

SellerFollowUpAction

Description

SellerFollowUpAction allows travel sellers to identify the required next action for disrupted orders after an airline-initiated re-accommodation. The OrderViewRS response displays the available action under the affected OrderItem. Once the required action is completed, the SellerFollowUpAction is removed from subsequent responses.

In scope

- Version 21.3 only
- Possible SellerFollowUpAction action codes: Accept, Reshop, and Contact Airline.

Limitations

- In case of Refund, agent must apply via BSP Link
- SellerFollowUpAction is returned only while seller intervention is required and is removed once the action is completed.

Process

- OrderRetrieveRQ / OrderViewRS: Retrieve the disrupted order and identify the SellerFollowUpAction element under the impacted OrderItem.
- The seller may be offered the following action codes.
 - o Accept
 - o Reshop
 - o ContactAirline.
- OrderReshopRQ: In case of involuntary exchange, perform the OrderReshop followed by OrderQuote & OrderChange
- OrderChangeRQ: In case of acceptance, accept the proposed travel solution through OrderChange

Please refer to the disruption handling release notes ([Disruption handling](#)) for detailed process of accept and exchange

Illustration

OrderViewRS 21.3

OrderViewRS 21.3 - Accept	<IATA_OrderViewRS> <Response> <Order> <OrderItem> <SellerFollowUpAction> <ActionCode>Accept</ActionCode> <ActionInd>True</ActionInd> </SellerFollowUpAction> </OrderItem> </Order> </Response> </IATA_OrderViewRS>
OrderViewRS 21.3 - Accept & Reshop	<IATA_OrderViewRS> <Response>



	<pre><Order> <OrderItem> <SellerFollowUpAction> <ActionCode>Accept</ActionCode> <ActionCode>Reshop</ActionCode> <ActionInd>True</ActionInd> </SellerFollowUpAction> </OrderItem> </Order> </Response> </IATA_OrderViewRS></pre>
OrderViewRS 21.3 - ContactAirline	<pre><IATA_OrderViewRS> <Response> <Order> <OrderItem> <SellerFollowUpAction> <ActionCode>ContactAirline</ActionCode> <ActionInd>True</ActionInd> </SellerFollowUpAction> </OrderItem> </Order> </Response> </IATA_OrderViewRS></pre>