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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.

DISCLAIMER: The information contained in this publication is subject to constant review in the light of changing government requirements and regulations. No reader should act on the basis of any such information without referring to applicable laws and regulations and/or without taking appropriate professional advice. Although every effort has been made to ensure accuracy, the International Air Transport Association shall not be held responsible for any loss or damage caused by errors, omissions, misprints or misinterpretation of the contents hereof. Furthermore, the International Air Transport Association expressly disclaims any liability to any person or entity in respect of anything done or omitted, by any such person or entity in reliance on the contents of this publication.

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Senior Vice President, Marketing and Commercial Services
International Air Transport Association
800 Place Victoria, P.O. Box 113
Montreal, Quebec, Canada H4Z 1M1

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
Airline	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	AIDM Glossary
Travel Agency	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	AIDM Glossary
Aggregator	An entity who distributes a Seller's shopping request to multiple Airlines and aggregates subsequent responses	AIDM Glossary
Airline	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	
The Offer Responsible Airline (ORA)	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	

The Participating Offer Airline (POA)	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	
Aggregator	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	
Seller	An organisation that interacts within supply chain to deliver Offers and Orders to the Customer, such as a Travel Agent	
Customer	A person or organisation that is purchasing products or Services from the downstream parties	
Delivery Provider (DP)	The entity responsible for delivery of a good or Service	
LCC	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 AIDM Glossary for a more detailed list of Terms and Recommended Practice 1008.

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:
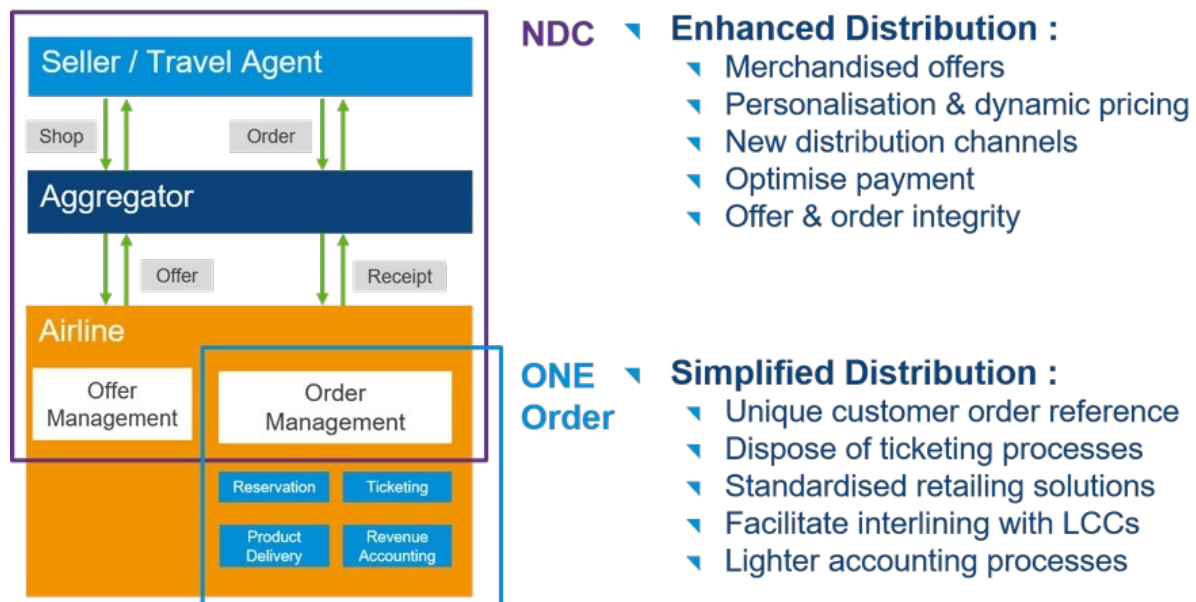
It is important to note that it is not mandatory to implement all of the features or messages defined for NDC and ONE Order to begin using Enhanced and Simplified Distribution. The full scope above defines the end-state, however the transition path may take a number of forms, covering various aspects 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 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

The InvGuarantee transaction set requests that inventory be guaranteed for specified Offers, pending their conversion into a completed/paid and/or ticketed Order. The response returns an indication if the inventory has been guaranteed, and if so, the associated inventory guarantee time limit and a unique inventory guarantee reference ID.

The Guaranteed Inventory Time Limit cannot extend beyond the Offer Time Limit after which new Offers will be generated. An Inventory Guarantee may also be issued as part of the initial Offer. Valid responses are:

1. "Inventory Guarantee Identifier" for each Offer and/or product's Service ID
2. No Inventory Guarantee - with reasons indicated or an indicator that there is "no inventory held" for the product Offer
3. The product is "not under inventory control"
4. "Waitlisted"

Features

Message	Component	Features	18.2	Changes
Request	Core	Request inventory based on a Booking Reference	✔	-
		Request inventory based on an Offer ID for a specific Offer Item	✔	-
		Request inventory based on an Order ID for a specific Order Item	✔	-
	Filtering	Qualifiers?	✔	-
Response		Returns a reference for the held inventory	✔	-
		Returns a time limit for the inventory guarantee	✔	-
		Returns related Policy Information to the Offer	✔	-

Overview

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	✔	-

Message					
		Commission		✔	-
		Payment Info Used		✔	-
		Promotions		✔	-
		Baggage Disclosure		✔	-
		Service		✔	-
		Seats		✔	-
	Other	Return marketing text		✔	-
Message	General	Multilingual Support		✔	-
		Inventory Guarantee		✔	-
		Multi-Currency		✔	-
		Rich Media Support		✔	-

Purpose

The OrderRules transaction set returns the filed details of a specific fare basis code or the rules around a specific Order.

Features

Message	Component	Features	18.2	Changes
Request	Core	Query rules using an itinerary and fare information	✔	-
		Query rules using an Order ID	✔	-
Response		Policy Information	✔	-
		Marketing Messages	✔	-
		Fare Rules	✔	-
Message	General	Multi language	✔	-

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	✔	-

			18.2	Changes
		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	✔	-
		By Pricing	✔	-
Response		Advise of a change in fees	✔	-
		Advise applicable commission	✔	-
		Advise Marketing Messages	✔	-
		Advise Payment information	✔	-
		Return the repriced Offer	✔	-
		Return multiple reshopped Offers	✔	-
Message	General	Inventory Guarantee	✔	-
		Multi language	✔	-
		Multi-Currency	✔	-

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		✔	-

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			

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	✔	-
		Includes Seat Profiles	✔	-
Message	General	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 cate 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	✔	-

Overview

> **Note:**
>
> This message is under review for PADIS 19.2 and above.

Purpose

The OrderRules transaction set returns the filed details of a specific fare basis code or the rules around a specific Order.

Features

Message	Component	Features	18.2	Changes
Request	Core	Query rules using an itinerary and fare information	✔	-
		Query rules using an Order ID	✔	-
Response		Policy Information	✔	-
		Marketing Messages	✔	-
		Fare Rules	✔	-
Message	General	Multi language	✔	-

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	✔	-
		By Pricing	✔	-
Response		Advise of a change in fees	✔	-
		Advise applicable commission	✔	-
		Advise Marketing Messages	✔	-
		Advise Payment information	✔	-
		Return the repriced Offer	✔	-
		Return multiple reshopped Offers	✔	-
Message	General	Inventory Guarantee	✔	-
		Multi language	✔	-
		Multi-Currency	✔	-

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	✔	-

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			

Overview

> **OrderChangeNotif**
> This message is under review for 19.2 and above

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			

Order Cancel 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>
```

> **Multiple Cancellations**
>
> Note that while multiple Order Cancellation requests are supported in the request, multiple structures are not supported in the response.

> **Multiple Cancellations**
>
> Note that when sending a batch set of Order ID's, the batch must have the same preferences as the request does not support distinct preferences per Order ID.

> **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: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-->
```

```xml
    <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.

Markup	Copy

```xml
<iata:OrderFilterCriteria>
    <iata:Order>
        <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
        <iata:OwnerCode>XB</iata:OwnerCode>
    </iata:Order>
</iata:OrderFilterCriteria>
```

> **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.

Markup	Copy

```xml
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>
```

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

Markup	Copy

```xml
<iata:OrderFilterCriteria>
    <iata:TicketDocFilterCriteria>
        <iata:TicketNumber>00011122222222</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.

Markup	Copy

```xml
<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.

Markup	Copy

```xml
<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.

Markup	Copy

```
<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.

Markup	Copy

```
<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.

Markup	Copy

```xml
<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.

Markup	Copy

```xml
<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)

Markup	Copy

```xml
<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

Markup	Copy

```
<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

Markup	Copy

```
<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>
```

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.

Markup	Copy

```
<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	✔	-

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	✔	-

Overview

Purpose

The AirDocNotifRQ transaction sends an unsolicited document change notification message. The Acknowledgement message may be returned to acknowledge receipt of the notification request.

Features

Message	Component	Features	18.2	Changes
Request	Core	Send the POA Coupon information	✔	-
		Send the POA the Order reference	✔	-
		Send the POA Passenger Reference	✔	-
		Send the POA Passenger Information	✔	-
		Send the POA the Document Number and Type	✔	-
Response	General	See Acknowledgement	✔	-

Acknowledgment 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".

Markup	Copy

```xml
<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.

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.

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.

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

Markup	Copy

```
<iata:PayloadAttributes>
    <iata:TrxID>6379132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

OrderCreateRS

Markup	Copy

```
<iata:PayloadAttributes>
    <iata:TrxID>6379132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

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

Markup	Copy

```
<iata:PayloadAttributes>
    <iata:CorrelationID>b1159451-0b7c-4da8-9926-86f48ec48ab6</iata:CorrelationID>
```

```xml
    <iata:TrxID>6379132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

AirShoppingRS

Markup	Copy

```xml
<iata:PayloadAttributes>
    <iata:CorrelationID>b1159451-0b7c-4da8-9926-86f48ec48ab6</iata:CorrelationID>
    <iata:TrxID>6379132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

OfferPriceRQ

Markup	Copy

```xml
<iata:PayloadAttributes>
    <iata:CorrelationID>b1159451-0b7c-4da8-9926-86f48ec48ab6</iata:CorrelationID>
    <iata:TrxID>1119132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

OfferPriceRS

Markup	Copy

```xml
<iata:PayloadAttributes>
    <iata:CorrelationID>b1159451-0b7c-4da8-9926-86f48ec48ab6</iata:CorrelationID>
    <iata:TrxID>1119132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

OrderCreateRQ

Markup	Copy

```xml
<iata:PayloadAttributes>
    <iata:CorrelationID>b1159451-0b7c-4da8-9926-86f48ec48ab6</iata:CorrelationID>
    <iata:TrxID>2229132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

OrderCreateRS

Markup	Copy

```xml
<iata:PayloadAttributes>
    <iata:CorrelationID>b1159451-0b7c-4da8-9926-86f48ec48ab6</iata:CorrelationID>
    <iata:TrxID>2229132c-6440-4bc1-b6ea-359b7222bfa7</iata:TrxID>
</iata:PayloadAttributes>
```

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.

```
<iata:PayloadAttributes>
    <iata:PrimaryLangID>fr-FR</iata:PrimaryLangID>
</iata:PayloadAttributes>
```

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

```
<iata:PayloadAttributes>
    <iata:PrimaryLangID>en-AU</iata:PrimaryLangID>
</iata:PayloadAttributes>
```

The Airline responds with US English.

```
<iata:PayloadAttributes>
    <iata:PrimaryLangID>en-US</iata:PrimaryLangID>
</iata:PayloadAttributes>
```

Timestamp

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

```
<iata:PayloadAttributes>
    <iata:Timestamp>2010-03-23T10:49:55+01:00</iata:Timestamp>
</iata:PayloadAttributes>
```

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.

SeqNumber

Element has been deprecated.

TrxStatusCode

Element has been deprecated.

Further information

For further information or comments regarding this content contact the Order Group and/or standards@iata.org.

Commission

The Airline may provide information relating to the commission that will be applied to the sale of an Offer.

The Airlne 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 Comission Codes, for example the Airlne may send a 'standad' or 'supplimental' commission.

Commission Response Elements

01. Airline Advises a Set Value Commmission

An airline may advise the Seller that an Item has a set commission value.

Markup	Copy

```
<iata:Commission>
    <iata:Amount CurCode="CHF">1.00</iata:Amount>
</iata:Commission>
```

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.

Markup	Copy

```
<iata:Commission>
    <iata:Percentage>1.0</iata:Percentage>
</iata:Commission>
```

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

Markup	Copy

```
<iata:Commission>
    <iata:Amount CurCode="CHF">1.00</iata:Amount>
    <iata:CommissionCode>STANDARD</iata:CommissionCode>
</iata:Commission>
```

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.
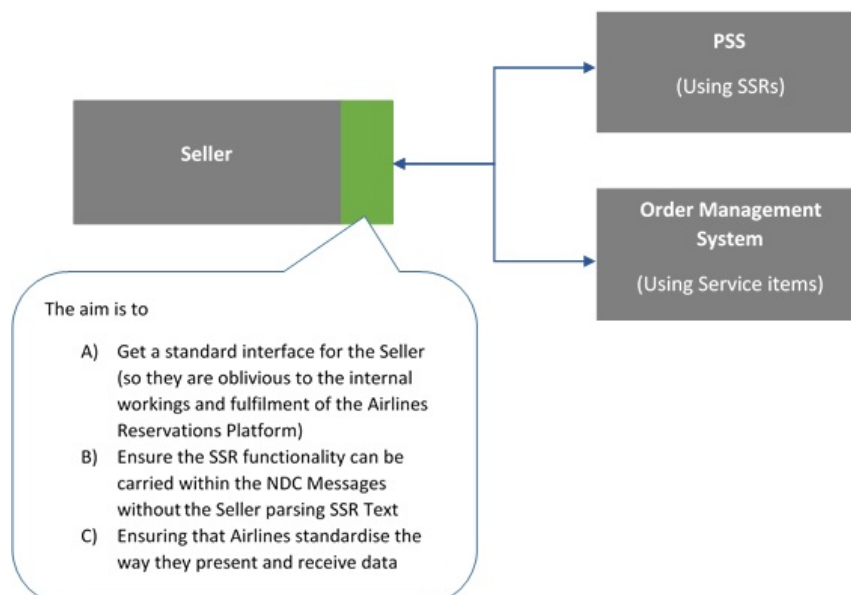
SSR Categorization

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.

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.

- Inventory Guarantee is implied in an Order
- PriceGuarantee can be extended in the Order (but not shortened)
- PaymentTL can be extended in the Order (but not shortened)
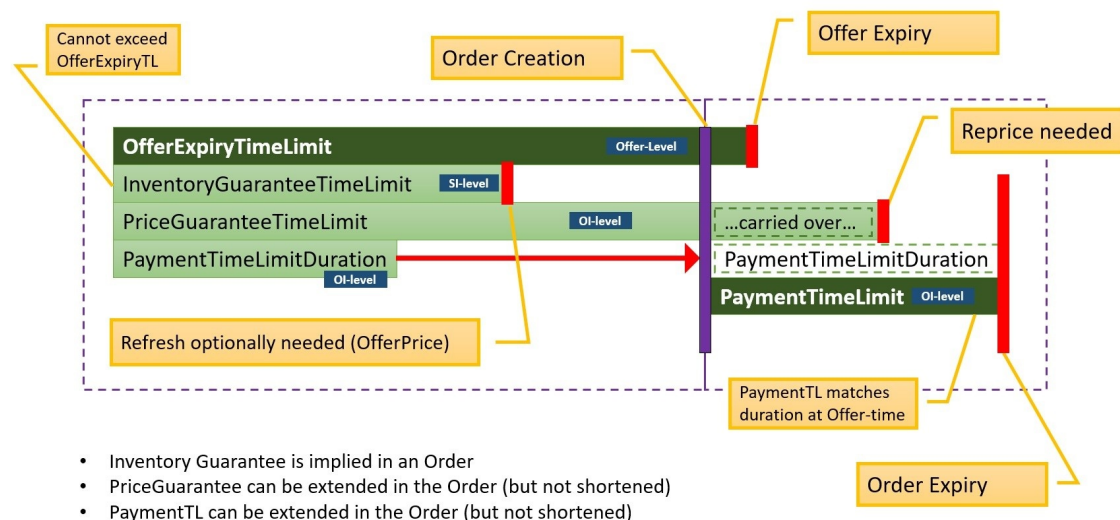
Time Limits within the Context of an Offer

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

25T14:36:56+02:00	

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
30T17:11:37+02:00	

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
None	Copy

OR for indication of instant payment required:

None	Copy
None	Copy

OR to inform of a static payment time limit date time:

None	Copy
27T20:07:52	

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

Display of Refundable Taxes at Time of Shopping

Introduction

The Enhanced and Simplified Distribution messages support the transmission of specific Tax and a Tax Summary information.

As per the references, this is required for some jurisdictions, the Airline may advise the total amount of the refundable taxes/charges to the Seller. The tax name, code and country along with the refundable indicator can be disclosed to the traveler before purchase.

Signifying a Tax is Refundable

To signify that a specific tax is refundable, the Airline may identify the unique tax using the **Country Code**, **Tax Code** and **Tax Name** elements and by setting the refundability indicator, **Refund Ind**, to true.

None	Copy

```
<TaxSummary>
 <Tax>
  <Amount CurCode="CHF">1.00</Amount>
  <ApproximateInd>false</ApproximateInd>
  <Country>
   <CountryCode>CH</CountryCode>
   <CountryName>Country Name</CountryName>
  </Country>
  <RefundInd>true</RefundInd>
  <TaxCode>Country Code</TaxCode>
  <TaxName>Name of Tax</TaxName>
  <TaxTypeCode>Applied</TaxTypeCode>
 </Tax>
</TaxSummary>
```

Summarizing the Refundability of Taxes

The **Tax Summary** element contains the **Refund Method Text** and **Total Refund Tax Amount** which summurises the tax's that are refundable. In the below example, there are two taxes (assumed to be both with 1.00 CHF, one being refundable and one not). The Summary shows a **Total Refund Tax Amount** of 1.00 CHF and a **Total Tax Amount** of 2.00 CHF.

None	Copy

```
<TaxSummary>
 <AllRefundableInd>false</AllRefundableInd>
 <ApproximateInd>false</ApproximateInd>
 <Tax>...</Tax>
 <Tax>...</Tax>
 <RefundMethodText>(for e.g.) Taxes are automatically refunded to the original form of
payment.</RefundMethodText>
 <TotalRefundTaxAmount CurCode="CHF">1.00</TotalRefundTaxAmount>
 <TotalTaxAmount CurCode="CHF">2.00</TotalTaxAmount>
```

```
</TaxSummary>
```

The **Refund Method Text** element may be used to advise the Seller how taxes are refunded. For example, a message returned advising taxes are automatically refunded to original form of payment, or for more information visit the airline.com's website:

None	Copy

```
<TaxSummary>
 <RefundMethodText>(for e.g.) Taxes are automatically refunded to the original form of
payment.</RefundMethodText>
</TaxSummary>

<TaxSummary>
 <RefundMethodText>(for e.g.) For more information on how to request a refund for
taxes, please see http://.../taxinformation</RefundMethodText>
</TaxSummary>
```

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

```
<ContactInfoList>
            <ContactInfo>
                <ContactInfoID>CONTACT-01</ContactInfoID>
                <ContactTypeText>Business</ContactTypeText>
                <EmailAddress>
                    <EmailAddressText>standards@</EmailAddressText>
                </EmailAddress>
                <Employer>
                    <Name>Adventure PTY LTD</Name>
                    <SalesTaxRegistration>
                        <CityName>Geneva</CityName>
                        <CountryCode>CH</CountryCode>
                        <CountryDialingCode>+41</CountryDialingCode>
                        <CountrySubDivisionName>GE</CountrySubDivisionName>
                        <EmailAddressText>standards@</EmailAddressText>
                        <PhoneNumber>0712345678</PhoneNumber>
                        <PostalCode>1207</PostalCode>

 <SalesTaxRegistrationID>AB1234567890</SalesTaxRegistrationID>
                        <StreetText>Rue des Vollandes 9</StreetText>
                    </SalesTaxRegistration>
                </Employer>
                <IndividualRefID>INDIVIDUAL-01</IndividualRefID>
                <Individual>
                    <GivenName>FirstName</GivenName>
                    <IndividualID>INDIVIDUAL-01</IndividualID>
                    <Surname>LastName</Surname>
                    <TitleName>Mr</TitleName>
                </Individual>
            </ContactInfo>
        </ContactInfoList>
```

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.

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 appliciable 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 appliciable 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:
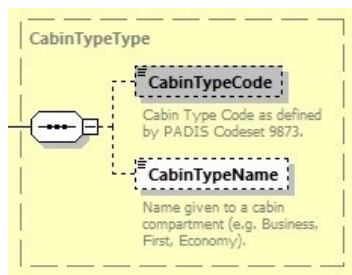
Which refers to:

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

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

1153 Reference qualifier

1153 - Reference qualifier

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

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

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

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 ormilitaryor 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

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

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

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

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

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

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

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

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

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

TTBS Ticket Tax Box Service

For more information, please see: https://www.iata.org/services/finance/Pages/ttbs.aspx

TTBS Ticket Tax Box Service

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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
CR 021a	Decommission of AirDocIssue	The decommissioning of the Air Doc Issue Message was decided by the Message Flows Working Group as its used to add payment to an on-hold Order, whereas the best practice approach is to use the Order Change message. See the message flow for creating an Order with deferred payment.
CR 007a 007c 007d	Timelimits	The Timelimits Working Group reviewed the time limit fields within the Enhanced and Simplified Distribution messages, updated the annotations and granularity of the time limits.
CR 038a	Baggage Associations	As Baggage Allowance structure is common for both Carry-on and Checked bags, this change request is to include the possibility to associate Baggage Allowance information at Dated Operating Leg level, and if we are in a single leg Pax Segment, we should have the possibility to associate it at Pax Segment level.
CR 64a	French Regulation for the Refundability of Taxes	The French authorities enforced a decree on the display of information on prices of certain public collective transportation services of passengers affecting specifically Refundable and Unforeseeable taxes, charges and fees. In case a passenger does not fly, and the ticket is no longer valid, he/she may be entitled to a refund of certain taxes, charges and fees. The regulation requires that the total amount of the refundable taxes/charges, the tax name + the fact that they are refundable if the traveler does not fly be included on the last page before the purchase and visible next to the final price paid, including the invoice.
CR 065a	Supporting the Additional Collection of GST Information	The Offer Group added the capability for the collection of additional tax information by the Airline to generate a Tax Invoice for a Customer as some regimes (such as India GST) require the Airline to generate a Tax Invoice.

Order Group

Change Request	Item	Description of Change

CR 058	NDC Payment Card Encryption	In order to comply with PCI-DSS requirements, and in particular the Requirement 3 regarding Protection of Cardholder Data (cf. Appendix), it is required that sensitive payment card data transmitted in Order requests be encrypted by the Seller with a third party encryption key provided by the Airline in the Offer responses.
		This Change Request enables the Airline to pass an encryption key to the
		Seller in the Offer Response messages, so the Seller can submit encrypted
		Payment Card Data to the Airline in the OrderCreateRQ and OrderChangeRQ messages.
CR 123	Shopping Response Ref ID	When integrating with Airlines who do not use the ShoppingResponseID, Seller are forced to pass a value in this field, as it is mandatory in the request messages.
		This Change Request is about making the ShoppingResponseRefID optional in the request messages (OrderCreateRQ, OrderChangeRQ, OfferPriceRQ, OrderReshopRQ), adding the OfferRefID in the same data structure and correcting the naming inconsistencies.
CR 081	Phone Type Number	This Change Request is about setting the data type for the phone number field to text, so the leading "0" and the "+" sign do not get truncated. Also clarifying the usage of each field of the Phone Number data component.
CR 100	Order Creation Date	This Change Request introduces the ability for the airline to return the Order Creation Date.
CR 106	Order Modification Date	This Change Request introduces the ability for the airline to return the Order Latest Modification Date.
CR 118	Remove Terms and TermsList	This Change Request is to remove the Terms and TermsList data elements from the OrderSalesInformationNotifRQ message schema, as there is no need to pass this information to an accounting system.
CR 125	Remove Seat Profile from OSIN	This Change Request is to remove the SeatProfileRefID data element from the OrderSalesInformationNotifRQ message schema, as there is no need to pass this information to an accounting system.

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.
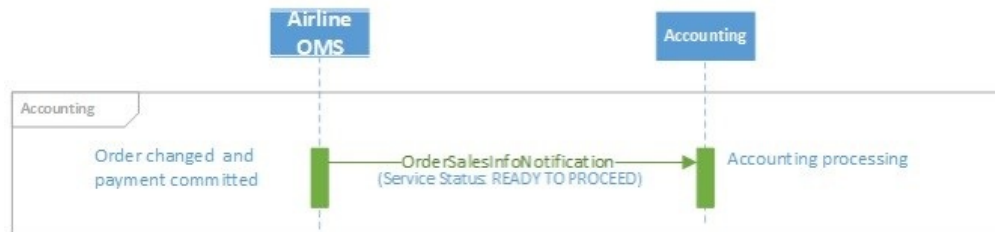
Service Delivery Interruption:
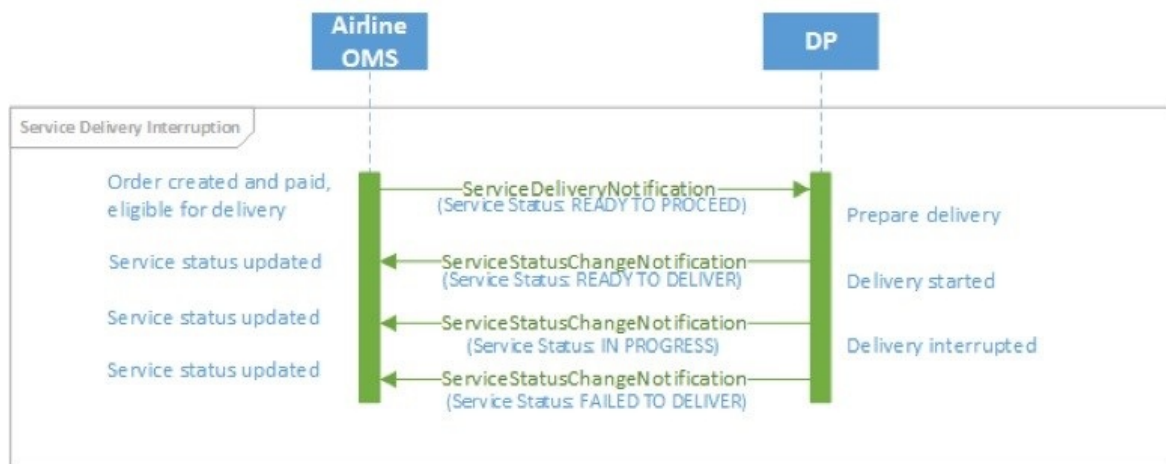
Order Modification

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.