

Adding agency contact info

Description

It is now possible to add an identifier at the OrderCreateRQ step to create an APA element to the PNR. This allows to clearly differentiate agent contact details and prevents them from being mixed with the passenger's contacts. In 21.3, it is also possible to add or delete travel agency contacts in servicing.

Process

- OrderCreateRQ v18.1: agency contact info added under /ContactInfoList/ContactInfo including LabelText field with "Agency".
- OrderCreateRQ v21.3: agency contact info added under /DistributionChainLnk/ContactInfo.
- OrderChangeRQ v21.3: agency contact info added under /DistributionChainLnk/ContactInfo.
 - o To delete agency contact info, ContactInfo must be sent empty as <ContactInfo/>.

Limitation

- In v18.1, APA element is not returned in OrderViewRS and cannot be modified/deleted in NDC.

Illustration

OrderCreateRQ (18.1)	<pre><DataLists> <ContactInfoList> <ContactInfo> <ContactTypeText>Standard</ContactTypeText> <IndividualRefID>PAX1</IndividualRefID> <Phone> <LabelText>Agency</LabelText> <PhoneNumber>14531453</PhoneNumber> </Phone> <EmailAddress> <LabelText>Agency</LabelText> <EmailAddressText>agency@agency.com</EmailAddressText> </EmailAddress> </ContactInfo> </ContactInfoList> </DataLists></pre>
----------------------	--



OrderCreateRQ & OrderChangeRQ (21.3)	<pre><DistributionChain> <DistributionChainLink> <ContactInfo> <ContactInfoID>CTCA</ContactInfoID> <EmailAddress> <EmailAddressText>agency@agency.com</EmailAddressText> </EmailAddress> <Phone> <CountryDialingCode>7</CountryDialingCode> <PhoneNumber>14531453</PhoneNumber> </Phone> </ContactInfo> <Ordinal>1</Ordinal> <OrgRole>Seller</OrgRole> <ParticipatingOrg> <OrgID>12041204</OrgID> </ParticipatingOrg></pre>
--	--