

New Reason Codes (6, 9, 11, 13, 18, 19, 20) in OrderChangeNotif (v18.1)

Description

New reason codes will notify partners/sellers that an ancillary or flight status has changed (6), passenger's name has been modified (9), passenger's contact details have been updated (11), ancillary has been deleted (13) or added (18), loyalty details have been updated (19), and identity document information has been updated (20).

Previously, in Altea NDC code 9 was used for many SSR update scenarios due to no other suitable codes being available at that time. **With this change, code 9 will be redefined to only mean passenger's name modification**, and other use cases will have their own codes.

Process

- OrderCreateRQ: order is created.
- Airline, agent, or customer updates the order in one of the following ways:
 - o Service (flight, ancillary, seat) status update (confirmed, requested, waitlisted, cancelled)
 - o Passenger name modification (first or last name, PTC, date of birth)
 - o Passenger contact details update (CTCM, CTCE, CTRC)
 - o Ancillary deletion (service or seat)
 - o Ancillary addition (service or seat)
 - o Passenger loyalty details update (FQTV)
 - o Passenger identity document update (DOCA, DOCO, DOCS)
- OrderChangeNotifRQ code sent respectively:
 - o 6 – Service status changed
 - o 9 – Passenger name modified
 - o 11 – Passenger contact details updated
 - o 13 – OrderItem cancelled
 - o 18 – OrderItem added
 - o 19 – Frequent flyer information updated
 - o 20 – Identity document details updated

Illustration

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| OrderChangeNotifRQ | <pre><Amendments> <Amendment> <ActionType Context="9"/> </Amendment> </Amendments></pre> |
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