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## Introduction

### Welcome to the Enhanced and Simplified Distribution Guide

This website holds information and best practices to aid with implementations of Enhanced and Simplified Distribution. This site is managed by the Offer and Order Standard Setting Groups.

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## New Distribution Capability

New Distribution Capability (“NDC”) is a standard for the transmission of data between different actors in the air travel value chain. It is not an industry portal nor a commercial service but a data exchange standard providing basic definitions, structures and formats for the transmission of data, allowing a range of possibilities for the enhancement of the air travel shopping experience.

Nothing in the standard itself (based on IATA Passenger Services Conference Resolution 787) is specific to the uses to which the standard is put in practice. Accordingly, the NDC standard itself cannot be measured against data protection legislation. Rather the actual collection and use of data by relevant actors (for example, airlines, travel agents, TMCs, metasearch companies, GDSs and other technology companies) is the matter which must be evaluated, regardless of whether the NDC standard or another data exchange format is used. In other words, it is the responsibility of each NDC user to ensure that compliance with data protection legislation, including the GDPR, is achieved.

IATA has however developed privacy guidance, which forms a part of its NDC implementation guide. Because NDC is a standard, and flexible in its application, it is possible for airlines and other NDC users to achieve compliance with local data protection legislation in a number of ways. IATA does not prescribe one approach over another. Such a matter is for individual NDC users to make independent decisions on, after taking appropriate legal advice.

## ONE Order

ONE Order is an IATA standard under Passenger Services Conference Resolution 797. ONE Order aims to modernise the order management process in the airline industry. It achieves this by overcoming the inefficiencies and unnecessary cost associated by having three separate records (the Passenger Name Record or PNR; e-ticket and EMD, a standard for electronically documenting ancillary revenue). ONE Order will replace these three existing records by providing the technical standards upon which a single customer order record can be created and utilised. As with NDC, ONE Order is not an industry portal nor a commercial service. This means that individual airlines and others can implement the standard in a number of ways so as to ensure compliance with data protection legislation.

Because ONE Order is a standard, and flexible in its application, it is possible for airlines and other ONE Order users to achieve compliance with local data protection legislation in a number of ways. IATA does not intend to prescribe one approach over another. Such a matter will be for individual ONE Order users to make independent decisions on, after taking appropriate legal advice.

## Introduction

This guide will refer to various terms such as 'Seller' or 'ORA' which have a common understanding within the Industry. This section will define what these terms mean.

## Definitions

### Distribution

Term	Definition	Source
Enhanced Distribution	Refers to the messages and standard relating to Resolution 787. Commonly referred to as 'NDC'	Resolution 787
Simplified Distribution	Refers to the messages and standard relating to Resolution 797. Commonly referred to as 'ONE Order'	Resolution 797

### Parties

Term	Definition	Source
<b>Airline</b>	An enterprise operating aircrafts for commercial purposes which (i) performs scheduled or non-scheduled air transport Services, or both, which are available to the public for carriage of passengers, mail and/or cargo and (ii) is certified for such purposes by the civil aviation authority of the state in which it is established	AIMD Glossary
<b>Travel Agency</b>	A private retailer or public Service individual that provides travel and tourism related Services to the public on behalf of suppliers such as activities, Airlines, car rentals, cruise lines, hotels, railways, travel insurance, and package tours	AIMD Glossary
<b>Aggregator</b>	An entity who distributes a Seller's shopping request to multiple Airlines and aggregates subsequent responses	AIMD Glossary
<b>Airline</b>	Within the context of Enhanced and Simplified Distribution (ESD); the Airline's role will be to respond to requests for Offers and to manage Orders. This Order Management role extends to include processing payments, issuing accountable documents or Orders, and where it comes to Order servicing, they will also be responsible for handling this from re-shopping for an Offer, through to applying any changes to the Order, processing further payments or refunds, and modifying accountable documents. To make the necessary distinction between the different roles Airlines can play in interline transactions the Airline role can be further subdivided	
<b>The Offer Responsible Airline (ORA)</b>	The Offer Responsible Airline (ORA) is a role played by an Airline in an interline scenario whereby the Airline requests products from other Airlines (POA) to supplement its Offer back to the Seller	
<b>The Participating Offer Airline (POA)</b>	The Participating Offer Airline (POA) is an Airline that receives a request from an ORA to supply products to the Seller within the ORA's Offer	
<b>Aggregator</b>	An Aggregator proxies requests for Offers from Sellers to Airlines (or ORAs) and consolidates the Airline responses and transmits them back to the Seller. The Aggregator cannot alter the Offers it receives from the Airlines but may, as a secondary role, pass Order Management messages between Seller and Airline	
<b>Seller</b>	An organisation that interacts within supply chain to deliver Offers and Orders to the Customer, such as a Travel Agent	
<b>Customer</b>	A person or organisation that is purchasing products or Services from the downstream parties	
<b>Delivery Provider (DP)</b>	The entity responsible for delivery of a good or Service	
<b>LCC</b>	Low-cost carrier	

### Offer

A proposal to sell a specific set of products or Services under specific conditions, for a certain price.

### Service

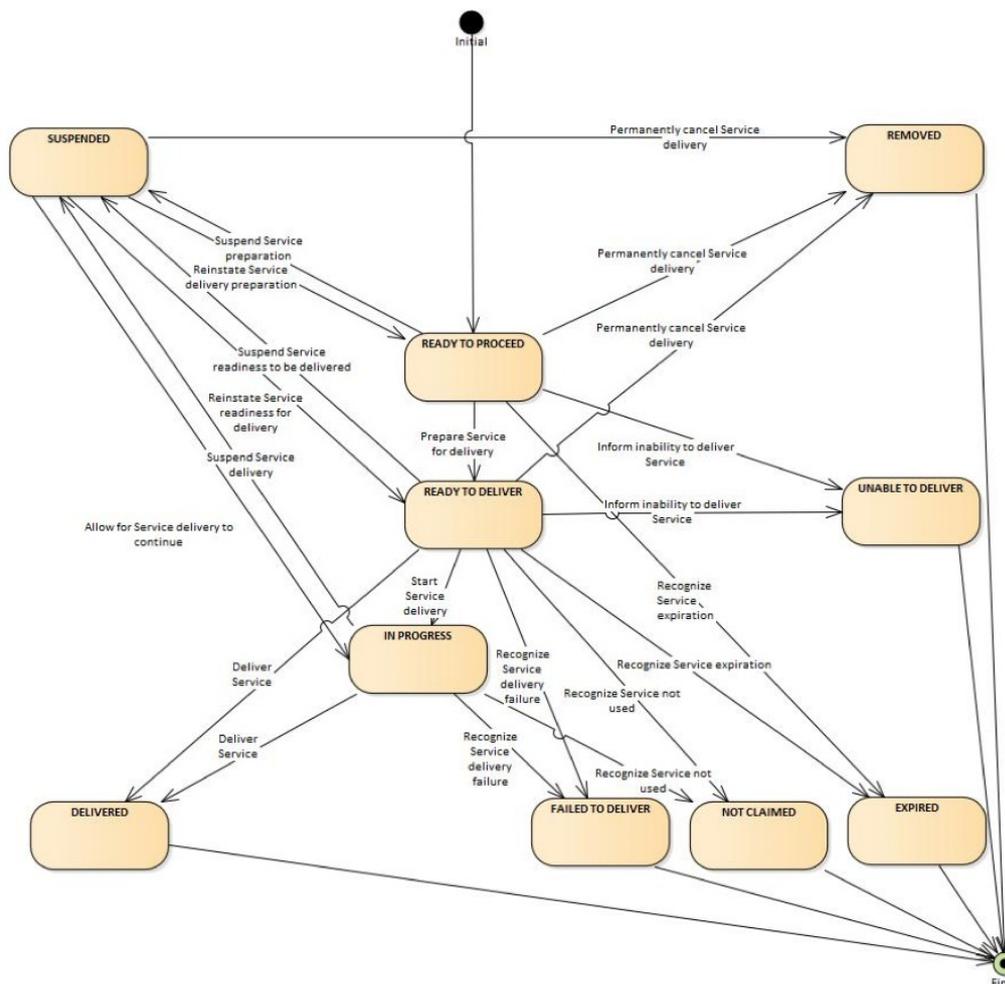
The individual instance of a specific flight or Service Definition as it has been offered to (and eventually Ordered and consumed by) a specific Customer in the context of a specific Offer and/or Order.

A Service has the following possible delivery status:

Business State	Description
READY TO PROCEED	OM is in a position to allow a DP to prepare the Service. Customer is entitled to receive the Service. This is typically a trigger for ORA to begin accounting process
READY TO DELIVER	Provider is in a position to start delivery of the Service
IN PROGRESS	The DP is in the process of delivering the Service. There is a universal concept that the "In progress" status may block any further financial transactions; e.g. refund
DELIVERED	Service has been successfully delivered
FAILED TO DELIVER	Service could not be delivered due to Airline's or provider limitations

SUSPENDED	Delivery of the Service is suspended as a result of an Airline decision. Can only revert back to the previous status. Exception is that Suspended may go to Removed. This status may be used in case of fraud detection
REMOVED	Service was deleted
NOT CLAIMED	The Service has not been claimed by the Passenger for reasons as a result of Passenger action or inaction. e.g. Passenger no-show, etc
EXPIRED	Service is no longer available for delivery. Service purchased with an associated time limit for consumption and Service was never claimed. Service having been at least Confirmed is no longer available as the Customer did not claim the Service within a specific time period, as dictated by the Airline
UNABLE TO DELIVER	It is not possible for the DP to deliver a Service. This could be for reasons of availability, legal or regulatory constraint

The following state transitions are possible during the lifecycle of a Service:



## Order

A uniquely identified record of the agreement of one party with another to receive products and Services under specified terms and conditions. Order supports the sale of a flexible range of Airline products and Services that are not necessarily Journey based (e.g. subscription Services).

A 'PNR', 'super PNR' and 'ticket' are all today's versions of Airline implementations of aspects of an Order. An Order will contain one or more Order Items each with an identifier that is unique within an Airline's Order Management system.

An Order may support non-homogeneity, i.e. each passenger in an Order may hold different sets of order items at different prices.

## Other

Please refer to the AIMD Glossary for a more detailed list of Terms and Recommended Practice 1008.

## Data Definitions

Term	Definition
Airline URI	Airline's Uniform Resource Identifier

SellerFollowUpIndicator	<p>These are the actions required by the Seller upon receiving the SellerFollowUpIndicator. This element is enumerated with the following:</p> <ul style="list-style-type: none"> <li>Accept</li> <li>Reshop</li> <li>Cancel</li> <li>Call Airline</li> </ul> <p>Presence of this indicator tells the Seller that the Order has been changed involuntarily by the Airline (ORA).</p>
ActionTimeLimit	Presence of this element tells the Seller that the Order will be auto-accepted or cancelled at the defined time.
ConsequenceOfInaction	Presence of this element tells the Seller that the Order will be auto-accepted or cancelled once the ActionTimeLimit's defined time is expired.
REA	Reason for change indicator
	The values for the ReasonCode field used in this document are for illustration purposes.
	The final list of new REA codeset values will be proposed once the analysis on the involuntary and voluntary changes use-cases is completed.
ChangeTypeCode	Type of change indicator.
	The values for the ChangeTypeCode field used in this document are for illustration purposes.
	The final list of new codeset values will be proposed once the analysis on the involuntary and voluntary changes use-cases is completed.
Fare Waiver	Defined element that can be used to in reshop scenarios after a schedule change has occurred.

## Overview

This guide details how to use the technical messages under Enhanced Distribution and Simplified Distribution.

Enhanced Distribution (NDC) messages cover the shopping, ordering and managing of Offers and Orders (with or without tickets).

Simplified Distribution (ONE Order) messages cover Orders without tickets, servicing, accounting and delivery.

## Scope

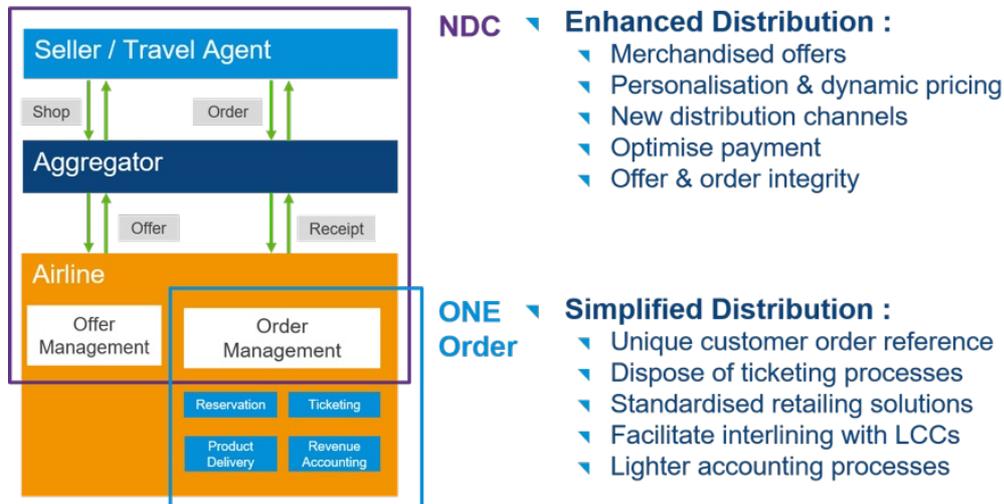
### NDC:

- Reservation of Airline products and Services and the ability to advise Airline Accounting Systems of these reservations
- Order retrieval, change and cancellation (interaction Seller & Airline)
- Payment and refund.

### ONE Order:

- Interaction between Airline Order Management Systems (OMS) and Accounting Systems to keep these up to date at all times, particularly with regard to payments and refunds
- Reporting to accounting for sales accounting and revenue recognition purpose for both online and interline
- Delivery workflow management and data exchange between Airlines and Delivery Providers (DCS or others) and between Airlines (interline)
- The ability to prepare Delivery Providers by providing them with all necessary passenger and flight-related information to support Service delivery processes
- Tracking of Service delivery and consumption of Airline products and Services
- Order closure notification for accounting to support final accounting processes.

### Overview of NDC and ONE Order:



It is important to note that it is not mandatory to implement all of the features or messages defined for NDC and ONE Order to begin using Enhanced and Simplified Distribution. The full scope above defines the end-state, however the transition path may take a number of forms, covering various aspects of Offer and Order Management, Delivery and Accounting interactions. It is possible to implement NDC without implementing ONE Order.

Depending on the chosen implementation and the transition path to achieve this, the messages to be implemented may vary. For example, interactions with the accounting system to advise Order information may be implemented without the integration with delivery providers being in place, or vice versa. However, the fundamental basis for ONE Order is that an airline is working with Orders and Order Management.

## Overview

### Purpose

The Airline Profile schemas provide the ability for an Airline to communicate information to the Seller on a periodic basis with general information about the products and Services, or about that Airline.

With shopping requests, the Airline Profile provides information about what it is willing to receive and has the capability to respond to. These schemas are a way for an Airline to manage the volume of requests they receive and reduce queries it cannot fulfil.

Note the Airline Profile is not the equivalent of today's schedule – whilst it includes information about the routes an Airline will accept a shopping request for, the purpose of doing so is to avoid receiving unnecessarily large volumes of irrelevant requests.

An Airline's Profile is also available for consumption by other Airlines (ORAs), alongside Sellers and Aggregators, for interline requests. This is to help them decide which Airlines (POAs) to send a further shopping request to, where the ORA cannot fulfil the Seller/Aggregator's entire request with its own Services.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Request one of more Airline Profiles	✓	-
	Filtering	Request for all Airline Profiles	✓	-
		Request simply a location of the Airline Profile	✓	-
		Filter by Airline Owner Code	✓	-
Response		List of Airline Supported Messages	✓	-
		List of Warnings	✓	-
		Airline Profile(s) including Points of sale, Address, Rich Media and external resources (URLs)	✓	-
Message	General	Rich Content	✓	-

# Overview

## Purpose

Like AirlineProfile, this notification will be used to send Airline Profile changes from the Airline to the Seller (or ORA) as the change happens.

Implementation of this notification prevents excessive polling by partners and allows for event driven updates to be sent directly from the Airline to its partners.

Features

## Features

Message	Component	Features	18.2	Changes
Request	Core	Push of an Airline Profile (or elements of)	✓	-
Response		See Acknowledgement	✓	-
Message	General	Rich Content	✓	-

## Overview

### Purpose

The AirShopping transaction set supports both specific and flexible shopping experiences for anonymous or personalized shopping. Both functionally-rich attribute shopping and affinity shopping support date range or specific month (calendar) shopping, amongst other features.

The response returns Offers which may include branded or itinerary-priced Offers with or without ancillary Services. It also returns applicable rules for the integrated prices as well as for each Service. The message also returns multi-media content at message level as well as media references at the individual Offer level.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Search by Origin and Destination	✓	-
		Search by Affinity Shopping	✓	-
		Search either side of your query	✓	-
		Search for specific Flight(s)	✓	-
		Search in context of an existing Order	✓	-
		Search in context of a Passenger	✓	-
	Filtering	Cabin Type	✓	-
		Budget Amount	✓	-
		Maximum Journey Distance	✓	-
		Keyword Preferences	✓	-
		Stay Period	✓	-
		Boarding Gate	✓	-
		Station Name	✓	-
		Terminal Name	✓	-
		Departure Time	✓	-
		Time before or after	✓	-
		Alliance Criteria	✓	-
		Baggage Pricing Criteria	✓	-
		Carrier Preference	✓	-
		Fare Criteria	✓	-
		Aircraft Type	✓	-
		Flight Characteristics (red eye etc)	✓	-
		Payment Information	✓	-
		Frequent Flyer Information	✓	-
		Promotions	✓	-
		Seat Characteristics	✓	-
		Special Needs	✓	-
Trip Purpose	✓	-		
Response	Carrier Offers	Summary of Offers (highest, lowest)	✓	-
		Lowest Offer Price	✓	-
		A la Carte Offer	✓	-
		Carrier Offers	✓	-
		Price Calendar	✓	-
	Other	Marketing Messages	✓	-
		Commission applicable to the Agent	✓	-
		Promotion used	✓	-
		Policy Information used (PCI, PII)	✓	-
		Payment Information	✓	-
Message	General	Multilingual Support	✓	-
		Inventory Guarantee	✓	-
		Multi-Currency	✓	-
		Rich Media Support	✓	-

## Overview

**Note:**

This message is under review for PADIS 19.2 and above.

### Purpose

InvReleaseNotif transaction sends an unsolicited notification of released guaranteed inventory. The Acknowledgement message may be returned to acknowledge receipt of the notification.

### Features

Message	Component	Features	18.2	Changes
Request	Notification	Advises of the Inventory Guarantee Reference which will be released	✓	-
		Advises of Time Limit	✓	-
		Advises the related Offer	✓	-
		Advised the related order	✓	-
Response	See Acknowledgement			

## Overview

### Purpose

The OfferPrice transaction set may return two different sets of content. Based on request attributes, the response may initially provide additional à la carte ancillary services that are applicable and available for the selected Offer.

If no ancillary services are available, the message returns a final pricing. If ancillary services are available, the modified pricing request includes selected services and returns a final pricing that includes service(s) selection.

The response message also returns multi-media content at the message level.

### Features

Message	Component	Features	18.2	Changes		
Request	Core	Request Offer based on one or more Offers	✓	-		
		Request Offer based on Origin and Destination	✓	-		
		Request Offer in the Context of a Ticket	✓	-		
		Ability to specify the Language, Currency for the Response	✓	-		
	Filtering	Alliances	✓	-		
		Baggage Criteria (Prepaid, Carry-on)	✓	-		
		Cabin Type	✓	-		
		Carrier	✓	-		
		Connections	✓	-		
		Fare Rules	✓	-		
		Flight Criteria	✓	-		
		Payment	✓	-		
		Pricing	✓	-		
		Program Criteria	✓	-		
		Promotion Criteria	✓	-		
		Seat Criteria	✓	-		
		Special Needs	✓	-		
		Trip Purpose	✓	-		
		Response	Offers	A Priced Offer	✓	-
				Other Offers	✓	-
Commission	✓			-		
Payment Info Used	✓			-		
Promotions	✓			-		
Baggage Disclosure	✓			-		
Service	✓			-		
Seats	✓			-		
Other	Return marketing text			✓	-	
Message	General			Multilingual Support	✓	-
		Inventory Guarantee	✓	-		
		Multi-Currency	✓	-		
		Rich Media Support	✓	-		

# Structure of the Invol Servicing

## OfferPrice Request Elements

This section documents the key elements for the OfferPrice request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OfferPrice Request with Fare Waiver information

The Seller may send an OfferPrice Request to the Airline with Fare Waiver information.

None	Copy
<pre>&lt;FareWaiver&gt; &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt; &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

## OfferPrice Response Elements

### 02. Transmitting an OfferPrice response with Fare Waiver information

The Airline (ORA) may transmit an OfferPrice response with Fare Waiver information.

None	Copy
<pre>&lt;FareWaiver&gt; &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt; &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

## Overview

### Purpose

The SeatAvailability transaction set returns data used to construct respective seat maps with fully integrated fees for any identified premium seats. The message also returns multi-media content at the message level with media content references at the individual Service level.

### Scope

Used to display Services on a seat map before or after the creation of an Order.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Request for Seat availability in the context of an Offer	✓	-
		Request for Seat availability in the context of an Order	✓	-
		Request for Seat availability in the context of a Passenger Segment	✓	-
	Filtering	Filter by Cabin Type	✓	-
		Filter by Seat Type	✓	-
		Filter by Service Type	✓	-
		Filter by Trip Purpose Code	✓	-
		Filter by Policy	✓	-
Response		Returns a Seat Map with cabins	✓	-
		Returns a la carte Offers	✓	-
		Includes Baggage Allowances	✓	-
		Includes Baggage Disclosures	✓	-
		Includes Passenger Information	✓	-
Message	General	Includes Seat Profiles	✓	-
		Inventory Guarantee	✓	-
		Rich Content	✓	-
		Multi language	✓	-
		Groups	✓	-
		Multi-Currency	✓	-

## Overview

### Purpose

The purpose of ServiceList is to return a list of all applicable ancillary services that meet the Sellers request qualifiers and flights. The message supports shopping for additional a la carte services to complement any selected Offer, as well as shopping for specialty service items not generally included in an initial Offer but rather based on service search filters, e.g. sports equipment specialty baggage and unaccompanied minor fees. The message also returns multi-media content at both the message and individual service levels identified in the Offer.

### Scope

In a distribution context, this message is used by the Airline Offer and/or Order Management System to present relevant a la carte Offers to the Seller. For NDC interline, this message can be used to present POA Offers to the ORA. Within an Order Management System, the Airline could have external Service Providers, in which case this message can be used to provide relevant Offers from the Service Provider to the Airlines Offer/Order Management System.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Accept an Offer as input for Services	✓	-
		Accept an Order as input for Services	✓	-
		Accept an Itinerary as input for Services	✓	-
		Filter a la Carte Offers by specific Itinerary Segment.	✓	-
		Filter a la Carte Offers by specific Passengers.	✓	-
	Filtering	Alliances	✓	-
		Baggage Criteria (Prepaid, Carry-on)	✓	-
		Cabin Type	✓	-
		Carrier	✓	-
		Connections	✓	-
		Fare Rules	✓	-
		Flight Criteria	✓	-
		Payment	✓	-
		Pricing	✓	-
		Program Criteria	✓	-
		Promotion Criteria	✓	-
		Seat Criteria	✓	-
		Special Needs	✓	-
		Trip Purpose	✓	-
		Response	Offers	Return 'a la Carte' Offer(s)
Baggage Allowance	✓			-
Baggage Disclosure	✓			-
Service	✓			-
Seats	✓			-
	Other	Return marketing text	✓	-
Message	General	Multilingual Support	✓	-
		Inventory Guarantee	✓	-
		Multi-Currency	✓	-
		Rich Media Support	✓	-

# Order Rules Capabilities

## Overview

This message pair is used to query the airline and return information around fares, conditions, products and services including general compliance and regulatory information.

Note: Information returned within this message is not programmatically readable. Programmatically readable and relevant rule information for the Seller relating to Change and Cancel fees (for example) will be found within the relevant message wherever there is reference to an Offer or an Order. See Offer and Order Rules.

## Order Rules Request Elements

This section documents the key elements for OrderRules request and how to correctly use these to achieve the required functionality.

There are three functions performed by this message which will return Fare information.

### 01. Requesting Fare Rules using an Itinerary

A Seller can request fare rules and conditions for an itinerary, however note that this is not for a specific itinerary for a passenger or in relation to any other segment of travel. Information returned is simply for that product on that segment.

None	Copy
<pre>&lt;iata:CoreRequest&gt;   &lt;iata:FareRef&gt;     &lt;iata:AirlineDesigCode&gt;XB&lt;/iata:AirlineDesigCode&gt;     &lt;iata:Arrival&gt;       &lt;iata:IATALocationCode&gt;SIN&lt;/iata:IATALocationCode&gt;     &lt;/iata:Arrival&gt;     &lt;iata:Dep&gt;       &lt;iata:IATALocationCode&gt;GVA&lt;/iata:IATALocationCode&gt;     &lt;/iata:Dep&gt;     &lt;iata:FareBasisCode&gt;JBZDI&lt;/iata:FareBasisCode&gt;   &lt;/iata:FareRef&gt; &lt;/iata:CoreRequest&gt;</pre>	

### 02. Requesting Specific Fare Rules using an Offer

A Seller can request specific fare rules and conditions for a customer itinerary by passing in an Offer ID (for the entire fare rules and conditions) or by filtering the fare rules to a specific Offer Item by sending the Airline the Offer ID and the required Offer Item ID.

**Note**  
This is not currently supported

### 03. Requesting Specific Fare Rules using an Order

A Seller can request the full fare rules and conditions for an Order by supplying the Airline with an Order ID. Note that the Seller cannot filter the response using an Order Item ID.

None	Copy
<pre>&lt;iata:CoreRequest&gt;   &lt;iata:OrderRef&gt;     &lt;iata:OrderID&gt;XB0001A2B3C4D&lt;/iata:OrderID&gt;     &lt;iata:OwnerCode&gt;XB&lt;/iata:OwnerCode&gt;   &lt;/iata:OrderRef&gt; &lt;/iata:CoreRequest&gt;</pre>	

## OrderRules Response Elements

This section documents the key elements for OrderRules response and how to correctly use these to achieve the required functionality.

### 01. Responding with Fare Rules

Regardless of the query in the OfferRules request, the response shall be consistent with the fare rule information as below.

None	Copy
------	------



## Overview

### Purpose

The OrderReshop transaction set passes new shopping requests from a Seller to an ORA to replace existing specified Order Items in an Order or for new shopping requests to add to an existing Order. The ORA responds with new Offers within the context of the existing Order. The response will include details of any additional collection or refund due against proposed changes (including a full cancellation).

### Features

Message	Component	Features	18.2	Changes
Request	Core	Request a Reshop/price in the context of a Booking Reference	✓	-
		Request a Reshop/price in the context of an Order ID	✓	-
		Specify the Order Action Context	✓	-
		Reprice an Order	✓	-
		Reshop an Order	✓	-
		Update a Passenger Name	✓	-
		Update/Add/delete Order Items	✓	-
	Filtering	By Baggage Allowances	✓	-
		By Currency	✓	-
		By Inventory Guarantee	✓	-
Response		By Pricing	✓	-
		Advise of a change in fees	✓	-
		Advise applicable commission	✓	-
		Advise Marketing Messages	✓	-
		Advise Payment information	✓	-
		Return the repriced Offer	✓	-
Message	General	Return multiple reshopped Offers	✓	-
		Inventory Guarantee	✓	-
		Multi language	✓	-
		Multi-Currency	✓	-

# Structure of the Invol Servicing

## OrderReshop request Elements

### 01. Transmitting an OrderReshop Request with Fare Waiver information

The Seller may send an OrderReshop Request to the Airline with Fare Waiver information.

None	Copy
<pre>&lt;FareWaiver&gt;   &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt;   &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

## OrderReshop respond Elements

This section documents the key elements for the OrderReshop response and how to correctly use these to achieve the required functionality.

### 02. Transmitting an OrderReshop response with Fare Waiver information

The Airline (ORA) may transmit an Order Reshop response with Fare Waiver information.

None	Copy
<pre>&lt;FareWaiver&gt;   &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt;   &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

# Voluntary Servicing for full, partial cancellation and order modification

## OrderReshop Request Elements

This section documents the key elements for the OrderReshop request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderReshop Request with Respend indicator

When deleting a service, a Seller may send the OrderReshop request with the Respend indicator to indicate if the Customer wishes the money to be refunded (Respend indicator = false) or respend (Respend indicator = true).

XPath: IATA\_OrderReshopRQ/Request/UpdateOrder/ReshopOrder/ServiceOrder/DeleteOrderItem

None	Copy
<pre>&lt;UpdateOrder&gt;   &lt;ReshopOrder&gt;     &lt;ServiceOrder&gt;       &lt;DeleteOrderItem&gt;         &lt;OrderItemRefID&gt;ORITM001&lt;/OrderItemRefID&gt;         &lt;RespendInd&gt;true&lt;/RespendInd&gt;       &lt;/DeleteOrderItem&gt;     &lt;/ServiceOrder&gt;   &lt;/ReshopOrder&gt; &lt;/UpdateOrder&gt;</pre>	

## OrderReshop Response Elements

This section documents the key elements for the OrderReshop response and how to correctly use these to achieve the required functionality.

### 02. Transmitting an OrderReshop Response with the Unchanged indicator

An Airline may return the OrderReshop response with the Unchanged indicator at service level to indicate the Service(s) that remain(s) unchanged if the Customer decides to accept the reshop response proposal.

Xpath: IATA\_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy
<pre>&lt;DeleteOrderItem&gt;   &lt;ExistingOrderItem&gt;     &lt;ExistingService&gt;       &lt;ServiceRefID&gt;SVC01&lt;/ServiceRefID&gt;       &lt;UnchangedInd&gt;true&lt;/UnchangedInd&gt;     &lt;/ExistingService&gt;     &lt;OrderItemRefID&gt;ORITM001&lt;/OrderItemRefID&gt;   &lt;/ExistingOrderItem&gt;   ... &lt;/DeleteOrderItem&gt;</pre>	

### 03. Transmitting an OrderReshop Response with the Price Differential, Differential Type code, Old Price, New Price and Grand Total.

An Airline may return the OrderReshop response with the Price Differential, Differential Type code, Old Price, New Price and Grand Total.

XPath: IATA\_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy
<pre>&lt;DeleteOrderItem&gt;   &lt;ExistingOrderItem&gt;     &lt;OrderItemRefID&gt;ORDITM001&lt;/OrderItemRefID&gt;   &lt;/ExistingOrderItem&gt;   &lt;OfferItemID&gt;OFITM001&lt;/OfferItemID&gt;   &lt;PriceDifferential&gt;     &lt;DifferentialTypeCode&gt;Refund&lt;/DifferentialTypeCode&gt;</pre>	

```

<DiffPrice>
  <Price>
    <BaseAmount>-40.00</BaseAmount>
    <TaxSummary>
      <Tax>
        <Amount>-20.00</Amount>
      </Tax>
    </TaxSummary>
    <TotalAmount>-60.00</TotalAmount>
  </Price>
</DiffPrice>
<GrandTotalAmount>-60.0</GrandTotalAmount>
<NewPrice>
  <Price>
    <BaseAmount>25.00</BaseAmount>
    <TaxSummary>
      <Tax>
        <Amount>15.00</Amount>
      </Tax>
    </TaxSummary>
    <TotalAmount>40.00</TotalAmount>
  </Price>
</NewPrice>
<OldPrice>
  <Price>
    <BaseAmount>65.00</BaseAmount>
    <TaxSummary>
      <Tax>
        <Amount>35.00</Amount>
      </Tax>
    </TaxSummary>
    <TotalAmount>100.00</TotalAmount>
  </Price>
</OldPrice>
</PriceDifferential>
</DeleteOrderItem>

```

#### 04. Transmitting an OrderReshop Response with Penalty reference

An Airline may return the OrderReshop response with the Penalty reference.

*XPath: IATA\_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem*

None	Copy
<pre> &lt;DeleteOrderItem&gt;   &lt;ExistingOrderItem&gt;     &lt;OrderItemRefID&gt;ORITM01&lt;/OrderItemRefID&gt;   &lt;/ExistingOrderItem&gt;   &lt;OfferItemID&gt;OFITM01&lt;/OfferItemID&gt;   &lt;PenaltyRefID&gt;PEN001&lt;/PenaltyRefID&gt; &lt;/DeleteOrderItem&gt; </pre>	

#### 05. Transmitting an OrderReshop Response with Penalty net indicator

An Airline may return the OrderReshop response with the Penalty net indicator to indicate if the penalty has been netted or not.

*XPath: IATA\_OrderReshopRS/Response/DataList*

None	Copy
<pre> &lt;DataLists&gt;   &lt;PenaltyList&gt;     &lt;Penalty&gt;       &lt;NetInd&gt;true&lt;/NetInd&gt;       &lt;PenaltyID&gt;PEN001&lt;/PenaltyID&gt;       &lt;Price&gt;         &lt;BaseAmount&gt;20.00&lt;/BaseAmount&gt;         &lt;Totalmount&gt;20.00&lt;/Totalmount&gt;       &lt;/Price&gt;     &lt;/Penalty&gt;   &lt;/PenaltyList&gt; &lt;/DataLists&gt; </pre>	

XPath: IATA\_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy
<pre>&lt;DeleteOrderItem&gt;   &lt;ExistingOrderItem&gt;     &lt;OrderItemRefID&gt;ORITM01&lt;/OrderItemRefID&gt;   &lt;/ExistingOrderItem&gt;   &lt;OfferItemID&gt;OFITM01&lt;/OfferItemID&gt;   &lt;PenaltyRefID&gt;PEN001&lt;/PenaltyRefID&gt; &lt;/DeleteOrderItem&gt;</pre>	

## Overview

### Purpose

OrderCreate is an outbound message from Seller/Aggregator to Airline (and ORA to POA if applicable) that contains the details of a selected Offer and is used to request the creation of an Order by the ORA (or POA). Within OrderCreate, full passenger information will be sent. Payment information may or may not be included within the request from Seller/Aggregator to ORA.

OrderView returns up to date contents of an Order such as pricing information, conditions, time limits, Order status and passenger information. When payment has been processed at the time of Order Creation it also includes the status of this and, where they have already been issued, at least accountable document references (and further accountable document data if required).

### Features

Message	Component	Feature	18.2	Changes	
Request	Core	Supports creating an Order in the context of an Order ID	✓	-	
		Supports Commission for a Seller	✓	-	
		Creating order from Offer Item IDs	✓	-	
				✓	-
	Payment	Single FOP		✓	-
		Multiple FOP		✓	-
		Payment Per Passenger		✓	-
		Payment per Offer		✓	-
		Payment by Document		✓	-
		Payment by Bank Transfer		✓	-
		Payment by Cash		✓	-
		Payment by BSP Cash		✓	-
		Payment by Cheque		✓	-
		Payment by Direct Bill		✓	-
		Payment by Loyalty Redemption		✓	-
		Payment by Card		✓	-
		Payment using 3D Secure		✓	-
Payment by Voucher			✓	-	
Payment by Other		✓	-		
Response		See OrderView RS	✓	-	

# Ability to Handle Multiple Types of Contacts

## OrderCreate Request Elements

This section documents the key elements for the OrderCreate request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderCreate request with multiple addresses at Destination

The Airline (ORA) may send an OrderCreate request to the Seller with multiple addresses at destination.

None	Copy
------	------

```
<DataLists>
  <ContactInfoList>
    <ContactInfo>
      <ContactInfoID>CT01</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>0044756496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>London</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>GB</CountryCode>
        <PostalCode>AA1 2BB</PostalCode>
        <StreetText>1 Main Street</StreetText>
      </PostalAddress>
    </ContactInfo>
    <ContactInfo>
      <ContactInfoID>CT02</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>001156496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>New York</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>US</CountryCode>
        <PostalCode>12345</PostalCode>
        <StreetText>2 Broad Street</StreetText>
      </PostalAddress>
    </ContactInfo>
  </ContactInfoList>
  <PaxList>
    <Pax>
      <ContactInfoRefID>CT01</ContactInfoRefID>
      <ContactInfoRefID>CT02</ContactInfoRefID>
      <PaxID>PAX01</PaxID>
    </Pax>
  </PaxList>
  <PaxSegmentList>
    <PaxSegment>
      <Arrival>LHR</Arrival>
      <Dep>GVA</Dep>
      <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
      <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG001</PaxSegmentID>
  </PaxSegment>
  <PaxSegment>
    <Arrival>JFK</Arrival>
    <Dep>LHR</Dep>
    <MarketingCarrierInfo>
```

```

    <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
  </MarketingCarrierInfo>
  <PaxSegmentID>SEG002</PaxSegmentID>
</PaxSegment>
</PaxSegmentList>
</DataLists>

```

## 02. Transmitting an OrderCreate request with emergency contact Details

The Airline (ORA) may send an OrderCreate request to the Seller with Emergency Contact Details.

None	Copy
<pre> &lt;DataLists&gt; &lt;ContactInfoList&gt;   &lt;ContactInfo&gt;     &lt;ContactInfoID&gt;CT001&lt;/ContactInfoID&gt;     &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;     &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;     &lt;PostalAddress&gt;       &lt;CityName&gt;London&lt;/CityName&gt;       &lt;ContactTypeText&gt;PRO&lt;/ContactTypeText&gt;       &lt;PostalCode&gt;AA12BB&lt;/PostalCode&gt;       &lt;StreetText&gt;1 Main Street&lt;/StreetText&gt;     &lt;/PostalAddress&gt;   &lt;/ContactInfo&gt;   &lt;ContactInfo&gt;     &lt;ContactInfoID&gt;CT002&lt;/ContactInfoID&gt;     &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;     &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;     &lt;Phone&gt;       &lt;ContactTypeText&gt;PER&lt;/ContactTypeText&gt;       &lt;PhoneNumber&gt;0044123497854&lt;/PhoneNumber&gt;     &lt;/Phone&gt;   &lt;/ContactInfo&gt; &lt;/ContactInfoList&gt; &lt;PaxList&gt;   &lt;Pax&gt;     &lt;ContactInfoRefID&gt;CT001&lt;/ContactInfoRefID&gt;     &lt;ContactInfoRefID&gt;CT002&lt;/ContactInfoRefID&gt;     &lt;PaxID&gt;PAX001&lt;/PaxID&gt;   &lt;/Pax&gt; &lt;/PaxList&gt; &lt;PaxSegmentList&gt;   &lt;PaxSegment&gt;     &lt;Arrival&gt;LHR&lt;/Arrival&gt;     &lt;Dep&gt;GVA&lt;/Dep&gt;     &lt;MarketingCarrierInfo&gt;       &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;     &lt;MarketingCarrierFlightNumberText&gt;123&lt;/MarketingCarrierFlightNumberText&gt;     &lt;/MarketingCarrierInfo&gt;     &lt;PaxSegmentID&gt;SEG001&lt;/PaxSegmentID&gt;   &lt;/PaxSegment&gt;   &lt;PaxSegment&gt;     &lt;Arrival&gt;JFK&lt;/Arrival&gt;     &lt;Dep&gt;LHR&lt;/Dep&gt;     &lt;MarketingCarrierInfo&gt;       &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;     &lt;MarketingCarrierFlightNumberText&gt;456&lt;/MarketingCarrierFlightNumberText&gt;     &lt;/MarketingCarrierInfo&gt;     &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt;   &lt;/PaxSegment&gt; &lt;/PaxSegmentList&gt; &lt;/DataLists&gt; </pre>	

## 03. Transmitting an OrderCreate request with contact details for an unaccompanied minor

The Airline (ORA) may send an OrderCreate request to the Seller with contact details for an unaccompanied minor.

```

<DataLists>
<ContactInfoList>
<ContactInfo>
<ContactInfoID>CT01</ContactInfoID>
<ContactPurposeText>EDP</ContactPurposeText>
<Individual>
<GivenName>Mother</GivenName>
<IndividualID>IND01</IndividualID>
<Surname>NAMEONE</Surname>
</Individual>
<PaxSegmentRefID>SEG001</PaxSegmentRefID>
<Phone>
<ContactTypeText>PER</ContactTypeText>
<PhoneNumber>006111111</PhoneNumber>
</Phone>
</ContactInfo>
<ContactInfo>
<ContactInfoID>CT02</ContactInfoID>
<ContactPurposeText>EAR</ContactPurposeText>
<Individual>
<GivenName>Father</GivenName>
<IndividualID>IND02</IndividualID>
<Surname>NAMEONE</Surname>
</Individual>
<PaxSegmentRefID>SEG001</PaxSegmentRefID>
<Phone>
<ContactTypeText>PER</ContactTypeText>
<PhoneNumber>004422222</PhoneNumber>
</Phone>
</ContactInfo>
<ContactInfo>
<ContactInfoID>CT03</ContactInfoID>
<ContactPurposeText>EDP</ContactPurposeText>
<Individual>
<GivenName>GrandFather</GivenName>
<IndividualID>IND03</IndividualID>
<Surname>NAMEONE</Surname>
</Individual>
<PaxSegmentRefID>SEG002</PaxSegmentRefID>
<Phone>
<ContactTypeText>PER</ContactTypeText>
<PhoneNumber>0044333333</PhoneNumber>
</Phone>
</ContactInfo>
<ContactInfo>
<ContactInfoID>CT04</ContactInfoID>
<ContactPurposeText>EAR</ContactPurposeText>
<Individual>
<GivenName>Aunt</GivenName>
<IndividualID>IND02</IndividualID>
<Surname>NAMEONE</Surname>
</Individual>
<PaxSegmentRefID>SEG002</PaxSegmentRefID>
<Phone>
<ContactTypeText>PER</ContactTypeText>
<PhoneNumber>0014444444</PhoneNumber>
</Phone>
</ContactInfo>
</ContactInfoList>
<PaxList>
<Pax>
<ContactInfoRefID>CT001</ContactInfoRefID>
<ContactInfoRefID>CT002</ContactInfoRefID>
<ContactInfoRefID>CT003</ContactInfoRefID>
<ContactInfoRefID>CT004</ContactInfoRefID>
<PaxID>PAX001</PaxID>
</Pax>
</PaxList>
</DataLists>

```

# Net clearance amount

## OrderCreate Request Elements

This section documents the key elements for the OrderCreate request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderCreate request with Net Clearance Amount

The Seller may send the OrderCreate request informing the Airline (ORA) with Net Clearance Amount

None	Copy
<pre>&lt;PaymentFunctions&gt;   &lt;PaymentProcessingSummary&gt;     &lt;Amount&gt;100.00&lt;/Amount&gt;     &lt;PaymentID&gt;A12F3465&lt;/PaymentID&gt;     &lt;PaymentMethod&gt;       &lt;Cash&gt;         &lt;SettlementData&gt;           &lt;NetClearanceAmount&gt;90.00&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2019-09-30&lt;/RemittanceDate&gt;         &lt;/SettlementData&gt;       &lt;/Cash&gt;     &lt;/PaymentMethod&gt;     &lt;TypeCode/&gt;   &lt;/PaymentProcessingSummary&gt; &lt;/PaymentFunctions&gt;</pre>	

## Overview

### Purpose

The OrderChange transaction requests modifications to an Order by specifying which Order Items to change and which Offer Items to replace them with. When the ORA has applied the change, the updated view of the Order is returned.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Request change in the context of a Booking Reference	✓	-
		Request change in the context of an Order ID	✓	-
		Change Order Items	✓	-
		Advise the Acceptance of a Repriced Order	✓	-
		Change Passengers	✓	-
		Change to Passenger Groups	✓	-
		Advise of the preferred Form of Payment to refund to	✓	-
Response	See OrderView			

# Ability to Handle Multiple Types of Contacts

## OrderChange Request Elements

This section documents the key elements for the OrderChange request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderChange request with multiple addresses at Destination

The Airline (ORA) may send an OrderChange request to the Seller with multiple addresses at destination.

None	Copy
------	------

```
<DataLists>
  <ContactInfoList>
    <ContactInfo>
      <ContactInfoID>CT01</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>0044756496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>London</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>GB</CountryCode>
        <PostalCode>AA1 2BB</PostalCode>
        <StreetText>1 Main Street</StreetText>
      </PostalAddress>
    </ContactInfo>
    <ContactInfo>
      <ContactInfoID>CT02</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>001156496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>New York</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>US</CountryCode>
        <PostalCode>12345</PostalCode>
        <StreetText>2 Broad Street</StreetText>
      </PostalAddress>
    </ContactInfo>
  </ContactInfoList>
  <PaxList>
    <Pax>
      <ContactInfoRefID>CT01</ContactInfoRefID>
      <ContactInfoRefID>CT02</ContactInfoRefID>
      <PaxID>PAX01</PaxID>
    </Pax>
  </PaxList>
  <PaxSegmentList>
    <PaxSegment>
      <Arrival>LHR</Arrival>
      <Dep>GVA</Dep>
      <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
        <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG001</PaxSegmentID>
    </PaxSegment>
    <PaxSegment>
      <Arrival>JFK</Arrival>
      <Dep>LHR</Dep>
      <MarketingCarrierInfo>
```

```

    <CarrierDesigCode>XB</CarrierDesigCode>
    <MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
  </MarketingCarrierInfo>
  <PaxSegmentID>SEG002</PaxSegmentID>
</PaxSegment>
</PaxSegmentList>
</DataLists>

```

## 02. Transmitting an OrderChange request with emergency contact Details

The Airline (ORA) may send an OrderChange request to the Seller with Emergency Contact Details.

None	Copy
<pre> &lt;DataLists&gt; &lt;ContactInfoList&gt; &lt;ContactInfo&gt;   &lt;ContactInfoID&gt;CT001&lt;/ContactInfoID&gt;   &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;   &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;   &lt;PostalAddress&gt;     &lt;CityName&gt;London&lt;/CityName&gt;     &lt;ContactTypeText&gt;PRO&lt;/ContactTypeText&gt;     &lt;PostalCode&gt;AA12BB&lt;/PostalCode&gt;     &lt;StreetText&gt;1 Main Street&lt;/StreetText&gt;   &lt;/PostalAddress&gt; &lt;/ContactInfo&gt; &lt;ContactInfo&gt;   &lt;ContactInfoID&gt;CT002&lt;/ContactInfoID&gt;   &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;   &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;   &lt;Phone&gt;     &lt;ContactTypeText&gt;PER&lt;/ContactTypeText&gt;     &lt;PhoneNumber&gt;0044123497854&lt;/PhoneNumber&gt;   &lt;/Phone&gt; &lt;/ContactInfo&gt; &lt;/ContactInfoList&gt; &lt;PaxList&gt; &lt;Pax&gt;   &lt;ContactInfoRefID&gt;CT001&lt;/ContactInfoRefID&gt;   &lt;ContactInfoRefID&gt;CT002&lt;/ContactInfoRefID&gt;   &lt;PaxID&gt;PAX001&lt;/PaxID&gt; &lt;/Pax&gt; &lt;/PaxList&gt; &lt;PaxSegmentList&gt; &lt;PaxSegment&gt;   &lt;Arrival&gt;LHR&lt;/Arrival&gt;   &lt;Dep&gt;GVA&lt;/Dep&gt;   &lt;MarketingCarrierInfo&gt;     &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;     &lt;MarketingCarrierFlightNumberText&gt;123&lt;/MarketingCarrierFlightNumberText&gt;   &lt;/MarketingCarrierInfo&gt;   &lt;PaxSegmentID&gt;SEG001&lt;/PaxSegmentID&gt; &lt;/PaxSegment&gt; &lt;PaxSegment&gt;   &lt;Arrival&gt;JFK&lt;/Arrival&gt;   &lt;Dep&gt;LHR&lt;/Dep&gt;   &lt;MarketingCarrierInfo&gt;     &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;     &lt;MarketingCarrierFlightNumberText&gt;456&lt;/MarketingCarrierFlightNumberText&gt;   &lt;/MarketingCarrierInfo&gt;   &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt; &lt;/PaxSegment&gt; &lt;/PaxSegmentList&gt; &lt;/DataLists&gt; </pre>	

## 03. Transmitting an OrderChange request with contact details for an unaccompanied minor

The Airline (ORA) may send an OrderChange request to the Seller with contact details for an unaccompanied minor.

None	Copy
<pre> &lt;DataLists&gt; </pre>	

```

<ContactInfoList>
  <ContactInfo>
    <ContactInfoID>CT01</ContactInfoID>
    <ContactPurposeText>EDP</ContactPurposeText>
    <Individual>
      <GivenName>Mother</GivenName>
      <IndividualID>IND01</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>006111111</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT02</ContactInfoID>
    <ContactPurposeText>EAR</ContactPurposeText>
    <Individual>
      <GivenName>Father</GivenName>
      <IndividualID>IND02</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>004422222</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT03</ContactInfoID>
    <ContactPurposeText>EDP</ContactPurposeText>
    <Individual>
      <GivenName>GrandFather</GivenName>
      <IndividualID>IND03</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG002</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>0044333333</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT04</ContactInfoID>
    <ContactPurposeText>EAR</ContactPurposeText>
    <Individual>
      <GivenName>Aunt</GivenName>
      <IndividualID>IND02</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG002</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>0014444444</PhoneNumber>
    </Phone>
  </ContactInfo>
</ContactInfoList>
<PaxList>
  <Pax>
    <ContactInfoRefID>CT001</ContactInfoRefID>
    <ContactInfoRefID>CT002</ContactInfoRefID>
    <ContactInfoRefID>CT003</ContactInfoRefID>
    <ContactInfoRefID>CT004</ContactInfoRefID>
    <PaxID>PAX001</PaxID>
  </Pax>
</PaxList>
</DataLists>

```

#### 04. Transmitting an OrderChange request with Net Clearance Amount

The Seller may send the OrderChange request informing the Airline (ORA) with Net Clearance Amount

None

Copy

```
<PaymentFunctions>
<PaymentProcessingSummary>
  <Amount>100.00</Amount>
  <PaymentID>A12F3465</PaymentID>
  <PaymentMethod>
    <Cash>
      <SettlementData>
        <NetClearanceAmount>90.00</NetClearanceAmount>
        <RemittanceDate>2019-09-30</RemittanceDate>
      </SettlementData>
    </Cash>
  </PaymentMethod>
  <TypeCode/>
</PaymentProcessingSummary>
</PaymentFunctions>
```

# Net Clearance Amount

## OrderChange Request Elements

This section documents the key elements for the OrderChange request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderChange request with Net Clearance Amount

The Seller may send the OrderChange request informing the Airline (ORA) with Net Clearance Amount

None	Copy
<pre>&lt;PaymentFunctions&gt;   &lt;PaymentProcessingSummary&gt;     &lt;Amount&gt;100.00&lt;/Amount&gt;     &lt;PaymentID&gt;A12F3465&lt;/PaymentID&gt;     &lt;PaymentMethod&gt;       &lt;Cash&gt;         &lt;SettlementData&gt;           &lt;NetClearanceAmount&gt;90.00&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2019-09-30&lt;/RemittanceDate&gt;         &lt;/SettlementData&gt;       &lt;/Cash&gt;     &lt;/PaymentMethod&gt;     &lt;TypeCode/&gt;   &lt;/PaymentProcessingSummary&gt; &lt;/PaymentFunctions&gt;</pre>	

# Structure of the Invol servicing

## OrderChange Request Elements

This section documents the key elements for the OrderChange request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderChange Request with the Customer acceptance of the planned schedule change

The Seller may send an OrderChange Request to the Airline with the Customer acceptance of the Planned Schedule Change.

*XPath: IATA\_OrderChangeRQ/Request/ChangeOrder*

None	Copy
<pre>&lt;ChangeOrder&gt;   &lt;AcceptChange&gt;     &lt;OrderItemRefID&gt;ORITM002&lt;/OrderItemRefID&gt;   &lt;/AcceptChange&gt; &lt;/ChangeOrder&gt;</pre>	

# Overview

## Purpose

The OrderChangeNotif transaction sends an unsolicited notification of a voluntary or involuntary change to an Order.

## Features

Message	Component	Features	18.2	Changes
Request	Core	Advise of Commission	✓	-
		Send changes of the Order	✓	-
		Send a list of changes associated to the Order	✓	-
		Advise changes of any related Tickets	✓	-
Response	See Acknowledgement			

# Net Clearance Amount

## OrderChangeNotif Request Elements

This section documents the key elements for the OrderChangeNotif request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderChangeNotif request with Net Clearance Amount

The Seller may send the OrderChangeNotif request informing the Airline (ORA) with Net Clearance Amount

None	Copy
<pre>&lt;PaymentFunctions&gt; &lt;PaymentProcessingSummary&gt;   &lt;Amount&gt;100.00&lt;/Amount&gt;   &lt;PaymentID&gt;A12F3465&lt;/PaymentID&gt;   &lt;PaymentMethod&gt;     &lt;Cash&gt;       &lt;SettlementData&gt;         &lt;NetClearanceAmount&gt;90.00&lt;/NetClearanceAmount&gt;         &lt;RemittanceDate&gt;2019-09-30&lt;/RemittanceDate&gt;       &lt;/SettlementData&gt;     &lt;/Cash&gt;   &lt;/PaymentMethod&gt;   &lt;TypeCode/&gt; &lt;/PaymentProcessingSummary&gt; &lt;/PaymentFunctions&gt;</pre>	

# Structure of the order change notification

## OrderChangeNotif Request Elements

This section documents the key elements for the OrderChangeNotif request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderChangeNotif request with multiple change operation groups.

The Airline (ORA) may include multiple sequences of order changes in one notification to the seller.

None	Copy
<pre>&lt;Notification&gt;   &lt;ChangeGroup&gt;     &lt;ChangeGroupSequenceNumber&gt;1&lt;/ChangeGroupSequenceNumber&gt;     &lt;ChangeOperationGroup&gt;       ...     &lt;/ChangeOperationGroup&gt;   &lt;/ChangeGroup&gt;   &lt;ChangeGroup&gt;     &lt;ChangeGroupSequenceNumber&gt;2&lt;/ChangeGroupSequenceNumber&gt;     &lt;ChangeOperationGroup&gt;       ...     &lt;/ChangeOperationGroup&gt;   &lt;/ChangeGroup&gt;   &lt;OrderID&gt;OR001&lt;/OrderID&gt; &lt;/Notification&gt;</pre>	

### 02. Transmitting an OrderChangeNotif request with name changes.

The Airline (ORA) may notify the Seller of customer name changes.

None	Copy
<pre>&lt;Notification&gt;   &lt;ChangeGroup&gt;     &lt;ChangeGroupSequenceNumber&gt;1&lt;/ChangeGroupSequenceNumber&gt;     &lt;ChangeOperationGroup&gt;       &lt;ChangeOperation&gt;         &lt;ChangeDateTime&gt;2019-09-24T09:30:47Z&lt;/ChangeDateTime&gt;         &lt;ChangeTypeCode&gt;NAMECHG&lt;/ChangeTypeCode&gt;         &lt;New&gt;           &lt;DataLists&gt;             &lt;PaxList&gt;               &lt;Pax&gt;                 &lt;Individual&gt;                   &lt;MiddleName&gt;Jimmy&lt;/MiddleName&gt;                   &lt;Surname&gt;Smith&lt;/Surname&gt;                 &lt;/Individual&gt;               &lt;/Pax&gt;             &lt;/PaxList&gt;           &lt;/DataLists&gt;         &lt;/New&gt;         &lt;Old&gt;           &lt;DataLists&gt;             &lt;PaxList&gt;               &lt;Pax&gt;                 &lt;Individual&gt;                   &lt;MiddleName&gt;Jimy&lt;/MiddleName&gt;                   &lt;Surname&gt;Smithy&lt;/Surname&gt;                 &lt;/Individual&gt;               &lt;/Pax&gt;             &lt;/PaxList&gt;           &lt;/DataLists&gt;         &lt;/Old&gt;         &lt;ReasonCode&gt;NAMECHG&lt;/ReasonCode&gt;       &lt;/ChangeOperation&gt;     &lt;OrderVersion&gt;7&lt;/OrderVersion&gt;   &lt;/ChangeOperationGroup&gt;</pre>	

```
</ChangeGroup>
<OrderID>OR001</OrderID>
</Notification>
```

### 03. Transmitting an OrderChangeNotif request with phone number changes.

The Airline (ORA) may notify the Seller of phone number changes.

None	Copy
<pre>&lt;Notification&gt; &lt;ChangeGroup&gt; &lt;ChangeGroupSequenceNumber&gt;1&lt;/ChangeGroupSequenceNumber&gt;   &lt;ChangeOperationGroup&gt;     &lt;ChangeOperation&gt;       &lt;ChangeDateTime&gt;2001-12-17T09:30:47Z&lt;/ChangeDateTime&gt;       &lt;ChangeTypeCode&gt;CONTACTCHG&lt;/ChangeTypeCode&gt;       &lt;New&gt;         &lt;DataLists&gt;           &lt;ContactInfoList&gt;             &lt;ContactInfo&gt;               &lt;ContactInfoID&gt;CT001&lt;/ContactInfoID&gt;               &lt;Phone&gt;                 &lt;PhoneNumber&gt;+1 567 888888&lt;/PhoneNumber&gt;               &lt;/Phone&gt;             &lt;/ContactInfo&gt;           &lt;/ContactInfoList&gt;           &lt;PaxList&gt;             &lt;Pax&gt;               &lt;ContactInfoRefID&gt;CT001&lt;/ContactInfoRefID&gt;               &lt;PaxID&gt;PAX001&lt;/PaxID&gt;             &lt;/Pax&gt;           &lt;/PaxList&gt;         &lt;/DataLists&gt;       &lt;/New&gt;       &lt;Old&gt;         &lt;DataLists&gt;           &lt;ContactInfoList&gt;             &lt;ContactInfo&gt;               &lt;ContactInfoID&gt;CT001&lt;/ContactInfoID&gt;               &lt;Phone&gt;                 &lt;PhoneNumber&gt;+1 234 555555&lt;/PhoneNumber&gt;               &lt;/Phone&gt;             &lt;/ContactInfo&gt;           &lt;/ContactInfoList&gt;           &lt;PaxList&gt;             &lt;Pax&gt;               &lt;ContactInfoRefID&gt;CT001&lt;/ContactInfoRefID&gt;               &lt;PaxID&gt;PAX001&lt;/PaxID&gt;             &lt;/Pax&gt;           &lt;/PaxList&gt;         &lt;/DataLists&gt;       &lt;/Old&gt;       &lt;ReasonCode&gt;CONTACTCHG&lt;/ReasonCode&gt;     &lt;/ChangeOperation&gt;   &lt;OrderVersion&gt;3&lt;/OrderVersion&gt; &lt;/ChangeOperationGroup&gt; &lt;/ChangeGroup&gt; &lt;OrderID&gt;ORD001&lt;/OrderID&gt; &lt;/Notification&gt;</pre>	

### 04. Transmitting an OrderChangeNotif request with Payment status change.

The Airline (ORA) may notify the Seller of a Payment status change.

None	Copy
<pre>&lt;Notification&gt; &lt;ChangeGroup&gt;   &lt;ChangeOperationGroup&gt;     &lt;ChangeOperation&gt;       &lt;ChangeDateTime&gt;2001-12-17T09:30:47Z&lt;/ChangeDateTime&gt;</pre>	

```

<ChangeTypeCode>PAYMENTSTATUSCHG</ChangeTypeCode>
<New>
  <PaymentFunctions>
    <PaymentProcessingSummary>
      <Amount/>
      <PaymentID>PAY001</PaymentID>
      <PaymentMethod>
        <PaymentCard>
          <CardBrandCode>VI</CardBrandCode>
        </PaymentCard>
      </PaymentMethod>
      <PaymentStatusCode>COMMITTED</PaymentStatusCode>
      <TypeCode>CC</TypeCode>
    </PaymentProcessingSummary>
  </PaymentFunctions>
</New>
<Old>
  <PaymentFunctions>
    <PaymentProcessingSummary>
      <Amount/>
      <PaymentID>PAY001</PaymentID>
      <PaymentMethod>
        <PaymentCard>
          <CardBrandCode>VI</CardBrandCode>
        </PaymentCard>
      </PaymentMethod>
      <PaymentStatusCode>ACCEPTED</PaymentStatusCode>
      <TypeCode>CC</TypeCode>
    </PaymentProcessingSummary>
  </PaymentFunctions>
</Old>
<ReasonCode>PAYSTATUSUPD</ReasonCode>
</ChangeOperation>
<OrderVersion>0</OrderVersion>
</ChangeOperationGroup>
</ChangeGroup>
<OrderID>ORD001</OrderID>
</Notification>

```

## 05. Transmitting an OrderChangeNotif request with Flight Time change.

The Airline (ORA) may notify the Seller of a Flight Time change.

None	Copy
<pre> &lt;Notification&gt;   &lt;ChangeGroup&gt;     &lt;ChangeOperationGroup&gt;       &lt;ChangeOperation&gt;         &lt;ChangeDateTime&gt;2001-12-17T09:30:47Z&lt;/ChangeDateTime&gt;         &lt;ChangeTypeCode&gt;SEGTIMECHG&lt;/ChangeTypeCode&gt;         &lt;New&gt;           &lt;DataLists&gt;             &lt;PaxSegmentList&gt;               &lt;PaxSegment&gt;                 &lt;Arrival&gt;                   &lt;AircraftScheduledDateTime&gt;2019-09-24T21:20&lt;/AircraftScheduledDateTime&gt;                 &lt;/Arrival&gt;                 &lt;Dep&gt;                   &lt;AircraftScheduledDateTime&gt;2019-09-24T20:00&lt;/AircraftScheduledDateTime&gt;                 &lt;/Dep&gt;                 &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt;               &lt;/PaxSegment&gt;             &lt;/PaxSegmentList&gt;           &lt;/DataLists&gt;         &lt;/New&gt;         &lt;Old&gt;           &lt;DataLists&gt;             &lt;PaxSegmentList&gt;               &lt;PaxSegment&gt;                 &lt;Arrival&gt;                   &lt;AircraftScheduledDateTime&gt;2019-09-24T22:05&lt;/AircraftScheduledDateTime&gt;                 &lt;/Arrival&gt;                 &lt;Dep&gt; </pre>	

```

    <AircraftScheduledDateTime>2019-09-24T20:45</AircraftScheduledDateTime>
  </Dep>
  <PaxSegmentID>SEG002</PaxSegmentID>
</PaxSegment>
</PaxSegmentList>
</DataLists>
</Old>
  <ReasonCode>SCHEDCHNG</ReasonCode>
</ChangeOperation>
  <OrderVersion>0</OrderVersion>
</ChangeOperationGroup>
</ChangeGroup>
  <OrderID>ORD001</OrderID>
</Notification>

```

## 06. Transmitting an OrderChangeNotif request with Flight Number change.

The Airline (ORA) may notify the Seller of a Flight Number change.

None	Copy
<pre> &lt;Notification&gt;   &lt;ChangeGroup&gt;     &lt;ChangeOperationGroup&gt;       &lt;ChangeOperation&gt;         &lt;ChangeDateTime&gt;2001-12-17T09:30:47Z&lt;/ChangeDateTime&gt;         &lt;ChangeTypeCode&gt;FLTNMCHG&lt;/ChangeTypeCode&gt;         &lt;New&gt;           &lt;DataLists&gt;             &lt;PaxSegmentList&gt;               &lt;PaxSegment&gt;                 &lt;MarketingCarrierInfo&gt;                   &lt;MarketingCarrierFlightNumberText&gt;                     XB456                   &lt;/MarketingCarrierFlightNumberText&gt;                 &lt;/MarketingCarrierInfo&gt;                 &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt;               &lt;/PaxSegment&gt;             &lt;/PaxSegmentList&gt;           &lt;/DataLists&gt;         &lt;/New&gt;         &lt;Old&gt;           &lt;DataLists&gt;             &lt;PaxSegmentList&gt;               &lt;PaxSegment&gt;                 &lt;MarketingCarrierInfo&gt;                   &lt;MarketingCarrierFlightNumberText&gt;                     XB123                   &lt;/MarketingCarrierFlightNumberText&gt;                 &lt;/MarketingCarrierInfo&gt;                 &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt;               &lt;/PaxSegment&gt;             &lt;/PaxSegmentList&gt;           &lt;/DataLists&gt;         &lt;/Old&gt;         &lt;ReasonCode&gt;FLNUMCHG&lt;/ReasonCode&gt;       &lt;/ChangeOperation&gt;       &lt;OrderVersion&gt;0&lt;/OrderVersion&gt;     &lt;/ChangeOperationGroup&gt;   &lt;/ChangeGroup&gt;   &lt;OrderID&gt;ORD001&lt;/OrderID&gt; &lt;/Notification&gt; </pre>	

## 07. Transmitting an OrderChangeNotif request with Flight change (segment change)

The Airline (ORA) may notify the Seller of a Flight change (segment change).

None	Copy
<pre> &lt;Notification&gt;   &lt;ChangeGroup&gt;     &lt;ChangeOperationGroup&gt;       &lt;ChangeOperation&gt; </pre>	

```

<ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
<ChangeTypeCode>SEGCHG</ChangeTypeCode>
<Old>
  <Order>
    <OrderItem>
      <OrderItemID>ORITM001</OrderItemID>
      <Service>
        <ServiceID>SVC001</ServiceID>
        <StatusCode>OPEN</StatusCode>
      </Service>
    </OrderItem>
  </Order>
</Old>
<New>
  <Order>
    <OrderItem>
      <OrderItemID>ORITM001</OrderItemID>
      <Service>
        <ServiceID>SVC001</ServiceID>
        <StatusCode>CANCELLED</StatusCode>
      </Service>
      <Service>
        <PaxRefID>PAX001</PaxRefID>
        <ServiceAssociations>
          <PaxSegmentRefID>SEG002</PaxSegmentRefID>
        </ServiceAssociations>
        <ServiceID>SVC002</ServiceID>
        <StatusCode>OPEN</StatusCode>
      </Service>
    </OrderItem>
  </Order>
  <DataLists>
    <PaxSegmentList>
      <PaxSegment>
        <Arrival>
          <AircraftScheduledDateTime>
            2019-02-14T16:40:00
          </AircraftScheduledDateTime>
          <IATA_LocationCode>LHR</IATA_LocationCode>
        </Arrival>
        <Dep>
          <AircraftScheduledDateTime>
            2019-02-14T14:25:00
          </AircraftScheduledDateTime>
          <IATA_LocationCode>GVA</IATA_LocationCode>
        </Dep>
        <MarketingCarrierInfo>
          <CarrierDesigCode>XB</CarrierDesigCode>
          <MarketingCarrierFlightNumberText>
            222
          </MarketingCarrierFlightNumberText>
        </MarketingCarrierInfo>
        <OperatingCarrierInfo>
          <CarrierDesigCode>XC</CarrierDesigCode>
        </OperatingCarrierInfo>
        <PaxSegmentID>SEG002</PaxSegmentID>
      </PaxSegment>
    </PaxSegmentList>
  </DataLists>
</New>
<ReasonCode>SEGCHNG</ReasonCode>
</ChangeOperation>
<OrderVersion>0</OrderVersion>
</ChangeOperationGroup>
</ChangeGroup>
<OrderID>ORD001</OrderID>
</Notification>

```

## 08. Transmitting an OrderChangeNotif request with Route change (Change in Departure/Arrival Information)

The Airline (ORA) may notify the Seller of a route change (Change in Departure/Arrival Information).

```

<Notification>
  <ChangeGroup>
    <ChangeOperationGroup>
      <ChangeOperation>
        <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
        <ChangeTypeCode>ARRCHG</ChangeTypeCode>
        <Old>
          <Order>
            <OrderItem>
              <OrderItemID>ORITM001</OrderItemID>
              <Service>
                <ServiceID>SVC001</ServiceID>
                <StatusCode>OPEN</StatusCode>
              </Service>
            </OrderItem>
          </Order>
        </Old>
        <New>
          <Order>
            <OrderItem>
              <OrderItemID>ORITM001</OrderItemID>
              <Service>
                <ServiceID>SVC001</ServiceID>
                <StatusCode>CANCELLED</StatusCode>
              </Service>
              <Service>
                <PaxRefID>PAX001</PaxRefID>
                <ServiceAssociations>
                  <PaxSegmentRefID>SEG002</PaxSegmentRefID>
                </ServiceAssociations>
                <ServiceID>SVC002</ServiceID>
                <StatusCode>OPEN</StatusCode>
              </Service>
            </OrderItem>
          </Order>
          <DataLists>
            <PaxSegmentList>
              <PaxSegment>
                <Arrival>
                  <AircraftScheduledDateTime>2019-02-14T16:40:00Z</AircraftScheduledDateTime>
                  <IATA_LocationCode>LGW</IATA_LocationCode>
                </Arrival>
                <Dep>
                  <AircraftScheduledDateTime>2019-02-14T14:25:00Z</AircraftScheduledDateTime>
                  <IATA_LocationCode>GVA</IATA_LocationCode>
                </Dep>
                <MarketingCarrierInfo>
                  <CarrierDesigCode>XB</CarrierDesigCode>
                  <MarketingCarrierFlightNumberText>222</MarketingCarrierFlightNumberText>
                </MarketingCarrierInfo>
                <OperatingCarrierInfo>
                  <CarrierDesigCode>XC</CarrierDesigCode>
                </OperatingCarrierInfo>
                <PaxSegmentID>SEG002</PaxSegmentID>
              </PaxSegment>
            </PaxSegmentList>
          </DataLists>
        </New>
      </ChangeOperation>
    </ChangeOperationGroup>
    <ChangeGroupSequenceNumber>1</ChangeGroupSequenceNumber>
  </ChangeGroup>
  <OrderBaseline>
    <Order>
      <OrderID>ORD001</OrderID>
      <OrderItem>
        <OrderItemID>ORITM001</OrderItemID>
        <Service>
          <PaxRefID>PAX001</PaxRefID>
          <ServiceAssociations>
            <PaxSegmentRefID>SEG001</PaxSegmentRefID>
          </ServiceAssociations>
        </Service>
      </OrderItem>
    </Order>
  </OrderBaseline>

```

```

    <ServiceID>SVC001</ServiceID>
    <StatusCode>OPEN</StatusCode>
  </Service>
</OrderItem>
<OwnerCode>XB<OwnerCode>
</Order>
<DataLists>
  <PaxSegmentList>
    <PaxSegment>
      <Arrival>
        <AircraftScheduledDateTime>2019-02-14T16:40:00Z</AircraftScheduledDateTime>
        <IATALocationCode>LHR</IATALocationCode>
      </Arrival>
      <Dep>
        <AircraftScheduledDateTime>2019-02-14T14:25:00Z</AircraftScheduledDateTime>
        <IATALocationCode>GVA</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
        <MarketingCarrierFlightNumberText>222</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <OperatingCarrierInfo>
        <CarrierDesigCode>XC</CarrierDesigCode>
      </OperatingCarrierInfo>
      <PaxSegmentID>SEG001</PaxSegmentID>
    </PaxSegment>
  </PaxSegmentList>
</DataLists>
</OrderBaseline>
</Notification>

```

## 09. Transmitting an OrderChangeNotif request with the Current Order

The Airline (ORA) may notify the Seller of changes to the Order, optionally transmitting the Current Order.

None	Copy
<pre> &lt;CurrentOrder&gt;   &lt;DataLists&gt;     &lt;PaxSegmentList&gt;       &lt;PaxSegment&gt;         &lt;Arrival&gt;           &lt;AircraftScheduledDateTime&gt;             2019-09-25T11:35:00Z           &lt;/AircraftScheduledDateTime&gt;           &lt;IATA_LocationCode&gt;LGW&lt;/IATA_LocationCode&gt;         &lt;/Arrival&gt;         &lt;Dep&gt;           &lt;AircraftScheduledDateTime&gt;             2019-09-25T10:15:00Z           &lt;/AircraftScheduledDateTime&gt;           &lt;IATA_LocationCode&gt;GVA&lt;/IATA_LocationCode&gt;         &lt;/Dep&gt;         &lt;MarketingCarrierInfo&gt;           &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;           &lt;MarketingCarrierFlightNumberText&gt;             222           &lt;/MarketingCarrierFlightNumberText&gt;         &lt;/MarketingCarrierInfo&gt;         &lt;OperatingCarrierInfo&gt;           &lt;CarrierDesigCode&gt;XC&lt;/CarrierDesigCode&gt;           &lt;OperatingCarrierFlightNumberText&gt;             111           &lt;/OperatingCarrierFlightNumberText&gt;         &lt;/OperatingCarrierInfo&gt;         &lt;PaxSegmentID&gt;SEG001&lt;/PaxSegmentID&gt;       &lt;/PaxSegment&gt;     &lt;/PaxSegmentList&gt;   &lt;/DataLists&gt;   &lt;Order&gt;     &lt;OrderID&gt;ZZ000XXABC123&lt;/OrderID&gt;     &lt;OrderItem&gt;       &lt;OrderItemID&gt;ORITM001&lt;/OrderItemID&gt;       &lt;Service&gt; </pre>	

```

<PaxRefID>PAX001</PaxRefID>
<ServiceAssociations>
  <ServiceDefinitionRef>
    <FlightAssociations>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    </FlightAssociations>
  </ServiceDefinitionRef>
</ServiceAssociations>
<ServiceID>SVC001</ServiceID>
<StatusCode>OPEN</StatusCode>
</Service>
</OrderItem>
<OwnerCode>XB</OwnerCode>
</Order>
</CurrentOrder>

```

## 10. Transmitting an OrderChangeNotif request with the Baseline Order

The Airline (ORA) may notify the Seller of changes to the Order, optionally transmitting the Baseline Order.

None	Copy
<pre> &lt;OrderBaseline&gt;   &lt;DataLists&gt;     &lt;PaxSegmentList&gt;       &lt;PaxSegment&gt;         &lt;Arrival&gt;           &lt;AircraftScheduledDateTime&gt;             2019-09-25T11:45:00Z           &lt;/AircraftScheduledDateTime&gt;           &lt;IATA_LocationCode&gt;LHR&lt;/IATA_LocationCode&gt;         &lt;/Arrival&gt;         &lt;Dep&gt;           &lt;AircraftScheduledDateTime&gt;             2019-09-25T10:15:00Z           &lt;/AircraftScheduledDateTime&gt;           &lt;IATA_LocationCode&gt;GVA&lt;/IATA_LocationCode&gt;         &lt;/Dep&gt;         &lt;MarketingCarrierInfo&gt;           &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;           &lt;MarketingCarrierFlightNumberText&gt;             222           &lt;/MarketingCarrierFlightNumberText&gt;         &lt;/MarketingCarrierInfo&gt;         &lt;OperatingCarrierInfo&gt;           &lt;CarrierDesigCode&gt;XC&lt;/CarrierDesigCode&gt;           &lt;OperatingCarrierFlightNumberText&gt;             111           &lt;/OperatingCarrierFlightNumberText&gt;         &lt;/OperatingCarrierInfo&gt;         &lt;PaxSegmentID&gt;SEG001&lt;/PaxSegmentID&gt;       &lt;/PaxSegment&gt;     &lt;/PaxSegmentList&gt;   &lt;/DataLists&gt;   &lt;Order&gt;     &lt;OrderID&gt;ZZ000XXABC123&lt;/OrderID&gt;     &lt;OrderItem&gt;       &lt;OrderItemID&gt;ORITM001&lt;/OrderItemID&gt;       &lt;Service&gt;         &lt;PaxRefID&gt;PAX001&lt;/PaxRefID&gt;         &lt;ServiceAssociations&gt;           &lt;ServiceDefinitionRef&gt;             &lt;FlightAssociations&gt;               &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;             &lt;/FlightAssociations&gt;           &lt;/ServiceDefinitionRef&gt;         &lt;/ServiceAssociations&gt;         &lt;ServiceID&gt;SVC001&lt;/ServiceID&gt;         &lt;StatusCode&gt;OPEN&lt;/StatusCode&gt;       &lt;/Service&gt;     &lt;/OrderItem&gt;     &lt;OwnerCode&gt;XB&lt;/OwnerCode&gt;   &lt;/Order&gt; &lt;/OrderBaseline&gt; </pre>	

## 11. Transmitting an OrderChangeNotif request with Flight Cancellation information

The Airline (ORA) may notify the Seller of a Flight Cancellation.

None	Copy
<pre>&lt;Notification&gt; &lt;ChangeGroup&gt;   &lt;ChangeOperationGroup&gt;     &lt;ChangeOperation&gt;       &lt;ChangeDateTime&gt;2001-12-17T09:30:47Z&lt;/ChangeDateTime&gt;       &lt;ChangeTypeCode&gt;SEGCANCEL&lt;/ChangeTypeCode&gt;       &lt;New&gt;         &lt;Order&gt;           &lt;OrderID&gt;OR001&lt;/OrderID&gt;           &lt;OrderItem&gt;             &lt;OrderItemID&gt;ORITM001&lt;/OrderItemID&gt;             &lt;Service&gt;               &lt;ServiceID&gt;SVC002&lt;/ServiceID&gt;               &lt;StatusCode&gt;REMOVED&lt;/StatusCode&gt;             &lt;/Service&gt;           &lt;/OrderItem&gt;         &lt;/Order&gt;       &lt;/New&gt;     &lt;Old&gt;       &lt;Order&gt;         &lt;OrderID&gt;OR001&lt;/OrderID&gt;         &lt;OrderItem&gt;           &lt;OrderItemID&gt;ORITM001&lt;/OrderItemID&gt;           &lt;Service&gt;             &lt;ServiceID&gt;SVC002&lt;/ServiceID&gt;             &lt;StatusCode&gt;HK&lt;/StatusCode&gt;           &lt;/Service&gt;         &lt;/OrderItem&gt;       &lt;/Order&gt;     &lt;/Old&gt;     &lt;ReasonCode&gt;SEGCANCEL&lt;/ReasonCode&gt;   &lt;/ChangeOperation&gt;   &lt;OrderVersion&gt;0&lt;/OrderVersion&gt; &lt;/ChangeOperationGroup&gt; &lt;/ChangeGroup&gt; &lt;OrderID&gt;token&lt;/OrderID&gt; &lt;/Notification&gt;</pre>	

## 12. Transmitting an OrderChangeNotif request with Aircraft Type and Operating Carrier changes

The Airline (ORA) may notify the Seller of an Aircraft Type and Operating Carrier Change.

None	Copy
<pre>&lt;Notification&gt; &lt;ChangeGroup&gt;   &lt;ChangeOperationGroup&gt;     &lt;ChangeOperation&gt;       &lt;ChangeDateTime&gt;2001-12-17T09:30:47Z&lt;/ChangeDateTime&gt;       &lt;ChangeTypeCode&gt;AIRCRAFTCHG&lt;/ChangeTypeCode&gt;       &lt;New&gt;         &lt;DataLists&gt;           &lt;PaxSegmentList&gt;             &lt;PaxSegment&gt;               &lt;DatedOperatingLeg&gt;                 &lt;CarrierAircraftType&gt;787&lt;/CarrierAircraftType&gt;               &lt;/DatedOperatingLeg&gt;               &lt;OperatingCarrierInfo&gt;                 &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt;               &lt;/OperatingCarrierInfo&gt;               &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt;             &lt;/PaxSegment&gt;           &lt;/PaxSegmentList&gt;         &lt;/DataLists&gt;       &lt;/New&gt;     &lt;Old&gt;</pre>	

```

<DataLists>
  <PaxSegmentList>
    <PaxSegment>
      <DatedOperatingLeg>
        <CarrierAircraftType>777</CarrierAircraftType>
      </DatedOperatingLeg>
      <OperatingCarrierInfo>
        <CarrierDesigCode>XC</CarrierDesigCode>
      </OperatingCarrierInfo>
      <PaxSegmentID>SEG002</PaxSegmentID>
    </PaxSegment>
  </PaxSegmentList>
</DataLists>
</Old>
<ReasonCode>EQCHNG</ReasonCode>
</ChangeOperation>
<OrderVersion>4</OrderVersion>
</ChangeOperationGroup>
</ChangeGroup>
<OrderBaseline>
  <DataLists>
    <PaxSegmentList>
      <PaxSegment>
        <Arrival>
          <AircraftScheduledDateTime>
            2019-09-25T08:50:00Z
          </AircraftScheduledDateTime>
          <IATA_LocationCode>LHR</IATA_LocationCode>
        </Arrival>
        <Dep>
          <AircraftScheduledDateTime>
            2019-09-25T07:30:00Z
          </AircraftScheduledDateTime>
          <IATA_LocationCode>GVA</IATA_LocationCode>
        </Dep>
        <MarketingCarrierInfo>
          <CarrierDesigCode>XB</CarrierDesigCode>
          <MarketingCarrierFlightNumberText>
            222
          </MarketingCarrierFlightNumberText>
        </MarketingCarrierInfo>
        <OperatingCarrierInfo>
          <CarrierDesigCode>XC</CarrierDesigCode>
        </OperatingCarrierInfo>
        <PaxSegmentID>SEG002</PaxSegmentID>
      </PaxSegment>
    </PaxSegmentList>
  </DataLists>
<Order>
  <OrderID>OR001</OrderID>
  <OrderItem>
    <OrderItemID>ORITM001</OrderItemID>
    <Service>
      <PaxRefID>PAX001</PaxRefID>
      <ServiceAssociations>
        <ServiceDefinitionRef>
          <FlightAssociations>
            <PaxSegmentRefID>SEG002</PaxSegmentRefID>
          </FlightAssociations>
        </ServiceDefinitionRef>
      </ServiceAssociations>
      <ServiceID>SVC001</ServiceID>
      <StatusCode>OPEN</StatusCode>
    </Service>
  </OrderItem>
  <OwnerCode>XB</OwnerCode>
</Order>
</OrderBaseline>
<OrderID>ORD001</OrderID>
</Notification>

```

### 13. Transmitting an OrderChangeNotif request with Net Clearance Amount

The Seller may send the OrderChangeNotif request informing the Airline (ORA) with Net Clearance Amount

None	Copy
------	------

```
<PaymentFunctions>
<PaymentProcessingSummary>
  <Amount>100.00</Amount>
  <PaymentID>A12F3465</PaymentID>
  <PaymentMethod>
    <Cash>
      <SettlementData>
        <NetClearanceAmount>90.00</NetClearanceAmount>
        <RemittanceDate>2019-09-30</RemittanceDate>
      </SettlementData>
    </Cash>
  </PaymentMethod>
  <TypeCode/>
</PaymentProcessingSummary>
</PaymentFunctions>
```

# Structure of the Invol servicing

## Structure of the Invol servicing

This section documents the key elements for the OrderChangeNotif request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderChangeNotif request with indication that Customer Acceptance is needed following a Planned Schedule Change

The Airline (ORA) may send an OrderChangeNotif request to the Seller with the indication that Customer Acceptance is needed following a Planned Schedule Change.

*XPath:olATA\_OrderChangeNotifRQ/Notification/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/SellerFollowUpAction*

None	Copy
<pre>&lt;SellerFollowUpAction&gt;   &lt;ActionCode&gt;Accept&lt;/ActionCode&gt;   &lt;ActionCode&gt;Cancel&lt;/ActionCode&gt;   &lt;ActionCode&gt;Reshop&lt;/ActionCode&gt;   &lt;ActionInd&gt;&gt;true&lt;/ActionInd&gt;   &lt;ActionActionTimeLimitDateTime&gt;2019-09-30T14:00:00Z&lt;/ActionActionTimeLimitDateTime&gt;   &lt;AirlineContactURI&gt;www.airlinecontactpage.com&lt;/AirlineContactURI&gt;   &lt;ConsequenceOfInactionCode&gt;AutoAcceptance&lt;/ConsequenceOfInactionCode&gt; &lt;/SellerFollowUpAction&gt;</pre>	

### 02. Transmitting an OrderChangeNotif request for an Order that has undergone a Schedule Change including Fare Waiver information

The Airline may send the an OrderChangeNotif request for an Order that has undergone a planned Schedule change including Fare Waiver information

*XPath:olATA\_OrderChangeNotifRQ/Notification/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/FareDetail/FareWaiver*

None	Copy
<pre>&lt;FareWaiver&gt;   &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt;   &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

## Message Capabilities

### 01. Transmitting an OrderChangeNotif request with multiple change operation groups

The Airline (ORA) may include multiple sequences of order changes in one notification to the seller.

None	Copy
<pre>&lt;Notification&gt; &lt;ChangeGroup&gt;   &lt;ChangeGroupSequenceNumber&gt;1&lt;/ChangeGroupSequenceNumber&gt;   &lt;ChangeOperationGroup&gt;   ...   &lt;/ChangeOperationGroup&gt; &lt;/ChangeGroup&gt; &lt;ChangeGroup&gt;   &lt;ChangeGroupSequenceNumber&gt;2&lt;/ChangeGroupSequenceNumber&gt;   &lt;ChangeOperationGroup&gt;   ...   &lt;/ChangeOperationGroup&gt; &lt;/ChangeGroup&gt; &lt;OrderID&gt;OR001&lt;/OrderID&gt; &lt;/Notification&gt;</pre>	

## Message Capabilities

The OrderCancel transaction set requests the cancellation of a specified Order and returns confirmation of cancellation.

The Seller, if the Customer wishes to proceed, can then send an Order Cancellation request to the Airline. The Airline will reply with a confirmation in an Order Cancellation response.

The OrderCancel message may be used at a point at which the customer knows the cancellation charges (for example after an OrderReshop where the Customer understands the impact of the Cancellation).

### OrderCancel Request Elements

#### Identifying the Order to Cancel

##### 01. Requesting Cancellation

The Seller may request a simple cancellation by simply providing the Order ID to be cancelled.

```
<iata:Request>
  <iata:Order>
    <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
</iata:Request>
```

#### Order ID

Note if you have a PNR Record Locator, best practice is to use the Order ID and Owner Code field (not the BookingRef structure). Note that the Order ID is determined by the Carrier and shall come from another Order ID response (for example, OrderRetrieve, OrderList)

#### Validating the Cancellation Amount

Not to be confused with quoting for the cancellation amount which will use the OrderReshop RQ/RS. These validations ensure that nothing has changed from a quotation to the actual execution of the Cancellation.

##### 02. Requesting Cancellation with Expected Refund Amount

The Seller, while requesting the airline to cancel the Order may also advise the airline the expected refund amount. If the expected refund amount does not match that of the expected amount, the airline may return an error or warning instead of cancelling the Order.

```
<iata:Request>
  <iata:ExpectedRefundAmount>
    <iata:TotalAmount CurCode="CHF">1000.00</iata:TotalAmount>
  </iata:ExpectedRefundAmount>
  <iata:Order>
    <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
</iata:Request>
```

#### Additional Detail

Note that the Seller can add additional detail of the Refund Amount to include the Base Amount and specific taxes, fees, and charges.

##### 03. Requesting Cancellation with Expected Loyalty Refund

The Seller, while requesting the airline to cancel the Order may also advise the airline the expected loyalty refund. If the expected refund does not match that of the expected loyalty amount, the airline may return an error or warning instead of cancelling the Order.

```

iata:Request
iata:ExpectedRefundAmount
iata:LoyaltyUnitAmount1000</iata:LoyaltyUnitAmount>
iata:LoyaltyUnitNameP</iata:LoyaltyUnitName>
</iata:ExpectedRefundAmount>
iata:Order
iata:OrderIDXBXXX1A2B3C4D</iata:OrderID>
iata:OwnerCodeXB</iata:OwnerCode>
</iata:Order>
</iata:Request>

```

@(Info)PADIS Codest 6411)(Note the Codeset to use for the Miles or Points Unit is PADIS Codeset 6411)

## Specifying the type of Refund to Receive

### 04. Requesting Cancellation with Refund to Original Form of Payment

The Seller may request that any refund amount available after the cancellation is refunded to the original form of payment of the Order.

```

<iata:Request>
<iata:Order>
  <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:OrderCancelProcessing>
  <iata:RefundPaymentMethodPref>
  <iata:OriginalPaymentMethodInd>true</iata:OriginalPaymentMethodInd>
  </iata:RefundPaymentMethodPref>
</iata:OrderCancelProcessing>
</iata:Request>

```

### 05. Requesting Cancellation with Refund to a Specific Form of Payment

The Seller may request the airline to change the form of refund to a specific form, for example, a Payment Card as opposed to the original form of payment (if known).

```

<iata:Request>
<iata:Order>
  <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:OrderCancelProcessing>
  <iata:RefundPaymentMethodPref>
  <iata:PaymentCard>
    <iata:CardHolderName>Andrew Blake</iata:CardHolderName>
    <iata:CardNumber>4111111111111111</iata:CardNumber>
    <iata:CardProductTypeCode>VA</iata:CardProductTypeCode>
    <iata:ExpirationDate>2018-11-05+01:00</iata:ExpirationDate>
  </iata:PaymentCard>
  </iata:RefundPaymentMethodPref>
</iata:OrderCancelProcessing>
</iata:Request>

```

### 06. Requesting Cancellation with Refund to a Specific Form of Payment Type

A Seller may specify the type of payment method to refund to without specifying the details of that method (the Airline may have this information on file).

```

<iata:Request>
<iata:Order>
  <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:OrderCancelProcessing>
  <iata:RefundPaymentMethodPref>
  <iata:PaymentCard/>
  </iata:RefundPaymentMethodPref>
</iata:OrderCancelProcessing>

```

```
</iata:Request>
```

## 07. Requesting Cancellation with Refund to Voucher

A seller could request a refund to a voucher for later use by the customer.

```
<iata:Request>
  <iata:Order>
    <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:OrderCancelProcessing>
    <iata:RefundPaymentMethodPref>
      <iata:Voucher>
        <iata:ExpirationDate>2019-12-12</iata:ExpirationDate>
        <iata:VoucherID>12345678910</iata:VoucherID>
      </iata:Voucher>
    </iata:RefundPaymentMethodPref>
  </iata:OrderCancelProcessing>
</iata:Request>
```

## Detailing the Reason for Cancellation

### 08. Requesting Cancellation with a Reason

A Seller may request the airline to Cancel the Order for any such reason, in this example the Seller advises the airline that the Passenger must cancel due to bereavement purposes (PADIS Codeset REA, value 6 meaning Bereavement).

```
<iata:Request>
  <iata:Order>
    <iata:OrderID>XB0001A2B3C4D</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:OrderCancelProcessing>
    <iata:ReasonCode>6</iata:ReasonCode>
  </iata:OrderCancelProcessing>
</iata:Request>
```

#### Airline Response

Note the Airline may return with a Warning advising the Seller to have the Customer provide further information, for example, a doctor's certificate may be required if PADIS Codeset 7 was sent.

### 09. Requesting Cancellation with a Grace Period

A Seller may send a cancellation request within a grace period (for example a cooling off period of 24 hours) where a full refund may be required due to government regulations. The request shall be the same as the example Request to Cancel an Order. However, the Seller needs to identify where it's located (using the Party Information) allowing the Airline can assess the request appropriately.

## OrderCancel Response Elements

### 01. Cancellation

The response section of the message shall specify the response details to the OrderCancel Request. If the cancellation request was successful, the Airline to respond with the Order ID reference. If no errors and warnings are provided the Sender shall assume that the order was successfully cancelled.

```
<iata:Response>
  <iata:OrderRefID>XBXXX1A2B3C4D</iata:OrderRefID>
</iata:Response>
```

### 02. Cancellation with Cancellation Fee

The Airline may return advise on the cancellation fees that were calculated during the Order Cancellation.

```
<iata:Response>
  <iata:ChangeFees>
    <iata:AppCode>PDE</iata:AppCode>
  </iata:ChangeFees>
</iata:Response>
```

```

<iata:CancelFeeInd>true</iata:CancelFeeInd>
<iata:PenaltyAmount CurCode="EUR">100.00</iata:PenaltyAmount>
<iata:TypeCode>Cancel</iata:TypeCode>
</iata:ChangeFees>
<iata:OrderRefID>XBXXX1A2B3C4D</iata:OrderRefID>
</iata:Response>

```

### 03. Cancellation with Residual Ticket Information

The Airline may also return tickets in the response which may still have residual value with a successful cancellation while also advising the Cancellation fees.

```

<iata:Response>
<iata:ChangeFees>
<iata:AppCode>PDE</iata:AppCode>
<iata:CancelFeeInd>true</iata:CancelFeeInd>
<iata:PenaltyAmount CurCode="EUR">100.00</iata:PenaltyAmount>
<iata:TypeCode>Cancel</iata:TypeCode>
</iata:ChangeFees>
<iata:OrderRefID>XBXXX1A2B3C4D</iata:OrderRefID>
<iata:TicketDocInfo>
<iata:Ticket>
<iata:Coupon>
<iata:CouponNumber>1</iata:CouponNumber>
<iata:CouponSeqNumber>1</iata:CouponSeqNumber>
<iata:CouponStatusCode>E</iata:CouponStatusCode>
<!--Optional-->
<iata:CouponValidityPeriod>
<iata:Duration>P1Y4M2DT22H5M29S</iata:Duration>
<iata:EffectiveDate>2005-10-07</iata:EffectiveDate>
<iata:ExpirationDate>2010-03-07+01:00</iata:ExpirationDate>
</iata:CouponValidityPeriod>
<iata:FareBasisCode>JFBC</iata:FareBasisCode>
<iata:NonRefundableInd>false</iata:NonRefundableInd>
<iata:ValueAmount CurCode="CHF">10.00</iata:ValueAmount>
</iata:Coupon>
<iata:ReportingTypeCode>ORA</iata:ReportingTypeCode>
<iata:TicketDocTypeCode>T</iata:TicketDocTypeCode>
<!--Ticket-->
<iata:TicketNumber>00022212345678</iata:TicketNumber>
</iata:Ticket>
</iata:TicketDocInfo>
</iata:Response>

```

# Order Retrieve Capabilities

The OrderRetrieve transaction retrieves a specified Order that matches the request identifier for the Order.

Order Retrieve is used to return an Order using a distinct criterion (such as Order ID, Booking Reloc, Document Number) and is not used to search for Orders. Other criteria within the request are used for validation purposes.

Order Retrieve is the only message that supports the request for an Order using something other than an Order ID, for example, a Booking Reloc or Document Number, from this point onwards. If PNR's (shaped as Orders) are used, the Airline shall return the Reloc within the Order ID field for Sellers.

## OrderRetrieve Request Elements

This section documents the key elements for the OrderRetrieve request and how to correctly use these to achieve the required functionality.

### 01. Retrieving an Order using an Order ID

A Seller may retrieve a full snapshot of an Order using the Order Retrieve message simply by specifying the Order ID.

None	Copy
<pre>&lt;iata:OrderFilterCriteria&gt;   &lt;iata:Order&gt;     &lt;iata:OrderID&gt;XB000A1B2C3D4&lt;/iata:OrderID&gt;     &lt;iata:OwnerCode&gt;XB&lt;/iata:OwnerCode&gt;   &lt;/iata:Order&gt; &lt;/iata:OrderFilterCriteria&gt;</pre>	

#### Order ID Format

Note, regardless of Airline or OMS Fulfilment of that Order, the Order ID shall be as per Resolution 777.

### 02. Retrieving an Order using a Record Locator

An Airline may return an Order using an airline internal PNR Reloc as opposed to an Order ID.

```
<iata:OrderFilterCriteria>
  <iata:BookingRefFilterCriteria>
    <iata:BookingEntity>
      <iata:Carrier>
        <iata:AirlineDesigCode>XB</iata:AirlineDesigCode>
      </iata:Carrier>
    </iata:BookingEntity>
    <iata:BookingID>ABCDEF</iata:BookingID>
  </iata:BookingRefFilterCriteria>
</iata:OrderFilterCriteria>
```

#### Order ID

Note the Airline shall return the Order with an Order ID (which may be a reloc). From this point on the Seller shall use the Order ID element within other messages to interact with an Order

### 03. Retrieving an Order using a Document Number

An Airline may allow the Seller to request an Order to which a document is associated to, for example, by using a Ticket Number

```
<iata:OrderFilterCriteria>
  <iata:TicketDocFilterCriteria>
    <iata:TicketNumber>0001112222222</iata:TicketNumber>
  </iata:TicketDocFilterCriteria>
</iata:OrderFilterCriteria>
```

### 04. Retrieving an Order with Name Validation

An Airline may wish to use the name of a Passenger within the Order to validate the request to retrieve the Order.

```
<iata:OrderFilterCriteria>
  <iata:Order>
```

```

<iata:OrderID>XB000A1B2C3D4</iata:OrderID>
<iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:PaxFilterCriteria>
<iata:Individual>
  <iata:GivenName>Andrew</iata:GivenName>
  <iata:MiddleName>Frederick</iata:MiddleName>
  <iata:Surname>Blake</iata:Surname>
</iata:Individual>
<iata:PaxID>PAX-01</iata:PaxID>
</iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

## 05. Retrieving an Order with Email Validation

An Airline may choose to validate the request by asking the Seller to provide an email within the Order.

```

<iata:OrderFilterCriteria>
<iata:Order>
  <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:PaxFilterCriteria>
<iata>ContactInfo>
  <iata:EmailAddress> <iata:EmailAddressText>standards@iata.org</iata:EmailAddressText>
  </iata:EmailAddress>
</iata>ContactInfo>
<iata:PaxID>PAX-01</iata:PaxID>
</iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

## 06. Retrieving an Order with Social Media Handle Validation

An Airline may choose to validate the request by asking for the social media handle of a person within the Order.

```

<iata:OrderFilterCriteria>
<iata:Order>
  <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:PaxFilterCriteria>
<iata>ContactInfo>
  <iata:OtherAddress>
    <iata:LabelText>facebook</iata:LabelText>
    <iata:OtherAddressText>afbman</iata:OtherAddressText>
  </iata:OtherAddress>
</iata>ContactInfo>
<iata:PaxID>PAX-01</iata:PaxID>
</iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

### Social Media Codeset

Note there is no codset or reference to identify the Social Media platform, best practice is to use the main domain name within the label text. For example 'facebook.com' equates to 'facebook', or unknown.

## 07. Retrieving an Order with Phone Number Validation

An Airline may choose to validate the request by asking for a phone number within the Order.

```

<iata:OrderFilterCriteria>
<iata:Order>
  <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:PaxFilterCriteria>
<iata>ContactInfo>
  <iata:Phone>

```

```

    <iata:PhoneNumber>+411234567890</iata:PhoneNumber>
  </iata:Phone>
</iata:ContactInfo>
  <iata:PaxID>PAX-01</iata:PaxID>
</iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

## 08. Retrieving an Order with Address Validation

An Airline may choose to validate the request by asking for a component of the address to be verified.

```

<iata:OrderFilterCriteria>
  <iata:Order>
    <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:PaxFilterCriteria>
    <iata:ContactInfo>
      <iata:PostalAddress>
        <iata:PostalCode>1207</iata:PostalCode>
      </iata:PostalAddress>
    </iata:ContactInfo>
    <iata:PaxID>PAX-01</iata:PaxID>
  </iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

## 09. Retrieving an Order with Frequent Flyer Validation

An Airline may request to validate the request for Order retrieval using a Frequent Flyer Account Number.

```

<iata:OrderFilterCriteria>
  <iata:Order>
    <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:PaxFilterCriteria>
    <iata:LoyaltyProgramAccount>
      <iata:AccountNumber>1234567890</iata:AccountNumber>
      <iata:Carrier>
        <iata:AirlineDesigCode>XB</iata:AirlineDesigCode>
      </iata:Carrier>
    </iata:LoyaltyProgramAccount>
    <iata:PaxID>PAX-01</iata:PaxID>
  </iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

Alternatively, the Airline may use a Loyalty Program Sign ID (for example and email address or username which may be used instead)

```

<iata:OrderFilterCriteria>
  <iata:Order>
    <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:PaxFilterCriteria>
    <iata:LoyaltyProgramAccount>
      <iata:SignInID>iatastandards</iata:SignInID>
    </iata:LoyaltyProgramAccount>
    <iata:PaxID>PAX-01</iata:PaxID>
  </iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>

```

## 10. Retrieving an Order with Payment Card Validation

An Airline may validate the request by requesting information about the Payment Card that was used to create this Order.

### CreditCardVendorCode

Note the CreditCardVendorCode references Resolution 728, paragraph 7.2.1

<XML Snippet using the Order ID and the Payment Card Masked Number Field will be added here>

## 11. Retrieving an Order with Passport Number Validation

An Airline may wish to validate the request by asking for the Passport Number of a Passenger within the Order

```
<iata:OrderFilterCriteria>
  <iata:Order>
    <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:PaxFilterCriteria>
    <iata:FOID>
      <iata:FOID_ID>N12345678</iata:FOID_ID>
      <iata:FOID_TypeText>PP</iata:FOID_TypeText>
    </iata:FOID>
    <iata:PaxID>PAX-01</iata:PaxID>
  </iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>
```

### FOIDS

Note that the term FOIDS should not be confused with the AIRIMP FOIDS, while similar, this is simply a mechanism to transmit the information to the Airline.

## 12. Retrieving an Order with ID Card Validation

An Airline may wish to validate the request by requesting that the Seller sends in an ID Card Number of one of the Passengers within the Order.

```
<iata:OrderFilterCriteria>
  <iata:Order>
    <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:PaxFilterCriteria>
    <iata:FOID>
      <iata:FOID_ID>1234567890</iata:FOID_ID>
      <iata:FOID_TypeText>NI</iata:FOID_TypeText>
    </iata:FOID>
    <iata:PaxID>PAX-01</iata:PaxID>
  </iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>
```

### FOIDS

Note that the term FOIDS should not be confused with the AIRIMP FOIDS, while similar, this is simply a mechanism to transmit the information to the Airline.

# Overview

## Purpose

The OrderHistory transaction set requests the transaction history and audit trail for a specified Order.

## Features

Message	Component	Features	18.2	Changes
Request	Core	Request Order History	✓	-
		Request using Remarks	✓	-
Response		Return an Order Reference	✓	-
		Returns a collection of Actions that have been applied to the Order	✓	-

# Ability to Handle Multiple Types of Contacts

## OrderHistory Response Elements

This section documents the key elements for the OrderHistory response and how to correctly use these to achieve the required functionality.

### 01. Viewing an Order History with multiple addresses at destination

The Airline (ORA) may send an OrderHistory response to the Seller with multiple addresses at destination.

None	Copy
------	------

```
<DataLists>
  <ContactInfoList>
    <ContactInfo>
      <ContactInfoID>CT01</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>0044756496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>London</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>GB</CountryCode>
        <PostalCode>AA1 2BB</PostalCode>
        <StreetText>1 Main Street</StreetText>
      </PostalAddress>
    </ContactInfo>
    <ContactInfo>
      <ContactInfoID>CT02</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>001156496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>New York</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>US</CountryCode>
        <PostalCode>12345</PostalCode>
        <StreetText>2 Broad Street</StreetText>
      </PostalAddress>
    </ContactInfo>
  </ContactInfoList>
  <PaxList>
    <Pax>
      <ContactInfoRefID>CT01</ContactInfoRefID>
      <ContactInfoRefID>CT02</ContactInfoRefID>
      <PaxID>PAX01</PaxID>
    </Pax>
  </PaxList>
  <PaxSegmentList>
    <PaxSegment>
      <Arrival>LHR</Arrival>
      <Dep>GVA</Dep>
      <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
      <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG001</PaxSegmentID>
  </PaxSegment>
  <PaxSegment>
    <Arrival>JFK</Arrival>
    <Dep>LHR</Dep>
    <MarketingCarrierInfo>
```

```

    <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
  </MarketingCarrierInfo>
  <PaxSegmentID>SEG002</PaxSegmentID>
</PaxSegment>
</PaxSegmentList>
</DataLists>

```

## 02. Viewing an Order History with emergency contact details

The Airline (ORA) may send an OrderHistory response to the Seller with emergency contact details.

None	Copy
<pre> &lt;DataLists&gt; &lt;ContactInfoList&gt; &lt;ContactInfo&gt;   &lt;ContactInfoID&gt;CT001&lt;/ContactInfoID&gt;   &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;   &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;   &lt;PostalAddress&gt;   &lt;CityName&gt;London&lt;/CityName&gt;   &lt;ContactTypeText&gt;PRO&lt;/ContactTypeText&gt;   &lt;PostalCode&gt;AA12BB&lt;/PostalCode&gt;   &lt;StreetText&gt;1 Main Street&lt;/StreetText&gt;   &lt;/PostalAddress&gt; &lt;/ContactInfo&gt; &lt;ContactInfo&gt;   &lt;ContactInfoID&gt;CT002&lt;/ContactInfoID&gt;   &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;   &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;   &lt;Phone&gt;   &lt;ContactTypeText&gt;PER&lt;/ContactTypeText&gt;   &lt;PhoneNumber&gt;0044123497854&lt;/PhoneNumber&gt;   &lt;/Phone&gt; &lt;/ContactInfo&gt; &lt;/ContactInfoList&gt; &lt;PaxList&gt; &lt;Pax&gt;   &lt;ContactInfoRefID&gt;CT001&lt;/ContactInfoRefID&gt;   &lt;ContactInfoRefID&gt;CT002&lt;/ContactInfoRefID&gt;   &lt;PaxID&gt;PAX001&lt;/PaxID&gt; &lt;/Pax&gt; &lt;/PaxList&gt; &lt;PaxSegmentList&gt; &lt;PaxSegment&gt;   &lt;Arrival&gt;LHR&lt;/Arrival&gt;   &lt;Dep&gt;GVA&lt;/Dep&gt;   &lt;MarketingCarrierInfo&gt;   &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt; &lt;MarketingCarrierFlightNumberText&gt;123&lt;/MarketingCarrierFlightNumberText&gt;   &lt;/MarketingCarrierInfo&gt;   &lt;PaxSegmentID&gt;SEG001&lt;/PaxSegmentID&gt; &lt;/PaxSegment&gt; &lt;PaxSegment&gt;   &lt;Arrival&gt;JFK&lt;/Arrival&gt;   &lt;Dep&gt;LHR&lt;/Dep&gt;   &lt;MarketingCarrierInfo&gt;   &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt; &lt;MarketingCarrierFlightNumberText&gt;456&lt;/MarketingCarrierFlightNumberText&gt;   &lt;/MarketingCarrierInfo&gt;   &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt; &lt;/PaxSegment&gt; &lt;/PaxSegmentList&gt; &lt;/DataLists&gt; </pre>	

## 03. Viewing an Order History with contact details for an unaccompanied minor

The Airline (ORA) may send an OrderHistory response to the Seller with contact details for an unaccompanied minor.

None	Copy
<pre> &lt;DataLists&gt; </pre>	

```

<ContactInfoList>
  <ContactInfo>
    <ContactInfoID>CT01</ContactInfoID>
    <ContactPurposeText>EDP</ContactPurposeText>
    <Individual>
      <GivenName>Mother</GivenName>
      <IndividualID>IND01</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>006111111</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT02</ContactInfoID>
    <ContactPurposeText>EAR</ContactPurposeText>
    <Individual>
      <GivenName>Father</GivenName>
      <IndividualID>IND02</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>004422222</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT03</ContactInfoID>
    <ContactPurposeText>EDP</ContactPurposeText>
    <Individual>
      <GivenName>GrandFather</GivenName>
      <IndividualID>IND03</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG002</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>0044333333</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT04</ContactInfoID>
    <ContactPurposeText>EAR</ContactPurposeText>
    <Individual>
      <GivenName>Aunt</GivenName>
      <IndividualID>IND02</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG002</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>0014444444</PhoneNumber>
    </Phone>
  </ContactInfo>
</ContactInfoList>
<PaxList>
  <Pax>
    <ContactInfoRefID>CT001</ContactInfoRefID>
    <ContactInfoRefID>CT002</ContactInfoRefID>
    <ContactInfoRefID>CT003</ContactInfoRefID>
    <ContactInfoRefID>CT004</ContactInfoRefID>
    <PaxID>PAX001</PaxID>
  </Pax>
</PaxList>
</DataLists>

```

# Structure of the Invol Servicing

## OrderHistory Response Elements

This section documents the key elements for the OrderHistory response and how to correctly use these to achieve the required functionality.

### 01. Viewing an Order History with indication that Customer Acceptance is needed following a Planned Schedule Change

The Airline (ORA) may send an OrderHistory response to the Seller with the indication that Customer Acceptance is needed following a Planned Schedule Change.

*XPath: olATA\_OrderHistoryRS/Response/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/SellerFollowUpAction*

None	Copy
<pre>&lt;SellerFollowUpAction&gt;   &lt;ActionCode&gt;Accept&lt;/ActionCode&gt;   &lt;ActionCode&gt;Cancel&lt;/ActionCode&gt;   &lt;ActionCode&gt;Reshop&lt;/ActionCode&gt;   &lt;ActionInd&gt;true&lt;/ActionInd&gt;   &lt;ActionActionTimeLimitDateTime&gt;2019-09-30T14:00:00Z&lt;/ActionActionTimeLimitDateTime&gt;   &lt;AirlineContactURI&gt;www.airlinecontactpage.com&lt;/AirlineContactURI&gt;   &lt;ConsequenceOfInActionCode&gt;AutoAcceptance&lt;/ConsequenceOfInActionCode&gt; &lt;/SellerFollowUpAction&gt;</pre>	

### 02. Viewing an Order History with Fare Waiver information

The Seller may view an Order History with Fare Waiver information.

*XPath: olATA\_OrderHistoryRS/Response/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/FareDetail/FareWaiver*

None	Copy
<pre>&lt;FareWaiver&gt;   &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt;   &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

## Overview

### Purpose

The OrderList transaction set retrieves a list of Orders that match one or more search criteria.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Request for matching Orders	✓	-
		OrderListParameters	✓	-
	Filtering	By Booking Reference	✓	-
		By Carrier	✓	-
		By Flight	✓	-
		By Cancellation Date	✓	-
		By Creation Date	✓	-
		By Passengers	✓	-
		By Passenger Groups	✓	-
		By Payments	✓	-
		By Services	✓	-
		By Tickets	✓	-
		By travel Date	✓	-
Response		Return matched Orders	✓	-

## Overview

### Purpose

OrderView returns up to date content of an Order such as pricing information, conditions, time limits, Order status and passenger information.

When payment has been processed at the time of Order creation it also includes the status of this and, where they have already been issued, at least accountable document references (and further accountable document data if required).

### Features

Message	Component	Features	18.2	Changes
Request	See various messages such as OrderRetrieve, OrderCreate, Order Change			
Response		Returns one to many Orders	✓	-
		Returns the changes and actions applied to the Order previously	✓	-
		Returns Marketing Text	✓	-
		Returns Ticket Information	✓	-
			✓	-
			✓	-
Message	General	Inventory Guarantee	✓	-
		Rich Content	✓	-
		Multi language	✓	-
		Groups	✓	-
		Multi-Currency	✓	-

# Ability to Handle Multiple Types of Contacts

## OrderView Response Elements

This section documents the key elements for the OrderView response and how to correctly use these to achieve the required functionality.

### 01. Viewing an Order with multiple addresses at destination

The Airline (ORA) may send an OrderView response to the Seller with multiple addresses at destination.

None	Copy
------	------

```
<DataLists>
  <ContactInfoList>
    <ContactInfo>
      <ContactInfoID>CT01</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>0044756496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>London</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>GB</CountryCode>
        <PostalCode>AA1 2BB</PostalCode>
        <StreetText>1 Main Street</StreetText>
      </PostalAddress>
    </ContactInfo>
    <ContactInfo>
      <ContactInfoID>CT02</ContactInfoID>
      <ContactPurposeText>DES</ContactPurposeText>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>001156496451</PhoneNumber>
      </Phone>
      <PostalAddress>
        <CityName>New York</CityName>
        <ContactTypeText>PER</ContactTypeText>
        <CountryCode>US</CountryCode>
        <PostalCode>12345</PostalCode>
        <StreetText>2 Broad Street</StreetText>
      </PostalAddress>
    </ContactInfo>
  </ContactInfoList>
  <PaxList>
    <Pax>
      <ContactInfoRefID>CT01</ContactInfoRefID>
      <ContactInfoRefID>CT02</ContactInfoRefID>
      <PaxID>PAX01</PaxID>
    </Pax>
  </PaxList>
  <PaxSegmentList>
    <PaxSegment>
      <Arrival>LHR</Arrival>
      <Dep>GVA</Dep>
      <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
      <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG001</PaxSegmentID>
  </PaxSegment>
  <PaxSegment>
    <Arrival>JFK</Arrival>
    <Dep>LHR</Dep>
    <MarketingCarrierInfo>
```

```

    <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
  </MarketingCarrierInfo>
  <PaxSegmentID>SEG002</PaxSegmentID>
</PaxSegment>
</PaxSegmentList>
</DataLists>

```

## 02. Viewing an Order with emergency contact details

The Airline (ORA) may send an OrderView response to the Seller with emergency contact details.

None	Copy
<pre> &lt;DataLists&gt; &lt;ContactInfoList&gt; &lt;ContactInfo&gt;   &lt;ContactInfoID&gt;CT001&lt;/ContactInfoID&gt;   &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;   &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;   &lt;PostalAddress&gt;   &lt;CityName&gt;London&lt;/CityName&gt;   &lt;ContactTypeText&gt;PRO&lt;/ContactTypeText&gt;   &lt;PostalCode&gt;AA12BB&lt;/PostalCode&gt;   &lt;StreetText&gt;1 Main Street&lt;/StreetText&gt;   &lt;/PostalAddress&gt; &lt;/ContactInfo&gt; &lt;ContactInfo&gt;   &lt;ContactInfoID&gt;CT002&lt;/ContactInfoID&gt;   &lt;ContactPurposeText&gt;EMG&lt;/ContactPurposeText&gt;   &lt;PaxSegmentRefID&gt;SEG001&lt;/PaxSegmentRefID&gt;   &lt;Phone&gt;   &lt;ContactTypeText&gt;PER&lt;/ContactTypeText&gt;   &lt;PhoneNumber&gt;0044123497854&lt;/PhoneNumber&gt;   &lt;/Phone&gt; &lt;/ContactInfo&gt; &lt;/ContactInfoList&gt; &lt;PaxList&gt; &lt;Pax&gt;   &lt;ContactInfoRefID&gt;CT001&lt;/ContactInfoRefID&gt;   &lt;ContactInfoRefID&gt;CT002&lt;/ContactInfoRefID&gt;   &lt;PaxID&gt;PAX001&lt;/PaxID&gt; &lt;/Pax&gt; &lt;/PaxList&gt; &lt;PaxSegmentList&gt; &lt;PaxSegment&gt;   &lt;Arrival&gt;LHR&lt;/Arrival&gt;   &lt;Dep&gt;GVA&lt;/Dep&gt;   &lt;MarketingCarrierInfo&gt;   &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt; &lt;MarketingCarrierFlightNumberText&gt;123&lt;/MarketingCarrierFlightNumberText&gt;   &lt;/MarketingCarrierInfo&gt;   &lt;PaxSegmentID&gt;SEG001&lt;/PaxSegmentID&gt; &lt;/PaxSegment&gt; &lt;PaxSegment&gt;   &lt;Arrival&gt;JFK&lt;/Arrival&gt;   &lt;Dep&gt;LHR&lt;/Dep&gt;   &lt;MarketingCarrierInfo&gt;   &lt;CarrierDesigCode&gt;XB&lt;/CarrierDesigCode&gt; &lt;MarketingCarrierFlightNumberText&gt;456&lt;/MarketingCarrierFlightNumberText&gt;   &lt;/MarketingCarrierInfo&gt;   &lt;PaxSegmentID&gt;SEG002&lt;/PaxSegmentID&gt; &lt;/PaxSegment&gt; &lt;/PaxSegmentList&gt; &lt;/DataLists&gt; </pre>	

## 03. Viewing an Order with contact details for an unaccompanied minor

The Airline (ORA) may send an OrderView response to the Seller with contact details for an unaccompanied minor.

None	Copy
<pre> &lt;DataLists&gt; </pre>	

```

<ContactInfoList>
  <ContactInfo>
    <ContactInfoID>CT01</ContactInfoID>
    <ContactPurposeText>EDP</ContactPurposeText>
    <Individual>
      <GivenName>Mother</GivenName>
      <IndividualID>IND01</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>006111111</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT02</ContactInfoID>
    <ContactPurposeText>EAR</ContactPurposeText>
    <Individual>
      <GivenName>Father</GivenName>
      <IndividualID>IND02</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG001</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>004422222</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT03</ContactInfoID>
    <ContactPurposeText>EDP</ContactPurposeText>
    <Individual>
      <GivenName>GrandFather</GivenName>
      <IndividualID>IND03</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG002</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>0044333333</PhoneNumber>
    </Phone>
  </ContactInfo>
  <ContactInfo>
    <ContactInfoID>CT04</ContactInfoID>
    <ContactPurposeText>EAR</ContactPurposeText>
    <Individual>
      <GivenName>Aunt</GivenName>
      <IndividualID>IND02</IndividualID>
      <Surname>NAMEONE</Surname>
    </Individual>
    <PaxSegmentRefID>SEG002</PaxSegmentRefID>
    <Phone>
      <ContactTypeText>PER</ContactTypeText>
      <PhoneNumber>0014444444</PhoneNumber>
    </Phone>
  </ContactInfo>
</ContactInfoList>
<PaxList>
  <Pax>
    <ContactInfoRefID>CT001</ContactInfoRefID>
    <ContactInfoRefID>CT002</ContactInfoRefID>
    <ContactInfoRefID>CT003</ContactInfoRefID>
    <ContactInfoRefID>CT004</ContactInfoRefID>
    <PaxID>PAX001</PaxID>
  </Pax>
</PaxList>
</DataLists>

```

# Net Clearance Amount

## OrderView Response Elements

This section documents the key elements for the OrderView response and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderView response with Net Clearance Amount

The Seller may send the OrderView response informing the Seller with Net Clearance Amount

None	Copy
<pre>&lt;PaymentFunctions&gt;   &lt;PaymentProcessingSummary&gt;     &lt;Amount&gt;100.00&lt;/Amount&gt;     &lt;PaymentID&gt;A12F3465&lt;/PaymentID&gt;     &lt;PaymentMethod&gt;       &lt;Cash&gt;         &lt;SettlementData&gt;           &lt;NetClearanceAmount&gt;90.00&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2019-09-30&lt;/RemittanceDate&gt;         &lt;/SettlementData&gt;       &lt;/Cash&gt;     &lt;/PaymentMethod&gt;     &lt;TypeCode/&gt;   &lt;/PaymentProcessingSummary&gt; &lt;/PaymentFunctions&gt;</pre>	

# OrderView Response Elements

## OrderView Response Elements

This section documents the key elements for the OrderView response and how to correctly use these to achieve the required functionality.

### 1. Viewing the Order with the Grand Total Amount, Netted Penalty and Price Differential

An Airline may return the OrderView response with the Grand Total Amount, Netted Penalty and Price Differential.

Xpath: IATA\_OrderViewRS/Response/DataLists

None	Copy
<pre>&lt;DataLists&gt; &lt;PenaltyList&gt; &lt;Penalty&gt; &lt;NetInd&gt;true&lt;/NetInd&gt; &lt;PenaltyID&gt;PEN001&lt;/PenaltyID&gt; &lt;Price&gt; &lt;BaseAmount&gt;15.00&lt;/BaseAmount&gt; &lt;TotalAmount&gt;15.00&lt;/TotalAmount&gt; &lt;/Price&gt; &lt;/Penalty&gt; &lt;/PenaltyList&gt; &lt;/DataLists&gt;</pre>	

XPath: IATA\_OrderViewRS/Response/Order/OrderItem

None	Copy
<pre>&lt;OrderItem&gt; &lt;DiffPrice&gt; &lt;Price&gt; &lt;BaseAmount&gt;-40.00&lt;/BaseAmount&gt; &lt;TaxSummary&gt; &lt;Tax&gt; &lt;Amount&gt;-20.00&lt;/Amount&gt; &lt;/Tax&gt; &lt;/TaxSummary&gt; &lt;TotalAmount&gt;-45.00&lt;/TotalAmount&gt; &lt;/Price&gt; &lt;/DiffPrice&gt; &lt;GrandTotalAmount&gt;-55.0&lt;/GrandTotalAmount&gt; &lt;OrderItemID&gt;ORDITM001&lt;/OrderItemID&gt; &lt;PenaltyRefID&gt;PEN001&lt;/PenaltyRefID&gt; &lt;Price&gt; &lt;BaseAmount&gt;-25.00&lt;/BaseAmount&gt; &lt;TaxSummary&gt; &lt;Tax&gt; &lt;Amount&gt;-15.00&lt;/Amount&gt; &lt;/Tax&gt; &lt;/TaxSummary&gt; &lt;TotalAmount&gt;-40.00&lt;/TotalAmount&gt; &lt;/Price&gt; &lt;/OrderItem&gt;</pre>	

### 02. Viewing the Order with the re-usable indicator

An Airline may return the OrderView response with the re-usable indicator.

Xpath: IATA\_OrderViewRS/Response/Order/OrderItem

None	Copy
<pre>&lt;OrderItem&gt; &lt;OrderItemID&gt;ORITM01&lt;/OrderItemID&gt; &lt;Price&gt; &lt;BaseAmount&gt;100.00&lt;/BaseAmount&gt;</pre>	

```
<TaxSummary>
  <Tax>
    <Amount>20.00</Amount>
  </Tax>
</TaxSummary>
<TotalAmount>120.00</TotalAmount>
</Price>
<ReusableInd>true</ReusableInd>
...
</OrderItem>
```

# Structure of the Invol servicing

## OrderView Response Elements

This section documents the key elements for the OrderView response and how to correctly use these to achieve the required functionality.

### 01. Viewing an Order with indication that Customer Acceptance is needed following a Planned Schedule Change

The Airline (ORA) may send an OrderView response to the Seller with the indication that Customer Acceptance is needed following a Planned Schedule Change.

*XPath: IATA\_OrderViewRS/Response/Order/OrderItem/SellerFollowUpAction*

None	Copy
<pre>&lt;SellerFollowUpAction&gt;   &lt;ActionCode&gt;Accept&lt;/ActionCode&gt;   &lt;ActionCode&gt;Cancel&lt;/ActionCode&gt;   &lt;ActionCode&gt;Reshop&lt;/ActionCode&gt;   &lt;ActionInd&gt;true&lt;/ActionInd&gt;   &lt;ActionActionTimeLimitDateTime&gt;2019-09-30T14:00:00Z&lt;/ActionActionTimeLimitDateTime&gt;   &lt;AirlineContactURI&gt;www.airlinecontactpage.com&lt;/AirlineContactURI&gt;   &lt;ConsequenceOfInActionCode&gt;AutoAcceptance&lt;/ConsequenceOfInActionCode&gt; &lt;/SellerFollowUpAction&gt;</pre>	

### 02. Viewing an Order with Fare Waiver information

The Seller may view an Order with Fare Waiver information.

*Xpath: IATA\_OrderViewRS/Response/Order/OrderItem/FareDetail/FareWaiver*

None	Copy
<pre>&lt;FareWaiver&gt;   &lt;FareRuleWaiverCode&gt;CODE&lt;/FareRuleWaiverCode&gt;   &lt;FareWaiverTypeCode&gt;TYPE&lt;/FareWaiverTypeCode&gt; &lt;/FareWaiver&gt;</pre>	

# Voluntary Servicing for full, partial cancellation and order modification

## OrderView Response Elements

This section documents the key elements for the OrderView response and how to correctly use these to achieve the required functionality.

### 01. Viewing the Order with the Grand Total Amount, Netted Penalty and Price Differential

An Airline may return the OrderView response with the Grand Total Amount, Netted Penalty and Price Differential.

*Xpath: IATA\_OrderViewRS/Response/DataLists*

None	Copy
<pre>&lt;DataLists&gt;   &lt;PenaltyList&gt;     &lt;Penalty&gt;       &lt;NetInd&gt;true&lt;/NetInd&gt;       &lt;PenaltyID&gt;PEN001&lt;/PenaltyID&gt;       &lt;Price&gt;         &lt;BaseAmount&gt;15.00&lt;/BaseAmount&gt;         &lt;TotalAmount&gt;15.00&lt;/TotalAmount&gt;       &lt;/Price&gt;     &lt;/Penalty&gt;   &lt;/PenaltyList&gt; &lt;/DataLists&gt;</pre>	

*XPath: IATA\_OrderViewRS/Response/Order/OrderItem*

None	Copy
<pre>&lt;OrderItem&gt;   &lt;DiffPrice&gt;     &lt;Price&gt;       &lt;BaseAmount&gt;-40.00&lt;/BaseAmount&gt;       &lt;TaxSummary&gt;         &lt;Tax&gt;           &lt;Amount&gt;-20.00&lt;/Amount&gt;         &lt;/Tax&gt;       &lt;/TaxSummary&gt;       &lt;TotalAmount&gt;-45.00&lt;/TotalAmount&gt;     &lt;/Price&gt;   &lt;/DiffPrice&gt;   &lt;GrandTotalAmount&gt;-55.0&lt;/GrandTotalAmount&gt;   &lt;OrderItemID&gt;ORDITM001&lt;/OrderItemID&gt;   &lt;PenaltyRefID&gt;PEN001&lt;/PenaltyRefID&gt;   &lt;Price&gt;     &lt;BaseAmount&gt;-25.00&lt;/BaseAmount&gt;     &lt;TaxSummary&gt;       &lt;Tax&gt;         &lt;Amount&gt;-15.00&lt;/Amount&gt;       &lt;/Tax&gt;     &lt;/TaxSummary&gt;     &lt;TotalAmount&gt;-40.00&lt;/TotalAmount&gt;   &lt;/Price&gt; &lt;/OrderItem&gt;</pre>	

### 02. Viewing the Order with the re-usable indicator

An Airline may return the OrderView response with the re-usable indicator.

*Xpath: IATA\_OrderViewRS/Response/Order/OrderItem*

None	Copy
<pre>&lt;OrderItem&gt;   &lt;OrderItemID&gt;ORITM01&lt;/OrderItemID&gt;   &lt;Price&gt;     &lt;BaseAmount&gt;100.00&lt;/BaseAmount&gt;</pre>	

```
<TaxSummary>
  <Tax>
    <Amount>20.00</Amount>
  </Tax>
</TaxSummary>
<TotalAmount>120.00</TotalAmount>
</Price>
<ReusableInd>true</ReusableInd>
...
</OrderItem>
```

# Net Clearance Amount

## OrderSalesInformationNotif Request Elements

This section documents the key elements for the OrderSalesInformationNotif request and how to correctly use these to achieve the required functionality.

### 01. Transmitting an OrderSalesInformationNotif request with Net Clearance Amount

The Seller may send the OrderSalesInformationNotif request informing the Airline (ORA) with Net Clearance Amount

None	Copy
<pre>&lt;PaymentFunctions&gt;   &lt;PaymentProcessingSummary&gt;     &lt;Amount&gt;100.00&lt;/Amount&gt;     &lt;PaymentID&gt;A12F3465&lt;/PaymentID&gt;     &lt;PaymentMethod&gt;       &lt;Cash&gt;         &lt;SettlementData&gt;           &lt;NetClearanceAmount&gt;90.00&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2019-09-30&lt;/RemittanceDate&gt;         &lt;/SettlementData&gt;       &lt;/Cash&gt;     &lt;/PaymentMethod&gt;     &lt;TypeCode/&gt;   &lt;/PaymentProcessingSummary&gt; &lt;/PaymentFunctions&gt;</pre>	

# Air Doc Notif Capabilities

## Overview

This message is reserved for interline communication from the ORA to a POA. It serves to communicate accountable document numbers (e.g. ET, EMDA, EMD-S) to the POA(s) identified in the documents. It is an unsolicited message from ORA to POA, sending details of any new or changed documents in the context of an existing Order.

The response is an acknowledgement that the notification has been received. The POA will then store these numbers in its Order Management System alongside the corresponding Order and Service details.

## AirDocNotif Request Elements

### 01. ORA Advising POA that Documents have been issued

An ORA may send a message to the POA advising that documents have been issued in relation to an Order Item or Service.

References PADIS Codeset 4405

None	Copy
<pre>&lt;iata:DocNotification&gt;   &lt;iata:Coupon&gt;     &lt;iata:CouponNumber&gt;1&lt;/iata:CouponNumber&gt;     &lt;iata:CouponStatusCode&gt;0&lt;/iata:CouponStatusCode&gt;     &lt;iata:OrderItem&gt;       &lt;iata:OrderItemID&gt;bb560735-9745-4793-a5d6-5b14fb02d09c&lt;/iata:OrderItemID&gt;       &lt;iata:OwnerCode&gt;XB&lt;/iata:OwnerCode&gt;       &lt;iata:Service&gt;         &lt;iata:PaxRefID&gt;PAX-01&lt;/iata:PaxRefID&gt;         &lt;iata:ServiceID&gt;bbe554f6-1ca3-42ab-91f7-6421c6679290&lt;/iata:ServiceID&gt;       &lt;/iata:Service&gt;     &lt;/iata:OrderItem&gt;   &lt;/iata:Coupon&gt;   &lt;iata:Coupon&gt;     &lt;iata:CouponNumber&gt;2&lt;/iata:CouponNumber&gt;     &lt;iata:CouponStatusCode&gt;0&lt;/iata:CouponStatusCode&gt;     &lt;iata:OrderItem&gt;       &lt;iata:OrderItemID&gt;aa560735-9745-4793-a5d6-5b14fb02d09c&lt;/iata:OrderItemID&gt;       &lt;iata:OwnerCode&gt;XB&lt;/iata:OwnerCode&gt;       &lt;iata:Service&gt;         &lt;iata:PaxRefID&gt;PAX-01&lt;/iata:PaxRefID&gt;         &lt;iata:ServiceID&gt;aae554f6-1ca3-42ab-91f7-6421c6679290&lt;/iata:ServiceID&gt;       &lt;/iata:Service&gt;     &lt;/iata:OrderItem&gt;   &lt;/iata:Coupon&gt;   &lt;iata:IssueDate&gt;2008-07-09&lt;/iata:IssueDate&gt;   &lt;iata:Order&gt;     &lt;iata:OrderID&gt;XBXXX1A2B3C4D&lt;/iata:OrderID&gt;     &lt;iata:OwnerCode&gt;XB&lt;/iata:OwnerCode&gt;   &lt;/iata:Order&gt;   &lt;iata:Pax&gt;     &lt;iata:PaxID&gt;PAX-01&lt;/iata:PaxID&gt;     &lt;iata:PTC&gt;ADT&lt;/iata:PTC&gt;   &lt;/iata:Pax&gt;   &lt;iata:TicketDocTypeCode&gt;T&lt;/iata:TicketDocTypeCode&gt;   &lt;iata:TicketNumber&gt;0000112345678&lt;/iata:TicketNumber&gt; &lt;/iata:DocNotification&gt;</pre>	

### 02. ORA Advising the POA of Changed Document Status

An ORA may send a message to the POA to advise that the status of a document has changed. Note the POA may already have the association of the coupon to the OrderItem and therefore does not need this information again (as it's a notif, and only changes are sent).

None	Copy
<pre>&lt;iata:DocNotification&gt;   &lt;iata:Coupon&gt;     &lt;iata:CouponNumber&gt;1&lt;/iata:CouponNumber&gt;</pre>	

```

    <iata:CouponStatusCode>0</iata:CouponStatusCode>
  </iata:Coupon>
<iata:Coupon>
  <iata:CouponNumber>2</iata:CouponNumber>
  <iata:CouponStatusCode>0</iata:CouponStatusCode>
</iata:Coupon>
<iata:IssueDate>2008-07-09</iata:IssueDate>
<iata:Order>
  <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
</iata:Order>
<iata:Pax>
  <iata:PaxID>PAX-01</iata:PaxID>
  <iata:PTC>ADT</iata:PTC>
</iata:Pax>
<iata:TicketDocTypeCode>T</iata:TicketDocTypeCode>
<iata:TicketNumber>00001112345678</iata:TicketNumber>
</iata:DocNotification>

```

### 03. ORA Advising the POA of Cancelled Document

An ORA may send a message to the POA to advise that a document has been cancelled. Note the only difference from the previous scenario is the change of Coupon Status Code.

None

Copy

```

<iata:DocNotification>
  <iata:Coupon>
    <iata:CouponNumber>1</iata:CouponNumber>
    <iata:CouponStatusCode>0</iata:CouponStatusCode>
  </iata:Coupon>
  <iata:Coupon>
    <iata:CouponNumber>2</iata:CouponNumber>
    <iata:CouponStatusCode>0</iata:CouponStatusCode>
  </iata:Coupon>
  <iata:IssueDate>2008-07-09</iata:IssueDate>
  <iata:Order>
    <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
    <iata:OwnerCode>XB</iata:OwnerCode>
  </iata:Order>
  <iata:Pax>
    <iata:PaxID>PAX-01</iata:PaxID>
    <iata:PTC>ADT</iata:PTC>
  </iata:Pax>
  <iata:TicketDocTypeCode>T</iata:TicketDocTypeCode>
  <iata:TicketNumber>00001112345678</iata:TicketNumber>
</iata:DocNotification>

```

## Acknowledgement

This message response is reserved to reply to an unsolicited Notif to advise the sender that the message was delivered.

### Acknowledge Response Elements

#### 01. A Successful Acknowledgement

An Airline may return a successful acknowledgement of the message that was sent to it. A successful response will include the status code of "OK".

```
<iata:IATA_Acknowledgement>  
<iata:Notification>  
  <iata:StatusCode>OK</iata:StatusCode>  
</iata:Notification>  
</iata:IATA_Acknowledgement>
```

#### 02. An unsuccessful Acknowledgement

The airline will acknowledge receipt of the message and therefore if no message is received, there is the error. Either the Seller gets an 'OK' response or no response at all.

## Acknowledgement Capabilities

This message response is reserved to reply to an unsolicited Notif to advise the sender that the message was delivered.

### Acknowledge Response Elements

#### 01. A Successful Acknowledgement

An Airline may return a successful acknowledgement of the message that was sent to it. A successful response will include the status code of "OK".

```
<iata:IATA_Acknowledgement>  
<iata:Notification>  
  <iata:StatusCode>OK</iata:StatusCode>  
</iata:Notification>  
</iata:IATA_Acknowledgement>
```

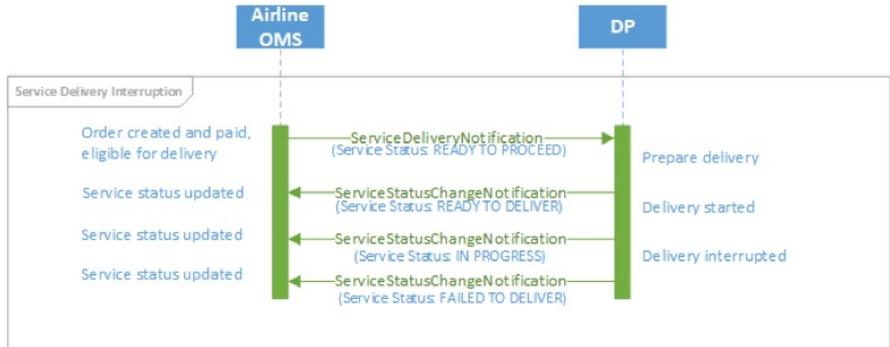
#### 02. An unsuccessful Acknowledgement

The airline will acknowledge receipt of the message and therefore if no message is received, there is the error. Either the Seller gets an 'OK' response or no response at all.

# Service Delivery Deviation

If Service delivery is not possible for any reason, this needs to be communicated to the OMS with the corresponding status, and the Service in the Order is then updated with the new status. Any subsequent process to rebook, refund or otherwise change a Service are to be handled as updates to Order items in the OMS, which would then in turn trigger updates to the Accounting System. Note that there are many scenarios that may cause Service delivery to be interrupted, and the flow depicted here is one example.

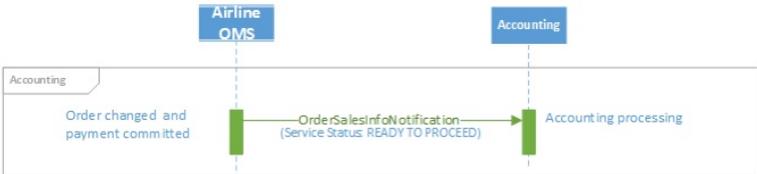
## Service Delivery Interruption:



# Order Modification

Any relevant changes made during the lifecycle of the Order must also be communicated to the Accounting System.

**OSIN triggered by Order modification:**



In the case of updates to the Accounting System using the OSIN, the message needs to contain two versions of the Order: the old Order, and the new Order. The Accounting System can then use these two images of the Order to identify the relevant changes. Note that only changes to status "Delivered" must be notified to the Airline Accounting System. All other status changes are not relevant.

## Introduction

The ONE Order standard defines the necessary delivery processes and interactions to enable purchased products and Services within Orders to be delivered and their delivery status tracked. These Services may be flights or ancillary products, and can be delivered by the Airline itself or a partner Airline, or by a contracted third-party Delivery Provider (e.g. ground handler, caterer, lounge provider, etc.). The processes also support scenarios including Services not being delivered or consumed. Example messages in this section show a simple request and response message pair. More complex scenarios, including error cases, are provided in the section "Example Scenarios".

As part of a transition path, the ONE Order Service Delivery messages are able to be implemented independently of the ONE Order Accounting messages and business functions, however it is a prerequisite that the Airline's OMS must be using Orders.

## Purpose

### Purpose

This message is intended to be used by the Delivery Provider to prepare for delivery of Services for which it is responsible. The information provided by the message is used to support the delivery and servicing by the relevant Delivery Provider.

The Delivery Provider requests information from the Airline's OMS about a Service (including the passenger's entitlement) and its current status, and the Airline responds with all relevant information about the Service to be delivered, along with the latest status. Note that the Airline may have changed the status of the Service as a result of receiving the ServiceDelivery request, depending on internal processes.

The criteria used to request this information may be singular, or batched for example per Passenger, per Order/Service or flight. The Service Delivery response contains the full details of the Services in the Order and all relevant flight information.

### Features

Message	Component	Features	18.2	Changes
Request	Core	Accept an Order as input for Service Delivery information	✓	
		Accept a flight as input for Service Delivery Information	✓	-
	Filtering	By service type	✓	-
		By airline code and flight number	✓	-
		By equipment type	✓	-
		By location code	✓	-
		By departure date	✓	-
Response	Service	Provide service delivery information for an Order	✓	-
		Provide service delivery information for a specific flight	✓	-
		Update service delivery information	✓	-

## Overview

### Purpose

The Service Delivery Notification request is intended to be used by the OMS to inform Delivery Providers about the Services to be delivered. This information may be sent for an individual passenger, an Order, or may be provided for an entire flight or a given period of time. In case of multiple Service delivery by a Delivery Provider the entire itinerary is sent with the message. Note that the notification of Service delivery does not necessarily imply that Service delivery can be started.

This message is triggered by the Airline's Order Management System to the Delivery Provider. Upon completion of the message processing, the delivery partner has successfully been informed of the Services that are to be delivered. For example, an Airline Order Management System may send flight information (including passenger entitlement) and status to a ground handler. In case of multiple Service delivery by a Delivery Provider the entire itinerary is sent with the message.

### Features

Message	Component	Feature	18.2	Changes
Request	Core	Accept an Order ID as input for Service Delivery information	✓	-
		Accept a flight as input for Service Delivery Information	✓	-
	Filtering	By service type	✓	-
		By airline code and flight number	✓	-
		By equipment type	✓	-
		By location code	✓	-
		By departure date	✓	-
Response	Service	Acknowledge Service Delivery Notification	✓	-

## Overview

### Purpose

The message may be used by a Delivery Provider to inform the Order Management System of updates to the Service(s) that occur during the period of Service delivery, or used it can be used by the Order Management System to inform the other carrier partner(s) of updates (in case of interlining).

This message is intended to be used for communicating necessary information related to the delivery of a Service, such as providing the Order Management System with assigned baggage tag identifiers, the weight of bags, seats assigned to passengers, advanced passenger information that may have been collected and so on. The Order Management System then ensures that this data is stored for later use (if necessary). Note that this Service is not intended to be used for the addition of new paid Services, nor for any exchange of payment related information.

### Features

Message	Component	Feature	18.2	Changes
Request	Core	Accept an Order ID and Order Item as input for Update Service Notification	✓	-
		Accept the current status of an Order Item as input for Update Service Notification	✓	-
		Accept a delivery milestone as input for Update Service Notification	✓	-
		Accept baggage information as input for Update Service Notification	✓	-
	Filtering	Not applicable	-	-
Response	Service	Acknowledge update of a service	✓	-

## Overview

### Purpose

The Service Status Change Notification (SSCN) request message (ServiceStatusChangeNotifRQ) is used to notify the Order Management System of any change in status to Services within an Order. The status of a Service is used to track the ability of the Airline or Delivery Provider to deliver a particular Service, and/or track whether a Service has been consumed. This message may be triggered directly from a delivery process, but may also be triggered by an automated process, such as the expiration of a time limit in which a service was to be consumed within. The Service Status Change Notification message is used to advise the status of all Services (flights, flight-related ancillaries, ground Services etc.) throughout the lifecycle of the Service.

The Service Status Change Notification request is used solely to advise of changes in status to a Service. This may be the Delivery Provider confirming to the Order Management System that they are able to provide a Service (e.g. lounge access).

The message can also be used to report a milestone event in the delivery of a particular Service, such as a passenger being boarded, or accepted for boarding, a bag being loaded, a requested meal being loaded on board etc. Therefore, reporting of a Service delivery milestone allows the progress of Service delivery to be tracked from an operational perspective, supporting other operational processes such as bag reconciliation and weight and balance tasks. However, the reporting of a milestone event does not necessarily imply or trigger a change of the status of the Service (for example, a passenger boarding does not trigger a status update for any flight Service).

### Features

Message	Component	Feature	18.2	Changes
Request	Core	Accept an Order ID and Service ID as input for Service Status Change request	✓	-
		Accept the current status of a service as input for Service Status Change request	✓	-
		Accept a delivery milestone of a service as input for Service Status Change request	✓	-
	Filtering	Not applicable	✓	-
Response	Service	Acknowledge change of a service status	✓	-

## Introduction

The ONE Order business requirements define the necessary accounting processes and interactions to enable purchased products and Services within Orders to be accounted for, depending on their consumption status.

As part of a transition path, the ONE Order Accounting messages are able to be implemented independently of the ONE Order Service Delivery messages and business functions, however it is a prerequisite that the Airline's OMS must be using Orders.

# Voluntary Servicing Impact to Accounting

## Message Section

This section shall include message samples that clearly depicts how to implement/use key elements in the applicable message(s) that meets the need of the required Business Functionalities.

## Affected Messages

- OrderSalesInfoNotifRQ (OSIN)
- OrderSalesInfoAccountingDocumentNotifRQ (OSIADN)

## Message Samples

### 01. Transmitting an OSIN request with penalty information

The Airline sends an OSIN message that includes penalty information to Accounting System.

None	Copy
<p>&lt;Samples to cover the following scenarios&gt; sample to report/showcase a netted penalty related to order change sample to report/showcase a non-netter penalty related to an order change sample to report/showcase a netted penalty related to an order cancellation sample to report/showcase a non-netter penalty related to an order cancellation</p>	

### 02. Transmitting an OSIN request with penalty information (using lean schema approach)

The Airline sends an OSIN message that includes penalty information to Accounting System.

None	Copy
<p>&lt;Samples to cover the following scenarios in case of lean schema approach sample to report/showcase a netted penalty related to order change sample to report/showcase a non-netter penalty related to an order change sample to report/showcase a netted penalty related to an order cancellation sample to report/showcase a non-netter penalty related to an order cancellation</p>	

### 03. Transmitting an OSIN request with refundable information

The Airline sends an OSIN message that includes refundable information to Accounting System.

None	Copy
<p>&lt;Sample cover the following scenarios &gt; Sample to report/showcase a partial refund of fare Sample to report/showcase a partial refund of taxes</p>	

### 04. Transmitting an OSIN request with non-refundable information

The Airline sends an OSIN message that includes non-refundable information to Accounting System.

None	Copy
<p>&lt;Samples to cover the following scenarios &gt; Sample to report /showcase a withholding of partial fare value Sample to report/showcase a withholding of taxes which are non-refundable</p>	

### 05. Transmitting an OSIN request with penalty and refundable information (using lean schema approach)

The Airline sends an OSIN message that includes both penalty and refundable information to Accounting System.

None	Copy
<p>&lt;Sample here&gt; Repeat the above samples with aall the values</p>	

**06. Transmitting an OSIN request with penalty, refundable, and non-refundable information**

The Airline sends an OSIN message that includes penalty, refundable, and non-refundable information to Accounting System.

None	Copy
<p>&lt;Sample here&gt; Repeat the above samples with aall the values</p>	

## Overview

### Purpose

The Order Sales Information Notification (OSIN) request is used to advise the Accounting System of information regarding Services within an Order. This information may include the following:

- The Services purchased
- Their prices and all applicable taxes, fees and charges associated with them at Order item level
- Internal and settlement values (incl. taxes, fees and charges (TFCs)) at Service level
- Payment information.

This message is the primary means for informing Accounting System(s) of information regarding Services within an Order. The Order Management System is responsible for ensuring that relevant changes in the Order are communicated to the Accounting System.

Whenever a new Service has been booked and confirmed within an Order and payment commitment has been received, this message is used to inform the Airline's Accounting System that a new financial liability has been taken. If payment information is included, the payment commitment may be in the form of a receivable (such as a deposit that has been paid for an Order). In the case of additional payments for a particular Service (e.g. the remaining outstanding balance), these must also be communicated to the Accounting System.

The Accounting System must also be advised of any conditions related to the consumption and refundability of any Service, and the date at which any revenue associated with the Service can be recognised (e.g. the expiry date of a particular entitlement). Similarly, the fact that an item is not refundable must also be communicated.

Where payment has been committed against changes to an Order, the OSIN RQ message is also used to advise of such changes to items within an Order, including the cancellation of a Service, refund of payment or a change of status. These scenarios will be described in the "Accounting" Business Functions section.

### Features

Message	Component	Feature	18.2	Change from previous
Request	Core	Accept an Order ID and Service ID as input for Order Sales Information Notification request	X	-
		Accept new or updated Service information as input for Order Sales Information Notification request	X	-
		Accept new or updated Service Status as input for Order Sales Information Notification request	X	-
		Accept new or updated Delivery Status as input for Order Sales Information Notification request	X	-
		Accept new or updated Payment information as input for Order Sales Information Notification request	X	-
	Filtering	Not applicable	X	-
Response	Service	Acknowledge of receipt of order sales information notification	X	-

## Overview

### Purpose

The Service Status Change Notification request message is also used by the OMS to advise the Airline Accounting System of the final delivery status of a Service (delivered, removed, expired, not claimed, failed to deliver). However, this message is only intended to be used to trigger the recognition of revenues and/or trigger interline billing, based on the final delivery status of a Service. For other interactions with the Accounting System, the OSIN message is to be used.

Reporting of Service usage provides the ability to perform revenue accounting for an ORA. It depends on the fact that a Service has been delivered, or that a customer is no longer eligible for the Service. For example, a passenger may have missed their flight and is not eligible to rebook onto another flight. Reporting of Service usage allows the communication of adjustments in tax amounts between sales and usage time, when calculated by the OMS.

### Features

Message	Component	Feature	18.2	Change from previous
Request	Core	Accept an Order ID and Service ID as input for Service Status Change request	X	-
		Accept the current status of a service as input for Service Status Change request	X	-
		Accept a delivery milestone of a service as input for Service Status Change request	X	-
	Filtering	Not applicable	X	-
Response	Service	Acknowledge change of a service status	X	-

# Overview

## Purpose

Order Closing Notification (OrderClosingNotifRQ) is used to inform an Accounting System that no further updates are to be expected for an entire Order. Once an Order is closed, no further changes can be made to it. Closed Orders may, however, still be retrieved.

Order Closing Notification is the only mechanism to set an Order to "CLOSED" status. After this, no further changes may be made to an Order. Typically, an Order is only closed when all of the Services in the Order have been delivered.

## Features

Message	Component	Feature	18.2	Changes
Request	Core	Accept an Order as input for Order Closing Notification	✓	-
	Filtering	Not applicable	-	-
Response	Service	Acknowledge change of a Service status	✓	-

# Transaction Management

## Overview

The Payload Attributes are used outside the context of the message to identify and group message sets for debugging purposes.

## Payload Attributes Request and Response Elements

### Transaction ID

A universally unique identifier used to identify a transaction set. The Transaction ID is used by the Seller to identify the outbound requesting message, the transaction ID is then echoed back by the receiving party in the response.

This allows for both systems to find the message pair (RQ/RS) if one message is present. For example, if the OrderViewRS returns an error, using the echoed back transaction ID, the requestor can find the request that caused that error using that same Transaction ID.

### OrderCreateRQ

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:TrxID&gt;6379132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### OrderCreateRS

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:TrxID&gt;6379132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### Correlation ID

A universally unique identifier used to identify a set of messages that were used together. The Correlation ID is generated by the Seller and echoed back by the Airline.

This is used to find all messages that led up to the point at which there was a potential failure or to understand how a message flow was implemented. For example, if an Order fails, the OrderViewRS will return a failure message and within the transaction element, the Correlation ID. By searching logs for that Correlation ID, all messages from AirShopping, OfferPrice and OrderCreate can be found and linked.

### AirShoppingRQ

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:CorrelationID&gt;b1159451-0b7c-4da8-9926-86f48ec48ab6&lt;/iata:CorrelationID&gt;   &lt;iata:TrxID&gt;6379132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### AirShoppingRS

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:CorrelationID&gt;b1159451-0b7c-4da8-9926-86f48ec48ab6&lt;/iata:CorrelationID&gt;   &lt;iata:TrxID&gt;6379132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### OfferPriceRQ

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:CorrelationID&gt;b1159451-0b7c-4da8-9926-86f48ec48ab6&lt;/iata:CorrelationID&gt;   &lt;iata:TrxID&gt;1119132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### OfferPriceRS

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:CorrelationID&gt;b1159451-0b7c-4da8-9926-86f48ec48ab6&lt;/iata:CorrelationID&gt;   &lt;iata:TrxID&gt;1119132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### OrderCreateRQ

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:CorrelationID&gt;b1159451-0b7c-4da8-9926-86f48ec48ab6&lt;/iata:CorrelationID&gt;   &lt;iata:TrxID&gt;2229132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

### OrderCreateRS

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:CorrelationID&gt;b1159451-0b7c-4da8-9926-86f48ec48ab6&lt;/iata:CorrelationID&gt;   &lt;iata:TrxID&gt;2229132c-6440-4bc1-b6ea-359b7222bfa7&lt;/iata:TrxID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

## Language

The Language, or Locale is used to request a specific language preference for the responding message.

For example, a Seller requests the message response to be in French.

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:PrimaryLangID&gt;fr-FR&lt;/iata:PrimaryLangID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

Or, Seller requests the response to be in Australian English.

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:PrimaryLangID&gt;en-AU&lt;/iata:PrimaryLangID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

The Airline responds with US English.

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:PrimaryLangID&gt;en-US&lt;/iata:PrimaryLangID&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

## Timestamp

The sending or responding party may time stamp the message at the time that the message is ready for transmission.

None	Copy
<pre>&lt;iata:PayloadAttributes&gt;   &lt;iata:Timestamp&gt;2010-03-23T10:49:55+01:00&lt;/iata:Timestamp&gt; &lt;/iata:PayloadAttributes&gt;</pre>	

## Version

Used for sending information to another party. Note that having the version of the message in the message provides no benefit, however this may be used for other bilateral purposes (such as an aggregator detailing a sourcing message version).

## Retransmission ID

Used for recovering a failed transaction, by requesting the Airline to re-send the initial response if it recieved it.

**Echo Token**

Element has been deprecated and will be removed in 20.2.

**SeqNumber**

Element has been deprecated and will be removed in 20.2.

**TrxStatusCode**

Element has been deprecated and will be removed in 20.2.

# Net Clearance Amount

## Use case

### Use Case 1 Credit card payment involving commission.

The customer has selected a preferred Offer and the Seller is now requesting creation of an Order. The customer is paying with credit card. The Seller is expecting a commission of 10%. The amount to be paid is €150 and the commission to the Seller is €15. Since the payment is with credit card there will be two data sets of PaymentInfo – one for the credit card receivables and one for the cash settlement of the commission. The PaymentInfo related to the Credit Card dataset will have receivables of €150 and payable of €0. The PaymentInfo related to the Cash dataset will have receivables of €0 and payable of €15 resulting in Net Clearance Amount (negative)– €15. The Carrier will then send request for clearance related to the cash payment method type so that the commission obligation is settled via the settlement process.

### Use Case 2 Cash payment involving commission

The customer has selected a preferred Offer and the Seller is now requesting creation of an Order. The customer is paying cash. The Seller is expecting a commission of 10%. The amount to be paid is €150 and the commission to the Seller is €15. Since the payment method type is cash there will be one PaymentInfo data set and it will indicate receivable of €150 and payable of €15, resulting in Net Clearance Amount of €135. The Carrier will then send request for clearance for €135 to settle via the settlement process. The remittance date is provided in the PaymentInfo and as such agreed to be 9 April 2019.

### Use Case 3 Payment with EasyPay involving a commission

The customer has selected a preferred Offer and the Seller is now requesting creation of an Order. The customer is paying cash, but the Seller is committing the sale with payment method type EasyPay. The Seller is expecting a commission of 10%. In the OrderCreateRQ the Seller outlines receivables for the Carrier of €150 and payable to the Seller €15 with Net Clearance Amount of €135. The Carrier then asks the EasyPay platform for authorization for €135 not €150. The EasyPay platform provides the authorization ID for the transaction guaranteeing €135 to the Carrier. The carrier sends the Order View RS to confirm the sale and requests clearance for €135 including the authorization ID from the EasyPay platform. The settlement manager immediately requests the transfer of €135 from the EasyPay platform and transfers the funds to the Carrier.

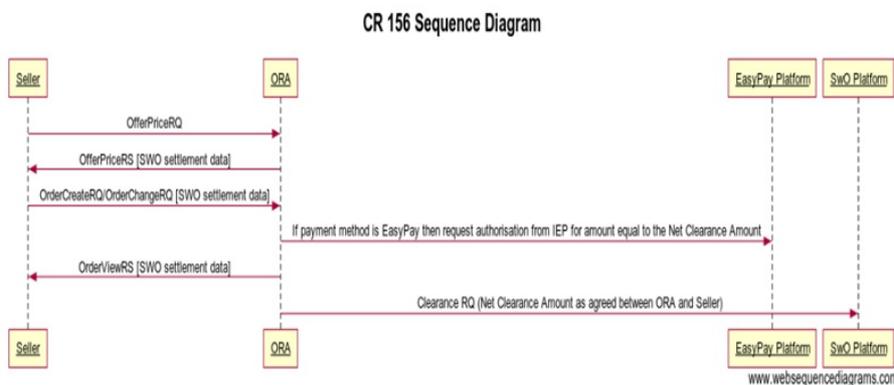
NetClearanceAmount is not applicable when transactions are reported for settlement using DISH reporting format, such as NDCLink. In such cases the carrier reports the “Amount” from the Payment Processing Summary and any other related amounts such as commissions are reported separately.

## Business Functions

01. Inform Seller of Net Clearance Data

02. Inform Airline of Payment information including Net Clearance Amount

## Message Flow



# Voluntary Servicing Impact Accounting

## Use Cases

### 1. Airline reports penalty information to Accounting

"The passenger initiates change to the Order that resulted in the collection of penalty amounts. The Airline needs to communicate the penalty information to Accounting."

In this use case, the following scenarios are covered:

1. The passenger initiates full change to the order item (Full cancellation) that resulted in the collection of penalty amount which is not-netted
2. The passenger initiates a full change to the order item (Full cancellation) that resulted in the collection of the penalty which is netted
3. The passenger initiates partial change to the order item (Partial cancellation) that resulted in the collection of penalty amount which is not-netted
4. The passenger initiates a partial change to the order item (Partial cancellation) that resulted in the collection of the penalty which is netted
5. The passenger initiates Full change to the order item (Complete modification) that resulted in the collection of penalty amount which is not-netted
6. The passenger initiates a partial change to the order (Complete Modification) that resulted in the collection of the penalty which is netted
7. The passenger initiates partial change to the order (Partial Modification) that resulted in the collection of penalty amount which is not-netted
8. The passenger initiates a partial change to the order (Partial cancellation) that resulted in the collection of the penalty which is netted

For the listed scenarios, the following business function can be used:

- Report penalty to Airline Accounting

### 2. Airline reports refundable information to Accounting

"The passenger initiates change to the Order that resulted in the refund of some amount back to the passenger. The Airline needs to communicate the refundable information to Accounting."

In this use case, the following scenarios are covered:

1. The passenger initiates change to the Order that resulted in the partial refund for a portion of the refundable fare and/or any applicable tax amount to the passenger
2. The passenger initiates change to the Order that resulted in the full refund of fare and/or tax amount to the passenger

For the listed scenarios, the following business function can be used:

- Report refundable amounts to Airline Accounting

### 3. Airline reports non-refundable information to Accounting

"The passenger initiates change to the Order that resulted in the withholding of some amount back from the passenger. The Airline needs to communicate the non-refundable information to Accounting."

In this use case, the following scenarios are covered:

1. The passenger initiates change to the Order that resulted in the withholding of a portion of the fare and/or tax amount from the passenger
2. The passenger initiates change to the Order that resulted in the withholding of all portion of the fare and/or tax amount from the passenger

For the listed scenarios, the following business function can be used:

- Report non-refundable amounts to Airline Accounting

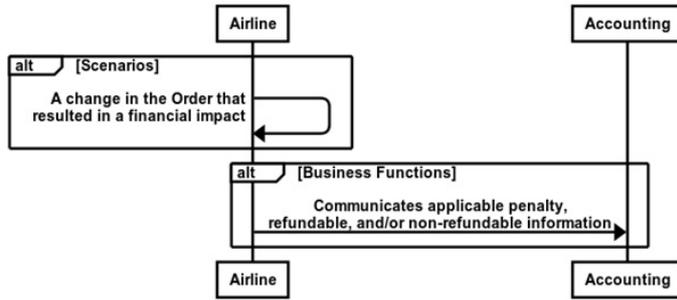
## Business Functions

[01. Report penalty to Airline Accounting](#)

[02. Report refundable amounts to Airline Accounting](#)

[03. Report non-refundable amounts to Airline Accounting](#)

## Message Flow



# Shopping

## Scenario

"One traveller based in New York would like to buy a round-trip to Paris. He would like to get a flat-bed seat to be able to sleep, and he would also like to purchase a baggage allowance. "

## Business Functions

### 1. Request a set of Offers based on Origin, Destination and defined dates

This function allows the Seller to request from an Airline a set of Offers based on Origins, Destinations and defined dates. The Seller may provide additional qualifiers and context for which the Airline may take into account in the content of the resulting Offers.

### 2. Build upsell Offers based on Origin, Destination and defined dates (optional)

This function allows the Airline to build additional upsell Offers that relate to Origin, Destination and defined dates which may enhance the customer experience. The content of the resulting Offers may depend on additional qualifiers and context that may be provided by the Seller.

### 3. Request detailed information about an Offer

This function allows the Seller to request detailed information about an Offer, including all price breakdowns, terms & conditions, disclosure data.

### 4. Select Offer(s) to add to a shopping basket

This function allows the Seller to select Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Offer.

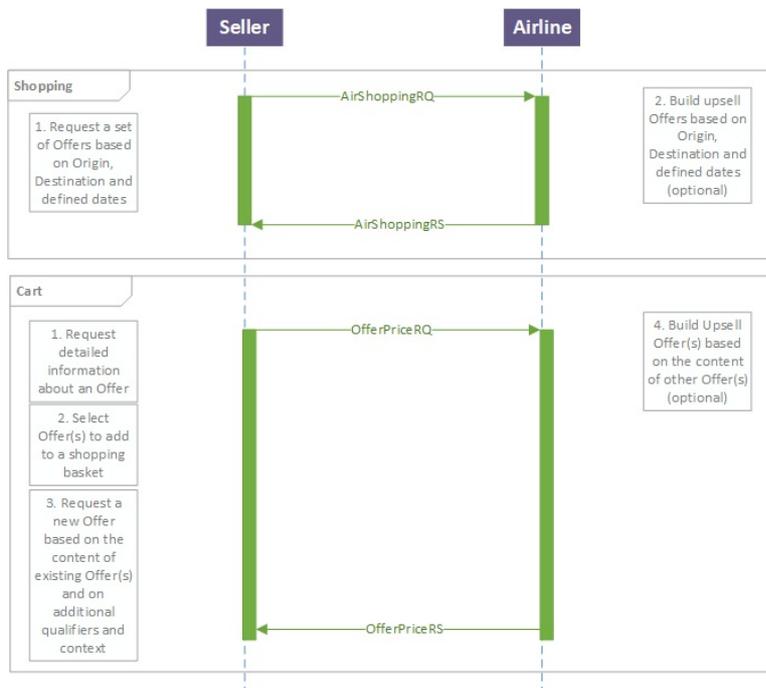
### 5. Request a new Offer based on the content of existing Offer(s) and on additional qualifiers and context

This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment etc) so that an Airline can create a new contextualised Offer.

### 6. Build Upsell Offer(s) based on the content of other Offer(s)

This function allows the Airline to build additional Offers that relate to a baseline Offer which may enhance the customer experience.

## Message Flow



# Shopping and Ordering with Deferred Payment

## Scenario

"One traveller based in New York would like to buy a round-trip to Paris. He would like to get a flat-bed seat to be able to sleep, and he would also like to purchase a baggage allowance. The traveller will first get approval to travel and in this scenario, they will commit to pay after any Price Guarantee Time Limit has expired, or such guarantees were never originally made."

## Business Functions

### 1. Request a set of Offers based on Origin, Destination and defined dates

This function allows the Seller to request from an Airline a set of Offers based on Origins, Destinations and defined dates. The Seller may provide additional qualifiers and context for which the Airline may take into account in the content of the resulting Offers.

### 2. Build upsell Offers based on Origin, Destination and defined dates (optional)

This function allows the Airline to build additional upsell Offers that relate to Origin, Destination and defined dates which may enhance the customer experience. The content of the resulting Offers may depend on additional qualifiers and context that may be provided by the Seller.

### 3. Request detailed information about an Offer

This function allows the Seller to request detailed information about an Offer, including all price breakdowns, terms & conditions, disclosure data.

### 4. Select Offer(s) to add to a shopping basket

This function allows the Seller to select Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Offer.

### 5. Request a new Offer based on the content of existing Offer(s) and on additional qualifiers and context

This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment etc) so that an Airline can create a new contextualised Offer.

### 6. Build Upsell Offer(s) based on the content of other Offer(s)

This function allows the Airline to build additional Offers that relate to a baseline Offer which may enhance the customer experience.

### 7. Create Order

This function is to allow the Seller to request that an Airline create an Order from a selection of Offer(s) and Offer Item(s).

#### Time

Time period passes..... 5ms to 5 seconds to 5 hours to 5 days to 5 months.

### 8. Retrieve Order (optional)

This function allows the Seller to display the content of an Order.

### 9. Confirm the price of the Order Item(s) (optional)

This function is for a Seller to request that an Airline quotes and confirms the price of unpaid Order Item(s).

### 10. Accept Repriced Offer(s) (optional)

This function allows the Seller to accept the new prices that were returned by the Airline and which will be reflected in the Order after it is updated.

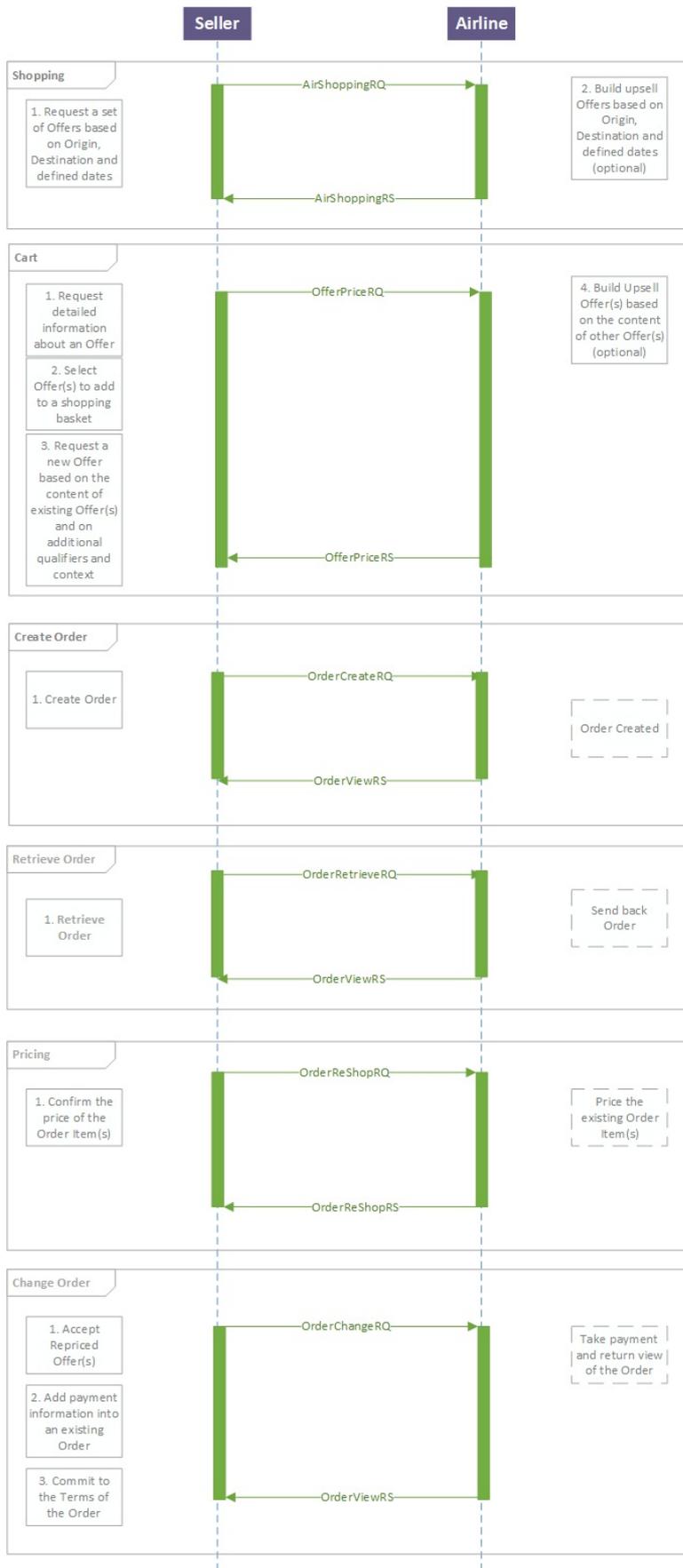
### 11. Add payment information into an existing Order

This function allows the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s).

### 12. Commit to the Terms of the Order

This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Order / OrderItem(s).

## Message Flow



# Shopping and Ordering with Instant Payment

## Scenario

"One traveller (Jane Smith, with a Frequent Flyer Number) based in London is shopping for a round trip to New York. She would like to buy a baggage allowance and request a seat for her flight from London to New York. The customer will commit to pay within a known Price Guarantee Time Limit."

## Business Functions

### 1. Request a set of Offers based on Origin, Destination and defined dates

This function allows the Seller to request from an Airline a set of Offers based on Origins, Destinations and defined dates. The Seller may provide additional qualifiers and context for which the Airline may take into account in the content of the resulting Offers.

### 2. Build upsell Offers based on Origin, Destination and defined dates (optional)

This function allows the Airline to build additional upsell Offers that relate to Origin, Destination and defined dates which may enhance the customer experience. The content of the resulting Offers may depend on additional qualifiers and context that may be provided by the Seller.

### 3. Request detailed information about an Offer

This function allows the Seller to request detailed information about an Offer, including all price breakdowns, terms & conditions, disclosure data.

### 4. Select Offer(s) to add to a shopping basket

This function allows the Seller to select Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Offer.

### 5. Request a new Offer based on the content of existing Offer(s) and on additional qualifiers and context

This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment etc) so that an Airline can create a new contextualised Offer.

### 6. Build Upsell Offer(s) based on the content of other Offer(s)

This function allows the Airline to build additional Offers that relate to a baseline Offer which may enhance the customer experience.

### 7. Request a la carte Offer(s) for ancillary services based on an existing Offer or Order

This function is to allow a Seller to request for a la carte Offer(s) for ancillary services based on an existing Offer or Order. If the Seller has included additional qualifiers or preferences, the a la carte Offers generated by the airline may take this into consideration.

### 8. Request a Seat Map and an a la carte Offer for seats based on an existing Offer or Order

This function is to allow a Seller to request a seat map and an a la carte Offer for seats based on an existing Offer or Order. If the Seller has included additional qualifiers or preferences, the a la carte Offer(s) generated by the airline may take this into consideration.

### 9. Select Offer(s) to add to a shopping basket

This function allows the Seller to select Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Offer.

### 10. Build Upsell Offer(s) based on the content of other Offer(s)

This function allows the Airline to build additional Offers that relate to a baseline Offer which may enhance the customer experience.

### 11. Create Order

This function is to allow the Seller to request that an Airline create an Order from a selection of Offer(s) and Offer Item(s).

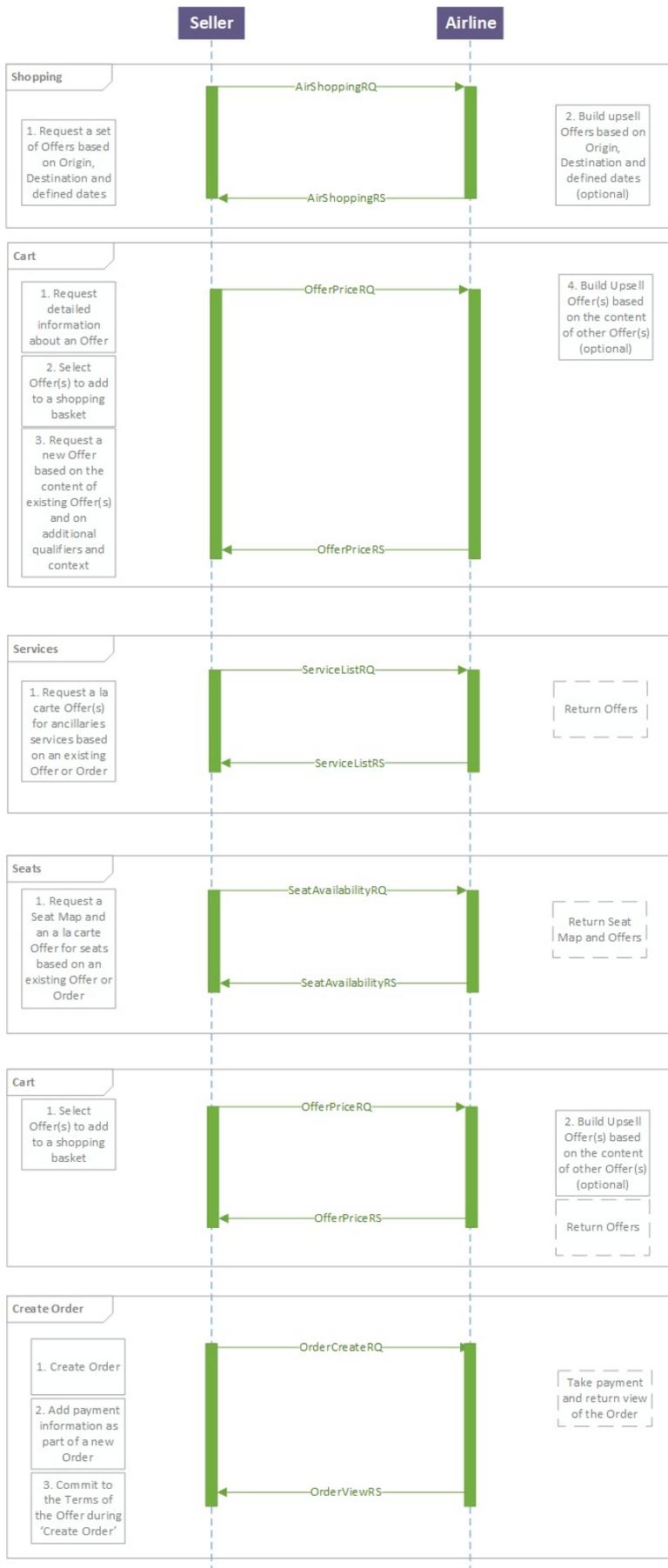
#### 11a. Sub-Function: Add payment information as part of a new Order

This function allows the Seller to send payment information to the Airline.

#### 11b. Sub-Function: Commit to the Terms of the Offer during 'Create Order'

This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Offer / Offer Item(s).

## Message Flow



# Change of Itinerary

## Scenario

"A traveler has a paid Order for round-trip from Hong Kong to Los Angeles. The traveller is yet to use any of his services. They would now like to depart on another date than the one initially defined in the Order, they do not know which specific flights are available. There can be collection of additional fees/penalties or refund depending on the new offer selected. In this case, any commitment to pay or refund is done in a single step, it is not a delayed commitment scenario."

## Business Functions

### 1. Retrieve Order

This function allows the Seller to display the content of an Order.

### 2. Request a set of Reshop Offers based on Origin, Destination and/or defined dates as replacement of specific OrderItem(s).

This function allows the Seller to request a set of Offers as a replacement of specific OrderItem(s). The request takes into account new Origins, Destinations and/or defined dates. The content of the resulting Reshop Offers may depend on additional qualifiers and context that may be provided by the Seller.

### 3. Request detailed information on selected Reshop Offer(s)

This function allows the Seller to request detailed information about Reshop Offer(s), including all price breakdowns, terms & conditions, disclosure data etc.

### 4. Select Reshop Offer(s) to add to a shopping basket

This function allows the Seller to select Reshop Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Reshop Offer.

### 5. Request a new Reshop Offer based on the content of existing Reshop Offer(s) and on additional qualifiers and context

This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment etc) so that an Airline can create a new contextualised Reshop Offer.

### 6. Request Offer Item(s) to be added to an existing Order

This function is to allow the Seller to request that Offer Item(s) be converted into Order Item(s) within an existing Order.

### 7. Cancel Order Item(s) from an existing Order

This function allows the Seller to request cancellation of selected Order Item(s) from an existing Order.

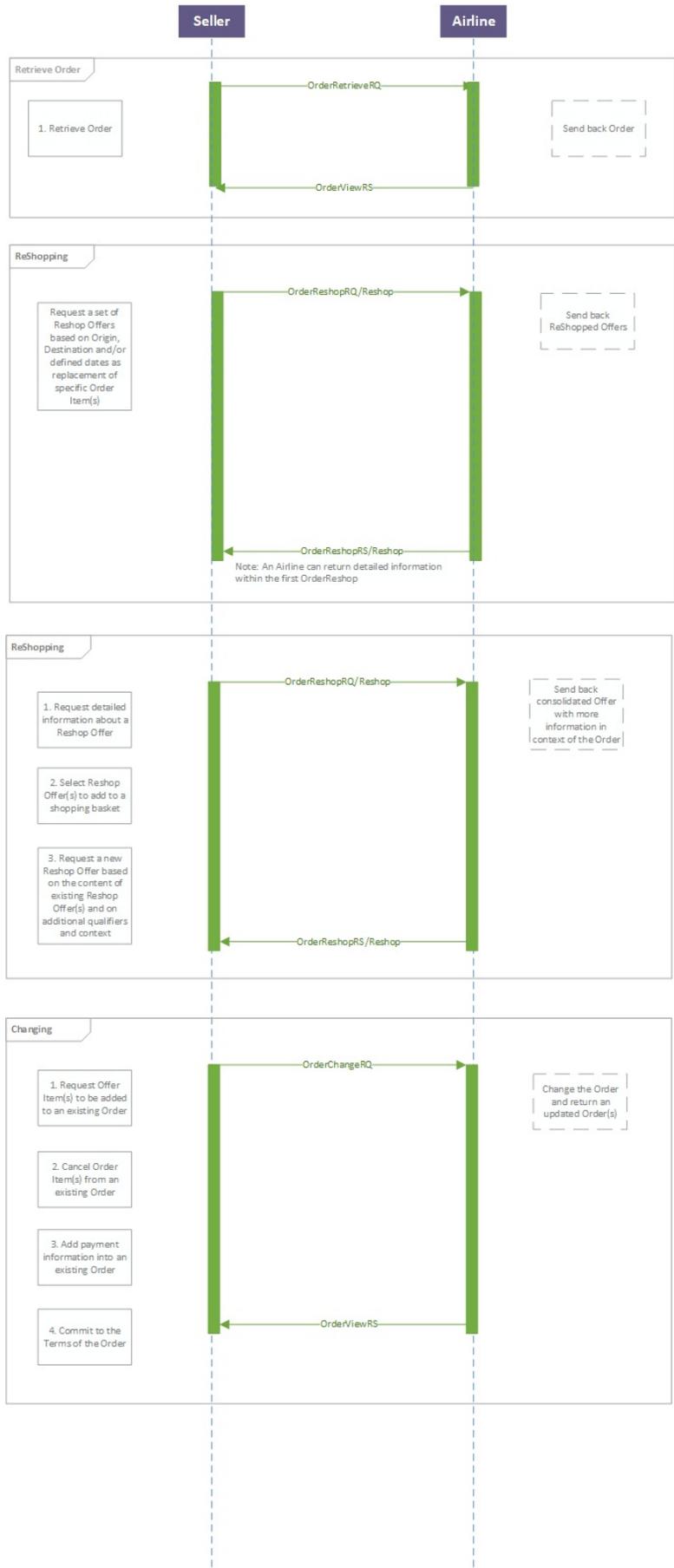
### 8. Add payment information into an existing Order

This function allows the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s).

### 9. Commit to the Terms of the Order

This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Order / OrderItem(s).

## Message Flow



# Full Order Cancellation

## Scenario

"One traveler based in Podgorica has a paid Order to travel to London. Before the start of the journey, the traveler needs to cancel his travel plans, so he would like to cancel the existing Order and get any refundable amount back."

## Business Functions

### 1. Retrieve Order (optional)

This function allows the Seller to display the content of an Order.

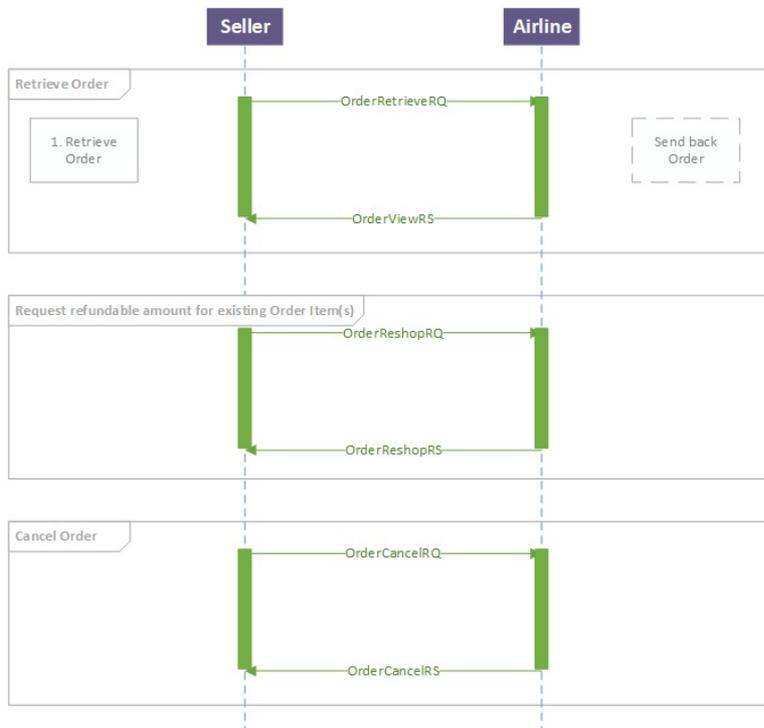
### 2. Request refundable amount for existing Order Item(s)

This function allows the Seller to request the refundable amount for existing Order Item(s) that the Customer wishes to cancel.

### 3. Cancel Order

This function allows the Seller to request cancellation of an existing Order.

## Message Flow



# Structure of the Order Change Notification

## Use Cases

### Passenger initiated changes

"The passenger contacts the Airline (ORA) directly and makes a change in the Order instead of contacting the travel agent. The Airline (ORA) needs to communicate the changes to the Order."

In this use case, the following scenario is covered:

- Notification of name and/or phone contact detail changes

### Airline (ORA) initiated changes

"The Airline (ORA) makes changes to the Order. The Airline (ORA) needs to communicate the changes to the Order."

In this use case, the following scenario is covered:

- Notification of payment status changes

### Airline (ORA) performs schedule change

"The Airline (ORA) performs a schedule change. The Airline (ORA) needs to communicate the changes to the Order. The Airline (ORA) notifies the following indicators/data: Airline URI, whether an acceptance is needed, a time limit to accept the changes, consequence of inaction, and fare waiver details (if applicable)."

In this use case, the following scenarios are covered:

- Notification of flight segment time changes (schedule change)
- Notification of flight segment number changes (schedule change)
- Notification of flight segment arrival and/or departure changes (schedule change)
- Notification of flight equipment changes (schedule change)
- Notification of flight cancellation (schedule change)
- Notification of flight changes (schedule change)
- Notification of Airline URI
- Notification of schedule change acceptance
- Notification of schedule change time limit
- Notification of schedule change consequence of inaction
- Notification of schedule change fare waiver (if applicable)

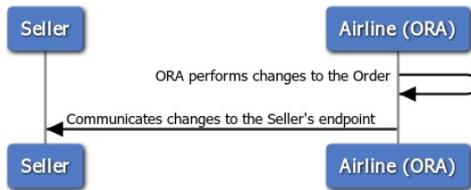
## Business Functions

- 01 . Inform seller of passenger name and/or contact details changes
02. Inform seller of payment status changes
03. Inform seller of flight segment time changes - schedule Change
04. Inform seller of flight number changes - Schedule Change
05. Inform Seller of flight arrival and/or departure changes - Schedule Change
06. Inform Seller of flight equipment changes - Schedule Change
07. Inform Seller of flight cancellation - Schedule Change
08. Inform seller of flight changes - Schedule Change

## Message Flow

Passenger or Airline (ORA) initiated changes

### Notifying Order Changes

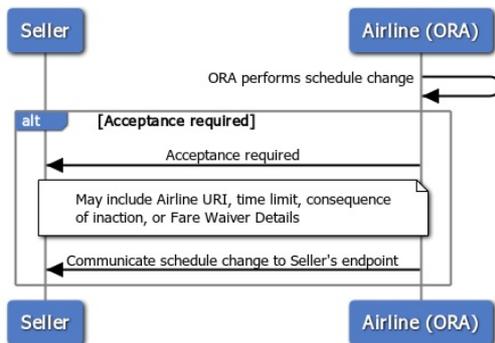


This message flow applies to the following business functions:

- Inform Seller of passenger name and/or contact details changes
- Inform Seller of payment status changes

Airline (ORA) performs schedule change

### Notifying Order Changes



This message flow applies to the following business functions:

- Inform Seller of flight segment time changes (Schedule Change)
- Inform Seller of flight arrival and/or departure changes (Schedule Change)
- Inform Seller of flight equipment changes (Schedule Change)
- Inform Seller of flight cancellation (Schedule Change)
- Inform Seller of flight changes (Schedule Change)

### Technical Capability

Multiple change operations in a group

Allows the notification of multiple change operations in separate groups. This allows implementers to batch multiple change operations.

1. Implementers may send a single Order change per OrderChangeNotifRQ
2. Implementers may send multiple Order changes in a single group per OrderChangeNotifRQ
3. Implementers may send multiple groups of Order changes per OrderChangeNotifRQ

Triggers to batch change operations are not defined in this document.

Include Order snapshot (before or after an Order change is committed)

Allows the notification of the Order before (or after) an Order change has occurred. This allows implementers to provide contextual data to receiving systems that cannot store Order details.

1. Implementers may send an Order change update without the Order snapshot
2. Implementers may send an Order change update with the Order snapshot

# Ability to Handle Multiple Types of Contacts

## Use Cases

The following use-cases are included in this section:

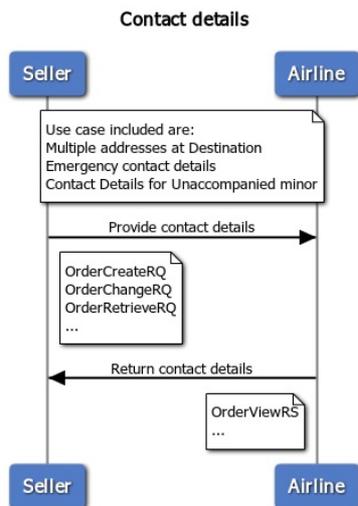
- Collection of multiple addresses at destination
- Collection of emergency contact details
- Collection of contact details for unaccompanied minor

## Business Functions

01. Provide address at destination
02. View address at destination
03. Provide emergency contact details
04. View emergency contact details
05. Provide contact details for an unaccompanied minor
06. View contact details for an unaccompanied minor

## Message Flow

Passenger or Airline (ORA) initiated changes



# Structure of the Invol Servicing

## Use Cases

### Airline (ORA) performs Planned Schedule Change

"The Airline (ORA) performs Planned Schedule Change. The Airline (ORA) needs to communicate the changes to the Order. The Airline (ORA) notifies the following indicators/data: Airline URI, whether an acceptance is needed, a time limit to accept the changes, consequence of inaction, and FareWaiver Code details (if applicable)."

In this use case, the following scenarios are covered:

- Notification of flight segment time changes (Planned Schedule Change)
- Notification of flight segment number changes (Planned Schedule Change)
- Notification of flight segment arrival and/or departure changes (Planned Schedule Change)
- Notification of flight equipment changes (Planned Schedule Change)
- Notification of flight cancellation (Planned Schedule Change)
- Notification of flight changes (Planned Schedule Change)
- Notification of Airline URI
- Notification of Planned Schedule Change acceptance
- Notification of Planned Schedule Change time limit
- Notification of Planned Schedule Change consequence of inaction
- Notification of Planned Schedule Change FareWaiver code (if applicable)

### Seller is informed of the Airline (ORA) Planned Schedule Change

"After the Airline (ORA) performs the Planned Schedule Change, the Seller is informed (and aware) that a Planned Schedule Change has occurred and requires acceptance."

In this use case, the following scenarios are covered:

- Seller is informed that an Order has undergone a Planned Schedule Change
- Seller is informed a Planned Schedule Change acceptance is needed

### Seller accepts Airline (ORA) Planned Schedule Change

"After receiving the notification of Planned Schedule Change from Airline (ORA) and if an acceptance is required, the Seller is able to accept the Planned Schedule Change."

In this use case, the following scenario is covered:

- Seller can accept a Planned Schedule Change

### Seller rejects Airline (ORA) Planned Schedule Change

After receiving the notification of Planned Schedule Change from Airline (ORA), the Seller is able to reject the Planned Schedule Change and reshop for alternate solutions with the FareWaiver Code."

In this use case, the following scenarios are covered:

- Seller can transmit the FareWaiver Code details during reshop
- Seller can reshop with FareWaiver Code and Airline (ORA) can respond accordingly
- Seller can cancel with FareWaiver Code and Airline (ORA) can respond accordingly
- Seller can view the Order after accepting a reshop Offer

## Business Functions

[01. Inform Seller of Planned Schedule Change and any required follow up actions](#)

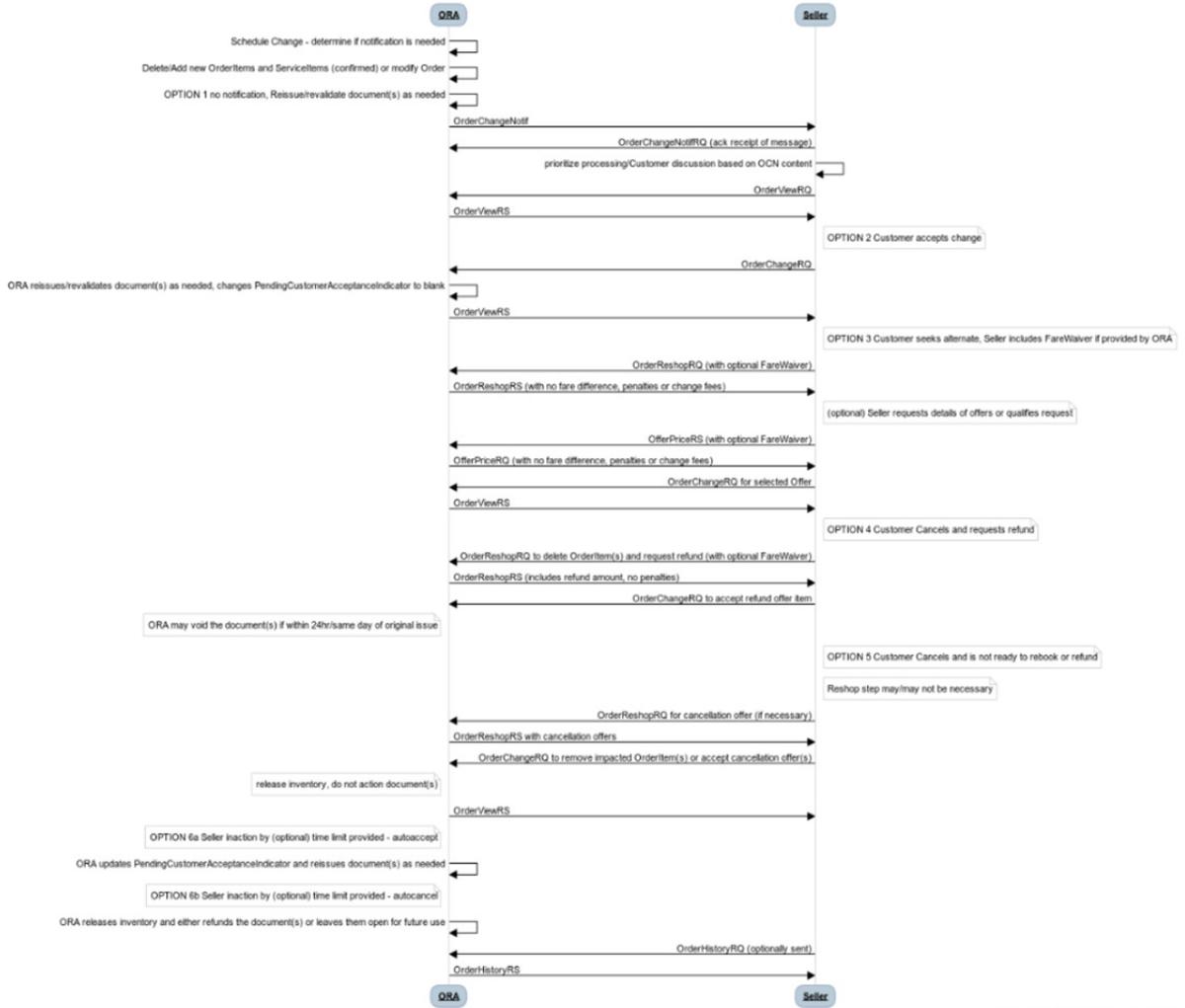
[02. Acceptance of a Planned Schedule Change](#)

[03. Reshop following a Planned Schedule Change](#)

[04. Cancellation following a Planned Schedule Change](#)

## Message Flow

### Schedule Change and Seller Actions



# Voluntary Servicing for full,partial cancellation and order modification

## Use Cases

### Passenger initiated full cancellation

"The passenger contacts the Seller to request full cancellation of an Order, which means everything that can be cancelled without specifying any selection of Services or passengers."

In this use case, the following scenario is covered:

- Cancellation of all Services from an Order

In case there is residual value due to the passenger, the following may apply:

- Refund the residual value to passenger
- Retain the residual value for future use

In case there is a penalty to be applied by the Airline (ORA), the following may apply:

- Residual value or refund is applied towards penalty (net)
- Residual value or refund is not applied towards penalty (penalty paid separately)

### Passenger initiated partial cancellation

"The passenger contacts the Seller to request the partial cancellation of an Order, which means that the passenger selects specific Order item(s) or passenger(s) to cancel."

- **Note:** The lowest granularity for partial cancellation is the Order Item. Removal of some Services, while retaining other Services in the Order item(s), falls under **Passenger initiated changes to an Order** use case.

In this use case, the following scenarios are covered:

- Cancellation of flight(s) from an Order
- Cancellation of passenger(s) from an Order
- Cancellation of ancillary(ies) from an Order

In case there is residual value due to the passenger, the following may apply:

- Refund the residual value to passenger
- Retain the residual value for future use

In case there is a penalty to be applied by the Airline (ORA), the following may apply:

- Residual value or refund is applied towards penalty (net)
- Residual value or refund is not applied towards penalty (penalty paid separately)

### Passenger initiated changes to an Order

"The passenger contacts the Seller to request changes to an Order that can result in any price variation; change to an Order can be full or partial.

- **Note:** This use case covers the removal of some Services while retaining other Services. Cancellation of full or partial Order Items are detailed in the use cases: Passenger initiated full cancellation or Passenger initiated partial cancellation.

In this use case, the following scenarios are covered:

- Change of Service dates
- Change of Service flights
- Change of Service departure and/or arrival
- Change of Service product (E.g. cabin, class, fare, family, etc.)

In case there is residual value due to the passenger, the following may apply:

- Refund the residual value to passenger
- Retain the residual value for future use

In case there is a penalty to be applied by the Airline (ORA), the following may apply:

- Residual value or refund is applied towards penalty (net)
- Residual value or refund is not applied towards penalty (penalty paid separately)

### **Passenger initiated cancellation (retaining Order for future use)**

“The passenger contacts the Seller to request a full or partial cancellation of an Order and wants to retain the Order for future use. The passenger will return at a future point to request for refund or reshop for new Service(s) - at which time, any financial impact will be determined in the subsequent reshop flow.”

In this use case, the following scenarios are covered:

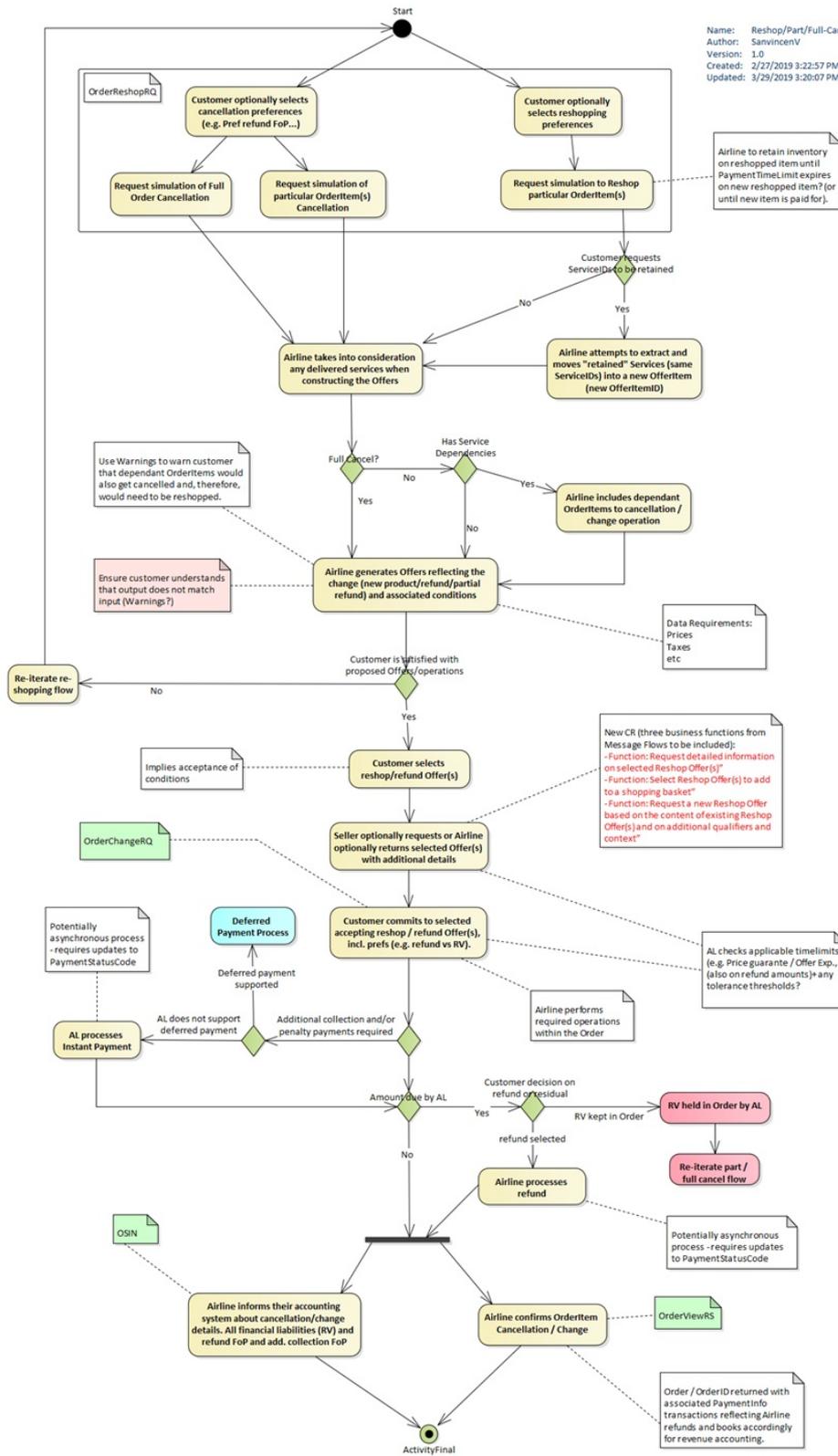
- Full or partial cancellation for an Order, where the passenger does not know whether they will request for new services or request for refund.

**Note:** In the current transition period, it means that the Airline cancels the Order but retains any applicable document(s).

### **Business Functions**

01. Transmit fare waiver at reshop
02. Respond to reshop request with the details of the order modification or cancellation - partial or full
03. Request full or partial Order cancellation; Airline (ORA) retains Order for future Reshop request
04. Inform Seller that request is extended to dependent Order Item(s)
05. Inform Seller if a penalty is netted or to be paid
06. Inform Seller about differential type
07. Inform Seller about what will happen to an existing Service should the Seller accept a reshopped Offer Item
08. Commit to selected accepted reshop/delete Offer(s), confirm contact details and preferences
09. View the result of the order modification or cancellation (partial or full)

### **Message Flow**



# Schedule Change

## Scenario

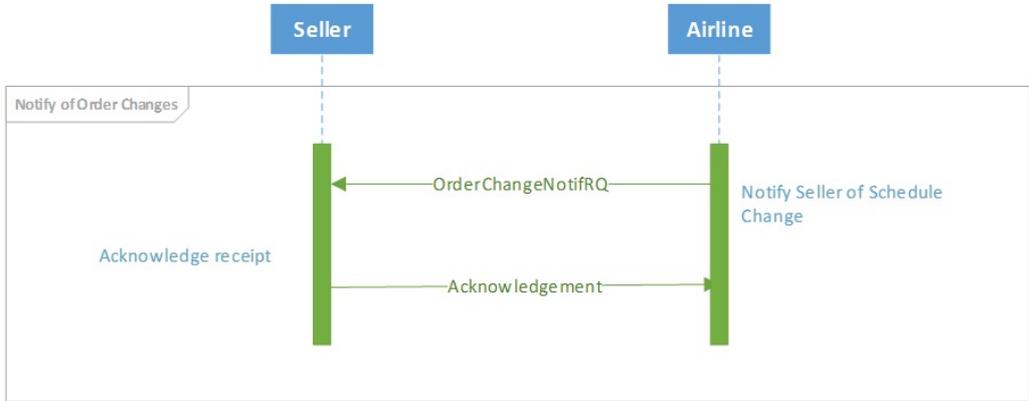
" Schedule change (flight departure time change) and no re-accommodation is necessary .  
None of the Services have been consumed. customer accepts change (no reshop)."

## Business Functions

### 1. Notify Seller of Changes to the Order

When a schedule change happens (eg flight departure time change), this function allows the ORA to send an OrderChangeNotifRQ to the Seller and receive an Acknowledgement message in return. The ORA must notify the Seller of Schedule Changes outside of the Operational window.

## Message Flow



# Servicing Multi-passenger Order

## Servicing Multi-passenger Orders

The following implementation guidelines illustrate how to service Orders that contain multiple passengers, applicable to the following scenarios:

1. Ability for a seller to request a change for a subset of passengers in a multi-passenger Order
2. Ability for an airline to notify seller of an airline-initiated change that impacts a subset of passengers in a multi-passenger Order
3. Ability for a seller to request that data is no longer shared between passengers contained in the same Order for privacy reasons

**These guidelines address communication between Sellers and Airlines. How the airline manages the Order record in their Order Management System and subsequently any impact on reservations and accountable documents is for an Airline to determine as part of their own implementation**

For scenarios 1 and 2, as IATA NDC XML standards support non-homogeneous Orders, multiple passengers can co-exist in the same Order while still having a distinct association to different services.

For scenario 3,

## Ability for a seller to request a change for a subset of passengers in a multi-passenger Order

In this scenario, a party of 2 have an Order traveling on the same itinerary. Passenger 1 wishes to change their outbound flight to a different day than Passenger 2 but return on the original segment together as a party of 2. The passengers would like to ensure their return flight is not negatively impacted by this change and therefore remain seated together and known as a party of 2.

Original itinerary:

Pax 1 & 2 – 19DEC – MAD to NYC

Pax 1 & 2 – 30DEC – NYC to MAD

New itinerary:

Pax 1 – 19DEC – MAD to NYC

Pax 2 – 20 DEC – MAD to NYC

Pax 1 & 2 – 30DEC – NYC to MAD

For illustration purposes, the Order is structured as follows...

- We have Order XX000A1B2C3D4 containing:
  - OrderItem 1
    - ♣ Service 1-1: Pax1-Seg1 (MAD-NYC)
    - ♣ Service 1-2: Pax1-Seg2 (NYC-MAD)
    - ♣ Service 1-3: Pax2-Seg1 (MAD-NYC)
    - ♣ Service 1-4: Pax2-Seg2 (NYC-MAD)

### 01. Ability for a seller to re-shop for a subset of passengers

The seller will generate an OrderReshopRQ specifying the order items and passengers that are to be reshopped. To achieve this, the seller must specify which Services are to be impacted by the change. As a service is instantiated to a passenger, by specifying which services are to be impacted, by association, the impacted passenger is specified.

Note: As a principle, the entire Order Item must be reshopped, and the Airline will re-evaluate the entire Order Item when they receive this request. By specifying the impacted services, it is simply a way for the Seller to indicate which services and passengers are to be impacted by the change. The Seller should not expect the result of this interaction to be an Order Item that remains the same, simply with updated Services. The result will be two new Offer Items, with the original itinerary and applicable services for Pax1 in one OfferItem and a new itinerary for Pax2 in another Offer Item.

```

<Request>
  <OrderRefID>XX000A1B2C3D4</OrderRefID>
  <UpdateOrder>
    <ReshopOrder>
      <ServiceOrder>
        <DeleteOrderItem>
          <OrderItemRefID>OrderItem1</OrderItemRefID>
        </DeleteOrderItem>
        <RetainServiceID>Service1-2</RetainServiceID>
        <RetainServiceID>Service1-3</RetainServiceID>
        <RetainServiceID>Service1-4</RetainServiceID>
        <AddOfferItems>
          <FlightCriteria>
            <OriginDestCriteria>
              <OriginDepCriteria>
                <Date>2020-03-20</Date>
                <IATA_LocationCode>MAD</IATA_LocationCode>
              </OriginDepCriteria>
              <OriginArrivalCriteria>
                <IATA_LocationCode>NYC</IATA_LocationCode>
              </OriginArrivalCriteria>
            </OriginDestCriteria>
          </FlightCriteria>
          <Paxs>
            <Pax>
              <PaxID>Pax1</PaxID>
            </Pax>
          </Paxs>
        </AddOfferItems>
      </ServiceOrder>
    </ReshopOrder>
  </UpdateOrder>
</Request>

```

Note: Because in principle you cannot break an OrderItem, the entire OrderItem 1 would be replaced.

Note:

- Service 1-1: I don't want to change outbound for Pax1
- Service 1-3: I don't want to change anything inbound for Pax2
- Service 1-4: I don't want to change anything inbound for Pax2

Note: Here you would pass criteria to replace whatever you're deleting (in this case, Service 1-2), so you pass the new criteria for the outbound flight, in addition to specifying which Pax is to be impacted, by using the /Paxs/Pax node

## 02. Ability for an airline to provide offers for changes to a subset of passengers

The airline will generate an OrderReshopRS, returning the new, proposed OfferItems, one for Pax1 featuring the original itinerary and associated Services for Pax1, and a second for Pax2 with the new itinerary with associated Services for Pax2.

## 03. Ability for a seller to request an Order change to a subset of passengers

The seller will generate an OrderChangeRQ specifying the Offer(s) to be accepted.

## 04. Ability for an airline to respond to an Order change

The airline will generate an OrderViewRS, returning all the data related to the Order, including details of the new OrderItem, with Services relating to the original itinerary of Pax1, and the new itinerary of Pax2.

## Ability for a seller to request that data is no longer shared between passengers contained in the same Order for privacy reasons

In this scenario, a party of 2 have an Order traveling on the same itinerary. Passenger 1 wishes to stop sharing their personal information and itinerary with Passenger 2.

**These guidelines address communication between Sellers and Airlines. How the airline manages the Order record in their Order Management System and subsequently any impact on reservations and accountable documents is for an Airline to determine as part of their own implementation.**

*Note: The assumption is that the Seller has fully authenticated the identity of the passenger(s) making the request, and that the Airline is happy to trust that the Seller has done so.*

## 01. Ability for a seller to request whether or not there is an impact on the pricing of an Order, where a subset of passengers no longer wish to share their data with others in the same Order

The seller will generate an OrderReshopRQ specifying the passengers that no longer wish to share their data with others in the same Order.

```

<Request>
  <OrderRefID>XX000A1B2C3D4</OrderRefID>
  <UpdateOrder>
    <ReshopOrder>
      <ServiceOrder>
        <UpdatePax>
          <PaxSharingPref>
            <PaxRefID>Pax1</PaxRefID>
            <SharingInd>True</SharingInd>
          </PaxSharingPref>
        </UpdatePax>
      </ServiceOrder>
    </ReshopOrder>
  </UpdateOrder>
</Request>

```

Specify the passenger(s) that no longer wish to share their data

Indicating that for this passenger, the data should no longer be shared with others

## 02. Ability for an airline to provide offers for changes to a subset of passengers

The airline will generate an OrderReshopRS, returning new Offers and OfferItems, one for the passenger(s) who requested that their data was no longer shared, and the other for the passenger(s) who did not make the request. This will advise the Seller whether or not there is an impact on the pricing of the Order.

## 03. Ability for a seller to request an Order change to a subset of passengers

Assuming there is no impact on the pricing of the Order, the Seller will generate an OrderReshopRQ specifying the passengers that no longer wish to share their data with others in the same Order.

```
<Request>
  <Order>
    <OrderID>XX000A1B2C3D4</OrderID>
    <OwnerCode>XX</OwnerCode>
  </Order>
  <ChangeOrder>
    <UpdatePax>
      <PaxSharingPref>
        <PaxRefID>Pax1</PaxRefID>
        <SharingInd>True</SharingInd>
      </PaxSharingPref>
    </UpdatePax>
  </ChangeOrder>
</Request>
```

Specify the passenger(s) that no longer wish to share their data

Indicating that for this passenger, the data should no longer be shared with others

## 04. Ability for an airline to respond to an Order change

An airline will generate an OrderViewRS, returning all the data related to the two Orders, one Order for the passenger(s) who requested that their data is no longer shared, and the other for the passenger(s) that did not make the request.

```
<Response>
  <Order>
    <OrderID>XX000W6X7Y8Z9</OrderID>
    <OrderItem>
      <OrderItemID>1</OrderItemID>
      <Service>
        <PaxRefID>Pax1</PaxRefID>
        <ServiceID>1-1</ServiceID>
      </Service>
    </OrderItem>
    <OwnerCode>XX</OwnerCode>
  </Order>
  <Order>
    <OrderID>XX000A1B2C3D4</OrderID>
    <OrderItem>
      <OrderItemID>1</OrderItemID>
      <Service>
        <PaxRefID>Pax2</PaxRefID>
        <ServiceID>1-2</ServiceID>
      </Service>
    </OrderItem>
    <OwnerCode>XX</OwnerCode>
  </Order>
</Response>
```

New Order ID generated, for the new Order for the passenger that requested that their data is no longer shared

The passenger that requested that their data is no longer shared is specified here

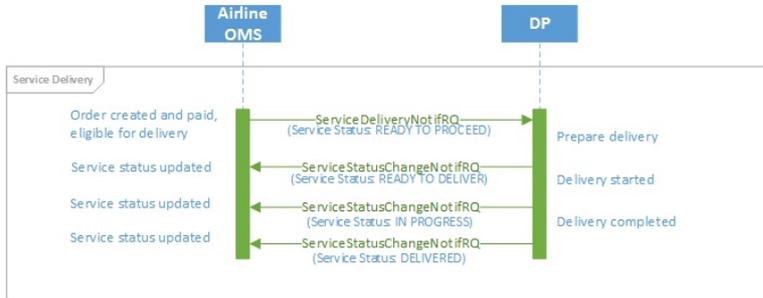
Original Order ID, for passengers that did not make the request. They remain in the original Order.

The passenger that did not make the request is specified here.

## Introduction

During the delivery of flight and ancillary Services, it is key that the eligibility of a passenger for a particular Service is always up to date, as well as the status of those Services. A number of messages are used for the interactions between the Airline OMS and the Delivery Provider, and Services can have a number of different statuses.

### Service Delivery message flow:



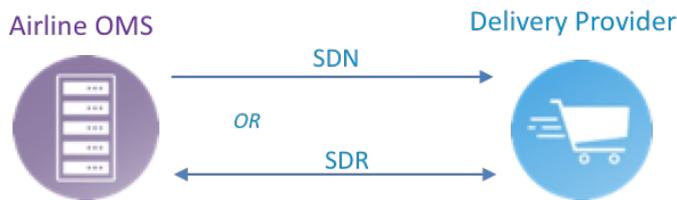
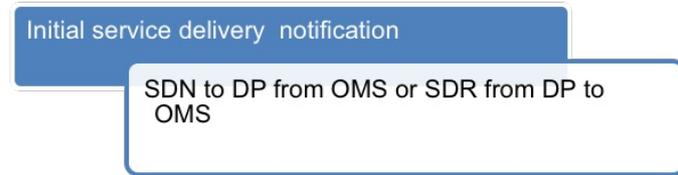
# Delivery Preparation

**Note**

The AcknowledgmentRS message is expected as the response to any notification request message. This applies to the ServiceDeliveryNotifRQ and ServiceDeliveryRQ mentioned in this section.

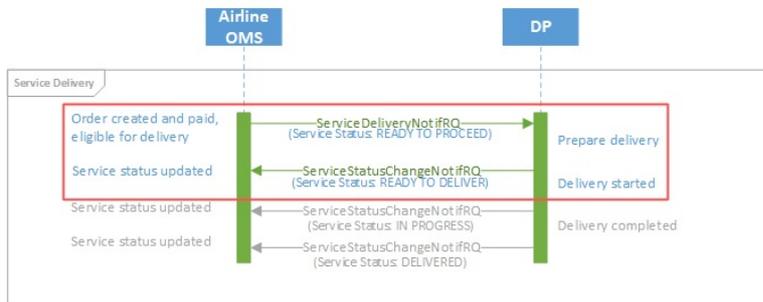
The delivery preparation process ensures that the Delivery Provider has all necessary information to proceed with delivery of the required Services.

**Delivery Preparation:**

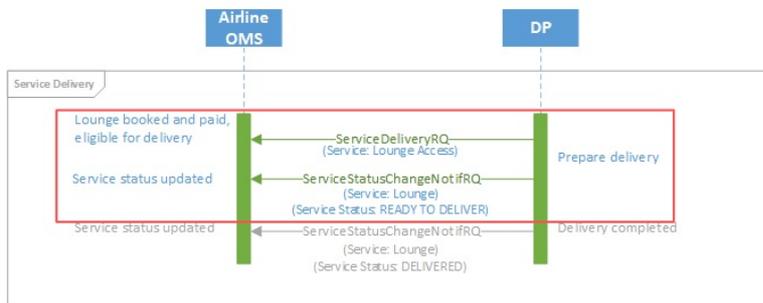


Service delivery is commenced by a Service Delivery Notification message from the Airline OMS to the Delivery Provider, or a Service Delivery Request from the Delivery Provider to the Airline. In both cases, the Delivery Provider will then initiate Service delivery, which in turn will update the status of each Service to be delivered.

**Prepare Delivery – Service Delivery Notification:**



**Prepare Delivery - Service Delivery Request:**



The outcome of this set of interactions should be that the Services are ready to be delivered (status "READY TO DELIVER"). In case Services are not able to be delivered for any reason, Services may be updated with a different status to indicate this. The possible statuses to be used are defined in the "Definitions" section.

Note that since there are no changes that are relevant from a financial or accounting point of view, there is no interaction between the Airline's OMS and the Accounting System. If any Service should not be able to be delivered, any interactions such as refunds would be triggered by a change to the Order items, which would in turn trigger an update to the Accounting System.

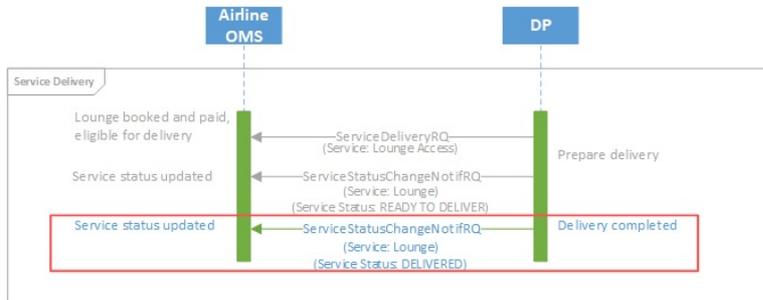
# Service Delivery

**Note**

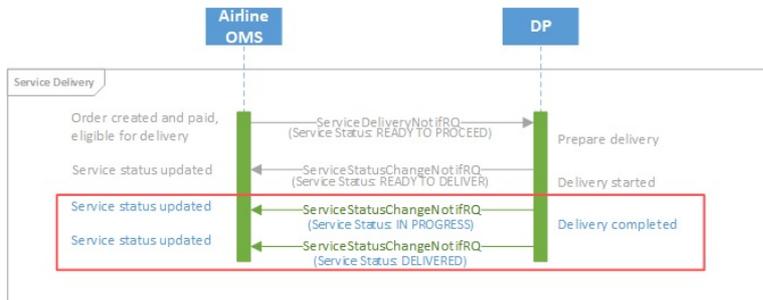
The AcknowledgmentRS message is expected as the response to any notification request message. This applies to the ServiceStatusChangeNotifRQ mentioned in this section.

During delivery of Services, the Delivery Provider needs to ensure that the delivery status is kept up to date. Any interruptions to Service delivery must be reported to the Airline's Order Management System.

**Service Delivery:**



**Service Delivery:**



During Service delivery, the Service may have the following delivery statuses. For a complete overview of Service delivery status transitions, see the "Service" section.

**Typical Service Delivery State Transition:**



If the Service delivery is interrupted in any way, the Airline Order Management System can be notified of any changes using the same message flows. Similarly, any "milestone" events related to the delivery of the Service may also be communicated using the same flow, for instance to record that the passenger is at the airport, airside, at the lounge etc.

During the delivery process, the Delivery Provider may also need to retrieve information related to the Service. If this is necessary, the flow described in section "Delivery Preparation" can be used.

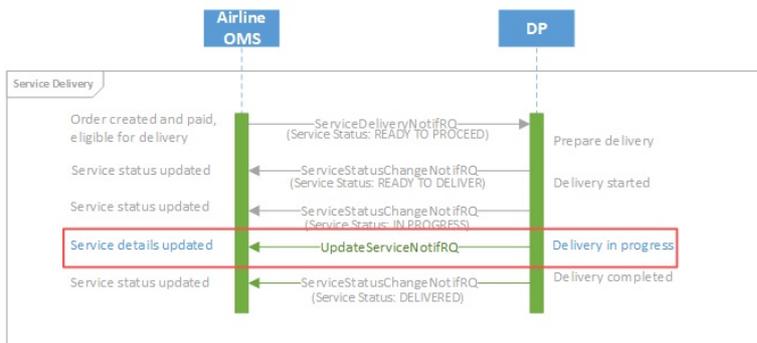
## Update of Services During Delivery

### Note

The AcknowledgmentRS message is expected as the response to any notification request message. This applies to the UpdateServiceNotifRQ mentioned in this section.

During the delivery process, information related to the delivery of the Service may be collected from the passenger or generated by the Delivery Provider's systems. This may include additional passenger data such as passport or visa information collected, or baggage tag numbers generated when luggage is checked in. Since the "Service Status Change Notification" request is only intended to be used for updating the status of a Service, for such cases the "Update Service Notification" request is used to update the Airline's Order Management System. For such updates, no interaction with the Accounting System is necessary. Cases such as the purchase of additional baggage at check-in would trigger updates to Orders, which would in turn trigger updates to the Airline's Accounting System once payment has been taken. Delivery processes would then relay this update to the Delivery Provider (see "Service Delivery RQ/RS" and "Service Delivery Notification RQ/RS").

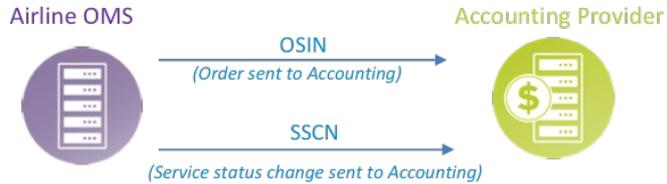
### Update Service details with UpdateServiceNotification:



# Introduction

During the Order and Delivery processes, it is important that all relevant changes are communicated to the Airline's Accounting System. This allows the necessary accounting transactions to be initiated. However, the Accounting System only needs to be informed when a financial commitment has been made and the Airline has a liability for providing a Service. This happens when payment has been received for items within an Order.

## Interaction OMS to Accounting:



## New Order Creation

### Note

The AcknowledgmentRS message is expected as the response to any notification request message. This applies to the OrderSalesInformationNotifRQ mentioned in this section.

During the process of Order creation, the Airline Accounting System only needs to be informed when a financial liability has been incurred. This happens when payment has been taken, and the Airline is liable for delivering a Service for which it has received funds. To inform the Airline Accounting System, the Airline OMS uses the Order Sales Notification Message ("OSIN") message.

In cases where payment is not immediate, there is an Order created but no interaction between the OMS and the Airline's Accounting System. The interaction to the Accounting System only takes place when the payment is taken, since prior to this point there has been no financial commitment.

### Initial Order Notification to Accounting:



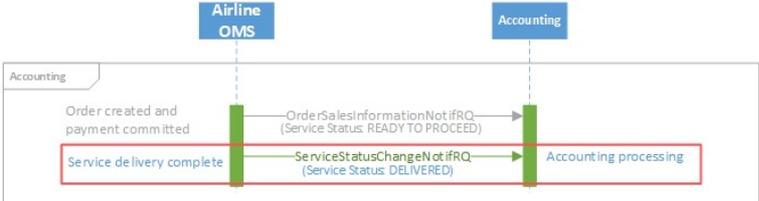
# Service Consumption

**Note**

The AcknowledgmentRS message is expected as the response to any notification request message. This applies to the ServiceStatusChangeNotifRQ mentioned in this section.

As Services are consumed during the delivery process, the final delivery status (see section "Service") is reflected back to the Airline OMS by the Delivery Provider. This in turn triggers an update to the Airline's Accounting System.

**Notify Final Service Status to Accounting:**



## Order Closing

When all Services in an Order have been delivered (or not, depending on Service delivery), the Airline's Order Management System should notify the Accounting System that no further updates are to be expected and the Order is closed. Note that Order closing is optional, since typically accounting processes are triggered as individual Services are delivered.

# Inform Seller of Net Clearance Data

## Inform Seller of Net Clearance Data

<b>Description</b>	The Airline (ORA) is able to inform the Seller of the Net Amount that will be cleared at the time of settlement.
<b>Preconditions</b>	There must be an agreement for a sale between the Customer and the Seller.
<b>Process</b>	The Seller is able to follow their accounting process having received the net clearance amount information
<b>Success</b>	The Seller is informed of the net clearance
<b>Failure</b>	N/A

# Inform Airline of Payment Information Including Net Clearance Amount

## Inform Airline of Payment information including Net Clearance Amount

<b>Description</b>	The Seller provides the payment amount and based on that the Seller includes the Net Clearance Amount which is the amount to be settle between the two parties.
<b>Preconditions</b>	There must be an agreement for a sale between the Customer and the Seller.
<b>Process</b>	The Airline is able to compute the Net Clearance Amount and this Amount is transmitted to the Settlement Manager who will perform the clearance.
<b>Success</b>	The Settlement Manager has received the correct amount to be cleared.
<b>Failure</b>	N/A

## Build Upsell Offers based on Origin, Destination and defined dates

Build Upsell Offers based on Origin, Destination and defined dates	
<b>Description</b>	This function allows the Airline to build additional upsell Offers that relate to Origin, Destination and defined dates which may enhance the customer experience. The content of the resulting Offers may depend on additional qualifiers and context that may be provided by the Seller.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Seller knows the customer's wished Origins, Destinations and dates</li> <li>• Seller may have additional qualifiers and context (e.g. PTC, service criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits Origins, Destinations, dates, additional qualifiers and context to the Airline</li> <li>• The Airline's Offer Management System creates upsell Offers based on the Origins, Destinations, dates and additional qualifiers and context</li> <li>• The Airline returns the upsell Offers to the Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of upsell Offers that relate to a baseline Offer.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to answer to the request and no upsell Offer are returned.</li> </ul>

## Build Upsell Offer(s) based on the content of other Offer(s)

Build Upsell Offer(s) based on the content of other Offer(s)	
<b>Description</b>	This function allows the Airline to build additional Offers that relate to a baseline Offer which may enhance the customer experience.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired)</li> <li>• Seller knows the OfferID(s).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits OfferID(s)</li> <li>• The Airline's Offer Management System creates new Offer(s) based on the existing Offer(s) which may contain additional services that may enhance the customer experience</li> <li>• The Airline returns the upsell Offer(s) to the Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of upsell Offer(s) that relate to a baseline Offer.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to answer to the request and no upsell Offers are returned.</li> </ul>

## Accept Repriced Offer(s)

Accept Repriced Offer(s)	
<b>Description</b>	This function allows the Seller to accept the new prices that were returned by the Airline and which will be reflected in the Order after it is updated.
<b>Preconditions</b>	<ul style="list-style-type: none"><li>• Seller has an Order ID</li><li>• Seller has a Repriced Offer and knows the Response ID.</li></ul>
<b>Process</b>	<ul style="list-style-type: none"><li>• Seller sends the Shopping Response Ref ID and the Order ID</li><li>• Airline deletes old Order Items and creates new Order Items with updated prices from the Repriced Offer.</li></ul>
<b>Success</b>	<ul style="list-style-type: none"><li>• Order is updated.</li></ul>
<b>Failure</b>	<ul style="list-style-type: none"><li>• General error.</li></ul>

## Request a la carte Offer(s) for ancillary services based on an existing Offer or Order

Request a la carte Offer(s) for ancillary services based on an existing Offer or Order	
<b>Description</b>	This function allows the Seller to request for an a la carte Offer for ancillary services based on an existing Offer or Order. If the Seller has included additional qualifiers or preferences, the a la carte Offer generated by the airline may take this into consideration.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• There is an existing Offer or Order</li> <li>• The Seller knows the OfferID or OrderID</li> <li>• Seller may have additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller tells the airline for which Offer or Order they would like ancillary services returned. Seller could send additional qualifiers and context to the Airline</li> <li>• Airline validates the request (message) for minimum information required by that airline</li> <li>• Airline generates a new a la carte Offer, which may consider the Seller's specific request for ancillaries</li> <li>• Airline responds to Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller has an a la carte Offer for ancillaries that takes into consideration additional qualifiers and context.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• No a la carte Offer is returned.</li> </ul>

## Request a new Offer based on the content of an existing Offer and on additional qualifiers and context

Request a new Offer based on the content of an existing Offer and on additional qualifiers and context	
<b>Description</b>	This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment, etc.) so that an Airline can create a new contextualised Offer.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired)</li> <li>• Seller knows the OfferID</li> <li>• Seller has additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits an OfferID, and additional qualifiers and context to the Airline</li> <li>• The Airline's Offer Management System creates a new Offer based on the existing Offer plus the addition of other information</li> <li>• The Airline returns the new Offer to the Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of an Offer that takes into consideration additional qualifiers and context.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to answer to the request and an error is returned.</li> </ul>

## Request a new Reshop Offer based on the content of an existing Reshop Offer and on additional qualifiers and context

Request a new Reshop Offer based on the content of an existing Reshop Offer and on additional qualifiers and context	
<b>Description</b>	This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment, etc.) so that an Airline can create a new contextualised Reshop Offer.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline's Order Management System</li> <li>• Seller knows the OrderID and Order Item ID(s) being replaced (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep)</li> <li>• A Reshop Offer exists in the Airline's Offer Management System</li> <li>• Seller knows the Reshop OfferID</li> <li>• Seller has additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits the OrderID, OrderItemID(s) being replaced, Reshop Offer ID and any additional qualifiers and context to the Airline</li> <li>• The Airline's Offer Management System creates a new Reshop Offer based on the existing Reshop Offer plus the addition of other information</li> <li>• The Airline returns the new Reshop Offer to the Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of a Reshop Offer that takes into consideration additional qualifiers and context.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to answer to the request and an error is returned.</li> </ul>

## Request a Seat Map and an a la carte Offer for seats based on an existing Offer or Order

Request a Seat Map and an a la carte Offer for seats based on an existing Offer or Order	
<b>Description</b>	This function allows the Seller to request a seat map and an a la carte Offer for seats based on an existing Offer or Order. If the Seller has included additional qualifiers or preferences, the a la carte Offer generated by the Airline may take this into consideration.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• There is an existing Offer or Order</li> <li>• The Seller knows the OfferID or OrderID</li> <li>• Seller has additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller tells the airline for which Offer or Order they would like seat map returned. Seller could send additional qualifiers and context to the Airline</li> <li>• Airline validates the request (message) for minimum information required by that airline</li> <li>• Airline generates a seat map and a new a la carte Offer, which may consider the Seller's specific request for seats</li> <li>• Airline responds to Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller has a seat map and an a la carte Offer for seats that takes into consideration additional qualifiers and context.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• No seat map or a la carte Offer is returned</li> </ul>

## Request a set of Offers based on Origin, Destination and defined dates

Request a set of Offers based on Origin, Destination and defined dates	
<b>Description</b>	This function allows the Seller to request from an Airline a set of Offers based on Origins, Destinations and defined dates. The Seller may provide additional qualifiers and context for which the Airline may consider the content of the resulting Offers.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Seller knows the customer's wished Origins, Destinations and dates</li> <li>• Seller may have additional qualifiers and context (e.g. PTC, service criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits Origins, Destinations, dates, additional qualifiers and context to the Airline</li> <li>• The Airline's Offer Management System builds a set of Offers which may partially or fully match the requested criteria</li> <li>• The Airline returns to the Seller the set of built Offers.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of a set of Offers which may partially or fully match the requested criteria.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to answer to the request and an error is returned.</li> </ul>

## Request a set of Reshop Offers based on Origin, Destination and/or defined dates as replacement of specific Order Item(s)

Request a set of Reshop Offers based on Origin, Destination and/or defined dates as replacement of specific Order Item(s)	
<b>Description</b>	This function allows the Seller to request a set of Offers as a replacement of specific Order Item(s). The request considers new Origins, Destinations and/or defined dates. The content of the resulting Reshop Offers may depend on additional qualifiers and context that may be provided by the Seller.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline's Order Management System and the Seller has the Order ID</li> <li>• Seller has OrderItemID(s) for the Order Items that will be impacted by the projected change (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep)</li> <li>• Seller knows the customer's new desired Origins, Destinations and/or dates</li> <li>• Seller may have additional qualifiers and context (e.g. PTC, service criteria).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller sends to the Airline the OrderID, impacted OrderItemIDs and optionally any ServiceIDs to be kept, the new desired Origins, Destinations and/or dates, and any additional qualifiers and context</li> <li>• Airline creates new Reshop Offers corresponding to the search criteria and returns them to the Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Airline returns to the seller a set of Reshop Offers corresponding to the requested modifications</li> <li>• The Reshop Offers returned can incur: Additional collection (case 13A), Refund (case 13b), No additional collection or no refund .</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to answer to the request and an error is returned.</li> </ul>

## Request detailed information about an Offer

Request detailed information about an Offer	
<b>Description</b>	This function allows the Seller to request detailed information about an Offer, including all price breakdowns, terms & conditions, disclosure data, etc.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired)</li> <li>• Seller knows the OfferID.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits an OfferID to the Airline</li> <li>• The Airline returns detailed information about the Offer to the Seller, including all price breakdowns, terms &amp; conditions, disclosure data, etc.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of the detailed information about the Offer.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to provide details about the Order and an error is returned.</li> </ul>

## Request detailed information about a Reshop Offer

Request detailed information about a Reshop Offer	
<b>Description</b>	This function allows the Seller to request detailed information about a Reshop Offer, including all price breakdowns, terms & conditions, disclosure data, etc.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline's Order Management System</li> <li>• Seller knows the OrderID and Order Item ID(s) being replaced (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep)</li> <li>• Reshop Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired)</li> <li>• Seller knows the Reshop OfferID(s).</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits the OrderID, OrderItemID(s) being replaced, Reshop OfferID to the Airline</li> <li>• The Airline returns detailed information about the Reshop Offer to the Seller, including all price breakdowns, terms &amp; conditions, disclosure data, etc.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of the detailed information about the Reshop Offer.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to provide details about the Reshop Offer and an error is returned.</li> </ul>

## Select Offer(s) to add to a shopping basket

Select Offer(s) to add to a shopping basket	
<b>Description</b>	This function allows the Seller to select Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Offer.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Offer(s) exist in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired)</li> <li>• Seller knows the OfferID(s)</li> <li>• Seller knows the OfferItemID(s) that the customer has selected.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits OfferID(s) and a selection of OfferItemIDs to the Airline</li> <li>• The Airline returns to Seller a single Offer based on the context of the selected Offer Item(s).</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of an Offer which contains the selected Offer Item(s).</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to provide an Offer which contains the selected Offer Item(s) and an error is returned.</li> </ul>

## Select Reshop Offer(s) to add to a shopping basket

Select Reshop Offer(s) to add to a shopping basket	
<b>Description</b>	This function allows the Seller to select Reshop Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Reshop Offer.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline's Order Management System</li> <li>• Seller knows the OrderID and OrderItemID(s) being replaced (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep)</li> <li>• Reshop Offer(s) exist in the Airline's Offer Management System</li> <li>• Seller knows the Reshop OfferID(s)</li> <li>• Seller knows the OfferItemID(s) that the customer has selected.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller transmits the OrderID, Order Item ID(s) being replaced, Reshop OfferID(s) and Offer Item ID(s) to the airline</li> <li>• The Airline returns to Seller a Reshop Offer based on the context of the selected Offer Item(s).</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of a Reshop Offer which contains the selected Offer Item(s).</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to provide a Reshop Offer which contains the selected Offer Item(s) and an error is returned.</li> </ul>

## Acceptance of a planned schedule change

### Acceptance of a Planned Schedule Change

<b>Description</b>	The Seller indicates to the Airline (ORA) that the Customer is accepting the Planned Schedule Change.
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Airline (ORA) has performed a Planned Schedule Change. The Airline has informed the Seller of a Planned Schedule Change and the available follow up actions, including Accept.
<b>Process</b>	The Seller send the acceptance of the Planned Schedule Change to the Airline (ORA)
<b>Success</b>	The Airline (ORA) updates the Order so that the passenger can consume the Service.
<b>Failure</b>	The Order/Services are still in a disruption mode and the passenger cannot consume the Service.

## Add payment information into an existing Order

Add payment information into an existing Order	
<b>Description</b>	This function allows the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s).
<b>Preconditions</b>	<ul style="list-style-type: none"><li>• Seller has an Order ID</li><li>• Seller has Order Item IDs (optionally)</li><li>• Seller has payment information.</li></ul>
<b>Process</b>	<ul style="list-style-type: none"><li>• Seller sends payment information</li><li>• Airline updates Order with payment information.</li></ul>
<b>Success</b>	<ul style="list-style-type: none"><li>• Order has payment information.</li></ul>
<b>Failure</b>	<ul style="list-style-type: none"><li>• Order does not have payment information.</li></ul>

## Add Payment Information as part of a New Order

Add Payment Information as part of a New Order	
<b>Description</b>	This function allows the Seller to send payment information to the Airline.
<b>Dependency</b>	<a href="#">Create Order</a>
<b>Preconditions</b>	<ul style="list-style-type: none"><li>• Seller has selected Offer ID(s)</li><li>• Seller has selected Offer Item ID(s) (optionally)</li><li>• Seller has Payment Information.</li></ul>
<b>Process</b>	<ul style="list-style-type: none"><li>• Seller sends Payment Information</li><li>• Airline adds Payment Information to the Order.</li></ul>
<b>Success</b>	<ul style="list-style-type: none"><li>• Order has payment information.</li></ul>
<b>Failure</b>	<ul style="list-style-type: none"><li>• Order does not have payment information.</li></ul>

# Create Order

Create Order	
<b>Description</b>	This function allows the Seller to request that an Airline creates an Order from a selection of Offer(s) and Offer Item(s).
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• There is not a pre-existing Order in relation to this transaction</li> <li>• Seller has Offer(s) that are ready to be converted into an Order</li> <li>• Seller knows the selected Offer Item ID(s)</li> <li>• Seller has minimum required passenger data.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller passes to the Airline the selected Offer ID(s), Offer Item ID(s) and passenger data</li> <li>• Airline validates the request (message) for minimum information required by that Airline</li> <li>• Airline creates new Order Items from the selected Offer Items in the newly created Order</li> <li>• Airline responds to Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Order is created, inventory is held, and an Order ID is returned.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• Order is not created, error returned</li> <li>• Order is partially created, warning returned.</li> </ul>

## Cancel Order

Cancel Order	
<b>Description</b>	This function allows the Seller to request cancellation of an existing Order.
<b>Preconditions</b>	<ul style="list-style-type: none"><li>• There is an existing Order</li><li>• The Seller knows the OrderID that it's requesting to be cancelled.</li></ul>
<b>Process</b>	<ul style="list-style-type: none"><li>• Seller tells the Airline which Order it would like to be cancelled</li><li>• Airline validates the request (message) for minimum information required by that airline.</li><li>• Airline cancels the requested Order</li><li>• If applicable, airline processes actions on accountable documents</li><li>• Airline responds to Seller.</li></ul>
<b>Success</b>	<ul style="list-style-type: none"><li>• Airline has cancelled the requested Order and if applicable, updated accountable documents.</li></ul>
<b>Failure</b>	<ul style="list-style-type: none"><li>• The order has not been cancelled and / or if applicable the airline has not processed actions on accountable documents.</li></ul>

## Cancel Order Item(s) from an existing Order

Cancel Order Item(s) from an existing Order	
<b>Description</b>	This function allows the Seller to request cancellation of selected Order Item(s) from an existing Order.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• There is an existing Order</li> <li>• The Seller knows the OrderID and the selected Order Item ID(s) that it's requesting to be cancelled.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller tells the Airline which Order Item(s) it would like to be cancelled from an existing Order</li> <li>• Airline validates the request (message) for minimum information required by that airline</li> <li>• Airline cancels the requested Order Item(s) from the existing Order</li> <li>• Airline responds to Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Airline has cancelled the requested Order Item(s) from the existing Order.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• No Order Items have been cancelled from the existing Order</li> <li>• Only some Order Items have been cancelled from the existing Order.</li> </ul>

## Cancellation following a Planned Schedule Change

### Cancellation following a planned schedule change

<b>Description</b>	The Seller indicates to the Airline (ORA) that the Customer is intending to cancel the order.
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Airline (ORA) has performed a Planned Schedule Change. The Airline has informed the Seller of a Planned Schedule Change and the available follow up actions, including Cancel.
<b>Process</b>	The Seller sends the Cancellation request (including the FareWaiver Code if this has been supplied by the Airline (ORA)); this may include option for refund or respond at a later time.
<b>Success</b>	The Airline (ORA) validates the FareWaiver Code (if present) The Airline (ORA) identifies that the Order has been disrupted. Any reshop Offers are returned in accordance to the eligibility of the Airline's ORA Planned Schedule Change policy. (e.g. permitting the refund/respond without a penalty)
<b>Failure</b>	The Airline (ORA) fails to validate the FareWaiver Code (if present). The Airline (ORA) does not identify that the Order has been disrupted.

# Commit to the Terms of the Order

Commit to the Terms of the Order	
<b>Description</b>	This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Order / Order Item(s).
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Seller has an Order ID</li> <li>• Seller has the Order Item IDs that they are willing to commit</li> <li>• Airline has payment information.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller sends the commit request</li> <li>• Airline commits the Order</li> <li>• Airline returns confirmation of commitment (represented in multiple ways: doc data, delivery status, payment status, etc.)</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• The selected Order / Order Item(s) are committed.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The selected Order / Order Item(s) are not committed</li> <li>• Only some of the selected Order Item(s) are committed.</li> </ul>

### Commit to the Terms of the Offer during 'Create Order'

Commit to the Terms of the Offer during 'Create Order'	
<b>Description</b>	This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Offer / Offer Item(s).
<b>Dependency</b>	<a href="#">Create Order</a>
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Seller has selected Offer ID(s)</li> <li>• Seller has the Offer Item ID's that they are willing to commit</li> <li>• Airline has payment information.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller sends the commit request</li> <li>• Airline commits the resulting Order Items in the Order being created</li> <li>• Airline returns confirmation of commitment (represented in multiple ways: doc data, delivery status, payment status, etc.).</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• The resulting Order / Order Item(s) are committed.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The resulting Order / Order Item(s) are not committed</li> <li>• Only some of the resulting Order Item(s) are committed.</li> </ul>

## Commit to selected accepted reshop/delete Offer(s), confirm contact details and preferences

### Commit to selected accepted reshop/delete Offer(s), confirm contact details and preferences

<p><b>Description</b></p>	<p>This business capability covers following functionalities mentioned in the message flow discussions. Several functions can be triggered through a single commitment (e.g. a change may invoke a cancellation of an item):</p> <ul style="list-style-type: none"> <li>- Function: "Request Offer Item(s) to be added to an existing Order", <ul style="list-style-type: none"> <li>o To allow the Seller to request that Offer Item(s) be converted into Order Item(s) within an existing Order</li> </ul> </li> <li>- Function: "Cancel Order Item(s) from an existing Order" <ul style="list-style-type: none"> <li>o To allow the Seller to request cancellation of selected Order Item(s) from an existing Order.</li> </ul> </li> <li>- Function: "Add payment information into an existing Order" <ul style="list-style-type: none"> <li>o To allow the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s).</li> </ul> </li> <li>- Function: "Commit to the Terms of the Order" <ul style="list-style-type: none"> <li>o To allow the Seller to notify the Airline that they are ready to accept the Terms of the Order / OrderItem(s).</li> </ul> </li> </ul> <p>This business capability also allows a seller to confirm contact details of the customer at the time the servicing is requested.</p>
<p><b>Preconditions</b></p>	<p>An Order exists in the Airline (ORA)'s Order Management System  Seller communicates intent to service partially or fully the order  Airline (ORA) communicates some offers to the seller so that passenger can select his servicing option.</p>
<p><b>Process</b></p>	<p>When accepting a servicing offer the passenger may want to provide or update his contact details so that the seller can communicate them to the airline (ORA)</p>
<p><b>Success</b></p>	<p>The airline (ORA) receives passenger contact details from the seller and update the order accordingly for subsequent notifications</p>
<p><b>Failure</b></p>	<p>The airline (ORA) does not receive passenger contact details from the seller</p>

## Confirm the price of the Order Item(s)

Confirm the price of the Order Item(s)	
<b>Description</b>	This function allows the Seller to request that an Airline quotes and confirms the price of unpaid Order Item(s).
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Seller has an Order ID</li> <li>• Seller has Order Item ID(s) that it wants to be priced (optionally)</li> <li>• The Price Guarantee Time Limit has expired.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller sends to the Airline the Order ID and optionally the Order Item ID(s) to be priced, including any dependent Order Item(s)</li> <li>• Airline prices the Order Item(s) in the context of an Order.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Prices in the Order still valid</li> <li>• There is a Repriced Offer.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• General error.</li> </ul>

# Inform Seller of Passenger name and/or contact details changes

## Inform Seller of passenger name and/or contact details changes

<b>Description</b>	The Seller is notified of any Contact details and Name change
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The passenger has changed the contact details and/or name directly with the Airline (ORA)</li> </ul>
<b>Process</b>	Airline (ORA) communicates changes to the Seller's endpoint
<b>Success</b>	Seller is informed of changes via OrderChangeNotifRQ
<b>Failure</b>	No OrderChangeNotifRQ sent to the Seller's endpoint

# Inform Seller of Payment status changes

## Inform seller of payment status changes

<b>Description</b>	The Seller is notified of any payment status change, so the traveler can be notified.
<b>Preconditions</b>	<ul style="list-style-type: none"><li>• An Order exists in the Airline (ORA)'s Order Management System</li><li>• The Airline (ORA) changed the payment status</li></ul>
<b>Process</b>	Airline (ORA) communicates changes to the Seller's endpoint
<b>Success</b>	Seller is informed of changes via OrderChangeNotifRQ
<b>Failure</b>	No OrderChangeNotifRQ sent to the Seller's endpoint

## Inform seller of flight segment time changes (Schedule Change)

### Inform seller of flight segment time changes (Schedule Change)

<b>Description</b>	The Seller is notified of any flight time changes, so the traveler can be notified.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The Airline (ORA) performs a schedule change to update the flight time</li> </ul>
<b>Process</b>	<p>Seller receives changes from the Airline (ORA)</p> <ul style="list-style-type: none"> <li>o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)</li> </ul>
<b>Success</b>	<p>Seller is informed of changes via OrderChangeNotifRQ</p> <ul style="list-style-type: none"> <li>o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint</li> </ul> <p>Any OrderViewRS returns or includes</p> <ul style="list-style-type: none"> <li>o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)</li> </ul>
<b>Failure</b>	<p>No OrderChangeNotifRQ sent to the Seller's endpoint  OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)</p>

## Inform Seller of flight number changes (Schedule Change)

### Inform seller of flight number changes (schedule change)

<b>Description</b>	The Seller is informed of any flight number changes, so the traveler can be notified.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The Airline (ORA) performs a schedule change to update the flight number</li> </ul>
<b>Process</b>	<p>Seller receives changes from the Airline (ORA)</p> <ul style="list-style-type: none"> <li>o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)</li> </ul>
<b>Success</b>	<p>Seller is informed of changes via OrderChangeNotifRQ</p> <ul style="list-style-type: none"> <li>o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint</li> </ul> <p>Any OrderViewRS returns or includes</p> <ul style="list-style-type: none"> <li>o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)</li> </ul>
<b>Failure</b>	<p>No OrderChangeNotifRQ sent to the Seller's endpoint  OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)</p>

## Inform seller of flight arrival and/or departure changes (Schedule Changes)

### Inform Seller of flight arrival and/or departure changes

<b>Description</b>	The Seller is notified of any arrival and/or departure changes
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The Airline (ORA) changed the arrival and/or departure details</li> </ul>
<b>Process</b>	<p>Seller receives changes from the Airline (ORA)</p> <ul style="list-style-type: none"> <li>o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)</li> </ul>
<b>Success</b>	<p>Seller is informed of changes via OrderChangeNotifRQ</p> <ul style="list-style-type: none"> <li>o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint</li> </ul> <p>Any OrderViewRS returns or includes</p> <ul style="list-style-type: none"> <li>o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)</li> </ul>
<b>Failure</b>	<p>No OrderChangeNotifRQ sent to the Seller's endpoint  OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)</p>

## Inform Seller of flight equipment changes (Schedule Change)

### Inform Seller of flight equipment changes (Schedule Change)

<b>Description</b>	The Seller is notified of any equipment changes
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The Airline (ORA) changed the equipment type</li> </ul>
<b>Process</b>	<p>Seller receives changes from the Airline (ORA)</p> <ul style="list-style-type: none"> <li>o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)</li> </ul>
<b>Success</b>	<p>Seller is informed of changes via OrderChangeNotifRQ</p> <ul style="list-style-type: none"> <li>o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint</li> </ul> <p>Any OrderViewRS returns or includes</p> <ul style="list-style-type: none"> <li>o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)</li> </ul>
<b>Failure</b>	<p>No OrderChangeNotifRQ sent to the Seller's endpoint</p> <p>OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)</p>

## Inform Seller of flight cancellation (Schedule Change)

### Inform seller of flight cancellation (Schedule Change)

<b>Description</b>	The Seller is notified of any flight cancellation
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The Airline (ORA) cancelled flight without passenger reaccommodation</li> </ul>
<b>Process</b>	<p>Seller receives changes from the Airline (ORA)</p> <ul style="list-style-type: none"> <li>o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)</li> </ul>
<b>Success</b>	<p>Seller is informed of changes via OrderChangeNotifRQ</p> <ul style="list-style-type: none"> <li>o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint</li> </ul> <p>Any OrderViewRS returns or includes</p> <ul style="list-style-type: none"> <li>o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)</li> </ul>
<b>Failure</b>	<p>No OrderChangeNotifRQ sent to the Seller's endpoint</p> <p>OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)</p>

## Inform seller of flight changes (Schedule Change)

### Inform seller of flight changes (Schedule Change)

<b>Description</b>	The Seller is notified of any flight changes
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The Airline (ORA) makes changes to the flight details</li> </ul>
<b>Process</b>	<p>Seller receives changes from the Airline (ORA)</p> <ul style="list-style-type: none"> <li>o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)</li> </ul>
<b>Success</b>	<p>Seller is informed of changes via OrderChangeNotifRQ</p> <ul style="list-style-type: none"> <li>o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint</li> </ul> <p>Any OrderViewRS returns or includes</p> <ul style="list-style-type: none"> <li>o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)</li> </ul>
<b>Failure</b>	<p>No OrderChangeNotifRQ sent to the Seller's endpoint  OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)</p>

## Inform seller of planned schedule change and any required follow up actions

### Inform seller of Planned Schedule Change and any required follow up actions

<b>Description</b>	The Seller is informed whether Acceptance from the customer is needed after being notified of a Planned Schedule Change
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Airline (ORA) has performed a Planned Schedule Change.
<b>Process</b>	Airline (ORA) Order Management System identifies the Order has been involuntarily changed and that the Seller has not yet "accepted" the changes. Airline (ORA) Order Management System identifies a set of follow up actions available for the Passenger to act upon (Accept, Reshop, Cancel, Call Airline – with possible URL)  Airline (ORA) Order Management System identifies if there is a time limit for the follow up action to be complete and the consequence if not acted upon within the time limit. E.g. Auto-acceptance by airline or Auto-cancellation by airline
<b>Success</b>	OrderViewRS returns the SellerFollowUpIndicator with a true value and relevant SellerFollowUpAction, and ActionTimeLimit after a Planned Schedule Change and is able to service the customer.
<b>Failure</b>	OrderViewRS does not returns the SellerFollowUpIndicator nor SellerFollowUpAction, ActionTimeLimit after a Planned Schedule Change

## Inform Seller that request is extended to dependent Order Item(s)

### Inform Seller that request is extended to dependent Order Item(s)

<b>Description</b>	This function allows the Airline to inform when the list of selected OrderItem(s) to be serviced (cancelled or changed) was extended to include dependent items.
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System Seller communicates intent to service part of the order, providing the selection of OrderItems to be cancelled or changed.
<b>Process</b>	Airline (ORA) validates request for partial changes against Passenger's services selection.
<b>Success</b>	OrderReshopRS informs passenger that new offer includes other services than the originally selected at OrderReshopRQ
<b>Failure</b>	OrderReshopRS fails to inform passenger that new offer includes other Services (other than the originally selected Service at OrderReshopRQ)

## Inform Seller about differential type

### Inform Seller about differential type

<p><b>Description</b></p>	<p>For each Offer Item, this function allows the Airline to inform the Seller about amount differential type if this Offer Item is chosen.</p> <p>This indicator should be used for both cancellation and change scenarios.</p> <p>Several types of action are possible when the customer selects a reshopped Offer.</p>
<p><b>Preconditions</b></p>	<p>An Order exists in the Airline (ORA)'s Order Management System          Seller communicates intent to service partially or fully the order.          Servicing the order results in financial liability scenarios, based on amount differentials.</p>
<p><b>Process</b></p>	<p>Airline (ORA) defines the financial liability scenario based on the amount differentials that can be:</p> <ul style="list-style-type: none"> <li>o AddCol" – the change will result into a new payment from the customer (applies to change scenarios)</li> </ul> <p>For this use case, the Airline should inform Seller about amount details and the usual payment instructions</p> <ul style="list-style-type: none"> <li>o Refund" - the change will result into a customer refund (applies to cancellations and change scenarios)</li> </ul> <p>For this use case, the airline should inform seller about the action that will take place for payment: void if capture was not yet triggered, refund if money is already captured by the airline.</p> <ul style="list-style-type: none"> <li>o Residual" - the change will result into a determined amount kept by airline for future use (applies to cancellations and change scenarios)</li> </ul> <p>For this use case, the amount kept by the airline is determined at this moment and can be communicated to the seller</p> <ul style="list-style-type: none"> <li>o Reusable" – the financial result of the change will be determined when customer comes back to select new journey options (applies to change scenarios when customer does not yet know how to reuse the money)</li> </ul> <p>For this use case, the amount that the agent can reuse may not be known at this moment. It may be determined at a later stage, when the customer chooses new travel options. As a consequence, the airline should be able to pass to the Seller a reusable amount indicator even if no amount is communicated at this stage.</p> <ul style="list-style-type: none"> <li>o EvenExchange" – the change does not have any financial impact to the customer (applies to change scenarios)</li> </ul> <p>Amount differentials details may have to be present in case the breakdown of the base, taxes, etc... differ but the total remains the same.</p> <ul style="list-style-type: none"> <li>o AddColAndRefund" – the change will result into both a new payment from the customer and a customer refund (applies to cancellation and change scenarios)</li> </ul> <p>This use case is a combo of "AddCol" &amp; "Refund" use cases</p> <ul style="list-style-type: none"> <li>o AddColAndResidual" – the change will result into both a new payment from the customer and a determined amount kept by airline for future use (applies to cancellation and change scenarios)</li> </ul> <ul style="list-style-type: none"> <li>o This use case is a combo of "AddCol" &amp; "Residual" use cases</li> </ul>

<b>Success</b>	OrderReshopRS includes DifferentialType in any price differential structure
<b>Failure</b>	OrderReshopRS does not includes DifferentialType in any price differential structure

**Inform Seller about what will happen to an existing Service should the Seller accept a reshopped Offer Item**

**Inform Seller about what will happen to an existing Service should the Seller accept a reshopped Offer Item**

<p><b>Description</b></p>	<p>As a seller, when investigating servicing options for a given Order Item, I need to know if an existing service will remain untouched or will be cancelled should I accept this newly reshopped Offer Item.</p>
<p><b>Preconditions</b></p>	<p>An Order exists in the Airline (ORA)'s Order Management System Seller communicates intent to service partially or fully the order.</p>
<p><b>Process</b></p>	<p>While defining new travel offers, some services are untouched by the servicing request  When the airline (ORA) communicates new travel offers, the seller needs to identify untouched items to inform passenger.</p>
<p><b>Success</b></p>	<p>For each Service returned in an Offer Item, the OrderReshopRS message explicitly indicates if the Service is untouched using UnchangedInd</p>
<p><b>Failure</b></p>	<p>The OrderReshopRS message does not indicate whether a Service is untouched or impacted should the passenger accepts the returned Offer Item</p>

## Inform Seller if a penalty is netted or to be paid

### Inform Seller if a penalty is netted or to be paid

<b>Description</b>	For each penalty involved in a voluntary servicing action, the airline should inform the seller if the penalty is netted (i.e. taken from any amount that the Airline will owe to the customer consequently to the servicing) or to be paid (i.e. charged to the customer upfront any servicing action, and even if customer benefits from a subsequent refund/residual value).
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System Seller communicates intent to service partially or fully the order. Servicing the order incurs in a penalty fee.
<b>Process</b>	Airline (ORA) processes the reshop offers and identifies when a penalty can be netted or paid.
<b>Success</b>	OrderReshopRS explicitly describes if each penalty fees are netted or should be collected/paid by the passenger
<b>Failure</b>	OrderReshopRS does not describe if each penalty fees are netted or should be collected/paid by the passenger

# Provide address at destination

## Provide address at destination

<b>Description</b>	The Seller provides the address at destination to the Airline (ORA) in the request messages at Order creation or modification time.
<b>Preconditions</b>	The address at destination needs to be captured.
<b>Process</b>	The Seller provides the address at destination to the Airline (ORA).
<b>Success</b>	The Airline has stored the address at destination in the Order.
<b>Failure</b>	N/A

## Provide emergency contact details

### Provide emergency contact details

<b>Description</b>	The Seller provides the emergency contact details to the Airline (ORA) in the request messages at Order creation or modification time.
<b>Preconditions</b>	Emergency contact details needs to be captured.
<b>Process</b>	The Seller provides the emergency contact details to the Airline (ORA).
<b>Success</b>	The Airline has stored the emergency contact details in the Order.
<b>Failure</b>	N/A

## Provide contact details for unaccompanied minor

### Provide contact details for an unaccompanied minor

<b>Description</b>	The Seller provides the contact details for an unaccompanied minor to the Airline (ORA) in the request messages at Order creation or modification time.
<b>Preconditions</b>	Contact details need to be captured for unaccompanied minor.
<b>Process</b>	The Seller provides the contact details for an unaccompanied minor to the Airline (ORA).
<b>Success</b>	The Airline has stored the contact details in the Order
<b>Failure</b>	N/A

## Retrieve Order

Retrieve Order	
<b>Description</b>	This function allows the Seller to display the content of an Order.
<b>Preconditions</b>	<ul style="list-style-type: none"><li>• An Order exists in the Airline's Order Management System</li><li>• The Seller knows the Order ID.</li></ul>
<b>Process</b>	<ul style="list-style-type: none"><li>• Seller requests to retrieve Order from the Airline</li><li>• Airline responds with the Order Information.</li></ul>
<b>Success</b>	<ul style="list-style-type: none"><li>• The Order Information is returned to the Seller.</li></ul>
<b>Failure</b>	<ul style="list-style-type: none"><li>• Order cannot be accessed by the Seller.</li></ul>

# Reshop following a Planned Schedule Change

## Reshop following a Planned Schedule Change

<b>Description</b>	The Seller indicates to the Airline (ORA) that the Customer is intending to seek alternatives for the Planned Schedule Change.
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Airline (ORA) has performed a Planned Schedule Change. The Airline has informed the Seller of a Planned Schedule Change and the available follow up actions, including Reshop.
<b>Process</b>	The Seller sends the Reshop request (including the FareWaiver Code if this has been supplied by the Airline (ORA))
<b>Success</b>	The Airline (ORA) validates the FareWaiver Code (if present) The Airline (ORA) identifies that the Order has been disrupted. Any reshop Offers are returned in accordance to the eligibility of the Airline's ORA Planned Schedule Change policy. (e.g. not charging penalty fee or fare difference)
<b>Failure</b>	The Airline (ORA) fails to validate the FareWaiver Code (if present). The Airline (ORA) does not identify that the Order has been disrupted.

## Request refundable amount for existing Order Item(s)

Request refundable amount for existing Order Item(s)	
<b>Description</b>	This function allows the Seller to request the refundable amount for existing Order Item(s) that the Customer wishes to cancel.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline's Order Management System</li> <li>• The Seller knows the Order ID</li> <li>• Seller has the Order Item ID(s) for the Order Items that the Customer wishes to cancel.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller sends to the Airline the Order Item ID(s) to be cancelled from the existing Order</li> <li>• Airline calculates refundable amount for each selected Order Item.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Seller is in possession of a Reshop Offer containing the refundable amounts for all selected Order Item(s).</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• The Airline is not able to return a Reshop Offer and an error is returned</li> <li>• The Airline can return a Reshop Offer containing the refundable amounts for only some of the selected Order Item(s).</li> </ul>

## Request Offer Item(s) to be added to an existing Order

Request Offer Item(s) to be added to an existing Order	
<b>Description</b>	This function allows the Seller to request that Offer Item(s) be converted into Order Item(s) within an existing Order.
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline's Order Management System</li> <li>• Seller knows the OrderID</li> <li>• There are new Offer(s) containing Offer Items which the Seller wishes to convert into Order Items in an existing Order.</li> </ul>
<b>Process</b>	<ul style="list-style-type: none"> <li>• Seller tells the airline which Offer Items they would like to convert into Order Items in an existing Order</li> <li>• Airline validates the request (message) for minimum information required by that airline</li> <li>• Airline creates new Order Items from the selected Offer Items in the existing Order</li> <li>• Airline responds to Seller.</li> </ul>
<b>Success</b>	<ul style="list-style-type: none"> <li>• Airline has added new Order Items in an existing Order that reflects the Seller's selected Offer Items.</li> </ul>
<b>Failure</b>	<ul style="list-style-type: none"> <li>• No Offer Items are converted into Order Items within the existing Order</li> <li>• Only some Offer Items are converted into Order Items within the existing Order.</li> </ul>

**Respond to reshopping request with the details of the order modification or cancellation (partial or full)**

**Respond to reshopping request with the details of the order modification or cancellation (partial or full)**

<b>Description</b>	Re-shopping response returned by the Airline including the information for the Customer to understand the impacts of the Order Modification or Cancellation (partial or full)
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Seller has initiated an Order Modification or Cancellation (partial or full)
<b>Process</b>	Airline (ORA) responds to the reshopping request with eligible offers including: <ul style="list-style-type: none"> <li>o Old Price</li> <li>o New Price</li> <li>o Penalty if applicable (including the net indicator)</li> <li>o Differential Price</li> <li>o Pricing at passenger level</li> <li>o The Reusable indicator (at Order Item level)</li> <li>o Unchanged indicator (at Service level)</li> <li>o The Void indicator (at Order Item level)</li> </ul>
<b>Success</b>	Seller has received the eligible offer with the details for the customer to make an informed decision on the next step (e.g acceptance of the reshopping offer)
<b>Failure</b>	N/A

**Request full or partial Order cancellation; Airline (ORA) retains Order for future Reshop request**

**Request full or partial Order cancellation; Airline (ORA) retains Order for future Reshop request**

<b>Description</b>	The Seller can request to partially or fully cancel an Order and to keep the Order available for future reshop. The passenger will return at a future point to request for refund or reshop for new Service(s) - at which time, any financial impact will be determined in the subsequent reshop flow
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Order is purchased There is one or more available services
<b>Process</b>	Seller communicates cancellation request to the Airline (ORA), indicating the passenger will return at a future point to request refund or new services Airline (ORA) knows there is value to be kept for future reshop (re-spend or refund)
<b>Success</b>	OrderReshopRS Offers are returned with "reusable indicator" (refer to business function "Inform Seller about differential type")
<b>Failure</b>	No Offers with "reusable indicator" is returned at OrderReshopRS

# Report penalty to Airline Accounting

## Report penalty to Airline Accounting

<b>Description</b>	The Airline is conveying the penalty information in the OSIN/OSIADN to Airline's Accounting System
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The passenger has changed the Order that resulted in collection of at least one penalty amount</li> </ul>
<b>Process</b>	<p>Airline communicates netted penalty information to Airline's Accounting System</p> <p>Airline communicates non-netted penalty information to Airline's Accounting System</p>
<b>Success</b>	Airline's Accounting System is informed of the penalty information resulting from the change in the Order
<b>Failure</b>	<p>OSIN/OSIADN message does not contain penalty information where at least one penalty amount is collected as a result of changing the Order</p> <p>Airline's Accounting system is not informed of the penalty information provided in the OSIN/OSIADN</p>

## Report refundable amounts to Airline Accounting

### Report refundable amounts to Airline Accounting

<b>Description</b>	The Airline is conveying the refundable information in the OSIN/OSIADN to Airline's Accounting System
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The passenger has changed the Order that resulted in the refund of some amount back to the passenger</li> </ul>
<b>Process</b>	<p>Airline communicates full refundable information to Airline's Accounting System</p> <p>Airline communicates partial refundable information to Airline's Accounting System</p>
<b>Success</b>	Airline's Accounting System is informed of the refundable information resulting from the change in the Order
<b>Failure</b>	<p>OSIN/OSIADN message does not contain refundable information where at least one penalty amount is collected as a result of changing the Order</p> <p>Airline's Accounting system is not informed of the refundable information provided in the OSIN/OSIADN</p>

# Report non-refundable amounts to Airline Accounting

## Report non-refundable amounts to Airline Accounting

<b>Description</b>	The Airline is conveying the non-refundable information in the OSIN/OSIADN to Airline's Accounting System
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• An Order exists in the Airline (ORA)'s Order Management System</li> <li>• The passenger has changed the Order that resulted in the withholding of some amount back from the passenger</li> </ul>
<b>Process</b>	Airline communicates non-refundable information (withheld base or tax amounts) to Airline's Accounting System
<b>Success</b>	Airline's Accounting System is informed of the non-refundable information resulting from the change in the Order
<b>Failure</b>	<p>OSIN/OSIADN message does not contain non-refundable information where at least one penalty amount is collected as a result of changing the Order</p> <p>Airline's Accounting system is not informed of the non-refundable information provided in the OSIN/OSIADN</p>

# Transmit fare waiver at reshop

## Transmit fare waiver at reshop

<b>Description</b>	Re-shopping by including Fare Waiver and Fare Waiver Types
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Seller/Passenger has been provided with a fare waiver code The Airline (ORA)'s Order Management system is capable of handling waiver codes
<b>Process</b>	Airline (ORA) validates the fare waiver code and applies the special conditions if the request meets the eligibility conditions Airline (ORA) responds to the reshop request with eligible offers
<b>Success</b>	Seller receives eligible reshop offers
<b>Failure</b>	FareWaiverCode is not validated Airline (ORA) fails to respond to Reshopping request

## View emergency contact details

### View emergency contact details

<b>Description</b>	The Airline (ORA) returns the emergency contact details to the Seller
<b>Preconditions</b>	Emergency contact details have been captured.
<b>Process</b>	The Airline (ORA) returns the emergency contact details to the Seller.
<b>Success</b>	The Seller can display the emergency contact details
<b>Failure</b>	N/A

## View contact details for unaccompanied minor

### View contact details for an unaccompanied minor

<b>Description</b>	The Airline (ORA) returns the contact details for an unaccompanied minor to the Seller
<b>Preconditions</b>	Contact details for an unaccompanied minor have been captured.
<b>Process</b>	The Airline (ORA) returns the contact details for an unaccompanied minor to the Seller.
<b>Success</b>	The Seller can display the contact details for an unaccompanied minor.
<b>Failure</b>	N/A

## View address at destination

### View address at destinations

<b>Description</b>	The Airline (ORA) returns the address at destination to the Seller.
<b>Preconditions</b>	Address at destination has been captured.
<b>Process</b>	The Airline (ORA) returns the address at destination to the Seller.
<b>Success</b>	The Seller can display the address at destination.
<b>Failure</b>	N/A

## View the result of the order modification or cancellation (partial or full)

### View the result of the order modification or cancellation (partial or full)

<b>Description</b>	After committing the Order modification or cancellation (partial or full), the Seller can view the order with the results
<b>Preconditions</b>	An Order exists in the Airline (ORA)'s Order Management System The Seller has committed an Order Modification or Cancellation (partial or full)
<b>Process</b>	Airline (ORA) returns the Order including: <ul style="list-style-type: none"><li>o Grand Total (at Order Item level)</li><li>o Penalty if applicable including the net indicator (at Order Item level)</li><li>o Differential Price (at Order Item level)</li><li>o Service Associations to the corresponding Accountable documents (including EMD for the residual values)</li><li>o The Reusable indicator (at Order Item level)</li><li>o Unchanged indicator (at Service level)</li><li>o The Void indicator (at Order Item level)</li><li>o Payment transaction association to the Accounting document (e.g. EMD coupon for the Penalty or Residual Value)</li></ul>
<b>Success</b>	The Seller is able to view the result of the order modification or cancellation (full or partial).
<b>Failure</b>	N/A

# Identifying Different Organizations

### Important Note

Please note the Party structure is under review within the industry groups and is likely to change in an upcoming release.

Within the Enhanced and Simplified Distribution messages, organizations sending messages can identify themselves to the recipients downstream using the 'Party' element.

Each party that is responsible for generating and sending a message (Sender) may indicate who the message is intended for (Recipient).

The AIDM defines the three party types as:

- **Sender** - Information related to the party sending this message.
- **Recipient** - Information related to the party receiving this message.
- **Participant** - Information related to parties relevant to the contents of this message.

## Identifying an Aggregator

An aggregator shall identify itself using an identifier (either bilaterally agreed or assigned by IATA) and may also send its preferred name. Note that the Party structure requires the Sender (such as a Seller), the below example simply shows an Aggregator Participant.

Markup	Copy
<pre>&lt;Party&gt;   &lt;Participant&gt;     &lt;Aggregator&gt;       &lt;AggregatorID&gt;AGG-01&lt;/AggregatorID&gt;       &lt;Name&gt;Aggregator Company Name&lt;/Name&gt;     &lt;/Aggregator&gt;   &lt;/Participant&gt; &lt;/Party&gt;</pre>	

## Identifying a Corporation

A Corporation shall identify itself using an assigned identifier and may also send its preferred name, if the Corporation has an IATA Number, they may also add this in the request.

Markup	Copy
<pre>&lt;Party&gt;   &lt;Sender&gt;     &lt;Corporation&gt;       &lt;CorporateID&gt;AAAA&lt;/CorporateID&gt;       &lt;IATA_Number&gt;1234567890&lt;/IATA_Number&gt;       &lt;Name&gt;Corporate Name&lt;/Name&gt;     &lt;/Corporation&gt;   &lt;/Sender&gt; &lt;/Party&gt;</pre>	

## Identifying a Seller

A Seller shall identify itself using the following patterns depending on the following scenarios.

### Identifying an IATA Accredited Agency

An IATA Accredited Agency shall be identified using the IATA Number within the IATA Number element. IATA Numeric Code (IATA Number) are seven-digit identifier numbers assigned by IATA under Passenger Agency Conference under Resolution 822, and used to identify places where Traffic Documents are issued. They can also be used to identify airlines own points of sale or sales offices as defined in Resolution 826.

Markup	Copy
<pre>&lt;Party&gt;   &lt;Sender&gt;     &lt;TravelAgency&gt;       &lt;AgencyID&gt;1234567&lt;/AgencyID&gt;       &lt;IATA_Number&gt;1234567&lt;/IATA_Number&gt;     &lt;/TravelAgency&gt;   &lt;/Sender&gt; &lt;/Party&gt;</pre>	

```
</Sender>
</Party>
```

#### Important Note

The Agency ID element may also replicate the IATA Number unless bilaterally agreed.

### Identifying an IATA TIDS Agency

An IATA TIDS Agency shall be identified in the same Travel Agency structure, in the same way you would identify any Agency, whereby the identifier used has been bilaterally agreed between the Airline and Seller (using the Agency ID element).

Travel Industry Designators (TIDs) are seven-digit identifier numbers assigned by IATA under Passenger Agency Conference Resolution 898. Using TIDs identifiers assigned by IATA ensures consistent identification of agents and other intermediaries who do not have an identifier assigned under the IATA Agency Accreditation program.

Markup	Copy
<pre>&lt;Party&gt;   &lt;Sender&gt;     &lt;TravelAgency&gt;       &lt;AgencyID&gt;1234567&lt;/AgencyID&gt;     &lt;/TravelAgency&gt;   &lt;/Sender&gt; &lt;/Party&gt;</pre>	

#### Important Note

During the restructuring of the Party element in the upcoming releases, this will be further defined

### Identifying a TIDS Agency working with an Accredited IATA Agency

An IATA TIDS Agency shall be identified in the same Travel Agency structure, whereby the identifier used has been bilaterally agreed between the Airline and Seller, using the Agency ID element. To identify the IATA Accredited Agency the TIDS agency is working with, add the IATA Accredited Agency to the IATA Number element, with the Agency ID being used for the TIDS Agency.

Markup	Copy
<pre>&lt;Party&gt;   &lt;Sender&gt;     &lt;TravelAgency&gt;       &lt;AgencyID&gt;1234567&lt;/AgencyID&gt;       &lt;IATA_Number&gt;5678901&lt;/IATA_Number&gt;     &lt;/TravelAgency&gt;   &lt;/Sender&gt; &lt;/Party&gt;</pre>	

#### Important Note

During the restructuring of the Party element in the upcoming releases, this will be further defined

### Identifying an Agency using an identifier assigned by the Airline (Bilateral)

A Seller shall identify itself using the identifier bilaterally agreed between the Airline and Seller using the Agency ID element.

Markup	Copy
<pre>&lt;Party&gt;   &lt;Sender&gt;     &lt;TravelAgency&gt;       &lt;AgencyID&gt;Bilateral ID&lt;/AgencyID&gt;     &lt;/TravelAgency&gt;   &lt;/Sender&gt; &lt;/Party&gt;</pre>	

### Advising the Airline of the Seller's Name, or "Type"

Should your implementation require a Seller advising an Airline of its Name (e.g. "NDC Travel Agency Ltd"), or its Type (e.g. "Online Travel Agency"), the Travel Agency structure may be modified as follows:

Markup	Copy
--------	------

```

<Party>
  <Sender>
    <TravelAgency>
      <AgencyID>1234567</AgencyID>
      <IATA_Number>1234567</IATA_Number>
      <Name>Seller Name</Name>
      <TypeCode>OnlineTravelAgency</TypeCode>
    </TravelAgency>
  </Sender>
</Party>

```

### Identifying a specific Travel Agent within a Seller

Should your implementation require identification of a specific Travel Agent within a Seller (i.e. the individual responsible within that organization for initiating the request), the Travel Agency structure may be modified as follows:

Markup	Copy
<pre> &lt;Party&gt;   &lt;Sender&gt;     &lt;TravelAgency&gt;       &lt;AgencyID&gt;1234567&lt;/AgencyID&gt;       &lt;IATA_Number&gt;1234567&lt;/IATA_Number&gt;       &lt;TravelAgent&gt;         &lt;TravelAgentID&gt;ABC123&lt;/TravelAgentID&gt;       &lt;/TravelAgent&gt;     &lt;/TravelAgency&gt;   &lt;/Sender&gt; &lt;/Party&gt; </pre>	

#### Important Note

The TravelAgentID may be assigned by the Airline/agreed bilaterally between Seller and Airline, or it may simply be an identifier assigned by the Seller and stored by the Airline for future reference.

### Identifying a Marketing, Operating Carrier, ORA, or POA

An airline shall identify itself using its two or three digit primary or duplicate airline designator assigned from the IATA Airline Coding Directory.

#### Airline identifying itself in a message

Markup	Copy
<pre> &lt;Party&gt;   &lt;Sender&gt;     &lt;MarketingCarrier&gt;       &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;     &lt;/MarketingCarrier&gt;   &lt;/Sender&gt; &lt;/Party&gt; </pre>	

#### Airline identifying itself with the use of the controlled duplicate indicator

Markup	Copy
<pre> &lt;Party&gt;   &lt;Sender&gt;     &lt;MarketingCarrier&gt;       &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;       &lt;DuplicateDesigInd&gt;true&lt;/DuplicateDesigInd&gt;       &lt;Name&gt;IATA Airways&lt;/Name&gt;     &lt;/MarketingCarrier&gt;   &lt;/Sender&gt; &lt;/Party&gt; </pre>	

# Augmentation Points

Augmentation Points within the messages are undefined elements which allow any Implementer to add any structure within the message for any defined purpose.

## Request

This section documents the key elements for the Augmentation Points within the request.

### 01. Sending a Custom Structure to an Airline

A seller may choose to send a bilateral or specific structure to an Airline as agreed. Any Structure can be added to this element.

```
<iata:IATA_ServiceListRQ>
  <iata:AugmentationPoint>
    <other:BilateralStructure>
      <other:Something/>
      <other:Something/>
    </other:BilateralStructure>
  </iata:AugmentationPoint>
</iata:IATA_ServiceListRQ>
```

#### Note

Note, the above 'BilateralStructure' is an example only and will not be found in the standard.

## Response

### 01. Receiving a Custom Structure from an Airline

An airline may choose to send a bilateral or specific structure to a seller as agreed. Any structure can be added to this element.

```
<iata:IATA_ServiceListRS>
  <iata:AugmentationPoint>
    <other:BilateralStructure>
      <other:Something/>
      <other:Something/>
    </other:BilateralStructure>
  </iata:AugmentationPoint>
</iata:IATA_ServiceListRS>
```

#### Note

Note, the above 'BilateralStructure' is an example only and will not be found in the standard.

## Airline Taxonomy

The Airline Taxonomy is a shared language for Airlines to describe their products and services to Sellers and a way for Sellers to optionally request specific features in an Offer.

### View the Airline Taxonomy

[View the Airline Taxonomy Here](#)

### Codeset

The Taxonomy is a hierarchy of related items which is used to convey the context of the product or service and can be found [in this section](#)

The Airline Taxonomy is a codeset managed by Airlines through the Standards Settings Governance.

### Management of the Airline Taxonomy

During a release, the Standards Group can **add** items to the Airline Taxonomy at any time. Items can only be **changed** or **removed** in a new release.

To request changes to the Airline Taxonomy, email [standards@iata.org](mailto:standards@iata.org) or contact a representative within the Offer Group.

### Message Capabilities

To view how to implement this within the messages, see the [Capabilities Page](#)

## Airline Taxonomy Codeset

Taxonomy ID	Parent ID	Name	Description	Status
0000		Airline Taxonomy		Endorsed 01 October 2019
0064	0000	Flight	Any Product or Service related to a Flight	Endorsed 01 October 2019
00C8	0064	Servicing	Any Product or Service related to Servicing of that Flight	Endorsed 01 October 2019
012C	00C8	Change	Any Product or Service relating to Change Conditions	Endorsed 01 October 2019
0190	00C8	Refund	Any Product or Service relating to Refund Conditions	Endorsed 01 October 2019
01F4	0064	Entertainment	Any Product or Service related to Entertainment on board a Flight	Endorsed 01 October 2019
0258	01F4	WI-FI	Any Product or Service which is transmitted through Wireless means	Endorsed 01 October 2019
02BC	01F4	Television	Any Product or Service which is plays Video related Content	Endorsed 01 October 2019
0320	01F4	Games	Any Product or Service that relates to an activity engaged in for fun	Endorsed 01 October 2019
0384	01F4	Internet	Any Product or Service that provides access and content from the Word Wide Web	Endorsed 01 October 2019
03E8	01F4	Power	Any Product or Service that charges Passenger Personal Devices	Endorsed 01 October 2019
044C	0064	Meal	Any Product or Service which contains Food	Endorsed 01 October 2019
04B0	044C	Breakfast	Any Product or Service which contains food and is generally eaten first thing in the day	Endorsed 01 October 2019
0514	044C	Lunch	Any Product or Service which contains food and is generally eaten mid-day	Endorsed 01 October 2019
0578	044C	Dinner	Any Product or Service which contains food and is generally eaten at the end of the day	Endorsed 01 October 2019
05DC	044C	Snack	Any Product or Service which contains a small amount of food eaten between meals	Endorsed 01 October 2019
0640	0064	Beverage	Any Product or Service which is drinkable	Endorsed 01 October 2019
06A4	0640	Alcoholic	Any Product or Service which is drinkable and contains Alcohol	Endorsed 01 October 2019
0708	0640	Non-Alcoholic	Any Product or Service which is drinkable without Alcohol	Endorsed 01 October 2019
076C	0064	Medical Equipment	Any Product or Service which aids the health of a Passenger	Endorsed 01 October 2019
07D0	076C	Oxygen	Any Product or Service which offers some assistance to a Passenger	Endorsed 01 October 2019
0834	076C	Stretcher	Any Product or Service which aids the breathing of a Passenger	Endorsed 01 October 2019
0898	076C	Wheelchair	Any Product or Service which transports a Passenger Lying down	Endorsed 01 October 2019
08FC	076C	Incubator	Any Product or Service which transports a Passenger in a Controlled Environment	Endorsed 01 October 2019
0960	0064	Escort	Any Product or Service which accompanies a Passenger	Endorsed 01 October 2019
09C4	0960	Minor	Any Product or Service which relates to accompanying an individual	Endorsed 01 October 2019
0A28	0960	Adults	Any Product or Service which relates to accompanying an minor	Endorsed 01 October 2019
0A8C	0960	Secured	Any Product or Service which relates to accompanying a Prisoner or security restricted individual	Endorsed 01 October 2019
0AF0	0960	Senior	Any Product or Service which relates to accompanying a Senior	Endorsed 01 October 2019
0B54	0960	Medical	Any Product or Service which relates to accompanying an individual for medical purposes	Endorsed 01 October 2019
0BB8	0960	VIP	Any Product or Service which relates to accompanying a VIP passenger	Endorsed 01 October 2019
0C1C	0960	Service Animal	Any Product or Service which relates to a Service Animal which will accompany a passenger	Endorsed 01 October 2019
0C80	0960	Emotional Support Animal	Any Product or Service which relates to an Emotional Service Animal which will accompany a passenger	Endorsed 01 October 2019

0CE4	0064	Loyalty	Any Product or Service relating to Passenger Loyalty	Endorsed 01 October 2019
0D48	0064	Upgrades	Any Product or Service relating to the upgrade of a Passengers selected Product	Endorsed 01 October 2019
0DAC	0064	Charity	Any Product or Service which voluntarily gives help to people or things in need	Endorsed 01 October 2019
0E10	0DAC	Environment	Any Product or Service which voluntarily gives help to the Environment	Endorsed 01 October 2019
0E74	0DAC	Humanitarian	Any Product or Service which voluntarily gives help to People	Endorsed 01 October 2019
0ED8	0064	Purchases	Any Product or Service which can be purchased on board	Endorsed 01 October 2019
0F3C	0ED8	Duty Free	Any Product or Service which can be purchased without duty	Endorsed 01 October 2019
0FA0	0064	Cabin Baggage	Any Product or Service which allows for Standard Baggage in the Cabin	Endorsed 01 October 2019
1004	0FA0	Bag	Any Product or Service which denotes the same of a standard bag	Endorsed 01 October 2019
1068	0FA0	Car Seat	Any Product or Service which allows for a Car Seat within the Cabin	Endorsed 01 October 2019
10CC	0FA0	Stroller	Any Product or Service which allows for a Stroller in the Cabin	Endorsed 01 October 2019
1130	0FA0	Cot	Any Product or Service which allows for a Cot in the Cabin	Endorsed 01 October 2019
1194	0FA0	Pet	Any Product or Service which allows a Pet in the Cabin	Endorsed 01 October 2019
11F8	0FA0	Excess	Any Product or Service which allows Standard Excess Baggage in the Cabin	Endorsed 01 October 2019
125C	0FA0	Human Remains	Any Product or Service which allows Human Remains in the Cabin	Endorsed 01 October 2019
12C0	0FA0	Media Equipment	Any Product or Service which allows for Media Equipment in the Cabin	Endorsed 01 October 2019
1324	0FA0	Music Equipment	Any Product or Service which allows for Music Equipment to be transported	Endorsed 01 October 2019
1388	0FA0	Sports Equipment	Any Product or Service which allows Spots Equipment in the Cabin	Endorsed 01 October 2019
13EC	0064	Checked Baggage	Any Product or Service which allows Standard Baggage to be Checked	Endorsed 01 October 2019
1450	13EC	Bag	Any Product or Service which denotes the same of a standard bag	Endorsed 01 October 2019
14B4	13EC	Car Seat	Any Product or Service which allows for a Car Seat to be Checked	Endorsed 01 October 2019
1518	13EC	Stroller	Any Product or Service which allows for a Stroller to be Checked	Endorsed 01 October 2019
157C	13EC	Cot	Any Product or Service which allows for a Cot to be Checked	Endorsed 01 October 2019
15E0	13EC	Pet	Any Product or Service which allows a Pet to be Checked	Endorsed 01 October 2019
1644	13EC	Excess	Any Product or Service which allows Standard Excess Baggage to be Checked	Endorsed 01 October 2019
16A8	13EC	Human Remains	Any Product or Service which allows Human Remains to be Checked	Endorsed 01 October 2019
170C	13EC	Media Equipment	Any Product or Service which allows for Media Equipment to be Checked	Endorsed 01 October 2019
1770	13EC	Music Equipment	Any Product or Service which allows for Music Equipment to be transported	Endorsed 01 October 2019
17D4	13EC	Sports Equipment	Any Product or Service which allows Spots Equipment to be Checked	Endorsed 01 October 2019
1838	0064	Seat	Any Product or Service associated to a Standard Seat	Endorsed 01 October 2019
189C	1838	Preferred	Any Product or Service associated to a Preferred Seat	Endorsed 01 October 2019
1900	1838	Bassinet	Any Product or Service associated to a Bassinet	Endorsed 01 October 2019
1964	0064	Assistance	Any Product or Service associated to general Assistance being offered	Endorsed 01 October 2019
19C8	1964	Minor	Any Product or Service associated to general Assistance being offered for Minors	Endorsed 01 October 2019
1A2C	1964	Adults	Any Product or Service associated to general Assistance being offered for Adults	Endorsed 01 October 2019
1A90	1964	Senior	Any Product or Service associated to general Assistance being offered for Seniors	Endorsed 01 October 2019

1AF4	0000	Airport	Any Product or Service related to an Airport	Endorsed 01 October 2019
1B58	1AF4	Lounge	Any Product or Service related to a Lounge	Endorsed 01 October 2019
1BBC	1B58	Amenities	Any Product or Service which is associated to a Lounge Amenity	Endorsed 01 October 2019
1C20	1BBC	Seating	Any Product or Service associated to Seating within a Lounge	Endorsed 01 October 2019
1C84	1BBC	Restrooms	Any Product or Service associated to Restrooms within a Lounge	Endorsed 01 October 2019
1CE8	1BBC	Shower	Any Product or Service associated to Shower within a Lounge	Endorsed 01 October 2019
1D4C	1BBC	Meal	Any Product or Service associated to Food within a Lounge	Endorsed 01 October 2019
1DB0	1BBC	Beverage	Any Product or Service associated to Beverages within a Lounge	Endorsed 01 October 2019
1E14	1BBC	Office	Any Product or Service associated to an Office Space within a Lounge	Endorsed 01 October 2019
1E78	1BBC	Internet	Any Product or Service associated to Internet Connectivity within a Lounge	Endorsed 01 October 2019
1EDC	1BBC	Sleeping	Any Product or Service associated to Sleeping within a Lounge	Endorsed 01 October 2019
1F40	1B58	Location	Any Taxonomy which defines the location of the Lounge (for example, prior to Security or after)	Endorsed 01 October 2019
1FA4	1F40	Departure	Taxonomy to define that the Lounge is available prior to Departure	Endorsed 01 October 2019
2008	1F40	Arrival	Taxonomy to define that the Lounge is available after Arrival	Endorsed 01 October 2019
206C	1AF4	Terminal	Any Product or Service related to a Terminal	Endorsed 01 October 2019
20D0	206C	Amenities	Any Product or Service related to a Terminal Amenity	Endorsed 01 October 2019
2134	20D0	Shower	Any Product or Service associated to Shower within the Terminal	Endorsed 01 October 2019
2198	20D0	Food and Beverage	Any Product or Service associated to Food and Beverage within the Terminal	Endorsed 01 October 2019
21FC	20D0	Sleeping	Any Product or Service associated to Sleeping within the Terminal	Endorsed 01 October 2019
2260	20D0	Shops	Any Product or Service associated to Shopping within the Terminal	Endorsed 01 October 2019
22C4	20D0	Internet	Any Product or Service associated to granting access to the World Wide Web	Endorsed 01 October 2019
2328	1AF4	Check In	Any Product or Service associated to Check In	Endorsed 01 October 2019
238C	2328	Priority	Any Product or Service associated to Priority Check In	Endorsed 01 October 2019
23F0	2328	Manual	Any Product or Service associated to a Check in Desk	Endorsed 01 October 2019
2454	2328	Internet	Any Product or Service associated to the passenger checking in online (mobile, website etc)	Endorsed 01 October 2019
24B8	2328	Automated	Any Product or Service associated to Automated Check In	Endorsed 01 October 2019
251C	2328	Kiosk	Any Product or Service associated to Kiosk Check In	Endorsed 01 October 2019
2580	1AF4	Boarding	Any Product or Service associated to Boarding	Endorsed 01 October 2019
25E4	2580	Priority	Any Product or Service associated to Priority Boarding	Endorsed 01 October 2019
2648	1AF4	Security	Any Product or Service associated to Security	Endorsed 01 October 2019
26AC	2648	Priority	Any Product or Service associated to Priority Security	Endorsed 01 October 2019
2710	1AF4	Medical Equipment	Any Product or Service which aids the breathing of a Passenger	Endorsed 01 October 2019
2774	2710	Oxygen	Any Product or Service which transports a Passenger lying down	Endorsed 01 October 2019
27D8	2710	Stretcher	Any Product or Service which transports a Passenger in a Seat	Endorsed 01 October 2019
283C	2710	Wheelchair	Any Product or Service which transports a Passenger using a Wheelchair	Endorsed 01 October 2019
28A0	2710	Incubator	Any Product or Service which transports a Passenger in a Controlled Environment	Endorsed 01 October 2019

2904	1AF4	Escort	Any Product or Service which transports a Passenger in a Controlled Environment	Endorsed 01 October 2019
2968	2904	Minor	Any Product or Service which relates to accompanying an individual	Endorsed 01 October 2019
29CC	2904	Adults	Any Product or Service which relates to accompanying an minor	Endorsed 01 October 2019
2A30	2904	Secured	Any Product or Service which relates to accompanying a Prisoner or security restricted individual	Endorsed 01 October 2019
2A94	2904	Senior	Any Product or Service which relates to accompanying a Senior	Endorsed 01 October 2019
2AF8	2904	Medical	Any Product or Service which relates to accompanying an individual for medical purposes	Endorsed 01 October 2019
2B5C	2904	VIP	Any Product or Service which relates to accompanying a VIP passenger	Endorsed 01 October 2019
2BC0	2904	Service Animal	Any Product or Service which relates to a Service Animal which will accompany a passenger	Endorsed 01 October 2019
2C24	2904	Emotional Support Animal	Any Product or Service which relates to an Emotional Service Animal which will accompany a passenger	Endorsed 01 October 2019
2C88	0000	Ground	Any Product or Service relating to Ground Services outside the Airport	Endorsed 01 October 2019
2CEC	2C88	Transport	Any Product or Service relating to Transport Services outside the Airport	Endorsed 01 October 2019
2D50	2CEC	Car Hire	Any Product or Service relating to Car Hire	Endorsed 01 October 2019
2DB4	2CEC	Taxi	Any Product or Service relating to renting a Taxi	Endorsed 01 October 2019
2E18	2CEC	Ride Share	Any Product or Service relating to Ride Share Programs	Endorsed 01 October 2019
2E7C	2CEC	Train	Any Product or Service relating to transport by Rail	Endorsed 01 October 2019
2EE0	2CEC	Boat	Any Product or Service relating to transport by Boat	Endorsed 01 October 2019
2F44	2CEC	Cruise	Any Product or Service relating to transport by Cruise Liner	Endorsed 01 October 2019
2FA8	2CEC	Bus	Any Product or Service relating to Bus or Coach	Endorsed 01 October 2019
300C	2CEC	Tour	Any Product or Service relating to Transport via a Tour	Endorsed 01 October 2019
3070	2CEC	Limo	Any Product or Service relating to transport by Limousine	Endorsed 01 October 2019
30D4	2C88	Parking	Any Product or Service relating to Parking offsite from the Airport	Endorsed 01 October 2019
3138	2C88	Accommodation	Any Product or Service relating to Accommodation	Endorsed 01 October 2019
319C	0000	Journey	Any Product or Service not relating specifically to a flight, ground or airport service. For example holiday insurance.	Endorsed 01 October 2019
3200	319C	Insurance	Any Product or Service relating to Insurance outside the context of just a flight, airport or ground	Endorsed 01 October 2019
3264	319C	Visa Services	Any Product or Service relating to Visa Services	Endorsed 01 October 2019
32C8	319C	Book and Hold	Any Product or Service relating to Book and Hold Services	Endorsed 01 October 2019

# Airline Taxonomy Capabilities

## Request Services using the Airline Taxonomy

### 01. Requesting a Specific Service using the Airline Taxonomy

A Seller may use the Airline Taxonomy (or bilateral) to request specific products or services within the Offers to be returned. In this example, the Seller requests Offers with WIFI.

None	Copy
<pre>&lt;iata:ShoppingCriteria&gt;   &lt;iata:ServiceCriteria&gt;     &lt;iata:TaxonomyCode&gt;0258&lt;/iata:TaxonomyCode&gt;   &lt;/iata:ServiceCriteria&gt; &lt;/iata:ShoppingCriteria&gt;</pre>	

### 02. Requesting not to return Specific Services

A Seller may wish to filter the other way by specifically requesting that one or more services are not returned. In this example, the Seller requests that the Airline does not return any Offers which have alcoholic drinks included.

None	Copy
<pre>&lt;iata:ShoppingCriteria&gt;   &lt;iata:ServiceCriteria&gt;     &lt;iata:IncludeInd&gt;false&lt;/iata:IncludeInd&gt;     &lt;iata:TaxonomyCode&gt;0258&lt;/iata:TaxonomyCode&gt;   &lt;/iata:ServiceCriteria&gt; &lt;/iata:ShoppingCriteria&gt;</pre>	

### 03. Requesting Multiple Services using the Airline Taxonomy

The Seller may choose to have any Offer which contains any of the following services.

None	Copy
<pre>&lt;iata:ShoppingCriteria&gt;   &lt;iata:ServiceCriteria&gt;     &lt;iata:TaxonomyCode&gt;0258&lt;/iata:TaxonomyCode&gt;     &lt;iata:TaxonomyCode&gt;01F4&lt;/iata:TaxonomyCode&gt;   &lt;/iata:ServiceCriteria&gt; &lt;/iata:ShoppingCriteria&gt;</pre>	

### 04. Requesting Services as Bilaterally Agreed between Parties

A Seller may specifically request a service that has been bilaterally agreed between the Airline and the Sellers previously. In this example, the Seller understands that the value ZZZA is a Pet Grooming Service, which the Seller would like within the returned Offers.

None	Copy
<pre>&lt;iata:ShoppingCriteria&gt;   &lt;iata:ServiceCriteria&gt;     &lt;iata:TaxonomyCode&gt;ZZZA&lt;/iata:TaxonomyCode&gt;   &lt;/iata:ServiceCriteria&gt; &lt;/iata:ShoppingCriteria&gt;</pre>	

#### Bilateral Content

It is possible to use bilaterally agreed content, however the Airline Taxonomy can also be updated to include new items to better describe a product or service.

## Responding with Services within the Airline Taxonomy

### 01. Responding with a Taxonomized Service

An Airline may return a Service which is described using the Airline Taxonomy. In this example, the Airline has returned Lounge as defined within the Airline Taxonomy. (Airport -> Lounge)

None	Copy
<pre>&lt;iata:ServiceTaxonomy&gt;   &lt;iata:DescText&gt;Lounge Access&lt;/iata:DescText&gt;   &lt;iata:TaxonomyCode&gt;1B58&lt;/iata:TaxonomyCode&gt; &lt;/iata:ServiceTaxonomy&gt;</pre>	

## 02. Responding with multiple Taxonomies for a Service

An Airline can describe a service with multiple Taxonomies. Here, the Airline describes its Lounge as having a Shower and Internet access.

None	Copy
<pre>&lt;iata:ServiceTaxonomy&gt;   &lt;iata:TaxonomyCode&gt;1BBC&lt;/iata:TaxonomyCode&gt; &lt;/iata:ServiceTaxonomy&gt; &lt;iata:ServiceTaxonomy&gt;   &lt;iata:TaxonomyCode&gt;1BBC&lt;/iata:TaxonomyCode&gt; &lt;/iata:ServiceTaxonomy&gt;</pre>	

## 03. Responding with Bilaterally agreed Taxonomies

An Airline may not find an appropriate Taxonomy structure for its product and may choose to add its own definitions to the structure bilaterally. In this example, the Airline is offering a Pet Grooming Service onboard. They've used the Shared Taxonomy to describe Pet but used their own value to describe it's a Grooming Service.

This can be done by the airline assigning a value and detailing this within its developer guidance. The Airline or Seller may, if they choose, bring this to the Standard Settings Group to add this in to the Shared Taxonomy if desired.

None	Copy
<pre>&lt;iata:ServiceTaxonomy&gt;   &lt;iata:TaxonomyCode&gt;ZZZA&lt;/iata:TaxonomyCode&gt; &lt;/iata:ServiceTaxonomy&gt;</pre>	

## 04. Responding Airline Specific information around that Service

An Airline may also send additional information through a simply Key-value pair associated with a Taxonomy value. In this example, the Airline states that it has Internet (via WI-FI) and choose to further specify information around the Internet service Onboard. The Keys are values are not defined at an industry level; this is up to the Airline to use.

None	Copy
<pre>&lt;iata:ServiceTaxonomy&gt;   &lt;iata:DescText&gt;Onboard Wi-Fi Internet Service&lt;/iata:DescText&gt;   &lt;iata:ServiceFeature&gt;     &lt;iata:CodesetCode&gt;speed&lt;/iata:CodesetCode&gt;     &lt;iata:CodesetNameCode&gt;BILATERAL&lt;/iata:CodesetNameCode&gt;     &lt;iata:ValueText&gt;50&lt;/iata:ValueText&gt;   &lt;/iata:ServiceFeature&gt;   &lt;iata:ServiceFeature&gt;     &lt;iata:CodesetCode&gt;altitude&lt;/iata:CodesetCode&gt;     &lt;iata:CodesetNameCode&gt;BILATERAL&lt;/iata:CodesetNameCode&gt;     &lt;iata:ValueText&gt;10000&lt;/iata:ValueText&gt;     &lt;iata:TaxonomyCode&gt;01F4&lt;/iata:TaxonomyCode&gt;   &lt;/iata:ServiceTaxonomy&gt;</pre>	

## Airlines Developer Guide

With a bilaterally agreed feature set, the airline should advise the integrators the expected Keys to be delivered within a Taxonomy, similar to the below example.

Taxonomy	Codeset	Feature Key	Feature Value	Description
Pet Grooming Service	BILATERAL	MaxPetLength	Double (expressed in centimeters)	The maximum length of the pet which can be groomed during a flight.
Pet Grooming Service	BILATERAL	MaxPetHeight	Double (expressed in centimeters)	The maximum height of the pet which can be groomed during a flight.

Pet Grooming Service	BILATERAL	MaxPetWeight	Double (expressed in grams)	The maximum weight of the pet which can be groomed during a flight.
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## Offer and Order Conditions and Restrictions

Traditionally, an entire copy of fare rules is sent to the Seller for them to navigate and understand the requirements, eligibility and rules associated to the 'Offer', however this information is not always needed, nor clear to the Seller.

In Offer and Order Management, only the rules associated to the Offer should be sent to the Seller, not the internal information relating to the construction of the Offer.

The below table signifies the information (expressed as categories) that can be delivered to the Seller. This information is delivered in various places within the messages. Some of which is detailed in this section.

Cat 5 Advance Purchase	Cat 15 Sales Restrictions	Cat 8 Stopovers	Cat 31 Voluntary Changes	Cat 33 Voluntary Cancels	Cat 35 Negotiated fares
Previously supported feature which is catered using Time limits.	Previously supported feature which is catered for with Form of Payment, Currency etc.	To advise the Seller of the potential Stop over information along the selected itinerary	To advise the Seller of all the potential change rules (if its possible, the cost, and at what stage in your journey)	To advise the Seller of all the potential cancel rules (if its possible, the cost, and at what stage in your journey)	To advise the Seller if this Offer Item has been negotiated and what type of Offer is being presented.

This information is not supported in the transmission from the Airline to the Seller as it is not required.

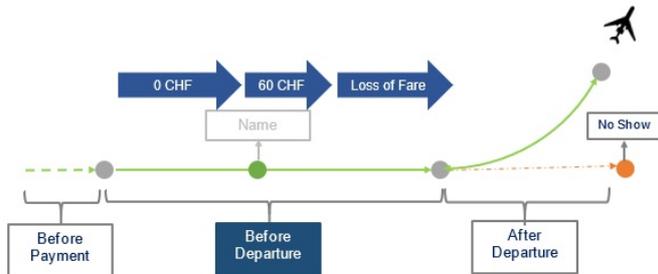
Cat 1 Eligibility	Cat 2 Day/time application	Cat 3 Seasonality	Cat 4 Flight Application	Cat 6 Minimum stay
Cat 7 Minimum stay	Cat 9 Transfers	Cat 10 Combinability	Cat 11 Blackout Dates	Cat 12 Surcharges
Cat 13 Accompanied Travel	Cat 14 Travel Restrictions	Cat 16 Penalties	Cat 17 Higher Intermediate Point (HIPS)	Cat 18 Ticket Endorsements
Cat 19 Child/infant discounts	Cat 20 Agent discounts	Cat 21 Tour conductor discounts	Cat 22 Other discounts	Cat 25 Fare By Rule
Cat 27 Tour conditions	Cat 28 Visit Another Country	Cat 50 Application text		

## Stages of a Restriction

In many scenarios, there are multiple changes in conditions within a 'Stage', therefore Rules need to be governed by an effective date to limit them within the section of the stage.

Take the following example in an Economy Offer:

1. Change is 'free of charge' up to 30 days prior to Departure
2. Change is 1 CHF from 30 days prior to Departure
3. No changes are allowed within 7 days of Departure



This can be modelled within 3 Rules using the EffectiveDate. The Effective Date is the point at which the Rule starts. The Rule can end in two scenarios:

- When the Stage ends (i.e. in the above scenario, when the Flight Departs)
- When its overridden by another Rule with a later EffectiveDate.

Therefore the above would be modelled as below considering the flight scenario:

GVA -> SIN: Payment: 1st January 2019 and departing: 1st February 2019

Scenario	Rule
1. Change is 'free of charge' up to 30 days prior to Departure	<b>Rule 1</b> Effective: 1/1/2019 (Payment Date) No penalty
2. Change is 60 CHF from 30 days prior to Departure	<b>Rule 2</b> Effective: 2/1/2019 (30 days from departure) Penalty of 60 CHF
3. No changes are allowed within 7 days of Departure	<b>Rule 3</b> Effective: 24/1/2019 (7 days from departure) Allowed is false.

# Change Restrictions

## 01. Advising Changes are not Possible

An Airline advises that changes are not possible for the Offer or an Offer Item.

None	Copy
<pre>&lt;iata:ChangeRestrictions&gt;   &lt;iata:AllowedModificationInd&gt;false&lt;/iata:AllowedModificationInd&gt;   &lt;iata:ChangeTypeCode&gt;Flight&lt;/iata:ChangeTypeCode&gt;   &lt;iata:DescText&gt;Changes after Departure are not allowed.&lt;/iata:DescText&gt;   &lt;iata:JourneyStageCode&gt;After Departure&lt;/iata:JourneyStageCode&gt; &lt;/iata:ChangeRestrictions&gt;</pre>	

## 02. Advising Changes are possible with Restrictions

An Airline advises that changes are possible for a specific period prior to departure, for fee.

None	Copy
<pre>&lt;iata:ChangeRestrictions&gt;   &lt;iata:AllowedModificationInd&gt;true&lt;/iata:AllowedModificationInd&gt;   &lt;iata:ChangeTypeCode&gt;Flight&lt;/iata:ChangeTypeCode&gt;   &lt;iata:DescText&gt;Change before departure will incur a change fee of 1 CHF.&lt;/iata:DescText&gt;   &lt;iata:EffectiveDateTime&gt;2020-12-17T09:30:47Z&lt;/iata:EffectiveDateTime&gt;   &lt;iata:ExpirationDateTime&gt;2020-12-19T09:30:47Z&lt;/iata:ExpirationDateTime&gt;   &lt;iata:Fee&gt;     &lt;iata:Amount CurCode="CHF"&gt;1.00&lt;/iata:Amount&gt;     &lt;iata:ApproximateInd&gt;false&lt;/iata:ApproximateInd&gt;     &lt;iata:DescText&gt;Plus any additional fare difference&lt;/iata:DescText&gt;   &lt;/iata:Fee&gt;   &lt;iata:JourneyStageCode&gt;Before Departure&lt;/iata:JourneyStageCode&gt; &lt;/iata:ChangeRestrictions&gt;</pre>	

## 03. Advising Changes are possible with Restrictions

An Airline advises that changes are possible for a specific period prior to departure, within a range for the fee.

None	Copy
<pre>&lt;iata:ChangeRestrictions&gt;   &lt;iata:AllowedModificationInd&gt;true&lt;/iata:AllowedModificationInd&gt;   &lt;iata:ChangeTypeCode&gt;Flight&lt;/iata:ChangeTypeCode&gt;   &lt;iata:DescText&gt;Change before departure will incur a change fee.&lt;/iata:DescText&gt;   &lt;iata:EffectiveDateTime TimeZoneCode="token"&gt;2020-12-17T09:30:47Z&lt;/iata:EffectiveDateTime&gt;   &lt;iata:ExpirationDateTime TimeZoneCode="token"&gt;2020-12-17T09:30:47Z&lt;/iata:ExpirationDateTime&gt;   &lt;iata:Fee&gt;     &lt;iata:Amount CurCode="CHF"&gt;1.00&lt;/iata:Amount&gt;     &lt;iata:ApproximateInd&gt;true&lt;/iata:ApproximateInd&gt;     &lt;iata:DescText&gt;from&lt;/iata:DescText&gt;   &lt;/iata:Fee&gt;   &lt;iata:JourneyStageCode&gt;Before Departure&lt;/iata:JourneyStageCode&gt; &lt;/iata:ChangeRestrictions&gt;</pre>	

## 04. Airline advises Changes using Stage Code

An Airline advises that changes after departure (due to no show) are allowed, but comes with a 100% loss of fare.

```
<iata:ChangeRestrictions>
  <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
  <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
  <iata:DescText>Name Change Fee.</iata:DescText>
  <iata:Fee>
    <iata:Amount CurCode="CHF">1.00</iata:Amount>
  </iata:Fee>
</iata:ChangeRestrictions>
```

## 05. Advising a Seller of Name Change Rules

Airline advises the Seller that name changes for this Offer (or Offer Item) is not allowed.

```
<iata:ChangeRestrictions>
  <iata:AllowedModificationInd>false</iata:AllowedModificationInd>
  <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
  <iata:DescText>Name Changes are not allowed.</iata:DescText>
</iata:ChangeRestrictions>
```

## 06. Advising Name Changes

Airline advises the Seller that names changes are allowed for a price.

```
<iata:ChangeRestrictions>
  <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
  <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
  <iata:DescText>Name Change Fee.</iata:DescText>
  <iata:Fee>
    <iata:Amount CurCode="CHF">1.00</iata:Amount>
  </iata:Fee>
</iata:ChangeRestrictions>
```

Airline advises the Seller that name changes are included in the Offer (free).

```
<iata:ChangeRestrictions>
  <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
  <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
  <iata:DescText>Name Change included.</iata:DescText>
</iata:ChangeRestrictions>
```

## Cancel Restrictions

### 01. Advising a Seller of Cancel and Refundability Rules

A Seller advises that cancellations are not possible, and that the Customer will lose 100% of their fare.

```
<iata:CancelRestrictions>
  <iata:AllowedModificationInd>false</iata:AllowedModificationInd>
  <iata:DescText>Cancellations after a no show are not permitted.</iata:DescText>
  <iata:JourneyStageCode>No Show</iata:JourneyStageCode>
</iata:CancelRestrictions>
```

### 02. Advising the Seller that Cancellations after Departure are Possible

Advising the Seller that cancellations after departure are possible and fully refundable to the Original Form of Payment up until a certain date (expiration date).

```
<iata:CancelRestrictions>
  <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
  <iata:DescText>Cancellations after departure are permitted.</iata:DescText>
  <iata:ExpirationDateTime>2020-12-17T09:30:47Z</iata:ExpirationDateTime>
  <iata:JourneyStageCode>After Departure</iata:JourneyStageCode>
  <iata:Refund>
    <iata:FixedAmount CurCode="CHF">1.00</iata:FixedAmount>
    <iata:LevelTypeCode>Full</iata:LevelTypeCode>
    <iata:PaymentTypeCode>OFOP</iata:PaymentTypeCode>
  </iata:Refund>
</iata:CancelRestrictions>
```

# Stop Over Information

## 01. Advising a Seller of Optional StopOver Information

The Offer Management System will evaluate the current itinerary (Offer) and determine if Stopovers are allowed for that itinerary. If Stopovers are allowed, the Airline may return the locations within the current itinerary and advise which ones have Stopovers.

The Seller can then request a new Offer including a Stopover if they wish.

### Linking Stopover Information to an Airport

PaxSegmentRefID relates to the inbound segment. For example, if the itinerary is GVA-SIN-BNE and the stopover is in SIN, the PaxSegmentRefID would link to the GVA-SIN segment.

## 02. Advising the Seller that Stopovers are Available

The Airline wishes to advise the Seller that the itinerary could contain a stopover however is not descriptive as to what stopovers are allowed.

None	Copy
<pre>&lt;iata:StopOverRestrictions&gt;   &lt;iata:AvailInd&gt;true&lt;/iata:AvailInd&gt; &lt;/iata:StopOverRestrictions&gt;</pre>	

## 03. Advising the Seller the Max Number of Stopovers Available

The airline wishes to advise that Seller that stopovers are allowed and there is a maximum of two stopovers available, which relate to both Passengers and will each cost 10 CHF.

None	Copy
<pre>&lt;iata:StopOverRestrictions&gt;   &lt;iata:AvailInd&gt;true&lt;/iata:AvailInd&gt;   &lt;iata:MaximumStopOversPermittedQty&gt;2&lt;/iata:MaximumStopOversPermittedQty&gt; &lt;/iata:StopOverRestrictions&gt;</pre>	

The Airline wishes to advise the Seller only one stopover is allowed, however there are 2 options to where this stopover can occur.

None	Copy
<pre>&lt;iata:StopOverRestrictions&gt;   &lt;iata:AvailInd&gt;true&lt;/iata:AvailInd&gt;   &lt;iata:ChargeableInd&gt;true&lt;/iata:ChargeableInd&gt;   &lt;iata:MaximumStopOversPermittedQty&gt;1&lt;/iata:MaximumStopOversPermittedQty&gt;   &lt;iata:StopOverLocation&gt;     &lt;iata:DatedOperatingLegRefID&gt;token&lt;/iata:DatedOperatingLegRefID&gt;     &lt;iata:MaximumDuration&gt;P0Y0M0DT10H00M&lt;/iata:MaximumDuration&gt;     &lt;iata:PaxSegmentRefID&gt;PAXSEG-01&lt;/iata:PaxSegmentRefID&gt;   &lt;/iata:StopOverLocation&gt;   &lt;iata:StopOverLocation&gt;     &lt;iata:DatedOperatingLegRefID&gt;token&lt;/iata:DatedOperatingLegRefID&gt;     &lt;iata:MaximumDuration&gt;P0Y0M0DT10H00M&lt;/iata:MaximumDuration&gt;     &lt;iata:PaxSegmentRefID&gt;PAXSEG-03&lt;/iata:PaxSegmentRefID&gt;   &lt;/iata:StopOverLocation&gt; &lt;/iata:StopOverRestrictions&gt;</pre>	

# Unstructured Information

## Advising a Seller of Unstructured Information

Unstructured rules may also be communicated to the Seller at an Offer or Offer Item level using the description within the Rule, this description can be used to describe a structured rule, or independent, for example:

None	Copy
<pre>&lt;iata:OfferItem&gt;   &lt;iata:DescText&gt;All Airline Offers are subject to change. If you change your booking, your new Offer may be different to the original Offer.&lt;/iata:DescText&gt; &lt;/iata:OfferItem&gt;</pre>	

## Masked Price

### Advising a Seller of a Masked Fare

The Offer management system can advise the Seller at the Offer time that an Order Price will be masked to the Customer should the Customer query the price directly with the Airline.

The Airline will return a Masked Indicator advising the Seller that the Base Amount will not be shown to the Customer.

None	Copy
<pre>&lt;k:FarePrice&gt; &lt;k:FarePriceMasked&gt;true&lt;/k:FarePriceMasked&gt; &lt;k:FarePriceType&gt; &lt;k:Price&gt; &lt;k:BaseAmount CurCode="CHF"&gt;10.00&lt;/k:BaseAmount&gt; &lt;k:TaxSummary&gt; &lt;k:Tax&gt; &lt;k:Amount CurCode="CHF"&gt;0.10&lt;/k:Amount&gt; &lt;k:Country&gt; &lt;k:CountryCode&gt;CH&lt;/k:CountryCode&gt; &lt;/k:Country&gt; &lt;k:RefundInd&gt;true&lt;/k:RefundInd&gt; &lt;k:TaxCode&gt;CH&lt;/k:TaxCode&gt; &lt;k:TaxTypeCode&gt;Applied&lt;/k:TaxTypeCode&gt; &lt;/k:Tax&gt; &lt;k:TotalTaxAmount CurCode="CHF"&gt;0.10&lt;/k:TotalTaxAmount&gt; &lt;/k:TaxSummary&gt; &lt;k:TotalAmount CurCode="CHF"&gt;10.10&lt;/k:TotalAmount&gt; &lt;/k:Price&gt; &lt;/k:FarePriceType&gt; &lt;/k:FarePrice&gt;</pre>	

## Ticket Designator

The Airline may advise the Seller of a specific type of Offer item which is being presented to the Customer using the Ticket Designator.

This element is for use with Field 1 and Field 2 of the Fare Basis Code (as defined in Resolution 728)

For example:

Fare Basis Code: TFBC/WH, Ticket Designator: WH

Fare Basis Code: TFBC/CO, Ticket Designator: CO

### Advising a Seller of a Fare Basis Code and Ticket Designator

An airline may have specific ticket designators used to differentiate its fares which may also signify anything from private fares, wholesale, promotion or discounted fares.

If an airline has a designator, they shall split the designator into the Ticket Designator Code field and add the Fare Basis Code to the Fare basis Code field.

While these fields are not restricted, the limitation within the ticketing standard is 11 alpha numeric characters per field.

None	Copy
<pre>&lt;iata:FareComponent&gt;   &lt;iata:TicketDesignatorCode&gt;W0&lt;/iata:TicketDesignatorCode&gt;   &lt;iata:FareBasisCode&gt;JFBC&lt;/iata:FareBasisCode&gt;   &lt;iata:PriceClassRefID&gt;J&lt;/iata:PriceClassRefID&gt; &lt;/iata:FareComponent&gt;</pre>	

## Display of Refundable Taxes at Time of Shopping

### Welcome to the Enhanced and Simplified Distribution Guide

This website holds information and best practices to aid with implementations of Enhanced and Simplified Distribution. This site is managed by the Offer and Order Standard Setting Groups.

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Senior Vice President, Marketing and Commercial Services

International Air Transport Association

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Montreal, Quebec, Canada H4Z 1M1

# Collection of Contact Information relating to Goods and Services Tax

## Overview

To comply with some sales tax regulations, the Seller may provide additional information about the traveler and traveler's Company (**Employer**) for the Airlines use (such as in producing a tax invoice). The Seller may fill in **Sales Tax Registration** data elements under **ContactInfo**.

The below demonstrates how this information can be sent when creating or changing an Order.

## Sending Additional Tax Information to an Airline

A Seller may send the Passengers Employer Tax Information as detailed below. This example shows a passenger who works for 'Adventure Company' based in Geneva with a Sales Tax Registration ID.

None	Copy
<pre>&lt;ContactInfoList&gt;   &lt;ContactInfo&gt;     &lt;ContactInfoID&gt;CONTACT-01&lt;/ContactInfoID&gt;     &lt;ContactTypeText&gt;Business&lt;/ContactTypeText&gt;     &lt;EmailAddress&gt;       &lt;EmailAddressText&gt;standards@&lt;/EmailAddressText&gt;     &lt;/EmailAddress&gt;     &lt;Employer&gt;       &lt;Name&gt;Adventure PTY LTD&lt;/Name&gt;       &lt;SalesTaxRegistration&gt;         &lt;CityName&gt;Geneva&lt;/CityName&gt;         &lt;CountryCode&gt;CH&lt;/CountryCode&gt;         &lt;CountryDialingCode&gt;+41&lt;/CountryDialingCode&gt;         &lt;CountrySubDivisionName&gt;GE&lt;/CountrySubDivisionName&gt;         &lt;EmailAddressText&gt;standards@&lt;/EmailAddressText&gt;         &lt;PhoneNumber&gt;0712345678&lt;/PhoneNumber&gt;         &lt;PostalCode&gt;1207&lt;/PostalCode&gt;         &lt;SalesTaxRegistrationID&gt;AB1234567890&lt;/SalesTaxRegistrationID&gt;         &lt;StreetText&gt;Rue des Vollandes 9&lt;/StreetText&gt;       &lt;/SalesTaxRegistration&gt;     &lt;/Employer&gt;     &lt;IndividualRefID&gt;INDIVIDUAL-01&lt;/IndividualRefID&gt;     &lt;Individual&gt;       &lt;GivenName&gt;FirstName&lt;/GivenName&gt;       &lt;IndividualID&gt;INDIVIDUAL-01&lt;/IndividualID&gt;       &lt;Surname&gt;LastName&lt;/Surname&gt;       &lt;TitleName&gt;Mr&lt;/TitleName&gt;     &lt;/Individual&gt;   &lt;/ContactInfo&gt; &lt;/ContactInfoList&gt;</pre>	

## Airline Confirming the Additional tax Information

When a Seller retrieves an Order from an Airline, the Employer information, if present, may be found echoed back with the same information.

# Commissions

The Airline may provide information relating to the commission that will be applied to the sale of an Offer.

The Airline may provide a commission percentage or set value within a Commission structure, not both.

An Airline may provide more than one commission structure with different Commission Codes, for example the Airline may send a 'standard' or 'supplimental' commission.

## Commission Response Elements

### 01. Airline Advises a Set Value Commission

An airline may advise the Seller that an Item has a set commission value.

None	Copy
<pre>&lt;iata:Commission&gt;   &lt;iata:Amount CurCode="CHF"&gt;1.00&lt;/iata:Amount&gt; &lt;/iata:Commission&gt;</pre>	

### 02. Airline Advises a Percentage Commission

An Airline may advise the Seller that an Item has a set Commission percentage. If a percentage is provided, the airline shall also provide the amount to which the percentage is applied to.

None	Copy
<pre>&lt;iata:Commission&gt;   &lt;iata:Percentage&gt;1.00&lt;/iata:Percentage&gt;   &lt;iata:PercentageAppliedToAmount CurCode="CHF"&gt;1.0&lt;/iata:PercentageAppliedToAmount&gt; &lt;/iata:Commission&gt;</pre>	

### 03. Airline Advises Commission Type

An airline may advise the Seller the type of commission that is being applied to the Offer item using the CommissionCode element

None	Copy
<pre>&lt;iata:Commission&gt;   &lt;iata:Amount CurCode="CHF"&gt;1.00&lt;/iata:Amount&gt;   &lt;iata:CommissionCode&gt;STANDARD&lt;/iata:CommissionCode&gt; &lt;/iata:Commission&gt;</pre>	

#### Commission Code

Note there is no codeset for this element.

### 04. Airline Advises Multiple Commission Types

An airline may send multiple commissions which would be applied.

None	Copy
<pre>&lt;iata:Commission&gt;   &lt;iata:CommissionCode&gt;STANDARD&lt;/iata:CommissionCode&gt;   &lt;iata:Percentage&gt;1.0&lt;/iata:Percentage&gt;   &lt;iata:PercentageAppliedToAmount CurCode="CHF"&gt;1.00&lt;/iata:PercentageAppliedToAmount&gt; &lt;/iata:Commission&gt; &lt;iata:Commission&gt;   &lt;iata:Amount CurCode="CHF"&gt;1.00&lt;/iata:Amount&gt;   &lt;iata:CommissionCode&gt;SUPPLEMENTAL&lt;/iata:CommissionCode&gt; &lt;/iata:Commission&gt;</pre>	

## Margins

It is common practice for a Seller to apply a margin to an Airline Offer before quoting a price to the Customer.

This document describes the scenario in which the Seller is the Merchant of Record and the Airline does not set the amount that is ultimately quoted to the Customer.

Out of Scope:

- Airline as Merchant of Record
- Airline sets the amount that is quoted to the Customer

### 01. Adding a Margin to an Offer

The process for the Seller to apply a margin to an Offer is possible by following the below process.

1. The Seller sends a Shopping Request to the Airline
2. The Airline responds with Offers and the price of each Offer, including applicable taxes, fees & charges
3. The Seller may choose to add an additional amount (margin) to the Airline Offer and quote a combined Airline Offer Price + Margin to the Customer
4. If the Seller wishes to proceed with the Order, the Seller asks the Airline to create an Order for the amount quoted in the Airline Offer (less the margin),
5. The Seller collects payment from the Customer. The Seller can bill the customer for Airline Price + Taxes, Fees & Charges + Margin in one single transaction
6. The Airline creates an Order for the amount agreed between Seller and Airline, including any applicable taxes, fees and charges.
7. The Airline's Order will not contain any record of the Seller's margin
8. The Airline can mask the price so that it is not visible to the customer and can indicate to the Seller that the price is masked, using the Price Mask Indicator
9. The Seller pays the Airline the agreed amount, the Airline Offer Price, via BSP/ARC

# Time Limits

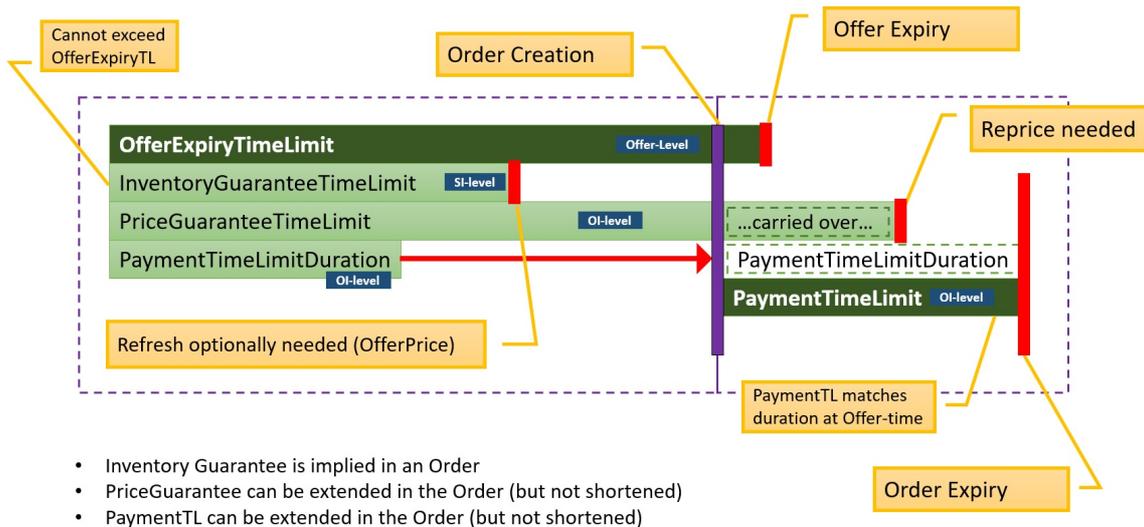
## Scope of Article

Note the following Time Limits are out of scope of this document: Deposit Time Limit, Naming Time Limit, Bilateral Time Limit and Inventory Guarantee Time Limits.

## Overview

Time limits are a mechanism for the Airline to advise the Seller of upcoming events of expiry, for example, the time when an Offer will expire, or when inventory will be removed if there has been no commitment to the Order.

Time Limits should follow standard datetime and duration formats.



## Time Limits within the Context of an Offer

Each of these time limits can be used in the context of any Offers within a message (e.g. Offer, A la Carte Offer, Repriced Offer etc)

### Offer Expiry Time Limit

The length of time an offer will persist in an airline's offer management system for use in subsequent transactions. Upon expiry, the expectation is that the offer is no longer retrievable, and the shopping process must begin again. Note the presence of an Offer Time Limit does not indicate either a guarantee of price or inventory against a given Offer item within the Offer.

Should the offer time limit expire, any other time limit also expires unless an Order has been created.

### Advising an Offer Expiry

An Airline may advise on the Seller of an Offer Expiry Time Limit at the **\*\*Offer Level\*\***

None	Copy
<pre>&lt;ALaCarteOffer&gt;   &lt;OfferExpirationTimeLimitDateTime&gt;2004-06-25T14:36:56+02:00&lt;/OfferExpirationTimeLimitDateTime&gt;   &lt;OfferID&gt;GUID&lt;/OfferID&gt; &lt;/ALaCarteOffer&gt;</pre>	

### Price Guarantee Time Limit

The length of time the price of an offer item is guaranteed. In the absence of the price guarantee time limit, the price is not guaranteed. Upon expiry, the price may no longer be guaranteed and either a new shopping process should begin, or the offer should be repriced resulting in a new Offer.

Should the price guarantee time limit extend beyond Order creation, the remaining length of time persists into the corresponding Order Item. The airline can increase the remaining length of time beyond the original time limit should they wish to.

Note: Where a price guarantee time limit is applied, there is no guarantee that related inventory is guaranteed by the airline against a given offer item.

## Advising of a Price Guarantee

An Airline may return a Price Guarantee Time Limit at the Offer Item Level.

None	Copy
<pre>&lt;ALaCarteOffer&gt; &lt;!--...--&gt; &lt;ALaCarteOfferItem&gt;   &lt;OfferItemID&gt;GUID&lt;/OfferItemID&gt;   &lt;!--...--&gt;   &lt;PriceGuaranteeTimeLimitDateTime&gt;2002-04-30T17:11:37+02:00&lt;/PriceGuaranteeTimeLimitDateTime&gt; &lt;/ALaCarteOfferItem&gt; &lt;/ALaCarteOffer&gt;</pre>	

## Payment Time Limit (as a Duration or DateTime)

This field is used to indicate the duration of time after Order creation that payment commitment is required for an order item, or a static datetime in which payment commitment is required. If the duration field has a value of 0 then then instant payment at order create is required. If no value is returned, then no advice has been given.

For example:

- PaymentTimeLimitDuration: PT48H3M6S - shows the amount of time.
- PaymentTimeLimitDuration: PT0H0M0S - indicates instant payment is required.
- PaymentTimeLimitDateTime: 2018-01-01 – shows a static payment commitment date time

For version 19.1, the Ticketing Time Limit was removed from the schemas, as if an Airline wishes to communicate this information, it can be provided as a payment time limit.

The Payment Time Limit is contained within the Offer Item level, for example an Airline can return the following to indicate the duration of the payment time limit.

None	Copy
<pre>&lt;iata:PaymentTimeLimitDuration&gt;P1M7DT16H36M36S&lt;/iata:PaymentTimeLimitDuration&gt;</pre>	

None	Copy
<pre>&lt;iata:ALaCarteOffer&gt; &lt;!--...--&gt; &lt;iata:ALaCarteOfferItem&gt;   &lt;iata:OfferItemID&gt;&lt;/iata:OfferItemID&gt;   &lt;!--...--&gt;   &lt;iata:PaymentTimeLimit&gt; &lt;iata:PaymentTimeLimitDuration&gt;P1M7DT16H36M36S&lt;/iata:PaymentTimeLimitDuration&gt;   &lt;/iata:PaymentTimeLimit&gt;   &lt;!--...--&gt; &lt;/iata:ALaCarteOfferItem&gt; &lt;/iata:ALaCarteOffer&gt;</pre>	

OR for indication of instant payment required:

None	Copy
<pre>&lt;iata:PaymentTimeLimitDuration&gt;P1M7DT16H36M36S&lt;/iata:PaymentTimeLimitDuration&gt;</pre>	

None	Copy
<pre>&lt;iata:ALaCarteOffer&gt; &lt;!--...--&gt; &lt;iata:ALaCarteOfferItem&gt;   &lt;iata:OfferItemID&gt;&lt;/iata:OfferItemID&gt;   &lt;!--...--&gt;   &lt;iata:PaymentTimeLimit&gt; &lt;iata:PaymentTimeLimitDuration&gt;PTM0DT0H0M0S&lt;/iata:PaymentTimeLimitDuration&gt;   &lt;/iata:PaymentTimeLimit&gt;   &lt;!--...--&gt; &lt;/iata:ALaCarteOfferItem&gt; &lt;/iata:ALaCarteOffer&gt;</pre>	

OR to inform of a static payment time limit date time:

None	Copy
<pre>&lt;iata:ALaCarteOffer&gt; &lt;!--...--&gt; &lt;iata:ALaCarteOfferItem&gt;   &lt;iata:OfferItemID&gt;GUID&lt;/iata:OfferItemID&gt;   &lt;!--...--&gt;   &lt;iata:PaymentTimeLimit&gt;     &lt;iata:PaymentTimeLimitDateTime&gt;2011-09-27T0:07:52&lt;/iata:PaymentTimeLimitDateTime&gt;   &lt;/iata:PaymentTimeLimit&gt;   &lt;!--...--&gt; &lt;/iata:ALaCarteOfferItem&gt; &lt;/iata:ALaCarteOffer&gt;</pre>	

## Time Limits within the Context of an Order

### Payment Time Limit

The time limit by which a commitment to pay must be made for the given Order Item. Upon expiry it is expected that the Order item is removed from the Order. If no value is returned, then no advice has been given.

For example:

- PaymentTimeLimitDateTime: 2015-01-01T12:53:12Z - indicates the date time by which payment commitment is required.

For version 19.1, the Ticketing Time Limit was removed from the schemas, as if an Airline wishes to communicate this information, it can be provided as a payment time limit. Note that the Duration Option is not available within the within an Order, as the Duration is relative to Order creation, hence simply a datetime is used.

### Requesting to place an Order on Hold

A Seller may request to create an Order with the absence of payment.

### Advising the Seller of the Payment Time Limits

An Airline may return a Payment Time Limit element which is set at an Order Item level.

None	Copy
<pre>&lt;Order&gt; &lt;!--...--&gt; &lt;OrderID&gt;XBXX1A2B3C4D&lt;/OrderID&gt; &lt;!--...--&gt; &lt;OrderItem&gt;   &lt;!--...--&gt;   &lt;OrderItemID&gt;&lt;/OrderItemID&gt;   &lt;PaymentTimeLimitDateTime&gt;2018-08-13T13:59:38Z&lt;/PaymentTimeLimitDateTime&gt;   &lt;!--...--&gt; &lt;/OrderItem&gt; &lt;/Order&gt;</pre>	

## Granular Price Time Limits

If an Airline decides to guarantee a price to the Seller/Customer, the Airline may wish to guarantee a part of the total price.

As well, in such scenario, the price guarantee time limit should not exceed the payment time limit. Payment time limit can be longer than the price guarantee time limit. If the price guarantee is expired, a repricing is recommended before payment.

The Airline can either use the Price Guarantee Time Limit Date Time to specify that the price is guaranteed without specifying (within the message) what part (if not all) of the Price is guaranteed. Or, the airline can describe (and change) the guarantees depending on the pricing component (Amount, Fee or Tax).

The Amount, Fee and Tax time limits only need to be taken into account if the Price Guarantee Time Limit has been populated. If so, the Price Guarantee Time Limit shall be the maximum time limit for all Tax, Amount and Fee limits

The below table shows two scenarios for guaranteeing a price to the Seller:

1. Within the Price Guarantee Time Limit, the Airline guarantees the total price (base amount, surcharge and taxes) for a total of 30 minutes.
2. Within the Price Guarantee Time Limit, the Airline guarantees the Base fare and a Tax for 5 days, but only the other tax for 4 hours, and the surcharge for 30 minutes.

Price Type	Amount	Price, Tax or Fee Guarantee Time Limit in the Offer	Price, Tax or Fee Guarantee Time Limit in the Order
Fare (Base Amount)	1.00 CHF	30 mins*	5 days*
Tax	1.00 CHF	30 mins	5 days
Tax	1.00 CHF	30 mins	4 hours
Tax	1.00 CHF	30 mins	4 hours
Surcharge	1.00 CHF	30 mins	30 mins

### Note

The breakdown of price guarantee within the Order can also be implemented in the Offer and vice versa.

# Secure Customer Authentication

## Issue

In May 2020, acting on behalf of its members across the banking and finance industry, UK Finance published guidance for Strong Customer Authentication specific to the Travel & Hospitality sector.

Their guidance documentation states:

“This communication provides important information for businesses of all sizes looking to avoid customers experiencing declined e-commerce transactions after the UK’s Strong Customer Authentication enforcement deadline of 14 September 2021 and the EU’s deadline of the 31 December 2020. After this point card issuers will begin to decline non-compliant transactions. We actively encourage participants outlined in the above section to read the content of this communication and to get in touch with your payment provider (otherwise known as an acquirer or gateway). This should be done with urgency due to the implementation lead times and testing period required.”

The purpose of this change request is to ensure that NDC standards, practice and guidance relating to customer authentication are in line with those of:

- Other stakeholders in the value chain, for example:
  - Card schemes
  - Payment service providers
  - Digital wallet providers
  - Technology providers (in the wider payments space)
  - Others
- Other entities in the travel and hospitality sectors, for example:
  - Travel agents
  - Hotels
  - Car hire providers
  - Others

So that airlines implementing the latest NDC standards do not experience an increase in declined e-commerce transactions once enforcement commences. The new enforcement date is 14 September 2021 in the UK and 31 December 2020 across the rest of the EU. As a result, UK card issuers will be required to decline all non-SCA-compliant transactions after 14 September 2021. In the run up to these dates, some markets will introduce soft decline mechanisms for transactions above a certain value. As a result, all airlines, sellers and technology providers using NDC and One Order:

- Should be ready to support SCA in advance of these dates
- Must be ready to support SCA from these dates

## Business Requirements

### Background

Strong Customer Authentication (SCA) is a set of rules that defines how individuals and businesses confirm their identity when making purchases online using more than one of the following factors:

- Something you know – such as a password or phrase
- Something you have – such as a token generator
- Something you are – such as biometric data

Its purpose is to protect the individual or business making payment from experiencing payment fraud. Following its implementation, individuals or businesses shopping online will need to undertake extra steps to confirm their identity when paying.

#### Example of Secure Customer Authentication

A card issuer (e.g. a bank) may require a customer to enter a passcode they have provided via text message in order to verify their purchase prior to payment authorization. If this step is not carried out, payment is likely to be refused.

All parties involved in a payment transaction are required to enable the payer to authenticate their actions in a manner compliant with the underlying regulation. UK SCA determines 3 different scenarios for the Travel & Hospitality Industry. These map to three existing industry models

Scenario	Description	Detail	Existing Industry capability
----------	-------------	--------	------------------------------

A	The Booking Agent authenticates the cardholder, and the supplier of the travel & hospitality service collects the payment.	In this scenario the Booking Agent must send the authentication and other associated payment data to the merchant (via intermediaries) and the merchant requests payment authorization to collect the funds associated with the booking or to get confirmation of the authenticated MIT agreement from the issuer	NDC with customer payment
B	The Booking Agent authenticates the cardholder and collects the payment from the customer on behalf of the Travel & Hospitality supplier.	In this scenario, the Booking Agent after authentication requests the payment authorization to collect the funds associated with the booking or to get confirmation of the authenticated MIT agreement from the issuer. It then passes associated payment data to the supplier to enable it to collect any additional payments it is authorised to collect, as Merchant Initiated Transactions (MITs), under the terms of the booking agreement with the customer	GDS-intermediated model
C	No authentication is performed by the Booking Agent as the transaction is out of scope (one leg out or MOTO, or anonymous card) or qualifies for an exemption (e.g.: secure corporate payment) and the supplier of the travel & hospitality service collects the payment.	<p>In this scenario, the data relative to the out of scope/exemption must be passed onwards to the Travel &amp; Hospitality supplier along with other payment data for it to perform its own authorization request as the merchant of record.</p> <p><b>Note: <u>Booking Agents should not request exemptions at the authentication stage of transactions for which they are not collecting the funds unless they have a specific agreement with the travel supplier (the merchant) and its acquirer to do so.</u></b> This is essential as the use of exemptions is the prerogative of the merchant's acquirer, not that of an Agent. The secure corporate payment exemption can generally be used when the booking is initiated from a dedicated corporate processes which is not available to consumers and which is considered secure. Typically only Travel Management Companies (TMC's) will be permitted to use this exemption.</p>	NDC with customer payment AND GDS-intermediated model

**Note**

It is assumed that a capability to determine whether a transaction falls into Category A or Category C is in scope for NDC. Similarly, it is assumed that Category B is out of scope for NDC.

This document outlines 4 key requirements for SCA within NDC:

1. An ability for an airline to determine whether authentication is required for a payment
2. An ability for a seller to initiate the authentication of a payer making a payment
3. An ability for an airline to create the authorization request for a payment made by an authenticated payer
4. An ability for an airline to request a seller to initiate the authentication request after authorization

Whilst these requirements must be met across a number of different authentication / authorization models, this document is only concerned with scenarios where the Seller Initiates Authentication on behalf of the Airline who will authorise payment (Scenario A and C above). At present, this represents two authentication models:

- Seller authenticates via 3DS 2.x OR
- Seller authenticates via another solution provided by a third party

Across two core payment flows

1. Shop -> Price -> Order -> Pay
2. Shop -> Price -> Pay -> Order

#### Note

As well as NDC messages between airline and sellers, OneOrder messages may need to be updated to support Secure Customer Authentication. If necessary, this will be covered in a new CR.

## Requirements

### 1. Determine Need to Authenticate Payment

A function to determine a need to authenticate has two core uses. One is to determine prior to authorization whether to authenticate or not. The other is to determine how to authenticate when authorization was refused with a 'soft decline', but decline indicates that authentication is required. Requirement 1 outlines the former. The latter is outlined in requirement 4.

- As a seller, I need to know if I must authenticate a payer or not so that an airline can create the authorization request
- As an airline, I need to determine what type of payment transaction a seller has initiated so that I can determine whether authentication is needed before going to authorization

### 2. Authenticate Payer

Once it has been determined that a customer needs to authenticate, a seller needs to initiate authentication. This requirement assumes that the seller knows he should authenticate the customer prior to a customer committing to pay for an order.

- As an airline, I may need to provide information to the seller so that they can authenticate a customer
- As a seller, I need to authenticate a customer so that an airline can proceed to authorization
- As a seller, I need to return information about the authentication to the airline so that they can proceed to authorization

### 3. Authorize Payment by Authenticated payer

Once a customer has been authenticated, the airline will need to provide information about the customer authentication in the authorization request.

- As an airline, I need to receive the authentication attempt result from the seller so that I can proceed to authorization

### 4. Communicate Need to Authenticate a Payment

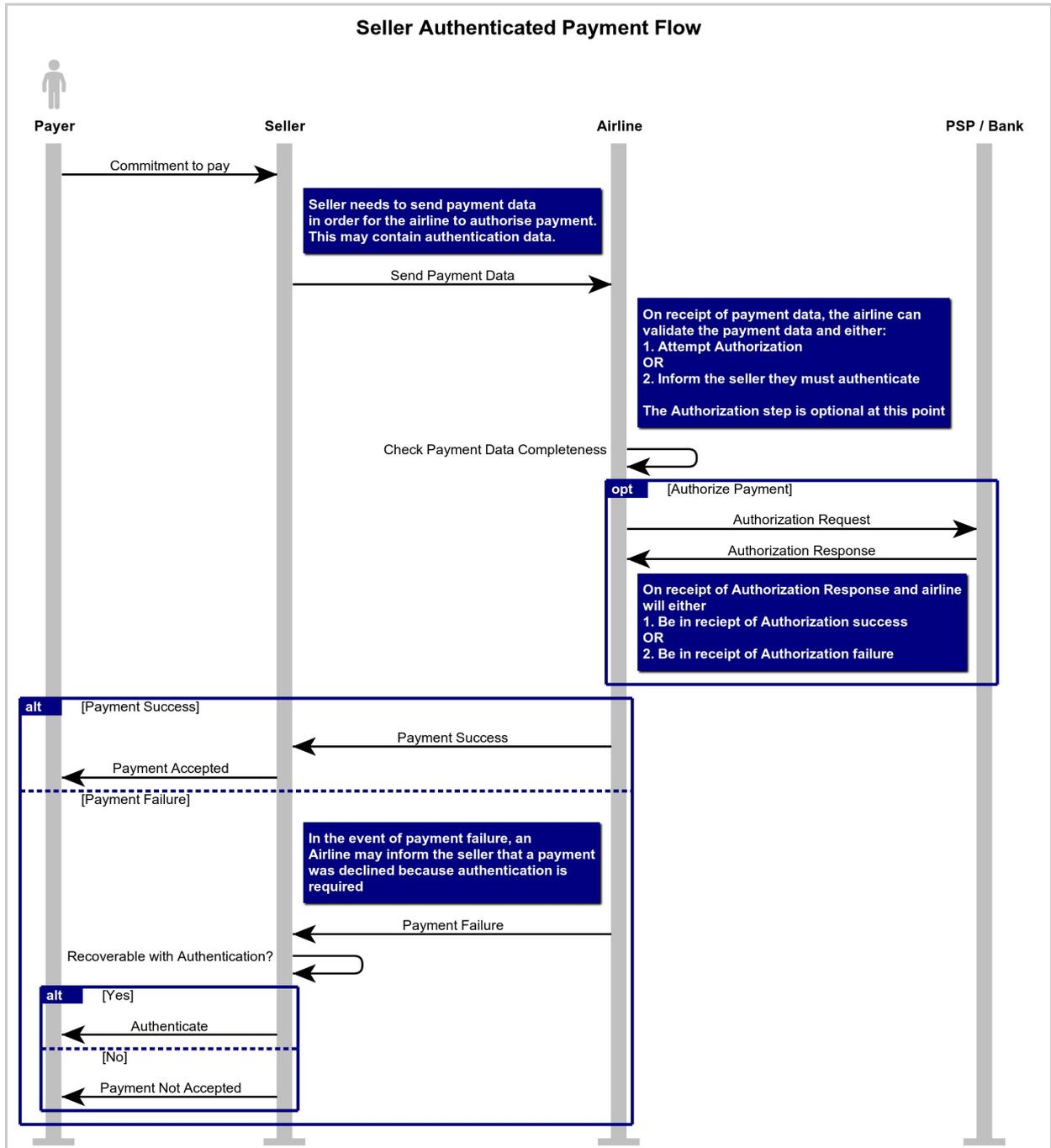
If either:

1. An Airline determines that a payer needs to be authenticated prior to attempting authorization OR
2. An authorization is declined due to a lack of authentication ('a soft decline')

An airline should indicate to the seller that the payer must authenticate to complete the payment transaction.

- As an airline, I need to inform a seller that authentication is needed in order to proceed to authorization of a given payment transaction
- As a seller, I need to allow the payer to authenticate in order to complete a given payment transaction

## Business Process Model



## Business Functions

### Provide Card Authentication Method

<b>Initiator</b>	Airline	
<b>Description</b>	The Airline is providing Card Authentication method to the Seller	
<b>Action(s)</b>	Inform	
<b>Actors</b>	Airline	Seller
<b>Domain</b>	Shop/Price	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Authentication method             <ul style="list-style-type: none"> <li>◦ 3DS1.x</li> <li>◦ 3DS2.x</li> </ul> </li> </ul>	
<b>Result</b>	The seller knows the authentication method that would be needed to authenticate a payer's given payment method	

### Provide Card Authentication Criteria

<b>Initiator</b>	Airline	
<b>Description</b>	The Airline is providing Card Authentication Criteria to the seller	
<b>Action(s)</b>	Inform	
<b>Actors</b>	Airline	Seller
<b>Domain</b>	Shop/Price	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Data identified in CR129</li> </ul>	
<b>Result</b>	The seller knows the authentication criteria needed to authenticate a payer given their payment method	

### Provide Card Payment Details

<b>Initiator</b>	Customer	
<b>Description</b>	The customer is providing the Card Payment details to the seller	
<b>Action(s)</b>	Pay	
<b>Actors</b>	Payer	Seller
<b>Domain</b>	Order	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Card number</li> <li>• Expiry date</li> <li>• Card Verification Value</li> </ul>	
<b>Result</b>	The payer is able to provide Payment Card information to the seller	

### Provide Card Payment Data

<b>Initiator</b>	Seller	
<b>Description</b>	The seller is providing Card Payment details to the airline	
<b>Action(s)</b>	Pay	
<b>Actors</b>	Seller	Airline
<b>Domain</b>	Order	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Card number/ Token Number</li> <li>• Card Brand</li> <li>• Card expiry date</li> <li>• CVV2/CVC2 value</li> </ul>	
<b>Result</b>	The seller is able to pass Payment Card information to the airline	

### Provide Card Authentication Data

<b>Initiator</b>	Seller	
<b>Description</b>	The Seller is providing Card Authentication data to the airline	
<b>Action(s)</b>	Pay	
<b>Actors</b>	Seller	Airline
<b>Domain</b>	Order	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Data identified in CR129</li> <li>• Data specified by UKFA               <ul style="list-style-type: none"> <li>◦ Payment Trx Channel Code</li> <li>◦ Card Number Collection Code</li> <li>◦ Payer Authentication Exemption Code</li> <li>◦ Payer Authentication Failure To Complete Code</li> <li>◦ Authentication Token Value</li> </ul> </li> </ul>	
<b>Result</b>	The seller is able to pass authentication data to the airline	

## Provide Card Payment Status Data

<b>Initiator</b>	<b>Airline</b>	
<b>Description</b>	The Airline provides payment status information back to the seller	
<b>Action(s)</b>	Pay	
<b>Actors</b>	Airline	Seller
<b>Domain</b>	Order	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Order action success</li> <li>• Order action failure</li> <li>• OrderID (Optional)</li> <li>• Payment action success</li> <li>• Payment action failure</li> <li>• Payment ID (Optional)</li> </ul>	
<b>Result</b>	The airline has received an authorization approval code or an error code and the seller is informed of the payment status	

## Request Payer Authentication

<b>Initiator</b>	<b>Airline</b>	
<b>Description</b>	The airline notifies the seller that a payment requires that the payer must authenticate before authorisation will succeed	
<b>Action(s)</b>	Pay	
<b>Actors</b>	Airline	Seller
<b>Domain</b>	Order	
<b>Key data</b>	<ul style="list-style-type: none"> <li>• Payment ID (Optional)</li> <li>• Order ID (Optional)</li> <li>• Data outlined in "Provide Card Authentication Criteria"</li> </ul>	
<b>Result</b>	The seller knows that a payer must authenticate for a given payment transaction to proceed.	

## Data Model

### New Elements

<p>LDM CR 159r</p> <p>Messages Affected OrderCreateRQ OrderChangeRQ</p>					
<table border="1"> <thead> <tr> <th>Device</th> </tr> </thead> <tbody> <tr> <td>           «IATA_BBIE»            + Browser Accept Header Text: Text [0..1]            + Browser User Agent Header Text: Text [0..1]            + Device Code: Touch Point Device_Code            + Device Name: Name [0..1]            + IP Address Text: Text [0..1]            + MAC Address: Text [0..1]            + Touch Point Transaction Code: Code [0..1]            + Device Owner Type Code: Ownership Type_Code [0..1]            + Presence Type Code: Presence Type_Code [0..1] DEPRECATE IN 21.1 Specifies the Presence of a customer and its payment card.         </td> </tr> </tbody> </table>	Device	«IATA_BBIE» + Browser Accept Header Text: Text [0..1] + Browser User Agent Header Text: Text [0..1] + Device Code: Touch Point Device_Code + Device Name: Name [0..1] + IP Address Text: Text [0..1] + MAC Address: Text [0..1] + Touch Point Transaction Code: Code [0..1] + Device Owner Type Code: Ownership Type_Code [0..1] + Presence Type Code: Presence Type_Code [0..1] DEPRECATE IN 21.1 Specifies the Presence of a customer and its payment card.	<table border="1"> <thead> <tr> <th>Secure Payment Version 2</th> </tr> </thead> <tbody> <tr> <td>           «IATA_BBIE»            + Authentication Merchant Name: Name [0..1]            + Authentication Token Value: Text [0..1]            + Authentication Value: Text [0..1]            + Directory Server Transaction Identifier: Identifier [0..1] [id]            + Electronic Commerce Indicator: Text [0..1]            + Program Protocol Text: Text [0..1]            + Transaction Status Reason Text: Text [0..1]            + Transaction Status Text: Text [0..*]            + Card Number Collection Code: Card Number Collection_Code [0..1]            + Payment Transaction Channel Code: Payment Transaction Channel_Code [0..1]            + Payer Authentication Exemption Code: Payer Authentication Exemption_Code [0..1]            + Payer Authentication Failure To Complete Code: Payer Authentication Failure To Complete_Code [0..1]         </td> </tr> </tbody> </table>	Secure Payment Version 2	«IATA_BBIE» + Authentication Merchant Name: Name [0..1] + Authentication Token Value: Text [0..1] + Authentication Value: Text [0..1] + Directory Server Transaction Identifier: Identifier [0..1] [id] + Electronic Commerce Indicator: Text [0..1] + Program Protocol Text: Text [0..1] + Transaction Status Reason Text: Text [0..1] + Transaction Status Text: Text [0..*] + Card Number Collection Code: Card Number Collection_Code [0..1] + Payment Transaction Channel Code: Payment Transaction Channel_Code [0..1] + Payer Authentication Exemption Code: Payer Authentication Exemption_Code [0..1] + Payer Authentication Failure To Complete Code: Payer Authentication Failure To Complete_Code [0..1]
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### New Value Types

**BDT Commons:Payment Transaction Channel\_Code**  
«IATA\_CON»  
+ Content: Payment Transaction Channel Code

**BDT Commons:Card Number Collection\_Code**  
«IATA\_CON»  
+ Content: Card Number Collection Code

**BDT Commons:Payer Authentication Exemption\_Code**  
«IATA\_CON»  
+ Content: Payer Authentication Exemption Code

**BDT Commons:Payer Authentication Failure To Complete\_Code**  
«IATA\_CON»  
+ Content: Payer Authentication Failure To Complete Code

**ENUM Commons:Payment Transaction Channel Code**  
«IATA\_CodelistEntry»  
+ MC  
+ TO  
+ EC  
+ FA  
+ NS

**ENUM Commons:Card Number Collection Code**  
«IATA\_CodelistEntry»  
+ K  
+ S

**ENUM Commons:Payer Authentication Exemption Code**  
«IATA\_CodelistEntry»  
+ TR  
+ TB  
+ LV  
+ SC  
+ DA  
+ MA  
+ AO  
+ ND

**ENUM Commons:Payer Authentication Failure To Complete Code**  
«IATA\_CodelistEntry»  
+ NS  
+ NC

# Secure Customer Authentication Backport

## Issue

In May 2020, acting on behalf of its members across the banking and finance industry, UK Finance published guidance for Strong Customer Authentication specific to the Travel & Hospitality sector.

In order to meet the requirements of this guidance, the customer payment group initiated a package of changes introduced in **CR199 – Secure Customer Authentication** to ensure that airlines implementing the latest NDC standards do not experience an increase in declined e-commerce transactions once enforcement commences.

The purpose of this CR is to provide a sample package that will allow implementors to understand how to back port these capabilities into augmentation points within earlier versions of the schema

## Business Requirements

### 1. Integrate SCA capabilities into previous schema

As an airline using existing NDC functionality, I need additional capabilities not currently available to me in order to meet the Secure Customer Authentication requirements outlined in CR199

### 2. Provide a worked example outlining how to integrate into a previous schema

As an airline using existing NDC functionality, I need guidance as to how I could augment my current messages to provide additional capabilities

## Business Process Model

See [Secure Customer Authentication](#) for guidance

## Business Functions

See [Secure Customer Authentication](#) for guidance

## Data Model

See [Secure Customer Authentication](#) for guidance

## Example Packages

### 17.2 Example and Guidance

 [Backport\\_SecurePayment\\_17.2\\_v1.0\\_rc2.zip](#)

### 18.1 Examples and Guidance

 [Backport\\_SecurePayment\\_18.1\\_v1.0\\_rc1.zip](#)

# Vouchers

## Targeting release 17.2 and onwards

### Important Note

Please note that this implementation guidance has been produced based on the 17.2 and 18.1 release to aid airlines in programmatically consuming vouchers for changing or creating new Orders. This guidance may also be used in later releases if appropriate. Also note that the use of Vouchers within the standard is under review for future enhancements to cater for better distribution, delivery and accounting processes.

## What is a Voucher in Offers and Orders?

A voucher in offers and orders is understood to be a reference to stored value in an airlines internal system which can be used later. Vouchers do not have specific definitions in the Offer and Order messages apart from when selecting your payment method where a Voucher is explicitly defined. Vouchers can be fulfilled by the Airline and within the Offer and Order messages using one of three similar, but different ways:

- Using an Electronic Miscellaneous Document (EMD-S)
- Using a Ticket
- Using an asset that is not an Order.

## Support for Vouchers in Offers and Orders

This section describes the guidelines around using the existing standard flows for consuming a voucher programmatically using the Offer and Order messages of the Enhanced Distribution Standards to create or modify an existing Order. This section addresses more into details the following three scenarios:

### 1. Re-shopping an existing Order using a Document (Ticket or EMD)

This scenario assumes an existing Order is still available and retrievable in the airlines OMS via the Offer and Order messages. In this scenario, the Seller simply re-shops for new flights and services using the standard re-shopping flows.

### 2. Paying for a new Order using a Document in an existing order (Ticket or EMD)

This scenario assumes there is no current Order and a new Order needs to be created. This follows the same standard flow to create a new order with deferred payment. At this stage, an Order is created, and the Voucher can be consumed using Order Change following the same flow as the first scenario.

### 3. Paying for a new Order Using an asset that is not an Order

Voucher can be used as a form of payment for any sale done on NDC channel using the classic initial sale flow.

### Important Note

While the first two scenarios were based on the exchanging of the underlying tickets, an asset that is not an Order can also be used for this scenario if preferred. Additionally, the airline can use a Ticket or EMD if preferred while using the third scenario if preferred.

## Paying for an Existing Order using a Document (Ticket or EMD)

An existing Order can be changed using the current Offer and Order re-shopping messages using the current Change of Itinerary flow, see this flow on the [Implementation Guide website](#).

Initially the airline could send an OrderChangeNotif advising the Seller there was a change to the Order and a Ticket or EMD is available for reuse. The Seller could then, at a later stage, retrieve the Order from the airline to refresh the Order prior to making the customers desired change. The change flow would commence using OrderReshop. The Customer would choose their new flights as per normal to which the Seller would forward the request to the airline including the Customers voucher information in OrderReshopRQ. The airline can return the price differential taking into account the voucher value when returning new Offers. Once the Customer has selected the new Offer, the Offer can be sent through OrderChangeRQ with any additional payment information, if required, to execute this change. The OrderViewRS message will return the updated Order and ticket information. If there is any residual value on the voucher (be it an EMD or Ticket) this can also be shown in the response, at this stage.

## Additional Information needed from the Seller

**OrderReshopRQ:** Requires the Seller to add the document Information to the request including the document number, document type and associated passenger.

**OrderChangeRQ:** If the Voucher is a document then no additional information is needed in Payment Method, as the document information will already be known by the airline from the selected Offer.

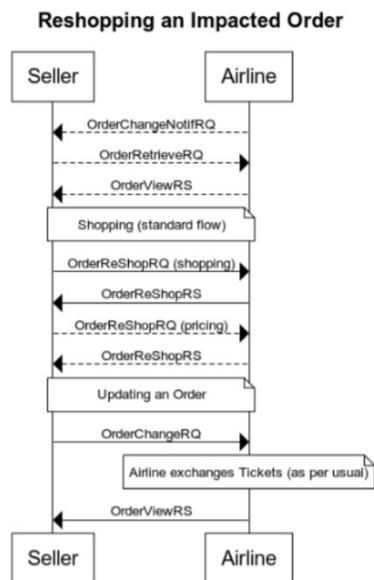
**OrderViewRS:** Airline may send back the previously exchanged tickets with the 'Exchanged' status along with any new documents which show a residual value after the Order has been purchased.

### Suggested Preconditions

- The Airline is not holding inventory
- The Airline has the original

### Order Suggested Message Flow

The below flow is a guideline based off the standard [Change of itinerary](#) flow found on the Implementation Guide.



### Paying for a New Order using a Document in an existing order (Ticket or EMD)

A new Order can be created using the current Offer and Order shopping flow as described on the Implementation Guide for [shopping and ordering using deferred payment](#). Initially the Seller would shop for flights and ancillaries as per normal up to the point of order creation, where the Seller would then use the deferred payment flow. The Seller would create the order without payment and receive the Order information in OrderViewRS along with a payment time limit.

At this stage, the same flow is used as *Paying for an Existing Order using a Document (Ticket or EMD)*; the Seller will send in the document information using OrderReshop to get the differential between the document value and the amount owing for the Order. The airline may need the document number, document type, and the association with the passenger.

Once the Customer confirms the intention to commit, OrderChange can be used to change the Order with the selected Offer and any additional payment required.

The OrderViewRS message will return the updated Order and ticket information. If there is any residual value on the voucher (be it an EMD or Ticket) this can also be shown in the response, at this stage.

### Additional Information needed from the Seller

**OrderReshopRQ:** Requires the Seller to add the document information to the request including the document number, document type and associated passenger.

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**OrderViewRS:** Airline may send back the previously exchanged tickets with the 'Exchanged' status along with any new documents which show a residual value after the Order has been purchased.

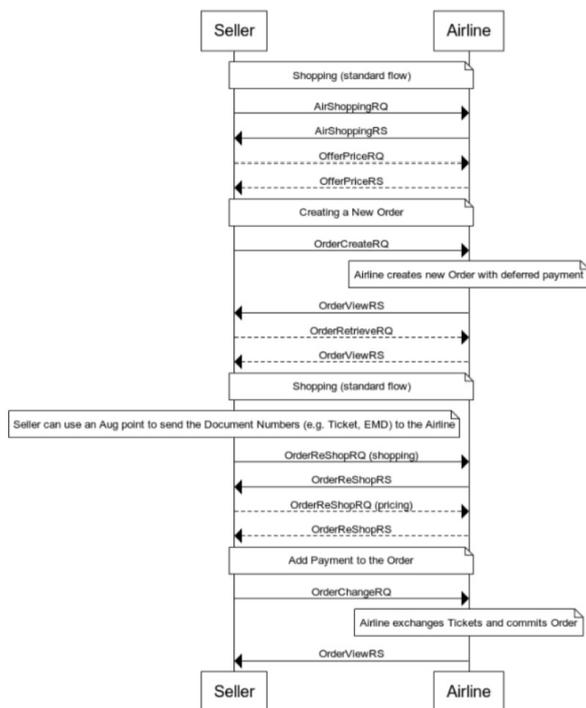
### Suggested Preconditions

- The Airline is not holding inventory
- The Airline has no existing Order

### Suggested Message Flow

The below flow is a guideline based off the standard [Shopping and Ordering with Deferred Payment](#) and [Change of Itinerary](#) flow found on the Implementation Guide.

### Using a Voucher (Open Ticket) without an Existing Order



### Paying for a new Order Using an asset that is not an Order

As an additional scenario, any airlines using vouchers outside the context of an Order may simply use the standard payment flow. A new Order can be created using the current Offer and Order shopping flow (AirShopping, OfferPrice, OrderCreate).

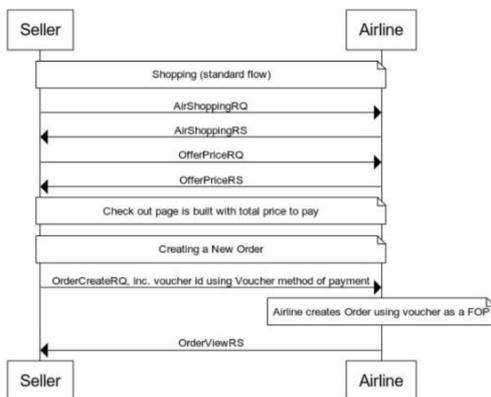
The Seller would shop for flights and ancillaries as per normal. When the Seller would provide the payment methods (either OrderCreate or OrderChange) he can simply add the Voucher as a Form of Payment along with any additional form of payments needed.

The OrderViewRS message will return the updated Order. If the airline is using NDCLink, the reporting of the payment should note that the value of the voucher is already stored on the airline side (and not treated as cash) by simply providing a specific (airline internal) Form of payment.

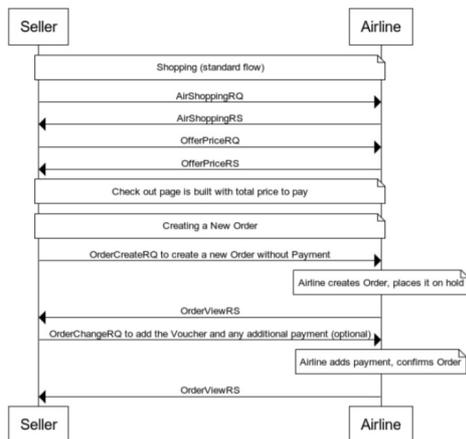
In case the voucher is supported by a document outside of the Order context, the airline should take the appropriate actions to close the documents (most likely through an internal refund).

### Suggested Message Flow

#### Payment at OrderCreate



#### Payment at OrderChange



## Displaying Voucher Rules or Conditions

If the Voucher is a Ticket or EMD, the rules associated to the Voucher can be returned with Penalty information within the referenced Penalty List (within data lists) from the Ticket.

Rules can be added to the Penalty structure. The Penalty Attributes and the Penalty/ApplicableFeeRemarks elements should be used to define the applicable rules associated to this voucher.

## Retrieving Voucher Information 17.2 to 18.1

If the Voucher is a Ticket or EMD, the Seller may request the retrieval of the document using OrderRetrieveRQ, to which the Airline will return an OrderViewRS with the TicketDocInfo and any related Order.

In 17.2 and later the Order is required when returning OrderViewRS. If you have an Order, the Airline shall return the order, however for this scenario, if no Order is available, the Order/Order Items element may be seen as optional.

If there is no Order and the Airline decides to not return any Order Items, then the Airline needs to state this by returning dummy data in the Order element. Airline to set the Order ID as 'dummy'.

If the Airline does not return an Order, the flow "Paying for a New Order using a Document (Ticket or EMD)" should be used to create and pay for an Order. If the order is returned, the Seller can use the flow "Paying for an Existing Order using a Document (Ticket or EMD)" to re-shop.

Please note that the order is required to be returned from 19.2 onwards.

## Not Supported

Within the Offer and Order messages, there has not previously been a requirement to support the creation of a Voucher without the previous cancellation of an Order (for example to buy an ad-hoc voucher for a gift). Additionally, there has not been a need to specifically return the status of a voucher outside the context of an Order for a voucher status or current balance; however, this can be achieved through the TicketDocInfo structures if the Voucher is an Electronic Document.

# Overview

## Introduction

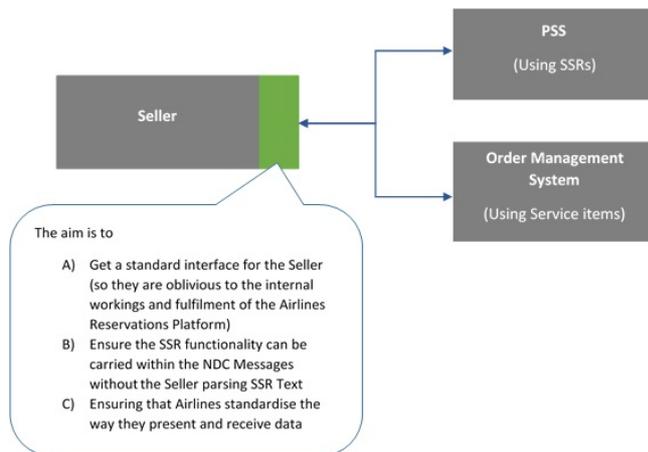
Special Service Requests (SSR) are best described as snippets or strings of information in an Airline Reservations System that are formatted for programmatic use and ingestion to describe a service or additional piece of information that is required about the passenger. Initially SSR's were used for special requests (such as a wheelchair request) at the Airport and are only sent to carriers participating in the Itinerary prior to travel. However, their flexibility has lead them to be used for a variety of purposes over the years and are used to store non service related items, such as email addresses, postal address, GST information, disabled information etc. In the move to distribution over XML using the standards set forth by the Offers and Orders Groups, the notion of a traditional 'SSR' as a formatted string does not conform to the transmission standards of today where XML, JSON or other is being used.

This section describes how the SSR information should be modelled and carried through new distribution messages.

The benefit of mapping the SSR information into the model allows for:

- A standardized way for Sellers to request and receive services
- A richer model for information to be broadcast and received
- The ability for a Seller to interact with a carrier using a PSS and SSRs and a Carrier using an Order Management system in the same manor
- Minimal impact for a Seller if an airline changes their internal service delivery fulfilment.

This section will detail how SSR's that are used today and how they should be mapped to an XML message for Sellers and interline parties to understand and use. The use of an SSR within the context of an XML message will enable the reconstruction of an SSR on either side. There is no loss of information, but a standardized way to communicate this information across parties.



# SSR Categorisation

## Categorisation

SSR's have been broken into multiple categories to best determine their mapping to an XML message. The following categories have been created and used to describe the function of the SSR within Enhanced Distribution.

---

### Service

An SSR will be defined as a Service if it:

- A SSR that delivers a 'service on demand' and which may follow through as a service item in an Order Management system.
- An SSR that does not require specific information over that of a ServiceDefinition as modelled in the AIDM.

All Service SSR's will be mapped to a Service Item using the format set forth in Service items Section.

*Note that a Service may also require 'Information' and has been described so within the Services Section.*

---

### Information

- A SSR that does not deliver a specific service to the passenger.
- A SSR that has specific data requirements outside the scope of a ServiceDefinition.

All Information SSR's will be mapped depending on their attributes in existing elements or added to the Offers or Order Group queues to add missing information. Each implementation will be specific as they require specific information.

Information SSR's can be further Categorized into the following areas:

- Offer Related,
  - Payment Related,
  - Passenger Related (Info or Preference).
- 

### Obsolete

A SSR that is no longer relevant within Enhanced Distribution (for example a some of the OTHS SSR's that are used today as a messaging vehicle to call for action from Airlines to Agents).

---

### Airline Own

Airline specific SSR's will not be mapped within, however the principle for mapping (service / Information etc) should be treated as the same.

---

### Other

SSR's that do not fit in the above categories.

## List of Service SSRs

This page contains the SSR's which have been identified as a service and will be documented within this section.

SSR	SSR name	Request Context	Response Context	Service Categorisation Structure
AOXY	Airline Supplied Oxygen	Passenger Preference	Service	Medical
AVIH	Animal in Hold	Passenger Preference	Service	Baggage
AVML	Vegetarian Hindu meal	Passenger Preference	Service	Meal
BBML	Baby meal	Passenger Preference	Service	Meal
BIKE	Bicycle	Passenger Preference	Service	Baggage
BLML	Bland meal	Passenger Preference	Service	Meal
BLND	Blind Passenger	Passenger Info	Service	Passenger
BSCT	Bassinet/carrycot/baby basket	Passenger Preference	Service	Seat
BULK	Bulky Baggage	Passenger Preference	Service	Baggage
CBBG	Cabin Baggage	Passenger Preference	Service	Baggage
CHML	Child meal	Passenger Preference	Service	Meal
COUR	Courier	Passenger Preference	Service	Baggage
DBML	Diabetic meal	Passenger Preference	Service	Meal
DEAF	Deaf Passenger	Passenger Info	Service	Passenger
DPNA	Disabled passenger with intellectual or developmental disability needing assistance	Passenger Info	Service	Passenger
ESAN	Passenger with Emotional Support/Psychiatric Assistance Animal in Cabin	Passenger Preference	Service	Baggage
EXST	Extra seat	Passenger Preference	Service	Seat
FPML	Fruit Platter meal	Passenger Preference	Service	Meal
FRAG	Fragile Baggage	Passenger Preference	Service	Baggage
FQTU	Frequent traveler requesting redemption for upgrade at the same time as obtaining accrual	Passenger Preference	Offer	Loyalty
GFML	Gluten intolerant	Passenger Preference	Service	Meal
HNML	Hindu meal	Passenger Preference	Service	Meal
KSML	Kosher meal	Passenger Preference	Service	Meal
LCML	Low calorie meal	Passenger Preference	Service	Meal
LFML	Low fat meal	Passenger Preference	Service	Meal
LSML	Low salt meal	Passenger Preference	Service	Meal
MAAS	Meet and assist	Passenger Preference	Service	Other
MEQT	Medical Equipment	Passenger Info	Service	Medical
MOML	Moslem meal	Passenger Preference	Service	Meal
NLML	Low lactose meal	Passenger Preference	Service	Meal
NOML	No meal	Passenger Preference	Service	Meal
PDBG	Prepaid baggage (chargeable)	Passenger Preference	Service	Baggage

PDCO	Carbon Offset (chargeable)	Passenger Preference	Service	TBC
PDFF	Frequent Flyer (chargeable)	Passenger Preference	Service	Passenger
PDIE	In-Flight Entertainment (chargeable)	Passenger Preference	Service	IFE
PDLG	Lounge (chargeable)	Passenger Preference	Service	Lounge
PDML	Meal/beverage (chargeable)	Passenger Preference	Service	Meal
PDPT	Pets (chargeable)	Passenger Preference	Service	Baggage
PDRO	Rule override (chargeable)	Passenger Preference	Service	TBC
PDSB	Standby (chargeable)	Passenger Preference	Service	TBC
PDST	Store (chargeable)	Passenger Preference	Service	TBC
PDUG	Upgrades (chargeable)	Passenger Preference	Service	Loyalty
PDUM	Unaccompanied Minor (Chargeable)	Passenger Info	Offer	PDUM
PETC	Animal in Cabin	Passenger Preference	Service	Baggage
POXY	Passenger Own Oxygen	Passenger Preference	Service	Medical
PPOC	Personal Portable Oxygen Concentrator	Passenger Preference	Service	Medical
RVML	Vegetarian raw meal	Passenger Preference	Service	Meal
SFML	Seafood meal	Passenger Preference	Service	Meal
SEAT	Seat Request	Passenger Preference	Service	Seat
SPML	Special meal	Passenger Info	Service	Meal
STCR	Stretcher Passenger	Passenger Preference	Service	Medical
SVAN	Passenger with Service Animal in Cabin	Passenger Info	Service	Baggage
UMNR	Unaccompanied minor	Passenger Info	Service	Other
VGML	Vegetarian vegan meal	Passenger Preference	Service	Meal
VJML	Vegetarian Jain meal	Passenger Preference	Service	Meal
VLML	Vegetarian lacto-ovo meal	Passenger Preference	Service	Meal
VOML	Vegetarian oriental meal	Passenger Info	Service	Meal
WCBD	Wheelchair - Non-spillable battery	Passenger Info	Service	Medical
WCBW	Wheelchair - Wet cell battery	Passenger Info	Service	Medical
WCHC	Wheelchair - C for Cabin (Passenger totally immobile)	Passenger Info	Service	Medical
WCHR	Wheelchair - R for Ramp (Passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft)	Passenger Info	Service	Medical
WCHS	Wheelchair - S for Stairs (Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat)	Passenger Info	Service	Medical
WCLB	Wheelchair - Lithium ion battery	Passenger Info	Service	Medical
WCMP	Wheelchair - Manual power	Passenger Info	Service	Medical
WCOB	On-board Wheelchair (provided by airline)	Passenger Preference	Service	Medical
WEAP	Weapon	Passenger Preference	Service	Baggage
XBAG	Excess baggage	Passenger Preference	Service	Baggage

## Service Category Mapping

All Service categorized SSR's will be defined accordingly to the below mapping from the AIM Model. Note that each SSR needs to be added to its own containing Offer Item Section, in order for the SSR/Service to be cancelled.

Object	Element	SSR Element	Example
ServiceDefinition	OwnerCode	Airline or CRS Designator	BB
ServiceDefinition	ServiceCode	SSR Element Code	Airline Own Designated Identifier

Object	Element	SSR Element	Example
Service	PaxRefID	Name Element	-1BLAKE/ANDREW
Service	PaxSegmentRefID	Flight Segment or Flight Leg	BNESYDBB123Y6SEP
Service	Status Code	Action/Status/Advice Code	NN

Object	Element	Description	SSR Element	Example
N/A	N/A	Service items are unique to each and every service so they can be delivered and accounted for. Therefore a new service will be created for each and every service.	Number of services	1
N/A	N/A	Service items are unique to each and every service so they can be delivered and accounted for. Therefore a new service will be created for each and every service.	Number of services	-1-

Object	Element	Description	SSR Element	Example
TBC	TBC	Depending on the SSR, this could simply be a Name of a service, in which case it would be mapped to the Name Field in the AIM, or a Description in which case it would be mapped to the Description field.	Free Text	.FREE TEXT

# BIKE

## Business Function

To advise the airline of a passenger travelling with a bike. This will allow the airline to determine the pricing and the acceptance on the aircraft.

## Type

- Service

## Scope

- Seller <-> Airline
- Airline <-> Airline

## SSR Example

None	Copy
SSR BIKE PA NN2 JFKLW0002 B15NOV-1GRI/LOGN	

## Mapping in Enhanced Distribution

SSR	SSR Element	NDC XPath	Req
BIKE	SSR Element Code	ServiceDefinition/ServiceCode	Y
PA	Airline or CRS Designator	ServiceDefinition/OwnerCode	Y
NN2	Action/Status/Advice Code	Service/StatusCode	Y
JFKLW0002B 15NOV	Flight Segment or Flight Leg	Service/PaxSegmentRefID	Y
-1GRI/LOGN	Name Element	Service/PaxRefID	Y

### Notes:

- Example shows NN2 for two bikes. This would be treated as 2 Services.
- BIKE should be considered baggage and fall under all rules that support baggage.
- OrderCreateRQ/Request/CreateOrder/CreateOrderItem/OfferItemType/BaggageItem

# AOXY

## Business Function

Used to communicate to the Seller (ORA) that Oxygen is available for a specific flight

## Type

- Service

## SSR Example

None	Copy
SSR AOXY LH KK1 FRAKUL0782C10OCT-1HILTON/OLAMRS.LH MEDA RQST PENDING AUTHORIZATION	

## Enhanced Distribution Mapping

Within enhanced distribution, this information will be represented by a Service for that specific flight segment. If the oxygen is not confirmed at time of order creation, the Service Item can be updated (confirmed) at a later stage which the Seller being advised via OrderViewRS or OrderChangeNotif.

However there is no structure available in schema to request Oxygen, there is a need to create a secondary confirmation by the DP of oxygen for a specific flight

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

## List of Information SSRs

This page contains the SSR's which have been identified as an information and will be documented within this section. Some SSRs are not currently supported by the Enhanced Distribution.

SSR	SSR Name	Request Context	Response Context
ACKI	Automated Check-In	N/A Airline Process	Order Info
CHLD	Child	Passenger Info	Offer
CLID	Client Identification	Passenger Info	Order Info
CRUZ	Cruise Passenger	Passenger Info	Offer
CTCE	Passenger contact information e-mail address	Passenger Info	Order Info
CTCM	Passenger contact information mobile phone number	Passenger Info	Order Info
CTCR	Passenger contact information refused	N/A	N/A
DCRW	Crew Booking	Passenger Info	Offer
DEPA	Deportee—accompanied by an escort	Passenger Info	Offer
DEPU	Deportee—unaccompanied	Passenger Info	Offer
DOCA	API—Passenger Address Information	Passenger Info	Offer Info
DOCO	API—Passenger Other Supplementary Information	Passenger Info	Offer Info
DOCS	API—Passenger Travel Document	Passenger Info	Offer Info
EPAY	Electronic Payment Authorisation	Payment Info	Payment Info
FOID	Form of Identification	Passenger Info	Order Info
FQTR	Frequent traveller award redemption journey	Passenger Info	Offer
FQTS	Frequent traveller service benefit information	Passenger Preference	Offer
FQTV	Frequent traveller mileage program information	Passenger Info	Order Info
GPST	Group Seat Request	Passenger Info	Offer
GRPS	Passenger travelling together over one or more segments utilising a common identity assigned by the booking Member	Passenger Info	Offer
GSTA	Goods and Services Tax Business Address	Passenger Info	Offer
GSTE	Goods and Services Tax Business E-mail	Passenger Info	Offer
GSTN	Goods and Services Tax Number	Passenger Info	Offer
GSTP	Goods and Services Tax Business Phone Number(s)	Passenger Info	Offer
HRIC	Human Remains in Cabin	Passenger Info	Advice
INAD	Inadmissible Passenger	Passenger Info	Offer
INFT	Infant	Passenger Info	Offer
LANG	Specify language(s) spoken	Passenger Info	Offer
NRSB	Non-Revenue Standby Passenger	Passenger Preference	Offer
PCTC	Passenger emergency contact information	Passenger Info	Order Info
RFTV	Reason for Travel	Passenger Info	Order Info
SEAT	Pre-reserved seat requested	Passenger Preference	Offer
SEMN	Ship's Crew—Seamen	Passenger Info	Offer
SLPR	Berth/Bed in the cabin but excludes stretcher	Passenger Preference	Offer
TKTL	Ticketing Time Limit	N/A	Advice
TLAC	Time Limit Auto Cancel Exemption	N/A	Advice
TWOV	Transit/transfer without Visa	Passenger Info	Advice

# ACKI

## Business Function

Automated check-in is a service provided by the Member where a passenger will automatically be checked in after the flight enters the check-in window. It is recommended to assign a seat in advance if possible. If no seat was selected, a seat may be assigned during the check-in process. The passenger may have the opportunity to change his seat before departure. After the check-in process the boarding pass is sent to the passenger. There are two options for receiving the boarding pass; the Member will send the boarding pass to either an e-mail address or mobile phone number.

If the boarding pass needs to be sent to an e-mail address, the following formats can be requested:

1. PDF File
2. Mobile Boarding Pass
3. Mobile Boarding Pass pushed to the airline's App.

If the boarding pass needs to be sent to a mobile phone number, the following formats can be requested:

1. Mobile Boarding Pass
2. Mobile Boarding Pass pushed to the airline's App.

The preferred delivery method, either e-mail or mobile device, is specified in the request. The standard of delivering the boarding pass is the presence of the SSR CTCE or CTCM.

The SSR ACKI is used to request automated check-in. The formatted free text of this SSR contains the preferred delivery method as well as the format of the boarding pass.

## Type

- Service
- Passenger Information

## SSR Example

None	Copy
SSR ACKI US NN1 PHLAX0797F14FEB.CTCM/MBP	
None	Copy
SSR ACKI US NN1 LAXPHL0796F21FEB.CTCM/MBP	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	ACKI
(c)	Airline Designator (3 character codes are preceded by an oblique)	2an or 3a	US or /USA
(d)	Action Code	2a	NN
(e)	Number of services (without leading zeros)	1n	1
(f)	Departure Airport	3a	PHL
(g)	Arrival Airport	3a	LAX
(h)	Flight number (with leading zeros)	4n	797
(i)	RBD	1a	F
(j)	Date	2n 3a	14-Feb
(k)	If applicable, Name Element, preceded by a hyphen	Refer to Name Element paragraph	-1PURVIS/DERYLMRS
(l)	Boarding pass delivery preference preceded by a period (mandatory)	4a	.CTCM or .CTCE
(m)	Boarding pass format preference preceded by an oblique (mandatory)	3a	/MBP
	In conjunction with CTCE: PDF- PDF File MBP-Mobile boarding pass APP-Mobile boarding pass pushed to App.		
	In conjunction with CTCM: MBP-Mobile boarding pass APP-Mobile boarding pass pushed to App.		

## Mapping in Enhanced Distribution

Partially Supported.

A Service can be used to offer automated check-in to the passenger as a preference. However the collection of their boarding pass preferences has not currently been modelled.

If you require this please contact [standards@iata.org](mailto:standards@iata.org) to add this to the enhanced distribution messages.

# CHLD

## Business Function

To advise that the Passenger is a child.

## Assumptions

- N/A

## Type

- Passenger Information

## SSR Example

None	Copy
SSR CHLD KL HK1/05JAN01-1GATINET/MATTHIEU MSTR	

None	Copy
SSR CHLD QF HK1/03JAN98-1VANSTAEN/GUILHERME MSTR	

## SSR Structure

	Components	Number and Type of Characters	Example
(a)	Supplementary Identifier (Mandatory)	3a	SSR
(b)	Special Service Requirement Code (Mandatory)	4a	CHLD
(c)	Airline Designator (Mandatory)	2an or 3a	A4, QF or ABC
(d)	Action/Status/Advice Code (Mandatory)	2a	HK
(e)	Number in Party (1) for this SSR (Mandatory)	1n	1
(f)	Separator (Mandatory, if date of birth follows)	Oblique	/
(g)	Date of Birth (ddmmmyy) (Optional)	2n 3a 2n	05-Jan-01
(h)	Hyphen (Mandatory, if associated name follows)	hyphen	—
(i)	PNR Associated Name including Number in party		1ALLEYNE/JENNIFER

## Mapping in Enhanced Distribution

XPath: IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

XPath: IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/AgeMeasure

# CLID

## Business Function

Used to store the Client Identification Number.

## Assumptions

- CLID is used by the airlines to send a unique ID assigned to a corporation so that employees of that corporation can receive the negotiated private fare or service.

## Type

- Passenger Information

## SSR Example

None	Copy
SSR CLID KL HK/ABC000NL.GOLD-1SMIT/BRIAN	

## SSR Structure

	Components	Number and Type of Characters	Mandatory or Optional	Examples
(a)	Element Identifier SSR	3a	Mandatory	SSR
(b)	SSR Element Code	4a	Mandatory	CLID
(c)	Airline Designator (3 character codes are preceded by an oblique) (YY not permitted)	2an or 3a	Mandatory	KL
(d)	Status code followed by an oblique (/)	2a	Mandatory	HK/
(e)	Fixed Text	Max. 25an	Mandatory	ABC000NL
(f)	Tier level preceded by a period	Alpha or numeric	Optional	.GOLD
(g)	If applicable, Name Element, preceded by a hyphen	Refer to Name Element paragraph	Mandatory	-1SURNAME/NAME

## Mapping in Enhanced Distribution

XPath: IATA\_OrderCreateRQ/Party/Participant/Corporation/CorporateID

# CRUZ

## Business Function

Used to identify that the passenger is a Cruise Passenger (either connecting from or connecting to a Cruise)

## Type

- Passenger Information

## SSR Example

None	Copy
SSR CRUZ DL HK/ATLMIA1125Y09MAY.CARNIVAL CRUISE	

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

# CTCE

## Business Function

To transmit and store the passengers email address within the Order.

## Type

- Passenger Information

## SSR Example

None	Copy
SSR CTCE LH HK1/C.CULLINANE//FREEWEB./INC.COM-1CULLINANE/CARRIMRS	
None	Copy
SSR CTCE LH HK1/MICHELLE..DIVA//NOBILTY.ORG/DE-1DIVA/MICHELLEMRS	

## SSR Structure

Due to the limited character set within EDIFACT the below table describes the mapping to parse the email from EDIFACT to and XML friendly email address.

Use // (double slash) in place of @ (at sign), use “..” (double dot) in place of “\_” (underscored) and use “./” (dot slash) where a-(dash) is needed in E-mail address.

Source Text	Transform to
//	@
..	_
./	-

## Mapping in Enhanced Distribution

Mapping of the Passengers email shall go into the EmailAddress Element of the ContactInfo Object and linked to the Pax Object:

### Email

XPath: IATA\_OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/EmailAddress

### Passenger

XPath: IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax

# CTCM

## Business Function

To transmit and store the passengers telephone number within the Order.

## Type

- Passenger Information

### SSR Example

None	Copy
SSR CTCM LH HK1/12021234567-1CULLINANE/CARRIMRS	
None	Copy
SSR CTCM LH HK1/496987654321/DE-1DIVA/MICHELLEMRS	

## Mapping in Enhanced Distribution

Mapping of the Passengers Telephone number shall go into the Phone Element of the ContactInfo Object and linked to the Pax Object:

### Phone

XPath: IATA\_OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/Phone

### Passenger

XPath: IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax

# CTCR

## Business Function

To provide advice from the Seller to the Airline advising the passenger has declined to provide contact information.

## Type

- Passenger Information

## SSR Example

None	Copy
SSR CTCR BA HK1/REFUSED	

## SSR Structure

- SSR CTCR AirlineCode StatusCode "REFUSED"

## Mapping in Enhanced Distribution

This does not map to Enhanced Distribution, if not details are provided this will be evident in the XML message. The Airline will determine via message validation if the information provided is sufficient or not.

# DCRW

## Business Function

Used to identify crew bookings on partner bookings (as bilaterally agreed).

## Type

- Passenger Information

## Assumption

- SSR does not need to relate to the specific segment, but to the Order

## SSR Example

None	Copy
SSR DCRW DL HK1 DTWSLC1173Y10AUG-1CREW/ONE	

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

# DEPA

## Business Function

To advise that passenger is a deportee travelling accompanied with an escort.

## Type

- Passenger Information

## Assumptions

- N/A

## SSR Example

None	Copy
SSR DEPA	

## SSR Structure

- Not documented in AIRIMP.

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

The use of PTC is a possible solution. Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# DEPU

## Business Function

To advise that passenger is an unaccompanied deportee.

## Type

- Passenger Information

## Assumptions

- N/A

## SSR Example

None	Copy
SSR DEPU	

## SSR Structure

- No documented in AIRIMP

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

The use of PTC is a possible solution. Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org)

# DOCA

## Business Function

This SSR is used to transmit and store Advanced Passenger Information Address which is sometimes required by the departure or arrival authorities.

## Assumptions

- N/A

## Type

- Passenger Information

## SSR Example

A passenger's residence address is 1600 Smith Street, Houston, Texas 77001, United States of America:

None	Copy
SSR DOCA CO HK1MADLHR0455Y28JUN/R/US/1600 SMITH STREET/HOUSTON/TX/ SSR DOCA CO ///77001	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCA
(c)	Airline Designator	2an or 3a	CO or /ABB
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1-3n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planing Point	3a	JFK
	(iii) Flight Number	4n	234
	(iv) Class of Service	1a	F
	(v) Date (DDMMM)	5an	03-Oct
(g)	Type of Address D = destination, R = residence	1a	/R
(h)	Country	1-3a	/USA
(i)	Address Details	Max. 35an	/1600 SMITH STREET
(j)	City	Max. 35a	/HOUSTON
(k)	State/Province/County	Max. 35a	/TX
(l)	Zip Code/Postal Code	17an	/77001
(m)	Infant Indicator I = Infant (if an infant not occupying seat)	1a	/I
(n)	Name Information (If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	Hyphen	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo

# DOCO

## Business Function

This SSR is used to transmit and store supplementary information of Advanced Passenger Information which is sometimes required by the departure or arrival authorities.

## Assumptions

- N/A

## Type

- Passenger Information

## SSR Example

- A passenger requiring two Visa documents for this PNR:

None	Copy
SSR DOCO BA HK1MADLHR0455Y28JUN//V/9891404/LONDON/14MAR03/ SSR DOCO BA ///US-1STEVENSON/JOHNMR	

None	Copy
SSR DOCO BA HK1MADLHR0455Y28JUN//V/586D4FF/WASHINGTON/23AUG01/ SSR DOCO BA ///GB-1STEVENSON/JOHNMR	

- A passenger supplies a United States Redress number for this PNR:

None	Copy
SSR DOCO AA HK1JFKLAX0001Y28JUN//R/1234567890123///US SSR DOCO AA ///-1CADE/BOBBI	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCO
(c)	Airline Designator	2an or 3a	AA or /ABC
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1-3n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planning Point	3a	JFK
	(iii) Flight Number	4n	234
	(iv) Class of Service	1a	F
	(v) Date (DDMMM)	5an	03-Oct
(g)	Place of Birth	Max. 35a	/AMBER HILL GBR
(h)	Supplementary Travel Information Type	1a	/V
	Visa Number ... V		
	Redress Number ... R		
	Known Traveler Number ... K		
(i)	Supplementary Travel Information Number	Max. 25an	/9891404
(j)	Place of Issue	Max. 35a	/LONDON
(k)	Issue Date	7an	/14MAR03
	DDMMYY		
(l)	Country/State for which the Supplementary Travel Information is applicable	1-3a	/USA
(m)	Infant Indicator	1a	/I
	I = Infant (if an infant not occupying seat)		
(n)	Name Information		

	(If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	Hyphen	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

### Mapping in Enhanced Distribution

**XPath:** OrderCreateRQ/Request/DataLists/PaxList/Pax/IdentityDoc

## DOCS

### Business Function

This SSR is used to transmit and store Advanced Passenger Information is sometimes required by the departure or arrival authorities.

### Assumptions

- N/A

### Type

- Passenger Information

### SSR Example

Mr. John Stevenson is travelling with an American identity card number A23145890 and a Singaporean Passport number S78654091.

Note: These example have been split into two lines as the first line exceeds the maximum limit of 69 characters.

None	Copy
SSR DOCS BA HK1MADLHR0455Y28JUN/P/SGP/S78654091/SGP/12JUL64/M/23OCT05/ SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR SSR DOCS BA HK1LHRLAX0269Y01JUL/C/US/A23145890/SG/12JUL64/M/12JUL04/ SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR SSR DOCS BA HK1LAXAKL7302Y03JUL/P/SGP/S78654091/SGP/12JUL64/M/23OCT05/ SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR	

### SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCS
(c)	Airline Designator	2an or 3a	AA or /ABC
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planing Point	3a	JFK
	(iii) Flight Number	4n	234
	(iv) Class of Service	1a	F
	(v) Date (DDMMM)	5an	03-Oct
(g)	Travel Document Type	1-2a	/I
	Approved non-standard identity documents used for travel (as defined by the issuing Country/State) ... F		
	Identity Card (as defined by the issuing Country/State) ... A		
	Identity Card (as defined by the issuing Country/State) ... C		
	Identity Card (as defined by the issuing Country/State) ... I		
	Military ID ... M		
	Passport Card ... IP		
	Passenger Passport ... P		
(h)	Travel Document Issuing Country/State	1-3a	/USA
(i)	Travel Document Number	Max. 15an	/D23145890
(j)	Passenger Nationality	1-3a	/USA
(k)	Date of Birth DDMMYY	7an	/12JUL64
(l)	Gender of Passenger F = female, M = male, FI = female infant, MI = male infant and U = Undisclosed Gender	1-2a	/M
(m)	Travel Document Expiry Date ((1))DDMMYY	7an	/12JUL04
(n)	Travel Document Surname ((1))	Max. 30a	/STEVENSON
(o)	Travel Document First Given Name ((1))	Max. 30a	/JOHN

(p)	Travel Document Second Given Name ((1))	Max. 30a	/RICHARD
(q)	If multi-passenger passport and this SSR is for the primary passport holder, include the letter (H)	1a	/H
(r)	Name Information		
	(If the primary travel document information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	Hyphen	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

(1) As it appears on the official travel document, including only alpha characters and spaces.

### Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/IdentityDoc

# EPAY

## Business Function

EPAY SSR used to transmit and store payment information such as Credit Card or Voucher Information etc.

## Assumptions

- N/A

## Type

- Payment Information

## SSR Example

None	Copy
SSR EPAY TF NN1 AP/123456789	
None	Copy
SSR EPAY TF NN1 AP/123456789-1JONES/MARYMRS.PROMOTION	
None	Copy
SSR EPAY TF NN3 VP/AB12345QC-3FULLER/ABBYMRS/BOBMR/JONATHANMSTR	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier		SSR
(b)	Special Service Requirement Code		EPAY
(c)	Action Identifier—airline participating in service		TF
(d)	Action code followed by number in party for this SSR		NN1
(e)	Payment type	2an	AP
		Valid payment types are:	
		AP—Account payment;	
		AC—Airline card;	
		CC—Credit card;	
		CP—Coupon payment;	
		VP—Voucher payment.	
(f)	Payment reference		/123456789
(g)	Name (optionally) if not for all passengers (preceded by hyphen)		- 1JONES/MARYMRS
(h)	Free text (preceded by period)		.FREE TEXT

## Mapping in Enhanced Distribution

Information such as Credit card, vouchers etc will be transmitted via the below XPath and can be mapped to the SSR EPAY if required.

**XPath:** OrderCreateRQ/Request/PaymentInfo

# FOID

## Business Function

Used to define the Form of ID of passenger check-in identification.

## Assumptions

- N/A

## Type

- Passenger Identification Form

## SSR Example

The two-character code for type of ID is a two-character alpha code that includes:

- CC (credit card);
- DL (driver's license);
- FF (frequent flyer);
- PP (passport);
- NI (national identity);
- CN (confirmation number or Record Locator);
- TN (ticket number);
- ID (locally defined ID number).

Notification that passport will be used as form of identification for Passenger Check-in Identification:

None	Copy
SSR FOID LH HK1/PP-1JOHNSON/GAYLE	

Notification that a photo Texas (TX) driver's license, with number specified, will be used as Form of Identification for Passenger Check-in Identification:

None	Copy
SSR FOID LH HK1/DLTX9P123ABC456-1KAYOUM/CARYMRS	

Notification that Frequent Traveller Card will be used as Form of Identification for Passenger Check-in Identification:

None	Copy
SSR FOID LH HK1/ FF LH 992222901234561-1SEXTON/AMY	

Notification that a truncated Diners Club Credit Card number will be used as Form of Identification for Passenger Check-in Identification.

None	Copy
MUCRM1A .SWIRM1G SWI1G QWERTY/ABC/57256802/STO/1G/T/SE 1SUNDSFJORD/YNGVAR SK0909Y10JUN CPHEWR HK1 SK0910Y20JUN EWRCPH HK1 SSR FOID SK HK1/ CC DC 361412XXXX3434-1SUNDSFJORD/YNGVAR	

Notification that a truncated Credit Card number will be used as a form of identification at check-in for two passengers travelling together.

None	Copy
UCRM1A .SWIRM1G SWI1G QWERTY/ABC/57256802/STO/1G/T/SE 1ALLEYNE/JENNIFER MISS 1PERKINS/JOANNA MRS SK0909Y10JUN CPHEWR HK2 SK0910Y20JUN EWRCPH HK2 SSR FOID SK HK2/CCVI492912XXXXXX6789	

Notification that a Frequent Traveller Card will be used as a form of identification at check-in for all passengers within the PNR:

None	Copy
SSR FOID AF HK34/FFAF103827162	

Notification that a Frequent Traveller Card will be used to as form of identification at check-in for several passengers travelling together causing a continuation line.

None	Copy
SSR FOID IB HK4/FFIB135847361-1CORKING/STEPHEN 1MATTHEWS/DOMINIC SSR FOID IB ///2GUBERT/LAURENT/NEO MSTR	

### SSR Structure

	Components	Number and type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Code	4a	FOID
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	KL
(d)	Action/Status/Advice Code	2a	HK
(e)	Number of services (without leading zeros)	1-3n	1
(f)	Separator start of structured text	1	/
(g)	Structured text, as applicable		PP1234567
(h)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1RED/PETER
(i)	If applicable, free text, preceded by a period character.	As defined	.FREE TEXT

### Mapping in Enhanced Distribution

XPath: IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/FOID

## FQTR

### Business Function

FQTR is used for redemption journeys for which mileage credit should not be accrued

### Assumptions

- N/A

### Type

- Passenger Information

### SSR Example

- Example 1—Message advising redemption journey:

None	Copy
SSR FQTR QF HK1 MELSVD 0004Y14APR-1BURNSIDE/DAISYMS.QF0260119	

- Example 2—Message selling free transportation to NW:

None	Copy
SSR FQTR NW SS1 B0SJFK 3707Y30SEP-1FERNANDES/ANNAMRS.KL 2405990082/FREE	

- Example 3—an SSR item advising the tier level of a frequent traveller entitled to service benefits while travelling on a redemption journey:

None	Copy
SSR FQTR AC HK1 YYZYUL859Y20APR-1RUF/UWE.LH192001234567891/G	

### SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	FQTV (or FQTU, FQTS, FQTR)
(c)	Airline Designator	2an or 3a	UA
(d)	Status Code	2a	HK
(e)	Number of services	1a	1
(f)	Departure Airport	3a	FRA
(g)	Arrival Airport	3a	ORD
(h)	Flight number (with leading zeros)	4n	6500
(i)	RBD	1a	C
(j)	Date	2n 3a	12-Oct
(k)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	1NAME/FIRSTNAME
(l)	Passenger's "Frequent Traveller" identification (airline code and account number) preceded by a period	Max. 25an	.LH192001234567891
(m)	Passenger's "Frequent Traveller" tier level (free flow text, alpha or numeric, can be one or more characters) preceded by an oblique (/) (e.g. "GC" (11) for Gold, "S" (2) for Silver, PLATINUM for Platinum.	Max. 35an	/GC
			/2
			/PLATINUM

### Mapping in Enhanced Distribution

FQTR is an internal process and therefore not a feature to be supported in Enhanced Distribution.

# FQTS

## Business Function

FQTS plus FQTV are used in the event that a frequent traveller wishes to both accrue miles in one airline's scheme and also be recognised for the reason of service benefits through a different airline's scheme.

## Assumptions

- N/A

## Type

- Passenger Information

## SSR Example

None	Copy
SSR FQTS BA HK/BA 12345678-MARCMR	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	FQTV (or FQTU, FQTS, FQTR)
(c)	Airline Designator	2a or 3a	UA
(d)	Status Code	2a	HK
(e)	Number of services	1a	1
(f)	Departure Airport	3a	FRA
(g)	Arrival Airport	3a	ORD
(h)	Flight number (with leading zeros)	4n	6500
(i)	RBD	1a	C
(j)	Date	2n 3a	12-Oct
(k)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	1NAME/FIRSTNAME
(l)	Passenger's "Frequent Traveller" identification (airline code and account number) preceded by a period	Max. 25an	.LH192001234567891

## Mapping in Enhanced Distribution

Multiple Loyalty Programs can be added in the Enhanced Distribution request, however there is currently no support for the passenger to choose which program to accrue points, and which program to use the benefits from

**XPath:** IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/LoyaltyProgramAccount – to add multiple accounts to order

# FQTV

**Business Function** To store the Passengers Frequent Flyer Details. If FQTV is only to be used it will be assumed to be for both mileage accrual and service benefits within the Airline.

**Assumptions**

- N/A

**Type**

- Passenger Information

**SSR Example**

None	Copy
SSR FQTV DL HK/DL 12345-JONES/JAMES	

None	Copy
SSR FQTV UA HK1 FRAORD 6500C12OCT-1RUF/UWE.LH192001234567891	

**SSR Structure**

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	FQTV (or FQTU, FQTS, FQTR)
(c)	Airline Designator	2an or 3a	UA
(d)	Status Code	2a	HK
(e)	Number of services	1a	1
(f)	Departure Airport	3a	FRA
(g)	Arrival Airport	3a	ORD
(h)	Flight number (with leading zeros)	4n	6500
(i)	RBD	1a	C
(j)	Date	2n 3a	12-Oct
(k)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	1NAME/FIRSTNAME
(l)	Passenger's "Frequent Traveller" identification (airline code and account number) preceded by a period	Max. 25an	.LH192001234567891

**Mapping in Enhanced Distribution**

**XPath:** IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/LoyaltyProgramAccount

# GRPS/GPST

## Business Function

To advise that passenger is travelling as a part of group.

## Assumptions

- N/A

## Type

- Passenger Information

## SSR Example

- Group name is used in place of the individual names of all passengers:

None	Copy
SSR GRPS PA TCP40 SITA/TOUR	

None	Copy
SSR GRPS/DAN TCP255 WORLDSPAN/TOUR	

- Group seats (names unknown, group total 40):

None	Copy
SSR GPST LX NN40AMSGVA0795Y14FEB.30N10S	

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/PaxGroup

# GSTA

**Business Function** To transmit and store the Goods and Services Business Address of the Passengers' Business from the Seller to the Airline

## Assumptions

- N/A

## Type

- Organisation Information

## SSR Example

None	Copy
SSR GSTA AI HK1/IND/11 FLOOR ONE HORIZON CENTER/SECTOR 43 DLF PH V/	
None	Copy
SSR GSTA AI ///CHENNAI/TAMIL NADU/603024-1MEEKS/SOPHIEMS	
None	Copy
SSR GSTA AI HK1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI/	
None	Copy
SSR GSTA ///MAHARASHTRA - 1BRYANT/TEDDYMR	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTA
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country	1-3a	/IND
(g)	Address Line 1	Max. 35 an	/11 FLOOR ONE HORIZON CENTER
(h)	Address Line 2	Max. 25 an	/SECTOR 43 DLF PH V
(i)	City	Max. 25 an	/CHENNAI
(j)	State or Province or County	Max. 25 an	/TAMIL NADU
(k)	Zip Code or Postal Code	17an	/602024
(l)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

## Mapping in Enhanced Distribution

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

# GSTE

**Business Function** To transmit and store the Goods and Services Business Email of the Passengers' Business from the Seller to the Airline

**Assumptions**

- N/A

**Type**

- Organisation Information

**SSR Example**

None	Copy
SSR GSTE AI HK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS	

**SSR Structure**

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTE
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country	1-3a	/IND
(g)	Business Email	Max. 35an	/GST.INFO//IBMGST.IN
(h)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

Note: Use // (double slash) in place of @ (at sign), use “..” (double dot) in place of “\_” (underscore), and use “./” in place of a “-” in email addresses.

**Mapping in Enhanced Distribution**

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

# GSTN

## Business Function

To transmit and store the Goods and Services Tax Number of the Passengers' Business from the Seller to the Airline

## Assumptions

- N/A

## Type

- Organisation Information

## SSR Example

None	Copy
SSR GSTN AI HK1/IND/22AAAAA0000A1Z5/IBM-1MEEKS/SOPHIEMS	

None	Copy
SSR GSTN AI HK1/IND/12ABCD0000A1Z6/ECLIPSE-1BRYANT/TEDDYMR	

## SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTN
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country owning GST	1-3a	/IND
(g)	GST Number	Max. 20an	/22AAAAA0000A1Z5
(h)	Name of Company whose GST number is provided	Max. 35an	/IBM
(i)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

## Mapping in Enhanced Distribution

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

# GSTP

**Business Function** To transmit and store the Goods and Services Business Phone Number(s) of the Passengers' Business from the Seller to the Airline

**Assumptions**

- N/A

**Type**

- Organisation Information

**SSR Example**

None	Copy
SSR GSTP AI HK1/IND/9103345229023/9107582221443-1MEEKS/SOPHIEMS	

None	Copy
SSR GSTP AI HK1/IND/9103345229023-1MEEKS/SOPHIEMS	

**SSR Structure**

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTP
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country	1-3a	/IND
(g)	First Business Telephone	Max. 15n	/91 033 45229023
(h)	Second Business Telephone	Max. 15n	/91 07582 22144
(i)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

**Mapping in Enhanced Distribution**

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

# INAD

## Business Function

To advise that passenger is admissible (who is refused admission to a State by its authorities).

## Type

- Passenger Information

## Assumptions

- N/A

## SSR Example

None	Copy
SSR INAD	

## SSR Structure

- No documented in AIRIMP

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

The use of PTC is a possible solution. Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# INFT

## Business Function

To advise that the Passenger is an infant (who is occupying/not occupying the seat).

## Assumptions

- N/A

## Type

- Passenger Information

## SSR Example

- Infant not occupying a Seat:

None	Copy
SSR INFT IB NN1 MADMIA 6123Y20JUN.CAPPA/CLARA 04FEB05	

- Infant Occupying a Seat:

None	Copy
SSR INFT IB NN1 MADMIA 6123Y20JUN-1CLARKE/HALEY MISS.04FEB05 OCCUPYING SEAT	

## SSR Structure

### SSR Structure

1. Infant not occupying a Seat:

Enter a supplementary SSR item using the SSR code "INFT", two character airline designator, action code and the number 1, segment information, then (if needed, according to SSR rules) a hyphen followed by the passenger number and name who is responsible for the infant. After the last field (either the segment information or the passenger name), enter a period (.) which must be followed by the infant name (surname/first-name), space, and date of birth (ddmmmyy). This may be followed with a space and other alpha-numeric free text information.

2. Infant Occupying a Seat:

Enter a supplementary SSR item using the SSR code "INFT", two character airline designator, action code and the number 1, segment information, a hyphen followed by the passenger number and name of the infant, then a period (.), which must be followed only by the infant's date of birth (ddmmmyy), space, and the text OCCUPYING SEAT.

## Mapping in Enhanced Distribution

XPath: IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC XPath:

IATA\_OrderCreateRQ/Request/DataLists/PaxList/Pax/AgeMeasure

# LANG

## Business Function

To advise the Airline the language spoken by the Passenger

## Type

- Passenger Information

## SSR Example

None	Copy
LANG UA HK/MIAJFK0026Y29OCT.PSGR SPEAKS ZULU ONLY	

## SSR Structure

- None supplied

## Mapping in Enhanced Distribution

Enhanced Distribution supports the sending of multiple languages within the Pax Element to signify the language of that Passenger.

**XPath:** OrderCreateRQ/Request/DataLists/PaxList/Pax/LangUsage

# NRSB

## Business Function

To advise that the passenger is non-revenue

## Assumptions

- Seller (ORA) to identify passenger as non-revenue
- Airline to respond with appropriate Offer as bilaterally agreed

## Type

- Passenger Information

## SSR Example

None	Copy
Segment Element ... NW750Y 25MAY MSPDTW SA2/11201407	
None	Copy
Segment Element ... NW745Y 29MAY DTWMSA SA2/15111607	
None	Copy
Supplementary Element ... SSR NRSB NW HK2/310CT95DL12A	

## SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code TWOV;

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# PCTC

## Business Function

To transmit and store the name and telephone number of an Emergency Contact within the Order. Passenger provided contact name may be an entity (such as a travel agency name) or a personal name. The contact should not be a person travelling on the covered flight.

## Type

- Passenger Information

## SSR Example

None	Copy
SSR PCTC JK HK/SUSAN RORY/US12345678900-1RORY/DAVIDMR.WIFE	
None	Copy
SSR PCTC CO HK/BEVERLYS TRAVEL SERVICE/NL312026264219.ONFILE	
None	Copy
SSR PCTC ZY HK/ROBERT CORY/US18373123455-1BAKER/VIRGINIAMS	

## SSR Structure

Enter a supplementary element using the code SSR, code PCTC, two-character airline designator, advice code HK, and oblique (/), passenger provided contact name, oblique (/), country name or two-character alpha ISO country code of the contact country followed by the telephone number.

## Mapping in Enhanced Distribution

To use the ContactType element, however this is not specifically defined.

# RFTV

## Business Function

To advise about passenger's reason to travel to Cuba. An SSR code specific to Cuba-bound itineraries with a "Reason for Travel" sub code must be present in the PNR at the passenger level to meet Cuba travel requirements.

## Type

- Passenger Information

## Assumptions

- N/A

## SSR Example

None	Copy
SSR RFTV DL HK1 ATLHAV 0123 C 01JUL-1EDWARDS/PATRICIAMS.FAMILY	

None	Copy
SSR RFTV DL HK1 ATLHAV 0123 C 01JUL-1EDWARDS/PATRICIAMS.LICEN/CT20161234567	

## SSR Structure

There are a total of 13 reasons for travel to Cuba.

	Reason for Travel Definition	Code
1	family visits;	FAMILY
2	official business of the U.S. government, foreign governments, and certain intergovernmental organizations;	GOVMT
3	journalistic activity;	JOURN
4	professional research or professional meetings;	PRORM
5	educational activities and people to people exchanges;	EDUCA
6	religious activities;	RELIG
7	public performances, clinics, workshops, athletic and other competitions, and exhibitions	PERFO
8	support for the Cuban people;	SUPRT
9	humanitarian projects;	HUMAN
10	activities of private foundations or research or educational institutes;	PRIRM
11	exportation, importation, or transmission of information or information materials;	INFOR
12	certain authorized export transactions.	EXPRT
13	OFAC specific license (followed by number)	LICEN

When using the reason LICEN, an oblique (/) should be used to separate LICEN and the license number. Where other reasons are used, do not include an oblique.

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3:00 AM	SSR
(b)	SSR Element Code	4:00 AM	RFTV
(c)	Airline or CRS Designator (3 character codes are preceded with an oblique)	2 an or 3a	DL or /ABB
(d)	Status Code	2:00 AM	HK
(e)	Number of services (without leading zeros)	1 n	1
(f)	Departure Airport	3:00 AM	ATL
(g)	Airport Arrival	3a	HAV
(h)	Flight number (with leading zeros)	4 n	123
(i)	RBD	1a	Y
(j)	Date	2n 3a	30-Jun
(k)	If applicable, Name element, preceded by a hyphen	Refer to Name Element paragraph	-1EDWARDS/PATRICIA
(l)	Reason for travel	7A	LICEN
(m)	License Number (when applicable) preceded by an oblique	25 an	/CT20161234567

## Mapping in Enhanced Distribution

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# SEAT

## Business Function

To advise the Airline of the Passengers Seat Preference

## Type

- Passenger Information

## Assumptions

- N/A

## SSR Example

- Example 1—Smoking seat/Window:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.SW	

- Example 2—No smoking seat:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.N	

- Example 3—Specific seat request:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.23A23B23C	

- Example 4—Non smoking aisle seat, suitable for lap infant:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.NAI	

## Mapping in Enhanced Distribution

The following mandatory codes specify a section within an aircraft compartment: N—Non-smoking Seat; S—Smoking Seat.

Location Codes are optional and follow the zone code. They may be one or two characters in the following sequence: W—Window Seat A—Aisle Seat B—Bulkhead Seat C—Chargeable Seat (bilateral agreement) E—Exit Row Seat F—Non Chargeable Seat (bilateral agreement) H(1)— Handicapped Seat I—Passenger With Infant L—Leg Space Seat (bilateral) M(1)—Medically Okay to Travel R—Rear-Facing Seat (bilateral agreement) U—Unaccompanied Minor P—Extra seat for comfort - Arm rest can be raised (1) *Requires a separate Supplementary Element defining the medical or handicapped status of passenger.*

Seller to Airline Request:

- TBC

Airline to Seller Response:

- TBC

NDC message SeatAvailabilityRQ/RS can be used to achieve the selection of the seat service. This SSR is requesting a type of seat and if available to reserve it.

# SEMN

## Business Function

To advise that the passenger is a Seaman from a Ships crew.

## Assumptions

- The Seller/ORR can identify the passenger as a Seaman.
- The Airline can respond with an appropriate offer.

## SSR Example

SSR SEMN

## SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code SEMN;

## Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# SLPR

## Business Function

To advise that there is a Berth/Bed in the Cabin (excluding a stretcher).

## Type

- Offer Information

## Assumptions

- To advise the Seller that the Offer has a different product (of a Berth/Bed)

## SSR Example

None	Copy
SSR SLPR	

## SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code SLPR;

## Mapping in Enhanced Distribution

Not specifically supported in Enhanced Distribution however this can be portrayed through Offer information and rich content. If you have a specific requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# TKTL

## Business Function

To advise of the ticketing time limit of the booking prior to ticketing.

## Type

- Ticketing (Payment) Function

## SSR Example

None	Copy
SSR TKTL AV SS/BOG 1700/12AUG	

## SSR Structure

BOGRMAV .ZRHMLX 031540 Record Locator..... ZRHLX AB 1458BC Name Element..... 1VALDERRAMA/J MR Segment Element..... AV070F 17AUG BOGFRA SS1/1105 0705/1 Supplementary Element (ticketing time limit) ..... SSR TKTLAV SS/BOG 1700/12AUG Supplementary Element...OSI AV CTCH BOG 242159

## Mapping in Enhanced Distribution

Mapping of the Ticketing Time Limit into an Enhanced Distribution Message can be found:

**XPath:** OrderViewRS/Response/DataLists/ServiceDefinitionList/ServiceDefinition/PaymentTimeLimitDateTime

DateTime needs to be as per the Contract, for example: 2015-01-13T13:59:38Z

Notes As of 19.1 this node will be moved up to the Order Item Level.

# TLAC

## Business Function

Based on RP1768a—Mandatory Fare Quote and Enforced Ticket Time Limit, a Member may exempt a PNR from automatic cancellation by a Member/CRS.

## Type

- Operational Function

## SSR Example

None	Copy
SSR TLAC 1G/KL EXEMPT.DUE TO SCHEDULE CHANGE	

## SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code TLAC;
- Action Identifier—enter the airline designator of the Members/CRS to take action;
- Oblique
- The airline designator of the airline authorising the exemption;
- The word EXEMPT
- Free text area (optional)—shall be preceded by a period (.).

## Mapping in Enhanced Distribution

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# TWOV

## Business Function

To advise that the passenger is travelling without a Visa.

## Type

- Passenger Information

## SSR Example

SSR TWOV ...

## SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code TWOV;

## Mapping in Enhanced Distribution

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email [standards@iata.org](mailto:standards@iata.org).

# UMNR/PDUM

## Business Function

To advise the Airline that the Passenger is a minor and unaccompanied by an adult. PDUM is a chargeable SSR for unaccompanied minors.

## Type

- Passenger Information

## Assumptions

- N/A

## SSR Example

None	Copy
SSR UMNR BA KK1 LHRC DG 0202Y14MAY.UM07	

## Mapping in Enhanced Distribution

Information required for the Airline to determine this is the presence of one passenger in the booking along with the Age of that passenger. The Airline can respond with an appropriate Offer and Information.

### Seller to Airline Request:

- Age of Passenger to be completed: OrderCreateRQ/Request/DataLists/PaxList/Pax/Birthdate
- Presence of one passenger in the request.

### Airline to Seller Response:

- Offer Returned

## List of Obsolete SSRs (from the perspective of Enhanced and Simplified Distribution)

This page contains the SSR's which have been identified as obsolete due to the limited usage of their function and will not be documented within this section.

If you use this SSR within Enhanced and Simplified Distribution, please email [standards@iata.org](mailto:standards@iata.org).

SSR	SSR Name
SSR	SSR Name
ADMD	Advise Electronic Miscellaneous Document Number
ADPI	Advise Passenger Security Information
ADTK	Advise if ticketed
ASVC	Additional Service
ASVX	EMD document number in back-up message for EDIFACT System Cancel
AUTK	Authorise Ticketing of PNR
CKIN	Other check-in advise for groups
ETLP	Only used by DCS systems - RP1707b, RP1708, RP1719d
FRAV	First Available
GRPF	Group Fare data
GRPK	Group space passive notification
IROP	Irregular Operations
MCOA	MCO Number
MEDA	Medical Case
NAME	Name change caused segment status change
NSSA	No Smoking Aisle Seat
NSSB	No Smoking Bulkhead Seat
NSSR	No Smoking Rear-Facing Seat
NSST	No Smoking Seat
NSSW	No Smoking Window Seat
OTHS	Other actionable information
PDGT	Ground Transportation and Non Air Services (Chargeable)
PDTS	Travel Services (Chargeable)
RLOC	Record Locator
RQST	Seat Request—include specific number or preference
SMSA	Smoking Aisle Seat
SMSB	Smoking Bulkhead Seat
SMSR	Smoking Rear-Facing Seat
SMST	Smoking Seat
SMSW	Smoking Window Seat
SPEQ	Sports Equipment
TKNA	Ticket number - Automated
TKNC	Ticket number - TCN
TKNE	Ticket number - Electronic
TKNM	Ticket number - Manual
TKNR	Notification that an electronically ticketed reservation has been changed
TKNX	

# Overview

The Airline Industry Data Model (AIDM) and its output of XML schemas defines a service as a ServiceDefinition to which a list of ServiceDefinitions can be added into a message.

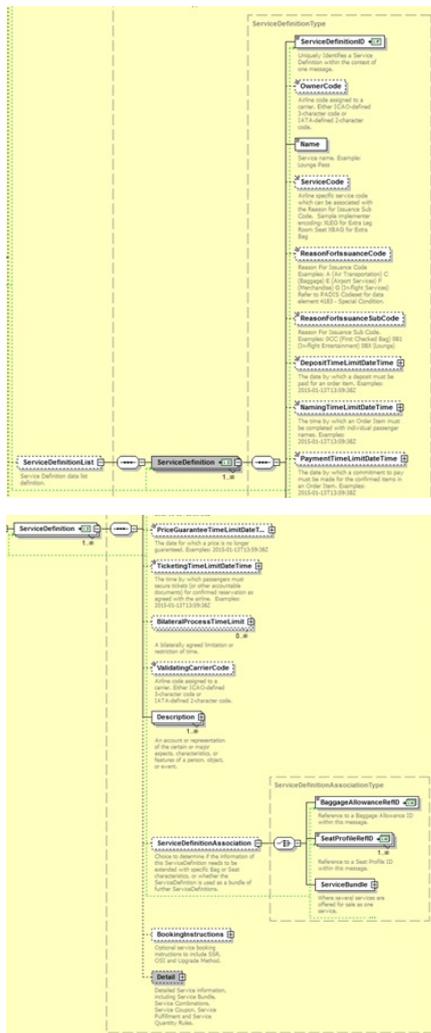
A ServiceDefinition describes the service that can be offered but gives no context to that of a passenger or a flight.

Within the Offer or the Order, a Service element allows the ServiceDefinition to be referenced to the Passenger and the Segment as well as other related ServiceDefinitions.

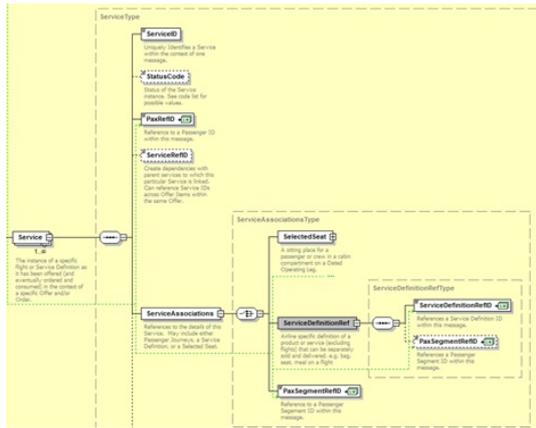
Using a Service to instantiate a ServiceDefinition with related Passenger and Flight Information (optionally) we can construct many of the SSRs we have today.

This section details the current ServiceDefinition and the mapping to an Automated SSR Format.

## Description of a non-flight service



## Instantiation of a Service



# Codesets

Within the standard there are various fields which are not restricted within the schema but refer to the PADIS Codeset.

There are a few reasons for this, namely:

- A change to an enumeration type will require an update to the schema contract
- A field may have a set of codes used within the industry, but also open to bilateral codes if required.

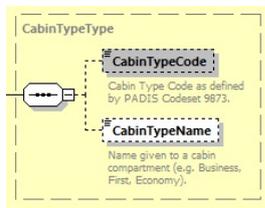
This is a directory of the PADIS codesets when referred to from the annotations within the schemas.

As the PADIS Codeset refers to messages which could be used for other XML and/or EDIFACT messages, this directory specifies which codes are applicable to the Enhanced and Simplified Distribution (EaSD) messages and is the main guide for referral purposes. For example, if a Codeset that is being used by an EaSD message is updated by another industry group, while relevant to that Codeset, it may have no business need within EaSD. Therefore, this section details the enumerations that are applicable to these messages.

This section is broken down into the following sections:

- **Categorisation:** Codesets that categoris products or services
- **Status Codesets:** That define the status of various products, services, offers or orders
- **Warnings and Errors;** Codesets that define specific errors or warnings
- **Other:** Codesets that do not fit into the above categories

For example a schema annotation would say to refer to PADIS codeset 9873:



Which refers to:

Code	Description	Used in E&S Schemas
1	First class, Highest class of service (First Class Category)	Yes
2	Second class, Medium class of service (Business Class Category)	Yes
3	Third class, lowest class of service (all economy/coach class categories)	Yes
4	Economy/coach premium	Yes
5	Economy/coach	Yes
6	Economy/coach discounted	Yes
7	All	Yes

# TTBS Ticket Tax Box Service

For more information, please see: <https://www.iata.org/services/finance/Pages/ttbs.aspx>

## Resolution 728

International Payment Cards	Code
American Express	AX
Discover Card	DS
Diners Club	DC
China UnionPay	UP
Japan Credit Bureau	JC
Mastercard	CA
Universal Air Travel Plan (UATP)	TP
VISA International	VI

## 1001 Document/message name, coded

### 1001 - Document/message name, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
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## 1153 Reference qualifier

### 1153 - Reference qualifier

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Unique passenger reference identification		Active
2	Passenger sequence number		Active
3	Passenger standby number		Active
4	Passenger boarding security number		Active
5	Passenger ticket number		Active
6	Passenger confirmation number		Active
7	Date of birth		Active
700	Exceptional PNR Security Identification		Active
701	Agency grouping identification		Active
702	Ticketing data		Active
703	Message number for free text		Active
704	Message sequence identifier		Active
705	Last meal sequence/order number		Active
706	Gate extension number		Active
707	Mobil unit number		Active
A	Account/Product reference number		Active
B	Business		Active
F	Fax		Active
H	Home		Active
P	Passenger/traveller reference number		Active
S	Segment/service reference number		Active
XX	Not known		Active

## 1245 Status indicator, coded

### 1245 - Status indicator, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
0	Direct		Active
1	Indirect		Active
2	Verified fare information		Active
3	Reissued flown involuntary indicator		Active
700	Fare basis may vary by carrier		Active
701	Fares based on passenger type and/or discount input		Active
702	Fares include US transportation tax where applicable		Active

## 4183 Special condition, coded

### 4183 - Special condition, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
A	Air transportation		Active
B	Surface transportation/non air services		Active
C	Baggage		Active
D	Financial impact		Active
E	Airport services		Active
F	Merchandise		Active
FL	Flight number restriction may apply		Active
G	Inflight services		Active
I	Reserved for individual airline use		Active
RB	Missing or incorrect reservations booking designator (RBD)		Active
RE	Booking/ticketing conditions may apply		Active
RO	User specified reservations booking designator (RBD) has been overridden		Active
SR	Other sales restrictions (e.g.: passenger, point of sale, etc.)		Active

## 6353 Number of units qualifier

### 6353 - Number of units qualifier

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Agent discount AD75N1		Active
10	Electronic ticket discount - child		Active
11	Electronic ticket discount - adult		Active
12	Electronic ticket discount - infant		Active
13	Employee Not filed ZED fare		Active
14	ZED employee - adult		Active
15	ZED employee - infant		Active
16	ZED - common law spouse of employee/retiree		Active
17	ZED - children under 24 years of age		Active
18	ZED - employee or retiree parent		Active
19	ZED - employee child		Active
2	Adult with discount restrictions		Active
20	ZED - employee sibling		Active
21	ZED - employee adult of married employee		Active
22	ZED - partner adult of single employee		Active
23	ZED - partner companion		Active
24	ZED - parent of married employee		Active
25	ZED - parent of single employee		Active
26	ZED - sibling of adult of single employee		Active
27	ZED - common-law spouse - opposite sex		Active
28	ZED - common-law spouse - same sex		Active
29	ZED - widow or widowers adult employee		Active
3	Assistant member of European Parliament		Active
30	Zonal employee discount		Active
31	Weekender fare		Active
32	Family plan - infant		Active
33	Blend of government travel or government contract or military or category Z fares		Active
34	Child - must include age 2 to 11 on ticket for child discount		Active
35	Infant accompanied by a youth		Active
36	Infant with a seat - resident		Active
37	Infant without a seat - resident		Active
38	Inclusive tour infant without a seat		Active
39	Inclusive tour infant with a seat		Active
4	Card carrying holder or holders		Active
40	Labor or worker infant with a seat		Active
41	Military infant with a seat		Active
42	Military infant without a seat		Active
43	Contract bulk - adult		Active
44	Contract bulk - child		Active
45	Contract bulk - infant without a seat		Active
46	Contract bulk - infant with a seat		Active
47	Contract bulk - infant May not be a bulk free		Active
48	Journalist of European Cabinet		Active
49	Journalist of European Committee		Active
5	Card carrying member		Active
50	Loyalty management group		Active
51	Government employee on leave		Active
52	Military - basic training graduate		Active
53	Member of European Parliament		Active
54	Blend of Category Z fares		Active
55	Military incentive certificates		Active
56	Non-revenue standby		Active
57	Negotiated fare - unrestricted rules		Active
58	Parent		Active
59	Private fare - adult		Active
6	Discount cardholder France and overseas depts		Active
60	Registered domestic partner		Active

61	Registered travel companion		Active
62	Senior discounted companion		Active
63	Spouse of European Parliament		Active
64	Sports passenger		Active
65	Restricted tour conductor		Active
66	Passenger agreed upsell		Active
7	Leisure cardholder with France		Active
700	Abonnement		Active
701	Accompanied child		Active
702	Accompanying adult		Active
703	Adult charter		Active
704	Agent discount		Active
705	Air or Sea fares		Active
706	Border Area Argentina		Active
707	Charter		Active
708	Charter - Adult		Active
709	Charter - Youth		Active
70A	Total number of passengers		Active
70B	Number of unique passenger types		Active
70C	Total number of passenger types		Active
70D	Total number of segments priced		Active
70E	Number of stopovers applied to fare breakpoint		Active
70F	Number of surcharges applied to fare breakpoint		Active
70G	Total number of taxes		Active
70H	Total number of passenger facility charges PFC		Active
70I	Total number ZP		Active
70J	Total number of fare calculation or surcharges charges		Active
70K	Flight group number		Active
70L	Tax		Active
70M	Surcharges		Active
70N	PFCs		Active
70O	ZPs		Active
70P	Number of unique PTCs		Active
70Q	Total PTCs		Active
70R	Number of stopovers		Active
70S	Airline staff standby		Active
70T	Bereavement		Active
70U	Family plan infant discount		Active
70V	Group - own use		Active
70W	Military dependents		Active
70X	Military group		Active
70Y	Non-resident		Active
70Z	Disabled person		Active
710	Charter - Child		Active
711	Child discounts		Active
712	City or County Government travel		Active
713	Clergy Standby		Active
714	Companion Fare		Active
715	Companion Fare - Prime		Active
716	Companion Partner		Active
717	Companion with age requirement		Active
718	County Government employee		Active
719	Coupon		Active
71A	Blind passenger		Active
71B	Baggage		Active
71C	Adult contract fare		Active
71D	Airline employee buddy standby fare		Active
71E	Clergy discount		Active
71F	Commuter fare		Active
71G	Convention fare		Active
71H	Coupon discounted fare		Active
71I	Child standby		Active
71J	Emigrant fare		Active
71K	Government inter state fare		Active
71L	Group school party		Active
71M	Inclusive tour child Group		Active

71N	Inclusive tour adult Group		Active
71O	Incentive certificate fare		Active
71P	Internet fare		Active
71Q	Journalist of EUR parliament		Active
71R	Labor adult		Active
71S	Military or DOD not based in the USA		Active
71T	Passenger occupying two seats		Active
71U	Patients traveling for medical treatment		Active
71V	Pilgrim fare		Active
71W	Pilgrim fare Saudi Arabia		Active
71X	Student standby		Active
71Y	Senior citizen with age requirement		Active
71Z	University employee		Active
720	Department of Defense		Active
721	Diplomat		Active
722	Disabled Unable to work Finland		Active
723	Discover the Country (Argentina)		Active
724	Economy Discount		Active
725	Eighty percent disabled persons		Active
726	Family Plan		Active
727	Family Plan Children Discount		Active
728	Family Plan France		Active
729	Family member - 1st accompanying		Active
72A	Visit USA adult		Active
72B	Passenger checked in		Active
72C	Passenger not checked in		Active
72D	Passenger checked in via ITCI		Active
72E	Negotiated fare passenger		Active
72F	Number of meals loaded		Active
730	Family member - 2nd accompanying		Active
731	Females Traveling Alone in France		Active
732	Foreign Worker discount		Active
733	Foreign Worker Infant discount		Active
734	Foreign Worker Children discount		Active
735	Frequent traveler		Active
736	Frequent traveler -adult		Active
737	Frequent traveler - child		Active
738	Government		Active
739	Government and Military Category Z		Active
740	Government Child		Active
741	Government Contract		Active
742	Government Dependent		Active
743	Government Exchange		Active
744	Government Infant		Active
745	Government order Germany		Active
746	Government State fares		Active
747	Government Transportation ordered		Active
748	Group Child		Active
749	Group Infant		Active
750	Group - undefined		Active
751	Group visit another country adult		Active
752	Group visit USA		Active
753	Head of family		Active
754	IATA = Air or Surface		Active
755	Inclusive Tour Child Individual		Active
756	Inclusive Tour Infant		Active
757	Inclusive Tour undefined		Active
758	Independent tour		Active
759	Individual early retirement Finland		Active
760	Individual inclusive tour		Active
761	Individual Ships Crew		Active
762	Indonesian War Veteran Discount Fare		Active
763	Indonesian Parliament Discount Fare		Active
764	Industry		Active
765	Infant discount		Active
766	Infant without seat		Active

767	Infant with seat		Active
768	Job Corp trainee		Active
769	Military charter		Active
770	Military child		Active
771	Military confirmed		Active
772	Military dependents stationed inside USA		Active
773	Military dependents stationed outside USA		Active
774	Military DOD based in USA		Active
775	Military family		Active
776	Military inclusive tour		Active
777	Military infant		Active
778	Military Job Corps		Active
779	Military parents or parents in-laws		Active
780	Military personnel based in USA		Active
781	Military personnel based out USA		Active
782	Military recruit		Active
783	Military reserve		Active
784	Military reserve on active duty		Active
785	Military retired		Active
786	Military retired dependent		Active
787	Military spouse		Active
788	Military standby		Active
789	Mini Fare Argentina		Active
790	Missionary		Active
791	Missionary Spouse		Active
792	NATO or SHAPE personnel		Active
793	Negative Band Intersectors Argentina		Active
794	Other accompanying family member		Active
795	Press		Active
796	Pseudo resident		Active
797	Refugee		Active
798	Resident		Active
799	Resident Abonnement		Active
8	Carnet coupon travel		Active
800	Resident Adult		Active
801	Resident Child		Active
802	Resident family plan child		Active
803	Resident family plan head family		Active
804	Resident family plan infant		Active
805	Resident family plan youth		Active
806	Resident family plan 2nd adult		Active
807	Resident government		Active
808	Resident group		Active
809	Resident infant		Active
810	Resident Senior Citizens		Active
811	Resident Student		Active
812	Resident youth		Active
813	Retiree wholly domestic Argentina		Active
814	Seaman		Active
815	Seaman fares		Active
816	Seaman Government Order		Active
817	Second Passenger		Active
818	Senior citizen confirmed		Active
819	Senior citizen discount		Active
820	Senior citizen standby		Active
821	Special		Active
822	Special Interior Fare Argentina		Active
823	Spouse Fares		Active
824	Standby		Active
825	State government employees		Active
826	Student discount		Active
827	Student Excellence Discount Fare (Indonesia)		Active
828	Student Government Order		Active
829	Swiss Journalist		Active
830	Teachers fares		Active

831	Teacher Wholly domestic		Active
832	Time-saver Fares		Active
833	Tour Guide Conductor		Active
834	Traveling with cello		Active
835	Unaccompanied child		Active
836	Undefined		Active
837	Visit USA child		Active
838	War Veteran Unable to work		Active
839	Youth confirmed		Active
840	Youth Discount		Active
841	Youth standby		Active
842	Youth student		Active
843	Labor child		Active
844	Labor infant		Active
845	80 percent disabled person Finland		Active
846	Second passenger for example companion		Active
847	Disabled, unable to work Finland		Active
848	Government discount Germany		Active
849	Individual early retirement Finland		Active
850	Special interior fare Argentina		Active
851	Border area fare Argentina		Active
852	Intra country restricted fares (Argentina)		Active
853	Adult with age restriction		Active
854	Frequent flyer companion		Active
855	Frequent flyer preferred		Active
856	Visit friends or relatives		Active
857	List of alternates		Active
9	Child of European Parliament member		Active
A	Adult		Active
BS	Block space		Active
C	Child		Active
CP	Corporate		Active
DPI	Total deplaned for this flight leg		Active
F	Female		Active
G	Group		Active
I	Individual		Active
IF	infant female		Active
IM	infant male		Active
IN	Infant		Active
IZ	Individual within a group		Active
L	Airport lounge member		Active
M	Male		Active
ML	Number of meals served		Active
MX	Maximum number of flights desired		Active
N	Military		Active
NC	Number of columns		Active
NL	Number of lines		Active
PX	Number of seats occupied by passengers on board		Active
S	Same surname		Active
SP	Standby positive		Active
SS	Standby space available		Active
T	Frequent traveler		Active
TA	Total seats available to assign		Active
TC	Total cabin class or compartment capacity		Active
TCA	Total cabin or compartment seats with acknowledgment pending for seats		Active
TD	Number of ticket or document numbers		Active
TF	Total number of flight/value coupons		Active
TS	Total seats sold		Active
TU	Total seats unassigned		Active
TUA	Total unassigned seats with acknowledgment pending for seats		Active
U	Unknown		Active
UM	Unaccompanied Minor		Active
WCH	Wheelchair assistance		Active
X	Unspecified		Active

## 9800 Reservation booking designator

### 9800 - Reservation booking designator

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	All cabin classes		Active
A	First Class Discounted		Active
B	Coach Economy Discounted		Active
C	Business Class		Active
D	Business Class Discounted		Active
E	Shuttle Service (No reservation allowed. Seat to be confirmed at check-in.)		Active
F	First Class		Active
G	Conditional Reservation		Active
H	Coach Economy Discounted		Active
J	Business Class Premium		Active
K	Thrift		Active
L	Thrift Discounted		Active
M	Coach Economy Discounted		Active
P	First Class Premium		Active
Q	Coach Economy Discounted		Active
R	Supersonic		Active
S	Standard Class		Active
T	Coach Economy Discounted		Active
U	Shuttle Service (No reservation needed. Seat Guaranteed)		Active
V	Thrift Discounted		Active
W	Coach Economy Premium		Active
Y	Coach Economy		Active

## 9873 Cabin class of service, coded

### 9873 - Cabin class of service, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	First class, Highest class of service (First Class Category)		Active
2	Second class, Medium class of service (Business Class Category)		Active
3	Third class, lowest class of service (all economy/coach class categories)		Active
4	Economy/coach premium		Active
5	Economy/coach		Active
6	Economy/coach discounted		Active
7	All		Active

## 9888 Form of payment identification

### 9888 - Form of payment identification

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
CA	Cash		Active
CC	Credit Card		Active
CK	Check		Active
EF	Electronic funds transfer		Active
IEP	Easy pay		Active

## 9932 Facility type, coded

### 9932 - Facility type, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Movie		Active
10	Short feature video		Active
11	No duty free sales		Active
12	In-seat power source		Active
13	Internet access		Active
14	Unassigned		Active
15	Inseat Video Player/Library		Active
16	Lie-flat seats		Active
17	Additional services		Active
18	Wi-Fi		Active
19	Lie-flat seat first		Active
2	Telephone		Active
20	Lie-flat seat business		Active
21	Lie-flat seat premium economy		Active
22	110V AC power		Active
23	110V AC power first		Active
24	110V AC power business		Active
25	110V AC power premium economy		Active
26	110V AC power economy		Active
27	USB power		Active
28	USB power first		Active
29	USB power business		Active
3	Entertainment on demand		Active
30	USB power premium economy		Active
31	USB power economy		Active
32	Mobile wireless phone service		Active
4	Audio programming		Active
5	Live TV		Active
6	Reservation booking service		Active
7	Duty free sales		Active
700	Meal service		Active
701	Entertainment		Active
8	Smoking		Active
9	Non-smoking		Active
99	Amenities subject to change		Active
ABU	Aerobus		Active
AIR	Air side		Active
BAG	Baggage Area		Active
BEL	Conveyor Belt		Active
BUS	Bus		Active
CAT	Catering		Active
CHK	Check-in area		Active
CLN	Cleaning		Active
COU	Check-in counter		Active
CRW	crew bus		Active
CUB	Curbside		Active
FIR	fire-engine equipment		Active
FUE	Re-Fuelling		Active
GAN	Gangway		Active
GTE	Gate area		Active
ICE	De-icing equipment		Active
JET	Jetway		Active
LIT	Lighting		Active
LND	Land side		Active
LOU	Boarding Lounge		Active
LUG	Luggage		Active
PAN	Remote de-ice plan		Active

PAR	Parking area or stand		Active
PIE	Pier		Active
POW	Ground Power		Active
PUB	Public area		Active
SAT	Satellite		Active
SHU	Shuttle		Active
STD	Stand		Active
STF	Staff in-terminal (e.g. breakroom or operational room)		Active
TAN	Tank truck		Active
TER	Terminal		Active
TOW	Tow tractor with towbar		Active
TWB	Tow tractor without towbar		Active
WAS	A/C washing equipment		Active
WAT	Fresh water equipment		Active

## 9970 Product details qualifier

### 9970 - Product details qualifier

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Reservations classes (PRBD)		Active
2	Physical configuration (ACV)		Active
3	Blocked Seats and/or blocked unit load devices		Active
4	First cabin choice		Active
5	Second cabin choice		Active
6	Default cabin choice		Active
7	Requested RBD cabin		Active
8	Default to any cabin		Active
BAS	Base		Active
CLB	Club Class		Active
CTA	Common Tariff Area		Active
DOM	Domestic		Active
ECO	Economy Class		Active
EQP	Equipment		Active
FST	First Class		Active
INT	International		Active
OB	Offered by booking class		Active
OC	Offered by cabin class		Active
PAR	Parking		Active
PER	Personnel		Active
SB	Sold by booking class		Active
SC	Sold by cabin class		Active
SCH	Schengen		Active
SHU	Shuttle		Active
TRB	Transborder		Active

## FHT Flight haul type

### FHT - Flight haul type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Long-haul 6 hrs plus		Active
2	Medium-haul 3-6 hrs		Active
3	Short-haul up to 3 hrs		Active

## FST Flight segment type

### FST - Flight segment type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Open		Active
2	Passive		Active
3	Service (passive service segment)		Active

## IPT Instant purchase type

### IPT - Instant purchase type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Purchase using certificate credit		Active
2	Ticketless purchase immediately charged to credit card		Active
3	Not an instant purchase		Active
4	Purchase is charged via digital wallet		Active
5	Simultaneous with time of ticketing		Active

# SFB Service fee basis

## SFB - Service fee basis

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Option directly applied to fare. Applicable when using method F when applying an option directly to a fare-not used in an EMD solution.		Active
2	Baggage only. Item was charged a % of a fare fee calculation for excess baggage on the weight system.		Active
3	Item is not available/ applicable due to FQTV status or chosen price class.		Active
4	Item is free of charge due to FQTV status, free baggage allowance, or chosen price class.		Active
5	Not applicable		Active
6	Surcharge		Active

## TDT Touchpoint device type

### TDT - Touchpoint device type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Agent terminal		Active
10	Tablet Native App		Active
2	Web browser		Active
3	Airport kiosk		Active
4	Mobile device		Active
5	Other		Active
6	Unknown		Active
7	Mobile Web Browser		Active
8	Mobile Native App		Active
9	Tablet Web Browser		Active

## TTT Touchpoint transaction

### TTT - Touchpoint transaction

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Order or buy		Active
10	Site referral		Active
11	Other		Active
12	Unknown		Active
2	Check-in		Active
3	Flight information		Active
4	Gate inquiry		Active
5	In-flight		Active
6	Post ticketing		Active
7	Post-flight		Active
8	Pre-flight		Active
9	Shop		Active

# Release Notes

## Release Notes

### Features

#### Offer Messages CR147 Document the Elements

The Offer Groups Document the Elements CR (CR147) was implemented where possible, and deprecation tags added for elements to be removed in the future.

#### Customer Payment Group CR184 Document the Elements

The Customer Payment Groups Document the Elements CR (CR184) was implemented where possible, and deprecation tags added for elements to be removed in the future.

#### Secure Customer Authentication

Support for Secure Customer Authentication using 3DS 2.x was implemented in 20.2.

### Deprecation

All deprecation candidates for 20.2 were removed from the messages as mentioned in the Deprecation log on the website: [Deprecation candidates for 20.2](#)

### Fixed Defects

#### Removal of Orphaned Types.

The messages had lots of Types that were simply unreferenced in the message which were removed. This has no impact on the message itself.

#### Device Type and Location

19.2 saw the introduction of Device and Device Location in all Request messages, however Device Location was missed in OrderRetrieveRQ in 19.2, so this was added back in.

#### Marketing and Operating Carrier Codes

In the /PaxJourney/PaxSegment there was a double up of a MarketingCarrierRBD\_Code and MarketingCarrierInfo which also had the RBD Code (same for OperatingCarrier). The Offer Group saw this as a bug and removed the MarketingCarrierRBD\_Code and OperatingCarrierRBD\_Code in favour of the Marketing and Operating Carrier Info elements.

#### Addition of Gender Code

Missed in 2018, the addition of 'U - Unknown' was added as a bug to the Gender Code Enumeration in messages.

#### Cardinality optionality updates.

The 'Choice' feature in our Airline Industry data Model (AIDM) had an issue within the scripting whereby it made the parent choice element mandatory when it was meant to be optional. We've corrected this scripting bug and changed back to 19.2 cardinalities for the below items:

- Cabin Or RBD
- Payer Name
- Promotion Issuer
- Service Definition Ref
- Flight Associations.

#### Incoherent Types

We had a few reports of incoherent types which showed some missing elements in types between the messages or elements with incorrect cardinality. For example, within VisaType, the element 'EntityQty' was called different things in different messages.

### **Baggage Flight Associations**

There was an issue in the association of included baggage within the Offer structure which was clarified by the Offer Group and fixed.

### **Known Defects**

#### **IATA\_ServiceDeliveryRQ is missing references**

To a Service, Passenger and Passenger Segment which has been fixed post Release 20.2 and will be available in the next release.

## Change Requests

The below tables list the enhancements within the latest release and links to any related implementation guidance within the implementation guide.

### Offer Group

Change Request	Item	Description of Change
<a href="#">Document the Elements Item for 20.2</a>	147	This Change Request follows the direction of the Shop-Order Board to simplify the messaging and implementations by technically restricting the standard while still enabling all current and future business aspirations.

### Order Group

Change Request	Item	Description of Change
<a href="#">Voucher Implementation Guide</a>	N/A	Implementation guidance has been produced based on the 17.2 and 18.1 release to aid airlines in programmatically consuming vouchers for changing or creating new Orders. This guidance may also be used in later releases if appropriate
<a href="#">Document the Elements Item for 20.2</a>	147	This Change Request follows the direction of the Shop-Order Board to simplify the messaging and implementations by technically restricting the standard while still enabling all current and future business aspirations.
<a href="#">TIDS Implementation Guide and Recommended Practice</a>	N/A	Offer and Order management implementations would benefit from a common approach to identify non-Accredited Agents. This guidance provides examples that show organizations participating in message exchanges how to identify themselves and other parties within them.

### Customer Payment Group

Change Request	Item	Description of Change
<a href="#">Document the Elements Item for 20.2</a>	184	This Change Request follows the direction of the Shop-Order Board to simplify the messaging and implementations by technically restricting the standard while still enabling all current and future business aspirations.
<a href="#">Secure Customer Authentication</a>	199	The purpose of this change request is to ensure that NDC standards, practice and guidance relating to customer authentication are in line with those of other stakeholders in the value chain as well as other entities in the travel and hospitality sectors so that airlines implementing the latest NDC standards do not experience an increase in declined e-commerce transactions once enforcement commences.
<a href="#">Secure Customer Authentication Backport</a>	200	The purpose of this CR is to provide a sample package that will allow implementors to understand how to back port these capabilities into augmentation points within earlier versions of the schema

## Deprecation Candidates for All

### Deprecation Candidates for 21.1

Message	Path	Element
IATA_AirlineProfileNotifRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_AirlineProfileRQ	CountryType/CountryName	CountryName
IATA_AirlineProfileRS	PrefLevelType/PrefContextText	PrefContextText
IATA_AirShoppingRQ	AffinityShoppingCriteriaType/JourneyDistanceCriteria	JourneyDistanceCriteria
IATA_AirShoppingRQ	AllianceCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_AirShoppingRQ	AllianceCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_AirShoppingRQ	CarrierCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_AirShoppingRQ	CarrierCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_AirShoppingRQ	ConnectionCriteriaType/ConnectionPricingInd	ConnectionPricingInd
IATA_AirShoppingRQ	CountrySubDivisionType/Country	Country
IATA_AirShoppingRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_AirShoppingRQ	CountryType/CountryName	CountryName
IATA_AirShoppingRQ	DestArrivalCriteriaType/BoardingGateID	BoardingGateID
IATA_AirShoppingRQ	DestArrivalCriteriaType/StationName	StationName
IATA_AirShoppingRQ	DestArrivalCriteriaType/TerminalName	TerminalName
IATA_AirShoppingRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_AirShoppingRQ	FareCriteriaType/NoMaxStayInd	NoMaxStayInd
IATA_AirShoppingRQ	FareCriteriaType/NoMinStayInd	NoMinStayInd
IATA_AirShoppingRQ	FlightCriteriaType/Aircraft	Aircraft
IATA_AirShoppingRQ	FlightCriteriaType/FlightCharacteristicsCriteria	FlightCharacteristicsCriteria
IATA_AirShoppingRQ	OriginDepCriteriaType/BoardingGateID	BoardingGateID
IATA_AirShoppingRQ	OriginDepCriteriaType/StationName	StationName
IATA_AirShoppingRQ	OriginDepCriteriaType/TerminalName	TerminalName
IATA_AirShoppingRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_AirShoppingRQ	ShoppingCriteriaType/ExistingOrderCriteria	ExistingOrderCriteria
IATA_AirShoppingRQ	ShoppingRequestAllianceType/Name	Name
IATA_AirShoppingRQ	ShoppingRequestAllianceType/URL	URL
IATA_AirShoppingRQ	ShoppingRequestCabinTypeType/CabinTypeName	CabinTypeName
IATA_AirShoppingRQ	ShoppingRequestOrderItem/OwnerCode	OwnerCode
IATA_AirShoppingRQ	ShoppingRequestOrderItem/OwnerTypeCode	OwnerTypeCode
IATA_AirShoppingRQ	ShoppingRequestOrderItem/WebAddressURI	WebAddressURI
IATA_AirShoppingRQ	ShoppingRequestOrderType/BookingRef	BookingRef
IATA_AirShoppingRQ	ShoppingRequestOrderType/OwnerTypeCode	OwnerTypeCode
IATA_AirShoppingRQ	ShoppingRequestOrderType/WebAddressURI	WebAddressURI
IATA_AirShoppingRQ	ShoppingRequestOrgType/ContactInfo	ContactInfo
IATA_AirShoppingRQ	ShoppingRequestPaxJourneyType/DistanceMeasure	DistanceMeasure
IATA_AirShoppingRQ	ShoppingRequestPaxJourneyType/Duration	Duration
IATA_AirShoppingRQ	ShoppingRequestPaxSegmentType/ARNK_Ind	ARNK_Ind
IATA_AirShoppingRQ	ShoppingRequestPaxSegmentType/Duration	Duration
IATA_AirShoppingRQ	ShoppingRequestPaxSegmentType/SecureFlightInd	SecureFlightInd
IATA_AirShoppingRQ	ShoppingRequestPaxSegmentType/SegmentTypeCode	SegmentTypeCode
IATA_AirShoppingRQ	ShoppingRequestPaxSegmentType/TicketlessInd	TicketlessInd
IATA_AirShoppingRQ	ShoppingRequestSeatType/ColumnID	ColumnID
IATA_AirShoppingRQ	ShoppingRequestSeatType/SeatProfile	SeatProfile
IATA_AirShoppingRQ	ShoppingRequestTransportArrivalType/BoardingGateID	BoardingGateID
IATA_AirShoppingRQ	ShoppingRequestTransportArrivalType/StationName	StationName
IATA_AirShoppingRQ	ShoppingRequestTransportArrivalType/TerminalName	TerminalName
IATA_AirShoppingRQ	ShoppingRequestTransportDepType/BoardingGateID	BoardingGateID
IATA_AirShoppingRQ	ShoppingRequestTransportDepType/StationName	StationName

IATA_AirShoppingRQ	ShoppingRequestTransportDepType/TerminalName	TerminalName
IATA_AirShoppingRQ	StationType/StationName	StationName
IATA_AirShoppingRQ	StayPeriodType/StayMonthName	StayMonthName
IATA_AirShoppingRQ	StayPeriodType/StayQuarterText	StayQuarterText
IATA_AirShoppingRS	CountrySubDivisionType/Country	Country
IATA_AirShoppingRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_AirShoppingRS	CountryType/CountryName	CountryName
IATA_AirShoppingRS	OfferALaCarteType/OwnerTypeCode	OwnerTypeCode
IATA_AirShoppingRS	OfferALaCarteType/WebAddressURL	WebAddressURL
IATA_AirShoppingRS	OfferType/OwnerTypeCode	OwnerTypeCode
IATA_AirShoppingRS	OfferType/WebAddressURL	WebAddressURL
IATA_AirShoppingRS	PaymentCard2Type/CardIssuingCountryCode	CardIssuingCountryCode
IATA_AirShoppingRS	PaymentCard2Type/CardTypeText	CardTypeText
IATA_AirShoppingRS	PrefLevelType/PrefContextText	PrefContextText
IATA_AirShoppingRS	StationType/StationName	StationName
IATA_InvReleaseNotifRQ	OfferType/OwnerTypeCode	OwnerTypeCode
IATA_InvReleaseNotifRQ	OfferType/WebAddressURL	WebAddressURL
IATA_OfferPriceRQ	AllianceCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_OfferPriceRQ	AllianceCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_OfferPriceRQ	CarrierCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_OfferPriceRQ	CarrierCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_OfferPriceRQ	ConnectionCriteriaType/ConnectionPricingInd	ConnectionPricingInd
IATA_OfferPriceRQ	CountrySubDivisionType/Country	Country
IATA_OfferPriceRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OfferPriceRQ	CountryType/CountryName	CountryName
IATA_OfferPriceRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OfferPriceRQ	FareCriteriaType/NoMaxStayInd	NoMaxStayInd
IATA_OfferPriceRQ	FareCriteriaType/NoMinStayInd	NoMinStayInd
IATA_OfferPriceRQ	FlightCriteriaType/Aircraft	Aircraft
IATA_OfferPriceRQ	FlightCriteriaType/FlightCharacteristicsCriteria	FlightCharacteristicsCriteria
IATA_OfferPriceRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_OfferPriceRQ	ShoppingCriteriaType/ExistingOrderCriteria	ExistingOrderCriteria
IATA_OfferPriceRQ	ShoppingRequestAllianceType/Name	Name
IATA_OfferPriceRQ	ShoppingRequestAllianceType/URL	URL
IATA_OfferPriceRQ	ShoppingRequestCabinTypeType/CabinTypeName	CabinTypeName
IATA_OfferPriceRQ	ShoppingRequestOrderItemtype/Desc	Desc
IATA_OfferPriceRQ	ShoppingRequestOrderType/BookingRef	BookingRef
IATA_OfferPriceRQ	ShoppingRequestOrgType/ContactInfo	ContactInfo
IATA_OfferPriceRQ	ShoppingRequestPaxJourneyType/DistanceMeasure	DistanceMeasure
IATA_OfferPriceRQ	ShoppingRequestPaxJourneyType/Duration	Duration
IATA_OfferPriceRQ	ShoppingRequestPaxSegmentType/ARNK_Ind	ARNK_Ind
IATA_OfferPriceRQ	ShoppingRequestPaxSegmentType/Duration	Duration
IATA_OfferPriceRQ	ShoppingRequestPaxSegmentType/InterlineSettlementInfo	InterlineSettlementInfo
IATA_OfferPriceRQ	ShoppingRequestPaxSegmentType/SecureFlightInd	SecureFlightInd
IATA_OfferPriceRQ	ShoppingRequestPaxSegmentType/SegmentTypeCode	SegmentTypeCode
IATA_OfferPriceRQ	ShoppingRequestPaxSegmentType/TicketlessInd	TicketlessInd
IATA_OfferPriceRQ	ShoppingRequestSeatType/ColumnID	ColumnID
IATA_OfferPriceRQ	ShoppingRequestTransportArrivalType/BoardingGateID	BoardingGateID
IATA_OfferPriceRQ	ShoppingRequestTransportArrivalType/StationName	StationName
IATA_OfferPriceRQ	ShoppingRequestTransportArrivalType/TerminalName	TerminalName
IATA_OfferPriceRQ	ShoppingRequestTransportDepType/BoardingGateID	BoardingGateID
IATA_OfferPriceRQ	ShoppingRequestTransportDepType/StationName	StationName
IATA_OfferPriceRQ	ShoppingRequestTransportDepType/TerminalName	TerminalName
IATA_OfferPriceRQ	StationType/StationName	StationName

IATA_OfferPriceRS	CountrySubDivisionType/Country	Country
IATA_OfferPriceRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OfferPriceRS	CountryType/CountryName	CountryName
IATA_OfferPriceRS	OfferALaCarteType/OwnerTypeCode	OwnerTypeCode
IATA_OfferPriceRS	OfferALaCarteType/WebAddressURL	WebAddressURL
IATA_OfferPriceRS	OfferType/OwnerTypeCode	OwnerTypeCode
IATA_OfferPriceRS	OfferType/WebAddressURL	WebAddressURL
IATA_OfferPriceRS	PaymentCard2Type/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OfferPriceRS	PaymentCard2Type/CardTypeText	CardTypeText
IATA_OfferPriceRS	PrefLevelType/PrefContextText	PrefContextText
IATA_OfferPriceRS	StationType/StationName	StationName
IATA_OrderCancelRQ	CountrySubDivisionType/Country	Country
IATA_OrderCancelRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderCancelRQ	CountryType/CountryName	CountryName
IATA_OrderCancelRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderCancelRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderCancelRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderCancelRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderCancelRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderCancelRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderCancelRQ	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderCancelRS	CarrierFeePaymentMethodType/BankTransfer	BankTransfer
IATA_OrderCancelRS	CarrierFeePaymentMethodType/Check	Check
IATA_OrderCancelRS	CountrySubDivisionType/Country	Country
IATA_OrderCancelRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderCancelRS	CountryType/CountryName	CountryName
IATA_OrderCancelRS	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderCancelRS	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderCancelRS	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderCancelRS	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderCancelRS	PaymentMethodType/Cash	Cash
IATA_OrderCancelRS	PaymentMethodType/Check	Check
IATA_OrderCancelRS	StationType/StationName	StationName
IATA_OrderCancelRS	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderCancelRS	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderCancelRS	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderChangeNotifRQ	CarrierFeePaymentMethodType/BankTransfer	BankTransfer
IATA_OrderChangeNotifRQ	CarrierFeePaymentMethodType/Cash	Cash
IATA_OrderChangeNotifRQ	CarrierFeePaymentMethodType/Check	Check
IATA_OrderChangeNotifRQ	CountrySubDivisionType/Country	Country
IATA_OrderChangeNotifRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderChangeNotifRQ	CountryType/CountryName	CountryName
IATA_OrderChangeNotifRQ	PaymentCard2Type/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderChangeNotifRQ	PaymentCard2Type/CardTypeText	CardTypeText
IATA_OrderChangeNotifRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderChangeNotifRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderChangeNotifRQ	PaymentMethodType/BankTransfer	BankTransfer

IATA_OrderChangeNotifRQ	PaymentMethodType/Cash	Cash
IATA_OrderChangeNotifRQ	PaymentMethodType/Check	Check
IATA_OrderChangeNotifRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderChangeNotifRQ	StationType/StationName	StationName
IATA_OrderChangeNotifRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderChangeNotifRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderChangeNotifRQ	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderChangeRQ	CountrySubDivisionType/Country	Country
IATA_OrderChangeRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderChangeRQ	CountryType/CountryName	CountryName
IATA_OrderChangeRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderChangeRQ	PaymentCard1Type/CardTypeText	CardTypeText
IATA_OrderChangeRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderChangeRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderChangeRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderChangeRQ	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderChangeRQ	PaymentMethodType/Check	Check
IATA_OrderChangeRQ	PaymentProcessingDetailsType/Desc	Desc
IATA_OrderChangeRQ	PaymentProcessingDetailsType/MerchantAccount	MerchantAccount
IATA_OrderChangeRQ	PaymentProcessingDetailsType/Promotion	Promotion
IATA_OrderChangeRQ	PaymentProcessingDetailsType/SurchargeAmount	SurchargeAmount
IATA_OrderChangeRQ	PaymentProcessingDetailsType/TypeCode	TypeCode
IATA_OrderChangeRQ	PaymentProcessingDetailsType/VerificationInd	VerificationInd
IATA_OrderChangeRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderChangeRQ	StationType/StationName	StationName
IATA_OrderChangeRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderChangeRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderChangeRQ	VoucherType/RemainingAmount	RemainingAmount
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IATA_OrderCreateRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderCreateRQ	CountryType/CountryName	CountryName
IATA_OrderCreateRQ	OrderCreationDeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderCreateRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderCreateRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderCreateRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderCreateRQ	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderCreateRQ	PaymentMethodType/Check	Check
IATA_OrderCreateRQ	PaymentProcessingDetailsType/Desc	Desc
IATA_OrderCreateRQ	PaymentProcessingDetailsType/MerchantAccount	MerchantAccount
IATA_OrderCreateRQ	PaymentProcessingDetailsType/Promotion	Promotion

IATA_OrderCreateRQ	PaymentProcessingDetailsType/SurchargeAmount	SurchargeAmount
IATA_OrderCreateRQ	PaymentProcessingDetailsType/TypeCode	TypeCode
IATA_OrderCreateRQ	PaymentProcessingDetailsType/VerificationInd	VerificationInd
IATA_OrderCreateRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderCreateRQ	StationType/StationName	StationName
IATA_OrderCreateRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderCreateRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderCreateRQ	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderHistoryRQ	CountryType/CountryName	CountryName
IATA_OrderHistoryRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderHistoryRS	CarrierFeePaymentMethodType/BankTransfer	BankTransfer
IATA_OrderHistoryRS	CarrierFeePaymentMethodType/Cash	Cash
IATA_OrderHistoryRS	CarrierFeePaymentMethodType/Check	Check
IATA_OrderHistoryRS	CountrySubDivisionType/Country	Country
IATA_OrderHistoryRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderHistoryRS	CountryType/CountryName	CountryName
IATA_OrderHistoryRS	PaymentCard2Type/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderHistoryRS	PaymentCard2Type/CardTypeText	CardTypeText
IATA_OrderHistoryRS	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderHistoryRS	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderHistoryRS	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderHistoryRS	PaymentMethodType/Cash	Cash
IATA_OrderHistoryRS	PaymentMethodType/Check	Check
IATA_OrderHistoryRS	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderHistoryRS	StationType/StationName	StationName
IATA_OrderHistoryRS	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderHistoryRS	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderHistoryRS	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderListRQ	CountryType/CountryName	CountryName
IATA_OrderListRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderListRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderListRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderListRQ	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderListRQ	PaymentMethodType/Cash	Cash
IATA_OrderListRQ	PaymentMethodType/Check	Check
IATA_OrderListRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderListRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderListRQ	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderReshopRQ	AffinityShoppingCriteriaType/JourneyDistanceCriteria	JourneyDistanceCriteria
IATA_OrderReshopRQ	AllianceCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_OrderReshopRQ	AllianceCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_OrderReshopRQ	CarrierCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_OrderReshopRQ	CarrierCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_OrderReshopRQ	ConnectionCriteriaType/ConnectionPricingInd	ConnectionPricingInd
IATA_OrderReshopRQ	CountrySubDivisionType/Country	Country
IATA_OrderReshopRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderReshopRQ	CountryType/CountryName	CountryName
IATA_OrderReshopRQ	DestArrivalCriteriaType/BoardingGateID	BoardingGateID
IATA_OrderReshopRQ	DestArrivalCriteriaType/StationName	StationName

IATA_OrderReshopRQ	DestArrivalCriteriaType/TerminalName	TerminalName
IATA_OrderReshopRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderReshopRQ	FareCriteriaType/NoMaxStayInd	NoMaxStayInd
IATA_OrderReshopRQ	FareCriteriaType/NoMinStayInd	NoMinStayInd
IATA_OrderReshopRQ	FlightCriteriaType/Aircraft	Aircraft
IATA_OrderReshopRQ	FlightCriteriaType/FlightCharacteristicsCriteria	FlightCharacteristicsCriteria
IATA_OrderReshopRQ	OriginDepCriteriaType/BoardingGateID	BoardingGateID
IATA_OrderReshopRQ	OriginDepCriteriaType/StationName	StationName
IATA_OrderReshopRQ	OriginDepCriteriaType/TerminalName	TerminalName
IATA_OrderReshopRQ	PaymentCard1Type/CardTypeText	CardTypeText
IATA_OrderReshopRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderReshopRQ	ShoppingCriteriaType/ExistingOrderCriteria	ExistingOrderCriteria
IATA_OrderReshopRQ	ShoppingRequestAllianceType/Name	Name
IATA_OrderReshopRQ	ShoppingRequestAllianceType/URL	URL
IATA_OrderReshopRQ	ShoppingRequestCabinType/CabinTypeName	CabinTypeName
IATA_OrderReshopRQ	ShoppingRequestOrderItem/OwnerCode	OwnerCode
IATA_OrderReshopRQ	ShoppingRequestOrderItem/OwnerTypeCode	OwnerTypeCode
IATA_OrderReshopRQ	ShoppingRequestOrderItem/StatusCode	StatusCode
IATA_OrderReshopRQ	ShoppingRequestOrderItem/WebAddressURI	WebAddressURI
IATA_OrderReshopRQ	ShoppingRequestOrderType/OwnerTypeCode	OwnerTypeCode
IATA_OrderReshopRQ	ShoppingRequestOrderType/WebAddressURI	WebAddressURI
IATA_OrderReshopRQ	ShoppingRequestOrgType/ContactInfo	ContactInfo
IATA_OrderReshopRQ	ShoppingRequestPaxJourneyType/DistanceMeasure	DistanceMeasure
IATA_OrderReshopRQ	ShoppingRequestSeatType/ColumnID	ColumnID
IATA_OrderReshopRQ	ShoppingRequestSeatType/SeatProfile	SeatProfile
IATA_OrderReshopRQ	ShoppingRequestTransportArrivalType/BoardingGateID	BoardingGateID
IATA_OrderReshopRQ	ShoppingRequestTransportArrivalType/StationName	StationName
IATA_OrderReshopRQ	ShoppingRequestTransportArrivalType/TerminalName	TerminalName
IATA_OrderReshopRQ	ShoppingRequestTransportDepType/BoardingGateID	BoardingGateID
IATA_OrderReshopRQ	ShoppingRequestTransportDepType/StationName	StationName
IATA_OrderReshopRQ	ShoppingRequestTransportDepType/TerminalName	TerminalName
IATA_OrderReshopRQ	StationType/StationName	StationName
IATA_OrderReshopRQ	StayPeriodType/StayMonthName	StayMonthName
IATA_OrderReshopRQ	StayPeriodType/StayQuarterText	StayQuarterText
IATA_OrderReshopRS	CountrySubDivisionType/Country	Country
IATA_OrderReshopRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderReshopRS	CountryType/CountryName	CountryName
IATA_OrderReshopRS	OfferALaCarteType/OwnerTypeCode	OwnerTypeCode
IATA_OrderReshopRS	OfferALaCarteType/WebAddressURL	WebAddressURL
IATA_OrderReshopRS	OfferType/OwnerTypeCode	OwnerTypeCode
IATA_OrderReshopRS	OfferType/WebAddressURL	WebAddressURL
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IATA_OrderReshopRS	PaymentCard2Type/CardTypeText	CardTypeText
IATA_OrderReshopRS	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderReshopRS	StationType/StationName	StationName
IATA_OrderRetrieveRQ	CountryType/CountryName	CountryName
IATA_OrderRetrieveRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderRetrieveRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderRetrieveRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderRetrieveRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderRetrieveRQ	PaymentMethodType/Cash	Cash
IATA_OrderRetrieveRQ	PaymentMethodType/Check	Check
IATA_OrderRetrieveRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderRetrieveRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderRetrieveRQ	VoucherType/RemainingAmount	RemainingAmount

IATA_OrderRulesRQ	CountryType/CountryName	CountryName
IATA_OrderRulesRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderRulesRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderRulesRS	CountryType/CountryName	CountryName
IATA_OrderRulesRS	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderSalesInfoAccountingDocNotifRQ	CountrySubDivisionType/Country	Country
IATA_OrderSalesInfoAccountingDocNotifRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderSalesInfoAccountingDocNotifRQ	CountryType/CountryName	CountryName
IATA_OrderSalesInfoAccountingDocNotifRQ	OrderCreationDeviceType/PresenceTypeCode	PresenceTypeCode
IATA_OrderSalesInfoAccountingDocNotifRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderSalesInfoAccountingDocNotifRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderSalesInfoAccountingDocNotifRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderSalesInfoAccountingDocNotifRQ	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderSalesInfoAccountingDocNotifRQ	PaymentMethodType/Cash	Cash
IATA_OrderSalesInfoAccountingDocNotifRQ	PaymentMethodType/Check	Check
IATA_OrderSalesInfoAccountingDocNotifRQ	StationType/StationName	StationName
IATA_OrderSalesInfoAccountingDocNotifRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderSalesInfoAccountingDocNotifRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderSalesInfoAccountingDocNotifRQ	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderSalesInformationNotifRQ	CountrySubDivisionType/Country	Country
IATA_OrderSalesInformationNotifRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderSalesInformationNotifRQ	CountryType/CountryName	CountryName
IATA_OrderSalesInformationNotifRQ	OrderCreationDeviceType/PresenceTypeCode	PresenceTypeCode
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IATA_OrderSalesInformationNotifRQ	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderSalesInformationNotifRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_OrderSalesInformationNotifRQ	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderSalesInformationNotifRQ	PaymentMethodType/Cash	Cash
IATA_OrderSalesInformationNotifRQ	PaymentMethodType/Check	Check
IATA_OrderSalesInformationNotifRQ	StationType/StationName	StationName
IATA_OrderSalesInformationNotifRQ	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderSalesInformationNotifRQ	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderSalesInformationNotifRQ	VoucherType/RemainingAmount	RemainingAmount
IATA_OrderViewRS	CarrierFeePaymentMethodType/BankTransfer	BankTransfer
IATA_OrderViewRS	CarrierFeePaymentMethodType/Cash	Cash
IATA_OrderViewRS	CarrierFeePaymentMethodType/Check	Check
IATA_OrderViewRS	CountrySubDivisionType/Country	Country
IATA_OrderViewRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_OrderViewRS	CountryType/CountryName	CountryName
IATA_OrderViewRS	PaymentCard2Type/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderViewRS	PaymentCard2Type/CardTypeText	CardTypeText
IATA_OrderViewRS	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_OrderViewRS	PaymentCardType/CardTypeText	CardTypeText
IATA_OrderViewRS	PaymentMethodType/BankTransfer	BankTransfer
IATA_OrderViewRS	PaymentMethodType/Cash	Cash

IATA_OrderViewRS	PaymentMethodType/Check	Check
IATA_OrderViewRS	PrefLevelType/PrefContextText	PrefContextText
IATA_OrderViewRS	StationType/StationName	StationName
IATA_OrderViewRS	VoucherType/EffectiveDate	EffectiveDate
IATA_OrderViewRS	VoucherType/ExpirationDate	ExpirationDate
IATA_OrderViewRS	VoucherType/RemainingAmount	RemainingAmount
IATA_SeatAvailabilityRQ	CountrySubDivisionType/Country	Country
IATA_SeatAvailabilityRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_SeatAvailabilityRQ	CountryType/CountryName	CountryName
IATA_SeatAvailabilityRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_SeatAvailabilityRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_SeatAvailabilityRQ	ShoppingRequestAllianceType/Name	Name
IATA_SeatAvailabilityRQ	ShoppingRequestAllianceType/URL	URL
IATA_SeatAvailabilityRQ	ShoppingRequestCabinType/CabinTypeName	CabinTypeName
IATA_SeatAvailabilityRQ	ShoppingRequestOrderItemType/Desc	Desc
IATA_SeatAvailabilityRQ	ShoppingRequestOrderItemType/OwnerCode	OwnerCode
IATA_SeatAvailabilityRQ	ShoppingRequestOrderItemType/OwnerTypeCode	OwnerTypeCode
IATA_SeatAvailabilityRQ	ShoppingRequestOrderItemType/StatusCode	StatusCode
IATA_SeatAvailabilityRQ	ShoppingRequestOrderItemType/WebAddressURI	WebAddressURI
IATA_SeatAvailabilityRQ	ShoppingRequestOrderType/BookingRef	BookingRef
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/ARNK_Ind	ARNK_Ind
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/Duration	Duration
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/MarketingCarrierRBD	MarketingCarrierRBD
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/OperatingCarrierRBD	OperatingCarrierRBD
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/SecureFlightInd	SecureFlightInd
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/SegmentTypeCode	SegmentTypeCode
IATA_SeatAvailabilityRQ	ShoppingRequestPaxSegmentType/TicketlessInd	TicketlessInd
IATA_SeatAvailabilityRQ	ShoppingRequestSeatType/ColumnID	ColumnID
IATA_SeatAvailabilityRQ	ShoppingRequestSeatType/SeatProfile	SeatProfile
IATA_SeatAvailabilityRQ	ShoppingRequestTransportArrivalType/BoardingGateID	BoardingGateID
IATA_SeatAvailabilityRQ	ShoppingRequestTransportArrivalType/StationName	StationName
IATA_SeatAvailabilityRQ	ShoppingRequestTransportArrivalType/TerminalName	TerminalName
IATA_SeatAvailabilityRQ	ShoppingRequestTransportDepType/BoardingGateID	BoardingGateID
IATA_SeatAvailabilityRQ	ShoppingRequestTransportDepType/StationName	StationName
IATA_SeatAvailabilityRQ	ShoppingRequestTransportDepType/TerminalName	TerminalName
IATA_SeatAvailabilityRQ	StationType/StationName	StationName
IATA_SeatAvailabilityRS	CountrySubDivisionType/Country	Country
IATA_SeatAvailabilityRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_SeatAvailabilityRS	CountryType/CountryName	CountryName
IATA_SeatAvailabilityRS	OfferType/OwnerTypeCode	OwnerTypeCode
IATA_SeatAvailabilityRS	OfferType/WebAddressURL	WebAddressURL
IATA_SeatAvailabilityRS	StationType/StationName	StationName
IATA_ServiceListRQ	AllianceCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_ServiceListRQ	AllianceCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_ServiceListRQ	CarrierCriteriaType/FlightHaulTypeCode	FlightHaulTypeCode
IATA_ServiceListRQ	CarrierCriteriaType/GeographicalIndTypeCode	GeographicalIndTypeCode
IATA_ServiceListRQ	ConnectionCriteriaType/ConnectionPricingInd	ConnectionPricingInd
IATA_ServiceListRQ	CountrySubDivisionType/Country	Country
IATA_ServiceListRQ	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_ServiceListRQ	CountryType/CountryName	CountryName

IATA_ServiceListRQ	DeviceType/PresenceTypeCode	PresenceTypeCode
IATA_ServiceListRQ	FareCriteriaType/NoMaxStayInd	NoMaxStayInd
IATA_ServiceListRQ	FareCriteriaType/NoMinStayInd	NoMinStayInd
IATA_ServiceListRQ	FlightCriteriaType/Aircraft	Aircraft
IATA_ServiceListRQ	FlightCriteriaType/FlightCharacteristicsCriteria	FlightCharacteristicsCriteria
IATA_ServiceListRQ	PaymentCardType/CardIssuingCountryCode	CardIssuingCountryCode
IATA_ServiceListRQ	PaymentCardType/PaymentRedirectionInd	PaymentRedirectionInd
IATA_ServiceListRQ	PrefLevelType/PrefContextText	PrefContextText
IATA_ServiceListRQ	ShoppingCriteriaType/ExistingOrderCriteria	ExistingOrderCriteria
IATA_ServiceListRQ	ShoppingRequestAllianceType/Name	Name
IATA_ServiceListRQ	ShoppingRequestAllianceType/URL	URL
IATA_ServiceListRQ	ShoppingRequestCabinTypeType/CabinTypeName	CabinTypeName
IATA_ServiceListRQ	ShoppingRequestOrderItemTypes/Desc	Desc
IATA_ServiceListRQ	ShoppingRequestOrderItemTypes/OwnerCode	OwnerCode
IATA_ServiceListRQ	ShoppingRequestOrderItemTypes/OwnerTypeCode	OwnerTypeCode
IATA_ServiceListRQ	ShoppingRequestOrderItemTypes/StatusCode	StatusCode
IATA_ServiceListRQ	ShoppingRequestOrderItemTypes/WebAddressURI	WebAddressURI
IATA_ServiceListRQ	ShoppingRequestOrderType/BookingRef	BookingRef
IATA_ServiceListRQ	ShoppingRequestOrderType/OwnerTypeCode	OwnerTypeCode
IATA_ServiceListRQ	ShoppingRequestOrderType/WebAddressURI	WebAddressURI
IATA_ServiceListRQ	ShoppingRequestOrgType/ContactInfo	ContactInfo
IATA_ServiceListRQ	ShoppingRequestSeatType/ColumnID	ColumnID
IATA_ServiceListRQ	ShoppingRequestSeatType/SeatProfile	SeatProfile
IATA_ServiceListRQ	StationType/StationName	StationName
IATA_ServiceListRS	CountrySubDivisionType/Country	Country
IATA_ServiceListRS	CountrySubDivisionType/CountrySubDivisionName	CountrySubDivisionName
IATA_ServiceListRS	CountryType/CountryName	CountryName
IATA_ServiceListRS	OfferType/OwnerTypeCode	OwnerTypeCode
IATA_ServiceListRS	OfferType/WebAddressURL	WebAddressURL
IATA_ServiceListRS	PaymentCard2Type/CardIssuingCountryCode	CardIssuingCountryCode
IATA_ServiceListRS	PaymentCard2Type/CardTypeText	CardTypeText
IATA_ServiceListRS	StationType/StationName	StationName

## MCT Implementation

This page is used as a repository of documentation required for the implementation of the new MCT standards.

Full MCT File for compliance testing is available under the following link: <http://developer.iata.org/Uploads/SSIM-for-MCT.zip>

## MCT Guides

### SSIM Chapter 8 - MCT Standards

Your browser does not support PDF. click [here](#) to download

### MCT User Guide

Your browser does not support PDF. click [here](#) to download

### MCT Technical Guide

Your browser does not support PDF. click [here](#) to download

### Submission Example Template

 [carrier-submission-example-template.xlsx](#)

# Slot Implementation Guide and Schemas

Slot Messages, Implementation Guides and XML Schemas for the communication of slot and airport coordination information standards

 [Slot Imp Guide and Schemas 19.2.zip](#)

# Implementation Guide and Schemas

Schedules Publication Messages, Implementation Guides and XML Schemas for the exchange of airline schedules information standards

 [Schedules Imp Guide and Schemas 19.2.zip](#)

## About AIDM

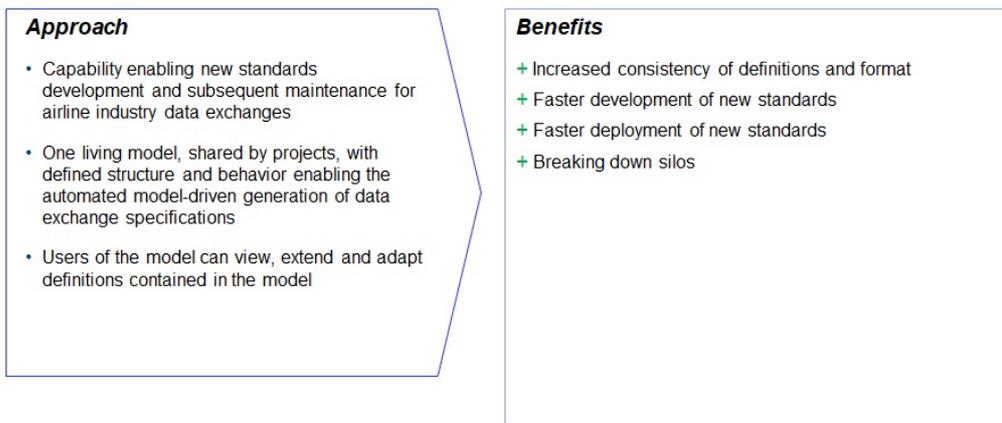
### About AIDM

IATA's Airline Industry Data Model (AIDM) is an infrastructure that see the upgrade of our messaging standards development capability. It aims to become a single point of access to store structured information including:

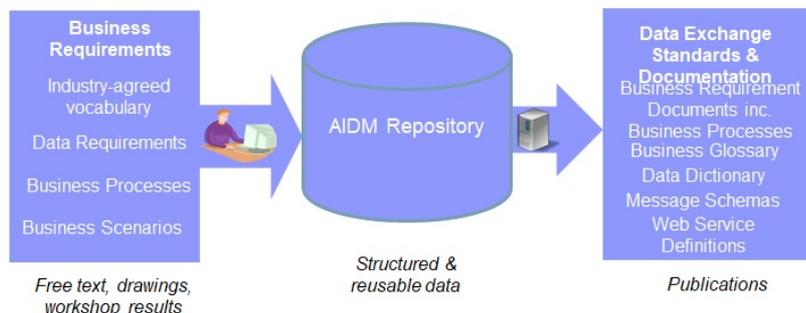
- Industry-agreed vocabulary
- Data definitions and their relationships
- Related business requirements

Each message development project can easily leverage existing models developed by other standards groups to generate interoperable messaging standards faster and with higher quality.

## What is the AIDM



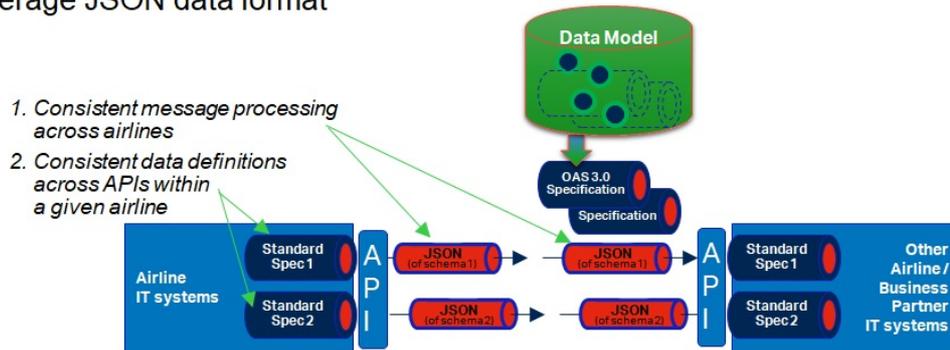
## All information in one repository with rigorous structure and rich inputs and outputs



## Upcoming Extention of the AIDM

# Evolution of the AIDM

- ❖ The AIDM is being updated to be able to produce RESTful API Specifications using the data definitions found in the AIDM
- ❖ API specifications will follow the Open API Specification 3.0 standard and leverage JSON data format



# AIDM Get involved

## Who uses the AIDM?

The AIDM and associated methodology is used by all standards groups under the governance of [IATA Passenger Standards Conference \(PSC\)](#) in their pursuit of modern data exchange standards.

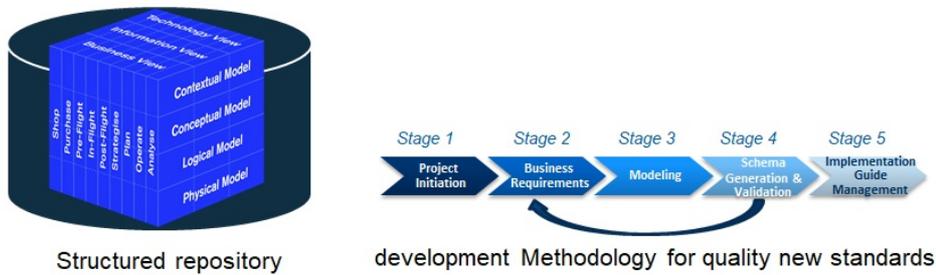
Since its initial release in early 2016, a number of industry projects have used the AIDM to deliver new messaging standards or align existing standards to the common concepts stored in the integrated model.

The AIDM can also be used by airline industry IT system developers leveraging AIDM contents as a starting point for data definitions while designing and implementing their companies' IT systems.

## What is in the AIDM?

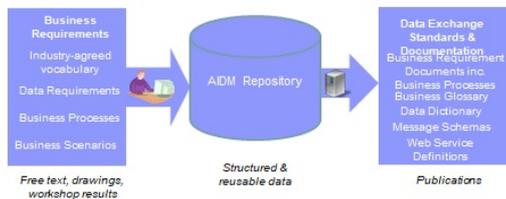
Many IATA data exchange standards are produced from the AIDM, including those for Baggage, Offers and Orders, Aircraft Load Control as well as Settlement with Orders, with several more in the pipeline.

# Two facets of the AIDM

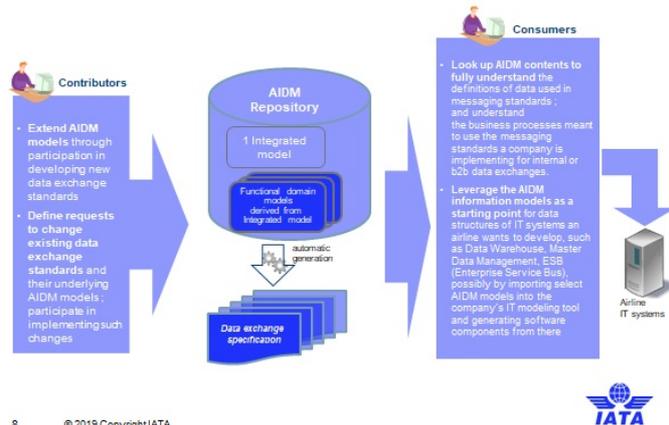


- To be agile in the development of standards and future-proof **whatever the technology needs are;**
- provide users with formally modeled requirements, data and technical specifications;
  - maximize the re-use via platform-independent models'
    - provide interoperability across the industry.

All information in one repository with rigorous structure and rich inputs and outputs



# AIDM Models and users



## Want to get involved?

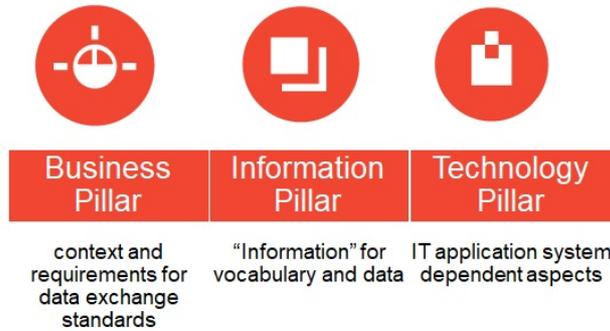
We are keen to collect feedback about the industry methodology that is helping standards setting move into a modern age.

The AIDM and associate methodology is maintained by the [Architecture and Technology Strategy Board \(ATSB\)](#). If you are Data or Business Architect from IATA Member Airline or Strategic Partner and want to take part in integrating new models to the AIDM and evolving the modeling methodology, join your peers in ATSB groups on the [IATA Standards Setting Workspace](#).

Alternatively, please contact the [ATSB Secretary](#) for more information.

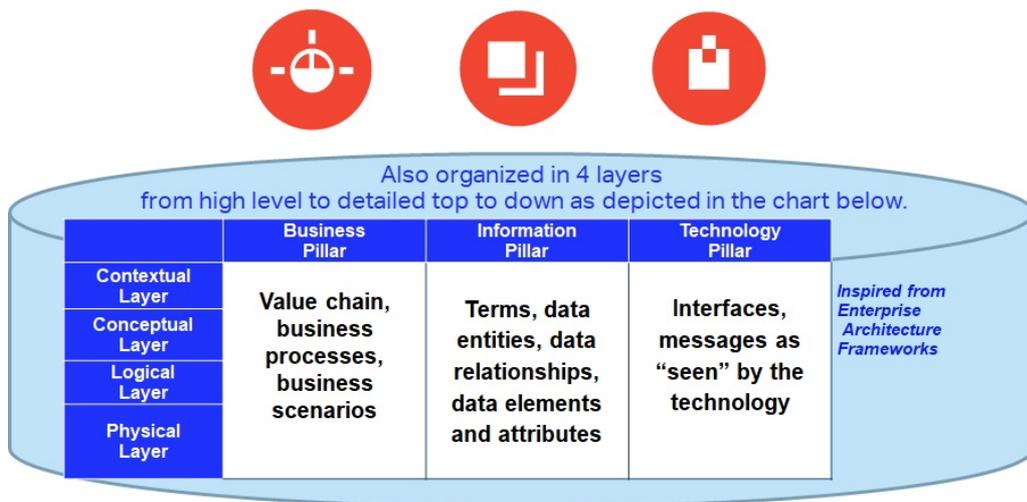
# AIMD Repository Partitioning

## Repository contents organized in 3 pillars



- Different Pillars enabling to handle the big variety of contents, from business architecture to Information and Technology models, and their shared nature across many users, a rigorous internal organization of the repository.

## Also organized in 4 layers



- Different Layers to include 3 technology platform-independent layers at the higher levels, and the Physical, platform-specific layer(e.g. XSD-specific layer whose models are automatically generated from the previous layers).
- For a given pillar, it is suggested to model layers top-down, modelling high level before full detail, and platform-independent business models before platform-specifics
- Each model artifact will be located in a specific pillar and layer.

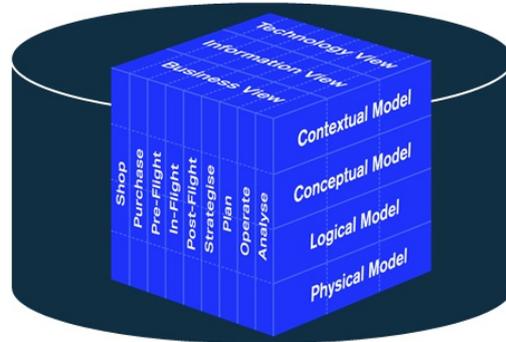
# AIDM Repository partitioning

Models in the pillars and layers can be viewed through different “stakeholder views”,

- which filter elements meaningful to operational responsible of Airline Value Chain Primary Activities.

The choice of a stakeholder view is driving what and how to view, not how the models are transformed and generated.

Showing the stakeholder views on the left side, the repository can be visualized as a cube.



- the AIDM also needs to be able to offer differentiated views ( often diagrams ) to various stakeholders, introducing a 3rd dimension

## AIDM View Models

Short names used for EA repository partition packages and modeling guideline document names

	Business Pillar	Information Pillar	Technology Pillar
<b>Contextual Layer</b>	<b>B1</b> Value Chain, Participants Catalog	<b>I1</b> Business Glossary, Information Domains, Subject Areas	
<b>Conceptual Layer</b>	<b>B2</b> 2 <sup>nd</sup> + level Business Process, Business Messages		
<b>Logical Layer</b>	<b>B3</b> Use Cases, User Stories Business Scenarios	<b>I3</b> Logical Information Models (Data Entities & all Attributes)	<b>T3</b> Sequence Diagrams, State Machine Diag., Logical Message Data Models
<b>Physical Layer</b>			<b>T4</b> Platform-specific Message Schema Models, WSDL diagrams

## AIDM View Models

[AIDM View Models](#)

## AIDM Training Details

### Link to the IATA AIDM Training

#### Virtual Course Content:

[Airline Industry Data Model \(AIDM\) Methodology and Tool \(Virtual Classroom\)](#)

#### Physical Course Content:

[Airline Industry Data Model \(AIDM\) Methodology and Tool \(Classroom, 3 days\)](#)

## AIDM Modeling Guidelines

### \*\* AIDM Modeling Guidelines and Technology Best Practice Documentation \*\*

These files contains the latest standards and best practices endorsed by the Architecture and Technology Strategy Board for passenger standards development. Included standards and best practices:

\*\*Click on the link to download \*\*

- [AIDM Modeling Guidelines](#)
- [IATA XML Best Practices](#)
- [IATA Open Air API Best Standards and Practices](#)
- [Reference Communication Model](#)

### \*\*Read AIDM Modelling Guidelines per Pillar / Layer \*\*

## AIDM modeling guideline document names

	Business Pillar	Information Pillar	Technology Pillar
Contextual Layer	<b>B1</b> Value Chain, Participants Catalog	<b>I1</b> Business Glossary, Information Domains, Subject Areas	
Conceptual Layer	<b>B2</b> 2 <sup>nd</sup> + level Business Process, Business Messages		
Logical Layer	<b>B3</b> Use Cases, User Stories Business Scenarios	<b>I3</b> Logical Information Models (Data Entities & all Attributes)	<b>T3</b> Sequence Diagrams, State Machine Diag., Logical Message Data Models
Physical Layer			<b>T4</b> Platform-specific Message Schema Models, WSDL diagrams

## AIDM Project and CR Templates

**Link to AIDM BRD and CR Templates documents per stage gate.**

[AIDM BRD and CR Templates](#)

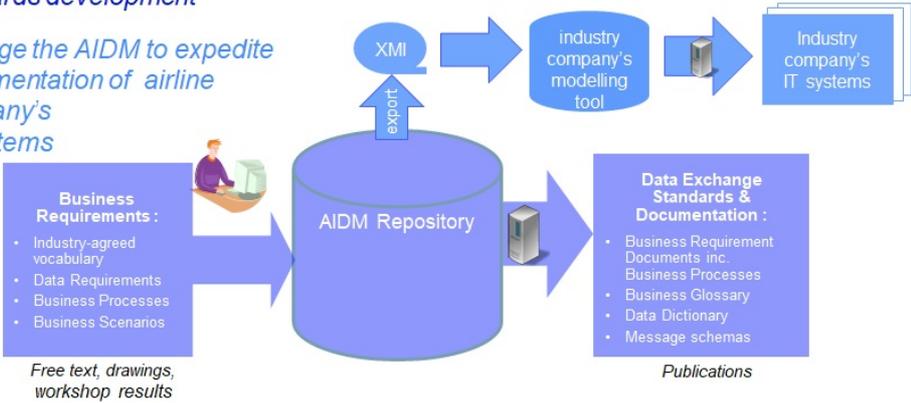
# AIDM Backup - XMI file

Link to the latest AIDM EA Export file for Release 20.2

[AIDM EA Export Release 20.2](#)

Two AIDM use cases

- 1. From AIDM Introduction : in the context of industry data exchange standards development
- 2. leverage the AIDM to expedite implementation of airline company's IT systems



# AIDM Getting Access to the Modeling Repository

## Before getting access, it is will be worthwhile understanding the following aspects :

The AIDM model resides in one central repository

The modeling tool used is "Enterprise Architect" (EA) from Sparx Systems,

The EA software needs to be installed on the user's workstation, in an MS Windows environment,

The AIDM repository is located on a server in the cloud, accessed from the work-station EA software through http,

For read-only users, Sparx offers a version called EALite, free of license. We recommend EALite for reviewers of AIDM who do not intend to create or modify models in EA,

Users intending to create or modify or export models in/from EA need to install the full EA product, requiring a license. Unless they already have a license, IATA will allocate one from a set of keys provided for free by Sparx, for the purpose of contributing to the AIDM.

## Steps to get access

1. Decide if you need update or read access,
2. If applicable (see above lines), get a license key from the AIDM Administrator,
3. Install EA on your workstation,
4. Get an EA user-id and connection info from the AIDM Administrator,
5. If looking at work in progress, get briefed on where to find what.

## Downloading EA and getting a user-id

### To install EA :

EALite can be downloaded and installed directly from the Sparx web page : <http://www.sparxsystems.com>, latest version 15.1

<https://www.sparxsystems.com/products/ea/15.1/index.html>

Note : installation takes about 1 hour, and requires admin rights to your workstation.

Contact the AIDM Administrator to create a user-id (xxxxx) for you to access the repository with the activation code. Note that even with EA full, the user may have either update or read-only rights depending on your current needs.

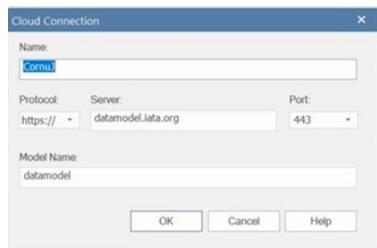
If you already have EA on your workstation (because it's used in your company) :

If you already have version 13.5 or higher, and Corporate Edition, then just use it to access the AIDM,

Otherwise you can either upgrade or have two versions of EA co-installed on the same workstation ; our AIDM Administrator can tell you how.

## To access the cloud repository :

1. On the EA Start Page : click on "Connect to Cloud"
2. On the Cloud Connection window : Name= <enter a name that has meaning to you; anything will do> URL= <https://datamodel.iata.org> ; ModelName= datamodel ; can leave UserName & Password empty
3. On the Login to EA Repository window : UserID=xxxxx; Password=12345
4. Inside EA: you may then want to change your password.



## Overview

Clearance process for the Order based airline industry business model. Process supported by data communication standard that will facilitate the future clearing and accounting requirements. The Settlement with Orders process and messaging standards are defined within a legal framework that includes:

- The agreed Order.
- The resolutions that govern the settlement process and its participants.
- Privately arranged bilateral agreement.

The goal for the Settlement with Orders process and its supporting standard is to deliver benefits to Order based airline industry that will include:

- Transparent and straightforward process.
- Higher degree of automation using latest technology.
- Process focused on settlement only.
- Simplicity.
- Scalability.

In summary, the Settlement with Orders process and standard are compulsory capabilities to fulfil the settlement service in the future Order model for the airline industry.

## Scope

Settlement with Orders, as its name suggests, is the processes of paying back money that has been agreed – in an Order – to be owed, and according to the chosen settlement method.

Therefore, it can be inferred from the definition that the basic functionalities of the Settlement with Orders process and messaging standard are:

- Request for clearance of funds as per the agreement between the parties.
- Summary of the funds to be received or the funds to be paid.
- Performing the clearance of funds by the Settlement Manager

In Order world, the Order has all the data necessary to execute and record the customer journey. Therefore, the order manifests the commitment for delivery of products and services on one hand, and for remuneration on the other hand. The process of collecting said remuneration, taking into account payable commission, and linking it to the underlining Order is the Settlement with Orders process.

In its pure form Settlement with Order is about asking for funds to be paid as previously agreed. Therefore, the request for settlement is simply a message that asks for the clearance of funds as per an existing commitment – the agreed Order.

It is important to note here that the Settlement with Order is not about invoicing but only about the flow of money from payer to payee. Therefore, none of the messages, related to the Settlement with Order process, should under any circumstances be used, treated or considered as legal invoice. Thus any reporting related to invoicing data is not part of the Settlement with Order process or standard. Naturally, such reporting can only be performed by the parties pertinent to the Order since those are the parties that have the necessary data.

This release of the Settlement with Orders Standard continues to deal with clearance between carriers and agents within the established governance of the Billing and Settlement Plan as managed by IATA.

## Roles

### 1. Carrier in the role of Offer Responsible Airline (ORA)

The organization which carries the passenger, baggage, or goods, and/or commits to delivering the carriage as well as any related services such as issuance of ticket, creation of Order, etc. In the clearance process this can be the Offer Responsible Airline (ORA) in charge of creating the Order. ORA receives the payment information, confirms the payment method and terms and receives the payment commitment from the Seller. Once the commitment is in place then the Carrier in its role as Offer Responsible Airline initiates the Clearance by sending the request for clearance to the Settlement Manager.

### 2. Seller (Agent)

Interacts with the customer and after customer confirmation requests from ORA to create the Order. It collects payment information and payments and makes payment commitment to ORA and agrees with ORA on payment method and terms.

### 3. Settlement Manager

Manages the Settlement Platform and works with the banks of the Remittance Payer and the Settlement Payee to complete the remittance and settlement activities – collecting the funds from the remitting party and instructing payments from its operational account to the bank of the payee. The settlement manager delivers reconciliation information to the Settlement Payee and pursues payment discrepancies by the Remittance Payer. The settlement platform receives Clearance instructions and processes them accordingly. The Settlement Manager, who manages the settlement platform, will collect the funds from the remitting party. The Settlement Manager will also instruct payments from its operational account to the bank of the payee in order to settle the amounts as per the Clearance instructions.

### 4. Payer or Remittance Payer

The party in the settlement process who makes the payment of funds equivalent to the agreed amount

### 5. Payee or Settlement Payee

The party in the settlement process who receives the funds equivalent to the agreed amount.

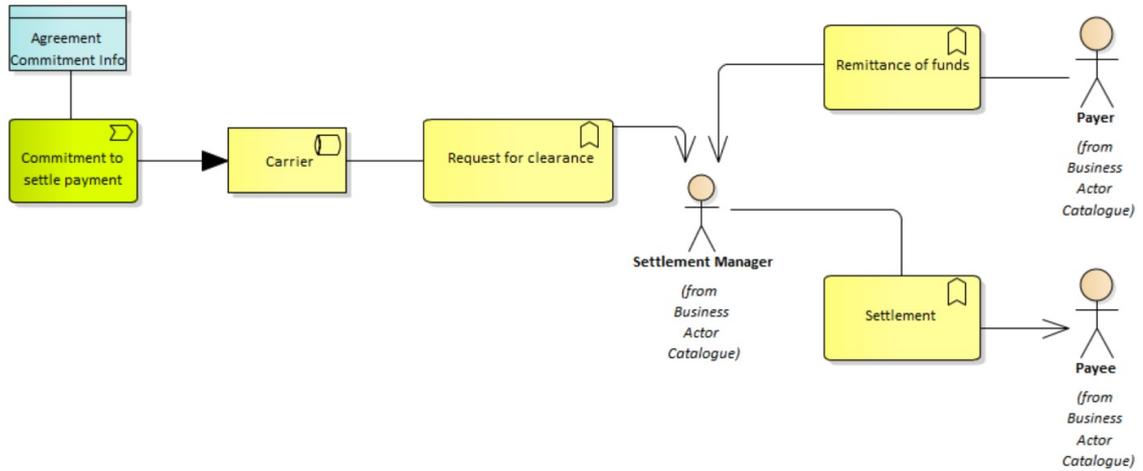
## Definitions

Term Name	Description
Actor	Role played by a user or any other system that interacts with the subject. Actor models a type of role played by an entity that interacts with the subject (e.g., by exchanging signals and data), but which is external to the subject.
Agreement	This is the agreement that is the foundation for the settlement being processed. In One Order and NDC this is the "Order".
Airline Reference ID	Identifier provided by the carrier to support their internal financial processes, for example reconciliation. Once provided this identifier is used in all communications thereafter.
Carrier	The organization which carries the passenger, baggage, or goods, and/or commits to delivering the carriage as well as any related services such as issuance of ticket, creation of Order, etc.
Cash	Any payment that is collected by the agent and settled between the airline and the agent. Refer to IATA Resolution 728 Attachment A for full details.
Clearance	The delivery of funds from one party - payer- to another party - the payee - to fulfil contractual obligations, i.e. commitment between the two parties.
Clearance Count	Count of the individual clearance transactions identified by unique Clearance ID that are part of the settlement or remittance money transfer, or transmitted in a batch.
Clearance ID	This is an identifier generated by the party requesting the clearance that uniquely identifies the clearance transaction. It provides the necessary link for financial audit connecting the sale to the financial records. This field is required because no other existing data elements could be used by the financial systems or could provide unique identification. The identifier is globally unique for the settlement by design.
Clearance Process Rule	It is a set of codes that defines how the Settlement Manager processes the Clearance
Clearance Status	Defines the progress of the individual transaction within the clearance process - has it been accepted, rejected, is it processed, settled or could have status "clawback", "partially settled", "final" or "cancelled".
Commercial Document	Written record of certain aspects of a commercial transaction, such as an order, commercial invoice, shipping or transport document, certificate of origin.
Commitment to settle payment	The delivery of payment information to the party delivering the services (the carrier). It triggers the preparation and delivery of the clearance request based on the payment information from the Agreement (the Order). It is identified with the CommitmentID.
Error	Deviation from the intended performance or behaviour, from accuracy or correctness.
eWallet	Payment that is facilitated through virtual wallet, where the paying party has deposited funds and the payee is receiving the payment from the wallet rather than the party committing to the payment.
Failure Reason	Describes the reason why a request for clearance cannot be performed and effectively the clearance is rejected or the requested action, such as cancelling the clearance, failed.
Fund Transfer	Money moved from one financial account to another.
Funds Transfer Account	Predefined account where the funds are being transferred to or taken out from.
Funds Transfer Method	Defines how the funds were paid to the payee or paid by the payer.
Funds Transfer Type	Characterizes how the selected method was executed.
Net Clearance Amount	Amount agreed to be cleared in the Agreement between the two parties to the Agreement. It is obtained from the Commitment in the Agreement (in One Order and NDC from the PaymentProcessingSummary in the Order).
Non-Settled Amount	Amount of the Net Clearance Amount in the individual clearance that remains to be cleared.
Order	A uniquely identified record of the agreement of one party with another to receive products and services under specified terms and conditions. Order supports the sale of a flexible range of airline products and services that are not necessarily journey based (e.g. subscription services).
Organization	An organized structure set up for a particular purpose, such as a business, government body, department, charity, or financial institution.
Payee	An entity (person or organisation) that money is paid to or should be paid to. This is the party receiving funds as a result of the clearance process. The Settlement Manager transfers money to this party's bank account.
Payer	An entity (person or organization) that gives someone money that is due for work done, goods received, or a debt incurred. The party paying funds as a result of the settlement process. This party pays money to the operational account of the settlement platform to clear claims against itself.
Payment Authorization	Authorization delivered by the provider of eWallet services confirming that the required funds have been secured from the payer. It is the authorization given by IATA supported vendor like EasyPay, where the settlement is process by IATA.
Payment Commitment Date	indicates when payment is considered successful and the sale confirmed by ORA.
Payment Information	Information related to the settlement of a transaction through monetary or other compensations. In distribution standard Orders, the presence of Payment Information implies a commitment to pay.
Payment Method	A form of procedure for the payment of goods or services. It shows the Settlement Manager how the funds will be remitted and currently there are two options either Cash or eWallet.
Process	A series of actions or steps taken in order to achieve a particular end.

<i>Processing Instructions</i>	<i>Information related to the processing options.</i>
<i>Reconciliation information</i>	<i>Information provided for the purpose of reconciling funds received with accounting entries.</i>
<i>Reject Every Clearance Indicator</i>	<i>Indicates if every single Clearance in a message shall be rejected if one Clearance in the same message does not pass validation.</i>
<i>Clearing Process</i>	<i>Freeing from debt, i.e. turning the promise of payment (for example, in the form of electronic clearance request) into the actual movement of money from one account to another.</i>
<i>Clearing Date</i>	<i>Date, as per SwO Schedule, when payment must be made by Remittance Payer (aka Remittance Date) or to Settlement Payee (aka Settlement Date).</i>
<i>Clearing ID</i>	<i>Identifier provided by the Settlement Manager to identify the movement of money.</i>
<i>Remittance Date</i>	<i>Means the Clearing Bank's close of business on the latest date by which the Agent's (Seller's) remittance must reach the Clearing Bank or, in cases where authorised by the Passenger Sales Agency Rules, the value date on which the Clearing Bank draws cheques on or debits the Agent's (Seller's) bank account</i>
<i>Remittance Payer</i>	<i>The party paying funds to perform remittance.</i>
<i>Settlement Date</i>	<i>Means the date on which BSP Airlines are credited with monies due. This is the bank value date of the funds transfer performed by the Settlement Manager to the Settlement Payee.</i>
<i>Settlement Payee</i>	<i>The party receiving funds from settlement.</i>
<i>Settlement Manager</i>	<i>Manages the Settlement Platform and works with the banks of the Payer and the Payee to complete the remittance and settlement activities. The settlement manager delivers reconciliation information to the Payee and pursues payment discrepancies by the Payer.</i>
<i>SwO Schedule</i>	<i>Defines the time for the activities related to the payment and transfer of funds.</i>
<i>Total Amount</i>	<i>The sum of the amounts of the next lower hierarchical level items that are being aggregated.</i>
<i>Travel Agency</i>	<i>A private retailer or public service individual that provides travel and tourism related services to the public on behalf of suppliers such as activities, airlines, car rentals, cruise lines, hotels, railways, travel insurance, and package tours.</i>
<i>Value Date</i>	<i>The date on which funds are available for use.</i>

# Overview

BPL2 Process Diagram Level 2



The Settlement with Orders process starts with the Requests for Clearance triggered always by the Offer Responsible Airline (ORA). ORA will most likely be the recipient of funds known as the Payee, but in some cases, such as payment of commissions on credit card transaction or refunds, ORA would be the Payer and will perform the remittance step of the process. Due to the dual role that ORA can play the requests is named "Clearance" to accommodate its diverse functionality. The Seller can be either a Payer or Payee, too. Therefore, in the model the settlement and remittance business services and related information are always associated with the Payee and the Payer, and not with the Seller and ORA.

It is important to note that the request for clearance triggered by ORA is based on a payment commitment that has been agreed upon earlier by both ORA and the Seller. More importantly this payment commitment is part of an agreement between ORA and the Seller. Consequently, the messages involved in the clearance process always provide reference to the Agreement and the Payment Commitment.

Because this is purely remittance and settlement process, only the information required to complete the clearance with the optional information to perform the reconciliation is delivered to the settlement manager. ORA and the Seller, who own the agreement and its data, can provide, upon request, legal and regulatory information to interested parties.

## Request for Clearance

this initiates the Settlement with Orders process. The request uses the payment information from the payment commitment in the underlining agreement. The following has been agreed:

- The payment method (Cash or EWallet)
- The amount with its corresponding currency to be cleared, which is the NetClearanceAmount of the "SwO Settlement data" data element associated with the selected Payment Method in the Payment Processing Summary.
- Agreement and Commitment identifiers and other relevant information.

All applicable charges, commissions, fees and taxes including VAT are available in detail in the Order when it is created but are not needed for the Settlement process – the Request for Clearance is only interested in the Net Clearance Amount that has to be cleared between two parties. It is important to note that at payment commitment time there is full agreement on Net Clearance Amount and payment method.

Following are two possible cases:

### 1. Request for Clearance with method of payment Cash and according to the SwO Schedule.

Customer has purchased a service and Seller has confirmed the Order. Seller has committed payment, too, by providing payment information including an Amount and Payment Method to ORA. ORA has provided the Net Clearance Amount and currency in the response to the Seller.

#### a) Preconditions

Remittance and settlement are in the same currency.

#### b) SwO Process

- ORA sends ClearanceRQ message to the Settlement Manager including the Clearance identified with its unique ClearanceID referring to the OrderID as the AgreementID and the PaymentID as the CommitmentID.
- After successful sanity check and validation, the Settlement Manager acknowledges the receipt of the ClearanceRQ message with ClearanceRS message. The ClearanceRS message includes the Remittance Date "RD" and the Settlement Date "SD" as per SwO Schedule, and the Clearance Status Code "Accepted".
- Settlement Manager sends ClearanceNotif message to the Seller. The ClearanceNotif message includes the Remittance Date "RD" and the Settlement Date "SD" as per SwO Schedule, and the Clearance Status Code "Accepted".
- Following the SwO Schedule on Clearing Notification Delivery Deadline Date the Settlement Manager sends the ClearingNotif message to the Remittance Payer. The ClearingNotif message is identified with its ClearingID and includes the Total Amount that must be remitted by the Remittance Payer (or the Seller) and the list of Clearances that have been aggregated for this ClearingNotif message.
- On Remittance Date the Remittance Payer orders payment to the Settlement Manager's bank account for funds equivalent to the Total Amount in the ClearingNotif message identified with its ClearingID. The ClearingID is included in the remarks of the bank transfer order.
- On Settlement Date "SD" the Settlement Manger sends ClearingNotif message, that is identified with its ClearingID. The ClearingNotif message includes the Total Amount being settled to ORA (or Settlement Payee) and the list of Clearances that have been aggregated for this ClearingNotif. The Settlement Manager also orders bank transfer to the ORA bank account for the Total Amount in the ClearingNotif message and includes in the remarks the ClearingID.

### 2. Request for Clearance with method of payment EasyPay including commission for the Seller.

Seller has sold two services. Seller uses IATA EasyPay as Payment Method. The seller receives 10% commission for the sale. The Seller has committed the payment to ORA with payment information provided in the Order Create Request.

#### a) Preconditions

ORA has received AuthorisationID for the EasyPay payment. The authorization is for the NetClearanceAmount that is net of commission. Remittance and settlement are in the same currency.

#### b) SwO Process

- ORA sends one Clearance to the Settlement Manager for the NetClearanceAmount agreed upon in the commitment of the agreement (i.e. the PaymentProcessingSummary in the Order). The NetClearanceAmount is CHF369 – EasyPay payment minus applicable commissions (CHF410-CHF41=CHF369)
- The Settlement Manager acknowledges the receipt of the ClearanceRQ message with ClearanceRS message where the data element "Settlement Date" has value "Today + 1 day". The ClearanceRS message is structured as the ClearanceRQ message, has no errors and the Clearance Status Code for the Clearance has value "Accepted".
- The Settlement Manager requests transfer of funds from the EasyPay vendor providing the Payer and the Authorization ID.

- Within 24 hours the Settlement Manager receives the funds from the EasyPay vendor.
- On Settlement Date "SD" the Settlement Manger sends ClearingNotif message, that is identified with its ClearingID. The ClearingNotif message includes the Total Amount being settled to ORA (or Settlement Payee) and the list of Clearances that have been aggregated for this ClearingNotif. The Settlement Manager also orders bank transfer to the ORA bank account for the Total Amount in the ClearingNotif message and includes in the remarks the ClearingID.

## Remittance of Funds

the Remittance Payer remits funds to the operational bank account of the Settlement Manager, i.e. funds have been transferred out of the Remittance Payer's account to the settlement manager's operational account.

When the method of payment is EasyPay the funds are not remitted by the Remittance Payer but by the EasyPay Provider. Therefore, when the Clearing Notification is for Remittance Payer (or when the Total Amount in the Clearing Notification is 0 (zero)) the Total Amount is reduced by the sum of the Net Clearance Amounts of the Clearances where Payment Type is EasyPay.

### 1. Requests for Clearance where payment is split between two payment methods

Customer has purchased a service and paid the full amount to the Seller. The Seller is unable to request creation of the order with Cash as the only payment method. For example, the Seller has exhausted the limit of its Remittance Holding Capacity. ORA has agreed that the Seller remits the funds to ORA using payment methods Cash and EasyPay.

#### a) Preconditions

Seller has operational EasyPay Wallet. ORA has received AuthorisationID for the EasyPay payment. There are no commissions associated with the sale. Transactional and clearance currencies are the same. Settlement Manager operates daily Clearance in this market. The Seller has requested to receive ClearanceNotif message with one Clearance per ClearanceNotif message.

#### b) SwO Process

- Because payment is completed with two methods of payment there are two PaymentID and therefore two CommitmentID for the same Agreement ID, which is the Order ID in this case. Consequently, ORA sends two Clearances in the ClearanceRQ message to the Settlement Manager that are associated with this payment.
- The Settlement Manager acknowledges the receipt of the ClearanceRQ message with a ClearanceRS message. The ClearanceRS message is structured as the ClearanceRQ message, has no errors and the Clearance Status Code for the two Clearances related to this payment have value "Accepted". Both Clearances include the Settlement Date "SD". For the Clearance with Payment Method Cash the Settlement Date "SD" is as per SwO Calendar. The same applies for the Clearance with Payment Method EasyPay.
- Settlement Manager sends ClearanceNotif messages to the Seller only for the Clearance where the payment method is Cash with Remittance Date "RD" as per SwO Schedule.
- The Settlement Manager requests transfer of funds from the EasyPay vendor providing identification for the Payer and the AuthorizationID for the EasyPay payment.
- Following the SwO Schedule on Clearing Notification Delivery Deadline Date the Settlement Manager sends the ClearingNotif message to the Remittance Payer. The ClearingNotif message is identified with its ClearingID and includes the Total Amount that must be remitted by the Remittance Payer (or the Seller) and the list of Clearances that have been aggregated for this Clearing Notification. The Clearance with method of payment Cash is included in this ClearingNotif message.
- The Settlement Manager receives the funds from the EasyPay vendor.
- On Remittance Date the Remittance Payer orders payment to the Settlement Manager's bank account for funds equivalent to the Total Amount in the ClearingNotif message identified with its ClearingID. The ClearingID is included in the remarks of the bank transfer order. Funds are received by the Settlement Manager on the same day.
- On Settlement Date the Settlement Manger sends ClearingNotif message that is identified with its ClearingID. The ClearingNotif message includes the Total Amount being settled to ORA (or Settlement Payee) and the list of Clearances that have been aggregated for this ClearingNotif. The Clearances with payment method EasyPay and Cash are both included in the ClearingNotif message, each one identified with its own ClearanceID. The Settlement Manager also orders bank transfer to the ORA bank account for the Total Amount in the ClearingNotif message and includes in the remarks the ClearingID.

### 2. Remittance not full

On Remittance Date "RD" the Seller remits only 75% of the "Total Amount" value for the respective ClearingNotif message, which is identified with its ClearingID.

#### a) Preconditions

Settlement Manager's operational bank account does not have credit line. The Settlement Manager applies the available funds from the Remittance Payer proportionally to each Settlement Payee expecting funds from the Remittance Payer. For each Settlement Payee the Settlement Manager processes its transactions on "first in first out" (FIFO) basis. This example is for sales from Orders only.

#### b) SwO Process

- The Settlement Manager receives payment identified with ClearingID 7531. The payment is only for 75% of the "Total Amount" value in the ClearingNotif with the same ClearingID.
- Settlement Manager identifies that Payees: ABC, XYZ and LMN have been affected by the short payment from Payer TRVL.
- The Settlement Manager identifies that there are 537 Clearance between ABC and TRVL. 75% of their value represents enough

- funds to pay the oldest 477 individual transaction and partially transaction 478. The remaining transactions are not settled.
- The Settlement Manager sends ClearingNotif message with ClearingID 98765 to ABC. The last 59 transactions that were supposed to be settled with this Clearing Notification but could not due to short payment are included in the ClearingNotif message with Clearance Status Code equal to "Not Settled". The transaction immediately after the last settled transaction is included in the ClearingNotif message with Clearance Status Code equal to "1-Partially Settled" indicating the amount being settled in the data element "Net Clearance Amount" and the amount not yet settled in the data element "Remaining Amount". The value of the data element "Total Amount" in the ClearingNotif is the sum of the values of the data element "Net Clearance Amount" for all transactions with Clearance Status Code equal to "Fully Settled" and "Partially Settled".
  - The Settlement Manager processes the Clearances between TRVL and XYZ and TRVL and LMN in the same manner as described for ABC above.
  - Seller is given 24 hours to pay the missing funds.
  - The next day Seller pays the remaining 25% in full.
  - The Settlement Manager includes the paid Clearances identified by their ClearanceID in the next ClearingNotif message with ClearingID 98767. The value of the data element "Total Amount" of ClearingNotif message with ClearingID 98767 includes the 25% of the not settled amount from ClearingNotif message with ClearingID 98765. The 59 transactions that were not included in ClearingNotif message with ClearingID 98765 have been added to the ClearingNotif message with ClearingID 98767 with Clearance Status Code equal to "Final Settlement".

### 3. Remittance not full with clawback following the settlement.

On Remittance Date "RD" the Remittance Payer remits funds that are 90% of the expected "Total Amount" value for the respective ClearingNotif message identified by its ClearingID. Regardless of the short payment by the Remittance Payer, the Settlement Manager sends ClearingNotif messages to the concerned Settlement Payees that show all Clearances as 100% settled. The Settlement Manager transfers 100% of the funds that the Settlement Payees expect to receive as indicated in the corresponding ClearingNotif messages.

#### a) Preconditions

Settlement Manager's operational bank account has credit line. The Settlement Manager pays Settlement Payees 100% of Total Amounts to be settled on the settlement day. The Settlement Manager retrieves money from Settlement Payees in the next available settlement period, after the seller's status becomes "defaulted". For each Settlement Payee the Settlement Manager "claws back" the full amount that has been paid since the first period of default of the Seller. The value of the data element "Total Amount" in the following ClearingNotif message is higher than the total amount of the funds with Settlement Code "Claw Back", otherwise ClearingNotif messages must be sent to the original Settlement Payee. This example is for sales from Orders only.

#### b) SwO Process

- The Settlement Manager receives payment identified with ID 91287. The payment is only for 90% of the "Total Amount" value in the ClearingNotif with the same ClearingID.
- Regardless of the short payment on Settlement Date "SD" the Settlement Manger sends ClearingNotif where the value of the data element "Total Amount" is 100% of what is expected. The Settlement Manager also orders bank transfer to the Settlement Payee's bank account for an amount equal to the value of the data element "Total Amount" in the ClearingNotif.
- The Settlement Manager cannot collect the 10% and therefore must recover the funds that have been previously paid to the Settlement Payee.
- The Settlement Manager identifies that Settlement Payees: ABC, XYZ and LMN have been affected by the short payment from Payer TRVL. The Settlement Manager must recover 100% of the funds paid to each one of the Settlement Payees.
- The Settlement Manager adds all impacted Clearances identified by their ClearanceID to the next ClearingNotif message. The Clearance Status Code for each is set to "Claw Back". The ClearingNotif message with its ClearingID (ClearingID 87675) is sent to ABC. The Settlement Manager also orders bank transfer to ABC's bank account for funds equivalent to the value of the data element "Total Amount" in the ClearingNotif message with ClearingID 87675 and includes the ClearingID in the remarks of the bank transfer order. When calculating the value of the data element "Total Amount" in ClearingNotif with ClearingID 87675 is calculated the Clearances with Clearance Status Code equal to "Claw Back" are added after being multiplied by -1.
- Settlement Manage repeats the same steps for Payees XYZ and LMN. The number of individual transactions from the original Clearance for each Settlement Payee will be different.

**Note:** When the Settlement Manager collects the unpaid amount form Seller TRVL then the Settlement Manager would retrieve Clearances with Clearance Status Code equal to "Claw Back" to include them in the following available ClearingNotif message.

## Settlement

The Settlement Manager performs the settlement, i.e. funds have been transferred out of the settlement manager's operational bank account to the Settlement Payee's account. The Settlement Manager provides information to the Settlement Payee that is used to automate reconciliation of the payment.

### 1. Settlement of commission when method of payment is "Credit Card".

Customer has purchased a service and has paid for it with credit card. The sale has a commission that is paid to the Seller using the Billing and Settlement Plan.

#### a) Preconditions

Carrier (ORA) has successfully executed the payment for the Order with the credit card details provided by the Seller in the PaymentProcessingSummary of the request to create the Order.

#### b) SwO Process

- When confirming the order to the Seller ORA creates new PaymentProcessingSummary with new PaymentID with payment method Cash for the payment of the commission.
- ORA sends ClearanceRQ message to the Settlement Manager including in it the Clearance for the payment of commission to the Seller.
- After successful sanity check and validation, the Settlement Manager acknowledges the receipt of the ClearanceRQ message with ClearanceRS message. The ClearanceRS message includes the Clearance for the payment of the commission with Remittance Date "RD" and the Settlement Date "SD" as per SwO Schedule, and the Clearance Status Code "Accepted".
- Settlement Manager sends ClearanceNotif message to the Seller. The ClearanceNotif message includes the Remittance Date "RD" and the Settlement Date "SD" as per SwO Schedule, and the Clearance Status Code "Accepted". In this ClearanceNotif message the seller is the Payee and ORA is the Payer.
- Following the SwO Schedule on Clearing Notification Delivery Deadline Date the Settlement Manager sends the ClearingNotif message to the Remittance Payer, who in this case is the Carrier (ORA). The ClearingNotif message is identified with its ClearingID and includes the Total Amount that must be remitted by the Remittance Payer (ORA).
- On Remittance Date the Remittance Payer or ORA orders payment to the Settlement Manager's bank account for funds equivalent to the Total Amount in the ClearingNotif message identified with its ClearingID. The ClearingID is included in the remarks of the bank transfer order.
- On Settlement Date "SD" the Settlement Manger sends ClearingNotif message, that is identified with its ClearingID. The ClearingNotif message includes the Total Amount being settled to the Seller (or Settlement Payee) and the list of Clearances that have been aggregated for this ClearingNotif. The Settlement Manager also orders bank transfer to the Seller's bank account for the Total Amount in the ClearingNotif message and includes in the remarks the ClearingID.

### 2. Settlement for a refund.

Seller has sold multiple services. Purchase has been paid and settled in full at time of order confirmation and Seller has received 10% commission, which has been cleared as well. Customer decides to cancel one of the services and according to order rules is entitled to CHF75 refund. Customer requests refund in cash to the Seller and the Seller then to ORA.

#### a) Preconditions

Remittance and settlement are in the same currency. Initial purchase has been paid and cleared in full. The market where the Carrier and Seller operate and concluded this transaction allows for refund of commission.

#### b) SwO Process

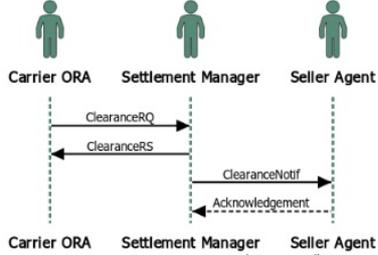
- ORA and Seller have completed the re-shopping for the voluntary servicing request and:
  - The initial Order Item has been cancelled and new Order Item has been created with new value.
  - Additional new Order Item ("Refund Item") for the refund has been created.
- ORA has committed the payment of the "Refund Item" with new PaymentProcessingSummary Information with Payment Method Cash and new PaymentID.
- ORA sends ClearanceRQ message to the Settlement Manager where ORA has included the Clearance related to the "Refund". The Net Clearance Amount in the Payment Information of the Order has negative amount because the ORA payables are higher than the ORA receivables. Therefore, the Payer, in the refund related Clearance that is part of the ClearanceRQ message, is ORA and the Payee is the Seller. The amount to be remitted by ORA is the Net Settlement Amount of CHF67.5 (CHF75 for the refund related to the cancelled item net of the CHF7.5 for the commission paid to the seller at the time of sale [CHF7.5-CHF75=-CHF67.5]).
- After successful sanity check and validation, the Settlement Manager acknowledges the receipt of the ClearanceRQ message with ClearanceRS message. The ClearanceRS message includes the Remittance Date "RD" and the Settlement Date "SD" as

per SwO Schedule, and the Clearance Status Code "Accepted".

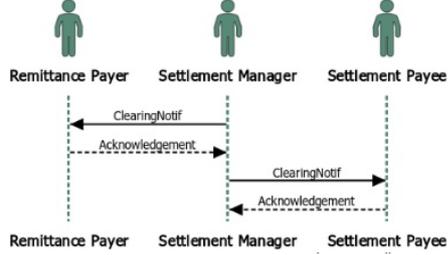
- Settlement Manager sends ClearanceNotif message to the Seller. The ClearanceNotif message includes the Remittance Date "RD" and the Settlement Date "SD" as per SwO Schedule, and the Clearance Status Code "Accepted". The Seller here is the Payee and the Carrier is the Payer.
- Following the SwO Schedule on Clearing Notification Delivery Deadline Date the Settlement Manager sends the ClearingNotif message to the Remittance Payer. The ClearingNotif message is identified with its ClearingID and includes the Total Amount that must be remitted by the Remittance Payer (or the Carrier) and the list of Clearances that have been aggregated for this Clearing Notification.
- On Remittance Date the Remittance Payer orders payment to the Settlement Manager's bank account for funds equivalent to the Total Amount in the ClearingNotif message identified with its ClearingID. The ClearingID is included in the remarks of the bank transfer order.
- On Settlement Date "SD" the Settlement Manger sends ClearingNotif message that is identified with its ClearingID. The ClearingNotif message includes the Total Amount being settled to the Seller (or Settlement Payee) and the list of Clearances that have been aggregated for this ClearingNotif. The Settlement Manager also orders bank transfer to the Seller's bank account for the Total Amount in the ClearingNotif message and includes in the remarks the ClearingID.

# Sequence Flow for SwO Messages

## 1. Request for Clearance



## 2. Notification of Remittance and Settlement



## Overview

### 1. Clearance Request /ClearanceRQ/

the request to start the clearance for the amount agreed during the ordering process. This message is always sent by Offer Responsible Airline (ORA) to the settlement manager. The ClearanceRQ message allows for sending 'N' number of clearances at once, where 'N' can be bigger than or equal to one ( $N \geq 1$ ). Each Clearance in the ClearanceRQ message is uniquely identified with its "ClearanceID". The "ClearanceID" has maximum 15 characters that are defined as follows:

- First seven (7) positions are numeric only, where the first four digits represent the year (such as 2019) and the next 3 digits represent the accounting code of the carrier (such as 954)
- Last 8 positions are alphanumeric and represent unique identifier generated by the carrier.

As an option the carrier can include one identifier that is of significance only to carrier's own operations. This identifier is the "AirlineRefID" and it is alphanumeric with maximum 15 characters.

The carrier sending the ClearanceRQ message can decide how the individual Clearances will be processed by the Settlement Manager:

- Accept the Clearances that pass validation and reject the ones that do not
- Reject all Clearances as long as one Clearance fails validation

ORA communicates its choice to the Settlement Manager by setting the "Reject Every Clearance Indicator" to either 'TRUE' or 'FALSE'. When the value of the "Reject Every Clearance Indicator" is set to 'TRUE' then all Clearances must be rejected as long as only one fails validation. If "Reject Every Clearance Indicator" is set to 'FALSE' or is omitted, then the settlement manager will reject only the clearances that do not pass validation. The fact that the ClearanceRQ caters for this option does not mean that it must be provided by the Settlement Manager.

In addition, ORA must identify the governance for each Clearance and to communicate it to the Settlement Manager using the Clearance Process Rule. The Settlement Manager defines the rules their respective codes and their meaning. The codes are listed in Annex B under code list identifier "CPRC – Clearance Process Rule Code".

The ClearanceRQ message must be sent not later than the next day after the payment for the sale has been confirmed. For transactions paid in cash this is when ORA receives payment information with an amount. For transactions paid using EasyPay this is when the Approval Code from the EasyPay vendor has been received. The Payment Commitment Date indicates when payment is considered successful and the sale confirmed by ORA.

In case of discrepancies between the definitions given in the xsd released as part of the standard and the definitions in this implementation guide for the same concept or data element it is the definition in the xsd that is valid. XML messages must be validated with the corresponding xsd.

#### a) Sample ClearanceRQ XML

Please see IATA\_PaymentClearanceRQ.xml

### 2. Clearance Response /ClearanceRS/

this is the response sent by the Settlement Manager back to ORA as an acknowledgement of the Clearance Request. It delivers either the errors that prevented message processing and response to be generated, or a response. This response provides information of the settlement process status and the settlement and remittance dates. The "ClearanceRS" is sent in response to the "ClearanceRQ" message providing these additional data for each Clearance:

- Remittance Date – irrespective if it was or wasn't provided in the received "ClearanceRQ" message.
- Settlement Date – based on the date the Clearance is received by the Settlement Manager and in correspondence to the settlement date from the "SwO Schedule".
- Clearance Status Code – defines the status of the Clearance and can be one of the codes listed in Annex B under code list identifier "CSTC – Clearance Status Code".
- Clearance Failure Reason Code – provides the reason why a Clearance was rejected during validation and can be one of the codes listed in Annex B under code list identifier "CFRC – Clearance Failure Reason Code".

The ClearanceRS message can include 'N' number of clearances at once. 'N' must equal to the number of clearances sent in the ClearanceRQ message to which this ClearanceRS message is the response. The Clearances in the ClearanceRS message must be the same Clearances, identified by their unique identifiers, sent in the corresponding ClearanceRQ. The ClearanceRS message will have the exact same structure as the ClearanceRQ message. Each individual Clearance in the ClearanceRS message will have value for the Clearance Status Code data element of either "Accepted" or "Rejected" and the validation failures clearly identified in the Clearance Failure Reason Code.

In case of discrepancies between the definitions given in the xsd released as part of the standard and the definitions in this implementation guide for the same concept or data element it is the definition in the xsd that is valid. XML messages must be validated with the corresponding xsd.

#### **a) Sample ClearanceRS XML**

Please see IATA\_PaymentClearanceRS.xml

### **3. Clearance Notification /ClearanceNotif/**

this is unsolicited notification that provides information about upcoming remittance (date of remittance, amount, form of payment, currency etc) or upcoming settlement (date of settlement, amount, currency, etc). The party receiving this message can use it to confirm that clearance for already agreed payment has been initiated. The ClearanceNotif message can include 'N' number of clearances at once. The party receiving the ClearanceNotif message can choose, in its initial set up when joining the SwO Platform, if N should equal to 1 (N=1) or be bigger than one (N > 1). If the Seller chooses to receive ClearanceNotif message with more than one Clearance then the same ClearanceNotif could include Clearances from multiple carriers. The Settlement Manager will send all ClearanceNotif messages respecting the receiving party set up in the Settlement Platform.

In case of discrepancies between the definitions given in the xsd released as part of the standard and the definitions in this implementation guide for the same concept or data element it is the definition in the xsd that is valid. XML messages must be validated with the corresponding xsd.

#### **a) Sample ClearanceNotif XML**

(the party receiving this message has chosen to receive multiple clearances in one ClearanceNotif message. If the party receiving the ClearanceNotif had chosen to receive one Clearance per ClearanceNotif message, then the Settlement manager would have created two ClearanceNotif messages – one for each Clearance). Please see IATA\_PaymentClearanceNotif.xml

# Sample Messages

## 1. PaymentClearanceRequest /ClearanceRQ/

None	Copy
<pre>&lt;IATA_PaymentClearanceRQ xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceRQ" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Clearance&gt;     &lt;AirlineRefID&gt;IEuHTZvp7&lt;/AirlineRefID&gt;     &lt;ClearanceID&gt;2020954fY3TTsPZ&lt;/ClearanceID&gt;     &lt;CommitmentToPay&gt;       &lt;Agreement&gt;         &lt;AgreementID&gt;ZU1AF4&lt;/AgreementID&gt;       &lt;/Agreement&gt;       &lt;CommitmentID&gt;35110523&lt;/CommitmentID&gt;       &lt;PaymentCommitmentDateTime&gt;2020-03-16T08:30:45&lt;/PaymentCommitmentDateTime&gt;       &lt;PaymentMethod&gt;         &lt;Cash&gt;           &lt;NetClearanceAmount CurCode="EUR"&gt;100.11&lt;/NetClearanceAmount&gt;         &lt;/Cash&gt;       &lt;/PaymentMethod&gt;       &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;     &lt;/CommitmentToPay&gt;     &lt;Payee&gt;       &lt;TravelAgency&gt;         &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;         &lt;Name&gt;TRAVEL&lt;/Name&gt;       &lt;/TravelAgency&gt;     &lt;/Payee&gt;     &lt;Payer&gt;       &lt;Carrier&gt;         &lt;AirlineAccountingCode&gt;954&lt;/AirlineAccountingCode&gt;         &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;         &lt;Name&gt;AIRWAYS&lt;/Name&gt;       &lt;/Carrier&gt;     &lt;/Payer&gt;     &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;   &lt;/Clearance&gt;   &lt;Clearance&gt;     &lt;AirlineRefID&gt;CbFuQq4s0&lt;/AirlineRefID&gt;     &lt;ClearanceID&gt;2020954LrZ01NBR&lt;/ClearanceID&gt;     &lt;CommitmentToPay&gt;       &lt;Agreement&gt;         &lt;AgreementID&gt;ST1BC8&lt;/AgreementID&gt;       &lt;/Agreement&gt;       &lt;CommitmentID&gt;21228587&lt;/CommitmentID&gt;       &lt;PaymentCommitmentDateTime&gt;2020-03-16T08:30:45&lt;/PaymentCommitmentDateTime&gt;       &lt;PaymentMethod&gt;         &lt;Cash&gt;           &lt;NetClearanceAmount CurCode="EUR"&gt;200.00&lt;/NetClearanceAmount&gt;         &lt;/Cash&gt;       &lt;/PaymentMethod&gt;       &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;     &lt;/CommitmentToPay&gt;     &lt;Payee&gt;       &lt;Carrier&gt;         &lt;AirlineAccountingCode&gt;954&lt;/AirlineAccountingCode&gt;         &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;         &lt;Name&gt;AIRWAYS&lt;/Name&gt;       &lt;/Carrier&gt;     &lt;/Payee&gt;     &lt;Payer&gt;       &lt;TravelAgency&gt;         &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;         &lt;Name&gt;TRAVEL&lt;/Name&gt;       &lt;/TravelAgency&gt;     &lt;/Payer&gt;     &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;   &lt;/Clearance&gt;   &lt;Clearance&gt;     &lt;AirlineRefID&gt;TnGX7I5eJ&lt;/AirlineRefID&gt;</pre>	

```

<ClearanceID>2020954122pr56C</ClearanceID>
<CommitmentToPay>
  <Agreement>
    <AgreementID>EX1YT4</AgreementID>
  </Agreement>
  <CommitmentID>13184954</CommitmentID>
  <PaymentCommitmentDateTime>2020-03-16T08:30:45</PaymentCommitmentDateTime>
  <PaymentMethod>
    <Cash>
      <NetClearanceAmount CurCode="EUR">300.00</NetClearanceAmount>
    </Cash>
  </PaymentMethod>
  <TypeCode>CASH</TypeCode>
</CommitmentToPay>
<Payee>
  <Carrier>
    <AirlineAccountingCode>954</AirlineAccountingCode>
    <AirlineDesigCode>XB</AirlineDesigCode>
    <Name>AIRWAYS</Name>
  </Carrier>
</Payee>
<Payer>
  <TravelAgency>
    <IATA_Number>88888888</IATA_Number>
    <Name>TRAVEL</Name>
  </TravelAgency>
</Payer>
<ProcessRuleCode>IATAC00</ProcessRuleCode>
</Clearance>
<ClearanceCount>3</ClearanceCount>
<RejectEveryClearanceIndicator>true</RejectEveryClearanceIndicator>
</IATA_PaymentClearanceRQ>

```

## 2. PaymentClearanceResponse /ClearanceRS/

None

Copy

```

<IATA_PaymentClearanceRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceRS"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Response>
    <Clearance>
      <AirlineRefID>IEuHTZvp7</AirlineRefID>
      <ClearanceID>2020954fY3TTsPZ</ClearanceID>
      <CommitmentToPay>
        <Agreement>
          <AgreementID>ZU1AF4</AgreementID>
        </Agreement>
        <CommitmentID>35110523</CommitmentID>
        <PaymentCommitmentDateTime>2020-03-16T08:30:45</PaymentCommitmentDateTime>
        <PaymentMethod>
          <Cash>
            <NetClearanceAmount CurCode="EUR">100.11</NetClearanceAmount>
            <RemittanceDate>2020-03-23</RemittanceDate>
          </Cash>
        </PaymentMethod>
        <TypeCode>CASH</TypeCode>
      </CommitmentToPay>
      <Payee>
        <TravelAgency>
          <IATA_Number>88888888</IATA_Number>
          <Name>TRAVEL</Name>
        </TravelAgency>
      </Payee>
      <Payer>
        <Carrier>
          <AirlineAccountingCode>954</AirlineAccountingCode>
          <AirlineDesigCode>XB</AirlineDesigCode>
          <Name>AIRWAYS</Name>
        </Carrier>
      </Payer>
      <ProcessRuleCode>IATAC00</ProcessRuleCode>
      <SettlementDate>2020-03-30</SettlementDate>
      <StatusCode>ACCPY</StatusCode>
    </Clearance>
  </Response>
</IATA_PaymentClearanceRS>

```

```

</Clearance>
<Clearance>
  <AirlineRefID>CbfuQq4s0</AirlineRefID>
  <ClearanceID>2020954LrZ01NBR</ClearanceID>
  <CommitmentToPay>
    <Agreement>
      <AgreementID>ST1BC8</AgreementID>
    </Agreement>
    <CommitmentID>21228587</CommitmentID>
    <PaymentCommitmentDateTime>2020-03-16T08:30:45</PaymentCommitmentDateTime>
    <PaymentMethod>
      <Cash>
        <NetClearanceAmount CurCode="EUR">200.00</NetClearanceAmount>
        <RemittanceDate>2020-03-23</RemittanceDate>
      </Cash>
    </PaymentMethod>
    <TypeCode>CASH</TypeCode>
  </CommitmentToPay>
  <Payee>
    <Carrier>
      <AirlineAccountingCode>954</AirlineAccountingCode>
      <AirlineDesigCode>XB</AirlineDesigCode>
      <Name>AIRWAYS</Name>
    </Carrier>
  </Payee>
  <Payer>
    <TravelAgency>
      <IATA_Number>88888888</IATA_Number>
      <Name>TRAVEL</Name>
    </TravelAgency>
  </Payer>
  <ProcessRuleCode>IATAC00</ProcessRuleCode>
  <SettlementDate>2020-03-30</SettlementDate>
  <StatusCode>ACCPT</StatusCode>
</Clearance>
<Clearance>
  <AirlineRefID>TnGX7I5eJ</AirlineRefID>
  <ClearanceID>2020954122pr56C</ClearanceID>
  <CommitmentToPay>
    <Agreement>
      <AgreementID>EX1YT4</AgreementID>
    </Agreement>
    <CommitmentID>13184954</CommitmentID>
    <PaymentCommitmentDateTime>2020-03-16T08:30:45</PaymentCommitmentDateTime>
    <PaymentMethod>
      <Cash>
        <NetClearanceAmount CurCode="EUR">300.00</NetClearanceAmount>
        <RemittanceDate>2020-03-23</RemittanceDate>
      </Cash>
    </PaymentMethod>
    <TypeCode>CASH</TypeCode>
  </CommitmentToPay>
  <Payee>
    <Carrier>
      <AirlineAccountingCode>954</AirlineAccountingCode>
      <AirlineDesigCode>XB</AirlineDesigCode>
      <Name>AIRWAYS</Name>
    </Carrier>
  </Payee>
  <Payer>
    <TravelAgency>
      <IATA_Number>88888888</IATA_Number>
      <Name>TRAVEL</Name>
    </TravelAgency>
  </Payer>
  <ProcessRuleCode>IATAC00</ProcessRuleCode>
  <SettlementDate>2020-03-30</SettlementDate>
  <StatusCode>ACCPT</StatusCode>
</Clearance>
<ClearanceCount>3</ClearanceCount>
<RejectEveryClearanceInd>true</RejectEveryClearanceInd>
</Response>
</IATA_PaymentClearanceRS>

```

### 3. PaymentClearanceNotification /ClearanceNotif/

None	Copy
<pre>&lt;IATA_PaymentClearanceNotif xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceNotif" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Clearance&gt;     &lt;AirlineRefID&gt;IEuHTZvp7&lt;/AirlineRefID&gt;     &lt;ClearanceID&gt;2020954fY3TTsPZ&lt;/ClearanceID&gt;     &lt;CommitmentToPay&gt;       &lt;Agreement&gt;         &lt;AgreementID&gt;ZU1AF4&lt;/AgreementID&gt;       &lt;/Agreement&gt;       &lt;CommitmentID&gt;35110523&lt;/CommitmentID&gt;       &lt;PaymentCommitmentDateTime&gt;2020-03-16T08:30:45&lt;/PaymentCommitmentDateTime&gt;       &lt;PaymentMethod&gt;         &lt;Cash&gt;           &lt;NetClearanceAmount CurCode="EUR"&gt;100.11&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2020-03-23&lt;/RemittanceDate&gt;         &lt;/Cash&gt;       &lt;/PaymentMethod&gt;       &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;     &lt;/CommitmentToPay&gt;     &lt;Payee&gt;       &lt;TravelAgency&gt;         &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;         &lt;Name&gt;TRAVEL&lt;/Name&gt;       &lt;/TravelAgency&gt;     &lt;/Payee&gt;     &lt;Payer&gt;       &lt;Carrier&gt;         &lt;AirlineAccountingCode&gt;954&lt;/AirlineAccountingCode&gt;         &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;         &lt;Name&gt;AIRWAYS&lt;/Name&gt;       &lt;/Carrier&gt;     &lt;/Payer&gt;     &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;     &lt;SettlementDate&gt;2020-03-30&lt;/SettlementDate&gt;     &lt;StatusCode&gt;ACCPT&lt;/StatusCode&gt;   &lt;/Clearance&gt;   &lt;Clearance&gt;     &lt;AirlineRefID&gt;CbFuQq4s0&lt;/AirlineRefID&gt;     &lt;ClearanceID&gt;2020954LrZ01NBR&lt;/ClearanceID&gt;     &lt;CommitmentToPay&gt;       &lt;Agreement&gt;         &lt;AgreementID&gt;ST1BC8&lt;/AgreementID&gt;       &lt;/Agreement&gt;       &lt;CommitmentID&gt;21228587&lt;/CommitmentID&gt;       &lt;PaymentCommitmentDateTime&gt;2020-03-16T08:30:45&lt;/PaymentCommitmentDateTime&gt;       &lt;PaymentMethod&gt;         &lt;Cash&gt;           &lt;NetClearanceAmount CurCode="EUR"&gt;200.00&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2020-03-23&lt;/RemittanceDate&gt;         &lt;/Cash&gt;       &lt;/PaymentMethod&gt;       &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;     &lt;/CommitmentToPay&gt;     &lt;Payee&gt;       &lt;Carrier&gt;         &lt;AirlineAccountingCode&gt;954&lt;/AirlineAccountingCode&gt;         &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;         &lt;Name&gt;AIRWAYS&lt;/Name&gt;       &lt;/Carrier&gt;     &lt;/Payee&gt;     &lt;Payer&gt;       &lt;TravelAgency&gt;         &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;         &lt;Name&gt;TRAVEL&lt;/Name&gt;       &lt;/TravelAgency&gt;     &lt;/Payer&gt;     &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;     &lt;SettlementDate&gt;2020-03-30&lt;/SettlementDate&gt;     &lt;StatusCode&gt;ACCPT&lt;/StatusCode&gt;   &lt;/Clearance&gt; &lt;/IATA_PaymentClearanceNotif&gt;</pre>	

```
</Clearance>
<ClearanceCount>2</ClearanceCount>
</IATA_PaymentClearanceNotif>
```

#### 4. PaymentClearanceRSError

None

Copy

```
<IATA_PaymentClearanceRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceRS"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Error>
    <Code>MSGNCMP</Code>
    <DescText>Message could not validate against XSD</DescText>
  </Error>
</IATA_PaymentClearanceRS>
```

#### 5 . PaymentClearanceRRejection

None

Copy

```
<IATA_PaymentClearanceRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceRS"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Response>
    <Clearance>
      <ClearanceID>2020954fY3TTsPZ</ClearanceID>
      <FailureReasonCode>PAYENST</FailureReasonCode>
      <StatusCode>RJCTD</StatusCode>
    </Clearance>
    <Clearance>
      <ClearanceID>2020954LrZ01NBR</ClearanceID>
      <FailureReasonCode>RECTRUE</FailureReasonCode>
      <StatusCode>RJCTD</StatusCode>
    </Clearance>
    <Clearance>
      <ClearanceID>2020954122prS6C</ClearanceID>
      <FailureReasonCode>RECTRUE</FailureReasonCode>
      <StatusCode>RJCTD</StatusCode>
    </Clearance>
    <ClearanceCount>3</ClearanceCount>
    <RejectEveryClearanceInd>true</RejectEveryClearanceInd>
  </Response>
</IATA_PaymentClearanceRS>
```

## Overview

Settlement Manager sends Clearing Notification to each actor who has to remit funds and each actor with who the Settlement Manager will be settling funds. Thus the Settlement Manager can complete the clearing process and transfer funds accordingly. Each Clearing Notification is destined to either Remittance Payer or Settlement Payee, who in turn have to either pay money to the operational account of the Settlement Manager or receive money from the operational account of the Settlement Manager.

### 1. Clearing Notification with Remittance Payer

notification sent to the Remittance Payer providing information about the total amount that has to be remitted and the date it has to be remitted. It includes list of all relevant clearance transactions. The Remittance Payer will then have to make the payment to the settlement manager operational account including in the bank transfer order the "Clearing ID" provided in the Clearing Notification.

### 2. Clearing Notification with Settlement Payee

notification sent to the Settlement Payee about payments made to the payee's bank account and the date the funds had to be settled. Where possible the "Clearing ID" from the Clearing Notification is included in the bank order of the settlement manager to help the Settlement Payee identify the payment received in its bank account and to do accounting reconciliation.

The information in the Clearing Notification includes detailed data at transaction level and aggregate level data. The message includes all clearances that were supposed to be cleared at that date using the Clearance Status Code to define each transaction's status. The value in the "Non-Settled Amount" represents either the remaining amount to be settled or the amount to be written off, depending on the status code of the Clearance.

Clearing ID is ten characters long, where if the first three characters are "BIL" it means that the payment is bilaterally arranged payment outside of the operational account of the Settlement Manager. The remaining seven characters are random alphanumeric string.

Information about the transfer of funds in relation to the settlement is provided in the "Funds Transfer" complex data element. This includes:

- the method of transfer – for example transfer to a bank account or transfer to other clearance account.
- the type of transfer execution – for example direct credit.
- the value date
- the account that was credited

In case of discrepancies between the definitions given in the xsd released as part of the standard and the definitions in this implementation guide for the same concept or data element it is the definition in the xsd that is valid. XML messages must be validated with the corresponding xsd.

#### a) Sample ClearingNotif XML

(in this sample the Cash and EasyPay payment methods have the same settlement date and are included in the same ClearingNotif. This is only possible if EasyPay is not considered separate settlement process with its own bank transfer.)  
Please see IATA\_PaymentRemittanceTransferNotif.xml

# Sample Messages

## 1. PaymentClearingNotif

None	Copy
------	------

```
<IATA_PaymentClearingNotif xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearingNotif"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ClearingProcess>
    <Clearance>
      <AirlineRefID>CbfuQq4s0</AirlineRefID>
      <ClearanceID>2020954LrZ01NBR</ClearanceID>
      <CommitmentToPay>
        <Agreement>
          <AgreementID>ST1BC8</AgreementID>
        </Agreement>
        <CommitmentID>21228587</CommitmentID>
        <PaymentCommitmentDateTime>2020-08-16T08:30:45</PaymentCommitmentDateTime>
        <PaymentMethod>
          <Cash>
            <NetClearanceAmount CurCode="EUR">200.00</NetClearanceAmount>
          </Cash>
        </PaymentMethod>
        <TypeCode>CASH</TypeCode>
      </CommitmentToPay>
      <Payer>
        <TravelAgency>
          <IATA_Number>88888888</IATA_Number>
          <Name>TRAVEL</Name>
        </TravelAgency>
      </Payer>
      <ProcessRuleCode>IATAC00</ProcessRuleCode>
      <StatusCode>FLSTL</StatusCode>
    </Clearance>
    <Clearance>
      <AirlineRefID>TnGX7I5eJ</AirlineRefID>
      <ClearanceID>2020954122prS6C</ClearanceID>
      <CommitmentToPay>
        <Agreement>
          <AgreementID>EX1YT4</AgreementID>
        </Agreement>
        <CommitmentID>13184954</CommitmentID>
        <PaymentCommitmentDateTime>2020-08-18T09:35:50</PaymentCommitmentDateTime>
        <PaymentMethod>
          <Cash>
            <NetClearanceAmount CurCode="EUR">250.00</NetClearanceAmount>
          </Cash>
        </PaymentMethod>
        <TypeCode>CASH</TypeCode>
      </CommitmentToPay>
      <NonSettledAmount CurCode="EUR">50.00</NonSettledAmount>
      <Payer>
        <TravelAgency>
          <IATA_Number>88888888</IATA_Number>
          <Name>TRAVEL</Name>
        </TravelAgency>
      </Payer>
      <ProcessRuleCode>IATAC00</ProcessRuleCode>
      <StatusCode>1PSTL</StatusCode>
    </Clearance>
    <ClearingDate>2020-09-10</ClearingDate>
    <ClearingID>SWS1234567</ClearingID>
    <ClearingParty>
      <SettlementPayee>
        <Carrier>
          <AirlineAccountingCode>954</AirlineAccountingCode>
          <AirlineDesigCode>XB</AirlineDesigCode>
          <Name>AIRWAYS</Name>
        </Carrier>
      </SettlementPayee>
    </ClearingParty>
  </FundsTransfer>
</IATA_PaymentClearingNotif>
```

```
<AccountCode>CH11</AccountCode>  
<MethodCode>SWOBANK</MethodCode>  
<TypeCode>DCR</TypeCode>  
<ValueDate>2020-09-10</ValueDate>  
</FundsTransfer>  
<TotalAmount CurCode="EUR">450.00</TotalAmount>  
</ClearingProcess>  
</IATA_PaymentClearingNotif>
```

## Overview

Recipients of notification type messages such as: ClearanceNotif and ClearingNotif shall respond with the Acknowledgement message that is part of the Enhanced and Simplified Standard. This message can provide more information than a simple system response and hence the requirement for its use. For example, the message has a "Notification" data element where codified response can be provided for downstream automation together with additional text for added clarity.

# Sample Messages

## 1. Acknowledgement

None	Copy
<pre>&lt;IATA_Acknowledgement xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_Acknowledgement" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Notification&gt;     &lt;StatusCode&gt;OK&lt;/StatusCode&gt;     &lt;StatusMessageText&gt;Clearing Notification successfully processed.&lt;/StatusMessageText&gt;   &lt;/Notification&gt; &lt;/IATA_Acknowledgement&gt;</pre>	

## 2. AcknowledgementRejection

None	Copy
<pre>&lt;IATA_Acknowledgement xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_Acknowledgement" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Notification&gt;     &lt;StatusCode&gt;MSGNCMP&lt;/StatusCode&gt;     &lt;StatusMessageText&gt;Message could not validate against XSD.&lt;/StatusMessageText&gt;   &lt;/Notification&gt; &lt;/IATA_Acknowledgement&gt;</pre>	

## Overview

### 1. Cancellation Request / ClearanceCancellationRQ

request to cancel Clearances that have already been accepted by the Settlement Manager. Clearance can only be cancelled by ORA since ORA is the only party that can initiate a Clearance Request with the ClearanceRQ message. If ORA decides to cancel a Clearance, then ORA must send a ClearanceCancellationRQ message to the Settlement Manager.

Please see IATA\_PaymentClearanceCancellationRQ.xml.

### 2. Cancellation Response / ClearanceCancellationRS

this is the response sent by the Settlement Manager back to ORA as an acknowledgement of the Cancellation Request. It delivers either the errors that prevented message processing and response to be generated, or a response. The response provides information if the cancellation request was successful or not and why given cancellation request could not be fulfilled. Clearances that have been successfully cancelled will be identified with their Clearance ID and will have status "Cancelled". Clearances that could not be cancelled will be identified with their Clearance ID and will show their current status code and the reason why the cancellation request could not be fulfilled. "Clearance Failure Reason Code" provides the reason why a Clearance could not be cancelled and can be one of the codes listed in Annex B under code list identifier "CFRC – Clearance Failure Reason Code".

The Settlement Manager establishes and communicates the rule on how a Clearance can be cancelled. After changing the Clearance Status Code to "Cancelled" the Settlement Manager must send ClearanceNotif message for the same Clearance, identified with its ClearanceID, to the Seller where the Clearance Status Code is "Cancelled" too. Thus, the Settlement Manager informs the Seller about the change of status of the Clearance, which in this case is cancellation.

Please see IATA\_PaymentClearanceCancellationRS.xml.

## Sample Messages

### 1. PaymentClearanceCancellationRQ

None	Copy
<pre>&lt;IATA_PaymentClearanceCancellationRQ xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceCancellationRQ" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;ClearanceID&gt;2020954fY3TTsPZ&lt;/ClearanceID&gt;   &lt;ClearanceID&gt;2020954LrZ01NBR&lt;/ClearanceID&gt;   &lt;ClearanceID&gt;2020954122prS6C&lt;/ClearanceID&gt; &lt;/IATA_PaymentClearanceCancellationRQ&gt;</pre>	

### 2. PaymentClearanceCancellationRS

None	Copy
<pre>&lt;PaymentClearanceCancellationRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceCancellationRS" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Clearance&gt;     &lt;ClearanceID&gt;2020954122prS6C&lt;/ClearanceID&gt;     &lt;StatusCode&gt;CNCLD&lt;/StatusCode&gt;   &lt;/Clearance&gt;   &lt;Clearance&gt;     &lt;ClearanceID&gt;2020954LrZ01NBR&lt;/ClearanceID&gt;     &lt;StatusCode&gt;CNCLD&lt;/StatusCode&gt;   &lt;/Clearance&gt;   &lt;Clearance&gt;     &lt;ClearanceID&gt;2020954fY3TTsPZ&lt;/ClearanceID&gt;     &lt;FailureReasonCode&gt;CNTPCNL&lt;/FailureReasonCode&gt;     &lt;StatusCode&gt;ACCPT&lt;/StatusCode&gt;   &lt;/Clearance&gt; &lt;/PaymentClearanceCancellationRS&gt;</pre>	

## Overview

The SwO Standard should provide the possibility for information to be retrieved at any time using search criteria. For example, a carrier shall be able to retrieve information from the settlement manager in order to recover lost data or to obtain data that was not received.

### 1. Request for list of Clearances /ClearanceListRQ/

this is request for retrieval of Clearances based on provided identifiers or other attributes of the clearance such as Payer, Payee, Status Code, Settlement Date etc. The request can be based on only one attribute or combinations of attributes.  
Please see IATA\_PaymentClearanceListRQ.xml.

### 2. List of Clearances Response /ClearanceListRS/

this is the response to the Clearance List request for data retrieval. It delivers either the errors that prevented message processing or response to be generated, or a response. The response is the list of Clearances that match the filter criteria.  
Please see IATA\_PaymentClearanceListRS.xml.

### 3. Request for Clearing List / ClearingListRQ/

this is request for retrieval of Clearing Notifications based either on clearing identifiers or clearing dates.  
Please see IATA\_PaymentClearingListRQ.xml.

### 4. List of Clearing Response /ClearingListRS/

this is the response to the Clearing List request for data retrieval. It delivers either the errors that prevented message processing and response to be generated, or a response. The response is the list of Clearings that match the filter criteria.  
Please see IATA\_PaymentClearingListRS.xml.

# Sample Messages

## 1. PaymentClearanceListRQ

None	Copy
<pre>&lt;IATA_PaymentClearanceListRQ xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceListRQ" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;ClearanceFilterCriteria&gt;     &lt;StatusCode&gt;1PSTL&lt;/StatusCode&gt;     &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;   &lt;/ClearanceFilterCriteria&gt; &lt;/IATA_PaymentClearanceListRQ&gt;</pre>	

## 2. PaymentClearanceListRS

None	Copy
<pre>&lt;IATA_PaymentClearanceListRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceListRS" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Clearance&gt;     &lt;AirlineRefID&gt;TnGX7I5eJ&lt;/AirlineRefID&gt;     &lt;ClearanceID&gt;2020954122prS6C&lt;/ClearanceID&gt;     &lt;CommitmentToPay&gt;       &lt;Agreement&gt;         &lt;AgreementID&gt;EX1YT4&lt;/AgreementID&gt;       &lt;/Agreement&gt;       &lt;CommitmentID&gt;13184954&lt;/CommitmentID&gt;       &lt;PaymentCommitmentDateTime&gt;2020-03-16T08:30:45&lt;/PaymentCommitmentDateTime&gt;       &lt;PaymentMethod&gt;         &lt;Cash&gt;           &lt;NetClearanceAmount CurCode="EUR"&gt;250.00&lt;/NetClearanceAmount&gt;           &lt;RemittanceDate&gt;2020-03-23&lt;/RemittanceDate&gt;         &lt;/Cash&gt;       &lt;/PaymentMethod&gt;       &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;     &lt;/CommitmentToPay&gt;     &lt;NonSettledAmount CurCode="EUR"&gt;50.00&lt;/NonSettledAmount&gt;     &lt;Payee&gt;       &lt;Carrier&gt;         &lt;AirlineAccountingCode&gt;954&lt;/AirlineAccountingCode&gt;         &lt;AirlineDesigCode&gt;XB&lt;/AirlineDesigCode&gt;         &lt;Name&gt;AIRWAYS&lt;/Name&gt;       &lt;/Carrier&gt;     &lt;/Payee&gt;     &lt;Payer&gt;       &lt;TravelAgency&gt;         &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;         &lt;Name&gt;TRAVEL&lt;/Name&gt;       &lt;/TravelAgency&gt;     &lt;/Payer&gt;     &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;     &lt;SettlementDate&gt;2020-03-30&lt;/SettlementDate&gt;     &lt;StatusCode&gt;1PSTL&lt;/StatusCode&gt;   &lt;/Clearance&gt; &lt;/IATA_PaymentClearanceListRS&gt;</pre>	

## 3. PaymentClearanceListRSNoResults

None	Copy
<pre>&lt;IATA_PaymentClearanceListRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearanceListRS" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;Error&gt;     &lt;Code&gt;QRYNORS&lt;/Code&gt;     &lt;DescText&gt;Query does not return results&lt;/DescText&gt;   &lt;/Error&gt; &lt;/IATA_PaymentClearanceListRS&gt;</pre>	

#### 4. PaymentClearingListRQ

None	Copy
<pre>&lt;IATA_PaymentClearingListRQ xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearingListRQ" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;ClearingDate&gt;     &lt;FromDate&gt;2020-09-01&lt;/FromDate&gt;     &lt;ToDate&gt;2020-09-15&lt;/ToDate&gt;   &lt;/ClearingDate&gt; &lt;/IATA_PaymentClearingListRQ&gt;</pre>	

#### 5. PaymentClearingListRS

None	Copy
<pre>&lt;IATA_PaymentClearingListRS xmlns="http://www.iata.org/IATA/2015/00/2020.2/IATA_PaymentClearingListRS" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"&gt;   &lt;ClearingProcess&gt;     &lt;Clearance&gt;       &lt;AirlineRefID&gt;CbfuQq4s0&lt;/AirlineRefID&gt;       &lt;ClearanceID&gt;2020954LrZ01NBR&lt;/ClearanceID&gt;       &lt;CommitmentToPay&gt;         &lt;Agreement&gt;           &lt;AgreementID&gt;ST1BC8&lt;/AgreementID&gt;         &lt;/Agreement&gt;         &lt;CommitmentID&gt;21228587&lt;/CommitmentID&gt;         &lt;PaymentCommitmentDateTime&gt;2020-08-16T08:30:45&lt;/PaymentCommitmentDateTime&gt;         &lt;PaymentMethod&gt;           &lt;Cash&gt;             &lt;NetClearanceAmount CurCode="EUR"&gt;200.00&lt;/NetClearanceAmount&gt;           &lt;/Cash&gt;         &lt;/PaymentMethod&gt;         &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;       &lt;/CommitmentToPay&gt;       &lt;Payer&gt;         &lt;TravelAgency&gt;           &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;           &lt;Name&gt;TRAVEL&lt;/Name&gt;         &lt;/TravelAgency&gt;       &lt;/Payer&gt;       &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;       &lt;StatusCode&gt;FLSTL&lt;/StatusCode&gt;     &lt;/Clearance&gt;     &lt;Clearance&gt;       &lt;AirlineRefID&gt;TnGX7I5eJ&lt;/AirlineRefID&gt;       &lt;ClearanceID&gt;2020954122prS6C&lt;/ClearanceID&gt;       &lt;CommitmentToPay&gt;         &lt;Agreement&gt;           &lt;AgreementID&gt;EX1YT4&lt;/AgreementID&gt;         &lt;/Agreement&gt;         &lt;CommitmentID&gt;13184954&lt;/CommitmentID&gt;         &lt;PaymentCommitmentDateTime&gt;2020-08-18T09:35:50&lt;/PaymentCommitmentDateTime&gt;         &lt;PaymentMethod&gt;           &lt;Cash&gt;             &lt;NetClearanceAmount CurCode="EUR"&gt;250.00&lt;/NetClearanceAmount&gt;           &lt;/Cash&gt;         &lt;/PaymentMethod&gt;         &lt;TypeCode&gt;CASH&lt;/TypeCode&gt;       &lt;/CommitmentToPay&gt;       &lt;NonSettledAmount CurCode="EUR"&gt;50.00&lt;/NonSettledAmount&gt;       &lt;Payer&gt;         &lt;TravelAgency&gt;           &lt;IATA_Number&gt;88888888&lt;/IATA_Number&gt;           &lt;Name&gt;TRAVEL&lt;/Name&gt;         &lt;/TravelAgency&gt;       &lt;/Payer&gt;       &lt;ProcessRuleCode&gt;IATAC00&lt;/ProcessRuleCode&gt;       &lt;StatusCode&gt;1PSTL&lt;/StatusCode&gt;     &lt;/Clearance&gt;     &lt;ClearingDate&gt;2020-09-10&lt;/ClearingDate&gt;     &lt;ClearingID&gt;SW51234567&lt;/ClearingID&gt;</pre>	

```
<ClearingParty>
  <SettlementPayee>
    <Carrier>
      <AirlineAccountingCode>954</AirlineAccountingCode>
      <AirlineDesigCode>XB</AirlineDesigCode>
      <Name>AIRWAYS</Name>
    </Carrier>
  </SettlementPayee>
</ClearingParty>
<FundsTransfer>
  <AccountCode>CH11</AccountCode>
  <MethodCode>SWOBANK</MethodCode>
  <TypeCode>DCR</TypeCode>
  <ValueDate>2020-09-10</ValueDate>
</FundsTransfer>
<TotalAmount CurCode="EUR">450.00</TotalAmount>
</ClearingProcess>
</IATA_PaymentClearingListRS>
```

# Settlement Manager

## 1. Validations and sanity checks

Upon receipt of the request for clearance in the form of ClearanceRQ message the settlement manager would perform sanity checks of the message structure and data and will have to validate the data against defined business rules. The sanity checks verify that the XML was formed in compliance with the XSD schema and that data is in the expected format. Any errors at this point will lead to ClearanceRS message with Error complex data element only. It is recommended that all such errors shall be identified at once and XPath should be used to navigate through the ClearanceRQ to locate all nodes with errors.

Only when the sanity checks have been passed the settlement manager can continue the validations. The validations verify that certain business rules have been followed when the request has been generated:

- Clearance ID is not blank
- Does the clearance request originate from carrier who is recognized as Settlement with Orders capable carrier?
- Is the Payer or the Payee in the Clearance the party that originated this clearance. The originator of the Clearance creates the Clearance ID, which includes identifier for the originator. This identifier must match the identifier of either the Payer or the Payee.
- Is the clearance request for seller who is certified to work with Settlement with Order standard
- Are the carrier and the seller in agreement to process Settlement with Order transactions
- Is the payment method (described in the type code) acceptable for the Settlement with Order process?
- Has request for clearance with the same Clearance ID been successfully processed already
- Has request for clearance with the same Agreement ID and Commitment ID been successfully processed already
- Is the currency code valid for the settlement manager's operational bank account in the market where the payer and payee are clearing?

The very first validation the Settlement Manager will do is to verify that the total count of ClearanceIDs, in the ClearanceRQ message, equals to the number in the data element "Clearance Count".

If the two do not equal, then the settlement manager will respond with ClearanceRS message with "Error" complex data element only using the codes listed in Annex B under the code list identifier "CEC – Clearance Error Codes" without doing any other validations per Clearance.

If the two equal, then the settlement manager must validate each Clearance, as identified by its own ClearanceID in the ClearanceRQ message, until all have been checked. Thus, the settlement manager will show all possible validation failures. In any case, when doing validations, the settlement manager must validate all Clearances in a ClearanceRQ before sending back a ClearanceRS (Clearance Response) message.

Settlement manager will assign the valid "Remittance Date" and "Settlement Date" according to the SwO Schedule.

## 2. SwO Schedule

this is the schedule that specifies the money transfer dates and the data delivery dates related to the operations of the Settlement Platform managed by the Settlement Manager. It is provided by the Settlement Manager to the participants in the Settlement Platform and matches the BSP calendar The key dates and periods in the SwO Schedule are:

- ClearanceRQ Submission Deadline Date – CRQSDD – this is the date when the ClearanceRQ from ORA must be submitted. If ClearanceRQ is submitted by this date, then the corresponding Remittance Date (RD) and Settlement Date (SD) can be fulfilled.
- Processing time for the Settlement Manger – P – this is the time the Settlement Manager needs to process the clearance request submitted by the CRQSDD. This could vary by market depending on market size and market operations.
- Clearing Notification Delivery Deadline Date – CNDDD – this is the date when the Clearing Notification must be delivered to the payer.
- Remittance processing date – R – this is the time necessary for the payer to execute the remittance. It is pre-agreed time period for each market.
- Remittance Date – RD – the date the remittance is executed
- Settlement Manager Settlement Process – S – this is the time necessary to execute the settlement.
- Settlement Date – SD – the date of the settlement

CRQSDD->(P)->CNDDD->(R)->RD->(S)->SD

Sample SwO Schedule

Operation#	ClearanceRQ-Submission-Deadline-Date#	Clearing-Delivery-Deadline-Date-to-Remittance-Payer#	Remittance-Date#	Settlement-Date-&-Clearing-Delivery-Deadline-Date-to-Settlement-Payee#
XX_CUR#	07-11-2019#	10-11-2019#	15-11-2019#	15-11-2019#
XX_CUR#	15-11-2019#	18-11-2019#	25-11-2019#	25-11-2019#
XX_CUR#	23-11-2019#	26-11-2019#	02-12-2019#	02-12-2019#
XX_CUR#	30-11-2019#	03-12-2019#	09-12-2019#	09-12-2019#
XX_CUR#	07-12-2019#	10-12-2019#	16-12-2019#	16-12-2019#
XX_CUR#	15-12-2019#	18-12-2019#	23-12-2019#	23-12-2019#

XX denotes ISO country code such as CH for Switzerland. CUR denotes ISO three letter currency code such as CHF for Swiss Franc.

### **3. Net reconciliation**

For any given entity the Settlement Manager will receive multiple clearances where the entity will be either the Payer or the Payee. Therefore, if the Settlement Manager was performing clearance on daily basis, the settlement manger will add the Net Clearance Amounts of the Clearance where the entity is a Payee and deduct the Net Clearance Amount from the Clearances where the entity is the Payer.

However, if clearance is not performed daily then the settlement manager will combine all Clearances with the same Remittance Dates. Then the Settlement Manager will add the Net Clearance Amount for the Clearances where the entity is a Payee and deduct the Net Clearance Amount for the Clearances where the entity is a Payer. Thus the Settlement Manager will determine the Settlement Payees and the Remittance Payer and avoid sending unnecessary Transfer Notifications.

## Transfer of Funds

### 1. Settlement Payees

The Settlement Payee is the party receiving the funds as per the ClearingNotif message. The funds that will be transferred by the settlement manager to the Settlement Payee's bank account will equal the "Total Amount" in the ClearingNotif message. Where possible the Settlement Manager will include in the details of the bank transfer the ClearingID of the ClearingNotif message.

The Settlement Payee will have the following options when choosing how to receive the funds related to the SwO clearance:

#### a) As part of one settlement payment

that includes funds cleared using the SwO Process with funds cleared using other processes. The "Total Amount" of the Clearing is included in the bank amount deposited in the Settlement Payee's bank account. If possible, the Clearing ID of the Clearing Notification would be included in the bank transfer order details.

#### b) As a separate payment

including the Clearing ID wherever possible, in the same bank account where funds cleared using other processes are deposited.

Overall, the Total Amount in the ClearingNotif message shall correspond to the deposit into the Settlement Payee's bank account in the case of separate payment and will be different from the deposit into the Settlement Payee's bank account in the case when it is part of one settlement payment that includes SwO clearance.

### 2. Remittance Payers

The Remittance Payer is the party paying funds as requested by the Settlement Manager with the ClearingNotif. Remittance Payer must include the ClearingID in the details of the bank transfer order for the remitted funds so that the Settlement Manager is able to identify the payment. However, the Settlement Manager will apply any payment received from the Remittance Payer to the total outstanding obligations of the Remittance Payer. The Settlement Manager will use the funds received from the Remittance Payer to fulfil outstanding obligation of that Remittance Payer in the order the obligations were recorded and irrespective if the reporting was according to DISH Standard or SwO Standard.

## Error Codes

Error codes that are common to the “Enhanced and Simplified Distribution Standard” (NDC and ONE Order standards) will be used when depicting errors in the SwO Standard. Such error codes are provided in “Codeset “9321 Application error, coded”” of the “IATA XML CODESET”. They are used in the “Error” complex data element to the root element of the ClearanceRS message and in the “Notification” complex data element of the Acknowledgement message.

In addition, error codes specific to the SwO Standard are listed in Annex B under the code list identifier “CEC – Clearance Error Codes”. The long description text, together with additional explanations can be used in the “DescText” data element included in the “Error” complex data element of the response and in “StatusMessageText” data element of the acknowledgement.

# Enhanced and Simplified Distribution

## 1. Prerequisite Complex and simple data elements

The SwO Standard is agnostic in nature and can fulfil various clearance requirements. Therefore, the SwO Standard can be used to perform clearance of sales enabled by the Enhanced and Simplified Distribution Standard. Here are data elements from the Enhanced and Simplified Distribution Standard and how can they relate to the data elements in the SwO Standard:

### a) Agreement ID

in the Enhanced and Simplified Distribution Standard this is the OrderID

### b) Commitment ID

in the Enhanced and Simplified Distribution Standard this is the PaymentID

### c) Payment Commitment Date

this is the same data element in the Enhanced and Simplified Distribution Standard. This is the date when for a given payment the payment status changes to successful.

### d) Net Clearance Amount

this is the same data element in the Enhanced and Simplified Distribution Standard. It is important to note that in the Enhanced and Simplified Distribution Standard the Net Clearance Amount will have either + or – sign but when used in the ClearanceRQ the Net Clearance Amount will be an absolute value |Net Clearance Amount| because the ClearanceRQ has clearly defined Payer and Payee that make the sign redundant.

In the Enhanced and Simplified Distribution Standard Net Clearance Amount is defined as the amount agreed to be cleared in the Order between the two parties to the Order. Net Clearance Amount is always from the point of view of the party initiating the clearance request and therefore can be either positive [+] when the initiator of the clearance is to receive funds or negative [-] when the initiator of the clearance has to pay-out funds. It is part of the PaymentProcessingSummary in the Order.

- Net Clearance Amount – amount to be cleared between ORA and the respective counterparty, i.e. the Seller. It is the difference between ORA Receivable from the Seller and ORA Payable to the Seller or  $[NetClearanceAmount] = [ORA\ Net\ Receivable] - [ORA\ Net\ Payable]$ . Net Clearance Amount can be either positive [+] when ORA is to receive funds or negative [-] when ORA has to pay-out funds.
- ORA Net Payable – amount owed by ORA to the Seller that has not yet been paid for the given order.  
In its Offer (OfferPriceRS) ORA will provide the ORA Net Payable amount to define what is the total payable from ORA to the Seller if this offer is accepted.
- ORA Net Receivable – amount owed to ORA by the Seller that has not yet been paid for the given order.  
In its Offer (OfferPriceRS) ORA will provide the ORA Net Receivable amount as what ORA expects to receive for this offer. However, in OrderCreateRQ or OrderChangeRQ the ORA Net Receivable would equal to the payment collected by the Seller on behalf of ORA or the payment relevant to the Settlement with Order process if payment is collected using multiple payment methods.

It is required that all Clearances originate from valid payment commitment that can be identified by its Payment Identifier. Therefore, the recommended release version for the Enhanced and Simplified Distribution Standard is 19.2. Requests for creation or change of order must be done with messages that result in OrderViewRS message that has valid payment related node and payment commitment identifier.

# Financial and Accounting Systems

## 1. Reconciliation information with regards to payments

One of the benefits the Settlement with Order Standard and Process must deliver for the involved parties is the ability to automate reconciliation of payments with financial accounting entries. There are two messages that are designed to facilitate such improvement.

### a) ClearingNotif message for Settlement Payee

is sent when the payment is made to the Settlement Payee's bank account. The "Clearing ID" that identifies the message is also used to identify the bank transfer that equals the "Total Amount" value in the ClearingNotif message. The "ClearingID" is included in the bank order of the settlement manager. The message will include all transactions that were supposed to be settled at that day using the "Clearance Status Code" to define each transaction's status. For example, if transaction has been settled the "Clearance Status Code" for that transaction will have value "Fully Settled". When transaction is only partially settled the "Clearance Status Code" will have value "1-Partially Settled" if it is the first partial settlement or "N-Partially Settled" for all partial settlements after the first. In this case the field "Remaining Amount" will be populated with the amount not yet settled. When the last amount of partially settled transaction is settled the "Clearance Status Code" will have value of "Final Settlement". In the cases when already settled transaction has to be reversed the "Clearance Status Code" will have value "Claw Back". Finally, when the settlement manager has exhausted all possible options to collect money for not-settled, partially settled or reversed transactions, the settlement manager will set the "Clearance Status Code" of such transactions to "Write off". The value of the data element "Total Amount" in the ClearingNotif message is the sum of all Clearance transactions with "Clearance Status Code" equal to "Fully Settled", "Partially Settled" and "Final Settlement" and Clearance transactions with status "Claw Back" subtracted. Only the values in the data element "Net Clearance Amount" are used to calculate the "Total Amount" in the ClearingNotif message. The Settlement Payee will have to reverse any entries that have not been settled or have been settled partially. Thus the funds received in the bank will match the accounting records.

### b) ClearingNotif message for Remittance Payer

is sent to inform the Remittance Payer of the amount due and the Clearing Date when it is due. The message includes all relevant Clearances where the Remittance Payer is either the Payer or the Payee. The value of the data element "Total Amount" in the ClearingNotif message is the amount that the Remittance Payer must pay into the Settlement Manager's operational account. The Remittance Payer must include in the bank transfer order the "ClearingID" from the ClearingNotif message relevant to the payment.

## 2. Cash Management

Thanks to the ClearanceRS and ClearanceNotif messages both parties to a Clearance now know when to expect to pay or receive funds. Because the "Remittance Date" and the "Settlement Date" are included in both message the two parties to the Clearance can record either Accounts Payable with expected Remittance Date or Accounts Receivable with expected Settlement Date.

## 3. Timing of Accounting records

Carrier (ORA) will process accounting entries as per internal financial and accounting policies. One possibility is that at the time when the ClearanceRQ message is created accounting entries are prepared but not yet recorded. Only when the ClearanceRS is received with values for Settlement and Remittance Dates carrier adds the respective date and records the previously prepared accounting entry. Alternatively, ORA can prepare and record the accounting entry only when the ClearanceRS has been received indicating that the ClearanceRQ has been received and processed successfully.

Seller will receive the same information at once with the ClearanceNotif message and will decide what and when to record in its financial system as per internal rules.

Examples of accounting postings are provided in Annex A to this document

## 4. Airline reference

This is an optional identifier provided by ORA that is used in Carrier's own processes (for example accounting posting references). If this identifier (called Airline Reference Identifier or AirlineRefID) is provided by the carrier then it is mandatory to include it in all messages.

## Augmentation Point

It is possible that new requirements may be identified during the implementations, and implementers will be constrained by the SwO Standard release lifecycle, which will, in turn, slow down the adoption. The augmentation point structure is provided to support these types of scenarios and provide implementers with an interim solution so as to avoid hindering the pace of adoption. At the same time Augmentation points usage is highly discouraged on a longer-term basis – it is not aligned with the overall standardization efforts and creates grounds for multiple bilateral variations of the implementations. It is expected that implementers will produce corresponding change requests to the SwO Standard to include required functionality, managed through Augmentations in the interim, for the next available release cycle. The objective is to enhance the SwO Standard for the benefit of the industry and to avoid the multiplication of its bilateral variations. Therefore, valid business requirements should be covered by amendments to the SwO Standard.

SwO Standard schemas will primarily be used as a payload mechanism for web services and accordingly it may be anticipated that there will be additional information required for processing that has not yet been defined in the schemas. To accommodate this scenario, the SwO Standard schemas include support for the specification of implementer-proprietary data structures from non SwO Standard namespaces that are wrapped in SwO Standard conformant types so they may be used in an SwO Standard schema. The main construct available for wrapping non-SwO Standard-conforming types is an Augmentation point structure.

The augmentation point structure can contain:

- a) Attributes from external namespaces
- b) Elements from external namespaces

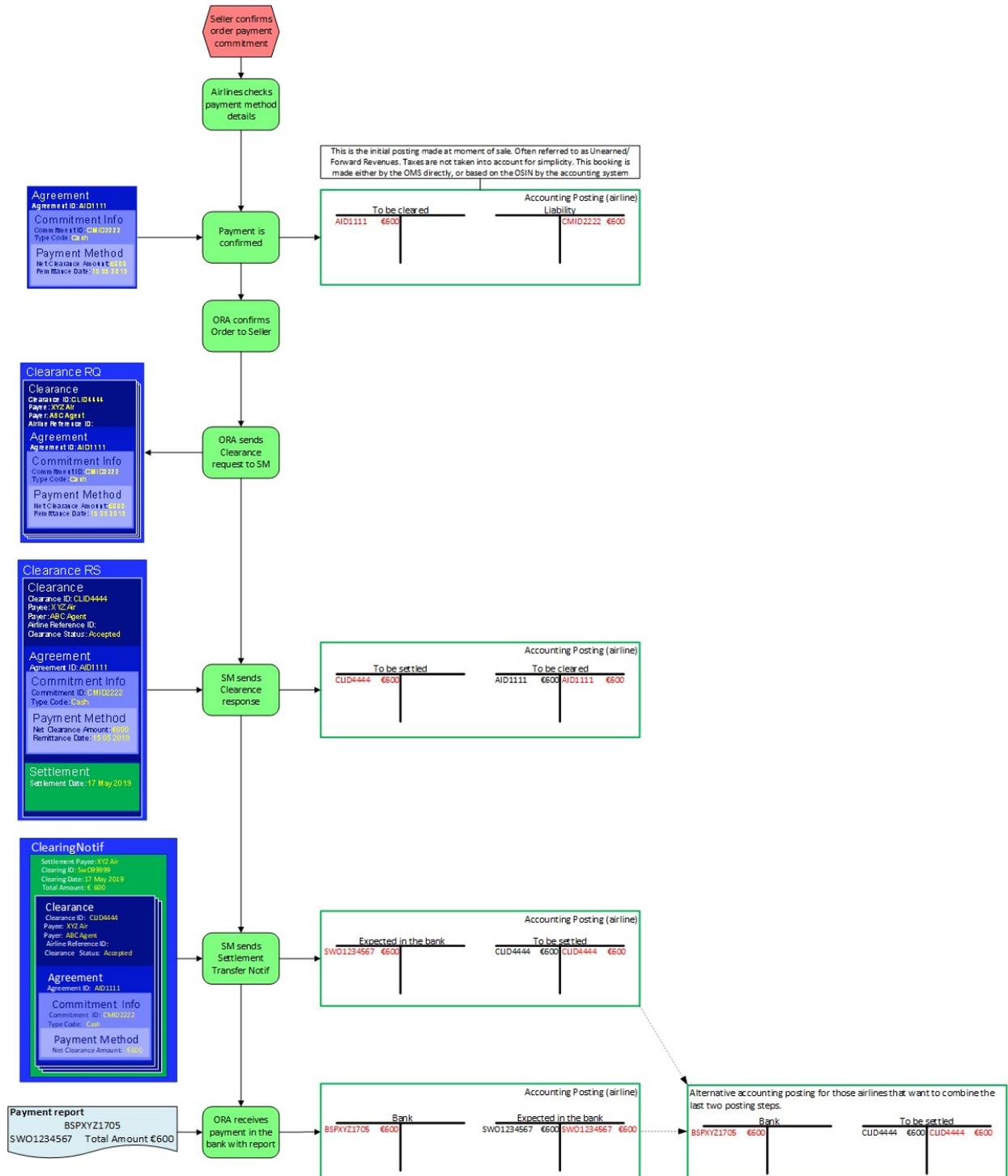
Augmentations are not considered to be a part of the SwO Standard functionality and therefore may be ignored if not recognized/understood/implemented by consuming systems. In most cases, the usage and exact specifications of such augmentation points would need to be agreed upon bilaterally amongst integrated parties.

# Accounting Postings

## 1. Single booking

### SwO ORA Accounting Posting

Use Case: Seller orders a service of €600  
 - only one service sold  
 - no other transactions



## 2. Use of AirlineRefID to combine daily accounting postings

**Order Confirmation (or OSIN)**

Date	AID	CMID	AirlineRef	Amount
15-Oct	AID1111	CMID1111	ALR1510	€600
15-Oct	AID2222	CMID2222	ALR1510	€700
16-Oct	AID3333	CMID3333	ALR1610	€300
16-Oct	AID4444	CMID4444	ALR1610	€900

To be cleared		Liability	
ALR1510	€1300	CMID1111	€600
		CMID2222	€700
ALR1610	€1200	CMID3333	€300
		CMID4444	€900

**ClearanceRS**

Date	CLID	AID	CMID	AirlineRef	Amount
15-Oct	CLID4444	AID1111	CMID1111	ALR1510	€600
15-Oct	CLID5555	AID2222	CMID2222	ALR1510	€700
16-Oct	CLID6666	AID3333	CMID3333	ALR1610	€300
16-Oct	CLID7777	AID4444	CMID4444	ALR1610	€900

To be settled		To be cleared	
ALR1510	€1300	ALR1510	€1300
ALR1610	€1200	ALR1610	€1200

**ClearingNotif**

ClearingID: SWO1234567

Date: 20-Oct

Date	CLID	AID	CMID	AirlineRef	Amount
15-Oct	CLID4444	AID1111	CMID1111	ALR1510	€600
15-Oct	CLID5555	AID2222	CMID2222	ALR1510	€700
16-Oct	CLID6666	AID3333	CMID3333	ALR1610	€300
16-Oct	CLID7777	AID4444	CMID4444	ALR1610	€900

Expected in the bank		To be settled	
SWO1234567	€2500	ALR1510	€1300
		ALR1610	€1200
		ALR1510	€1300
		ALR1610	€1200

**Payment Report**

ClearingID	Original Currency	Settle Currency
SWO1234567	€2,500.00	€2,500.00
BSPXYZ2005	Total	€2,500.00

Bank		Expected in the bank	
BSPXYZ2005	€2500	SWO1234567	€2500
		SWO1234567	€2500

**3. Settlement total amount fully transferred to ICCS**

The carrier set up requires that the full settlement amount is transferred to its ICCS account and then the funds are paid 60% in EUR and 40% in GBP

**Order Confirmation (or OSIN)**

Date	AID	CMID	Amount
15-Oct	AID1111	CMID1111	€600
15-Oct	AID2222	CMID2222	€700
15-Oct	AID3333	CMID3333	€300
15-Oct	AID4444	CMID4444	€900

To be cleared		Liability	
AID1111	€600	CMID1111	€600
AID2222	€700	CMID2222	€700
AID3333	€300	CMID3333	€300
AID4444	€900	CMID4444	€900

**ClearanceRS**

Date	CLID	AID	CMID	Amount
15-Oct	CLID4444	AID1111	CMID1111	€600
15-Oct	CLID5555	AID2222	CMID2222	€700
15-Oct	CLID6666	AID3333	CMID3333	€300
15-Oct	CLID7777	AID4444	CMID4444	€900

To be settled		To be cleared	
CLID4444	€600	AID1111	€600
CLID5555	€700	AID2222	€700
CLID6666	€300	AID3333	€300
CLID7777	€900	AID4444	€900

**ClearingNotif**

ClearingID: ICS1234567

Date: 20-Oct

Date	CLID	AID	CMID	Amount
15-Oct	CLID4444	AID1111	CMID1111	€600
15-Oct	CLID5555	AID2222	CMID2222	€700
15-Oct	CLID6666	AID3333	CMID3333	€300
15-Oct	CLID7777	AID4444	CMID4444	€900

Expected in the bank		To be settled	
ICS1234567	€2500	CLID4444	€600
		CLID5555	€700
		CLID6666	€300
		CLID7777	€900
		CLID4444	€600
		CLID5555	€700
		CLID6666	€300
		CLID7777	€900

**Payment Report ICCS**

ClearingID	Original Currency	FX rate	Settle Currency
ICS1234567	€1,500.00	1.00	€1,500.00
ICS1234567	€1,000.00	0.90	€900.00
BSPXYZ2005	Total		€2,500.00

Bank (EUR)		Expected in the bank	
ICCSEUR2005	€1,500	ICS1234567	€2500
		ICS1234567	€2500
Bank (GBP)			
ICCSGBP2005	€900		

Exchange rate interim account			
ICS1234567	€2,500	ICCSEUR2005	€1,500
		ICCSGBP2005	€900 (€1,500)

Exchange rate difference will be automatically posted by the system

**4. Settlement total amount partially paid to bank account and partially transferred to ICCS**

The carrier set up requires that no more than 60% of the settlement amount remains in the BSP local EUR denominated account. The remaining must be transferred to ICCS and then converted into GBP. In the example the first two transactions have been selected for the transfer to the BSP local EUR denominated account. The required division of the settlement amount is not the focus of this example and could be discussed further. It has no impact on the accounting entries that are the reason for this example.

**Order Confirmation (or OSIN)**

Date	AID	CMID	Amount
15-Oct	AID1111	CMID1111	€600
15-Oct	AID2222	CMID2222	€700
15-Oct	AID3333	CMID3333	€300
15-Oct	AID4444	CMID4444	€900

To be cleared		Liability	
AID1111	€600	CMID1111	€600
AID2222	€700	CMID2222	€700
AID3333	€300	CMID3333	€300
AID4444	€900	CMID4444	€900

**ClearanceRS**

Date	CLID	AID	CMID	Amount
15-Oct	CLID4444	AID1111	CMID1111	€600
15-Oct	CLID5555	AID2222	CMID2222	€700
15-Oct	CLID6666	AID3333	CMID3333	€300
15-Oct	CLID7777	AID4444	CMID4444	€900

To be settled		To be cleared	
CLID4444	€600	AID1111	€600
CLID5555	€700	AID2222	€700
CLID6666	€300	AID3333	€300
CLID7777	€900	AID4444	€900

**ClearingNotif**

ClearingID: ICS1234567 Date: 20-Oct				
Date	CLID	AID	CMID	Amount
15-Oct	CLID4444	AID1111	CMID1111	€600
15-Oct	CLID5555	AID2222	CMID2222	€700

ClearingID: SWO1234567 Date: 20-Oct				
Date	CLID	AID	CMID	Amount
15-Oct	CLID6666	AID3333	CMID3333	€300
15-Oct	CLID7777	AID4444	CMID4444	€900

Expected in the bank		To be settled	
ICS1234567	€1,300	CLID4444	€600
		CLID5555	€700
SWO1234567	€1,200	CLID6666	€300
		CLID7777	€900

**Payment Report**

ClearingID	Original Currency	Settle Currency	
SWO1234567	€1,200.00	€1,200.00	BSPXYZ2005

Bank (EUR)		Expected in the bank	
BSPXYZ2005	€1,200	SWO1234567	€1,200

**Payment Report ICCS**

ClearingID	Original Currency	FX rate	Settle Currency	
ICS1234567	€1,300.00	0.90	£1,170.00	ICCSGBP2005

Bank (GBP)		Expected in the bank	
ICCSGBP2005	£1,170	ICS1234567	€1,300
		ICS1234567	€1,300

Exchange rate interim account			
ICCSGBP2005	€1,300	ICCSGBP2005	£1,170

Exchange rate difference will be automatically posted by the system

## Codeset List

### CFRC Clearance Failure Reason Code

- CLIDDUP – ClearanceID already processed by Settlement Manager
- SNDNVLD – The Payer or the Payee in the Clearance did not originate this clearance
- PAYRNST – Payer not certified for SwO Transactions
- PAYENST – Payee not certified for SwO Transactions
- PARPAEN – Payer and Payee have not agreed to use SwO for clearance
- TRNNOUN – AgreementID and CommitmentID combination already processed by Settlement Manager
- TCNOVLD – TypeCode value not valid. Only “Cash” and “IEP” are accepted
- CURNVLD – The currency code is not valid for the settlement manager’s operational bank account in the market where the payer and payee are settling
- ATHIDEX – Authorisation ID has expired /provide expiration time and when it was received/
- RECTRUE – Clearance is valid and rejected due to requirement by the sender of the ClearanceRQ
- CNTPCNL – Request for cancelation of Clearance cannot be performed.

### CSTC Clearance Status Code

- ACCPT – Accepted – status used when the Clearance in the ClearanceRQ is accepted for processing by the Settlement Manager.
- RJCTD – Rejected – status used when the Clearance in the ClearanceRQ is rejected by the Settlement Manager and it will not be processed any further. The Settlement Manager does not record in its systems any Clearance that has been rejected.
- CNCLD – Cancelled – status used when Clearance has been cancelled by ORA. Only ORA can request cancelation of a Clearance.
- FLSTL – Fully Settled – status used when the settlement was completed at once in the first possible instance.
- 1PSTL – 1-Partially Settled – status used when the first time “Partial Settlement” is applied.
- NPSTL – N-Partially Settled – status used for any “Partial Settlement” after the first.
- FNSTL – Final Settlement – status used for the end settlement amount when the settlement was not completed at once in the first possible instance.
- NOSTL – Not Settled – status used when no amount was settled in the first possible instance.
- CLBCK – Claw Back – status used when the settlement manager claims back funds that have been previously settled.
- WRTOF – Write off – status used when the settlement manager has exhausted all possible options to collect the outstanding amount for given Clearance.

### CPRC Clearance Process Rule Code

- IATAC00 – for processing a clearance under the IATA Billing and Settlement Plan or IATA Clearance House governance for clearance of funds.
- BLTRL00 – for processing a clearance outside the established IATA governance.

### FTMC Funds Transfer Method Code

- SWOBANK – indicating that the funds will be transferred to or from a bank account.
- SWOICCS – indicating that the funds will be transferred to ICCS account.
- SWOBLTR – indicating that the funds will be transfers between two parties based on their bilateral agreement.

### FTTC Funds Transfer Type Code

- DCR – for direct payment to the bank account of the payee.
- DDR – for preauthorized direct debit from the account of the payer.
- BWT – by means of bank wire transfer defined and ordered by the payer.

### CEC Clearance Error Codes

- MSGNCMP – Message could not validate against XSD.
- CLRNCNT – Message is rejected due to incorrect ClearanceCount value.
- QRYNORS – Query does not return results.