

Reuse open document

Description

Seller can cancel an Order with the possibility of holding the value of a fully or partially opened e-ticket and reuse this value later.

In scope

- Version 21.3 only
- Paid Orders only
- Fully or partially unused e-tickets
- Only Orders cancelled in NDC
- Feature available only for tickets with eligible fare (e.g. Classic fare type).

Limitations

- Document need to be retained and reused as per original fare rules (no show restriction cannot be overridden)
- Refund for retained documents can be applied only via BSP.
- Retained document must be reissued within the original ticket validity.
- In case agent decides to apply for refund, it must be done so within original ticket validity.

Flow 1 - cancel flight OrderItem(s) and hold the value of an open e-ticket

- OrderRetrieveRQ – retrieve paid Order
- OrderReshopRQ – request cancellation of the full Order
- OrderReshopRS – if eligible, response includes details of reusable Offers and a warning that penalties might apply.
 - o Eligibility criteria to get a reuse value Offer:

Fare conditions	Offer(s) returned
Void	Only void Offer is returned
Exchangeable/non-refundable	Only reuse value Offer is returned
Exchangeable/refundable	Only refund Offer is returned
Non-exchangeable/non-refundable	No Offer proposed. Order will be cancelled without refund nor reuse value offers (only tax refund where applicable).
Non-exchangeable/refundable	Only refund offer is returned

- OrderChangeRQ – select reuse value Offer
- OrderViewRS – Order updated showing cancelled OrderItems/services and reusable open e-ticket. Order validity is extended by 3 months after the departure of the last active flight in itinerary.

Flow 2 - retrieve an Order containing an open e-ticket

- OrderRetrieveRQ – retrieve Order with open e-ticket

- OrderViewRS:
 - o Fare conditions (mini rules) returned
 - o Total amount returned is the original value of the open e-ticket (OrderReshop followed by OrderQuote must be done in order to find out the fare differential/ADC if applicable towards exchange).

Flow 3 - reuse the value of an open e-ticket within the same Order

- OrderRetrieveRQ – retrieve Order with open e-ticket
- OrderReshopRQ – standard search for new itinerary
- OrderReshopRS - returns the new offers
- OrderQuoteRQ – request pricing of new itinerary
- OrderReshopRS – Offer priced including price differentials, penalties, fees, taxes, etc.
- OrderChangeRQ (needed only for flights to/from US)- To add SSR DOCS information for all passengers
- OrderViewRS- Confirms the SSR DOCS information update.
- OrderChangeRQ – confirm the selected Offer & issue the tickets.
- OrderViewRS – returns the new tickets and itinerary details.

Illustration

OrderReshopRS – holding the value after cancellation request	<pre> <IATA_OrderReshopRS> <Response> <DataLists> <...> </DataLists> <Order> <OrderID>AY1236G4KRT00</OrderID> <OwnerCode>AY</OwnerCode> </Order> <ReshopResults> <ReshopOffers> <Offer> <DeleteOrderItem> <ExistingOrderItem> <OrderItemRefID>AY1236G4KRT00_AIR-1</OrderItemRefID> </ExistingOrderItem> <OfferItemID>AY1236G4KRT00-REFUND-1</OfferItemID> <PriceDifferential> <DifferentialTypeCode>Refund</DifferentialTypeCode> <DiffPrice> <...> </DiffPrice> <NewPrice> <...> </NewPrice> <OldPrice> <...> </OldPrice> </PriceDifferential> </DeleteOrderItem> <Desc> <DescText>REFUND</DescText> </Desc> <OfferID>AY1236G4KRT00-REFUND</OfferID> <OwnerCode>AY</OwnerCode> </Offer> </ReshopOffers> </ReshopResults> </Response> </IATA_OrderReshopRS> </pre>
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OrderChangeRQ – select of confirm reuse value Offer	<pre> <IATA_OrderChangeRQ> <DistributionChain> <...> </DistributionChain> <PayloadAttributes> <VersionNumber>21.3</VersionNumber> </PayloadAttributes> <POS> <Country> <CountryCode>AY</CountryCode> </Country> </POS> <Request> <ChangeOrderChoice> <AcceptCancelledOffer> <OfferID>AY1236G4KRT00-REUSE_VALUE-1</OfferID> <OwnerCode>AY</OwnerCode> </AcceptCancelledOffer> </ChangeOrderChoice> <Order> <OrderID>AY1236G4KRT00</OrderID> <OwnerCode>AY</OwnerCode> </Order> </Request> </IATA_OrderChangeRQ> </pre>