

Order update

Description

This feature allows to add or delete passenger contacts, loyalty card and identity documents (APIS) in a servicing flow.

Limitations

- **Version 21.3 only.**
- Modifying currently not possible – only adding or deleting.
- Loyalty information can only be added (not deleted).
- Only one passenger can be updated at a time.
- No mixing of addition and deletion in the same query.

Process

- OrderChangeRQ:
 - o The request must contain /ChangeOrderChoice/UpdatePax field (see example) to identify addition or deletion.
 - **“New”** in case of addition.
 - **“Current”** in case of deletion.
 - o Mark the information to be added or deleted in the same way as it's done in OrderCreateRQ:
 - To add or delete passenger contacts (phone, email, mailing and billing addresses, goods and services tax) add the information under ContactInfoList.
 - To add loyalty (FQTV) information add the information under LoyaltyProgramAccount.
 - To add or delete passport/visa add the information under /Pax/IdentityDoc.
 - To add or delete redress case add the information under /Pax/RedressCase.
 - o It's possible to add all or delete all of the above information at once or one at a time.
- Troubleshooting:
 - o When deleting and the information provided in the query doesn't match the order, an error is returned: "INVALID INPUT DATA". Check information correctness.
 - o When deleting, at least one contact element must remain in the order, otherwise an error is returned: "ERROR AT END OF TRANSACTION TIME: NEED TELEPHONE, TICKET RECONCILIATION NEEDED".



Illustration

OrderChangeRQ (addition)	<pre><Request> <ChangeOrderChoice> <UpdatePax> <New> <PaxRefID>PAX1</PaxRefID> </New> </UpdatePax> </ChangeOrderChoice></pre>
OrderChangeRQ (deletion)	<pre><Request> <ChangeOrderChoice> <UpdatePax> <Current> <PaxRefID>PAX1</PaxRefID> </Current> </UpdatePax> </ChangeOrderChoice></pre>
OrderChangeRQ (contacts, identity docs, loyalty, redress)	<pre><DataLists> <ContactInfoList> <ContactInfo> <ContactInfoID>CTC1</ContactInfoID> <ContactPurposeText>NTF</ContactPurposeText> <EmailAddress> <EmailAddressText>test@finnair.com</EmailAddressText> </EmailAddress> <IndividualRefID>PAX1</IndividualRefID> <Phone> <ContactTypeText>Mobile</ContactTypeText> <CountryDialingCode>33</CountryDialingCode> <PhoneNumber>222222222</PhoneNumber> </Phone> </ContactInfo> </ContactInfoList> <PaxList> <Pax> <IdentityDoc> <IdentityDocID>0123456789</IdentityDocID> <IdentityDocTypeCode>PT</IdentityDocTypeCode> <Surname>Romanus</Surname> </IdentityDoc></pre>



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