:

The seller requests the seats 'characteristics information for the selected flight offer.

```
<SeatAvailCoreRequest>
  <OfferRequest>
    <Offer>
      <OfferID>SUL3-1617093309862949222-1</OfferID>
      <OfferItem>
        <OfferItemID>SUL3-1617093309862949222-1-1</OfferItemID>
      </OfferItem>
      <OwnerCode>6X</OwnerCode>
    </Offer>
  </OfferRequest>
</SeatAvailCoreRequest>
```

## SeatAvailabilityRS:

Airline replies with the full seats' characteristics information and its price when applicable for the seller to be able to build its own seatmap.

**Transition:** *At this stage, the seller adds in input seat(s) selected.*

- The seat number and the seat column are available in the *seatmap* section.
- The OfferItem and the prices are available in the *ALaCarteOffer* section.

In this use case, the seller selects:

<OfferItemRefID>U1EtU0VHMi1QQVgxLUVVUi0xMy45OS0xMy45OS0wLjAwLVJRU1QtQS0wQjUtRk9SV0FSRCBaT05FLUdST1VQU0Et</OfferItemRefID> for PAX1

<OfferItemRefID>U1EtU0VHMi1QQVgzLUVVUi0xMy45OS0xMy45OS0wLjAwLVJRU1QtQS0wQjUtRk9SV0FSRCBaT05FLUdST1VQU0Et</OfferItemRefID> for PAX2

```
<Seat>
  <ColumnID>A</ColumnID>
  <OccupationStatusCode>F</OccupationStatusCode>
  <OfferItemRefID>U1EtU0VHMi1QQVgxLUVVUi0xMy45OS0aT05FLUdST1VQU0Et</OfferItemRefID>
  <OfferItemRefID>U1EtU0VHMi1QQVgzLUVVUi0xMy45OS0aT05FLUdST1VQU0Et</OfferItemRefID>
  <RowNumber>41</RowNumber>
  <SeatCharacteristicCode>1</SeatCharacteristicCode>
  <SeatCharacteristicCode>B</SeatCharacteristicCode>
  <SeatCharacteristicCode>CH</SeatCharacteristicCode>
  <SeatCharacteristicCode>FC</SeatCharacteristicCode>
  <SeatCharacteristicCode>I</SeatCharacteristicCode>
  <SeatCharacteristicCode>W</SeatCharacteristicCode>
  <SeatProfileRefID>MEDIA3-SEG2</SeatProfileRefID>
</Seat>
```

NB: *OfferItemRefID* have been truncated as too long for the example

## ALaCarteOffer Section:

```

<OfferItem>
  <ChangeRestrictions>
    <AllowedModificationInd>true</AllowedModificationInd>
    <DescText>REFUND_1-SEG2</DescText>
    <Refund>
      <DescText>Service is refundable</DescText>
      <LevelTypeCode>Full</LevelTypeCode>
    </Refund>
  </ChangeRestrictions>
  <ChangeRestrictions>
    <AllowedModificationInd>true</AllowedModificationInd>
    <DescText>REFUND_2-SEG2</DescText>
    <Refund>
      <DescText>Service not refundable but exchangeable</DescText>
      <LevelTypeCode>None</LevelTypeCode>
    </Refund>
  </ChangeRestrictions>
  <ChangeRestrictions>
    <AllowedModificationInd>>false</AllowedModificationInd>
    <DescText>REFUND_3-SEG2</DescText>
    <Refund>
      <DescText>Service not refundable and not exchangeable</DescText>
      <LevelTypeCode>None</LevelTypeCode>
    </Refund>
  </ChangeRestrictions>
  <Eligibility>
    <OfferFlightAssociations>
      <PaxSegmentReferences>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </PaxSegmentReferences>
    </OfferFlightAssociations>
    <PaxRefID>PAX1</PaxRefID>
  </Eligibility>
  <OfferItemID>U1EtU0NULUEtMEI1LVNUQU5EQVJEIfPPTkUtr1JPVVBtQS0=</OfferItemID>
  <Service>
    <ServiceDefinitionRefID>SRV1-SEG2</ServiceDefinitionRefID>
    <ServiceID>1-SEG2</ServiceID>
  </Service>
  <UnitPrice>
    <BaseAmount CurCode="EUR">0.00</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">0.00</TotalAmount>
  </UnitPrice>
</OfferItem>
<OfferItem>
  <ChangeRestrictions>
    <AllowedModificationInd>true</AllowedModificationInd>
    <DescText>REFUND_1-SEG2</DescText>
    <Refund>
      <DescText>Service is refundable</DescText>
      <LevelTypeCode>Full</LevelTypeCode>
    </Refund>
  </ChangeRestrictions>
  <ChangeRestrictions>
    <AllowedModificationInd>true</AllowedModificationInd>
    <DescText>REFUND_2-SEG2</DescText>
    <Refund>
      <DescText>Service not refundable but exchangeable</DescText>
      <LevelTypeCode>None</LevelTypeCode>
    </Refund>
  </ChangeRestrictions>

```

```

</ChangeRestrictions>
<ChangeRestrictions>
  <AllowedModificationInd>false</AllowedModificationInd>
  <DescText>REFUND_3-SEG2</DescText>
  <Refund>
    <DescText>Service not refundable and not exchangeable</DescText>
    <LevelTypeCode>None</LevelTypeCode>
  </Refund>
</ChangeRestrictions>
<Eligibility>
  <OfferFlightAssociations>
    <PaxSegmentReferences>
      <PaxSegmentRefID>SEG2</PaxSegmentRefID>
    </PaxSegmentReferences>
  </OfferFlightAssociations>
  <PaxRefID>PAX1</PaxRefID>
</Eligibility>
<OfferItemID>U1EtU0VHMi1QQVgXLUVVU10yMyFJFTU1VTSBTRUFULUdST1VQU0Et</OfferItemID>
<Service>
  <ServiceDefinitionRefID>SRV2-SEG2</ServiceDefinitionRefID>
  <ServiceID>2-SEG2</ServiceID>
</Service>
<UnitPrice>
  <BaseAmount CurCode="EUR">23.31</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="EUR">23.31</TotalAmount>
</UnitPrice>
</OfferItem>

```

## OfferPriceRQ:

The OfferPrice request allows the user to refine the price of the offer selected from AirShoppingRS for the "AIR" part and from SeatAvailabilityRS for the seat part. On top of OfferID selected, the seller adds in input the passenger concerned as well as the seats selected (row & column reference).

```

<SelectedOffer>
  <OfferRefID>SUL3-1617093309862949222-1</OfferRefID>
  <OwnerCode>6X</OwnerCode>
  <SelectedOfferItem>
    <OfferItemRefID>SUL3-1617093309862949222-1-1</OfferItemRefID>
    <PaxRefID>PAX1</PaxRefID>
    <PaxRefID>PAX2</PaxRefID>
    <PaxRefID>PAX3</PaxRefID>
    <PaxRefID>PAX11</PaxRefID>
  </SelectedOfferItem>
  <SelectedOfferItem>
    <OfferItemRefID>U1EtU0VHMi1QQVgXLUVVU9SV0FSRCBaT05FLUdST1VQU0Et</OfferItemRefID>
    <PaxRefID>PAX1</PaxRefID>
    <SelectedSeat>
      <ColumnID>A</ColumnID>
      <SeatRowNumber>41</SeatRowNumber>
    </SelectedSeat>
  </SelectedOfferItem>
  <SelectedOfferItem>
    <OfferItemRefID>U1EtU0VHMi1QQVgyLUVVU10NULUEtMEI1LVNFQVQt</OfferItemRefID>
    <PaxRefID>PAX2</PaxRefID>
    <SelectedSeat>
      <ColumnID>E</ColumnID>
      <SeatRowNumber>63</SeatRowNumber>
    </SelectedSeat>
  </SelectedOfferItem>
  <SelectedOfferItem>
    <OfferItemRefID>U1EtU0VHMi1QQVgzLUVVU100FSRCBaT05FLUdST1VQU0Et</OfferItemRefID>
    <PaxRefID>PAX3</PaxRefID>
    <SelectedSeat>

```

```

        <ColumnID>A</ColumnID>
        <SeatRowNumber>42</SeatRowNumber>
    </SelectedSeat>
</SelectedOfferItem>

```

## OfferPriceRS:

The OfferPriceRS returns the full price details of the selected OfferID, including the base amount, the tax breakdown (for the air part) and the total amount.

```

<OfferItem>
  <OfferItemID>U1EtU0VHMi1QQVgXLUVVUi0xMy450FSRCBaT05FLUdST1VQU0Et</OfferItemID>
  <Price>
    <BaseAmount CurCode="EUR">13.99</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">13.99</TotalAmount>
  </Price>
  <Service>
    <OfferServiceAssociation>
      <PaxJourneyRef>
        <PaxJourneyRefID>SEG2</PaxJourneyRefID>
      </PaxJourneyRef>
    </OfferServiceAssociation>
    <PaxRefID>PAX1</PaxRefID>
    <ServiceID></ServiceID>
    <ServiceRefID>SRV1</ServiceRefID>
  </Service>
</OfferItem>

```

**Transition:** To finalize the prime booking flow, the seller will need to provide mandatory information to convert the offer to an order.

## OrderCreateRQ:

The seller must input:

- *OfferItemID* selected with the seat row and column references.

```

<CreateOrder>
  <AcceptSelectedQuotedOfferList>
    <SelectedPricedOffer>
      <OfferRefID>SUL3-1617093309862949222-1</OfferRefID>
      <OwnerCode>6X</OwnerCode>
      <SelectedOfferItem>
        <OfferItemRefID>SUL3-1617093309862949222-1-1</OfferItemRefID>
        <PaxRefID>PAX1</PaxRefID>
        <PaxRefID>PAX2</PaxRefID>
        <PaxRefID>PAX3</PaxRefID>
        <PaxRefID>PAX11</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
        <OfferItemRefID>U1EtU0VxLURSRCBaT05FLUdST1VQU0Et</OfferItemRefID>
        <PaxRefID>PAX1</PaxRefID>
        <SelectedSeat>
          <ColumnID>B</ColumnID>
          <SeatRowNumber>47</SeatRowNumber>
        </SelectedSeat>
      </SelectedOfferItem>
      <SelectedOfferItem>
        <OfferItemRefID>U1EtU0VHMi1QQMC1SUVNULUEtMEI1LVNFQVQt</OfferItemRefID>
        <PaxRefID>PAX2</PaxRefID>
        <SelectedSeat>
          <ColumnID>D</ColumnID>
          <SeatRowNumber>63</SeatRowNumber>
        </SelectedSeat>
      </SelectedOfferItem>
    </SelectedPricedOffer>
  </AcceptSelectedQuotedOfferList>
</CreateOrder>

```

```

    </SelectedOfferItem>
  <SelectedOfferItem>
    <OfferItemRefID>U1EtU0VHMl1QQVUi0xMy45OS0xMdST1VQU0Et</OfferItemRefID>
    <PaxRefID>PAX3</PaxRefID>
    <SelectedSeat>
      <ColumnID>B</ColumnID>
      <SeatRowNumber>42</SeatRowNumber>
    </SelectedSeat>
  </SelectedOfferItem>
</SelectedPricedOffer>
</AcceptSelectedQuotedOfferList>
</CreateOrder>

```

- **ContactInfo** - Passenger's contact details of the passenger

```

<ContactInfoList>
  <ContactInfo>
    <ContactInfoID>CTCPAX1_1</ContactInfoID>
    <ContactPurposeText>STANDARD</ContactPurposeText>
    <EmailAddress>
      <EmailAddressText>accept@amadeus.com</EmailAddressText>
    </EmailAddress>
    <IndividualRefID>PAX1</IndividualRefID>
    <Phone>
      <ContactTypeText>Mobile</ContactTypeText>
      <PhoneNumber>+33066523568923</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CTCPAX2_1</ContactInfoID>
    <ContactPurposeText>STANDARD</ContactPurposeText>
    <EmailAddress>
      <EmailAddressText>accept@amadeus.com</EmailAddressText>
    </EmailAddress>
    <IndividualRefID>PAX2</IndividualRefID>
    <Phone>
      <ContactTypeText>Mobile</ContactTypeText>
      <PhoneNumber>+33066523568923</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CTCPAX3_1</ContactInfoID>
    <ContactPurposeText>STANDARD</ContactPurposeText>
    <EmailAddress>
      <EmailAddressText>accept@amadeus.com</EmailAddressText>
    </EmailAddress>
    <IndividualRefID>PAX3</IndividualRefID>
    <Phone>
      <ContactTypeText>Mobile</ContactTypeText>
      <PhoneNumber>+33066523568923</PhoneNumber>
    </Phone>
  </ContactInfo>
</ContactInfoList>

```

- **PaxList** - Passenger's name & title

```

<PaxList>
  <Pax>
    <Individual>
      <Birthdate>1986-12-08</Birthdate>
      <GenderCode>M</GenderCode>
      <GivenName>BRUCE</GivenName>
      <IndividualID>PAX1</IndividualID>
      <Surname>WAYNE</Surname>
      <TitleName>MR</TitleName>
    </Individual>
    <LangUsage>

```

```

    <LangCode>FR</LangCode>
  </LangUsage>
  <PaxID>PAX1</PaxID>
  <PTC>ADT</PTC>
  <Remark>
    <RemarkText>I AM BATMAN</RemarkText>
  </Remark>
</Pax>
<Pax>
  <Individual>
    <Birthdate>1986-02-08</Birthdate>
    <GenderCode>M</GenderCode>
    <GivenName>LOIS</GivenName>
    <IndividualID>PAX1</IndividualID>
    <Surname>LANE</Surname>
    <TitleName>MS</TitleName>
  </Individual>
  <LangUsage>
    <LangCode>FR</LangCode>
  </LangUsage>
  <PaxID>PAX2</PaxID>
  <PTC>ADT</PTC>
  <Remark>
    <RemarkText>I AM SUPERWOMAN</RemarkText>
  </Remark>
</Pax>
<Pax>
  <Individual>
    <Birthdate>2020-12-08</Birthdate>
    <GenderCode>M</GenderCode>
    <GivenName>DAMIAN</GivenName>
    <IndividualID>PAX1</IndividualID>
    <Surname>WAYNE</Surname>
    <TitleName>JR</TitleName>
  </Individual>
  <LangUsage>
    <LangCode>FR</LangCode>
  </LangUsage>
  <PaxID>PAX3</PaxID>
  <PTC>CHD</PTC>
  <Remark>
    <RemarkText>I AM ROBIN</RemarkText>
  </Remark>
</Pax>
<Pax>
  <Individual>
    <Birthdate>2023-12-08</Birthdate>
    <GenderCode>M</GenderCode>
    <GivenName>LUC</GivenName>
    <IndividualID>PAX1</IndividualID>
    <Surname>SKYWALKER</Surname>
    <TitleName>JR</TitleName>
  </Individual>
  <LangUsage>
    <LangCode>FR</LangCode>
  </LangUsage>
  <PaxID>PAX11</PaxID>
  <PaxRefID>PAX1</PaxRefID>
  <PTC>INF</PTC>
  <Remark>
    <RemarkText>I AM YOUR SON</RemarkText>
  </Remark>
</Pax>
</PaxList>

```

- *PaymentMethod* - for instant payment



```

<PaymentFunctions>
  <PaymentProcessingDetails>
    <Amount CurCode="EUR">631.18</Amount>
    <PaymentMethod>
      <OfflinePayment>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </OfflinePayment>
    </PaymentMethod>
  </PaymentProcessingDetails>
</PaymentFunctions>

```

## OrderViewRS:

The OrderViewRS is the response of the OrderCreateRQ returning following information such as:

- **OrderID** that has been created:  
<ns2:OrderID>6X17269VH6700</ns2:OrderID>
- **OrderItemID** created
  - "AIR" part: 6X17269VH6700\_AIR-1
  - "Seat" part: 6X17269VH6700\_SRV30, 6X17269VH6700\_SRV33, 6X17269VH6700\_FSSR11
- **TicketDocInfo** with ticketing information such as ticket number, coupon status...
- **PaymentFunctions** with form of payment used and the total amount paid (air and seat parts).

```

<OrderItem>
  <OrderItemID>6X17269VH6700_SRV30</OrderItemID>
  <OwnerCode>6X</OwnerCode>
  <Price>
    <BaseAmount CurCode="EUR">13.99</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount>0</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">13.99</TotalAmount>
  </Price>
  <Service>
    <BookingRef>
      <BookingEntity>
        <Carrier>
          <AirlineDesigCode>6X</AirlineDesigCode>
        </Carrier>
      </BookingEntity>
      <BookingID>69VH67</BookingID>
    </BookingRef>
    <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
    <OrderServiceAssociation>
      <SeatOnLeg>
        <Seat>
          <ColumnID>B</ColumnID>
          <RowNumber>42</RowNumber>
          <SeatProfileRefID>RQST_1</SeatProfileRefID>
        </Seat>
        <SeatAssignmentAssociations>
          <PaxSegmentRef>
            <PaxSegmentRefID>SEG1</PaxSegmentRefID>
          </PaxSegmentRef>
        </SeatAssignmentAssociations>
      </SeatOnLeg>
    </OrderServiceAssociation>
    <PaxRefID>PAX5</PaxRefID>
    <ServiceID>SEAT115</ServiceID>
    <ServiceRefID>SEG1_PAX5</ServiceRefID>
    <StatusCode>CONFIRMED</StatusCode>
  </Service>
</OrderItem>

```

- **TicketDocInfo** with ticketing information such as ticket number, coupon status

```

<TicketDocInfo>
  <BookingAgency>
    <AgencyID/>
    <TravelAgent>
      <TravelAgentID>9999WS/SU</TravelAgentID>
    </TravelAgent>
  </BookingAgency>
  <BookletQty>1</BookletQty>
  <OriginalIssueInfo>
    <IssueDate>2024-04-10</IssueDate>
    <IssuingCarrier>
      <AirlineDesigCode>6X</AirlineDesigCode>
    </IssuingCarrier>
  </OriginalIssueInfo>
  <PaxRefID>PAX2</PaxRefID>
  <Ticket>
    <Coupon>
      <BaggageAllowanceRefID>FBA2</BaggageAllowanceRefID>
      <CouponNumber>1</CouponNumber>
      <CouponStatusCode>I</CouponStatusCode>
      <CurrentCouponFlightInfoRef>
        <CurrentAirlinePaxSegmentRef>
          <PaxSegmentRefID>SEG1</PaxSegmentRefID>
        </CurrentAirlinePaxSegmentRef>
      </CurrentCouponFlightInfoRef>
      <FareBasisCode>V16SGODPO</FareBasisCode>
    </Coupon>
    <ReportingTypeCode>Airline</ReportingTypeCode>
    <TicketDocTypeCode>T</TicketDocTypeCode>
    <TicketNumber>1722446279663</TicketNumber>
  </Ticket>
</TicketDocInfo>

```

## Order reflected in the Airline PSS

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

<OrderID>6X17269VH6700</OrderID>

```

RP/PAR6X086X/PAR6X086X          WS/SU  10APR24/1421Z   69VH67
  1.LANE/LOIS MS (ADT/08FEB86)
  2.WAYNE/BRUCE MR (ADT/08DEC86) (INFSKYWALKER/LUC JR/08DEC23)
  3.WAYNE/DAMIAN JR (CHD/08DEC20)
  4  6X 706 V 03JUN 1 SINBKK HK3  0710 0835  03JUN  E  6X/69VH67
  5 APE ACCEPT@AMADEUS.COM/P3
  6 APE ACCEPT@AMADEUS.COM/P1
  7 APE ACCEPT@AMADEUS.COM/P2
  8 APM +33066523568923/P3
  9 APM +33066523568923/P1
 10 APM +33066523568923/P2
 11 TK PAX OK10APR/PAR6X086X//ET6X/S4/P1-3
 12 TK OK10APR/PAR6X086X//ET6X
 13 /SSR RQST 6X HK3 SINBKK/63DN,P1/47BN,P2/42BN,P3/S4   SEE
    /// RTSTR
 14 SSR INFT 6X HK1 SKYWALKER/LUCJR 08DEC23/S4/P2
 15 SSR CHLD 6X HK1 08DEC20/S4/P3
 16 SSR DOCS 6X HK1 ///08DEC86/M//WAYNE/BRUCE/P2
 17 SSR DOCS 6X HK1 ///08FEB86/M//LANE/LOIS/P1
 18 SSR DOCS 6X HK1 ///08DEC20/M//WAYNE/DAMIAN/P3
 19 SSR DOCS 6X HK1 ///08DEC23/MI//SKYWALKER/LUC/P2
 20 SSR CTCE 6X HK1 ACCEPT@AMADEUS.COM/P3
 21 SSR CTCM 6X HK1 33066523568923/P3
 22 SSR CTCE 6X HK1 ACCEPT@AMADEUS.COM/P1
 23 SSR CTCM 6X HK1 33066523568923/P1
 24 SSR CTCE 6X HK1 ACCEPT@AMADEUS.COM/P2
 25 SSR CTCM 6X HK1 33066523568923/P2
.....

```

```

37 FA PAX 172-2446279663/ET6X/10APR24/PAR6X086X/20409616/S4/P2
38 FA PAX 172-2446279664/ET6X/10APR24/PAR6X086X/20409616/S4/P1
39 FA PAX 172-2446279665/ET6X/10APR24/PAR6X086X/20409616/S4/P3
40 FA INF 172-2446279666/ET6X/10APR24/PAR6X086X/20409616/S4/P2
41 FA PAX 172-4568145411/DT6X/EUR13.99/10APR24/PAR6X086X/204096
16/P3/E13
42 FA PAX 172-4568145412/DT6X/EUR13.99/10APR24/PAR6X086X/204096
16/P2/E13
43 FB PAX 0000000000 TTP/TTM/M1-2/P1-3/RT/TRP-EMLA/LA-FR/DOC-ET
R,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT
APT/S4/P1-2
44 FB PAX 0000000001 TTP/TTM/M1-2/P1-3/RT/TRP-EMLA/LA-FR/DOC-ET
R,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT
APT/S4/P3
45 FB INF 0000000002 TTP/TTM/M1-2/P1-3/RT/TRP-EMLA/LA-FR/DOC-ET
R,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT
APT/S4/P2
46 FB PAX 0000000003 TTP/TTM/M1-2/P1-3/RT/TRP-EMLA/LA-FR/DOC-ET
R,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT
APT/P3/E13
47 FB PAX 0000000004 TTP/TTM/M1-2/P1-3/RT/TRP-EMLA/LA-FR/DOC-ET
R,EMR OK ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT
APT/P2/E13
48 FE PAX * NOT REFUNDABLE/P1-2
49 FE PAX NOT REFUNDABLE/S4/P3
54 FP PAX CASH/EUR208.28/S4/P1-2
55 FP PAX CASH/EUR168.28/S4/P3
56 FP INF CASH/EUR18.36/S4/P2
60 FV PAX *F*6X/S4/P1-2
61 FV PAX *F*6X/S4/P3
62 FV INF *F*6X/S4/P2
63 FZ RA20499183

```

## SHP4: Shop and order a flight for multiple types of passengers (PTC/FQTV) with additional services (seat + ancillary)

### Use case

SHP4: Shop and order a flight for multiple types of passengers (PTC/FQTV) with additional services (seat + ancillary).

### Description:

This use case illustrates the creation of an order for 2 passengers, one ADT and one CHD, for a single air segment, with one ancillary service for the adult and one seat for each of the passengers, using a loyalty program.

### Steps

#### NDC flow & description:

AirShoppingRQ: Seller requests flight offers to airline providing origin, destination and date, seller specifies the number of passengers, their Passenger Type Code and FQTV details.

AirShoppingRS: Airline replies with different flight offers.

ServiceListRQ: Seller requests the catalogue of ancillary services related to the flight.

ServiceListRS: Airline responds with the Ancillary services catalogue and prices if any.

SeatAvailabilityRQ: Seller requests for Seats on a selected flight offer, seller optionally specifies which passenger(s)/flight(s) the seat request should be for

SeatAvailabilityRS: Airline responds with seat map and a la carte seat offers.

OfferPriceRQ: Seller requests the selection of flight offer with seat service and ancillary

OfferPriceRS: Airline responds with a unified priced offer with selected flight service, ancillary and seat services.

OrderCreateRQ: Seller requests creation of the order with the selected priced offer

OrderViewRS: Airlines responds with the created order.

## Analysis

All shared information such as DistributionChainLink can be retrieved in “AmadeusAlteaNDC\_Shared21.3” Implementation Guide

### AirShoppingRQ:

Seller requests flight offers to airline providing origin, destination, travel dates and travelling passengers. On top, for this specific use case, the seller adds the loyalty program account number.

### AirShoppingRS:

Airline replies with all travel solution recommendations they would like to propose to the seller considering the loyalty program account number when applicable.

**Transition:** *In this step, and to move to the next one, the seller needs to select the OfferID for which he wants to add a service. Let's take SP1F-4541305025148480812-1 as an example.*

### ServiceListRQ:

The seller requests the catalogue of ancillary services related to the flight. The function is used to request a catalogue of Ancillary (chargeable) and free Services. The seller needs to input the OfferID for which he requests an Ancillary, and the passenger(s) for who he requests the Ancillary:

<OfferID>SP1F-4541305025148480812-1</OfferID>  
and  
<PaxRefID>PAX1</PaxRefID> in our example.

### ServiceListRS:

The airline responds with the Ancillary services catalogue and prices if any.

### SeatAvailabilityRQ:

The seller requests the seats 'characteristics information for the selected flight offer.

### SeatAvailabilityRS:

The airline replies with the full seats' characteristics information and its price points when applicable for the seller to be able to build its own seatmap.

**Transition:** *At this stage, the seller adds in input seat(s) selected.*

- The seat number and the seat column are available in the *seatmap* section.
- The OfferItem and the prices are available in the *ALaCarteOffer* section.

In this use case, the seller selects:

<OfferItemRefID>NlgtU0VHMi1QQVgxLUVVUi0wLjAwLTAuMDAtMC4wMC1SUVNULUEtMEI1LUZSRU UgU0VBVC0=</OfferItemRefID> with the row 7 column A

<OfferItemRefID>NlgtU0VHMi1QQVgyLUVVUi0wLjAwLTAuMDAtMC4wMC1SUVNULUEtMEI1LUZSRU UgU0VBVC0=</OfferItemRefID> with the row 7, column B

### OfferPriceRQ:

The OfferPrice request allows the user to refine the price of the offer selected from AirShoppingRS for the “AIR” part, from ServiceList for the ancillary part and from SeatAvailabilityRS for the seat part. On top of OfferID selected, the seller adds in input the passenger concerned as well as the seats selected (row & column reference).

```

SelectedOfferList>
  <SelectedOffer>
    <OfferRefID>SP1F-4541305025148480812-1</OfferRefID>
    <OwnerCode>6X</OwnerCode>
    <SelectedOfferItem>
      <OfferItemRefID>SP1F-4541305025148480812-1-1</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <PaxRefID>PAX2</PaxRefID>
    </SelectedOfferItem>
    <SelectedOfferItem>
      <OfferItemRefID>NlgtU0VHMi1QQVgxEtMEI1LUZSRUUGU0VBVC0=</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <SelectedSeat>
        <ColumnID>A</ColumnID>
        <SeatRowNumber>7</SeatRowNumber>
      </SelectedSeat>
    </SelectedOfferItem>
    <SelectedOfferItem>
      <OfferItemRefID>NlgtU0VAuMDAtMC4wMC1SEI1LUZSRUUGU0VBVC0=</OfferItemRefID>
      <PaxRefID>PAX2</PaxRefID>
      <SelectedSeat>
        <ColumnID>B</ColumnID>
        <SeatRowNumber>7</SeatRowNumber>
      </SelectedSeat>
    </SelectedOfferItem>
    <SelectedOfferItem>
      <OfferItemRefID>SP1F-4541305025148480812-1-86</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <SelectedBundleServices>
        <SelectedServiceRefID>SRV1</SelectedServiceRefID>
      </SelectedBundleServices>
    </SelectedOfferItem>
  </SelectedOffer>
</SelectedOfferList>

```

## OfferPriceRS:

The OfferPriceRS returns the full price details of the selected OfferID, including the base amount, the tax breakdown and the total amount.

**Transition:** To finalize the prime booking flow, the seller will need to provide mandatory information to convert the offer to an order.

## OrderCreateRQ:

The seller must input:

- OfferItemIDs selected with the seat row and column references as per below example.
- Passenger's contact details of the passengers (Refer to SHP1 Use case)
- Passengers' name & title (Refer to SHP1 Use case)
- Method of payment (for instant payment) (Refer to SHP1 Use case)

```

<AcceptSelectedQuotedOfferList>
  <SelectedPricedOffer>
    <OfferRefID>SP1F-4541305025148480812-1</OfferRefID>
    <OwnerCode>6X</OwnerCode>
    <SelectedOfferItem>
      <OfferItemRefID>SP1F-4541305025148480812-1-1</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <PaxRefID>PAX2</PaxRefID>
    </SelectedOfferItem>
    <SelectedOfferItem>
      <OfferItemRefID>NlgtU0VHMi1QQVgXLUVVUi0wLjAwLTAu=</OfferItemRefID>
      <PaxRefID>PAX1</PaxRefID>
      <SelectedSeat>

```

```

        <ColumnID>A</ColumnID>
        <SeatRowNumber>7</SeatRowNumber>
    </SelectedSeat>
</SelectedOfferItem>
<SelectedOfferItem>
    <OfferItemRefID>NlgtU0VHMi1QQVgyLwC1SUVtMEI1LUZSRUUGU0VBVC0=</OfferItemRefID>
    <PaxRefID>PAX2</PaxRefID>
    <SelectedSeat>
        <ColumnID>B</ColumnID>
        <SeatRowNumber>7</SeatRowNumber>
    </SelectedSeat>
</SelectedOfferItem>
<SelectedOfferItem>
    <OfferItemRefID>SP1F-4541305025148480812-1-86</OfferItemRefID>
    <PaxRefID>PAX1</PaxRefID>
    <SelectedBundleServices>
        <SelectedServiceRefID>SRV1</SelectedServiceRefID>
    </SelectedBundleServices>
</SelectedOfferItem>
</SelectedPricedOffer>
</AcceptSelectedQuotedOfferList>

```

## OrderViewRS:

This is the response sent for an OrderCreateRQ. In the OrderViewRS, the seller can see:

- **the Order created:** <OrderID>6X172SAIUON00</OrderID>
- **the 4 OrderItems created:**
  - one for the Air part: 6X172SAIUON00\_AIR-1
  - one for the Seat part: 6X172SAIUON00\_FSSR8\_PAX2
  - one for the Seat part: 6X172SAIUON00\_FSSR8\_PAX3
  - one for the Ancillary part: 6X172SAIUON00\_FSSR7
- **TicketDocInfo** with ticketing information such as ticket number, coupon status.... (Refer to SHP1 Use case)
- **PaymentFunctions** with form of payment used and the amount paid. (Refer to SHP1 Use case)

## Order reflected in the Airline PSS

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

<OrderID>6X172SAIUON00</OrderID>

```

RP/NCE6X08DC/NCE6X08DC          NV/SU 12APR24/0906Z  SAIUON
 1.DESSEE/ANNE MR(ADT/08DEC86)   2.LANE/LOIS MS(CHD/08FEB20)
 3 6X8992 Y 03JUN 1 NCELHR HK2 1100 1110 03JUN E 6X/SAIUON
[...
 8 TK OK12APR/NCE6X08DC
 9 SSR RQST 6X HK2 NCELHR/07AN,P1/07BN,P2/S3 SEE RTSTR
10 SSR CHLD 6X HK1 08FEB20/P2
11 /SSR FHEE 6X HK1 GOLF W-40KG S-SMALL/S3/P1
12 SSR DOCS 6X HK1 ///08DEC86/M//DESSEE/ANNE/P1
13 SSR DOCS 6X HK1 ///08FEB20/M//LANE/LOIS/P2
14 SSR FQTV 6X HK/ 6X11111NDC/P1
[...
19 OPW-11APR:2300/1C7/6X REQUIRES TICKET ON OR BEFORE
   14APR:2300 NCE TIME ZONE/TKT/S3
20 OPC-14APR:2300/1C8/6X CANCELLATION DUE TO NO TICKET NCE TIME
   ZONE/TKT/S3/P1-2
[...
31 FV PAX 6X/S3/P1
32 FV PAX 6X/S3/P2
33 FZ RA23272325

```

## SHP5: Customer creates an order using a promocode

### Use case

SHP5: Customer creates an order using a promocode.

### Description:

This use case covers a prime booking flow where a promocode is added in input to benefit from discount. (AAM rules to be defined for NDC offices)

Note: Promocode is not supported on post sales flow (OrderReshopRQ)

### Steps

#### NDC flow & description:

AirShoppingRQ: Seller requests flight offers to airline providing origins, destinations, and dates with a specific promocode to benefit from discount

AirShoppingRS: Airline replies with different flight offers considering promocode in input

OfferPriceRQ: Seller requests the selection of flight offer

OfferPriceRS: Airline responds with a unified priced offer with selected flight service

OrderCreateRQ: Seller requests creation of the order with the selected priced offer, with a payment in Cash

OrderViewRS: Airlines responds with the created order

### Analysis

All shared information such as DistributionChainLink can be retrieved in "AmadeusAlteaNDC\_Shared21.3" Implementation Guide

### AirShoppingRQ

Seller requests flight offers to airline providing origins, destination pair, travel dates and travelling passengers. A Promocode "NDCDISC50PC" is added in input to benefit from discount.

```
<OfferCriteria>
  <PromotionCriteria>
    <PromotionID>346253</PromotionID>
    <PromotionIssuer>
      <Carrier>
        <AirlineDesigCode>6X</AirlineDesigCode>
      </Carrier>
    </PromotionIssuer>
  </PromotionCriteria>
</OfferCriteria>
```

### AirShoppingRS:

Airline replies with all travel solution recommendations they would like to propose to the seller including discount when applicable.

```
<Discount>
  <DescText>6XPTESTPROMO</DescText>
  <PreDiscountedAmount CurCode="EUR">346.06</PreDiscountedAmount>
</Discount>
```

### AirShoppingRS

**Transition:** To move from AirShopping to OfferPrice request, the seller needs to send in input the OfferID to be priced. Here OfferID SRL2-9625459231027318321-1 as an example.

### OfferPriceRQ:

The OfferPrice request allows the user to refine the price of the offer selected from AirShoppingRS.

On top of OfferID selected, the seller adds in input the passenger concerned.

<OfferRefID>SRL2-9625459231027318321-1</OfferRefID>

&

<OfferItemRefID>SRL2-9625459231027318321-1-1</OfferItemRefID>

## OfferPriceRS:

The OfferPriceRS returns the details of the price of the OfferID the seller selected, including the base amount, the tax breakdown and the total amount, and the discount linked to the promocode put at AirShoppingRQ time:

```
<Discount>
  <DescText>6XPTESTPROMO</DescText>
  <PreDiscountedAmount CurCode="EUR">346.06</PreDiscountedAmount>
</Discount>
```

**Transition:** To finalize the prime booking flow, the seller will need to provide mandatory information to convert the offer to an order.

## OrderCreateRQ:

The seller must input:

- OfferID selected & priced.
- Passenger's contact details of the passenger
- Passenger's name & title
- Method of payment (for instant payment)

XML extract can be found in SHP1 use case & SHP5 logs

## OrderViewRS:

The OrderViewRS is the response of the OrderCreateRQ returning following information such as:

- **OrderID** that has been created: <ns2:OrderID>6X172553DGU00</ns2:OrderID>
- **TicketDocInfo** with ticketing information such as ticket number, coupon status...
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & SHP5 logs

Note: Promocode can be sent in input of OfferPriceRQ as well.

## Order reflected in the Airline PSS

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

<OrderID>6X172553DGU00</OrderID>

```
RP/SIN6X086X/SIN6X086X          WS/SU 20JUL23/1536Z  553DGU
 1.MCNNC/MCNNC MR (ADT/08DEC86)
 2 6X 212 J 15AUG 2 SYDSIN HK1 0655 1 0755 1415 *1A/E*
 3 APB +33066523568922
 4 APE AA-DESSEE@MAIL.COM-H
 5 APE CA-DESSEE@MAIL.COM-B
 6 APH +33066523568923
 7 APM +330929464935
 8 TK OK20JUL/SIN6X086X//ET6X
 9 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR
10 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/MCNNC
   /MCNNC
11 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM./H
12 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM./B
```



```

13 SSR CTCM 6X HK1 330929464935
14 SK NDCS 6X IN-23391126/
15 SK NDCA 6X AG-TFU
16 SK NDCF 6X FLEX_STANDARD
17 SK REFE 6X 23391126/TFU
18 SK NDOI 6X
19 SK NDCD 6X -NDCDIRECT
21 FA PAX 172-2442515519/ET6X/20JUL23/SIN6X086X/32393340/S2
22 FB PAX 0000000000 TTP/ET/RT/TRP-EMLA/LA-FR/DOC-ETR OK
    ETICKET/S2
23 FP PAX CASH/S2
24 FZ RA23391126

```

## Servicing use cases

ORD1: Add a seat for a single passenger.

ORD2: Add additional services in a post-sale flow

ORD3: Proceed to payment of an unpaid order.

ORD4: Customer requests a change to an order resulting in a value store.

ORD5: Customer requests a change to an order resulting in a new payment.

ORD6: Customer request a change to an order prior to payment.

ORD7: Customer requests a change to an order prior to travel without any additional payment

ORD8: Customer requests a change to an order after commencement of travel

ORD9: Customer requests to revert a change within a cooling off period.

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

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

### ORD1: Add a seat for a single passenger.

#### Use case

ORD1: Add a seat for a single passenger.

#### Description:

This use case illustrates the addition of a seat for a single passenger.

#### Steps

##### NDC flow & description:

OrderRetrieveRQ: Seller requests for a retrieval of selected OrderID.

OrderViewRS: Airlines responds with the created order.

SeatAvailabilityRQ: Seller requests for Seats on a selected flight offer, seller optionally specifies which passenger(s)/flight(s) the seat request should be for SeatAvailabilityRS: Airline responds with seat map and a la carte seat offers.

OrderQuoteRQ: Seller requests quote for the selected seat.

OrderReshopRS: Airline responds with a unified priced offer with selected seat.

OrderChangeRQ: Seller selects the selected seat and add in the order.

OrderViewRS: Airlines responds with the creation of new OrderItem within the existing Order.

#### Analysis

The Prime Booking flow has been performed as per use case “SHP1: Shop and order a flight for a single passenger.”

The seller would like to add a seat after the Order’s creation.

## OrderRetrieveRQ:

As per IATA recommendation OrderRetrieveRQ is always the first step of any post sales scenario. The seller requests the retrieval of the Order previously created by adding in input the Order ID. Passenger' surname may be required depending on partners' configuration.

```
<OrderValidationFilterCriteria>
  <OrderFilterCriteria>
    <OrderID>6X1725P5A4000</OrderID>
    <OwnerCode>6X</OwnerCode>
  </OrderFilterCriteria>
</OrderValidationFilterCriteria>
```

## OrderViewRS:

The airline provides the most recent version of the Order  
The OrderViewRS contains the following information such as:

- **OrderID** that has been retrieved: <:OrderID>6X1725P5A4000</:OrderID> and some information related to it such as the price
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & SHP5 logs

## SeatAvailabilityRQ:

The seller requests the seats 'characteristics information for the selected flight offer. The OrderID needs to be added in input of the request.

In the example below, the request is made for all the passengers.

```
<SeatAvailCoreRequest>
  <OrderRequest>
    <Order>
      <OrderID>6X1725P5A4000</OrderID>
      <OrderItem>
        <OrderItemID>6X1725P5A4000_AIR-1</OrderItemID>
        <OwnerCode>6X</OwnerCode>
      </OrderItem>
      <OwnerCode>6X</OwnerCode>
    </Order>
  </OrderRequest>
</SeatAvailCoreRequest>
```

## SeatAvailabilityRS:

Airline replies with the full seats' characteristics information and its price when applicable for the seller to be able to build its own seatmap.

**Transition:** At this stage, the seller adds in input seat(s) selected.

- The seat number and the seat column are available in the *seatmap* section.
- The OfferItem and the prices are available in the *ALaCarteOffer* section.

In this use case, the seller selects:

```
<OfferItemID>U1EtU0VHMS1QQVgyLUVVUi0yMy4zMS0yMy4zMS0wLjAwLVJRu1QtQS0wQjUtUFJFT
UIVTSBTRUFULUdST1VQU0Et</OfferItemID>
```

XML extract can be found in SHP3 use case & ORD01 logs

## OrderQuoteRQ:

The OrderQuote request allows the user to refine the price of the offer selected from SeatAvailabilityRS

- Existing OrderID impacted.
- OfferItem of the selected seat.

```
<ExistingOrder>
  <OrderID>6X1725P5A4000</OrderID>
  <OwnerCode>6X</OwnerCode>
</ExistingOrder>
<SelectedOffers>
  <OfferRefID>SEAT_OFFER</OfferRefID>
  <OwnerCode>6X</OwnerCode>
  <SelectedOfferItem>
    <OfferItemRefID>U1EtU0VHMS1QQVgyLUVVUi0yMy4zMS0yMy4zMAw1QtQS</OfferItemRefID>
    <PaxRefID>PAX2</PaxRefID>
  </SelectedOfferItem>
</SelectedOffers>
```

## OrderReshopRS:

The OrderReshopRS returns the full price details of the selected OfferID, here a seat.

```
<ReshopResults>
  <ReshopOffers>
    <ALaCarteOffer>
      <OfferID>SEAT_OFFER</OfferID>
      <OfferItem>
        <Eligibility>
          <OfferFlightAssociations>
            <PaxSegmentReferences>
              <PaxSegmentRefID>SEG1</PaxSegmentRefID>
            </PaxSegmentReferences>
          </OfferFlightAssociations>
          <PaxRefID>PAX2</PaxRefID>
        </Eligibility>
        <OfferItemID>U1EtU0VHMS1QQVgyLUVVUi0yMy4zMS0yMy4zMAw1QtQS0</OfferItemID>
        <Service>
          <ServiceDefinitionRefID>SRV1</ServiceDefinitionRefID>
          <ServiceID>1</ServiceID>
        </Service>
        <UnitPrice>
          <BaseAmount CurCode="EUR">23.31</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="EUR">23.31</TotalAmount>
        </UnitPrice>
      </OfferItem>
      <OwnerCode>6X</OwnerCode>
      <TotalPrice>
        <BaseAmount CurCode="EUR">23.31</BaseAmount>
        <TaxSummary>
          <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="EUR">23.31</TotalAmount>
      </TotalPrice>
    </ALaCarteOffer>
  </ReshopOffers>
</ReshopResults>
```

## OrderChangeRQ:

To confirm the selection of the seat, the seller must input:

- Existing OrderID impacted.
- OfferItemID of the selected seat
- Passenger's reference

- Method of payment

```
<ChangeOrderChoice>
  <AcceptSelectedQuotedOfferList>
    <SelectedPricedOffer>
      <OfferRefID>SEAT_OFFER</OfferRefID>
      <OwnerCode>6X</OwnerCode>
      <SelectedOfferItem>
        <OfferItemRefID>U1EtU0VHMQS0wQjUtUBTRUFUerefrLUdst1VQU0Et</OfferItemRefID>
        <PaxRefID>PAX2</PaxRefID>
        <Selectedseat>
          <ColumnID>C</ColumnID>
          <Seatrownumber>58</Seatrownumber>
        </Selectedseat>
      </SelectedOfferItem>
    </AcceptSelectedQuotedOfferList>
  </ChangeOrderChoice>
</Order>
<Order>
  <OrderID>6X1725P5A4000</OrderID>
  <OwnerCode>6X</OwnerCode>
</Order>
```

XML extract can be found in SHP3 use case & ORD01 logs

## OrderViewRS:

The OrderViewRS is the response of the OrderChangeRQ returning for this use case:

- *OrderItemID* that has been created for the seat

```
<OrderItem>
  <OrderItemID>6X1725P5A4000_SRV43</OrderItemID>
  <OwnerCode>6X</OwnerCode>
  <Price>
    <BaseAmount CurCode="EUR">23.31</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">23.31</TotalAmount>
  </Price>
  <Service>
    <BookingRef>
      <BookingEntity>
        <Carrier>
          <AirlineDesigCode>6X</AirlineDesigCode>
        </Carrier>
      </BookingEntity>
      <BookingID>5P5A40</BookingID>
    </BookingRef>
    <DeliveryStatusCode>CONFIRMED</DeliveryStatusCode>
    <OrderServiceAssociation>
      <SeatOnLeg>
        <Seat>
          <ColumnID>C</ColumnID>
          <RowNumber>58</RowNumber>
          <SeatProfileRefID>RQST_1</SeatProfileRefID>
        </Seat>
        <SeatAssignmentAssociations>
          <PaxSegmentRef>
            <PaxSegmentRefID>SEG1</PaxSegmentRefID>
          </PaxSegmentRef>
        </SeatAssignmentAssociations>
      </SeatOnLeg>
    </OrderServiceAssociation>
    <PaxRefID>PAX2</PaxRefID>
    <ServiceID>SEAT402</ServiceID>
    <ServiceRefID>SEG1_PAX2</ServiceRefID>
```

```

    <StatusCode>CONFIRMED</StatusCode>
  </Service>
  <StatusCode>READY TO PROCEED</StatusCode>
</OrderItem>

```

- *TicketDocInfo* with the EMD number issue for the seat

```

<TicketDocInfo>
  <BookingAgency>
    <AgencyID/>
    <TravelAgent>
      <TravelAgentID>9999WS/SU</TravelAgentID>
    </TravelAgent>
  </BookingAgency>
  <BookletQty>1</BookletQty>
  <OriginalIssueInfo>
    <IssueDate>2024-04-19</IssueDate>
    <IssuingCarrier>
      <AirlineDesigCode>6X</AirlineDesigCode>
    </IssuingCarrier>
  </OriginalIssueInfo>
  <PaxRefID>PAX2</PaxRefID>
  <Ticket>
    <Coupon>
      <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
      <CouponNumber>1</CouponNumber>
      <CouponStatusCode>I</CouponStatusCode>
      <CurrentCouponFlightInfoRef>
        <CurrentAirlinePaxSegmentRef>
          <PaxSegmentRefID>SEG1</PaxSegmentRefID>
        </CurrentAirlinePaxSegmentRef>
      </CurrentCouponFlightInfoRef>
      <FareBasisCode>V16SGODPO</FareBasisCode>
    </Coupon>
    <ReportingTypeCode>Airline</ReportingTypeCode>
    <TicketDocTypeCode>T</TicketDocTypeCode>
    <TicketNumber>1722446318341</TicketNumber>
  </Ticket>
</TicketDocInfo>

```

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

```

<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X1725P5A4000_SRV43-1</OrderItemRefID>
    <OrderRefID>6X1725P5A4000</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">208.28</Amount>
    <PaymentID>PAY2</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>20499183</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
  </PaymentProcessingSummary>
</PaymentFunctions>

```

## Order reflected in the Airline PSS

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

```
<OrderID>6X1725P5A4000 </OrderID>
```

```

RP/LON6X07ST/LON6X07ST      WS/SU 12MAY24/1607Z  5P5A40
1. ORDONE/ORDONE MR (ADT/08DEC86)

```

```

2 6X 961 Z 15AUG 2 HELCPH HK1 2145 2230 2310 *1A/E*
3 APB +33066523568922
4 APE AA-DESSEE@MAIL.COM
5 APE CA-DESSEE@MAIL.COM
6 APH +33066523568923
7 APM +330929464935
8 APM +330929464931
9 APN 6X/E+NTF-DESSEE@MAIL.COM/FR
10 TK OK12MAY/LON6X07ST//ET6X
11 /SSR RQST 6X HK1 HELCPH/06FN,P1/S2 SEE RTSTR
12 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR
13 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/ORDONE/ ORDONE
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
.....
27 FA PAX 172-2476925490/ET6X/EUR87.77/12MAY24/LON6X07ST/91406884/S2
28 FA PAX 172-4050035737/DT6X/GBP7.70/12MAY24/LON6X07ST/91406884/E11
29 FB PAX 0000000000 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRINGPICT ID AT APT/S2
30 FB PAX 0000000000 TTM/M1/RT OK EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT/E11
31 FE PAX NOT REFUNDABLE/S2
32 FP PAX CASH/EUR87.77/S2
33 FV PAX *F*6X/S2
34 FZ RA23272325
35 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
36 AM ORDONE ORDONE MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR

```

## ORD2: Add additional services in a post-sale flow

### Use case

ORD2: Add additional services in a post-sale flow.

### Description:

This use case illustrates the addition of services (XHBG) to an existing Order than already contains one air segment and a service (PDBG)

### Steps

#### NDC flow & description:

OrderRetrieveRQ: Seller requests retrieval of selected OrderID.

OrderViewRS: Airline provides the most recent version of the Order.

ServiceListRQ: Seller requests for additional ancillaries on a selected flight offer

ServiceListRS: Airline responds with excess bag (or any other ancillary)

OrderQuoteRQ: Seller requests quote for the selected service.

OrderReshopRS: Airline responds with quoted offer.

OrderChangeRQ: Seller selects the quoted offer (service).

OrderViewRS: Airline responds with the creation of new OrderItem within the existing Order.

### Analysis

#### 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.**

XML extract can be found in SHP1 use case & SHP5 logs

#### OrderViewRS:

The airline provides the most recent version of the Order  
The OrderViewRS contains the following information such as:

- **OrderID** that has been retrieved:  
<OrderID>6X1725PEHF200</OrderID>  
and some information related to it such as the price
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & SHP5 logs

## ServiceListRQ:

The seller requests the catalogue of services (chargeable and free) related to the existing AIR OrderItem.

```
<ServiceListCoreRequest>
  <OrderRequest>
    <Order>
      <OrderID>6X1725PEHF200</OrderID>
      <OwnerCode>6X</OwnerCode>
    </Order>
  </OrderRequest>
</ServiceListCoreRequest>
```

## ServiceListRS:

The Airline replies with the list of Ancillary services including their prices when applicable.

**ALaCarteOffer** section:

```
<OfferItem>
  <Eligibility>
    <OfferFlightAssociations>
      <PaxSegmentReferences>
        <PaxSegmentRefID>SEG1</PaxSegmentRefID>
      </PaxSegmentReferences>
    </OfferFlightAssociations>
    <PaxRefID>PAX2</PaxRefID>
  </Eligibility>
  <OfferItemID>SUP3-15664364035904605158-1-1</OfferItemID>
  <RichMedia>
    <ResourceURI>http://www.amadeusair.com/saar5/images/MP/bag.jpg</ResourceURI>
  </RichMedia>
  <Service>
    <ServiceDefinitionRefID>SRV1</ServiceDefinitionRefID>
    <ServiceID>1</ServiceID>
  </Service>
  <UnitPrice>
    <BaseAmount CurCode="EUR">5.59</BaseAmount>
    <Discount>
      <DescText>6XDGENBSDTEB</DescText>
      <PreDiscountedAmount CurCode="EUR">7.46</PreDiscountedAmount>
    </Discount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">5.59</TotalAmount>
  </UnitPrice>
</OfferItem>
```

**ServiceDefinitionList** Section:

```
<ServiceDefinition>
  <BookingInstructions>
    <SpecialService>
      <Qty>1</Qty>
    </SpecialService>
```

```

</BookingInstructions>
<Desc>
  <DescText>Chargeable</DescText>
</Desc>
<Desc>
  <DescText>F</DescText>
  <MarkupStyleText>Service_Type</MarkupStyleText>
</Desc>
<Desc>
  <DescText>01</DescText>
  <MarkupStyleText>BKM</MarkupStyleText>
</Desc>
<Desc>
  <DescText>BG</DescText>
  <MarkupStyleText>Group</MarkupStyleText>
</Desc>
<Desc>
  <DescText>X7</DescText>
  <MarkupStyleText>Description1</MarkupStyleText>
</Desc>
<Name>EXCESS PIECE</Name>
<OwnerCode>6X</OwnerCode>
<RFIC>C</RFIC>
<RFISC>0IJ</RFISC>
<ServiceCode>PIEC</ServiceCode>
<ServiceDefinitionID>SRV3</ServiceDefinitionID>
</ServiceDefinition>

```

**Transition:** At this stage, the seller needs to send in input the OfferID and the OfferItemID to be priced:

```
<OfferItemRefID>SUP3-15664364035904605158-1-2</OfferItemRefID>
```

```
<OfferRefID>SUP3-15664364035904605158-1</OfferRefID>
```

## OrderQuoteRQ:

The OrderQuote request allows the user to refine the price of the offer selected from ServiceListRS

- Existing OrderID impacted.
- OfferItem of the selected service.

```

<SelectedOffers>
<OfferRefID>SUP3-15664364035904605158-1</OfferRefID>
<OwnerCode>6X</OwnerCode>
<SelectedOfferItem>
  <OfferItemRefID>SUP3-15664364035904605158-1-2</OfferItemRefID>
  <PaxRefID>PAX2</PaxRefID>
</SelectedOfferItem>

```

## OrderReshopRS:

The OrderReshopRS returns the full price details of the selected OfferID, here a service.

```

<ReshopResults>
  <ReshopOffers>
    <ALaCarteOffer>
      <OfferID>SUP3-15664364035904605158-1</OfferID>
      <OfferItem>
        <Eligibility>
          <OfferFlightAssociations>
            <PaxJourneyRef>
              <PaxJourneyRefID>SEG1</PaxJourneyRefID>
            </PaxJourneyRef>
          </OfferFlightAssociations>
          <PaxRefID>PAX2</PaxRefID>
        </Eligibility>
      <OfferItemID>SUP3-15664364035904605158-1-2</OfferItemID>
    </ALaCarteOffer>
  </ReshopOffers>
</ReshopResults>

```



```

    <Service>
      <ServiceDefinitionRefID>SRV1</ServiceDefinitionRefID>
      <ServiceID>1</ServiceID>
    </Service>
    <UnitPrice>
      <BaseAmount CurCode="EUR">37.28</BaseAmount>
      <TaxSummary>
        <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
      </TaxSummary>
      <TotalAmount CurCode="EUR">37.28</TotalAmount>
    </UnitPrice>
  </OfferItem>
  <OwnerCode>6X</OwnerCode>
  <TotalPrice>
    <BaseAmount CurCode="EUR">37.28</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">37.28</TotalAmount>
  </TotalPrice>
</ALaCarteOffer>
</ReshopOffers>
</ReshopResults>

```

## OrderChangeRQ:

To confirm the selection of the service, the seller must input:

- Existing OrderID impacted.
- OfferItemID of the selected service
- Passenger's reference
- Method of payment

```

<ChangeOrderChoice>
  <AcceptSelectedQuotedOfferList>
    <SelectedPricedOffer>
      <OfferRefID>SUP3-15664364035904605158-1</OfferRefID>
      <OwnerCode>6X</OwnerCode>
      <SelectedOfferItem>
        <OfferItemRefID>SUP3-15664364035904605158-1-2</OfferItemRefID>
        <PaxRefID>PAX2</PaxRefID>
      </SelectedOfferItem>
    </SelectedPricedOffer>
  </AcceptSelectedQuotedOfferList>
</ChangeOrderChoice>
<Order>
  <OrderID>6X1725PEHF200</OrderID>
  <OwnerCode>6X</OwnerCode>
</Order>

```

XML extract can be found in SHP2 use case & ORD02 logs

## OrderViewRS:

The OrderViewRS is the response of the OrderChangeRQ returning for this use case:

- *OrderItemID* that has been created for the service.

```

<OrderItem>
  <OrderItemID>6X1725PEHF200_SRV47</OrderItemID>
  <OwnerCode>6X</OwnerCode>
  <Price>
    <BaseAmount CurCode="EUR">37.28</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount>0</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">37.28</TotalAmount>
  </Price>

```

```

<Service>
  <BookingRef>
    <BookingEntity>
      <Carrier>
        <AirlineDesigCode>6X</AirlineDesigCode>
      </Carrier>
    </BookingEntity>
    <BookingID>5PEHF2</BookingID>
  </BookingRef>
  <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
  <OrderServiceAssociation>
    <ServiceDefinitionRef>
      <OrderFlightAssociations>
        <PaxSegmentRef>
          <PaxSegmentRefID>SEG1</PaxSegmentRefID>
        </PaxSegmentRef>
      </OrderFlightAssociations>
      <ServiceDefinitionRefID>BULK_1</ServiceDefinitionRefID>
    </ServiceDefinitionRef>
  </OrderServiceAssociation>
  <PaxRefID>PAX2</PaxRefID>
  <ServiceID>SSR46</ServiceID>
  <ServiceRefID>SEG1_PAX2</ServiceRefID>
  <StatusCode>CONFIRMED</StatusCode>
</Service>
</OrderItem>

```

- *TicketDocInfo* with the EMD number issue for the service

```

<TicketDocInfo>
  <BookingAgency>
    <AgencyID/>
    <TravelAgent>
      <TravelAgentID>9999WS/SU</TravelAgentID>
    </TravelAgent>
  </BookingAgency>
  <BookletQty>1</BookletQty>
  <EndorsementText>NOT REFUNDABLE</EndorsementText>
  <OriginalIssueInfo>
    <IssueDate>2024-04-19</IssueDate>
    <IssuingCarrier>
      <AirlineDesigCode>6X</AirlineDesigCode>
    </IssuingCarrier>
  </OriginalIssueInfo>
  <PaxRefID>PAX2</PaxRefID>
  <Ticket>
    <ConnectedDocNumber>1722446318834</ConnectedDocNumber>
    <Coupon>
      <ConnectedCouponNumber>1</ConnectedCouponNumber>
      <CouponNumber>1</CouponNumber>
      <CouponStatusCode>I</CouponStatusCode>
      <RFIC>C</RFIC>
      <RFISC>0ID</RFISC>
      <ServiceRefID>SSR46</ServiceRefID>
    </Coupon>
    <ReportingTypeCode>Airline</ReportingTypeCode>
    <TicketDocTypeCode>J</TicketDocTypeCode>
    <TicketNumber>1724568153535</TicketNumber>
  </Ticket>
</TicketDocInfo>

```

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

```

<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X1725PEHF200_SRV47</OrderItemRefID>
    <OrderRefID>6X1725PEHF200</OrderRefID>

```

```

</OrderAssociation>
<PaymentProcessingSummary>
  <Amount CurCode="EUR">37.28</Amount>
  <PaymentID>PAY4</PaymentID>
  <PaymentProcessingSummaryPaymentMethod>
    <SettlementPlan>
      <IATA_Number>20499183</IATA_Number>
      <PaymentTypeCode>CA</PaymentTypeCode>
    </SettlementPlan>
  </PaymentProcessingSummaryPaymentMethod>
</PaymentProcessingSummary>
</PaymentFunctions>

```

## Order reflected in the Airline PSS

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

<ns2:OrderID>6X1725PEHF200</ns2:OrderID>

```

RP/LON6X07ST/LON6X07ST          WS/SU 12MAY24/1604Z  5PEHF2
1.SSMHR/SSMHR MR(ADT/08DEC86)
2 6X 961 Z 15AUG 2 HELCPH HK1 2145 2230 2310 *1A/E*
3 APB +33066523568922
4 APE AA-DESSEE@MAIL.COM
5 APE CA-DESSEE@MAIL.COM
6 APH +33066523568923
7 APM +330929464935
8 APM +330929464931
9 APN 6X/E+NTF-DESSEE@MAIL.COM/FR
10 TK OK12MAY/LON6X07ST//ET6X
11 /SSR PDBG 6X HK1/S2
12 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR
13 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/SSMHR/SSMHR
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 /SSR XHBG 6X HK1/S2
19 SK NDCS 6X IN-23272325/
20 SK NDCA 6X AG-1A
21 SK NDCF 6X FLEX_STANDARD
22 SK NDOI 6X
23 SK NDCL 6X -NDCLINK
24 SK NDCO 6X 6X172LOOXGX00
27 FA PAX 172-2476925491/ET6X/EUR87.77/12MAY24/LON6X07ST/91406884/S2
28 FA PAX 172-4050035738/DT6X/EUR24.00/12MAY24/LON6X07ST/91406884/E11
29 FA PAX 172-4050035739/DT6X/GBP51.50/12MAY24/LON6X07ST/91406884/E18
30 FB PAX 0000000000 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRINGPICT ID AT APT/S2
31 FB PAX 0000000000 TTM/M1/RT OK EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT/E11
32 FB PAX 0000000000 TTM/M2/RT OK EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT/E18
33 FE PAX NOT REFUNDABLE/S2
34 FP PAX CASH/EUR87.77/S2
35 FV PAX *F*6X/S2
36 FZ RA23272325
37 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
38 AM SSMHR SSMHR MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR

```

## ORD3: Proceed to payment of an unpaid order

### Use case

ORD03: Proceed to payment of an unpaid order.

### Description:

This use case illustrates a seller that retrieves his unpaid order and proceeds to its payment.

## Steps

### NDC flow & description:

OrderRetrieveRQ: Seller requests retrieval of selected OrderID.

OrderViewRS: Airline provides the most recent version of the Order.

OrderChangeRQ: Seller provides payment details.

OrderViewRS: Airline responds with issuance of documents within the existing Order.

### If the Price Guarantee time limit is reached, the recommended flow is:

OrderRetrieveRQ: Seller requests retrieval of selected OrderID.

OrderViewRS: Airline provides the most recent version of the Order.

OrderQuoteRQ: Seller requests to quote the existing order as price guarantee time limit has been reached.

OrderReshopRS: Airline responds with quoted Order.

OrderChangeRQ: Seller selects the quoted Order and provides payment details.

OrderViewRS: Airline responds with issuance of documents within the existing Order.

NB: This use case is not part of the ORD03 logs

## Analysis

### 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.*

XML extract can be found in ORD3 logs

### OrderViewRS:

The airline provides the most recent version of the Order.

The airline provides the most recent version of the Order

The OrderViewRS contains the following information such as:

- **OrderID** that has been retrieved: <:OrderID>6X1725OWPL900</:OrderID> and some information related to it such as the price
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & ORD3 logs

### OrderChangeRQ:

Seller selects the quoted order and provide payment details

```
<Request>
  <Order>
    <OrderID>6X1725OWPL900</OrderID>
    <OwnerCode>6X</OwnerCode>
  </Order>
  <PaymentFunctions>
    <PaymentProcessingDetails>
      <Amount CurCode="EUR">314.47</Amount>
      <PaymentMethod>
        <OfflinePayment>
          <PaymentTypeCode>CA</PaymentTypeCode>
        </OfflinePayment>
      </PaymentMethod>
    </PaymentProcessingDetails>
  </PaymentFunctions>
</Request>
```

## OrderViewRS:

The Airline responds with issuance of documents within the existing Order. The OrderViewRS is the response of the OrderChangeRQ returning following information such as:

- The Existing **OrderID** where payment has been proceeded.
- **TicketDocInfo** with ticketing information such as ticket number
- **PaymentFunctions** with form of payment used and the amount paid.

```
<OrderID>6X1725OWPL900</OrderID>
      .....
<TicketNumber>1722446318013</TicketNumber>
[...]
```

```
<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X1725OWPL900_AIR-1-2</OrderItemRefID>
    <OrderRefID>6X1725OWPL900</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">314.47</Amount>
    <PaymentID>PAY1</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>20499183</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
  </PaymentProcessingSummary>
</PaymentFunctions>
```

## Order reflected in the Airline PSS

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

```
<ns2:OrderID>6X172JHL8LY00</ns2:OrderID>
```

```
RP/PAR6X07ST/PAR6X07ST          WS/SU   4SEP23/2014Z   JHL8LY
 1.FISZU/FISZU MR (ADT/08DEC86)
 2  6X 951 Z 22SEP 5 HELCPH HK1 0640   0725 0805   *1A/E*
 3  6X 952 O 22OCT 7 CPHHEL HK1 0800 2  0845 1115   *1A/E*
 4 APE ACCEPT@AMADEUS.COM
 5 APM +33066523568923
 6 TK OK04SEP/PAR6X07ST//ET6X
 7 SSR DOCS 6X HK1 P/GBR/0123456789/GBR/08DEC86/M/13AUG29/FISZ
   /FISZU
 8 SSR CTCE 6X HK1 ACCEPT//AMADEUS.COM
 9 SSR CTCM 6X HK1 33066523568923
10 SK NDCS 6X IN-23272325/
11 SK NDCA 6X AG-1A
12 SK NDCF 6X FLEX_STANDARD
13 SK NDOI 6X
14 SK NDCC 6X 6X172JHL8LY00
15 SK NDCL 6X NDCLINK
19 FA PAX 172-2478473839/ET6X/EUR191.05/04SEP23/PAR6X07ST/20406
   853/S2-3
20 FB PAX 0000000000 TTP/ET/RT OK ETICKET ADVISE PSGR TO BRING
   PICT ID AT APT/S2-3
21 FE PAX NO BAG INCL/NONREF-NO CHNG/S2-3
22 FP PAX CASH/EUR191.05/S2-3
23 FV PAX *F*6X/S2-3
24 FZ RA23272325
25 AM FISZU FISZU MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR
```

## ORD4: Customer requests a change to an order resulting in a value store

### Use case

ORD04: Customer requests a change to an order resulting in a value store.

### Description:

This use case illustrates passengers requesting a change of an existing Order. The original order is created for a round trip. Then, the customers change their mind by modifying the full trip. To create a use case with the creation of a value store, we have modified outbound dates and cancel inbound flights. This change will result in a new air solution that is less expensive than the original one.

### Steps

#### NDC flow & description:

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, the unchanged flight will be moved to the newly created OrderItem.

### Analysis

The seller has created an Order for a round trip for an adult and a child. Then, the passengers change their mind. They want to delete their return flights and modify the date of their outbound flights. Thus, the seller must request a new offer to perform a change in the Order.

#### OrderRetrieveRQ:

The seller requests retrieval of selected OrderID to be changed.

```
<OrderFilterCriteria>
  <OrderID>6X17236JPM00</OrderID>
  <OwnerCode>6X</OwnerCode>
</OrderFilterCriteria>
```

#### OrderViewRS:

The Airline provides the most recent version of the Order.

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

- **OrderID** that has been retrieved.

```
<OrderID>6X17236JPM00</OrderID>
```

- **TicketDocInfo** with ticketing information such as ticket number, coupon status....

(ex: Pax1 – 1 ticket with 4 coupons for RIX-HEL-LHR & LHR-HEL-RIX)

```
<TicketDocInfo>
.....
<PaxRefID>PAX2</PaxRefID>
<Ticket>
  <Coupon>
```

```

    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG1</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>PRC28</FareBasisCode>
  </Coupon>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>2</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>PRC28</FareBasisCode>
  </Coupon>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>3</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG3</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>PRC28</FareBasisCode>
  </Coupon>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>4</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG4</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>PRC28</FareBasisCode>
  </Coupon>
  <ReportingTypeCode>BSP</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722194826052</TicketNumber>
</Ticket>
</TicketDocInfo>

```

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

```

<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X17236JPMO00_AIR-1-2-3-4</OrderItemRefID>
    <OrderRefID>6X17236JPMO00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="CAD">8924.86</Amount>
    <PaymentID>PAY2</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>61500062</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
  </PaymentProcessingSummary>
</PaymentFunctions>

```

## OrderReshopRQ:

The seller requests new flight offers to airline for the outbound flight LHR-YOW by requesting cancellation of current OrderItemID

```
<ReshopOrderChoice>
  <ServiceOrder>
    <AddOfferItems>
      <FlightRequest>
        <FlightRequestOriginDestinationsCriteria>
          <OriginDestCriteria>
            <CabinType>
              <CabinTypeCode>2</CabinTypeCode>
              <PrefLevel>
                <PrefLevelCode>Preferred</PrefLevelCode>
              </PrefLevel>
            </CabinType>
            <DestArrivalCriteria>
              <IATA_LocationCode>LHR</IATA_LocationCode>
            </DestArrivalCriteria>
            <OriginDepCriteria>
              <Date>2024-06-03</Date>
              <IATA_LocationCode>YOW</IATA_LocationCode>
            </OriginDepCriteria>
          </OriginDestCriteria>
        </FlightRequestOriginDestinationsCriteria>
      </FlightRequest>
    </AddOfferItems>
    <DeleteOrderItem>
      <OrderItemRefID>6X17236JPM000_AIR-1-2-3-4</OrderItemRefID>
    </DeleteOrderItem>
  </ServiceOrder>
</ReshopOrderChoice>
```

## OrderReshopRS:

The Airline responds with different flight re-shopped offers including new flights linked to date change.

```
<Offer>
  <AddedOfferItem>
    <ExistingOrderItem>
      <OrderItemRefID>6X17236JPM000_AIR-1-2-3-4</OrderItemRefID>
    </ExistingOrderItem>
    <MandatoryInd>true</MandatoryInd>
    <OfferItemID>SRL2-1402386113966633960-1-1</OfferItemID>
```

## Amount *DueByAirline*

```
<ReshopPrice>
  <PriceDifferential>
    <DifferentialTypeCode>AddCo1</DifferentialTypeCode>
    <DiffPrice>
      <FareDetail>
        <PaxRefID>PAX2</PaxRefID>
        <PenaltyRefID>PEN1</PenaltyRefID>
        <Price>
          <BaseAmount CurCode="CAD">-2690.86</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="CAD">969.96</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="CAD">-1720.90</TotalAmount>
        </Price>
      </FareDetail>
    </Price>
    <DueByAirlineAmount CurCode="CAD">0.00</DueByAirlineAmount>
```



```

    <DueToAirlineAmount CurCode="CAD">600.00</DueToAirlineAmount>
    <TotalAmount CurCode="CAD">-1720.90</TotalAmount>
  </Price>
</DiffPrice>

```

## OfferID

```

<Service>
  <OfferServiceAssociation>
    <PaxJourneyRef>
      <PaxJourneyRefID>FLT1-18</PaxJourneyRefID>
    </PaxJourneyRef>
  </OfferServiceAssociation>
  <PaxRefID>PAX3</PaxRefID>
  <ServiceID>SRV71</ServiceID>
</Service>
</AddedOfferItem>
<JourneyOverview>
  <JourneyPriceClass>
    <PaxJourneyRefID>FLT1-18</PaxJourneyRefID>
    <PriceClassRefID>NDCELINT</PriceClassRefID>
  </JourneyPriceClass>
  <PriceClassRefID>NDCELINT</PriceClassRefID>
</JourneyOverview>
<OfferID>SRL2-1402386113966633960-35</OfferID>
<OwnerCode>6X</OwnerCode>

```

## OrderQuoteRQ:

The seller requests to quote the selected re-shopped Offer by providing in input:

- The existing *OrderID*
- the *OfferItem* of the re-shopped offer selected.

```

<ExistingOrder>
  <OrderID>6X17236JPMO00</OrderID>
  <OwnerCode>6X</OwnerCode>
</ExistingOrder>
<SelectedOffers>
  <OfferRefID>SRL2-1402386113966633960-2</OfferRefID>
  <OwnerCode>6X</OwnerCode>
  <SelectedOfferItem>
    <OfferItemRefID>SRL2-1402386113966633960-2-1</OfferItemRefID>
    <PaxRefID>PAX2</PaxRefID>
  </SelectedOfferItem>
</SelectedOffers>

```

## OrderReshopRS:

The Airline responds with the quoted offer.

```

<RequotedOffer>
  <AddedOfferItem>
    <ExistingOrderItem>
      <OrderItemRefID>6X17236JPMO00_AIR-1-2-3-4</OrderItemRefID>
    </ExistingOrderItem>
    <MandatoryInd>true</MandatoryInd>
    <OfferItemID>SRL2-1402386113966633960-2-1</OfferItemID>
    <ReshopPrice>
      <PriceDifferential>
        <DifferentialTypeCode>AddColAndResidual</DifferentialTypeCode>
        <DiffPrice>
          <FareDetail>
            <PaxRefID>PAX2</PaxRefID>
            <PenaltyRefID>PEN1</PenaltyRefID>
            <Price>
              <BaseAmount CurCode="CAD">100.00</BaseAmount>
              <TaxSummary>

```

```

        <TotalTaxAmount CurCode="CAD">-1320.90</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="CAD">-1220.90</TotalAmount>
</Price>
</FareDetail>
<FareDetail>
    <PaxRefID>PAX3</PaxRefID>
    <PenaltyRefID>PEN2</PenaltyRefID>
    <Price>
        <BaseAmount CurCode="CAD">100.00</BaseAmount>
        <TaxSummary>
            <TotalTaxAmount CurCode="CAD">-1320.90</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="CAD">-1220.90</TotalAmount>
    </Price>
</FareDetail>
<Price>
    <DueByAirlineAmount CurCode="CAD">2641.80</DueByAirlineAmount>
    <DueToAirlineAmount CurCode="CAD">1200.00</DueToAirlineAmount>
    <TaxSummary>
        <Tax>
            <AddlTaxCode>AD</AddlTaxCode>
            <Amount CurCode="CAD">665.20</Amount>
            <TaxCode>GB</TaxCode>
        </Tax>
        <Tax>
            <AddlTaxCode>AS</AddlTaxCode>
            <Amount CurCode="CAD">167.60</Amount>
            <TaxCode>UB</TaxCode>
        </Tax>
        <Tax>
            <AddlTaxCode>AD</AddlTaxCode>
            <Amount CurCode="CAD">1809.00</Amount>
            <TaxCode>YQ</TaxCode>
        </Tax>
        <TotalTaxAmount CurCode="CAD">2641.80</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="CAD">-2441.80</TotalAmount>
</Price>
</DiffPrice>
<Service>
    <OfferServiceAssociation>
        <PaxJourneyRef>
            <PaxJourneyRefID>FLT3</PaxJourneyRefID>
        </PaxJourneyRef>
    </OfferServiceAssociation>
    <PaxRefID>PAX2</PaxRefID>
    <PaxRefID>PAX3</PaxRefID>
    <ServiceID>SRV1</ServiceID>
</Service>
[... ]
</AddedOfferItem>
<QuotedOffer>

```

## OrderChangeRQ:

The seller selects the quoted offer to be added in *ChangeOrderChoice* node.

- the *OfferID* & *OfferItemID* selected.
- The existing *OrderID*
- *PaymentFunctions* with the payment method to be used for refund.

```

<Request>
    <ChangeOrderChoice>
        <AcceptSelectedQuotedOfferList>
            <SelectedPricedOffer>
                <OfferRefID>SRL2-1402386113966633960-2</OfferRefID>
                <OwnerCode>6X</OwnerCode>
            </SelectedPricedOffer>
        </AcceptSelectedQuotedOfferList>
    </ChangeOrderChoice>
</Request>

```

```

        <SelectedOfferItem>
          <OfferItemRefID>SRL2-1402386113966633960-2-1</OfferItemRefID>
          <PaxRefID>PAX2</PaxRefID>
          <PaxRefID>PAX3</PaxRefID>
        </SelectedOfferItem>
      </SelectedPricedOffer>
    </AcceptSelectedQuotedOfferList>
  </ChangeOrderChoice>
</Order>
  <OrderID>6X17236JPMO00</OrderID>
  <OwnerCode>6X</OwnerCode>
</Order>
<PaymentFunctions>
  <OrderAssociation>
    <OrderRefID>6X17236JPMO00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingDetails>
    <Amount CurCode="CAD">1200.00</Amount>
    <PaymentMethod>
      <OfflinePayment>
        <PaymentTypeCode>CASH</PaymentTypeCode>
      </OfflinePayment>
    </PaymentMethod>
  </PaymentProcessingDetails>
</PaymentFunctions>
</Request>

```

## OrderViewRS:

The Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged flight will be moved to the newly created OrderItem.

- *TicketDocInfo* with the EMD number(s) for the residual value.

```

<Ticket>
  <ConnectedDocNumber>172194826054</ConnectedDocNumber>
  <Coupon>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>B</CouponStatusCode>
    <RFIC>D</RFIC>
    <RFISC>993</RFISC>
    <ServiceRefID>SVC7</ServiceRefID>
    <SettlementAuthorizationID>172PHDCQV1E2Q</SettlementAuthorizationID>
  </Coupon>
  <ReportingTypeCode>BSP</ReportingTypeCode>
  <TicketDocTypeCode>Y</TicketDocTypeCode>
  <TicketNumber>1724264912002</TicketNumber>
</Ticket>

```

- *TicketDocInfo* with the new Ticket number & coupon status

```

<PaxRefID>PAX2</PaxRefID>
<Ticket>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG5</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>JFFEO</FareBasisCode>
  </Coupon>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>2</CouponNumber>

```

```

<CouponStatusCode>I</CouponStatusCode>
<CurrentCouponFlightInfoRef>
  <CurrentAirlinePaxSegmentRef>
    <PaxSegmentRefID>SEG6</PaxSegmentRefID>
  </CurrentAirlinePaxSegmentRef>
</CurrentCouponFlightInfoRef>
<FareBasisCode>JFFEO</FareBasisCode>
</Coupon>
<ReportingTypeCode>BSP</ReportingTypeCode>
<TicketDocTypeCode>T</TicketDocTypeCode>
<TicketNumber>1722194826054</TicketNumber>
</Ticket>

```

- **Coupon** information of the exchanged ticket(s). (Here for PAX2)

```

<PaxRefID>PAX2</PaxRefID>
<Ticket>
  <Coupon>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>E</CouponStatusCode>
    <FareBasisCode>PRC28</FareBasisCode>
    <SettlementAuthorizationID>172PHDGE0AYX0</SettlementAuthorizationID>
  </Coupon>
  <Coupon>
    <CouponNumber>2</CouponNumber>
    <CouponStatusCode>E</CouponStatusCode>
    <FareBasisCode>PRC28</FareBasisCode>
    <SettlementAuthorizationID>172PHDGE0AYX0</SettlementAuthorizationID>
  </Coupon>
  <Coupon>
    <CouponNumber>3</CouponNumber>
    <CouponStatusCode>E</CouponStatusCode>
    <FareBasisCode>PRC28</FareBasisCode>
    <SettlementAuthorizationID>172PHDGE0AYX0</SettlementAuthorizationID>
  </Coupon>
  <Coupon>
    <CouponNumber>4</CouponNumber>
    <CouponStatusCode>E</CouponStatusCode>
    <FareBasisCode>PRC28</FareBasisCode>
    <SettlementAuthorizationID>172PHDGE0AYX0</SettlementAuthorizationID>
  </Coupon>
  <ReportingTypeCode>BSP</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722194826052</TicketNumber>
</Ticket>

```

- **PaymentFunctions** with the form of payment and amount due by Airline.

```

<Price>
  <DueByAirlineAmount CurCode="CAD">2641.80</DueByAirlineAmount>
  <DueToAirlineAmount CurCode="CAD">1200.00</DueToAirlineAmount>
  <TotalAmount CurCode="CAD">-2441.80</TotalAmount>
</Price>

```

Note that here, the residual value can be automatically refunded if auto-refund functionality has been activated on airline side.

## Order reflected in the Airline PSS

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

```
<OrderID>6X17236JPMO00</OrderID>
```

```

P/LON6X07ST/LON6X07ST          WS/SU  24APR24/0904Z   36JPMO
1.NVJIZ/NVJIZ MR (ADT/08DEC86)  2.TEST/TEST MR (CHD/05JUL15)
3  6X  8012  J  03JUN  1  YOWYUL  HK2          1530  1618   *1A/E*
4  6X   866  J  03JUN  1  YULLHR  HK2          1850  0630+1 *1A/E*

```

```

5 SVC 6X HK1 PENF PAST
6 SVC 6X HK1 PENF PAST
7 SVC 6X HK1 RSVR PAST
8 SVC 6X HK1 RSVR PAST
9 APB +33066523568922/P2
10 APB +33066523568922/P1
11 APH +33066523568923/P2
12 APH +33066523568923/P1
13 APM +330929464935/P2
14 APM +330929464935/P1
15 TK PAX OK24APR/LON6X07ST//ET6X/S3-4/P1-2
16 SSR CHLD 6X HK1 05JUL15/P2
17 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR/P1
18 SSR DOCS 6X HK1 ///08DEC86/M//NVJIZ/NVJIZ/P1
19 SSR DOCS 6X HK1 ///05JUL15/M//TEST/TEST/P2
.....
40 FA PAX 172-2194826054/ET6X/CAD100.00/24APR24/YMQ6X07TA/69992
635/S3-4/P1
41 FA PAX 172-4264912002/DT6X/CAD500.00/24APR24/YMQ6X07TA/69992
635/S5/P1
42 FA PAX 172-4264912003/DR6X/CAD0.00/24APR24/YMQ6X07TA/6999263
5/S7/P1
43 FA PAX 172-2194826055/ET6X/CAD100.00/24APR24/YMQ6X07TA/69992
635/S3-4/P2
44 FA PAX 172-4264912004/DT6X/CAD500.00/24APR24/YMQ6X07TA/69992
635/S6/P2
45 FA PAX 172-4264912005/DR6X/24APR24/YQR6X0ERS/69990841/S8/P2
46 FHE PAX 172-2194826052/P1
47 FHE PAX 172-2194826053/P2
48 FB PAX 000000000 TTP/TTM/T3/M1-2/RT/ARV OK ETICKET/EMD
/S3-4/P1
49 FB PAX 0000000001 TTP/TTM/T3/M1-2/RT/ARV OK ETICKET/EMD
/S5/P1
50 FB PAX 0000000002 TTP/TTM/T3/M1-2/RT/ARV OK ETICKET/EMD
/S7/P1
51 FB PAX 0000000000 TTP/TTM/T4/M3-4/RT/ARV OK ETICKET/EMD
/S3-4/P2
52 FB PAX 0000000001 TTP/TTM/T4/M3-4/RT/ARV OK ETICKET/EMD
/S6/P2
53 FB PAX 0000000002 TTP/TTM/T4/M3-4/RT/ARV OK ETICKET/EMD
/S8/P2
54 FE PAX NOT REFUNDABLE/S3-4/P1
55 FE PAX NOT REFUNDABLE/S3-4/P2
56 FO PAX 172-2194826052YMQ24APR24/69992635/172-21948260522E1
/S3-4/P1
57 FO PAX 172-2194826053YMQ24APR24/69992635/172-21948260533E1
/S3-4/P2
58 FP PAX O/MS+CA+/AGTN61500062/493/ANDC/00+CASH/CAD100.00
/S3-4/P1
59 FP PAX O/MS+CA+/AGTN61500062/493/ANDC/00+CASH/CAD100.00
/S3-4/P2
60 FV PAX 6X/S3-4/P1
61 FV PAX 6X/S3-4/P2
.....
63 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR
64 AM NVJIZ NVJIZ MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR/
P1

```

## ORD5: Customer requests a change to an order resulting in a new payment.

### Use case

ORD05: Customer requests a change to an order resulting in a new payment.

### Description:

This use case illustrates a passenger requesting a change of date and cabin for the outbound flight

and a change of cabin type for inbound flight in an existing Order. The change results in needing an additional amount to be paid towards the exchange.

## Steps

### NDC flow & description:

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 delete OrderItems for impacted dependent services in different OrderItem.

OrderQuoteRQ: Seller Requests quote for the selected re-shopped Offer.

OrderReshopRS: Airline responds with quoted Order.

OrderChangeRQ: Seller selects the quoted Order.

OrderViewRS: Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged service will be moved to the newly created OrderItem.

## Analysis

An Order has already been created for an adult and a child in economy.

Passengers are changing their mind, and they want to fly in business class for both flights and change the date on the outbound flight.

Thus, the seller must make a change.

### OrderRetrieveRQ:

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

The seller requests the retrieval of the Order previously created by adding in input the Order ID. Passenger' surname may be required depending on partners' configuration.

### OrderViewRS:

The OrderViewRS is the response of the OrderCreateRQ returning following information such as:

- **OrderID** that has been retrieved:  
<ns2:OrderID>6X1725NKPGK00</ns2:OrderID>  
and some information related to it such as the price
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & SHP5 logs

### OrderReshopRQ:

The seller requests flight offers to airline, providing the new cabin information and the segment to be retained (no date change).

In our example, the seller has sent in input CabinTypeCode equal to 2 (Business as per PADIS)

```
<UpdateOrder>
  <ReshopOrder>
    <ReshopOrderChoice>
      <ServiceOrder>
        <AddOfferItems>
          <FlightRequest>
            <FlightRequestOriginDestinationsCriteria>
              <OriginDestCriteria>
                <CabinType>
                  <CabinTypeCode>2</CabinTypeCode>
```

```

        <PrefLevel>
          <PrefLevelCode>Preferred</PrefLevelCode>
        </PrefLevel>
      </CabinType>
      <DestArrivalCriteria>
        <IATA_LocationCode>BKK</IATA_LocationCode>
      </DestArrivalCriteria>
      <OriginDepCriteria>
        <Date>2024-06-03</Date>
        <IATA_LocationCode>SIN</IATA_LocationCode>
      </OriginDepCriteria>
    </OriginDestCriteria>
  <cns:OriginDestCriteria>
    <cns:DestArrivalCriteria>
      <cns:IATA_LocationCode>SIN</cns:IATA_LocationCode>
    </cns:DestArrivalCriteria>
    <cns:OriginDepCriteria>
      <cns:Date>2024-07-03</cns:Date>
      <cns:IATA_LocationCode>BKK</cns:IATA_LocationCode>
    </cns:OriginDepCriteria>
  </cns:OriginDestCriteria>
</FlightRequestOriginDestinationsCriteria>
</FlightRequest>
</AddOfferItems>
<DeleteOrderItem>
  <OrderItemRefID>6X1725NKPGK00_AIR-1</OrderItemRefID>
</DeleteOrderItem>
</ServiceOrder>
</ReshopOrderChoice>
</ReshopOrder>
</UpdateOrder>

```

## OrderReshopRS:

The Airline responds with different flight re-shopped offers.

```

<ReshopOffers>
<Offer>
  <AddedOfferItem>
    <ExistingOrderItem>
      <OrderItemRefID>6X1725NKPGK00_AIR-1</OrderItemRefID>
    </ExistingOrderItem>
    <MandatoryInd>true</MandatoryInd>
    <OfferItemID>SUL3-15135016649934220088-1-1</OfferItemID>
  </AddedOfferItem>
</Offer>
</ReshopOffers>

```

Including Price Differential:

```

<PriceDifferential>
  <DifferentialTypeCode>AddCol</DifferentialTypeCode>
  <DiffPrice>
    <FareDetail>
      <PaxRefID>PAX2</PaxRefID>
      <PenaltyRefID>PEN1</PenaltyRefID>
      <Price>
        <BaseAmount CurCode="EUR">149.00</BaseAmount>
        <TaxSummary>
          <TotalTaxAmount CurCode="EUR">20.19</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="EUR">169.19</TotalAmount>
      </Price>
    </FareDetail>
    <FareDetail>
      <PaxRefID>PAX3</PaxRefID>
      <PenaltyRefID>PEN2</PenaltyRefID>
      <Price>
        <BaseAmount CurCode="EUR">112.00</BaseAmount>
        <TaxSummary>

```

```

        <TotalTaxAmount CurCode="EUR">20.19</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">132.19</TotalAmount>
</Price>
</FareDetail>
<Price>
    <DueByAirlineAmount CurCode="EUR">0.00</DueByAirlineAmount>
    <DueToAirlineAmount CurCode="EUR">481.38</DueToAirlineAmount>
    <TotalAmount CurCode="EUR">301.38</TotalAmount>
</Price>
</DiffPrice>
<NewPrice>
    <FareDetail>
        <FareComponent>
            <CabinType>
                <CabinTypeCode>2</CabinTypeCode>
                <CabinTypeName>BUSINESS</CabinTypeName>
            </CabinType>
            <FareBasisCode>D16SGRA1</FareBasisCode>
            <NegotiatedCode>749</NegotiatedCode>
            <PaxSegmentRefID>SEG3</PaxSegmentRefID>
            <PriceClassRefID>FF81SIN</PriceClassRefID>
            <RBD>
                <RBD_Code>D</RBD_Code>
            </RBD>
        </FareComponent>
        <FareComponent>
            <CabinType>
                <CabinTypeCode>2</CabinTypeCode>
                <CabinTypeName>BUSINESS</CabinTypeName>
            </CabinType>
            <FareBasisCode>D16SGRA1</FareBasisCode>
            <NegotiatedCode>749</NegotiatedCode>
            <PaxSegmentRefID>SEG18</PaxSegmentRefID>
            <PriceClassRefID>FF81SIN</PriceClassRefID>
            <RBD>
                <RBD_Code>D</RBD_Code>
            </RBD>
        </FareComponent>
        <PaxRefID>PAX2</PaxRefID>
        <Price>
            <BaseAmount CurCode="EUR">724.00</BaseAmount>
            <TaxSummary>
                <TotalTaxAmount CurCode="EUR">66.47</TotalTaxAmount>
            </TaxSummary>
            <TotalAmount CurCode="EUR">790.47</TotalAmount>
        </Price>
    </FareDetail>
</FareDetail>
<FareComponent>
    <CabinType>
        <CabinTypeCode>2</CabinTypeCode>
        <CabinTypeName>BUSINESS</CabinTypeName>
    </CabinType>
    <FareBasisCode>D16SGRA1</FareBasisCode>
    <NegotiatedCode>749</NegotiatedCode>
    <PaxSegmentRefID>SEG3</PaxSegmentRefID>
    <PriceClassRefID>FF81SIN</PriceClassRefID>
    <RBD>
        <RBD_Code>D</RBD_Code>
    </RBD>
</FareComponent>
<FareComponent>
    <CabinType>
        <CabinTypeCode>2</CabinTypeCode>
        <CabinTypeName>BUSINESS</CabinTypeName>
    </CabinType>
    <FareBasisCode>D16SGRA1</FareBasisCode>

```



```

    <NegotiatedCode>749</NegotiatedCode>
    <PaxSegmentRefID>SEG18</PaxSegmentRefID>
    <PriceClassRefID>FF81SIN</PriceClassRefID>
    <RBD>
      <RBD_Code>D</RBD_Code>
    </RBD>
  </FareComponent>
  <PaxRefID>PAX3</PaxRefID>
  <Price>
    <BaseAmount CurCode="EUR">543.00</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">66.47</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">609.47</TotalAmount>
  </Price>
</FareDetail>
<Price>
  <BaseAmount CurCode="EUR">1267.00</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="EUR">132.94</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="EUR">1399.94</TotalAmount>
</Price>
</NewPrice>
<OldPrice>
  <Price>
    <BaseAmount CurCode="EUR">1007.00</BaseAmount>
    <TaxSummary>
      <TotalTaxAmount CurCode="EUR">92.56</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">1099.56</TotalAmount>
  </Price>
</OldPrice>
</PriceDifferential>

```

## OrderQuoteRQ:

The seller requests to quote the selected re-shopped Offer by providing in input:

- The existing *OrderID*
- the *OfferItem* of the re-shopped offer selected.

```

<ExistingOrder>
  <OrderID>6X1725NKPGK00</OrderID>
  <OwnerCode>6X</OwnerCode>
</ExistingOrder>
<SelectedOffers>
  <OfferRefID>SUL3-15135016649934220088-2</OfferRefID>
  <OwnerCode>6X</OwnerCode>
  <SelectedOfferItem>
    <OfferItemRefID>SUL3-15135016649934220088-2-1</OfferItemRefID>
    <PaxRefID>PAX2</PaxRefID>
  </SelectedOfferItem>
</SelectedOffers>

```

## OrderReshopRS:

The Airline responds with quoted offer with the additional collection to be paid (DueToAirline).

```

<ReshopPrice>
  <PriceDifferential>
    <DifferentialTypeCode>AddCo1</DifferentialTypeCode>
    <DiffPrice>
      <FareDetail>
        <PaxRefID>PAX2</PaxRefID>
        <PenaltyRefID>PEN1</PenaltyRefID>
      </FareDetail>
      <Price>
        <BaseAmount CurCode="EUR">149.00</BaseAmount>
        <TaxSummary>

```

```

        <TotalTaxAmount CurCode="EUR">20.19</TotalTaxAmount>
    </TaxSummary>
    <TotalAmount CurCode="EUR">169.19</TotalAmount>
</Price>
</FareDetail>
<FareDetail>
    <PaxRefID>PAX3</PaxRefID>
    <PenaltyRefID>PEN3</PenaltyRefID>
    <Price>
        <BaseAmount CurCode="EUR">112.00</BaseAmount>
        <TaxSummary>
            <TotalTaxAmount CurCode="EUR">20.19</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="EUR">132.19</TotalAmount>
    </Price>
</FareDetail>
<Price>
    <DueByAirlineAmount CurCode="EUR">0.00</DueByAirlineAmount>
    <DueToAirlineAmount CurCode="EUR">481.38</DueToAirlineAmount>
    <TaxSummary/>
    <TotalAmount CurCode="EUR">301.38</TotalAmount>
</Price>
</DiffPrice>

```

## OrderChangeRQ:

The seller selects the quoted offer to be added in *ChangeOrderChoice* node the OfferItem selected.

- the *OfferID & OfferItemID* selected.

```

SelectedPricedOffer>
    <OfferRefID>SUL3-15135016649934220088-2</OfferRefID>
    <OwnerCode>6X</OwnerCode>
    <SelectedOfferItem>
        <OfferItemRefID>SUL3-15135016649934220088-2-1</OfferItemRefID>
        <PaxRefID>PAX2</PaxRefID>
        <PaxRefID>PAX3</PaxRefID>
    </SelectedOfferItem>
</SelectedPricedOffer>

```

- The existing *OrderID*

```

<Order>
    <OrderID>6X1725NKPGK00</OrderID>
    <OwnerCode>6X</OwnerCode>
</Order>

```

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

```

PaymentFunctions>
    <OrderAssociation>
        <OrderRefID>6X1725NKPGK00</OrderRefID>
    </OrderAssociation>
    <PaymentProcessingDetails>
        <Amount CurCode="EUR">481.38</Amount>
        <PaymentMethod>
            <OfflinePayment>
                <PaymentTypeCode>CA</PaymentTypeCode>
            </OfflinePayment>
        </PaymentMethod>
    </PaymentProcessingDetails>
</PaymentFunctions>

```

## OrderViewRS:

The Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged flight will be moved to the newly created OrderItem:

- *TicketDocInfo* with the new Ticket number & coupon status

```

<PaxRefID>PAX2</PaxRefID>
<Ticket>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG3</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>D16SGRA1P</FareBasisCode>
  </Coupon>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>2</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>D16SGRA1P</FareBasisCode>
  </Coupon>
  <ReportingTypeCode>Airline</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722452364557</TicketNumber>
</Ticket>
[...]
<PaxRefID>PAX3</PaxRefID>
<Ticket>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG3</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>D16SGRA1/CH25</FareBasisCode>
  </Coupon>
  <Coupon>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
    <CouponNumber>2</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
    <CurrentCouponFlightInfoRef>
      <CurrentAirlinePaxSegmentRef>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </CurrentAirlinePaxSegmentRef>
    </CurrentCouponFlightInfoRef>
    <FareBasisCode>D16SGRA1/CH25</FareBasisCode>
  </Coupon>
  <ReportingTypeCode>Airline</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722452364560</TicketNumber>
</Ticket>

```

- **TicketNumber & Coupon** information of the exchanged ticket(s):

```

<PaxRefID>PAX2</PaxRefID>
<Ticket>
  <Coupon>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>E</CouponStatusCode>
    <FareBasisCode>U14SGOPO</FareBasisCode>
    <SettlementAuthorizationID>172PHDGI9MWVC</SettlementAuthorizationID>

```

```

    </Coupon>
    <ReportingTypeCode>Airline</ReportingTypeCode>
    <TicketDocTypeCode>T</TicketDocTypeCode>
    <TicketNumber>1722452364520</TicketNumber>
  </Ticket>
[...]
```

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

```

<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X1725NKPGK00_AIR-3-2</OrderItemRefID>
    <OrderRefID>6X1725NKPGK00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">169.19</Amount>
    <PaymentID>PAY2</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>20499183</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
  </PaymentProcessingSummary>
</PaymentFunctions>
<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X1725NKPGK00_AIR-3-2</OrderItemRefID>
    <OrderRefID>6X1725NKPGK00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">132.19</Amount>
    <PaymentID>PAY4</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>20499183</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
  </PaymentProcessingSummary>
</PaymentFunctions>
<PaymentFunctions>
  <OrderAssociation>
    <OrderItemRefID>6X1725NKPGK00_SRV80</OrderItemRefID>
    <OrderRefID>6X1725NKPGK00</OrderRefID>
  </OrderAssociation>
  <PaymentProcessingSummary>
    <Amount CurCode="EUR">90.00</Amount>
    <PaymentID>PAY8</PaymentID>
    <PaymentProcessingSummaryPaymentMethod>
      <SettlementPlan>
        <IATA_Number>20499183</IATA_Number>
        <PaymentTypeCode>CA</PaymentTypeCode>
      </SettlementPlan>
    </PaymentProcessingSummaryPaymentMethod>
  </PaymentProcessingSummary>
</PaymentFunctions>

```

</PaymentProcessingSummaryPaymentMethod>  
 </PaymentProcessingSummary>  
 </PaymentFunctions>

## Order reflected in the Airline PSS

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

<OrderID>6X1725NKPGK00</OrderID>

New order is in now fully in business class with the change of date for the outbound flight.

```

RP/LON6X07ST/LON6X07ST          WS/SU  24APR24/0931Z   5NKPGK
 1.YAQYQ/YAQYQ MR(ADT/08DEC86)  2.TEST/TEST MR(CHD/05JUL15)
 3  6X 706 D 03JUN 1 SINBKK HK2      2  0710 0835 *1A/E*
 4  6X 719 D 03JUL 3 BKKSIN HK2      2115 0035+1 *1A/E*
 5 SVC 6X HK1 PENF                    PAST
 6 SVC 6X HK1 PENF                    PAST
 7 APB +33066523568922/P2
 8 APB +33066523568922/P1
 9 APE AA-DESSEE@MAIL.COM-H/P2
10 APE CA-DESSEE@MAIL.COM-B/P2
11 APE AA-DESSEE@MAIL.COM-H/P1
12 APE CA-DESSEE@MAIL.COM-B/P1
13 APH +33066523568923/P2
14 APH +33066523568923/P1
15 APM +330929464935/P2
16 APM +330929464935/P1
17 TK PAX OK24APR/LON6X07ST//ET6X/S3-4/P1-2
.....
39 FA PAX 172-2452364557/ET6X/24APR24/PAR6X086X/20409616
   /S3-4/P1
40 FA PAX 172-4571348510/DT6X/EUR90.00/24APR24/PAR6X086X/204096
   16/S5/P1
41 FA PAX 172-2452364560/ET6X/24APR24/PAR6X086X/20409616
   /S3-4/P2
42 FA PAX 172-4571348511/DT6X/EUR90.00/24APR24/PAR6X086X/204096
   16/S6/P2
43 FHE PAX 172-2452364520/P1
44 FHE PAX 172-2452364521/P2
45 FB PAX 0000000000 TTP/TTM/T3/M1/RT/TRP-EMLA/DOC-ETR,EMR OK
   ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT
   /S3-4/P1
46 FB PAX 0000000001 TTP/TTM/T3/M1/RT/TRP-EMLA/DOC-ETR,EMR OK
   ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT
   /S5/P1
47 FB PAX 0000000000 TTP/TTM/T4/M2/RT/TRP-EMLA/DOC-ETR,EMR OK
   ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT
   /S3-4/P2
48 FB PAX 0000000001 TTP/TTM/T4/M2/RT/TRP-EMLA/DOC-ETR,EMR OK
   ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT
   /S6/P2
49 FE PAX NOT REFUNDABLE/S3-4/P1
50 FE PAX NOT REFUNDABLE/S3-4/P2
51 FO PAX 172-2452364520PAR24APR24/20409616/172-24523645204E1
   /S3-4/P1
52 FO PAX 172-2452364521PAR24APR24/20409616/172-24523645215E1
   /S3-4/P2
53 FP PAX O/CA+/CASH/EUR169.19/S3-4/P1
54 FP PAX O/CA+/CASH/EUR132.19/S3-4/P2
.....
57 FV PAX *F*6X/S3-4/P1
58 FV PAX *F*6X/S3-4/P2
.....
60 AB NA-DESSEE/A1-ROUTE LINE 1/A2-ROUTE LINE 2/ZP-06600/
   CI-PARIS/ST-FRA/CO-FR
61 AM YAQYQ YAQYQ MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR/
   P1
  
```

## ORD6: Customer request a change to an order prior to payment

### Use case

ORD06: Change of an un-paid order for a single passenger.

### Description:

This use case illustrates a passenger requesting a change of date for the outbound flight in an existing Unpaid Order without collecting any payment.

### Steps

#### NDC flow & description:

OrderRetrieveRQ: Seller requests retrieval of selected un-paid 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 delete OrderItems for impacted dependent services in different OrderItem.

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

OrderReshopRS: Airline responds with quoted Order.

OrderChangeRQ: Seller selects the quoted Order.

OrderViewRS: Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged inbound flight will be moved to the newly created OrderItem, and no payment will be collected.

### 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**.

**Main difference being that Order is unpaid and remains unpaid after the flight change.**

Differences are highlighted in *OrderChangeRQ* & *OrderViewRS* below:

#### OrderChangeRQ (no payment):

In this use case, a new flight has been requested under a new OfferItem without any payment information to remain in deferred payment flow.

```
<Request>
  <ChangeOrderChoice>
    <AcceptSelectedQuotedOfferList>
      <SelectedPricedOffer>
        <OfferRefID>SRL2-9614082019904218525-7</OfferRefID>
        <OwnerCode>6X</OwnerCode>
        <SelectedOfferItem>
          <OfferItemRefID>SRL2-9614082019904218525-7-1</OfferItemRefID>
          <PaxRefID>PAX2</PaxRefID>
          <PaxRefID>PAX3</PaxRefID>
        </SelectedOfferItem>
      </SelectedPricedOffer>
    </AcceptSelectedQuotedOfferList>
  </ChangeOrderChoice>
  <Order>
    <OrderID>6X1724ISBKT00</OrderID>
    <OwnerCode>6X</OwnerCode>
  </Order>
```

</Request>

## OrderViewRS

The Airline responds with the creation of the new OrderItem and deletion of older OrderItem, the unchanged flight will be moved to the newly created OrderItem and a PaymentTimeLimit will be returned to inform seller when Order will be cancelled if no payment is performed.

<OrderItemID>6X1724ISBKT00\_AIR-3-4-5-6</OrderItemID>  
 <OwnerCode>6X</OwnerCode>  
 <PaymentTimeLimitDateTime>2024-05-22T07:39:00.000Z</PaymentTimeLimitDateTime>

Complete flow is available in ORD06 logs.

## Order reflected in the Airline PSS

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

<OrderID>6X1724ISBKT00</OrderID>

```

RP/LON6X07ST/LON6X07ST          WS/SU  21MAY24/0740Z   4ISBKT
 1.EBUGF/EBUGF MR (ADT/08DEC86)  2.TEST/TEST MR (CHD/05JUL15)
 3  6X8014 Y 03JUL 3 YOWYUL HK2          1840 1928   *1A/E*
 4  6X 864 P 03JUL 3 YULLHR HK2          2220 1000+1 *1A/E*
 5  6X 865 P 03AUG 6 LHRYUL HK2          2  1405 1610 *1A/E*
 6  6X8015 Y 03AUG 6 YULYOW HK2          1815 1901   *1A/E*
 7 APB +33066523568922/P2
 8 APB +33066523568922/P1
 9 APH +33066523568923/P2
10 APH +33066523568923/P1
11 APM +330929464935/P2
12 APM +330929464935/P1
13 TK OK21MAY/LON6X07ST
14 SSR CHLD 6X HK1 05JUL15/P2
15 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR/P1
16 SSR DOCS 6X HK1 ///08DEC86/M//EBUGF/EBUGF/P1
17 SSR DOCS 6X HK1 ///05JUL15/M//TEST/TEST/P2
.....
22 OPW-15MAY:0339/1C7/AC REQUIRES TICKET ON OR BEFORE
    22MAY:0339 YMQ TIME ZONE/TKT/S3-6
23 OPC-22MAY:0339/1C8/AC CANCELLATION DUE TO NO TICKET YMQ TIME
    ZONE/TKT/S3-6/P1-2
.....
36 FE PAX VLD 6X TRANSATLANTIC
37 FE PAX VLD 6X TRANSATLANTIC/S3-6/P2
38 FV PAX 6X/S3-6/P1
39 FV PAX 6X/S3-6/P2
40 FZ RA61500062
41 AB DESSEE/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR
42 AM EBUGF EBUGF MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR/
    P1
  
```

## ORD7: Customer requests a change to an order prior to travel without any additional payment

### Use case

ORD07: Exchange of a paid order with no additional collection

### Description:

This use case covers a flight change request to an order prior to travel with no additional collection.

## 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 delete OrderItems for impacted dependent services in different OrderItem

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

OrderReshopRS: Airline responds with quoted order showing no additional collection required

OrderChangeRQ : Seller selects the quoted order

OrderViewRS: Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged inbound flight will be moved to the newly created OrderItem and no payment will be collected

## Analysis

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*.

Only the difference will be highlighted in this document, full flow is available in ORD07 Logs.

*OrderReshopRS* and *OrderChangeRQ*

## OrderReshopRS as response of OrderQuoteRQ:

Airline responds with quoted offer showing in "DifferentialTypeCode" value: **EvenExchange** as per IATA codeset (change does not have any financial impact to the customer).

```
<ReshopPrice>
  <PriceDifferential>
    <DifferentialTypeCode>EvenExchange</DifferentialTypeCode>
    <DiffPrice>
      <FareDetail>
        <PaxRefID>PAX2</PaxRefID>
        <PenaltyRefID>PEN1</PenaltyRefID>
        <Price>
          <BaseAmount CurCode="EUR">0.00</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="EUR">0.00</TotalAmount>
        </Price>
      </FareDetail>
      <FareDetail>
        <PaxRefID>PAX3</PaxRefID>
        <PenaltyRefID>PEN3</PenaltyRefID>
        <Price>
          <BaseAmount CurCode="EUR">0.00</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="EUR">0.00</TotalAmount>
        </Price>
      </FareDetail>
      <Price>
        <DueByAirlineAmount CurCode="EUR">0.00</DueByAirlineAmount>
        <DueToAirlineAmount CurCode="EUR">0.00</DueToAirlineAmount>
        <TaxSummary/>
        <TotalAmount CurCode="EUR">0.00</TotalAmount>
      </Price>
    </DiffPrice>
```



## OrderChangeRQ:

The seller selects the quoted offer by using OrderChange and provides an amount equal to 0 in the OrderChangeRQ. It's also possible to don't provide any payment details.

```
<PaymentProcessingDetails>
  <Amount CurCode="EUR">0.00</Amount>
  <PaymentMethod>
    <OfflinePayment>
      <PaymentTypeCode>CA</PaymentTypeCode>
    </OfflinePayment>
  </PaymentMethod>
</PaymentProcessingDetails>
```

## Order reflected in the Airline PSS

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

<OrderID> **6X172PI75IX00** </OrderID>

```
RP/CDG6X07DB/DOH6X07DB          WS/SU 24APR24/1226Z  PI75IX
 1.ECCDW/ECCDW MR (ADT/08DEC86)  2.TEST/TEST MR (CHD/05JUL15)
 3 6X 044 N 03JUN 1*CDGDOH HK2  1720 0045 04JUN  E 6X/PI75IX
 4 6X 828 N 04JUN 2*DOHBKK HK2  0810 1905 04JUN  E 6X/PI75IX
 5 APB +33066523568922/P2
 6 APB +33066523568922/P1
 7 APE AA-DESSEE@MAIL.COM/P2
 8 APE CA-DESSEE@MAIL.COM/P2
 9 APE AA-DESSEE@MAIL.COM/P1
10 APE CA-DESSEE@MAIL.COM/P1
11 APH +33066523568923/P2
12 APH +33066523568923/P1
13 APM +330929464935/P2
14 APM +330929464935/P1
15 APN 6X/E+NTF-DESSEE@MAIL.COM/FR/P1
16 TK PAX OK24APR/DOH6X07DB//ET6X/S3-4/P1
17 TK OK24APR/DOH6X07DB//ET6X
18 SSR CHLD 6X HK1 05JUL15/P2
19 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR/P1
20 SSR DOCS 6X HK1 ///08DEC86/M//ECCDW/ECCDW/P1
21 SSR DOCS 6X HK1 ///05JUL15/M//TEST/TEST/P2
22 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM/P2
23 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM/P2
24 SSR CTCM 6X HK1 330929464935/P2
25 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM/P1
26 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM/P1
27 SSR CTCM 6X HK1 330929464935/P1
28 SSR OTHS 1A 636335582318 - FARE RULE OVERRIDES TKT DEADLINE
   IF MORE RESTRICTIVE
....
36 FA PAX 157-2114084957/ET6X/QAR0.00/24APR24/DOH6X07DB/6562088
   1/S3-4/P1
37 FA PAX 157-2114084958/ET6X/QAR0.00/24APR24/DOH6X07DB/6562088
   1/S3-4/P2
38 FHE PAX 157-2114084955/P1
39 FHE PAX 157-2114084956/P2
40 FB PAX 000000000 TTP/T3-4/ET/RT/TRP-EMLA OK ETICKET/S3-4/P1
41 FB PAX 0000000001 TTP/T3-4/ET/RT/TRP-EMLA OK ETICKET/S3-4/P2
42 FE PAX *M*QAR1300.00 NONREF - /C1-2 NON END/CHNG PENALTIES
   AS PER RULE|23272325||/S3-4/P1
43 FE PAX *M*QAR1020.00 NONREF - /C1-2 NON END/CHNG PENALTIES
   AS PER RULE|23272325||/S3-4/P2
44 FO PAX 157-2114084955DOH24APR24/65620881/157-21140849554E1
   /S3-4/P1
45 FO PAX 157-2114084956DOH24APR24/65620881/157-21140849565E1
```

```

/S3-4/P2
46 FP PAX O/CA/S3-4/P1
47 FP PAX O/CA/S3-4/P2
48 FV PAX 6X/S3-4/P1
49 FV PAX 6X/S3-4/P2
50 FZ RA23272325
51 AB NA-DESSEE/A1-ROUTE LINE 1/A2-ROUTE LINE 2/ZP-06600/
    CI-PARIS/CO-FR
52 AM /ECCDW ECCDW MR/ROUTE LINE 1/ROUTE LINE 2/PARIS//06600/FR
    /P1

```

## ORD8: Customer requests a change to an order after commencement of travel

### Use case

ORD08: Customer requests a change to an order after commencement of travel

### Description:

This use case covers a change to an order that is partially flown.

### Steps

OrderRetrieveRQ: Seller requests retrieval of selected partially flown OrderID

OrderViewRS: Airline provides the most recent version of the Order

OrderReshopRQ: Seller requests to exchange a flight change on non-flown bound

OrderReshopRS: Airline responds with different flight re-shopped offers and delete OrderItems for impacted dependent services in different OrderItem

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

OrderReshopRS: Airline responds with quoted order

OrderChangeRQ: Seller selects the quoted order

OrderViewRS: Airline responds with the creation of new OrderItem and deletion of older OrderItem, the unchanged inbound flight will be moved to the newly created OrderItem and no payment will be collected

### 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*.

Only the difference will be highlighted in this document, full flow is available in ORD08 Logs.

### OrderRetrieveRQ:

The seller requests the retrieval of the Order that contains a flown segment.

```

<Request>
  <OrderValidationFilterCriteria>
    <OrderFilterCriteria>
      <OrderID>6X1726IAMUN00</OrderID>
      <OwnerCode>6X</OwnerCode>
    </OrderFilterCriteria>
  </OrderValidationFilterCriteria>
</Request>

```

### OrderViewRS:

As a response to OrderRetrieveRQ, the seller can see in OrderViewRS that one of the segments is flown (coupon status is B)

```
<Coupon>
```

```

<BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
<CouponNumber>1</CouponNumber>
<CouponStatusCode>B</CouponStatusCode>
<CurrentCouponFlightInfoRef>
  <FlownAirlinePaxSegmentRef>
    <PaxSegmentRefID>SEG1</PaxSegmentRefID>
  </FlownAirlinePaxSegmentRef>
</CurrentCouponFlightInfoRef>
<FareBasisCode>U14SGRPO</FareBasisCode>
<SettlementAuthorizationID>172J77URCKR8P</SettlementAuthorizationID>
</Coupon>

```

## OrderReshopRQ:

The seller requests new flight offers to the Airline for the non-flown segment as described in ORD04 and will need to add in input the flown segment to retain as this cannot be exchanged.

```

<DeleteOrderItem>
  <OrderItemRefID>6X1726IAMUN00_AIR-1-2</OrderItemRefID>
  <RetainServiceID>SEG1_PAX2</RetainServiceID>
  <RetainServiceID>SEG1_PAX3</RetainServiceID>
</DeleteOrderItem>

```

## Order reflected in the Airline PSS

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

```
<OrderID>6X1726IAMUN00</OrderID>
```

```

RP/PAR6X08SR/PAR6X08SR          WS/SU 29APR24/1339Z 6IAMUN
1. UPNXG/UPNXG MR (ADT/08DEC86)  2. TEST/TEST MR (CHD/05JUL15)
3  6X 706 U 25MAY 6 SINBKK HK2    2  0710 0835 *1A/E*
4  6X 707 D 03JUL 3 BKKSIN HK2    1215 1540 *1A/E*
5  SVC 6X HK1 PENF/P1
6  SVC 6X HK1 PENF/P2
7  APB +33066523568922/P2
8  APB +33066523568922/P1
9  APE AA-DESSEE@MAIL.COM-H/P2
10 APE CA-DESSEE@MAIL.COM-B/P2
11 APE AA-DESSEE@MAIL.COM-H/P1
12 APE CA-DESSEE@MAIL.COM-B/P1
13 APH +33066523568923/P2
14 APH +33066523568923/P1
15 APM +330929464935/P2
16 APM +330929464935/P1
17 TK OK29APR/PAR6X08SR
18 TK PAX OK29APR/PAR6X08SR//ET6X/S4/P1-2
19 SSR CHLD 6X HK1 05JUL15/S3/P2
20 SSR CTCE 6X HK1 NTF./DESSEE//MAIL.COM/FR/P1
21 SSR DOCS 6X HK1 ///08DEC86/M//UPNXG/UPNXG/P1
22 SSR DOCS 6X HK1 ///05JUL15/M//TEST/TEST/P2
23 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM./H/P2
24 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM./B/P2
25 SSR CTCM 6X HK1 330929464935/P2
26 SSR CTCE 6X HK1 AA./DESSEE//MAIL.COM./H/P1
27 SSR CTCE 6X HK1 CA./DESSEE//MAIL.COM./B/P1
28 SSR CTCM 6X HK1 330929464935/P1
29 SSR CHLD 6X HK1 05JUL15/S4/P2
30 SK NDCS 6X AI-12345678/
31 SK NDCA 6X AG-IBE
32 SK NDCF 6X FLEX_STANDARD
34 SK NDOI 6X SP2F-14608471674166655295
35 SK NDCL 6X NDCLINK
36 SK NDCO 6X 6X1746IAMUN00
39 FA PAX 172-2452381417/ET6X/29APR24/PAR6X08SR/20409620/S3/P1
40 FA PAX 172-2452381418/ET6X/29APR24/PAR6X08SR/20409620/S3/P2
41 FA PAX 172-2452381647/ET6X/29APR24/PAR6X08SR/20409620/S4/P1
42 FA PAX 172-4571352030/DT6X/EUR187.00/29APR24/PAR6X08SR/20409620/S5/P1

```

```

43 FA PAX 172-2452381648/ET6X/29APR24/PAR6X08SR/20409620/S4/P2
44 FA PAX 172-4571352031/DT6X/EUR187.00/29APR24/PAR6X08SR/20409620/S6/P2
45 FB PAX 0000000000 TTP/ET/RT/TRP-EMLA/LA-FR/DOC-ETR OKETICKET/S3/P1
46 FB PAX 0000000001 TTP/ET/RT/TRP-EMLA/LA-FR/DOC-ETR OKETICKET/S3/P2
47 FB PAX 0000000000 TTP/TTM/T3/M1/RT/TRP-EMLA/DOC-ETR,EMR OKETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID AT APT/S4/P1
48 FB PAX 0000000001 TTP/TTM/T3/M1/RT/TRP-EMLA/DOC-ETR,EMR OKETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID AT APT/S5/P1
49 FB PAX 0000000000 TTP/TTM/T4/M2/RT/TRP-EMLA/DOC-ETR,EMR OKETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID AT APT/S4/P2
50 FB PAX 0000000001 TTP/TTM/T4/M2/RT/TRP-EMLA/DOC-ETR,EMR OKETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID AT APT/S6/P2
51 FE PAX *M*EUR938.00 NONREF - CHNG FEE APPLY / NON REFUND /NO SHOW FEE
APPLY|||/S4/P1ETICKET/EMD ADVISE PSGR TO BRING FOID/PICT ID AT APT/S6/P2
52 FE PAX *M*EUR704.00 NONREF - CHNG FEE APPLY / NON REFUND /NO SHOW FEE APPLY/S4/P2
53 FO PAX 172-2452381417PAR29APR24/20409620/172-24523814173E2/S4/P1
54 FO PAX 172-2452381418PAR29APR24/20409620/172-24523814184E2/S4/P2
55 FP PAX O/CA+/CASH/EUR56.00/S4/P1
56 FP PAX O/CA+/CASH/EUR42.00/S4/P2
57 FV PAX *F*6X/S4/P1
58 FV PAX *F*6X/S4/P2
59 FZ RA12345678
60 AB NA-DESSEE/A1-ROUTE LINE 1/A2-ROUTE LINE 2/ZP-06600/CI-PARIS/ST-FRA/CO-FR
61 AM UPNXG UPNXG MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR/P1R

```

## ORD9: Customer requests to revert a change within a cooling off period.

### Use case

ORD9 - Customer requests to revert a change within a cooling off period.

### Description:

This use case illustrates the voluntary cancellation of an Order within the cooling off period. As a result, the airline allows cancellation of the Order without any financial penalty.

### Steps

#### NDC flow & description:

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 valid within the cooling off period

OrderChangeRQ: Seller accepts the cancellation Offer

OrderViewRS: Airline returns the updated Order showing cancelled Service(s) and OrderItem(s)

### Analysis

All shared information such as DistributionChainLink can be retrieved in “AmadeusAlteaNDC\_Shared21.3” Implementation Guide.

An Order containing 1 segment and 1 service for 1 passenger has been previously created and paid. Seller is requesting a cancellation of the Order within the “VOID window.”

#### 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.*

XML extract can be found in SHP1 use case & SHP5 logs

#### OrderViewRS:

The airline provides the most recent version of the Order

The OrderViewRS contains the following information such as:

- **OrderID** that has been retrieved: <ns2:OrderID>6X1725OF8CP00</ns2:OrderID> and some information related to it such as the price
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & SHP5 logs

## OrderReshopRQ:

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

```
<Request>
  <OrderRefID>6X1725OF8CP00</OrderRefID>
  <UpdateOrder>
    <CancelOrderRef>
      <OrderRefID>6X1725OF8CP00</OrderRefID>
    </CancelOrderRef>
  </UpdateOrder>
</Request>
```

## OrderReshopRS:

The Airline responds if Order is eligible for void.

```
<ReshopOffers>
  <Offer>
    <DeleteOrderItem>
      <ExistingOrderItem>
        <OrderItemRefID>6X1725OF8CP00_AIR-1</OrderItemRefID>
      </ExistingOrderItem>
      <OfferItemID>6X1725OF8CP00-VOID-1</OfferItemID>
    </DeleteOrderItem>
    <Desc>
      <DescText>VOID</DescText>
    </Desc>
    <OfferID>6X1725OF8CP00-VOID</OfferID>
    <OwnerCode>6X</OwnerCode>
  </Offer>
</ReshopOffers>
```

## OrderChangeRQ:

The Seller selects the offer to be voided using "AcceptCancelledOffer" node

```
<ChangeOrderChoice>
  <AcceptCancelledOffer>
    <OfferID>6X1725OF8CP00-VOID</OfferID>
    <OwnerCode>6X</OwnerCode>
  </AcceptCancelledOffer>
</ChangeOrderChoice>
```

## OrderViewRS:

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

- **OrderItem** has been cancelled.

```
<Order>
  <OrderID>6X1725OF8CP00</OrderID>
  <OrderItem>
    <OrderItemID>6X1725OF8CP00_AIR-1-2</OrderItemID>
    <OwnerCode>6X</OwnerCode>
  </OrderItem>
  [...]
  <StatusCode>CANCELLED</StatusCode>
</Order>
```

```
<OwnerCode>6X</OwnerCode>
<StatusCode>CLOSED</StatusCode>
</Order>
```

- *Ticket* has been voided.

```
<Ticket>
  <Coupon>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>V</CouponStatusCode>
    <FareBasisCode>D16SGRA1P</FareBasisCode>
    <SettlementAuthorizationID>172J5G1SHNVJ8</SettlementAuthorizationID>
  </Coupon>
  <Coupon>
    <CouponNumber>2</CouponNumber>
    <CouponStatusCode>V</CouponStatusCode>
    <FareBasisCode>D16SGRA1P</FareBasisCode>
    <SettlementAuthorizationID>172J5G1SHNVJ8</SettlementAuthorizationID>
  </Coupon>
  <ReportingTypeCode>Airline</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722452365412</TicketNumber>
</Ticket>
```

An error will be display if the seller is trying to retrieve the Order

```
<Error>
  <Code>911</ns2:Code>
  <DescText>RESERVATION PREVIOUSLY CANCELLED</ns2:DescText>
  <LangCode>EN</ns2:LangCode>
  <TypeCode>E</ns2:TypeCode>
</Error>
```

## Order reflected in the Airline PSS

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

```
<OrderID>6X1725OF8CP00</OrderID>
```

```
RP/PAR6X086X/PAR6X086X          WS/SU 24APR24/1254Z 50F8CP
 1. DLHGS/DLHGS MR (ADT/08DEC86)  2. TEST/TEST MR (CHD/05JUL15)
 3 APB +33066523568922/P2
 4 APB +33066523568922/P1
 5 APE AA-DESSEE@MAIL.COM-H/P2
 6 APE CA-DESSEE@MAIL.COM-B/P2
 7 APE AA-DESSEE@MAIL.COM-H/P1
 8 APE CA-DESSEE@MAIL.COM-B/P1
 9 APH +33066523568923/P2
10 APH +33066523568923/P1
11 APM +330929464935/P2
12 APM +330929464935/P1
13 TK OK24APR/PAR6X086X
14 FHE PAX 172-2452365413/P2
15 FHE PAX 172-2452365412/P1
16 FZ RA20499183
17 AB NA-DESSEE/A1-ROUTE LINE 1/A2-ROUTE LINE 2/ZP-06600/
   CI-PARIS/ST-FRA/CO-FR/P1
18 AM DLHGS DLHGS MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR/
   P1
```

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

### 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.

### 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.

### 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

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

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

## Order reflected in the Airline PSS

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

<OrderID>**6X1725OIOF500**</OrderID>

Ancillary was not carried over to the new flight:

```

RP/PAR6X086X/PAR6X086X          WS/SU 10JUL23/0616Z  5OIOF5
PAR6X086X/9999WS/26APR24
1.WAYNE/BRUCE MR (ADT/08DEC86)
2  6X 708 D 03JUN 1 SINBKK HK1      2  0930 1100  *1A/E*
3  6X 713 D 03JUL 3 BKKSIN HK1      2010 2330  *1A/E*
4 SVC 6X HK1 PENF
5 APE ACCEPT@AMADEUS.COM
6 APM +33066523568923
7 TK OK24APR/PAR6X086X//ET6X
8 SSR DOCS 6X HK1 ///08DEC86/M//WAYNE/BRUCE
9 SSR CTCE 6X HK1 ACCEPT//AMADEUS.COM
10 SSR CTCM 6X HK1 33066523568923
11 SK NDCS 6X IN-12345678/
12 SK NDCA 6X AG-1A
13 SK NDCF 6X FLEX STANDARD
15 SK NDOI 6X AMA2-4846658159761231614
16 SK NDCD 6X NDCDIRECT
17 SK NDCO 6X 6X1725OIOF500
19 FA PAX 172-2452365496/ET6X/24APR24/PAR6X086X/20409616/S2-3
20 FA PAX 172-4571348700/DT6X/EUR90.00/24APR24/PAR6X086X/204096
21 FHD PAX 172-4571348697
22 FHE PAX 172-2452365481
23 FB PAX 0000000000 TTP/TTM/T2/M2/RT/TRP-EMLA/DOC-ETR,EMR OKETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID AT APT/S2-3
24 FB PAX 0000000001 TTP/TTM/T2/M2/RT/TRP-EMLA/DOC-ETR,EMR OKETICKET/EMD ADVISE PSGR TO
BRING FOID/PICT ID AT APT/S4
25 FE PAX CHNG FEE APPLY / NON REFUND /NO SHOW FEE APPLYS2-3
26 FO PAX 172-2452365481PAR24APR24/20409616/172-24523654816E1/S2-3
27 FP PAX O/CA+/CASH/EUR169.19/S2-3
29 FV PAX *F*6X/S2-3
30 FZ RA12345678
  
```

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

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

### 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.

### 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



## 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.*

XML extract can be found in SHP1 use case & SHP5 logs

## OrderViewRS:

The airline provides the most recent version of the Order

The OrderViewRS contains the following information such as:

- **OrderID** that has been retrieved: <OrderID>6X1726IV6KI00</OrderID> and some information related to it such as the price
- **TicketDocInfo** with ticketing information such as ticket number, coupon status....
- **PaymentFunctions** with form of payment used and the amount paid.

XML extract can be found in SHP1 use case & SHP5 logs

## OrderReshopRQ:

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

```
<Request>
  <OrderRefID>6X1726IV6KI00</OrderRefID>
  <UpdateOrder>
    <CancelOrderRef>
      <OrderRefID>6X1726IV6KI00</OrderRefID>
    </CancelOrderRef>
  </UpdateOrder>
</Request>
```

## OrderReshopRS:

The Airline responds if Order is eligible for refund with penalty fee amount if any and the refunded amount “DueByAirlineAmount” if applicable as part of ReshopResults/ReshopOffers

```
<Offer>
  <DeleteOrderItem>
    <ExistingOrderItem>
      <OrderItemRefID>6X1726IV6KI00_AIR-1</OrderItemRefID>
    </ExistingOrderItem>
    <OfferItemID>6X1726IV6KI00-REFUND-1</OfferItemID>
    <PriceDifferential>
      <DifferentialTypeCode>Refund</DifferentialTypeCode>
      <DiffPrice>
        <FareDetail>
          <PaxRefID>PAX2</PaxRefID>
          <PenaltyRefID>PEN1</PenaltyRefID>
          <Price>
            <DueByAirlineAmount CurCode="EUR">66.16</DueByAirlineAmount>
          </Price>
        </FareDetail>
        <FareDetail>
          <PaxRefID>PAX3</PaxRefID>
          <PenaltyRefID>PEN2</PenaltyRefID>
```

```

                <Price>
                    <DueByAirlineAmount CurCode="EUR">66.16</DueByAirlineAmount>
                </Price>
            </FareDetail>
        </DiffPrice>
    [... ]
    </PriceDifferential>
</DeleteOrderItem>
<Desc>
    <DescText>REFUND</DescText>
</Desc>
<OfferID>6X1726IV6KI00-REFUND</OfferID>
<OwnerCode>6X</OwnerCode>
</Offer>

```

## OrderChangeRQ:

The Seller selects the offer to be refunded using "AcceptCancelledOffer" node

```

<Request>
    <ChangeOrderChoice>
        <AcceptCancelledOffer>
            <OfferID>6X1726IV6KI00-REFUND-1</OfferID>
            <OwnerCode>6X</OwnerCode>
        </AcceptCancelledOffer>
    </ChangeOrderChoice>
</Order>
    <OrderID>6X1726IV6KI00</OrderID>
    <OwnerCode>6X</OwnerCode>
</Order>
</Request>

```

## OrderViewRS:

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

- *OrderItem* has been cancelled.

```

<Order>
    <OrderID>6X1726IV6KI00</OrderID>
    <OrderItem>
        <OrderItemID>6X1726IV6KI00_AIR-1-2</OrderItemID>
        <OwnerCode>6X</OwnerCode>
        <Service>
            <OrderServiceAssociation>
                <PaxSegmentRef>
                    <PaxSegmentRefID>SEG1</PaxSegmentRefID>
                </PaxSegmentRef>
            </OrderServiceAssociation>
            <PaxRefID>PAX2</PaxRefID>
            <ServiceID>SEG1_PAX2</ServiceID>
        </Service>
        <Service>
            <OrderServiceAssociation>
                <PaxSegmentRef>
                    <PaxSegmentRefID>SEG1</PaxSegmentRefID>
                </PaxSegmentRef>
            </OrderServiceAssociation>
            <PaxRefID>PAX3</PaxRefID>
            <ServiceID>SEG1_PAX3</ServiceID>
        </Service>
        <Service>
            <OrderServiceAssociation>
                <PaxSegmentRef>
                    <PaxSegmentRefID>SEG2</PaxSegmentRefID>
                </PaxSegmentRef>
            </OrderServiceAssociation>

```

```

    <PaxRefID>PAX2</PaxRefID>
    <ServiceID>SEG2_PAX2</ServiceID>
  </Service>
  <Service>
    <OrderServiceAssociation>
      <PaxSegmentRef>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </PaxSegmentRef>
    </OrderServiceAssociation>
    <PaxRefID>PAX3</PaxRefID>
    <ServiceID>SEG2_PAX3</ServiceID>
  </Service>
  <StatusCode>CANCELLED</StatusCode>
</OrderItem>
<OwnerCode>6X</OwnerCode>
<StatusCode>CLOSED</StatusCode>
</Order>

```

- *Ticket* has been refunded.

```

<Ticket>
  <Coupon>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>RF</CouponStatusCode>
    <FareBasisCode>D16SIXXFO</FareBasisCode>
    <SettlementAuthorizationID>172PKK6GFJ5CE</SettlementAuthorizationID>
  </Coupon>
  <Coupon>
    <CouponNumber>2</CouponNumber>
    <CouponStatusCode>RF</CouponStatusCode>
    <FareBasisCode>D16SIXXFO</FareBasisCode>
    <SettlementAuthorizationID>172PKK6GFJ5CE</SettlementAuthorizationID>
  </Coupon>
  <ReportingTypeCode>BSP</ReportingTypeCode>
  <TicketDocTypeCode>T</TicketDocTypeCode>
  <TicketNumber>1722452381902</TicketNumber>
</Ticket>

```

An error will be display if the seller is trying to retrieve the Order.

```

<Error>
  <Code>911</Code>
  <DescText>RESERVATION PREVIOUSLY CANCELLED</DescText>
  <LangCode>EN</LangCode>
  <TypeCode>E</TypeCode>
</Error>

```

## Order reflected in the Airline PSS

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

```
<OrderID>6X1726IV6KI00</OrderID>
```

```

RP/PAR6X08SR/PAR6X08SR          WS/SU  3MAY24/0659Z  6IV6KI
1.MOTWC/MOTWC MR (ADT/08DEC86)  2.TEST/TEST MR (CHD/05JUL15)
3 APB +33066523568922/P2
4 APB +33066523568922/P1
5 APE AA-DESSEE@MAIL.COM-H/P2
6 APE CA-DESSEE@MAIL.COM-B/P2
7 APE AA-DESSEE@MAIL.COM-H/P1
8 APE CA-DESSEE@MAIL.COM-B/P1
9 APH +33066523568923/P2
10 APH +33066523568923/P1
11 APM +330929464935/P2
12 APM +330929464935/P1
13 TK OK03MAY/PAR6X08SR
14 SK NDCS 6X AI-12345678/
15 SK NDCA 6X AG-IBE

```

16 SK NDCF 6X FLEX\_STANDARD  
17 SK REFE 6X 12345678/IBE  
18 SK NDOI 6X SP1F-18387711569823956725  
19 SK NDCL 6X NDCLINK  
20 SK NDCO 6X 6X1726IV6KI00  
21 FHE PAX 172-2452381902/P1  
22 FHE PAX 172-2452381903/P2  
23 FZ RA12345678  
24 AB NA-DESSEE/A1-ROUTE LINE 1/A2-ROUTE LINE 2/ZP-06600/CI-PARIS/ST-FRA/CO-FR/P1  
25 AM MOTWC MOTWC MR/ROUTE LINE 1/ROUTE LINE 2/PARIS/06600//FR/P1