Table of Contents

Enhanced and Simplified Distribution > Messages > Offer Management > SeatAvailability

Enhanced and Simplified Distribution > Messages > Offer Management > ServiceList

Enhanced and Simplified Distribution > Messages > Offer Management > OrderRules

Enhanced and Simplified Distribution > Messages > Offer Management > OrderReshop

Enhanced and Simplified Distribution > Messages > Order Management > OrderCreate

Enhanced and Simplified Distribution > Messages > Order Management > OrderChange

Enhanced and Simplified Distribution > Messages > Order Management > OrderChangeNotif

Enhanced and Simplified Distribution > Messages > Order Management > OrderCancel

Enhanced and Simplified Distribution > Messages > Order Management > OrderRetrieve

Enhanced and Simplified Distribution > Messages > Order Management > OrderHistory

Enhanced and Simplified Distribution > Messages > Order Management > OrderList

Enhanced and Simplified Distribution > Messages > Order Management > OrderView

Enhanced and Simplified Distribution > Messages > Order Management > AirDocNotif

Enhanced and Simplified Distribution > Messages > Order Management > Acknowledgement

Enhanced and Simplified Distribution > Messages > Order Management > Example Scenarios

Enhanced and Simplified Distribution > Messages > Order Management > OrderSales

Enhanced and Simplified Distribution > Messages > Delivery

Enhanced and Simplified Distribution > Messages > Delivery > ServiceDelivery

Enhanced and Simplified Distribution > Messages > Delivery > ServiceDeliveryNotif

Enhanced and Simplified Distribution > Messages > Delivery > UpdateServiceNotif

Enhanced and Simplified Distribution > Messages > Delivery > ServiceStatusChangeNotif

Enhanced and Simplified Distribution > Messages > Accounting

Enhanced and Simplified Distribution > Messages > Accounting > OrderSalesInformationNotif

Enhanced and Simplified Distribution > Messages > Accounting > OrderClosingNotif

Enhanced and Simplified Distribution > Messages > Management

Enhanced and Simplified Distribution > Business Functions > Settlement

Enhanced and Simplified Distribution > Business Functions > Distribution

Enhanced and Simplified Distribution > Business Functions > Accounting

Enhanced and Simplified Distribution > Business Functions > Library > Settlement

Enhanced and Simplified Distribution > Business Functions > Library > Offer Management

Enhanced and Simplified Distribution > Business Functions > Library > Order Management

Enhanced and Simplified Distribution > Capabilities > Bilateral

Enhanced and Simplified Distribution > Capabilities > Airline Taxonomy

Enhanced and Simplified Distribution > Capabilities > Restrictions

Enhanced and Simplified Distribution > Capabilities > Pricing

Enhanced and Simplified Distribution > Capabilities > Commissions and Margins

Enhanced and Simplified Distribution > Capabilities > Time Limits

Enhanced and Simplified Distribution > Integration > SSRs in NDC > Service SSRs

Enhanced and Simplified Distribution > Integration > SSRs in NDC > Information SSRs

Enhanced and Simplified Distribution > Integration > SSRs in NDC > Obsolete SSRs

Enhanced and Simplified Distribution > Integration > SSRs in NDC > Service Definition (AIDM)

Enhanced and Simplified Distribution > Reference Data

Enhanced and Simplified Distribution > Reference Data > ATSB

Enhanced and Simplified Distribution > Reference Data > Other

Enhanced and Simplified Distribution > Change Log

Enhanced and Simplified Distribution > Change Log > Deprecation Candidates

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.

No Part of this publication may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written permission from:

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

Terms of Use

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.

No Part of this publication may be reproduced, recast, reformatted or transmitted in any form by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without the prior written permission from:

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:
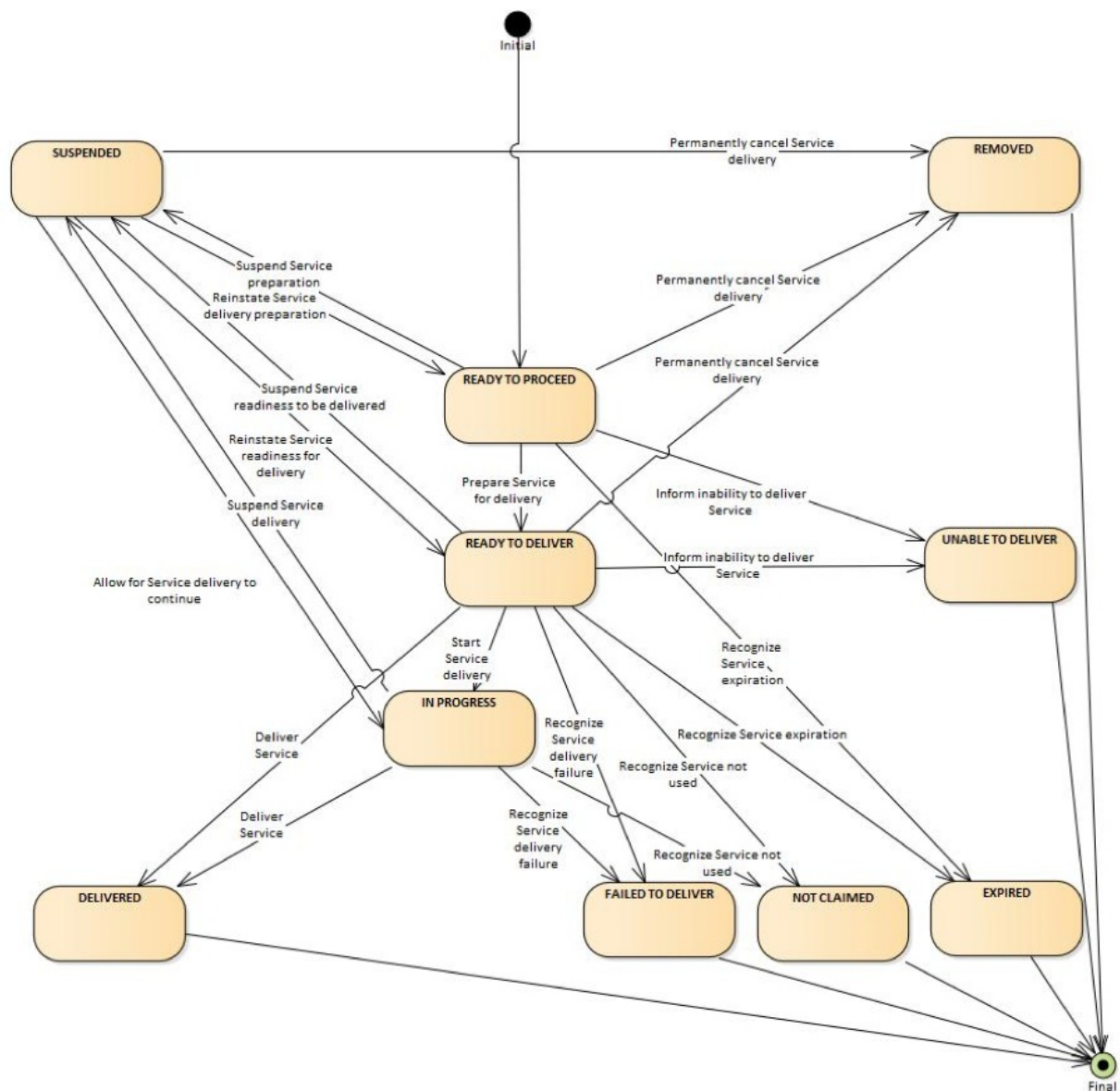
Order

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.

Data Definitions

Term	Definition

Airline URI	Airline's Uniform Resource Identifier
SellerFollowUpIndicator	These are the actions required by the Seller upon receiving the SellerFollowUpIndicator. This element is enumerated with the following: **Accept** **Reshop** **Cancel** **Call Airline** Presence of this indicator tells the Seller that the Order has been changed involuntarily by the Airline (ORA).
ActionTimeLimit	Presence of this element tells the Seller that the Order will be auto-accepted or cancelled at the defined time.
ConsequenceOfInaction	Presence of this element tells the Seller that the Order will be auto-accepted or cancelled once the ActionTimeLimit's defined time is expired.
REA	Reason for change indicator
	The values for the ReasonCode field used in this document are for illustration purposes.
	The final list of new REA codeset values will be proposed once the analysis on the involuntary and voluntary changes use-cases is completed.
ChangeTypeCode	Type of change indicator.
	The values for the ChangeTypeCode field used in this document are for illustration purposes.
	The final list of new codeset values will be proposed once the analysis on the involuntary and voluntary changes use-cases is completed.
Fare Waiver	Defined element that can be used to in reshop scenarios after a schedule change has occurred.

Overview

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

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

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

Scope

NDC:

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

ONE Order:

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

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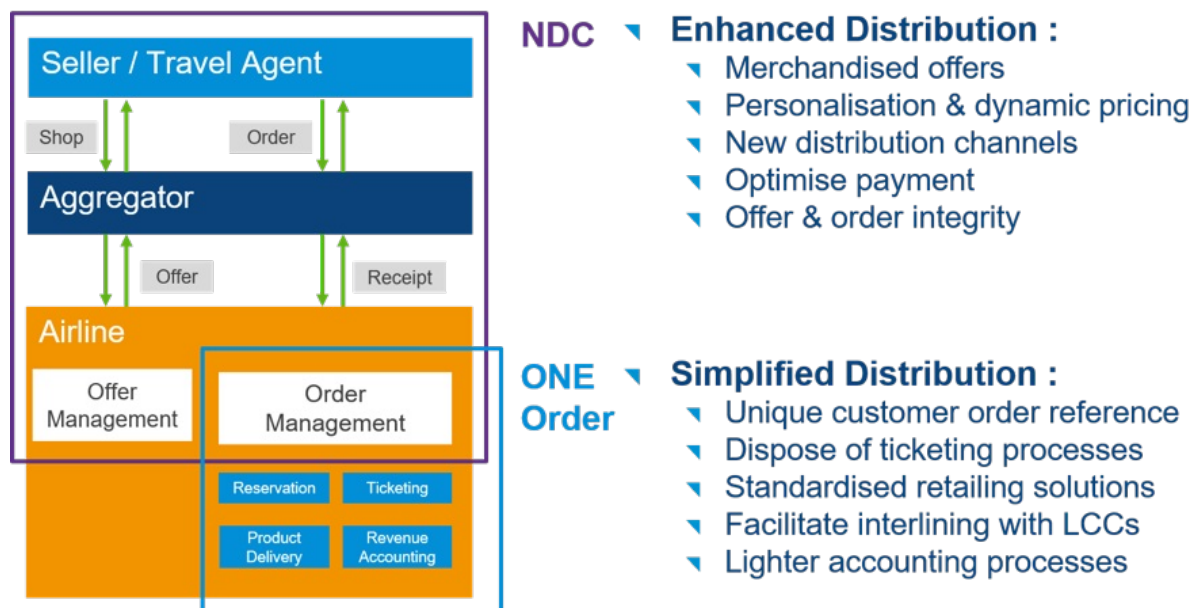
It is important to note that it is not mandatory to implement all of the features or messages defined for NDC and ONE Order to begin using Enhanced and Simplified Distribution. The full scope above defines the end-state, however the transition path may take a number of forms, covering various aspects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

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

Overview

Purpose

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

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

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

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

Features

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

Message Samples

Sample Airline Profile Requests

1. Sample Airline Profile requesting information while declaring the Sender

<table>
<tr><td>None</td><td>Copy</td></tr>
</table>

```
<IATA_AirlineProfileRQ>
 <Party>
  <Recipient>
   <ORA>
    <AirlineDesigCode>XB</AirlineDesigCode>
   </ORA>
  </Recipient>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
 <AirlineProfileFilterCriteria>
  <AirlineProfile>
   <OwnerCode>XB</OwnerCode>
  </AirlineProfile>
 </AirlineProfileFilterCriteria>
</Request>
</IATA_AirlineProfileRQ>
```

Sample Airline Profile Responses

1. Sample Airline Profile response detailing the Ports to which the Airline operates

<table>
<tr><td>None</td><td>Copy</td></tr>
</table>

```
<IATA_AirlineProfileRS>
 <Response>
  <AirlineProfile>
   <AirlineProfileDataItem>
    <ActionTypeCode>Create</ActionTypeCode>
    <OfferFilterCriteria>
     <DirectionalIndText>3</DirectionalIndText>
     <OfferDestPoint><IATALocationCode>LHR</IATALocationCode>
</OfferDestPoint>
     <OfferOriginPoint><IATALocationCode>GVA</IATALocationCode>
</OfferOriginPoint>
    </OfferFilterCriteria>
    <OfferFilterCriteria>
     <DirectionalIndText>3</DirectionalIndText>
```

```xml
    <OfferDestPoint><IATALocationCode>LHR</IATALocationCode>
</OfferDestPoint>
    <OfferOriginPoint><IATALocationCode>JFK</IATALocationCode>
</OfferOriginPoint>
    </OfferFilterCriteria>
    <OfferFilterCriteria>
     <DirectionalIndText>3</DirectionalIndText>
     <OfferDestPoint><IATALocationCode>MAD</IATALocationCode>
</OfferDestPoint>
     <OfferOriginPoint><IATALocationCode>JFK</IATALocationCode>
</OfferOriginPoint>
    </OfferFilterCriteria>
    <SeqNumber>1</SeqNumber>
    <ServiceCriteria>
     <RFISC>0CC</RFISC>
    </ServiceCriteria>
    <ServiceCriteria>
     <RFISC>0BX</RFISC>
    </ServiceCriteria>
   </AirlineProfileDataItem>
   <ProfileOwner>
    <AirlineDesigCode>XB</AirlineDesigCode>
   </ProfileOwner>
  </AirlineProfile>
 </Response>
</IATA_AirlineProfileRS>
```

Overview

Purpose

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

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

Features

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

Message Samples

Sample Airline Notifs

    1. Airline notifying a Seller of IATA Locations that are served and services which are offered.

None	Copy

```
<IATA_AirlineProfileNotif>
 <Notif>
  <AirlineProfile>
   <AirlineProfileDataItem>
    <ActionTypeCode>Create</ActionTypeCode>
    <OfferFilterCriteria>
     <OfferDestPoint>
      <IATALocationCode>LHR</IATALocationCode>
     </OfferDestPoint>
     <OfferOriginPoint>
      <IATALocationCode>GVA</IATALocationCode>
     </OfferOriginPoint>
    </OfferFilterCriteria>
    <OfferFilterCriteria>
     <OfferDestPoint>
      <IATALocationCode>LHR</IATALocationCode>
     </OfferDestPoint>
     <OfferOriginPoint>
      <IATALocationCode>JFK</IATALocationCode>
     </OfferOriginPoint>
    </OfferFilterCriteria>
    <OfferFilterCriteria>
     <OfferDestPoint>
      <IATALocationCode>MAD</IATALocationCode>
     </OfferDestPoint>
     <OfferOriginPoint>
      <IATALocationCode>JFK</IATALocationCode>
     </OfferOriginPoint>
    </OfferFilterCriteria>
    <SeqNumber>1</SeqNumber>
    <ServiceCriteria>
     <RFISC>0CC</RFISC>
    </ServiceCriteria>
    <ServiceCriteria>
     <RFISC>0BX</RFISC>
    </ServiceCriteria>
   </AirlineProfileDataItem>
   <ProfileOwner>
    <AirlineDesigCode>XB</AirlineDesigCode>
    <Name/>
   </ProfileOwner>
  </AirlineProfile>
 </Notif>
 <Party>
  <Recipient>
   <ORA>
```

```
      <AirlineDesigCode>XB</AirlineDesigCode>
     </ORA>
    </Recipient>
    <Sender>
     <TravelAgency>
      <AgencyID>00010000</AgencyID>
      <IATANumber>00012345</IATANumber>
      <Name>Sunny Travel</Name>
     </TravelAgency>
    </Sender>
   </Party>
 </IATA_AirlineProfileNotif>
```

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	✔	-

Message Samples

Sample Air Shopping Requests

1. Request a simple one-way international flight for 1 Adult in Economy

None	Copy

```
    <Request>
 <FlightCriteria>
  <OriginDestCriteria>
   <DestArrivalCriteria>
    <IATALocationCode>BCN</IATALocationCode>
   </DestArrivalCriteria>
   <OriginDepCriteria>
    <Date>2018-09-01</Date>
    <IATALocationCode>LHR</IATALocationCode>
   </OriginDepCriteria>
  </OriginDestCriteria>
 </FlightCriteria>
 <Paxs>
  <Pax>
   <PaxID>Pax1</PaxID>
   <PTC>ADT</PTC>
  </Pax>
 </Paxs>
 <ShoppingCriteria>
  <CarrierCriteria>
   <Carrier>
    <AirlineDesigCode>XB</AirlineDesigCode>
   </Carrier>
  </CarrierCriteria>
  <FlightCriteria>
   <CabinType>
    <CabinTypeCode>3</CabinTypeCode>
   </CabinType>
  </FlightCriteria>
 </ShoppingCriteria>
 </Request>
```

Sample Air Shopping Responses

1. Returning basic Offers for a return journey

None	Copy

```
<Response>
 <DataLists>
  <OriginDestList>
   <OriginDest>
    <DestCode>BCN</DestCode>
    <OriginCode>LHR</OriginCode>
    <OriginDestID>LHRBCN</OriginDestID>
```

```xml
          <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
        </OriginDest>
      </OriginDestList>
      <PaxJourneyList>
        <PaxJourney>
          <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
          <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </PaxJourney>
      </PaxJourneyList>
      <PaxList>
        <Pax>
          <PaxID>SH1</PaxID>
          <PTC>ADT</PTC>
        </Pax>
      </PaxList>
      <PaxSegmentList>
        <PaxSegment>
          <Arrival>
            <IATALocationCode>BCN</IATALocationCode>
          </Arrival>
          <Dep>
            <IATALocationCode>LHR</IATALocationCode>
          </Dep>
          <MarketingCarrierInfo>
            <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
          </MarketingCarrierInfo>
          <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
        </PaxSegment>
      </PaxSegmentList>
      <PriceClassList>
        <PriceClass>
          <Code>M-EFO</Code>
          <FareBasisCode>EFO</FareBasisCode>
          <Name>Economy flex</Name>
          <PriceClassID>PC1</PriceClassID>
        </PriceClass>
      </PriceClassList>
      <ServiceDefinitionList>
        <ServiceDefinition>
          <Desc>
            <DescText>First Bag</DescText>
          </Desc>
          <Name>1st Bag</Name>
          <ServiceCode>BAG</ServiceCode>
          <ServiceDefinitionID>SV_1012_EFO</ServiceDefinitionID>
        </ServiceDefinition>
        <ServiceDefinition>
          <Desc>
            <DescText>Meal</DescText>
          </Desc>
          <Name>Snack</Name>
          <ServiceCode>MEL</ServiceCode>
          <ServiceDefinitionID>SV_1014_EFO</ServiceDefinitionID>
        </ServiceDefinition>
```

```xml
    <ServiceDefinition>
     <Desc>
      <DescText>Second Bag</DescText>
     </Desc>
     <Name>2nd Bag</Name>
     <ServiceCode>BAG</ServiceCode>
     <ServiceDefinitionID>SV_1015_EFO</ServiceDefinitionID>
    </ServiceDefinition>
   </ServiceDefinitionList>
  </DataLists>
  <OffersGroup>
   <AllOffersSummary>
    <MatchedOfferQty>3</MatchedOfferQty>
   </AllOffersSummary>
   <CarrierOffers>
    <ALaCarteOffer>
     <ALaCarteOfferItem>
      <Eligibility>
       <FlightAssociations>
        <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
       </FlightAssociations>
       <PaxRefID>SH1</PaxRefID>
       <PriceClassRefID>PC1</PriceClassRefID>
      </Eligibility>
      <OfferItemID>OfferItemID1</OfferItemID>
      <Service>
       <ServiceDefinitionRefID>SV_1015_EFO</ServiceDefinitionRefID>
       <ServiceID>SV_1015_1</ServiceID>
      </Service>
      <UnitPrice>
       <BaseAmount CurCode="EUR">55.00</BaseAmount>
       <TaxSummary>
        <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
       </TaxSummary>
       <TotalAmount CurCode="EUR">55.00</TotalAmount>
      </UnitPrice>
     </ALaCarteOfferItem>
     <OfferID>AlaCarteOfferID_1</OfferID>
     <OwnerCode>XB</OwnerCode>
    </ALaCarteOffer>
    <Offer>
     <JourneyOverview>
      <JourneyPriceClass>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
       <PriceClassRefID>PC1</PriceClassRefID>
      </JourneyPriceClass>
     </JourneyOverview>
     <OfferExpirationDateTime>2018-08-
11T23:29:41.543+03:00</OfferExpirationDateTime>
     <OfferID>OFFER1</OfferID>
     <OfferItem>
      <OfferItemID>OFFERITEM1_1</OfferItemID>
      <Price>
       <BaseAmount CurCode="EUR">122.00</BaseAmount>
       <TaxSummary>
        <TotalTaxAmount CurCode="EUR">153.58</TotalTaxAmount>
```

```xml
          </TaxSummary>
          <TotalAmount CurCode="EUR">275.58</TotalAmount>
        </Price>
        <Service>
         <PaxRefID>SH1</PaxRefID>
         <ServiceAssociations>
          <ServiceDefinitionRef>
           <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>

<ServiceDefinitionRefID>SV_1012_EFO</ServiceDefinitionRefID>
          </ServiceDefinitionRef>
         </ServiceAssociations>
         <ServiceID>SV_1012_EFO</ServiceID>
        </Service>
        <Service>
         <PaxRefID>SH1</PaxRefID>
         <ServiceAssociations>
          <ServiceDefinitionRef>
           <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>

<ServiceDefinitionRefID>SV_1014_EFO</ServiceDefinitionRefID>
          </ServiceDefinitionRef>
         </ServiceAssociations>
         <ServiceID>SV_1014_EFO</ServiceID>
        </Service>
        <Service>
         <PaxRefID>SH1</PaxRefID>
         <ServiceAssociations>
          <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
         </ServiceAssociations>
         <ServiceID>FL1_1_FL_LHRBCN_1_SH1</ServiceID>
        </Service>
       </OfferItem>
       <OwnerCode>XB</OwnerCode>
       <TotalPrice>
        <BaseAmount CurCode="EUR">122.00</BaseAmount>
        <TaxSummary>
         <TotalTaxAmount CurCode="EUR">153.58</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="EUR">275.58</TotalAmount>
       </TotalPrice>
      </Offer>
      <Offer>
       <JourneyOverview>
        <JourneyPriceClass>
         <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
         <PriceClassRefID>PC1</PriceClassRefID>
        </JourneyPriceClass>
       </JourneyOverview>
       <OfferExpirationDateTime>2018-08-
11T23:29:41.543+03:00</OfferExpirationDateTime>
       <OfferID>OFFER2</OfferID>
       <OfferItem>
        <OfferItemID>OFFERITEM2_1</OfferItemID>
        <Price>
         <BaseAmount CurCode="EUR">122.00</BaseAmount>
```

```xml
          <TaxSummary>
           <TotalTaxAmount CurCode="EUR">153.58</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="EUR">275.58</TotalAmount>
         </Price>
         <Service>
          <PaxRefID>SH1</PaxRefID>
          <ServiceAssociations>
           <ServiceDefinitionRef>
            <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>

<ServiceDefinitionRefID>SV_1012_EFO</ServiceDefinitionRefID>
           </ServiceDefinitionRef>
          </ServiceAssociations>
          <ServiceID>SV_1012_EFO</ServiceID>
         </Service>
         <Service>
          <PaxRefID>SH1</PaxRefID>
          <ServiceAssociations>
           <ServiceDefinitionRef>
            <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>

<ServiceDefinitionRefID>SV_1014_EFO</ServiceDefinitionRefID>
           </ServiceDefinitionRef>
          </ServiceAssociations>
          <ServiceID>SV_1014_EFO</ServiceID>
         </Service>
         <Service>
          <PaxRefID>SH1</PaxRefID>
          <ServiceAssociations>
           <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
          </ServiceAssociations>
          <ServiceID>FL2_1_FL_LHRBCN_1_SH1</ServiceID>
         </Service>
        </OfferItem>
        <OwnerCode>XB</OwnerCode>
        <TotalPrice>
         <BaseAmount CurCode="EUR">122.00</BaseAmount>
         <TaxSummary>
          <TotalTaxAmount CurCode="EUR">153.58</TotalTaxAmount>
         </TaxSummary>
         <TotalAmount CurCode="EUR">275.58</TotalAmount>
        </TotalPrice>
       </Offer>
      </CarrierOffers>
     </OffersGroup>
     <ShoppingResponse>
      <OwnerCode>XB</OwnerCode>
      <ShoppingResponseID>201-fffe76f290cc489f98f58bf20061b496</ShoppingResponseID>
     </ShoppingResponse>
    </Response>
```

Overview

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	✔	-

Sample Messages

Sample Inventory Guarantee Requests

1. Requesitng Inventory to be held

None	Copy

```
<IATA_InvGuaranteeRQ>
 <Party>
  <Recipient>
   <ORA>
    <AirlineDesigCode>XB</AirlineDesigCode>
   </ORA>
  </Recipient>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <Offer>
   <OfferID>OFFER1</OfferID>
   <OfferItem>
    <OfferItemID>OFFERITEM1_1</OfferItemID>
    <OwnerCode>XB</OwnerCode>
   </OfferItem>
  </Offer>
 </Request>
</IATA_InvGuaranteeRQ>
```

Sample Inventory Guarantee Responses

1. Responding to the Seller

None	Copy

```
<IATA_InvGuaranteeRS>
 <Response>
  <InventoryGuarantee>
   <Associations>
    <Offer>
     <OfferID>OFFER1</OfferID>
    </Offer>
   </Associations>
   <InventoryGuaranteeID>InvGuarantee_1</InventoryGuaranteeID>
   <InventoryGuaranteeTimeLimitDateTime>2018-12-
20T20:14:45.913Z</InventoryGuaranteeTimeLimitDateTime>
  </InventoryGuarantee>
```

```
    </Response>
  </IATA_InvGuaranteeRS>
```

Overview

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

Purpose

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

Features

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

Sample Messages

Sample Inventory Release Notif

1. Releasing Inventory for a specified Offer

None	Copy

```
<IATA_InvReleaseNotif>
 <Notification>
  <InventoryGuarantee>
   <Associations>
    <Offer>
     <OfferID>OFFER1</OfferID>
    </Offer>
   </Associations>
   <InventoryGuaranteeID>InvGuarantee_1</InventoryGuaranteeID>
  </InventoryGuarantee>
 </Notification>
 <Party>
  <Recipient>
   <ORA>
    <AirlineDesigCode>XB</AirlineDesigCode>
   </ORA>
  </Recipient>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
</IATA_InvReleaseNotif>
```

Overview

Purpose

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

If no ancillary services are available, the message returns a final pricing. If ancillary services are available, the modified pricing request includes selected services and returns a final pricing that includes service(s) selection. The response message also returns multi-media content at the message level.

Features

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

Sample Messages

Sample Offer Price Requests

None	Copy

```xml
<IATA_OfferPriceRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <DataLists>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH2</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH3</PaxID>
     <PTC>CHD</PTC>
    </Pax>
    <Pax>
     <PaxID>SH4</PaxID>
     <PTC>INF</PTC>
    </Pax>
   </PaxList>
  </DataLists>
  <PricedOffer>
   <SelectedOffer>
    <OfferRefID>OFFER1</OfferRefID>
    <OwnerCode>XB</OwnerCode>
    <SelectedOfferItem>
     <OfferItemRefID>OFFERITEM1_1</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <PaxRefID>SH2</PaxRefID>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OFFERITEM1_2</OfferItemRefID>
```

```
        <PaxRefID>SH3</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
       <OfferItemRefID>OFFERITEM1_3</OfferItemRefID>
       <PaxRefID>SH4</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
       <OfferItemRefID>OfferItemID1</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
       <OfferItemRefID>OfferItemID3</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
       <OfferItemRefID>OfferItemID5</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
       <PaxRefID>SH2</PaxRefID>
      </SelectedOfferItem>
      <ShoppingResponseRefID>201-
fffe76f290cc489f98f58bf20061b496</ShoppingResponseRefID>
     </SelectedOffer>
    </PricedOffer>
  </Request>
</IATA_OfferPriceRQ>
```

Sample Offer Price Responses

1. Airline responding with a basic Offer Price response

None	Copy

```
<IATA_OfferPriceRS>
 <Response>
  <DataLists>
   <OriginDestList>
    <OriginDest>
     <DestCode>BCN</DestCode>
     <OriginCode>LHR</OriginCode>
     <OriginDestID>LHRBCN</OriginDestID>
     <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
    </OriginDest>
    <OriginDest>
     <DestCode>LHR</DestCode>
     <OriginCode>BCN</OriginCode>
     <OriginDestID>BCNLHR</OriginDestID>
     <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
    </OriginDest>
   </OriginDestList>
   <PaxJourneyList>
    <PaxJourney>
     <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </PaxJourney>
    <PaxJourney>
```

```xml
        <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
        <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
      </PaxJourney>
    </PaxJourneyList>
    <PaxList>
     <Pax>
      <PaxID>SH1</PaxID>
      <PTC>ADT</PTC>
     </Pax>
     <Pax>
      <PaxID>SH2</PaxID>
      <PTC>ADT</PTC>
     </Pax>
     <Pax>
      <PaxID>SH3</PaxID>
      <PTC>CHD</PTC>
     </Pax>
     <Pax>
      <PaxID>SH4</PaxID>
      <PTC>INF</PTC>
     </Pax>
    </PaxList>
    <PaxSegmentList>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>BCN</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
       <IATALocationCode>LHR</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
     </PaxSegment>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>LHR</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
       <IATALocationCode>BCN</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
     </PaxSegment>
    </PaxSegmentList>
```

```xml
    <PriceClassList>
     <PriceClass>
      <Code>M-EFO</Code>
      <FareBasisCode>EFO</FareBasisCode>
      <Name>Economy flex</Name>
      <PriceClassID>PC1</PriceClassID>
     </PriceClass>
     <PriceClass>
      <Code>DV3S/Y</Code>
      <FareBasisCode>DV3S/Y</FareBasisCode>
      <Name>Club Europe</Name>
      <PriceClassID>PC2</PriceClassID>
     </PriceClass>
    </PriceClassList>
    <ServiceDefinitionList>
     <ServiceDefinition>
      <Desc>
       <DescText>First Bag</DescText>
      </Desc>
      <Name>1st Bag</Name>
      <ServiceCode>BAG</ServiceCode>
      <ServiceDefinitionID>SV_1023_EFO</ServiceDefinitionID>
     </ServiceDefinition>
     <ServiceDefinition>
      <Desc>
       <DescText>Second Bag</DescText>
      </Desc>
      <Name>2nd Bag</Name>
      <ServiceCode>BAG</ServiceCode>
      <ServiceDefinitionID>SV_1010_EFO</ServiceDefinitionID>
     </ServiceDefinition>
     <ServiceDefinition>
      <Desc>
       <DescText>Stay connected using any Wi-Fi enabled
device</DescText>
      </Desc>
      <Name>Inflight Wi-Fi</Name>
      <ServiceCode>CON</ServiceCode>
      <ServiceDefinitionID>SV_1009_EFO</ServiceDefinitionID>
     </ServiceDefinition>
     <ServiceDefinition>
      <Desc>
       <DescText>Escape the crowds and find a quiet space to work or
relax</DescText>
      </Desc>
      <Name>Lounge Pass</Name>
      <ServiceCode>GRN</ServiceCode>
      <ServiceDefinitionID>SV_1011_EFO</ServiceDefinitionID>
     </ServiceDefinition>
     <ServiceDefinition>
      <Desc>
       <DescText>This is a non-strict vegetarian meal</DescText>
      </Desc>
      <Name>Standard Meal</Name>
      <ServiceCode>MEL</ServiceCode>
      <ServiceDefinitionID>SV_1017_EFO</ServiceDefinitionID>
```

```xml
        </ServiceDefinition>
      </ServiceDefinitionList>
    </DataLists>
    <OtherOffers>
     <ALaCarteOffer>
      <ALaCarteOfferItem>
       <Eligibility>
        <FlightAssociations>
         <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </FlightAssociations>
        <PaxRefID>SH1</PaxRefID>
        <PriceClassRefID>PC1</PriceClassRefID>
       </Eligibility>
       <OfferItemID>OfferItemID1</OfferItemID>
       <Service>
        <ServiceDefinitionRefID>SV_1023_EFO</ServiceDefinitionRefID>
        <ServiceID>SV_1023_1</ServiceID>
       </Service>
       <UnitPrice>
        <TotalAmount CurCode="EUR">35.00</TotalAmount>
       </UnitPrice>
      </ALaCarteOfferItem>
      <ALaCarteOfferItem>
       <Eligibility>
        <FlightAssociations>
         <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </FlightAssociations>
        <PaxRefID>SH1</PaxRefID>
        <PriceClassRefID>PC1</PriceClassRefID>
       </Eligibility>
       <OfferItemID>OfferItemID3</OfferItemID>
       <Service>
        <ServiceDefinitionRefID>SV_1009_EFO</ServiceDefinitionRefID>
        <ServiceID>SV_1009_1</ServiceID>
       </Service>
       <UnitPrice>
        <TotalAmount CurCode="EUR">12.00</TotalAmount>
       </UnitPrice>
      </ALaCarteOfferItem>
      <ALaCarteOfferItem>
       <Eligibility>
        <FlightAssociations>
         <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </FlightAssociations>
        <PaxRefID>SH1</PaxRefID>
        <PaxRefID>SH2</PaxRefID>
        <PriceClassRefID>PC1</PriceClassRefID>
       </Eligibility>
       <OfferItemID>OfferItemID5</OfferItemID>
       <Service>
        <ServiceDefinitionRefID>SV_1017_EFO</ServiceDefinitionRefID>
        <ServiceID>SV_1017_1</ServiceID>
       </Service>
       <UnitPrice>
        <TotalAmount CurCode="EUR">10.00</TotalAmount>
       </UnitPrice>
```

```xml
      </ALaCarteOfferItem>
      <OfferID>ALaCarteOfferID_1</OfferID>
      <OwnerCode>XB</OwnerCode>
    </ALaCarteOffer>
  </OtherOffers>
  <PricedOffer>
   <JourneyOverview>
    <JourneyPriceClass>
     <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
     <PriceClassRefID>PC1</PriceClassRefID>
    </JourneyPriceClass>
    <JourneyPriceClass>
     <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
     <PriceClassRefID>PC1</PriceClassRefID>
    </JourneyPriceClass>
   </JourneyOverview>
   <OfferExpirationDateTime>2019-06-07T20:14:45.913Z</OfferExpirationDateTime>
   <OfferID>OFFER1</OfferID>
   <OfferItem>
    <OfferItemID>OFFERITEM1_1</OfferItemID>
    <Price>
     <BaseAmount CurCode="EUR">122.00</BaseAmount>
     <TaxSummary>
      <TotalTaxAmount CurCode="EUR">153.58</TotalTaxAmount>
     </TaxSummary>
     <TotalAmount CurCode="EUR">275.58</TotalAmount>
    </Price>
    <Service>
     <PaxRefID>SH1</PaxRefID>
     <PaxRefID>SH2</PaxRefID>
     <ServiceAssociations>
      <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
     </ServiceAssociations>
     <ServiceID>FL1_1_FL_LHRBCNLHR</ServiceID>
    </Service>
   </OfferItem>
   <OfferItem>
    <OfferItemID>OFFERITEM1_2</OfferItemID>
    <Price>
     <BaseAmount CurCode="EUR">122.00</BaseAmount>
     <TaxSummary>
      <TotalTaxAmount CurCode="EUR">100.58</TotalTaxAmount>
     </TaxSummary>
     <TotalAmount CurCode="EUR">222.58</TotalAmount>
    </Price>
    <Service>
     <PaxRefID>SH3</PaxRefID>
     <ServiceAssociations>
      <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
     </ServiceAssociations>
     <ServiceID>FL1_2_FL_LHRBCNLHR</ServiceID>
    </Service>
   </OfferItem>
   <OfferItem>
```

```
        <OfferItemID>OFFERITEM1_3</OfferItemID>
        <Price>
         <BaseAmount CurCode="EUR">82.00</BaseAmount>
         <TaxSummary>
          <TotalTaxAmount CurCode="EUR">100.58</TotalTaxAmount>
         </TaxSummary>
         <TotalAmount CurCode="EUR">182.58</TotalAmount>
        </Price>
        <Service>
         <PaxRefID>SH4</PaxRefID>
         <ServiceAssociations>
          <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
          <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
         </ServiceAssociations>
         <ServiceID>FL1_3_FL_LHRBCNLHR</ServiceID>
        </Service>
       </OfferItem>
       <OwnerCode>XB</OwnerCode>
      </PricedOffer>
      <ShoppingResponse>
       <ShoppingResponseID>213-6b0494d98fb8410781e0406d519be725</ShoppingResponseID>
      </ShoppingResponse>
     </Response>
    </IATA_OfferPriceRS>
```

Structure of the Invol Servicing

OfferPrice Request Elements

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

01. Transmitting an OfferPrice Request with Fare Waiver information

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

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

OfferPrice Response Elements

02. Transmitting an OfferPrice Response with fare waiver information

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

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

Sample Messages

Sample Requests

1. Request seat availability in the context of an existing Order

None	Copy

```
<Request>
 <CoreRequest>
 <Order>
  <OrderID>D16CH5</OrderID>
  <OwnerCode>XB</OwnerCode>
 </Order>
 </CoreRequest>
</Request>
```

2. Request seat availability in the context of an Offer

None	Copy

```
<IATA_SeatAvailRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <CoreRequest>
   <Offer>
    <OfferID>OFFER1</OfferID>
    <OwnerCode>C9</OwnerCode>
   </Offer>
  </CoreRequest><ShoppingResponse>
   <ShoppingResponseID>ere5464fygh7tugjgjghh</ShoppingResponseID>
  </ShoppingResponse>
 </Request>
</IATA_SeatAvailRQ>
```

3. Requesting seat availability in the context of a Passenger

None	Copy

```
<IATA_SeatAvailRQ>
 <MessageDoc>
```

```xml
    <Name>NDC GATEWAY</Name>
    <RefVersionNumber>1.0</RefVersionNumber>
  </MessageDoc>
  <Party>
   <Sender>
    <TravelAgency>
     <AgencyID>00010000</AgencyID>
     <IATANumber>00012345</IATANumber>
     <Name>Sunny Travel</Name>
    </TravelAgency>
   </Sender>
  </Party>
  <Request>
   <CoreRequest>
    <PaxSegment>
     <Arrival>
      <IATALocationCode>BCN</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
      <IATALocationCode>LHR</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
    </PaxSegment>
   </CoreRequest>
  </Request>
</IATA_SeatAvailRQ>
```

Sample Responses

1. Response showing a seat map only with no Offers

None	Copy

```xml
<Response>
  <ALaCarteOffer>
   <ALaCarteOfferItem>
    <Eligibility>
     <FlightAssociations>
      <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
     </FlightAssociations>
     <PaxRefID>SH1</PaxRefID>
    </Eligibility>
    <OfferItemID>OfferItemSeat01</OfferItemID>
    <Service>
     <ServiceDefinitionRefID>Seat01</ServiceDefinitionRefID>
     <ServiceID>SIDSeat0001</ServiceID>
    </Service>
```

```xml
        <UnitPrice>
         <BaseAmount CurCode="EUR">15.00</BaseAmount>
         <TaxSummary>
          <TotalTaxAmount CurCode="EUR">0.00</TotalTaxAmount>
         </TaxSummary>
         <TotalAmount CurCode="EUR">15.00</TotalAmount>
        </UnitPrice>
       </ALaCarteOfferItem>
       <OfferID>OFSeat001</OfferID>
       <OwnerCode>C9</OwnerCode>
      </ALaCarteOffer>
      <DataLists>
       <OriginDestList>
        <OriginDest>
         <DestCode>BCN</DestCode>
         <OriginCode>LHR</OriginCode>
         <OriginDestID>LHRBCN</OriginDestID>
         <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
        </OriginDest>
       </OriginDestList>
       <PaxJourneyList>
        <PaxJourney>
         <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
         <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </PaxJourney>
       </PaxJourneyList>
       <PaxList>
        <Pax>
         <PaxID>SH1</PaxID>
         <PTC>ADT</PTC>
        </Pax>
       </PaxList>
       <PaxSegmentList>
        <PaxSegment>
         <Arrival>
          <IATALocationCode>BCN</IATALocationCode>
         </Arrival>
         <Dep>
          <IATALocationCode>LHR</IATALocationCode>
         </Dep>
         <MarketingCarrierInfo>
          <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
         </MarketingCarrierInfo>
         <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
        </PaxSegment>
       </PaxSegmentList>
       <PriceClassList>
        <PriceClass>
         <Code>M-EFO</Code>
         <FareBasisCode>EFO</FareBasisCode>
         <Name>Economy flex</Name>
         <PriceClassID>PC1</PriceClassID>
        </PriceClass>
       </PriceClassList>
```

```xml
<SeatProfileList>
 <SeatProfile>
  <CharacteristicCode>K</CharacteristicCode>
  <CharacteristicCode>W</CharacteristicCode>
  <CharacteristicCode>CH</CharacteristicCode>
  <SeatProfileID>SeatDef1</SeatProfileID>
 </SeatProfile>
 <SeatProfile>
  <CharacteristicCode>K</CharacteristicCode>
  <CharacteristicCode>W</CharacteristicCode>
  <CharacteristicCode>CH</CharacteristicCode>
  <SeatProfileID>SeatDef2</SeatProfileID>
 </SeatProfile>
</SeatProfileList>
<ServiceDefinitionList>
 <ServiceDefinition>
  <Desc>
   <DescText>Seat Assignment Service</DescText>
  </Desc>
  <Name>Seat</Name>
  <ServiceCode>SEAT</ServiceCode>
  <ServiceDefinitionAssociation>
   <SeatProfileRefID>SeatDef1</SeatProfileRefID>
  </ServiceDefinitionAssociation>
  <ServiceDefinitionID>Seat01</ServiceDefinitionID>
 </ServiceDefinition>
</ServiceDefinitionList>
</DataLists>
<SeatMap>
 <CabinCompartment>
  <CabinType>
   <CabinTypeCode>F</CabinTypeCode>
   <CabinTypeName>First</CabinTypeName>
  </CabinType>
  <FirstRowNumber>1</FirstRowNumber>
  <LastRowNumber>2</LastRowNumber>
  <SeatRow>
   <RowNumber>1</RowNumber>
   <Seat>
    <ColumnID>B</ColumnID>
    <SeatProfileRefID>SeatDef1</SeatProfileRefID>
   </Seat>
   <Seat>
    <ColumnID>D</ColumnID>
    <SeatProfileRefID>SeatDef1</SeatProfileRefID>
   </Seat>
   <Seat>
    <ColumnID>F</ColumnID>
    <SeatProfileRefID>SeatDef1</SeatProfileRefID>
   </Seat>
  </SeatRow>
  <SeatRow>
   <RowNumber>2</RowNumber>
   <Seat>
    <ColumnID>B</ColumnID>
    <SeatProfileRefID>SeatDef1</SeatProfileRefID>
```

```
          </Seat>
          <Seat>
           <ColumnID>D</ColumnID>
           <SeatProfileRefID>SeatDef1</SeatProfileRefID>
          </Seat>
          <Seat>
           <ColumnID>F</ColumnID>
           <SeatProfileRefID>SeatDef1</SeatProfileRefID>
          </Seat>
         </SeatRow>
        </CabinCompartment>
        <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
       </SeatMap>
       <ShoppingResponse>
        <ShoppingResponseID>213-6b0494d98fb8410781e0406d519be725</ShoppingResponseID>
       </ShoppingResponse>
      </Response>
```

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	✔	-

Message Sample

The below samples are suggested implementations of how to request Airline Services and what the response could look like.

Sample Request

1. Request Services using an existing Offer and selected the Offer Items to return Services for

None	Copy

```
   <Request>
 <CoreRequest>
 <Offer>
  <OfferID>OFFER1</OfferID>
  <OfferItem>
   <OfferItemID>OFFERITEM1_1</OfferItemID>
  </OfferItem>
 </Offer>
 </CoreRequest>
 <Pax>
  <PaxID>Pax1</PaxID>
  <PTC>ADT</PTC>
 </Pax>
 </Request>
```

2. Request Services using an existing Offer

None	Copy

```
<Request>
   <CoreRequest>
   <Offer>
    <OfferID>OFFER1</OfferID>
    <OfferItem>
     <OfferItemID>OFFERITEM1_1</OfferItemID>
    </OfferItem>
   </Offer>
  </CoreRequest>
  <Pax>
   <PaxID>SH1</PaxID>
   <PTC>ADT</PTC>
  </Pax>
 </Request>
```

3. Request using an Itinerary

None	Copy

```
<IATA_ServiceListRQ>
  <Party>
```

```xml
      <Recipient>
       <ORA>
        <AirlineDesigCode>XB</AirlineDesigCode>
       </ORA>
      </Recipient>
      <Sender>
       <TravelAgency>
        <AgencyID>00010000</AgencyID>
        <IATANumber>00012345</IATANumber>
        <Name>Sunny Travel</Name>
       </TravelAgency>
      </Sender>
     </Party>
     <Request>
      <CoreRequest>
       <OriginDest>
        <DestStationCode>BCN</DestStationCode>
        <OriginStationCode>LHR</OriginStationCode>
        <PaxJourney>
         <PaxSegment>
          <Arrival>
           <IATALocationCode>BCN</IATALocationCode>
          </Arrival>
          <Dep>
           <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
           <IATALocationCode>LHR</IATALocationCode>
          </Dep>
          <MarketingCarrierInfo>
           <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
          </MarketingCarrierInfo>
          <OperatingCarrierInfo>
           <CarrierDesigCode>C9</CarrierDesigCode>
          </OperatingCarrierInfo>
         </PaxSegment>
        </PaxJourney>
       </OriginDest>
      </CoreRequest>
      <Pax>
       <PaxID>SH1</PaxID>
       <PTC>ADT</PTC>
      </Pax>
      <Pax>
       <PaxID>SH2</PaxID>
       <PTC>ADT</PTC>
      </Pax>
      <Pax>
       <PaxID>SH3</PaxID>
       <PTC>CHD</PTC>
      </Pax>
      <Pax>
       <PaxID>SH4</PaxID>
       <PTC>INF</PTC>
      </Pax>
```

```
    </Request>
</IATA_ServiceListRQ>
```

Sample Responses

1. Response returning an additional baggage only

None	Copy

```xml
<Response>
  <ALaCarteOffer>
    <ALaCarteOfferItem>
    <Eligibility>
     <FlightAssociations>
       <PaxSegmentRefID>Sg001</PaxSegmentRefID>
     </FlightAssociations>
    </Eligibility>
    <OfferItemID>OFFERITEM1_1</OfferItemID>
    <Service>
     <ServiceDefinitionRefID>BagService</ServiceDefinitionRefID>
     <ServiceID>Svc3333-1-1</ServiceID>
    </Service>
    <UnitPrice>
     <BaseAmount>35.00</BaseAmount>
     <Fee>
      <Amount>10.00</Amount>
     </Fee>
     <TotalAmount>45.00</TotalAmount>
    </UnitPrice>
   </ALaCarteOfferItem>
    <OfferID>OFFER1</OfferID>
    <OwnerCode>C9</OwnerCode>
    <PaymentTimeLimitDateTime>2018-10-14T14:15:00</PaymentTimeLimitDateTime>
   </ALaCarteOffer>
  <DataLists>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
   </PaxList>
   <PaxSegmentList>
    <PaxSegment>
     <Arrival>
      <AircraftScheduledDateTime>2018-10-
20T14:15:00</AircraftScheduledDateTime>
      <IATALocationCode>CDG</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-10-
20T14:18:00</AircraftScheduledDateTime>
      <IATALocationCode>JFK</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
```

```
      <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>401</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>Sg001</PaxSegmentID>
     </PaxSegment>
   </PaxSegmentList>
   <ServiceDefinitionList>
    <ServiceDefinition>
     <Desc>
      <DescText>First additional Bag Service - up to 23kg</DescText>
     </Desc>
     <Name>First additional Bag - up to 23kg</Name>
     <ServiceDefinitionID>BagService</ServiceDefinitionID>
    </ServiceDefinition>
   </ServiceDefinitionList>
  </DataLists>
  </Response>
```

2. Response showing Lounge and Wifi

None	Copy

```
<IATA_ServiceListRS>
 <Response>
  <ALaCarteOffer>
   <ALaCarteOfferItem>
   <Eligibility>
    <FlightAssociations>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </FlightAssociations>
    <PaxRefID>SH1</PaxRefID>
   </Eligibility>
   <OfferItemID>OfferItemID3</OfferItemID>
   <Service>
    <ServiceDefinitionRefID>SV_1009_EFO</ServiceDefinitionRefID>
    <ServiceID>SV_1009_EFO</ServiceID>
   </Service>
   <UnitPrice>
    <TotalAmount>12.00</TotalAmount>
   </UnitPrice>
  </ALaCarteOfferItem>
   <ALaCarteOfferItem>
   <Eligibility>
    <FlightAssociations>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </FlightAssociations>
    <PaxRefID>SH1</PaxRefID>
   </Eligibility>
   <OfferItemID>OfferItemID4</OfferItemID>
   <Service>
    <ServiceDefinitionRefID>SV_1011_EFO</ServiceDefinitionRefID>
    <ServiceID>SV_1011_EFO</ServiceID>
   </Service>
   <UnitPrice>
    <TotalAmount>35.00</TotalAmount>
```

```xml
          </UnitPrice>
        </ALaCarteOfferItem>
        <OfferID>ALaCarteOfferID_1</OfferID>
        <OwnerCode>C9</OwnerCode>
        <PaymentTimeLimitDateTime>2018-10-14T14:15:00</PaymentTimeLimitDateTime>
      </ALaCarteOffer>
    <DataLists>
      <PaxList>
        <Pax>
          <PaxID>SH1</PaxID>
          <PTC>ADT</PTC>
        </Pax>
        <Pax>
          <PaxID>SH2</PaxID>
          <PTC>ADT</PTC>
        </Pax>
        <Pax>
          <PaxID>SH3</PaxID>
          <PTC>CHD</PTC>
        </Pax>
        <Pax>
          <PaxID>SH4</PaxID>
          <PTC>INF</PTC>
        </Pax>
      </PaxList>
      <PaxSegmentList>
        <PaxSegment>
          <Arrival>
            <IATALocationCode>BCN</IATALocationCode>
          </Arrival>
          <Dep>
            <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
            <IATALocationCode>LHR</IATALocationCode>
          </Dep>
          <MarketingCarrierInfo>
            <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
          </MarketingCarrierInfo>
          <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
        </PaxSegment>
        <PaxSegment>
          <Arrival>
            <IATALocationCode>LHR</IATALocationCode>
          </Arrival>
          <Dep>
            <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
            <IATALocationCode>BCN</IATALocationCode>
          </Dep>
          <MarketingCarrierInfo>
            <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
          </MarketingCarrierInfo>
```

```xml
            <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
          </PaxSegment>
        </PaxSegmentList>
        <ServiceDefinitionList>
          <ServiceDefinition>
            <Desc>
              <DescText>Stay connected using any Wi-Fi enabled device</DescText>
            </Desc>
            <Name>Inflight Wi-Fi</Name>
            <ServiceCode>CON</ServiceCode>
            <ServiceDefinitionID>SV_1009_EFO</ServiceDefinitionID>
          </ServiceDefinition>
          <ServiceDefinition>
            <Desc>
              <DescText>Escape the crowds and find a quiet space to work or
relax</DescText>
            </Desc>
            <Name>Lounge Pass</Name>
            <ServiceCode>GRN</ServiceCode>
            <ServiceDefinitionID>SV_1011_EFO</ServiceDefinitionID>
          </ServiceDefinition>

        </ServiceDefinitionList>
      </DataLists>
    </Response>
</IATA_ServiceListRS>
```

Order Rules Capabilities

Overview

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

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

Order Rules Request Elements

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

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

01. Requesting Fare Rules using an Itinerary

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

None	Copy

```
<iata:CoreRequest>
 <iata:FareRef>
  <iata:AirlineDesigCode>XB</iata:AirlineDesigCode>
  <iata:Arrival>
   <iata:IATALocationCode>SIN</iata:IATALocationCode>
  </iata:Arrival>
  <iata:Dep>
   <iata:IATALocationCode>GVA</iata:IATALocationCode>
  </iata:Dep>
  <iata:FareBasisCode>JBZDI</iata:FareBasisCode>
 </iata:FareRef>
</iata:CoreRequest>
```

02. Requesting Specific Fare Rules using an Offer

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

> **Note**
>
> This is not currently supported

03. Requesting Specific Fare Rules using an Order

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

```
None                                                              Copy

<iata:CoreRequest>
 <iata:OrderRef>
  <iata:OrderID>XB0001A2B3C4D</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
 </iata:OrderRef>
</iata:CoreRequest>
```

OrderRules Response Elements

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

01. Responding with Fare Rules

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

```
None                                                              Copy

<iata:Response>
 <iata:OrderID>XB0001A2B3C4D</iata:OrderID>
 <iata:Rules>
  <iata:AirlineDesigCode>XB</iata:AirlineDesigCode>
  <iata:Arrival>
   <iata:IATALocationCode>SIN</iata:IATALocationCode>
  </iata:Arrival>
  <iata:Dep>
   <iata:IATALocationCode>GVA</iata:IATALocationCode>
  </iata:Dep>
  <iata:FareBasisCode>JBZDI</iata:FareBasisCode>
  <iata:FareRule>
   <iata:FareRuleText>
    <iata:RemarkText>FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE
TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE
RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT
FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE
TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE
RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT
FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE
TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE
RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT
FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE
TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE
RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT FARE RULE TEXT
</iata:RemarkText>
    </iata:FareRuleText>
   </iata:FareRule>
```

```
  </iata:Rules>
</iata:Response>
```

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	✔	-

Message Samples

Sample Order Reshop Requests

1. Request a reshop to add a segment to an existing Order

None	Copy

```xml
<IATA_OrderReshopRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
   <Aggregator>
    <AggregatorID>88888888</AggregatorID>
    <Name>Sunny Travel</Name>
   </Aggregator>
  </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <OrderRefID>XB000A1B2C3D4</OrderRefID>
  <ReshopParameters/>
  <UpdateOrder>
   <ReshopOrder>
    <ServiceOrder>
     <AddOfferItems>
      <FlightCriteria>
       <OriginDestCriteria>
        <DestArrivalCriteria>
         <IATALocationCode>MAD</IATALocationCode>
        </DestArrivalCriteria>
        <OriginDepCriteria>
         <Date>2018-12-30</Date>
         <IATALocationCode>LHR</IATALocationCode>
         <Time>2018-12-30T09:30:00Z</Time>
        </OriginDepCriteria>
       </OriginDestCriteria>
      </FlightCriteria><Paxs>
      <Pax>
       <PaxID>SH1</PaxID>
       <PTC>ADT</PTC>
      </Pax>
     </Paxs>
     </AddOfferItems>
    </ServiceOrder>
```

```
        </ReshopOrder>
      </UpdateOrder>
    </Request>
</IATA_OrderReshopRQ>
```

2. Change the flight in an existing Order

None	Copy

```
<IATA_OrderReshopRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
    <Aggregator>
     <AggregatorID>88888888</AggregatorID>
     <Name>Sunny Travel</Name>
    </Aggregator>
   </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <OrderRefID>OOR123-ABC</OrderRefID>
  <ReshopParameters/>
  <UpdateOrder>
   <ReshopOrder>
    <ServiceOrder>
     <AddOfferItems>
      <FlightCriteria>
       <OriginDestCriteria>
        <DestArrivalCriteria>
         <IATALocationCode>BCN</IATALocationCode>
        </DestArrivalCriteria>
        <OriginDepCriteria>
         <Date>2018-12-21</Date>
         <IATALocationCode>LHR</IATALocationCode>
         <Time>2018-12-21T09:30:00</Time>
        </OriginDepCriteria>
       </OriginDestCriteria>
      </FlightCriteria>
      <Paxs>
       <Pax>
        <PaxID>SH1</PaxID>
       </Pax>
      </Paxs>
     </AddOfferItems>
     <DeleteOrderItem>
      <OrderItemRefID>OOR123-ABC-1</OrderItemRefID>
```

```
      </DeleteOrderItem>
     </ServiceOrder>
    </ReshopOrder>
   </UpdateOrder>
  </Request>
</IATA_OrderReshopRQ>
```

3. Remove an item from an exiting Order

None	Copy

```
<IATA_OrderReshopRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
   <Aggregator>
    <AggregatorID>88888888</AggregatorID>
    <Name>Sunny Travel</Name>
   </Aggregator>
  </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>JR TECHNOLOGIES</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <OrderRefID>OOR123-ABC</OrderRefID>
  <ReshopParameters/>
  <UpdateOrder>
   <ReshopOrder>
    <ServiceOrder>
     <DeleteOrderItem>
      <OrderItemRefID>OOR123-ABC-1</OrderItemRefID>
      <RetainServiceID>FL1_SH1_FL_LHRBCN</RetainServiceID>
      <RetainServiceID>FL1_SH2_FL_LHRBCN</RetainServiceID>
      <RetainServiceID>FL1_SH2_FL_BCNLHR</RetainServiceID>
     </DeleteOrderItem>
    </ServiceOrder>
   </ReshopOrder>
  </UpdateOrder>
 </Request>
</IATA_OrderReshopRQ>
```

Sample Order Reshop Responses

1. Reshop respone after adding a segment to an existing Order

```
<IATA_OrderReshopRS>
 <Response>
  <DataLists>
  <OriginDestList>
   <OriginDest>
    <DestCode>MAD</DestCode>
    <OriginCode>LHR</OriginCode>
    <OriginDestID>LHRMAD</OriginDestID>
    <PaxJourneyRefID>FL_LHRMAD</PaxJourneyRefID>
   </OriginDest>
  </OriginDestList>
  <PaxJourneyList>
   <PaxJourney>
    <PaxJourneyID>FL_LHRMAD</PaxJourneyID>
    <PaxSegmentRefID>SEG_LHRMAD</PaxSegmentRefID>
   </PaxJourney>
  </PaxJourneyList>
  <PaxList>
   <Pax>
    <PaxID>SH1</PaxID>
    <PTC>ADT</PTC>
   </Pax>
  </PaxList>
  <PaxSegmentList>
   <PaxSegment>
    <Arrival>
     <IATALocationCode>MAD</IATALocationCode>
    </Arrival>
    <Dep>
     <AircraftScheduledDateTime>2018-12-
30T09:30:00.000+03:00</AircraftScheduledDateTime>
     <IATALocationCode>LHR</IATALocationCode>
    </Dep>
    <MarketingCarrierInfo>
     <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG_LHRMAD</PaxSegmentID>
   </PaxSegment>
  </PaxSegmentList>
  </DataLists>
 <ReshopResults>
  <ReshopOffers>
   <Offer>
    <AddOfferItem>
     <DifferentialAmountDue>
      <Amount>170.58</Amount>
     </DifferentialAmountDue>
     <OfferItemID>OfferItem18</OfferItemID>
     <Price>
      <BaseAmount CurCode="EUR">8.00</BaseAmount>
      <TaxSummary>
       <TotalTaxAmount CurCode="EUR">2.00</TotalTaxAmount>
```

```
        </TaxSummary>
        <TotalAmount CurCode="EUR">10.00</TotalAmount>
      </Price>
      <Service>
       <PaxRefID>SH1</PaxRefID>
       <ServiceAssociations>
        <PaxJourneyRefID>FL_LHRMAD</PaxJourneyRefID>
       </ServiceAssociations>
       <ServiceID>FL18_SH1_FL_LHRMAD</ServiceID>
      </Service>
     </AddOfferItem>
     <OfferID>OFFER1</OfferID>
     <OwnerCode>XB</OwnerCode>
    </Offer>
   </ReshopOffers>
  </ReshopResults>
  <ShoppingResponse>
   <ShoppingResponseID>118-6o4550f0943534b423543680gfdgd</ShoppingResponseID>
  </ShoppingResponse>
 </Response>
</IATA_OrderReshopRS>
```

2. Changing a Flight in an existing Order

None	Copy

```
<IATA_OrderReshopRS>
 <Response>
  <DataLists>
   <PaxJourneyList>
    <PaxJourney>
     <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </PaxJourney>
    <PaxJourney>
     <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
     <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
    </PaxJourney>
    <PaxJourney>
     <PaxJourneyID>FL_LHRBCN_new</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRBCN_new</PaxSegmentRefID>
    </PaxJourney>
   </PaxJourneyList>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH2</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH3</PaxID>
     <PTC>CHD</PTC>
    </Pax>
```

```
     <Pax>
      <PaxID>SH4</PaxID>
      <PTC>INF</PTC>
     </Pax>
    </PaxList>
    <PaxSegmentList>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>BCN</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
       <IATALocationCode>LHR</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
     </PaxSegment>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>LHR</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
       <IATALocationCode>BCN</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
     </PaxSegment>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>BCN</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
21T09:30:00.000+03:00</AircraftScheduledDateTime>
       <IATALocationCode>LHR</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_LHRBCN_new</PaxSegmentID>
     </PaxSegment>
    </PaxSegmentList>
   </DataLists>
```

```xml
<ReshopResults>
 <ReshopOffers>
  <Offer>
   <AddOfferItem>
    <DifferentialAmountDue>
     <Amount>20</Amount>
    </DifferentialAmountDue>
    <OfferItemID>OfferItem17</OfferItemID>
    <Price>
     <BaseAmount CurCode="EUR">8.00</BaseAmount>
     <TaxSummary>
      <TotalTaxAmount CurCode="EUR">2.00</TotalTaxAmount>
     </TaxSummary>
     <TotalAmount CurCode="EUR">10.00</TotalAmount>
    </Price>
    <Service>
     <PaxRefID>SH1</PaxRefID>
     <ServiceAssociations>
      <PaxJourneyRefID>FL_LHRBCN_new</PaxJourneyRefID>
     </ServiceAssociations>
     <ServiceID>FL17_SH1_FL_LHRBCN</ServiceID>
    </Service>
    <Service>
     <PaxRefID>SH1</PaxRefID>
     <ServiceAssociations>
      <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
     </ServiceAssociations>
     <ServiceID>FL17_SH1_FL_BCNLHR</ServiceID>
    </Service>
    <Service>
     <PaxRefID>SH2</PaxRefID>
     <ServiceAssociations>
      <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
     </ServiceAssociations>
     <ServiceID>FL17_SH2_FL_LHRBCN</ServiceID>
    </Service>
    <Service>
     <PaxRefID>SH2</PaxRefID>
     <ServiceAssociations>
      <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
     </ServiceAssociations>
     <ServiceID>FL17_SH2_FL_BCNLHR</ServiceID>
    </Service>
   </AddOfferItem>
   <DeleteOrderItem>
    <DifferentialAmountDue>
     <Amount>10.00</Amount>
    </DifferentialAmountDue>
    <OrderItemRefID>OOR123-ABC-1</OrderItemRefID>
   </DeleteOrderItem>
   <OfferID>OFFER1</OfferID>
   <OwnerCode>XB</OwnerCode>
  </Offer>
 </ReshopOffers>
</ReshopResults>
<ShoppingResponse>
```

```xml
    <ShoppingResponseID>117-25554regfd487156gerwtyhrt654</ShoppingResponseID>
  </ShoppingResponse>
 </Response>
</IATA_OrderReshopRS>
```

3. Remove a Flight from an existing Order

None	Copy

```xml
<?xml version="1.0" encoding="UTF-8"?>
<IATA_OrderReshopRS>
 <Response>
  <DataLists>
   <OriginDestList>
    <OriginDest>
     <DestCode>BCN</DestCode>
     <OriginCode>LHR</OriginCode>
     <OriginDestID>LHRBCN</OriginDestID>
     <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
    </OriginDest>
    <OriginDest>
     <DestCode>LHR</DestCode>
     <OriginCode>BCN</OriginCode>
     <OriginDestID>BCNLHR</OriginDestID>
     <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
    </OriginDest>
   </OriginDestList>
   <PaxJourneyList>
    <PaxJourney>
     <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </PaxJourney>
    <PaxJourney>
     <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
     <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
    </PaxJourney>
   </PaxJourneyList>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH2</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH3</PaxID>
     <PTC>CHD</PTC>
    </Pax>
    <Pax>
     <PaxID>SH4</PaxID>
     <PTC>INF</PTC>
    </Pax>
   </PaxList>
   <PaxSegmentList>
```

```xml
    <PaxSegment>
     <Arrival>
      <IATALocationCode>BCN</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
      <IATALocationCode>LHR</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
    </PaxSegment>
    <PaxSegment>
     <Arrival>
      <IATALocationCode>LHR</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
      <IATALocationCode>BCN</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
    </PaxSegment>
   </PaxSegmentList>
  </DataLists>
  <ReshopResults>
   <ReshopOffers>
    <Offer>
     <AddOfferItem>
      <DifferentialAmountDue>
       <Amount>10.00</Amount>
      </DifferentialAmountDue>
      <OfferItemID>OFFERITEM1_1_NEW</OfferItemID>
      <Price>
       <BaseAmount CurCode="EUR">8.00</BaseAmount>
       <TaxSummary>
        <TotalTaxAmount CurCode="EUR">2.00</TotalTaxAmount>
       </TaxSummary>
       <TotalAmount CurCode="EUR">10.00</TotalAmount>
      </Price>
      <Service>
       <PaxRefID>SH1</PaxRefID>
       <ServiceAssociations>
        <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
       </ServiceAssociations>
       <ServiceID>FL_SH1_LHRBCN</ServiceID>
      </Service>
```

```xml
          <Service>
           <PaxRefID>SH2</PaxRefID>
           <ServiceAssociations>
            <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
           </ServiceAssociations>
           <ServiceID>FL_SH2_LHRBCN</ServiceID>
          </Service>
          <Service>
           <PaxRefID>SH2</PaxRefID>
           <ServiceAssociations>
            <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
           </ServiceAssociations>
           <ServiceID>FL_SH2_BCNLHR</ServiceID>
          </Service>
         </AddOfferItem>
         <DeleteOrderItem>
          <DifferentialAmountDue>
           <Amount>130</Amount>
          </DifferentialAmountDue>
          <OrderItemRefID>OOR123-ABC-1</OrderItemRefID>
         </DeleteOrderItem>
         <OfferID>OFFER1</OfferID>
         <OwnerCode>XB</OwnerCode>
        </Offer>
       </ReshopOffers>
      </ReshopResults>
      <ShoppingResponse>
       <ShoppingResponseID>109-retr43543653ergfdr6654tgfd6234</ShoppingResponseID>
      </ShoppingResponse>
     </Response>
    </IATA_OrderReshopRS>
```

Structure of the Invol Servicing

OrderReshop Request Elements

---

01. Transmitting an OrderReshop Request with Fare Waiver information

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

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

OrderReshop Respond Elements

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

02. Transmitting an OrderReshop Response with Fare Waiver information

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

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

Voluntary Servicing for full cancellation, partial cancellation and order modification

OrderReshop Request Elements

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

01. Transmitting an OrderReshop Request with Respend indicator

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

XPath: IATA_OrderReshopRQ/Request/UpdateOrder/ReshopOrder/ServiceOrder/DeleteOrderItem

None	Copy

```
<UpdateOrder>
    <ReshopOrder>
 <ServiceOrder>
  <DeleteOrderItem>
   <OrderItemRefID>ORITM001</OrderItemRefID>
   <RespendInd>true</RespendInd>
  </DeleteOrderItem>
 </ServiceOrder>
</ReshopOrder>
<RepriceOrder/>
    </UpdateOrder>
```

OrderReshop Response Elements

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

02. Transmitting an OrderReshop Response with the Unchanged indicator

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

Xpath: IATA_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy

```
<DeleteOrderItem>
 <ExistingOrderItem>
  <ExistingService>
   <ServiceRefID>SVC01</ServiceRefID>
   <UnchangedInd>true</UnchangedInd>
  </ExistingService>
  <OrderItemRefID>ORITM001</OrderItemRefID>
```

```
    </ExistingOrderItem>
…
  </DeleteOrderItem>
```

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

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

XPath: IATA_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy

```
<DeleteOrderItem>
 <ExistingOrderItem>
  <OrderItemRefID>ORDITM001</OrderItemRefID>
 </ExistingOrderItem>
 <OfferItemID>OFITM001</OfferItemID>
 <PriceDifferential>
  <DifferentialTypeCode>Refund</DifferentialTypeCode>
  <DiffPrice>
   <Price>
    <BaseAmount>-40.00</BaseAmount>
    <TaxSummary>
     <Tax>
      <Amount>-20.00</Amount>
     </Tax>
    </TaxSummary>
    <TotalAmount>-60.00</TotalAmount>
   </Price>
  </DiffPrice>
 </PriceDifferential>
 <GrandTotalAmount>-60.0</GrandTotalAmount>
 <NewPrice>
  <Price>
   <BaseAmount>25.00</BaseAmount>
   <TaxSummary>
    <Tax>
     <Amount>15.00</Amount>
    </Tax>
   </TaxSummary>
   <TotalAmount>40.00</TotalAmount>
  </Price>
 </NewPrice>
 <OldPrice>
  <Price>
   <BaseAmount>65.00</BaseAmount>
   <TaxSummary>
    <Tax>
     <Amount>35.00</Amount>
    </Tax>
   </TaxSummary>
   <TotalAmount>100.00</TotalAmount>
  </Price>
 </OldPrice>
```

```
  </PriceDifferential>
</DeleteOrderItem>
```

04. Transmitting an OrderReshop Response with Penalty reference

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

XPath: IATA_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy

```
<DeleteOrderItem>
 <ExistingOrderItem>
  <OrderItemRefID>ORITM01</OrderItemRefID>
 </ExistingOrderItem>
 <OfferItemID>OFITM01</OfferItemID>
 <PenaltyRefID>PEN001</PenaltyRefID>
</DeleteOrderItem>
```

05. Transmitting an OrderReshop Response with Penalty net indicator

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

XPath: IATA_OrderReshopRS/Response/DataList

None	Copy

```
<DataLists>
 <PenaltyList>
  <Penalty>
   <NetInd>true</NetInd>
   <PenaltyID>PEN001</PenaltyID>
   <Price>
    <BaseAmount>20.00</BaseAmount>
    <Totalmount>20.00</Totalmount>
   </Price>
  </Penalty>
 </PenaltyList>
</DataLists>
```

XPath: IATA_OrderReshopRS/Response/ReshopResults/ReshopOffers/Offer/DeleteOrderItem

None	Copy

```
<DeleteOrderItem>
 <ExistingOrderItem>
  <OrderItemRefID>ORITM01</OrderItemRefID>
 </ExistingOrderItem>
 <OfferItemID>OFITM01</OfferItemID>
 <PenaltyRefID>PEN001</PenaltyRefID>
</DeleteOrderItem>
```

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	✔	-

Message Samples

Sample Order Create Requests

1. Simple Order Create with no Payment Information

None	Copy

```xml
<IATA_OrderCreateRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <CreateOrder>
   <SelectedOffer>
    <OfferRefID>ALaCarteOfferID_1</OfferRefID>
    <OwnerCode>XB</OwnerCode>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID1</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID3</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID5</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <PaxRefID>SH2</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
```

```xml
        </FlightAssociations>
        <Qty>1</Qty>
       </SelectedALaCarteOfferItem>
      </SelectedOfferItem>
      <ShoppingResponseRefID>127-
6b0494d98fb8410781e0406d519be725</ShoppingResponseRefID>
      <TotalOfferPriceAmount>2.00</TotalOfferPriceAmount>
     </SelectedOffer>
     <SelectedOffer>
      <OfferRefID>OFFER1</OfferRefID>
      <OwnerCode>XB</OwnerCode>
      <SelectedOfferItem>
       <OfferItemRefID>OFFERITEM1_1</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
       <PaxRefID>SH2</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
       <OfferItemRefID>OFFERITEM1_2</OfferItemRefID>
       <PaxRefID>SH3</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
       <OfferItemRefID>OFFERITEM1_3</OfferItemRefID>
       <PaxRefID>SH4</PaxRefID>
      </SelectedOfferItem>
      <ShoppingResponseRefID>213-
6b0494d98fb8410781e0406d519be725</ShoppingResponseRefID>
      <TotalOfferPriceAmount>8.00</TotalOfferPriceAmount>
     </SelectedOffer>
    </CreateOrder>
    <DataLists>
     <PaxJourneyList>
      <PaxJourney>
       <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
       <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
      </PaxJourney>
      <PaxJourney>
       <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
       <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
      </PaxJourney>
     </PaxJourneyList>
     <PaxList>
      <Pax>
       <Individual>
        <GivenName>Johnny-Tom</GivenName>
        <IndividualID>SH1_1</IndividualID>
        <Surname>Depp</Surname>
       </Individual>
       <PaxID>SH1</PaxID>
       <PTC>ADT</PTC>
      </Pax>
      <Pax>
       <Individual>
        <GivenName>George</GivenName>
        <IndividualID>SH2_1</IndividualID>
        <Surname>Depp</Surname>
       </Individual>
```

```xml
          <PaxID>SH2</PaxID>
          <PTC>ADT</PTC>
        </Pax>
        <Pax>
         <Individual>
          <GivenName>Helen</GivenName>
          <IndividualID>SH3_1</IndividualID>
          <Surname>Depp</Surname>
         </Individual>
         <PaxID>SH3</PaxID>
         <PTC>CHD</PTC>
        </Pax>
        <Pax>
         <PaxID>SH4</PaxID>
         <PTC>INF</PTC>
        </Pax>
      </PaxList>
      <PaxSegmentList>
       <PaxSegment>
        <Arrival>
         <IATALocationCode>BCN</IATALocationCode>
        </Arrival>
        <Dep>
         <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
         <IATALocationCode>LHR</IATALocationCode>
        </Dep>
        <MarketingCarrierInfo>
         <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
        </MarketingCarrierInfo>
        <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
       </PaxSegment>
       <PaxSegment>
        <Arrival>
         <IATALocationCode>LHR</IATALocationCode>
        </Arrival>
        <Dep>
         <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
         <IATALocationCode>BCN</IATALocationCode>
        </Dep>
        <MarketingCarrierInfo>
         <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
        </MarketingCarrierInfo>
        <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
       </PaxSegment>
      </PaxSegmentList>
     </DataLists>
    </Request>
</IATA_OrderCreateRQ>
```

2. Order Create with Card Form of Payment

```
<IATA_OrderCreateRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <CreateOrder>
   <SelectedOffer>
    <OfferRefID>ALaCarteOfferID_1</OfferRefID>
    <OwnerCode>XB</OwnerCode>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID1</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID3</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID5</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <PaxRefID>SH2</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <ShoppingResponseRefID>127-
6b0494d98fb8410781e0406d519be725</ShoppingResponseRefID>
```

```xml
        <TotalOfferPriceAmount>2.00</TotalOfferPriceAmount>
      </SelectedOffer>
      <SelectedOffer>
       <OfferRefID>OFFER1</OfferRefID>
       <OwnerCode>XB</OwnerCode>
       <SelectedOfferItem>
        <OfferItemRefID>OFFERITEM1_1</OfferItemRefID>
        <PaxRefID>SH1</PaxRefID>
        <PaxRefID>SH2</PaxRefID>
       </SelectedOfferItem>
       <SelectedOfferItem>
        <OfferItemRefID>OFFERITEM1_2</OfferItemRefID>
        <PaxRefID>SH3</PaxRefID>
       </SelectedOfferItem>
       <SelectedOfferItem>
        <OfferItemRefID>OFFERITEM1_3</OfferItemRefID>
        <PaxRefID>SH4</PaxRefID>
       </SelectedOfferItem>
       <ShoppingResponseRefID>213-
6b0494d98fb8410781e0406d519be725</ShoppingResponseRefID>
       <TotalOfferPriceAmount>8.00</TotalOfferPriceAmount>
      </SelectedOffer>
     </CreateOrder>
     <DataLists>
      <PaxJourneyList>
       <PaxJourney>
        <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
        <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
       </PaxJourney>
       <PaxJourney>
        <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
        <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
       </PaxJourney>
      </PaxJourneyList>
      <PaxList>
       <Pax>
        <Individual>
         <GivenName>Johnny-Tom</GivenName>
         <IndividualID>SH1_1</IndividualID>
         <Surname>Depp</Surname>
        </Individual>
        <PaxID>SH1</PaxID>
        <PTC>ADT</PTC>
       </Pax>
       <Pax>
        <Individual>
         <GivenName>George</GivenName>
         <IndividualID>SH2_1</IndividualID>
         <Surname>Depp</Surname>
        </Individual>
        <PaxID>SH2</PaxID>
        <PTC>ADT</PTC>
       </Pax>
       <Pax>
        <Individual>
         <GivenName>Helen</GivenName>
```

```xml
      <IndividualID>SH3_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
     <PaxID>SH3</PaxID>
     <PTC>CHD</PTC>
    </Pax>
    <Pax>
     <PaxID>SH4</PaxID>
     <PTC>INF</PTC>
    </Pax>
   </PaxList>
   <PaxSegmentList>
    <PaxSegment>
     <Arrival>
      <IATALocationCode>BCN</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
      <IATALocationCode>LHR</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
    </PaxSegment>
    <PaxSegment>
     <Arrival>
      <IATALocationCode>LHR</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
      <IATALocationCode>BCN</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
    </PaxSegment>
   </PaxSegmentList>
  </DataLists>
  <PaymentInfo>
   <Amount>1023.32</Amount>
   <PaymentInfoID>123</PaymentInfoID>
   <PaymentMethod>
    <PaymentCard>
     <CardHolderName>Tina Test</CardHolderName>
     <CardNumber>4111111111111111</CardNumber>
     <CardTypeText>CREDIT</CardTypeText>
     <ExpirationDate>1218</ExpirationDate>
    </PaymentCard>
```

```
    </PaymentMethod>
    <TypeCode>CC</TypeCode>
  </PaymentInfo>
 </Request>
</IATA_OrderCreateRQ>
```

3. Creating an Order with 2 Forms of Payment

None	Copy

```
<IATA_OrderCreateRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <CreateOrder>
   <SelectedOffer>
    <OfferRefID>ALaCarteOfferID_1</OfferRefID>
    <OwnerCode>C9</OwnerCode>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID1</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID3</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
      </FlightAssociations>
      <Qty>1</Qty>
     </SelectedALaCarteOfferItem>
    </SelectedOfferItem>
    <SelectedOfferItem>
     <OfferItemRefID>OfferItemID5</OfferItemRefID>
     <PaxRefID>SH1</PaxRefID>
     <PaxRefID>SH2</PaxRefID>
     <SelectedALaCarteOfferItem>
      <FlightAssociations>
       <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
```

```xml
          </FlightAssociations>
          <Qty>1</Qty>
        </SelectedALaCarteOfferItem>
      </SelectedOfferItem>
      <ShoppingResponseRefID>127-
6b0494d98fb8410781e0406d519be725</ShoppingResponseRefID>
      <TotalOfferPriceAmount>2.00</TotalOfferPriceAmount>
    </SelectedOffer>
    <SelectedOffer>
      <OfferRefID>OFFER1</OfferRefID>
      <OwnerCode>C9</OwnerCode>
      <SelectedOfferItem>
        <OfferItemRefID>OFFERITEM1_1</OfferItemRefID>
        <PaxRefID>SH1</PaxRefID>
        <PaxRefID>SH2</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
        <OfferItemRefID>OFFERITEM1_2</OfferItemRefID>
        <PaxRefID>SH3</PaxRefID>
      </SelectedOfferItem>
      <SelectedOfferItem>
        <OfferItemRefID>OFFERITEM1_3</OfferItemRefID>
        <PaxRefID>SH4</PaxRefID>
      </SelectedOfferItem>
      <ShoppingResponseRefID>213-
6b0494d98fb8410781e0406d519be725</ShoppingResponseRefID>
      <TotalOfferPriceAmount>8.00</TotalOfferPriceAmount>
    </SelectedOffer>
  </CreateOrder>
  <DataLists>
   <PaxJourneyList>
    <PaxJourney>
     <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </PaxJourney>
    <PaxJourney>
     <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
     <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
    </PaxJourney>
   </PaxJourneyList>
   <PaxList>
    <Pax>
     <Individual>
      <GivenName>Johnny-Tom</GivenName>
      <IndividualID>SH1_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <Individual>
      <GivenName>George</GivenName>
      <IndividualID>SH2_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
```

```xml
      <PaxID>SH2</PaxID>
      <PTC>ADT</PTC>
     </Pax>
     <Pax>
      <Individual>
       <GivenName>Helen</GivenName>
       <IndividualID>SH3_1</IndividualID>
       <Surname>Depp</Surname>
      </Individual>
      <PaxID>SH3</PaxID>
      <PTC>CHD</PTC>
     </Pax>
     <Pax>
      <PaxID>SH4</PaxID>
      <PTC>INF</PTC>
     </Pax>
    </PaxList>
    <PaxSegmentList>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>BCN</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
       <IATALocationCode>LHR</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
     </PaxSegment>
     <PaxSegment>
      <Arrival>
       <IATALocationCode>LHR</IATALocationCode>
      </Arrival>
      <Dep>
       <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
       <IATALocationCode>BCN</IATALocationCode>
      </Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
     </PaxSegment>
    </PaxSegmentList>
   </DataLists>
   <PaymentInfo>
   <Amount>4.00</Amount>
   <PaymentInfoID>123</PaymentInfoID>
   <PaymentMethod>
```

```xml
        <Cash>
         <ReceiptID>121717H47S</ReceiptID>
        </Cash>
       </PaymentMethod>
       <TypeCode>Cash</TypeCode>
      </PaymentInfo>
      <PaymentInfo>
      <Amount>4.00</Amount>
      <PaymentInfoID>1234</PaymentInfoID>
      <PaymentMethod>
       <PaymentCard>
        <CardHolderName>Tina Test</CardHolderName>
        <CardNumber>4111111111111111</CardNumber>
        <CardTypeText>CREDIT</CardTypeText>
        <ExpirationDate>1218</ExpirationDate>
       </PaymentCard>
      </PaymentMethod>
      <TypeCode>CC</TypeCode>
     </PaymentInfo>
    </Request>
   </IATA_OrderCreateRQ>
```

Sample Order Create Responses

OrderViewRS

OrderViewRS is the response to OrderCreateRQ. Please see Order View for more information.

Ability to Handle Multiple Types of Contacts

OrderCreate Request Elements

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

01. Transmitting an OrderCreate request with multiple addresses at Destination

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

None	Copy

```xml
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044756496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>GB</CountryCode>
    <PostalCode>AA1 2BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT02</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG002</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>001156496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>New York</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>US</CountryCode>
    <PostalCode>12345</PostalCode>
    <StreetText>2 Broad Street</StreetText>
   </PostalAddress>
  </ContactInfo>
 </ContactInfoList>
 <PaxList>
```

```
  <Pax>
   <ContactInfoRefID>CT01</ContactInfoRefID>
   <ContactInfoRefID>CT02</ContactInfoRefID>
   <PaxID>PAX01</PaxID>
  </Pax>
 </PaxList>
 <PaxSegmentList>
  <PaxSegment>
   <Arrival>LHR</Arrival>
   <Dep>GVA</Dep>
   <MarketingCarrierInfo>
    <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
   </MarketingCarrierInfo>
   <PaxSegmentID>SEG001</PaxSegmentID>
  </PaxSegment>
  <PaxSegment>
   <Arrival>JFK</Arrival>
   <Dep>LHR</Dep>
   <MarketingCarrierInfo>
    <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
   </MarketingCarrierInfo>
   <PaxSegmentID>SEG002</PaxSegmentID>
  </PaxSegment>
 </PaxSegmentList>
</DataLists>
```

02. Transmitting an OrderCreate request with emergency contact Details

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

None	Copy

```
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT001</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PRO</ContactTypeText>
    <PostalCode>AA12BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT002</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044123497854</PhoneNumber>
```

```
    </Phone>
   </ContactInfo>
  </ContactInfoList>
  <PaxList>
   <Pax>
    <ContactInfoRefID>CT001</ContactInfoRefID>
    <ContactInfoRefID>CT002</ContactInfoRefID>
    <PaxID>PAX001</PaxID>
   </Pax>
  </PaxList>
  <PaxSegmentList>
   <PaxSegment>
    <Arrival>LHR</Arrival>
    <Dep>GVA</Dep>
    <MarketingCarrierInfo>
     <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG001</PaxSegmentID>
   </PaxSegment>
   <PaxSegment>
    <Arrival>JFK</Arrival>
    <Dep>LHR</Dep>
    <MarketingCarrierInfo>
     <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG002</PaxSegmentID>
   </PaxSegment>
  </PaxSegmentList>
 </DataLists>
```

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

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

None	Copy

```
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>EDP</ContactPurposeText>
   <Individual>
    <GivenName>Mother</GivenName>
    <IndividualID>IND01</IndividualID>
    <Surname>NAMEONE</Surname>
   </Individual>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>006111111</PhoneNumber>
   </Phone>
```

```xml
      </ContactInfo>
      <ContactInfo>
       <ContactInfoID>CT02</ContactInfoID>
       <ContactPurposeText>EAR</ContactPurposeText>
       <Individual>
        <GivenName>Father</GivenName>
        <IndividualID>IND02</IndividualID>
        <Surname>NAMEONE</Surname>
       </Individual>
       <PaxSegmentRefID>SEG001</PaxSegmentRefID>
       <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>0044222222</PhoneNumber>
       </Phone>
      </ContactInfo>
      <ContactInfo>
       <ContactInfoID>CT03</ContactInfoID>
       <ContactPurposeText>EDP</ContactPurposeText>
       <Individual>
        <GivenName>GrandFather</GivenName>
        <IndividualID>IND03</IndividualID>
        <Surname>NAMEONE</Surname>
       </Individual>
       <PaxSegmentRefID>SEG002</PaxSegmentRefID>
       <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>00443333333</PhoneNumber>
       </Phone>
      </ContactInfo>
      <ContactInfo>
       <ContactInfoID>CT04</ContactInfoID>
       <ContactPurposeText>EAR</ContactPurposeText>
       <Individual>
        <GivenName>Aunt</GivenName>
        <IndividualID>IND02</IndividualID>
        <Surname>NAMEONE</Surname>
       </Individual>
       <PaxSegmentRefID>SEG002</PaxSegmentRefID>
       <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>00144444444</PhoneNumber>
       </Phone>
      </ContactInfo>
     </ContactInfoList>
     <PaxList>
      <Pax>
       <ContactInfoRefID>CT001</ContactInfoRefID>
       <ContactInfoRefID>CT002</ContactInfoRefID>
       <ContactInfoRefID>CT003</ContactInfoRefID>
       <ContactInfoRefID>CT004</ContactInfoRefID>
       <PaxID>PAX001</PaxID>
      </Pax>
     </PaxList>
    </DataLists>
```

Net Clearance Amount

OrderCreate Request Elements

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

01. Transmitting an OrderCreate request with Net Clearance Amount

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

None	Copy

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

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			

Message Samples

Sample Order Change Requests

1. Adding payment to an existing Order

None	Copy

```
<IATA_OrderChangeRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
   <Aggregator>
    <AggregatorID>88888888</AggregatorID>
    <Name>Sunny Travel</Name>
   </Aggregator>
  </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <DataLists>
   <PaxList>
    <Pax>
     <Individual>
      <GivenName>John</GivenName>
      <IndividualID>SH1_1</IndividualID>
      <Surname>Jones</Surname>
     </Individual>
     <PaxID>SH1</PaxID>
    </Pax>
   </PaxList>
  </DataLists>
  <Order>
   <OrderID>OOR123-ABC</OrderID>
   <OwnerCode>C9</OwnerCode>
  </Order>
  <PaymentInfo>
   <Amount>10.002</Amount>
   <PaymentInfoID>123</PaymentInfoID>
   <PaymentMethod>
    <PaymentCard>
     <CardHolderName>Tina Test</CardHolderName>
     <CardNumber>4111111111111111</CardNumber>
     <CardTypeText>CREDIT</CardTypeText>
     <ExpirationDate>1218</ExpirationDate>
```

```
        </PaymentCard>
      </PaymentMethod>
      <TypeCode>CC</TypeCode>
    </PaymentInfo>
  </Request>
</IATA_OrderChangeRQ>
```

2. Adding a segment to an existing Order

None   Copy

```
<IATA_OrderChangeRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
    <Aggregator>
     <AggregatorID>88888888</AggregatorID>
     <Name>Sunny Travel</Name>
    </Aggregator>
   </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <ChangeOrder>
   <UpdateOrderItem>
    <AcceptOffer>
     <SelectedOffer>
      <OfferRefID>OFFER1</OfferRefID>
      <OwnerCode>C9</OwnerCode>
      <SelectedOfferItem>
       <OfferItemRefID>OfferItem18</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
      </SelectedOfferItem>
     </SelectedOffer>
    </AcceptOffer>
   </UpdateOrderItem>
  </ChangeOrder>
  <DataLists>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
   </PaxList>
  </DataLists>
  <Order>
   <OrderID>XB000A1B2C3D4</OrderID>
```

```
    <OwnerCode>XB</OwnerCode>
  </Order>
 </Request>
</IATA_OrderChangeRQ>
```

3. Change flight time in an existing Order

None	Copy

```
<IATA_OrderChangeRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
    <Aggregator>
     <AggregatorID>88888888</AggregatorID>
     <Name>Sunny Travel</Name>
    </Aggregator>
   </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <ChangeOrder>
   <UpdateOrderItem>
    <AcceptOffer>
     <SelectedOffer>
      <OfferRefID>OFFER1</OfferRefID>
      <OwnerCode>C9</OwnerCode>
      <SelectedOfferItem>
       <OfferItemRefID>OfferItem17</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
       <PaxRefID>SH2</PaxRefID>
      </SelectedOfferItem>
     </SelectedOffer>
    </AcceptOffer>
    <DeleteOrderItem>
     <OrderItemRefID>XB000A1B2C3D4</OrderItemRefID>
    </DeleteOrderItem>
   </UpdateOrderItem>
  </ChangeOrder>
  <DataLists>
   <PaxList>
    <Pax>
    <PaxID>SH1</PaxID>
    <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH2</PaxID>
```

```
      <PTC>ADT</PTC>
     </Pax>
     <Pax>
      <PaxID>SH3</PaxID>
      <PTC>CHD</PTC>
     </Pax>
     <Pax>
      <PaxID>SH4</PaxID>
      <PTC>INF</PTC>
     </Pax>
    </PaxList>
   </DataLists>
   <Order>
   <OrderID>XB000A1B2C3D4</OrderID>
   <OwnerCode>XB</OwnerCode>
   </Order>
  </Request>
</IATA_OrderChangeRQ>
```

4. Remove flight segment from an existing Order

None	Copy

```
<IATA_OrderChangeRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Party>
  <Participant>
    <Aggregator>
     <AggregatorID>88888888</AggregatorID>
     <Name>Sunny Travel</Name>
    </Aggregator>
   </Participant>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00012345</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <ChangeOrder>
   <UpdateOrderItem>
    <AcceptOffer>
     <SelectedOffer>
      <OfferRefID>OFFER1</OfferRefID>
      <OwnerCode>C9</OwnerCode>
      <SelectedOfferItem>
       <OfferItemRefID>OFFERITEM1_1_NEW</OfferItemRefID>
       <PaxRefID>SH1</PaxRefID>
       <PaxRefID>SH2</PaxRefID>
      </SelectedOfferItem>
      <ShoppingResponseRefID>109-
```

```
retr43543653ergfdr6654tgfd6234</ShoppingResponseRefID>
        </SelectedOffer>
      </AcceptOffer>
      <DeleteOrderItem>
        <OrderItemRefID>XB000A1B2C3D4</OrderItemRefID>
      </DeleteOrderItem>
    </UpdateOrderItem>
  </ChangeOrder>
  <DataLists>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH2</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH3</PaxID>
     <PTC>CHD</PTC>
    </Pax>
    <Pax>
     <PaxID>SH4</PaxID>
     <PTC>INF</PTC>
    </Pax>
   </PaxList>
  </DataLists>
   <Order>
   <OrderID>XB000A1B2C3D4</OrderID>
   <OwnerCode>XB</OwnerCode>
   </Order>
 </Request>
</IATA_OrderChangeRQ>
```

Sample Order Change Responses

OrderViewRS

See OrderViewRS for sample responses

Ability to Handle Multiple Types of Contacts

OrderChange Request Elements

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

1. Transmitting an OrderChange request with multiple addresses at Destination

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

None	Copy

```
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044756496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>GB</CountryCode>
    <PostalCode>AA1 2BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT02</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG002</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>001156496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>New York</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>US</CountryCode>
    <PostalCode>12345</PostalCode>
    <StreetText>2 Broad Street</StreetText>
   </PostalAddress>
  </ContactInfo>
 </ContactInfoList>
 <PaxList>
```

```xml
      <Pax>
       <ContactInfoRefID>CT01</ContactInfoRefID>
       <ContactInfoRefID>CT02</ContactInfoRefID>
       <PaxID>PAX01</PaxID>
      </Pax>
     </PaxList>
     <PaxSegmentList>
      <PaxSegment>
       <Arrival>LHR</Arrival>
       <Dep>GVA</Dep>
       <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
        <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
       </MarketingCarrierInfo>
       <PaxSegmentID>SEG001</PaxSegmentID>
      </PaxSegment>
      <PaxSegment>
       <Arrival>JFK</Arrival>
       <Dep>LHR</Dep>
       <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
        <MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
       </MarketingCarrierInfo>
       <PaxSegmentID>SEG002</PaxSegmentID>
      </PaxSegment>
     </PaxSegmentList>
    </DataLists>
```

02. Transmitting an OrderChange request with emergency contact Details

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

None	Copy

```xml
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT001</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PRO</ContactTypeText>
    <PostalCode>AA12BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT002</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044123497854</PhoneNumber>
   </Phone>
```

```
   </ContactInfo>
  </ContactInfoList>
  <PaxList>
   <Pax>
    <ContactInfoRefID>CT001</ContactInfoRefID>
    <ContactInfoRefID>CT002</ContactInfoRefID>
    <PaxID>PAX001</PaxID>
   </Pax>
  </PaxList>
  <PaxSegmentList>
   <PaxSegment>
    <Arrival>LHR</Arrival>
    <Dep>GVA</Dep>
    <MarketingCarrierInfo>
     <CarrierDesigCode>XB</CarrierDesigCode>
     <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG001</PaxSegmentID>
   </PaxSegment>
   <PaxSegment>
    <Arrival>JFK</Arrival>
    <Dep>LHR</Dep>
    <MarketingCarrierInfo>
     <CarrierDesigCode>XB</CarrierDesigCode>
     <MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <PaxSegmentID>SEG002</PaxSegmentID>
   </PaxSegment>
  </PaxSegmentList>
 </DataLists>
```

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

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

None	Copy

```
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>EDP</ContactPurposeText>
   <Individual>
    <GivenName>Mother</GivenName>
    <IndividualID>IND01</IndividualID>
    <Surname>NAMEONE</Surname>
   </Individual>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>006111111</PhoneNumber>
   </Phone>
  </ContactInfo>
```

```xml
      <ContactInfo>
       <ContactInfoID>CT02</ContactInfoID>
       <ContactPurposeText>EAR</ContactPurposeText>
       <Individual>
        <GivenName>Father</GivenName>
        <IndividualID>IND02</IndividualID>
        <Surname>NAMEONE</Surname>
       </Individual>
       <PaxSegmentRefID>SEG001</PaxSegmentRefID>
       <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>0044222222</PhoneNumber>
       </Phone>
      </ContactInfo>
      <ContactInfo>
       <ContactInfoID>CT03</ContactInfoID>
       <ContactPurposeText>EDP</ContactPurposeText>
       <Individual>
        <GivenName>GrandFather</GivenName>
        <IndividualID>IND03</IndividualID>
        <Surname>NAMEONE</Surname>
       </Individual>
       <PaxSegmentRefID>SEG002</PaxSegmentRefID>
       <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>00443333333</PhoneNumber>
       </Phone>
      </ContactInfo>
      <ContactInfo>
       <ContactInfoID>CT04</ContactInfoID>
       <ContactPurposeText>EAR</ContactPurposeText>
       <Individual>
        <GivenName>Aunt</GivenName>
        <IndividualID>IND02</IndividualID>
        <Surname>NAMEONE</Surname>
       </Individual>
       <PaxSegmentRefID>SEG002</PaxSegmentRefID>
       <Phone>
        <ContactTypeText>PER</ContactTypeText>
        <PhoneNumber>00144444444</PhoneNumber>
       </Phone>
      </ContactInfo>
     </ContactInfoList>
     <PaxList>
      <Pax>
       <ContactInfoRefID>CT001</ContactInfoRefID>
       <ContactInfoRefID>CT002</ContactInfoRefID>
       <ContactInfoRefID>CT003</ContactInfoRefID>
       <ContactInfoRefID>CT004</ContactInfoRefID>
       <PaxID>PAX001</PaxID>
      </Pax>
     </PaxList>
    </DataLists>
```

04. Transmitting an OrderChange request with Net Clearance Amount

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

None	Copy

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

Net Clearance Amount

OrderChange Request Elements

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

01. Transmitting an OrderChange request with Net Clearance Amount

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

None	Copy

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

Structure of the Invol Servicing

OrderChange Request Elements

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

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

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

XPath: IATA_OrderChangeRQ/Request/ChangeOrder

None	Copy

```
<ChangeOrder>
 <AcceptChange>
  <OrderItemRefID>ORITM002</OrderItemRefID>
 </AcceptChange>
</ChangeOrder>
```

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			

Message Samples

Sample Order Change Notif

1. Update an existing Order with a changed flight segment

None	Copy

```
<IATA_OrderChangeNotifRQ>
 <MessageDoc>
  <Name>NDC GATEWAY</Name>
  <RefVersionNumber>1.0</RefVersionNumber>
 </MessageDoc>
 <Notification>
  <DataLists>
   <PaxJourneyList>
    <PaxJourney>
     <PaxJourneyID>FL_LHRMAD</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRMAD</PaxSegmentRefID>
    </PaxJourney>
   </PaxJourneyList>
   <PaxList>
    <Pax>
     <Individual>
      <GivenName>George</GivenName>
      <IndividualID>SH1_1</IndividualID>
      <Surname>Jones</Surname>
     </Individual>
     <PaxID>SH1</PaxID>
    </Pax>
   </PaxList>
   <PaxSegmentList>
    <PaxSegment>
     <Arrival>
      <IATALocationCode>MAD</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
30T09:30:00.000+03:00</AircraftScheduledDateTime>
      <IATALocationCode>LHR</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>C9</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_LHRMAD</PaxSegmentID>
    </PaxSegment>
   </PaxSegmentList>
  </DataLists>
  <Order>
   <OrderID>XB000A1B2C3D4</OrderID>
   <OrderItem>
    <OrderItemID>OOR123-ABC-18</OrderItemID>
```

```xml
      <Price>
       <BaseAmount CurCode="EUR">7.00</BaseAmount>
       <TaxSummary>
        <TotalTaxAmount CurCode="EUR">3.00</TotalTaxAmount>
       </TaxSummary>
       <TotalAmount CurCode="EUR">10.00</TotalAmount>
      </Price>
      <Service>
       <ActionCode>Add</ActionCode>
       <PaxRefID>SH1</PaxRefID>
       <ServiceAssociations>
        <PaxSegmentRefID>SEG_LHRMAD</PaxSegmentRefID>
       </ServiceAssociations>
       <ServiceID>FL18_SH1_FL_LHRMAD</ServiceID>
      </Service>
     </OrderItem>
     <OwnerCode>XB</OwnerCode>
    </Order>
   </Notification>
   <Party>
    <Participant>
     <Aggregator>
      <AggregatorID>88888888</AggregatorID>
      <Name>Sunny Travel</Name>
     </Aggregator>
    </Participant>
    <Sender>
     <Aggregator>
      <AggregatorID>token</AggregatorID>
     </Aggregator>
     <Corporation>
      <CorporateID>token</CorporateID>
     </Corporation>
     <EnabledSystem>
      <SystemID>token</SystemID>
     </EnabledSystem>
     <MarketingCarrier>
      <AirlineDesigCode>0A</AirlineDesigCode>
     </MarketingCarrier>
     <OperatingCarrier>
      <AirlineDesigCode>0A</AirlineDesigCode>
     </OperatingCarrier>
     <ORA>
      <AirlineDesigCode>0A</AirlineDesigCode>
     </ORA>
     <POA>
      <AirlineDesigCode>0A</AirlineDesigCode>
     </POA>
     <RetailPartner>
      <RetailPartnerID>token</RetailPartnerID>
     </RetailPartner>
     <TravelAgency>
      <AgencyID>00010000</AgencyID>
      <IATANumber>00012345</IATANumber>
      <Name>Sunny Travel</Name>
     </TravelAgency>
```

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

Net Clearance Amount

OrderChangeNotif Request Elements

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

01. Transmitting an OrderChangeNotif request with Net Clearance Amount

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

None	Copy

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

Structure of the Order change notification

OrderChangeNotif Request Elements

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

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

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeGroupSequenceNumber>1</ChangeGroupSequenceNumber>
  <ChangeOperationGroup>
   …
  </ChangeOperationGroup>
 </ChangeGroup>
 <ChangeGroup>
  <ChangeGroupSequenceNumber>2</ChangeGroupSequenceNumber>
  <ChangeOperationGroup>
   …
  </ChangeOperationGroup>
 </ChangeGroup>
 <OrderID>OR001</OrderID>
</Notification>
```

02. Transmitting an OrderChangeNotif request with name changes.

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeGroupSequenceNumber>1</ChangeGroupSequenceNumber>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2019-09-24T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>NAMECHG</ChangeTypeCode>
    <New>
     <DataLists>
      <PaxList>
       <Pax>
        <Individual>
        <MiddleName>Jimmy</MiddleName>
        <Surname>Smith</Surname>
        </Individual>
```

```
          </Pax>
        </PaxList>
      </DataLists>
    </New>
    <Old>
     <DataLists>
      <PaxList>
       <Pax>
        <Individual>
         <MiddleName>Jimy</MiddleName>
         <Surname>Smithy</Surname>
        </Individual>
       </Pax>
      </PaxList>
     </DataLists>
    </Old>
    <ReasonCode>NAMECHG</ReasonCode>
   </ChangeOperation>
   <OrderVersion>7</OrderVersion>
  </ChangeOperationGroup>
 </ChangeGroup>
 <OrderID>OR001</OrderID>
</Notification>
```

03. Transmitting an OrderChangeNotif request with phone number changes.

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

None	Copy

```
<Notification>
<ChangeGroup>
<ChangeGroupSequenceNumber>1</ChangeGroupSequenceNumber>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>CONTACTCHG</ChangeTypeCode>
    <New>
     <DataLists>
      <ContactInfoList>
       <ContactInfo>
       <ContactInfoID>CT001</ContactInfoID>
        <Phone>
         <PhoneNumber>+1 567 888888</PhoneNumber>
        </Phone>
       </ContactInfo>
      </ContactInfoList>
      <PaxList>
       <Pax>
        <ContactInfoRefID>CT001</ContactInfoRefID>
        <PaxID>PAX001</PaxID>
       </Pax>
      </PaxList>
     </DataLists>
    </New>
```

```
    <Old>
     <DataLists>
      <ContactInfoList>
       <ContactInfo>
        <ContactInfoID>CT001</ContactInfoID>
        <Phone>
         <PhoneNumber>+1 234 555555</PhoneNumber>
        </Phone>
       </ContactInfo>
      </ContactInfoList>
      <PaxList>
       <Pax>
        <ContactInfoRefID>CT001</ContactInfoRefID>
        <PaxID>PAX001</PaxID>
       </Pax>
      </PaxList>
     </DataLists>
    </Old>
    <ReasonCode>CONTACTCHG</ReasonCode>
   </ChangeOperation>
   <OrderVersion>3</OrderVersion>
  </ChangeOperationGroup>
 </ChangeGroup>
 <OrderID>ORD001</OrderID>
</Notification>
```

04. Transmitting an OrderChangeNotif request with Payment status change.

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>PAYMENTSTATUSCHG</ChangeTypeCode>
    <New>
     <PaymentFunctions>
      <PaymentProcessingSummary>
       <Amount/>
       <PaymentID>PAY001</PaymentID>
       <PaymentMethod>
        <PaymentCard>
         <CardBrandCode>VI</CardBrandCode>
        </PaymentCard>
       </PaymentMethod>
       <PaymentStatusCode>COMMITTED</PaymentStatusCode>
       <TypeCode>CC</TypeCode>
      </PaymentProcessingSummary>
     </PaymentFunctions>
    </New>
    <Old>
```

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

05. Transmitting an OrderChangeNotif request with Flight Time change.

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>SEGTIMECHG</ChangeTypeCode>
    <New>
     <DataLists>
      <PaxSegmentList>
       <PaxSegment>
        <Arrival>
         <AircraftScheduledDateTime>2019-09-
24T21:20</AircraftScheduledDateTime>
        </Arrival>
        <Dep>
         <AircraftScheduledDateTime>2019-09-
24T20:00</AircraftScheduledDateTime>
        </Dep>
       <PaxSegmentID>SEG002</PaxSegmentID>
       </PaxSegment>
      </PaxSegmentList>
     </DataLists>
    </New>
    <Old>
     <DataLists>
      <PaxSegmentList>
       <PaxSegment>
```

```
            <Arrival>
             <AircraftScheduledDateTime>2019-09-
24T22:05</AircraftScheduledDateTime>
            </Arrival>
            <Dep>
             <AircraftScheduledDateTime>2019-09-
24T20:45</AircraftScheduledDateTime>
            </Dep>
           <PaxSegmentID>SEG002</PaxSegmentID>
          </PaxSegment>
         </PaxSegmentList>
        </DataLists>
       </Old>
       <ReasonCode>SCHEDCHNG</ReasonCode>
      </ChangeOperation>
      <OrderVersion>0</OrderVersion>
     </ChangeOperationGroup>
   </ChangeGroup>
   <OrderID>ORD001</OrderID>
 </Notification>
```

06. Transmitting an OrderChangeNotif request with Flight Number change.

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>FLTNUMCHG</ChangeTypeCode>
    <New>
     <DataLists>
      <PaxSegmentList>
       <PaxSegment>
        <MarketingCarrierInfo>
         <MarketingCarrierFlightNumberText>
          XB456
         </MarketingCarrierFlightNumberText>
        </MarketingCarrierInfo>
        <PaxSegmentID>SEG002</PaxSegmentID>
       </PaxSegment>
      </PaxSegmentList>
     </DataLists>
    </New>
    <Old>
     <DataLists>
      <PaxSegmentList>
       <PaxSegment>
        <MarketingCarrierInfo>
         <MarketingCarrierFlightNumberText>
          XB123
         </MarketingCarrierFlightNumberText>
```

```
          </MarketingCarrierInfo>
          <PaxSegmentID>SEG002</PaxSegmentID>
        </PaxSegment>
      </PaxSegmentList>
     </DataLists>
    </Old>
    <ReasonCode>FLNUMCHG</ReasonCode>
   </ChangeOperation>
   <OrderVersion>0</OrderVersion>
  </ChangeOperationGroup>
 </ChangeGroup>
 <OrderID>ORD001</OrderID>
</Notification>
```

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

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>SEGCHG</ChangeTypeCode>
    <Old>
     <Order>
      <OrderItem>
       <OrderItemID>ORITM001</OrderItemID>
       <Service>
        <ServiceID>SVC001</ServiceID>
        <StatusCode>OPEN</StatusCode>
       </Service>
      </OrderItem>
     </Order>
    </Old>
    <New>
     <Order>
      <OrderItem>
       <OrderItemID>ORITM001</OrderItemID>
       <Service>
        <ServiceID>SVC001</ServiceID>
        <StatusCode>CANCELLED</StatusCode>
       </Service>
       <Service>
        <PaxRefID>PAX001</PaxRefID>
        <ServiceAssociations>
         <PaxSegmentRefID>SEG002</PaxSegmentRefID>
        </ServiceAssociations>
        <ServiceID>SVC002</ServiceID>
        <StatusCode>OPEN</StatusCode>
       </Service>
      </OrderItem>
     </Order>
```

```
          <DataLists>
           <PaxSegmentList>
            <PaxSegment>
             <Arrival>
              <AircraftScheduledDateTime>
               2019-02-14T16:40:00
              </AircraftScheduledDateTime>
              <IATA_LocationCode>LHR</IATA_LocationCode>
             </Arrival>
             <Dep>
              <AircraftScheduledDateTime>
               2019-02-14T14:25:00
              </AircraftScheduledDateTime>
              <IATA_LocationCode>GVA</IATA_LocationCode>
             </Dep>
             <MarketingCarrierInfo>
              <CarrierDesigCode>XB</CarrierDesigCode>
              <MarketingCarrierFlightNumberText>
               222
              </MarketingCarrierFlightNumberText>
             </MarketingCarrierInfo>
             <OperatingCarrierInfo>
              <CarrierDesigCode>XC</CarrierDesigCode>
             </OperatingCarrierInfo>
             <PaxSegmentID>SEG002</PaxSegmentID>
            </PaxSegment>
           </PaxSegmentList>
          </DataLists>
         </New>
         <ReasonCode>SEGCHNG</ReasonCode>
        </ChangeOperation>
        <OrderVersion>0</OrderVersion>
       </ChangeOperationGroup>
      </ChangeGroup>
      <OrderID>ORD001</OrderID>
     </Notification>
```

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

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

None	Copy

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>ARRCHG</ChangeTypeCode>
    <Old>
     <Order>
      <OrderItem>
       <OrderItemID>ORITM001</OrderItemID>
       <Service>
```

```xml
            <ServiceID>SVC001</ServiceID>
            <StatusCode>OPEN</StatusCode>
          </Service>
        </OrderItem>
      </Order>
    </Old>
    <New>
      <Order>
        <OrderItem>
          <OrderItemID>ORITM001</OrderItemID>
          <Service>
            <ServiceID>SVC001</ServiceID>
            <StatusCode>CANCELLED</StatusCode>
          </Service>
          <Service>
            <PaxRefID>PAX001</PaxRefID>
            <ServiceAssociations>
              <PaxSegmentRefID>SEG002</PaxSegmentRefID>
            </ServiceAssociations>
            <ServiceID>SVC002</ServiceID>
            <StatusCode>OPEN</StatusCode>
          </Service>
        </OrderItem>
      </Order>
      <DataLists>
        <PaxSegmentList>
          <PaxSegment>
            <Arrival>
              <AircraftScheduledDateTime>2019-02-14T16:40:00Z</AircraftScheduledDateTime>
              <IATA_LocationCode>LGW</IATA_LocationCode>
            </Arrival>
            <Dep>
              <AircraftScheduledDateTime>2019-02-14T14:25:00Z</AircraftScheduledDateTime>
              <IATA_LocationCode>GVA</IATA_LocationCode>
            </Dep>
            <MarketingCarrierInfo>
              <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>222</MarketingCarrierFlightNumberText>
            </MarketingCarrierInfo>
            <OperatingCarrierInfo>
              <CarrierDesigCode>XC</CarrierDesigCode>
            </OperatingCarrierInfo>
            <PaxSegmentID>SEG002</PaxSegmentID>
          </PaxSegment>
        </PaxSegmentList>
      </DataLists>
    </New>
  </ChangeOperation>
  </ChangeOperationGroup>
  <ChangeGroupSequenceNumber>1</ChangeGroupSequenceNumber>
</ChangeGroup>
<OrderBaseline>
  <Order>
```

```
      <OrderID>ORD001</OrderID>
      <OrderItem>
       <OrderItemID>ORITM001</OrderItemID>
       <Service>
        <PaxRefID>PAX001</PaxRefID>
        <ServiceAssociations>
         <PaxSegmentRefID>SEG001</PaxSegmentRefID>
        </ServiceAssociations>
        <ServiceID>SVC001</ServiceID>
        <StatusCode>OPEN</StatusCode>
       </Service>
      </OrderItem>
      <OwnerCode>XB<OwnerCode>
     </Order>
     <DataLists>
      <PaxSegmentList>
       <PaxSegment>
        <Arrival>
         <AircraftScheduledDateTime>2019-02-
14T16:40:00Z</AircraftScheduledDateTime>
         <IATALocationCode>LHR</IATALocationCode>
        </Arrival>
        <Dep>
         <AircraftScheduledDateTime>2019-02-
14T14:25:00Z</AircraftScheduledDateTime>
         <IATALocationCode>GVA</IATALocationCode>
        </Dep>
        <MarketingCarrierInfo>
         <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>222</MarketingCarrierFlightNumberText>
        </MarketingCarrierInfo>
        <OperatingCarrierInfo>
         <CarrierDesigCode>XC</CarrierDesigCode>
        </OperatingCarrierInfo>
        <PaxSegmentID>SEG001</PaxSegmentID>
       </PaxSegment>
      </PaxSegmentList>
     </DataLists>
    </OrderBaseline>
   </Notification>
```

09. Transmitting an OrderChangeNotif request with the Current Order

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

None	Copy

```
<CurrentOrder>
 <DataLists>
  <PaxSegmentList>
   <PaxSegment>
    <Arrival>
     <AircraftScheduledDateTime>
```

```
        2019-09-25T11:35:00Z
      </AircraftScheduledDateTime>
      <IATA_LocationCode>LGW</IATA_LocationCode>
    </Arrival>
    <Dep>
      <AircraftScheduledDateTime>
        2019-09-25T10:15:00Z
      </AircraftScheduledDateTime>
      <IATA_LocationCode>GVA</IATA_LocationCode>
    </Dep>
    <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>
      <MarketingCarrierFlightNumberText>
        222
      </MarketingCarrierFlightNumberText>
    </MarketingCarrierInfo>
    <OperatingCarrierInfo>
      <CarrierDesigCode>XC</CarrierDesigCode>
      <OperatingCarrierFlightNumberText>
        111
      </OperatingCarrierFlightNumberText>
    </OperatingCarrierInfo>
    <PaxSegmentID>SEG001</PaxSegmentID>
   </PaxSegment>
  </PaxSegmentList>
 </DataLists>
 <Order>
  <OrderID>ZZ000XXABC123</OrderID>
  <OrderItem>
   <OrderItemID>ORITM001</OrderItemID>
   <Service>
    <PaxRefID>PAX001</PaxRefID>
    <ServiceAssociations>
     <ServiceDefinitionRef>
      <FlightAssociations>
       <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      </FlightAssociations>
     </ServiceDefinitionRef>
    </ServiceAssociations>
    <ServiceID>SVC001</ServiceID>
    <StatusCode>OPEN</StatusCode>
   </Service>
  </OrderItem>
  <OwnerCode>XB</OwnerCode>
 </Order>
</CurrentOrder>
```

10. Transmitting an OrderChangeNotif request with the Baseline Order

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

None	Copy

```
<OrderBaseline>
```

```
  <DataLists>
   <PaxSegmentList>
    <PaxSegment>
     <Arrival>
      <AircraftScheduledDateTime>
       2019-09-25T11:45:00Z
      </AircraftScheduledDateTime>
      <IATA_LocationCode>LHR</IATA_LocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>
       2019-09-25T10:15:00Z
      </AircraftScheduledDateTime>
      <IATA_LocationCode>GVA</IATA_LocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>
      <MarketingCarrierFlightNumberText>
       222
      </MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <OperatingCarrierInfo>
      <CarrierDesigCode>XC</CarrierDesigCode>
      <OperatingCarrierFlightNumberText>
       111
      </OperatingCarrierFlightNumberText>
     </OperatingCarrierInfo>
     <PaxSegmentID>SEG001</PaxSegmentID>
    </PaxSegment>
   </PaxSegmentList>
  </DataLists>
  <Order>
   <OrderID>ZZ000XXABC123</OrderID>
   <OrderItem>
    <OrderItemID>ORITM001</OrderItemID>
    <Service>
     <PaxRefID>PAX001</PaxRefID>
     <ServiceAssociations>
      <ServiceDefinitionRef>
       <FlightAssociations>
        <PaxSegmentRefID>SEG001</PaxSegmentRefID>
       </FlightAssociations>
      </ServiceDefinitionRef>
     </ServiceAssociations>
     <ServiceID>SVC001</ServiceID>
     <StatusCode>OPEN</StatusCode>
    </Service>
   </OrderItem>
   <OwnerCode>XB</OwnerCode>
  </Order>
 </OrderBaseline>
```

11. Transmitting an OrderChangeNotif request with Flight Cancellation information

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

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>SEGCANCEL</ChangeTypeCode>
    <New>
     <Order>
      <OrderID>OR001</OrderID>
      <OrderItem>
       <OrderItemID>ORITM001</OrderItemID>
       <Service>
        <ServiceID>SVC002</ServiceID>
        <StatusCode>REMOVED</StatusCode>
       </Service>
      </OrderItem>
     </Order>
    </New>
    <Old>
     <Order>
      <OrderID>OR001</OrderID>
      <OrderItem>
       <OrderItemID>ORITM001</OrderItemID>
       <Service>
        <ServiceID>SVC002</ServiceID>
        <StatusCode>HK</StatusCode>
       </Service>
      </OrderItem>
     </Order>
    </Old>
    <ReasonCode>SEGCANCEL</ReasonCode>
   </ChangeOperation>
   <OrderVersion>0</OrderVersion>
  </ChangeOperationGroup>
 </ChangeGroup>
 <OrderID>token</OrderID>
</Notification>
```

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

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

```
<Notification>
 <ChangeGroup>
  <ChangeOperationGroup>
   <ChangeOperation>
    <ChangeDateTime>2001-12-17T09:30:47Z</ChangeDateTime>
    <ChangeTypeCode>AIRCRAFTCHG</ChangeTypeCode>
    <New>
     <DataLists>
```

```xml
        <PaxSegmentList>
         <PaxSegment>
          <DatedOperatingLeg>
          <CarrierAircraftType>787</CarrierAircraftType>
          </DatedOperatingLeg>
          <OperatingCarrierInfo>
           <CarrierDesigCode>XB</CarrierDesigCode>
          </OperatingCarrierInfo>
          <PaxSegmentID>SEG002</PaxSegmentID>
         </PaxSegment>
        </PaxSegmentList>
       </DataLists>
      </New>
      <Old>
       <DataLists>
        <PaxSegmentList>
         <PaxSegment>
          <DatedOperatingLeg>
          <CarrierAircraftType>777</CarrierAircraftType>
          </DatedOperatingLeg>
          <OperatingCarrierInfo>
           <CarrierDesigCode>XC</CarrierDesigCode>
          </OperatingCarrierInfo>
          <PaxSegmentID>SEG002</PaxSegmentID>
         </PaxSegment>
        </PaxSegmentList>
       </DataLists>
      </Old>
      <ReasonCode>EQCHNG</ReasonCode>
     </ChangeOperation>
     <OrderVersion>4</OrderVersion>
    </ChangeOperationGroup>
   </ChangeGroup>
   <OrderBaseline>
    <DataLists>
     <PaxSegmentList>
      <PaxSegment>
       <Arrival>
        <AircraftScheduledDateTime>
         2019-09-25T08:50:00Z
        </AircraftScheduledDateTime>
        <IATA_LocationCode>LHR</IATA_LocationCode>
       </Arrival>
       <Dep>
        <AircraftScheduledDateTime>
         2019-09-25T07:30:00Z
        </AircraftScheduledDateTime>
        <IATA_LocationCode>GVA</IATALocationCode>
       </Dep>
       <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>
        <MarketingCarrierFlightNumberText>
         222
        </MarketingCarrierFlightNumberText>
       </MarketingCarrierInfo>
       <OperatingCarrierInfo>
```

```xml
            <CarrierDesigCode>XC</CarrierDesigCode>
          </OperatingCarrierInfo>
          <PaxSegmentID>SEG002</PaxSegmentID>
        </PaxSegment>
      </PaxSegmentList>
    </DataLists>
    <Order>
      <OrderID>OR001</OrderID>
      <OrderItem>
        <OrderItemID>ORITM001</OrderItemID>
        <Service>
          <PaxRefID>PAX001</PaxRefID>
          <ServiceAssociations>
            <ServiceDefinitionRef>
              <FlightAssociations>
              <PaxSegmentRefID>SEG002</PaxSegmentRefID>
              </FlightAssociations>
            </ServiceDefinitionRef>
          </ServiceAssociations>
          <ServiceID>SVC001</ServiceID>
          <StatusCode>OPEN</StatusCode>
        </Service>
      </OrderItem>
      <OwnerCode>XB</OwnerCode>
    </Order>
  </OrderBaseline>
  <OrderID>ORD001</OrderID>
</Notification>
```

13. Transmitting an OrderChangeNotif request with Net Clearance Amount

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

None	Copy

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

Structure of the Invol servicing

Structure of the Invol servicing

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

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

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

XPath:oIATA_OrderChangeNotifRQ/Notification/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/SellerFollowUpAction

None	Copy

```
<SellerFollowUpAction>
 <ActionCode>Accept</ActionCode>
 <ActionCode>Cancel</ActionCode>
 <ActionCode>Reshop</ActionCode>
 <ActionInd>true</ActionInd>
 <ActionActionTimeLimitDateTime>2019-09-30T14:00:00Z</ActionActionTimeLimitDateTime>
 <AirlineContactURI>www.airlinecontactpage.com</AirlineContactURI>
 <ConsequenceOfInactionCode>AutoAcceptance</ConsequenceOfInactionCode>
</SellerFollowUpAction>
```

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

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

XPath:oIATA_OrderChangeNotifRQ/Notification/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/FareDetail/FareWaiver

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

Message Capabilities

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

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

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

OrderCancel Request Elements

Identifying the Order to Cancel

01. Requesting Cancellation

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

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

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

Validating the Cancellation Amount

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

02. Requesting Cancellation with Expected Refund Amount

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

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

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

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

03. Requesting Cancellation with Expected Loyalty Refund

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

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

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

Specifying the type of Refund to Receive

04. Requesting Cancellation with Refund to Original Form of Payment

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

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

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

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

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

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

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

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

07. Requesting Cancellation with Refund to Voucher

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

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

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

Detailing the Reason for Cancellation

08. Requesting Cancellation with a Reason

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

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

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

09. Requesting Cancellation with a Grace Period

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

OrderCancel Response Elements

01. Cancellation

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

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

02. Cancellation with Cancellation Fee

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

```
<iata:Response>
 <iata:ChangeFees>
```

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

03. Cancellation with Residual Ticket Information

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

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

Order Retrieve Capabilities

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

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

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

OrderRetrieve Request Elements

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

01. Retrieving an Order using an Order ID

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

None	Copy

```
<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.

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

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

03. Retrieving an Order using a Document Number

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

```
<iata:OrderFilterCriteria>
 <iata:TicketDocFilterCriteria>
  <iata:TicketNumber>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.

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

05. Retrieving an Order with Email Validation

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

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

```
  </iata:PaxFilterCriteria>
 </iata:OrderFilterCriteria>
```

06. Retrieving an Order with Social Media Handle Validation

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

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

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

07. Retrieving an Order with Phone Number Validation

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

```
<iata:OrderFilterCriteria>
 <iata:Order>
  <iata:OrderID>XB000A1B2C3D4</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
 </iata:Order>
 <iata:PaxFilterCriteria>
  <iata:ContactInfo>
   <iata:Phone>
    <iata:PhoneNumber>+411234567890</iata:PhoneNumber>
   </iata:Phone>
  </iata:ContactInfo>
  <iata:PaxID>PAX-01</iata:PaxID>
 </iata:PaxFilterCriteria>
</iata:OrderFilterCriteria>
```

08. Retrieving an Order with Address Validation

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

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

09. Retrieving an Order with Frequent Flyer Validation

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

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

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

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

10. Retrieving an Order with Payment Card Validation

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

> **CreditCardVendorCode**
>
> Note the CreditCardVendorCode references Resolution 728, paragraph 7.2.1

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

11. Retrieving an Order with Passport Number Validation

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

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

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

12. Retrieving an Order with ID Card Validation

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

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

```
</iata:OrderFilterCriteria>
```

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

> **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	✔	-

Message Samples

None Available

No message samples currently available for this message pair

Ability to Handle Multiple Types of Contacts

OrderHistory Response Elements

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

01. Viewing an Order History with multiple addresses at destination

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

None	Copy

```xml
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044756496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>GB</CountryCode>
    <PostalCode>AA1 2BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT02</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG002</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>001156496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>New York</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>US</CountryCode>
    <PostalCode>12345</PostalCode>
    <StreetText>2 Broad Street</StreetText>
   </PostalAddress>
  </ContactInfo>
 </ContactInfoList>
 <PaxList>
```

```
  <Pax>
   <ContactInfoRefID>CT01</ContactInfoRefID>
   <ContactInfoRefID>CT02</ContactInfoRefID>
   <PaxID>PAX01</PaxID>
  </Pax>
 </PaxList>
 <PaxSegmentList>
  <PaxSegment>
   <Arrival>LHR</Arrival>
   <Dep>GVA</Dep>
   <MarketingCarrierInfo>
    <CarrierDesigCode>XB</CarrierDesigCode>
 <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
   </MarketingCarrierInfo>
   <PaxSegmentID>SEG001</PaxSegmentID>
  </PaxSegment>
  <PaxSegment>
   <Arrival>JFK</Arrival>
   <Dep>LHR</Dep>
   <MarketingCarrierInfo>
    <CarrierDesigCode>XB</CarrierDesigCode>
 <MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
   </MarketingCarrierInfo>
   <PaxSegmentID>SEG002</PaxSegmentID>
  </PaxSegment>
 </PaxSegmentList>
</DataLists>
```

02. Viewing an Order History with emergency contact details

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

None	Copy

```
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT001</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PRO</ContactTypeText>
    <PostalCode>AA12BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT002</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044123497854</PhoneNumber>
   </Phone>
```

```
      </ContactInfo>
    </ContactInfoList>
    <PaxList>
     <Pax>
      <ContactInfoRefID>CT001</ContactInfoRefID>
      <ContactInfoRefID>CT002</ContactInfoRefID>
      <PaxID>PAX001</PaxID>
     </Pax>
    </PaxList>
    <PaxSegmentList>
     <PaxSegment>
      <Arrival>LHR</Arrival>
      <Dep>GVA</Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>
    <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG001</PaxSegmentID>
     </PaxSegment>
     <PaxSegment>
      <Arrival>JFK</Arrival>
      <Dep>LHR</Dep>
      <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>
    <MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
      </MarketingCarrierInfo>
      <PaxSegmentID>SEG002</PaxSegmentID>
     </PaxSegment>
    </PaxSegmentList>
   </DataLists>
```

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

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

None	Copy

```
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>EDP</ContactPurposeText>
   <Individual>
    <GivenName>Mother</GivenName>
    <IndividualID>IND01</IndividualID>
    <Surname>NAMEONE</Surname>
   </Individual>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>006111111</PhoneNumber>
   </Phone>
  </ContactInfo>
  <ContactInfo>
```

```xml
      <ContactInfoID>CT02</ContactInfoID>
      <ContactPurposeText>EAR</ContactPurposeText>
      <Individual>
       <GivenName>Father</GivenName>
       <IndividualID>IND02</IndividualID>
       <Surname>NAMEONE</Surname>
      </Individual>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>0044222222</PhoneNumber>
      </Phone>
     </ContactInfo>
     <ContactInfo>
      <ContactInfoID>CT03</ContactInfoID>
      <ContactPurposeText>EDP</ContactPurposeText>
      <Individual>
       <GivenName>GrandFather</GivenName>
       <IndividualID>IND03</IndividualID>
       <Surname>NAMEONE</Surname>
      </Individual>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>00443333333</PhoneNumber>
      </Phone>
     </ContactInfo>
     <ContactInfo>
      <ContactInfoID>CT04</ContactInfoID>
      <ContactPurposeText>EAR</ContactPurposeText>
      <Individual>
       <GivenName>Aunt</GivenName>
       <IndividualID>IND02</IndividualID>
       <Surname>NAMEONE</Surname>
      </Individual>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>00144444444</PhoneNumber>
      </Phone>
     </ContactInfo>
    </ContactInfoList>
    <PaxList>
     <Pax>
      <ContactInfoRefID>CT001</ContactInfoRefID>
      <ContactInfoRefID>CT002</ContactInfoRefID>
      <ContactInfoRefID>CT003</ContactInfoRefID>
      <ContactInfoRefID>CT004</ContactInfoRefID>
      <PaxID>PAX001</PaxID>
     </Pax>
    </PaxList>
   </DataLists>
```

Structure of the Invol servicing

OrderHistory Response Elements

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

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

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

XPath:oIATA_OrderHistoryRS/Response/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/SellerFollowUpAction

None	Copy

```
<SellerFollowUpAction>
 <ActionCode>Accept</ActionCode>
 <ActionCode>Cancel</ActionCode>
 <ActionCode>Reshop</ActionCode>
 <ActionInd>true</ActionInd>
 <ActionActionTimeLimitDateTime>2019-09-30T14:00:00Z</ActionActionTimeLimitDateTime>
 <AirlineContactURI>www.airlinecontactpage.com</AirlineContactURI>
 <ConsequenceOfInactionCode>AutoAcceptance</ConsequenceOfInactionCode>
</SellerFollowUpAction>
```

01. Viewing an Order History with Fare Waiver information

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

XPath:oIATA_OrderHistoryRS/Response/ChangeGroup/ChangeOperationGroup/ChangeOperation/New/Order/OrderItem/FareDetail/FareWaiver

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

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	✔	-

Message Samples

Sample Order List Requests

1. Request Orders created between two dates.

None	Copy

```xml
<IATA_OrderListRQ>
 <Party>
  <Recipient>
   <ORA>
    <AirlineDesigCode>XB</AirlineDesigCode>
   </ORA>
  </Recipient>
  <Sender>
   <TravelAgency>
    <AgencyID>00010000</AgencyID>
    <IATANumber>00000123</IATANumber>
    <Name>Sunny Travel</Name>
   </TravelAgency>
  </Sender>
 </Party>
 <Request>
  <OrderFilterCriteria>
   <OrderCreationDateFilterCriteria>
    <EffectiveDate>2018-10-01</EffectiveDate>
    <ExpirationDate>2018-10-07</ExpirationDate>
   </OrderCreationDateFilterCriteria>
  </OrderFilterCriteria>
 </Request>
</IATA_OrderListRQ>
```

Sample Order List Responses

1. List of Orders returned

None	Copy

```xml
<IATA_OrderListRS>
 <Response>
  <MatchedOrder>
   <Arrival>
    <ArrivalDate>2018-10-02</ArrivalDate>
    <StationCode>LHR</StationCode>
   </Arrival>
   <Dep>
    <DepDate>2018-10-02</DepDate>
    <StationCode>BCN</StationCode>
   </Dep>
   <OrderCreationDate>2018-08-20</OrderCreationDate>
   <OrderRefID>XB000A1B2C3D4</OrderRefID>
```

```xml
   <Paxs>
    <Pax>
     <Individual>
      <GivenName>Johnny-Tom</GivenName>
      <IndividualID>SH1_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
     <PaxID>SH1</PaxID>
    </Pax>
    <Pax>
     <Individual>
      <GivenName>George</GivenName>
      <IndividualID>SH2_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
     <PaxID>SH2</PaxID>
    </Pax>
    <Pax>
     <Individual>
      <GivenName>Helen</GivenName>
      <IndividualID>SH3_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
     <PaxID>SH3</PaxID>
    </Pax>
    <Pax>
     <PaxID>SH4</PaxID>
    </Pax>
   </Paxs>
   <TravelAgency>
    <AgencyID>00000123</AgencyID>
   </TravelAgency>
  </MatchedOrder>
  <MatchedOrder>
   <Arrival>
    <ArrivalDate>2018-10-03</ArrivalDate>
    <StationCode>BCN</StationCode>
   </Arrival>
   <Dep>
    <DepDate>2018-10-03</DepDate>
    <StationCode>LHR</StationCode>
   </Dep>
   <OrderCreationDate>2018-08-20</OrderCreationDate>
   <OrderRefID>XB000A1B2C3D5</OrderRefID>
   <Paxs>
    <Pax>
     <Individual>
      <GivenName>Johnny-Tom</GivenName>
      <IndividualID>SH1_1</IndividualID>
      <Surname>Depp</Surname>
     </Individual>
     <PaxID>SH1</PaxID>
    </Pax>
    <Pax>
     <Individual>
      <GivenName>George</GivenName>
```

```xml
          <IndividualID>SH2_1</IndividualID>
          <Surname>Depp</Surname>
        </Individual>
        <PaxID>SH2</PaxID>
      </Pax>
      <Pax>
        <Individual>
          <GivenName>Helen</GivenName>
          <IndividualID>SH3_1</IndividualID>
          <Surname>Depp</Surname>
        </Individual>
        <PaxID>SH3</PaxID>
      </Pax>
      <Pax>
        <PaxID>SH4</PaxID>
      </Pax>
    </Paxs>
    <TravelAgency>
      <AgencyID>00000123</AgencyID>
    </TravelAgency>
  </MatchedOrder>
 </Response>
</IATA_OrderListRS>
```

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	✔	-

Message Samples

Sample Order View Responses

1. Airline Sample Order

None	Copy

```xml
<IATA_OrderViewRS>
 <Response>
  <DataLists>
   <PaxJourneyList>
    <PaxJourney>
     <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
     <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
    </PaxJourney>
    <PaxJourney>
     <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
     <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
    </PaxJourney>
   </PaxJourneyList>
   <PaxList>
    <Pax>
     <PaxID>SH1</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH2</PaxID>
     <PTC>ADT</PTC>
    </Pax>
    <Pax>
     <PaxID>SH3</PaxID>
     <PTC>CHD</PTC>
    </Pax>
    <Pax>
     <PaxID>SH4</PaxID>
     <PTC>INF</PTC>
    </Pax>
   </PaxList>
   <PaxSegmentList>
    <PaxSegment>
     <Arrival>
      <IATALocationCode>BCN</IATALocationCode>
     </Arrival>
     <Dep>
      <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
      <IATALocationCode>LHR</IATALocationCode>
     </Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
```

```xml
      </PaxSegment>
      <PaxSegment>
       <Arrival>
        <IATALocationCode>LHR</IATALocationCode>
       </Arrival>
       <Dep>
        <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
        <IATALocationCode>BCN</IATALocationCode>
       </Dep>
       <MarketingCarrierInfo>
        <CarrierDesigCode>XB</CarrierDesigCode>

<MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
       </MarketingCarrierInfo>
       <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
      </PaxSegment>
     </PaxSegmentList>
     <ServiceDefinitionList>
      <ServiceDefinition>
       <Desc>
        <DescText>First Bag</DescText>
       </Desc>
       <Name>1st Bag</Name>
       <ServiceCode>BAG</ServiceCode>
       <ServiceDefinitionID>SV_1023_EFO</ServiceDefinitionID>
      </ServiceDefinition>
      <ServiceDefinition>
       <Desc>
        <DescText>Second Bag</DescText>
       </Desc>
       <Name>2nd Bag</Name>
       <ServiceCode>BAG</ServiceCode>
       <ServiceDefinitionID>SV_1010_EFO</ServiceDefinitionID>
      </ServiceDefinition>
      <ServiceDefinition>
       <Desc>
        <DescText>Stay connected using any Wi-Fi enabled
device</DescText>
       </Desc>
       <Name>Inflight Wi-Fi</Name>
       <ServiceCode>CON</ServiceCode>
       <ServiceDefinitionID>SV_1009_EFO</ServiceDefinitionID>
      </ServiceDefinition>
      <ServiceDefinition>
       <Desc>
        <DescText>Escape the crowds and find a quiet space to work or
relax</DescText>
       </Desc>
       <Name>Lounge Pass</Name>
       <ServiceCode>GRN</ServiceCode>
       <ServiceDefinitionID>SV_1011_EFO</ServiceDefinitionID>
      </ServiceDefinition>
      <ServiceDefinition>
       <Desc>
        <DescText>This is a non-strict vegetarian meal</DescText>
```

```xml
      </Desc>
      <Name>Standard Meal</Name>
      <ServiceCode>MEL</ServiceCode>
      <ServiceDefinitionID>SV_1017_EFO</ServiceDefinitionID>
     </ServiceDefinition>
    </ServiceDefinitionList>
   </DataLists>
   <Order>
    <OrderID>OOR123-ABC</OrderID>
    <OrderItem>
     <OrderItemID>OOR123-ABC-1</OrderItemID>
     <Price>
      <BaseAmount CurCode="EUR">122.00</BaseAmount>
      <TaxSummary>
       <TotalTaxAmount CurCode="EUR">153.58</TotalTaxAmount>
      </TaxSummary>
      <TotalAmount CurCode="EUR">275.58</TotalAmount>
     </Price>
     <Service>
      <PaxRefID>SH1</PaxRefID>
      <ServiceAssociations>
       <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
      </ServiceAssociations>
      <ServiceID>FL1_SH1_FL_LHRBCN</ServiceID>
     </Service>
     <Service>
      <PaxRefID>SH1</PaxRefID>
      <ServiceAssociations>
       <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
      </ServiceAssociations>
      <ServiceID>FL1_SH1_FL_BCNLHR</ServiceID>
     </Service>
     <Service>
      <PaxRefID>SH2</PaxRefID>
      <ServiceAssociations>
       <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
      </ServiceAssociations>
      <ServiceID>FL1_SH2_FL_LHRBCN</ServiceID>
     </Service>
     <Service>
      <PaxRefID>SH2</PaxRefID>
      <ServiceAssociations>
       <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
      </ServiceAssociations>
      <ServiceID>FL1_SH2_FL_BCNLHR</ServiceID>
     </Service>
    </OrderItem>
    <OrderItem>
     <OrderItemID>OOR123-ABC-2</OrderItemID>
      <Price>
       <BaseAmount CurCode="EUR">122.00</BaseAmount>
       <TaxSummary>
        <TotalTaxAmount CurCode="EUR">100.58</TotalTaxAmount>
       </TaxSummary>
       <TotalAmount CurCode="EUR">222.58</TotalAmount>
      </Price>
```

```xml
          <Service>
           <PaxRefID>SH3</PaxRefID>
           <ServiceAssociations>
            <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
           </ServiceAssociations>
           <ServiceID>FL1_SH3_FL_LHRBCN</ServiceID>
          </Service>
          <Service>
           <PaxRefID>SH3</PaxRefID>
           <ServiceAssociations>
            <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
           </ServiceAssociations>
           <ServiceID>FL1_SH3_FL_BCNLHR</ServiceID>
          </Service>
        </OrderItem>
        <OrderItem>
         <OrderItemID>OOR123-ABC-3</OrderItemID>
          <Price>
           <BaseAmount CurCode="EUR">82.00</BaseAmount>
           <TaxSummary>
            <TotalTaxAmount CurCode="EUR">100.58</TotalTaxAmount>
           </TaxSummary>
           <TotalAmount CurCode="EUR">182.58</TotalAmount>
          </Price>
          <Service>
           <PaxRefID>SH4</PaxRefID>
           <ServiceAssociations>
            <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
           </ServiceAssociations>
           <ServiceID>FL1_SH4_FL_LHRBCN</ServiceID>
          </Service>
          <Service>
           <PaxRefID>SH4</PaxRefID>
           <ServiceAssociations>
            <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
           </ServiceAssociations>
           <ServiceID>FL1_SH4_FL_BCNLHR</ServiceID>
          </Service>
        </OrderItem>
        <OrderItem>
         <OrderItemID>OOR123-ABC-4</OrderItemID>
          <Price>
           <TotalAmount CurCode="EUR">35.00</TotalAmount>
          </Price>
          <Service>
           <PaxRefID>SH1</PaxRefID>
           <ServiceAssociations>
            <ServiceDefinitionRef>

 <ServiceDefinitionRefID>SV_1023_EFO</ServiceDefinitionRefID>
           </ServiceDefinitionRef>
           </ServiceAssociations>
           <ServiceID>SV_1023_EFO</ServiceID>
          </Service>
        </OrderItem>
        <OrderItem>
```

```xml
            <OrderItemID>OOR123-ABC-5</OrderItemID>
      <Price>
       <TotalAmount CurCode="EUR">12.00</TotalAmount>
      </Price>
      <Service>
       <PaxRefID>SH1</PaxRefID>
       <ServiceAssociations>
        <ServiceDefinitionRef>

<ServiceDefinitionRefID>SV_1009_EFO</ServiceDefinitionRefID>
        </ServiceDefinitionRef>
       </ServiceAssociations>
       <ServiceID>SV_1009_EFO</ServiceID>
      </Service>
     </OrderItem>
     <OrderItem>
      <OrderItemID>OOR123-ABC-6</OrderItemID>
      <Price>
       <TotalAmount CurCode="EUR">10.00</TotalAmount>
      </Price>
      <Service>
       <PaxRefID>SH1</PaxRefID>
       <ServiceAssociations>
        <ServiceDefinitionRef>

<ServiceDefinitionRefID>SV_1017_EFO</ServiceDefinitionRefID>
        </ServiceDefinitionRef>
       </ServiceAssociations>
       <ServiceID>SV_1017_EFO</ServiceID>
      </Service>
     </OrderItem>
     <OrderItem>
      <OrderItemID>OOR123-ABC-7</OrderItemID>
      <Price>
       <TotalAmount CurCode="EUR">10.00</TotalAmount>
      </Price>
      <Service>
       <PaxRefID>SH2</PaxRefID>
       <ServiceAssociations>
        <ServiceDefinitionRef>

<ServiceDefinitionRefID>SV_1017_EFO</ServiceDefinitionRefID>
        </ServiceDefinitionRef>
       </ServiceAssociations>
       <ServiceID>SV_1017_EFO</ServiceID>
      </Service>
     </OrderItem>
     <OwnerCode>XB</OwnerCode>
    </Order>
   </Response>
  </IATA_OrderViewRS>
```

Ability to Handle Multiple Types of Contacts

OrderView Response Elements

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

01. Viewing an Order with multiple addresses at destination

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

None	Copy

```xml
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT01</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044756496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>GB</CountryCode>
    <PostalCode>AA1 2BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT02</ContactInfoID>
   <ContactPurposeText>DES</ContactPurposeText>
   <PaxSegmentRefID>SEG002</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>001156496451</PhoneNumber>
   </Phone>
   <PostalAddress>
    <CityName>New York</CityName>
    <ContactTypeText>PER</ContactTypeText>
    <CountryCode>US</CountryCode>
    <PostalCode>12345</PostalCode>
    <StreetText>2 Broad Street</StreetText>
   </PostalAddress>
  </ContactInfo>
 </ContactInfoList>
 <PaxList>
```

```xml
    <Pax>
     <ContactInfoRefID>CT01</ContactInfoRefID>
     <ContactInfoRefID>CT02</ContactInfoRefID>
     <PaxID>PAX01</PaxID>
    </Pax>
   </PaxList>
   <PaxSegmentList>
    <PaxSegment>
     <Arrival>LHR</Arrival>
     <Dep>GVA</Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>
   <MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG001</PaxSegmentID>
    </PaxSegment>
    <PaxSegment>
     <Arrival>JFK</Arrival>
     <Dep>LHR</Dep>
     <MarketingCarrierInfo>
      <CarrierDesigCode>XB</CarrierDesigCode>
   <MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG002</PaxSegmentID>
    </PaxSegment>
   </PaxSegmentList>
  </DataLists>
```

02. Viewing an Order with emergency contact details

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

None	Copy

```xml
<DataLists>
 <ContactInfoList>
  <ContactInfo>
   <ContactInfoID>CT001</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <PostalAddress>
    <CityName>London</CityName>
    <ContactTypeText>PRO</ContactTypeText>
    <PostalCode>AA12BB</PostalCode>
    <StreetText>1 Main Street</StreetText>
   </PostalAddress>
  </ContactInfo>
  <ContactInfo>
   <ContactInfoID>CT002</ContactInfoID>
   <ContactPurposeText>EMG</ContactPurposeText>
   <PaxSegmentRefID>SEG001</PaxSegmentRefID>
   <Phone>
    <ContactTypeText>PER</ContactTypeText>
    <PhoneNumber>0044123497854</PhoneNumber>
   </Phone>
```

```xml
    </ContactInfo>
  </ContactInfoList>
  <PaxList>
   <Pax>
     <ContactInfoRefID>CT001</ContactInfoRefID>
     <ContactInfoRefID>CT002</ContactInfoRefID>
     <PaxID>PAX001</PaxID>
   </Pax>
  </PaxList>
  <PaxSegmentList>
   <PaxSegment>
     <Arrival>LHR</Arrival>
     <Dep>GVA</Dep>
     <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>123</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG001</PaxSegmentID>
   </PaxSegment>
   <PaxSegment>
     <Arrival>JFK</Arrival>
     <Dep>LHR</Dep>
     <MarketingCarrierInfo>
       <CarrierDesigCode>XB</CarrierDesigCode>
<MarketingCarrierFlightNumberText>456</MarketingCarrierFlightNumberText>
     </MarketingCarrierInfo>
     <PaxSegmentID>SEG002</PaxSegmentID>
   </PaxSegment>
  </PaxSegmentList>
</DataLists>
```

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

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

None	Copy

```xml
<DataLists>
  <ContactInfoList>
   <ContactInfo>
     <ContactInfoID>CT01</ContactInfoID>
     <ContactPurposeText>EDP</ContactPurposeText>
     <Individual>
       <GivenName>Mother</GivenName>
       <IndividualID>IND01</IndividualID>
       <Surname>NAMEONE</Surname>
     </Individual>
     <PaxSegmentRefID>SEG001</PaxSegmentRefID>
     <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>006111111</PhoneNumber>
     </Phone>
   </ContactInfo>
   <ContactInfo>
```

```xml
      <ContactInfoID>CT02</ContactInfoID>
      <ContactPurposeText>EAR</ContactPurposeText>
      <Individual>
       <GivenName>Father</GivenName>
       <IndividualID>IND02</IndividualID>
       <Surname>NAMEONE</Surname>
      </Individual>
      <PaxSegmentRefID>SEG001</PaxSegmentRefID>
      <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>0044222222</PhoneNumber>
      </Phone>
     </ContactInfo>
     <ContactInfo>
      <ContactInfoID>CT03</ContactInfoID>
      <ContactPurposeText>EDP</ContactPurposeText>
      <Individual>
       <GivenName>GrandFather</GivenName>
       <IndividualID>IND03</IndividualID>
       <Surname>NAMEONE</Surname>
      </Individual>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>00443333333</PhoneNumber>
      </Phone>
     </ContactInfo>
     <ContactInfo>
      <ContactInfoID>CT04</ContactInfoID>
      <ContactPurposeText>EAR</ContactPurposeText>
      <Individual>
       <GivenName>Aunt</GivenName>
       <IndividualID>IND02</IndividualID>
       <Surname>NAMEONE</Surname>
      </Individual>
      <PaxSegmentRefID>SEG002</PaxSegmentRefID>
      <Phone>
       <ContactTypeText>PER</ContactTypeText>
       <PhoneNumber>00144444444</PhoneNumber>
      </Phone>
     </ContactInfo>
    </ContactInfoList>
    <PaxList>
     <Pax>
      <ContactInfoRefID>CT001</ContactInfoRefID>
      <ContactInfoRefID>CT002</ContactInfoRefID>
      <ContactInfoRefID>CT003</ContactInfoRefID>
      <ContactInfoRefID>CT004</ContactInfoRefID>
      <PaxID>PAX001</PaxID>
     </Pax>
    </PaxList>
   </DataLists>
```

Net Clearance Amount

OrderView Response Elements

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

01. Transmitting an OrderView response with Net Clearance Amount

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

None	Copy

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

OrderView Response Elements

OrderView Response Elements

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

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

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

Xpath: IATA_OrderViewRS/Response/DataLists

None	Copy

```
    <DataLists>
<PenaltyList>
 <Penalty>
  <NetInd>true</NetInd>
  <PenaltyID>PEN001</PenaltyID>
  <Price>
   <BaseAmount>15.00</BaseAmount>
   <Totalmount>15.00</Totalmount>
  </Price>
 </Penalty>
</PenaltyList>
</DataLists>
```

XPath: IATA_OrderViewRS/Response/Order/OrderItem

None	Copy

```
<OrderItem>
<DiffPrice>
 <Price>
  <BaseAmount>-40.00</BaseAmount>
  <TaxSummary>
   <Tax>
    <Amount>-20.00</Amount>
   </Tax>
  </TaxSummary>
  <TotalAmount>-45.00</TotalAmount>
 </Price>
</DiffPrice>
<GrandTotalAmount>-55.0</GrandTotalAmount>
<OrderItemID>ORDITM001</OrderItemID>
<PenaltyRefID>PEN001</PenaltyRefID>
<Price>
 <BaseAmount>-25.00</BaseAmount>
 <TaxSummary>
```

```
    <Tax>
     <Amount>-15.00</Amount>
    </Tax>
   </TaxSummary>
  <TotalAmount>-40.00</TotalAmount>
 </Price>
</OrderItem>
```

02. Viewing the Order with the re-usable indicator

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

Xpath: IATA_OrderViewRS/Response/Order/OrderItem

None	Copy

```
<OrderItem>
<OrderItemID>ORITM01</OrderItemID>
<Price>
 <BaseAmount>100.00</BaseAmount>
 <TaxSummary>
  <Tax>
   <Amount>20.00</Amount>
  </Tax>
 </TaxSummary>
 <TotalAmount>120.00</TotalAmount>
</Price>
<ReusableInd>true</ReusableInd>
...
</OrderItem>
```

Structure of the Invol servicing

OrderView Response Elements

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

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

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

XPath: IATA_OrderViewRS/Response/Order/OrderItem/SellerFollowUpAction

None	Copy

```
<SellerFollowUpAction>
 <ActionCode>Accept</ActionCode>
 <ActionCode>Cancel</ActionCode>
 <ActionCode>Reshop</ActionCode>
 <ActionInd>true</ActionInd>
 <ActionActionTimeLimitDateTime>2019-09-30T14:00:00Z</ActionActionTimeLimitDateTime>
 <AirlineContactURI>www.airlinecontactpage.com</AirlineContactURI>
 <ConsequenceOfInactionCode>AutoAcceptance</ConsequenceOfInactionCode>
</SellerFollowUpAction>
```

02. Viewing an Order with Fare Waiver information

The Seller may view an Order with Fare Waiver information.

Xpath: IATA_OrderViewRS/Response/Order/OrderItem/FareDetail/FareWaiver

None	Copy

```
<FareWaiver>
 <FareRuleWaiverCode>CODE</FareRuleWaiverCode>
 <FareWaiverTypeCode>TYPE</FareWaiverTypeCode>
</FareWaiver>
```

Voluntary Servicing for full cancellation, partial cancellation and order modification

OrderView Response Elements

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

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

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

Xpath: IATA_OrderViewRS/Response/DataLists

None	Copy

```
<DataLists>
 <PenaltyList>
  <Penalty>
   <NetInd>true</NetInd>
   <PenaltyID>PEN001</PenaltyID>
   <Price>
    <BaseAmount>15.00</BaseAmount>
    <Totalmount>15.00</Totalmount>
   </Price>
  </Penalty>
 </PenaltyList>
</DataLists>
```

XPath: IATA_OrderViewRS/Response/Order/OrderItem

None	Copy

```
<OrderItem>
 <DiffPrice>
  <Price>
   <BaseAmount>-40.00</BaseAmount>
   <TaxSummary>
    <Tax>
     <Amount>-20.00</Amount>
    </Tax>
   </TaxSummary>
   <TotalAmount>-45.00</TotalAmount>
  </Price>
 </DiffPrice>
 <GrandTotalAmount>-55.0</GrandTotalAmount>
 <OrderItemID>ORDITM001</OrderItemID>
 <PenaltyRefID>PEN001</PenaltyRefID>
 <Price>
  <BaseAmount>-25.00</BaseAmount>
```

```
  <TaxSummary>
   <Tax>
    <Amount>-15.00</Amount>
   </Tax>
  </TaxSummary>
  <TotalAmount>-40.00</TotalAmount>
 </Price>
</OrderItem>
```

02. Viewing the Order with the re-usable indicator

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

Xpath: IATA_OrderViewRS/Response/Order/OrderItem

None	Copy

```
<OrderItem>
 <OrderItemID>ORITM01</OrderItemID>
 <Price>
  <BaseAmount>100.00</BaseAmount>
  <TaxSummary>
   <Tax>
    <Amount>20.00</Amount>
   </Tax>
  </TaxSummary>
  <TotalAmount>120.00</TotalAmount>
 </Price>
 <ReusableInd>true</ReusableInd>
…
</OrderItem>
```

Air Doc Notif Capabilities

Overview

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

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

AirDocNotif Request Elements

01. ORA Advising POA that Documents have been issued

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

References PADIS Codeset 4405

None	Copy

```xml
<iata:DocNotification>
 <iata:Coupon>
  <iata:CouponNumber>1</iata:CouponNumber>
  <iata:CouponStatusCode>O</iata:CouponStatusCode>
  <iata:OrderItem>
   <iata:OrderItemID>bb560735-9745-4793-a5d6-5b14fb02d09c</iata:OrderItemID>
   <iata:OwnerCode>XB</iata:OwnerCode>
   <iata:Service>
    <iata:PaxRefID>PAX-01</iata:PaxRefID>
    <iata:ServiceID>bbe554f6-1ca3-42ab-91f7-6421c6679290</iata:ServiceID>
   </iata:Service>
  </iata:OrderItem>
 </iata:Coupon>
 <iata:Coupon>
  <iata:CouponNumber>2</iata:CouponNumber>
  <iata:CouponStatusCode>O</iata:CouponStatusCode>
  <iata:OrderItem>
   <iata:OrderItemID>aa560735-9745-4793-a5d6-5b14fb02d09c</iata:OrderItemID>
   <iata:OwnerCode>XB</iata:OwnerCode>
   <iata:Service>
    <iata:PaxRefID>PAX-01</iata:PaxRefID>
    <iata:ServiceID>aae554f6-1ca3-42ab-91f7-6421c6679290</iata:ServiceID>
   </iata:Service>
  </iata:OrderItem>
 </iata:Coupon>
 <iata:IssueDate>2008-07-09</iata:IssueDate>
 <iata:Order>
  <iata:OrderID>XBXXX1A2B3C4D</iata:OrderID>
  <iata:OwnerCode>XB</iata:OwnerCode>
```

```
   </iata:Order>
   <iata:Pax>
    <iata:PaxID>PAX-01</iata:PaxID>
    <iata:PTC>ADT</iata:PTC>
   </iata:Pax>
   <iata:TicketDocTypeCode>T</iata:TicketDocTypeCode>
   <iata:TicketNumber>00001112345678</iata:TicketNumber>
 </iata:DocNotification>
```

02. ORA Advising the POA of Changed Document Status

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

None	Copy

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

03. ORA Advising the POA of Cancelled Document

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

None	Copy

```
<iata:DocNotification>
 <iata:Coupon>
  <iata:CouponNumber>1</iata:CouponNumber>
  <iata:CouponStatusCode>O</iata:CouponStatusCode>
 </iata:Coupon>
 <iata:Coupon>
  <iata:CouponNumber>2</iata:CouponNumber>
  <iata:CouponStatusCode>O</iata:CouponStatusCode>
```

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

Acknowledgement

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

Acknowledge Response Elements

01. A Successful Acknowledgement

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

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

02. An unsuccessful Acknowledgement

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

Acknowledgement Capabilities

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

Acknowledge Response Elements

01. A Successful Acknowledgement

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

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

02. An unsuccessful Acknowledgement

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

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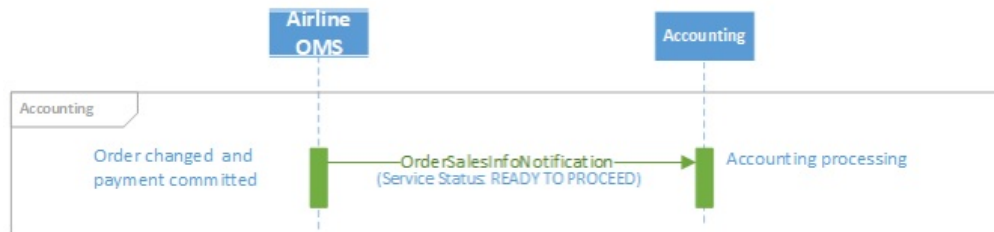
In the case of updates to the Accounting System using the OSIN, the message needs to contain two versions of the Order: the old Order, and the new Order. The Accounting System can then use these two images of the Order to identify the relevant changes. Note that only changes to status "Delivered" must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

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:
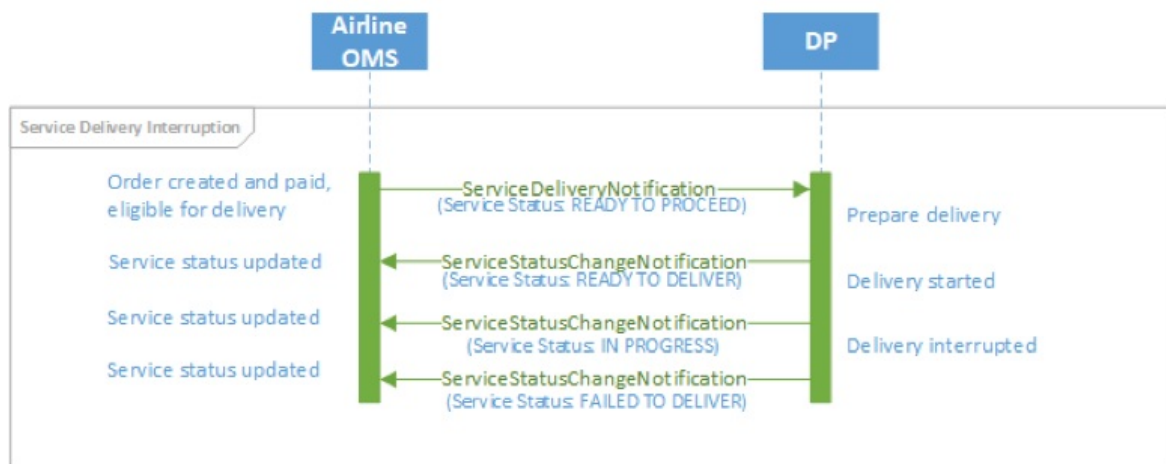
Net Clearance Amount

OrderSalesInformationNotif Request Elements

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

01. Transmitting an OrderSalesInformationNotif request with Net Clearance Amount

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

None	Copy

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

Introduction

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

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

Purpose

Purpose

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

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

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

Features

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

Message Samples

Sample Service Delivery Request

1. In this example, the delivery provider ("WF") is requesting Service delivery information for wifi Services. The Airline replies with a list of passenger and order details.

None	Copy

```xml
<IATA_ServiceDeliveryRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceDeliveryRQ"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Party>
    <Sender>
      <RetailPartner>
        <RetailPartnerID>WF</RetailPartnerID>
      </RetailPartner>
    </Sender>
  </Party>
  <PayloadAttributes>
    <VersionNumber>18.2</VersionNumber>
  </PayloadAttributes>
  <Request>
    <PaxSegment>
      <OperatingCarrierInfo>
        <CarrierDesigCode>C9</CarrierDesigCode>
        <DatedOperatingLeg>
          <Arrival>
            <IATALocationCode>LHR</IATALocationCode>
          </Arrival>
          <Dep>
          <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
            <IATALocationCode>BCN</IATALocationCode>
          </Dep>
        </DatedOperatingLeg>
      </OperatingCarrierInfo>
    </PaxSegment>
    <Service>
      <DeliveryProvider>
        <ID>WF</ID>
        <Name>Wifi provider</Name>
      </DeliveryProvider>
    </Service>
  </Request>
</IATA_ServiceDeliveryRQ>
```

Sample Service Delivery Responses

1. Sample Response

```xml
<IATA_ServiceDeliveryRS
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceDeliveryRS"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Response>
    <DataLists>
      <ContactInfoList>
        <ContactInfo>
          <ContactInfoID>CNTCT_SH1</ContactInfoID>
          <EmailAddress>
            <EmailAddressText>sample.email@email.com</EmailAddressText>
          </EmailAddress>
        </ContactInfo>
      </ContactInfoList>
      <OriginDestList>
        <OriginDest>
          <DestCode>LHR</DestCode>
          <OriginCode>BCN</OriginCode>
          <OriginDestID>BCNLHR</OriginDestID>
          <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
        </OriginDest>
      </OriginDestList>
      <PaxJourneyList>
        <PaxJourney>
          <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
          <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
        </PaxJourney>
      </PaxJourneyList>
      <PaxList>
        <Pax>
          <ContactInfoRefID>CNTCT_SH1</ContactInfoRefID>
          <Individual>
            <GivenName>John</GivenName>
            <Surname>Smith</Surname>
          </Individual>
          <PaxID>SH1</PaxID>
        </Pax>
      </PaxList>
      <PaxSegmentList>
        <PaxSegment>
          <Arrival>
            <IATALocationCode>LHR</IATALocationCode>
          </Arrival>
          <Dep>
            <AircraftScheduledDateTime>2018-12-29T23:29:41.543+03:00</AircraftScheduledDateTime>
            <IATALocationCode>BCN</IATALocationCode>
          </Dep>
          <MarketingCarrierInfo>
            <CarrierDesigCode>C9</CarrierDesigCode>
            <MarketingCarrierFlightNumberText>071</MarketingCarrierFlightNumberText>
          </MarketingCarrierInfo>
          <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
        </PaxSegment>
      </PaxSegmentList>
```

```xml
        <ServiceDefinitionList>
          <ServiceDefinition>
            <Desc>
              <DescText>Stay connected using any Wi-Fi enabled device</DescText>
            </Desc>
            <Name>Inflight Wi-Fi</Name>
            <ServiceCode>CON</ServiceCode>
            <ServiceDefinitionID>SV_1009_EFO</ServiceDefinitionID>
          </ServiceDefinition>
        </ServiceDefinitionList>
      </DataLists>
      <Order>
        <OrderID>OOR123-ABC</OrderID>
        <OrderItem>
          <OrderItemID>OOR123-ABC-2</OrderItemID>
          <Service>
            <DeliveryProvider>
              <ID>WF</ID>
              <Name>Wifi provider</Name>
            </DeliveryProvider>
            <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
            <PaxRefID>SH1</PaxRefID>
            <ServiceAssociations>
              <ServiceDefinitionRef>
                <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
                <ServiceDefinitionRefID>SV_1009_EFO</ServiceDefinitionRefID>
              </ServiceDefinitionRef>
            </ServiceAssociations>
            <ServiceID>SV_1009_EFO_1</ServiceID>
          </Service>
        </OrderItem>
      </Order>
    </Response>
    <Party>
      <Sender>
        <MarketingCarrier>
          <AirlineDesigCode>C9</AirlineDesigCode>
        </MarketingCarrier>
      </Sender>
    </Party>
    <PayloadAttributes>
      <VersionNumber>18.2</VersionNumber>
    </PayloadAttributes>
</IATA_ServiceDeliveryRS>
```

Overview

Purpose

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

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

Features

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

Message Samples

Sample Service Delivery Notifs

> In this example, the airline OMS is informing the delivery provider of passenger Order and Service details for a flight from BCN to LHR in order to prepare for delivery by the Delivery Provider.

None	Copy

```xml
<?xml version="1.0" encoding="UTF-8"?>
<IATA_ServiceDeliveryNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceDeliveryNotifRQ"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceDeliveryNotifR
Q IATA_ServiceDeliveryNotifRQ.xsd">
  <Party>
    <Sender>
      <MarketingCarrier>
        <AirlineDesigCode>C9</AirlineDesigCode>
      </MarketingCarrier>
    </Sender>
  </Party>
  <PayloadAttributes>
    <VersionNumber>18.2</VersionNumber>
  </PayloadAttributes>
  <Request>
    <DataLists>
      <ContactInfoList>
        <ContactInfo>
          <ContactInfoID>CNTCT_SH1</ContactInfoID>
          <EmailAddress>
            <EmailAddressText>sample.email@email.com</EmailAddressText>
          </EmailAddress>
        </ContactInfo>
      </ContactInfoList>
      <OriginDestList>
        <OriginDest>
          <DestCode>LHR</DestCode>
          <OriginCode>BCN</OriginCode>
          <OriginDestID>BCNLHR</OriginDestID>
          <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
        </OriginDest>
      </OriginDestList>
      <PaxJourneyList>
        <PaxJourney>
          <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
          <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
        </PaxJourney>
      </PaxJourneyList>
      <PaxList>
        <Pax>
          <ContactInfoRefID>CNTCT_SH1</ContactInfoRefID>
          <Individual>
            <GivenName>John</GivenName>
```

```xml
                <Surname>Smith</Surname>
              </Individual>
              <PaxID>SH1</PaxID>
            </Pax>
          </PaxList>
          <PaxSegmentList>
            <PaxSegment>
              <Arrival>
                <IATALocationCode>LHR</IATALocationCode>
              </Arrival>
              <Dep>
                <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
                <IATALocationCode>BCN</IATALocationCode>
              </Dep>
              <MarketingCarrierInfo>
                <CarrierDesigCode>C9</CarrierDesigCode>
                <MarketingCarrierFlightNumberText>071</MarketingCarrierFlightNumberText>
              </MarketingCarrierInfo>
              <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
            </PaxSegment>
          </PaxSegmentList>
          <ServiceDefinitionList>
            <ServiceDefinition>
              <Desc>
                <DescText>Stay connected using any Wi-Fi enabled device</DescText>
              </Desc>
              <Name>Inflight Wi-Fi</Name>
              <ServiceCode>CON</ServiceCode>
              <ServiceDefinitionID>SV_1009_EFO</ServiceDefinitionID>
            </ServiceDefinition>
          </ServiceDefinitionList>
        </DataLists>
        <Order>
          <OrderID>OOR123-ABC</OrderID>
          <OrderItem>
            <OrderItemID>OOR123-ABC-2</OrderItemID>
            <Service>
              <DeliveryProvider>
                <ID>WF</ID>
                <Name>Wifi provider</Name>
              </DeliveryProvider>
              <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
              <PaxRefID>SH1</PaxRefID>
              <ServiceAssociations>
                <ServiceDefinitionRef>
                  <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
                  <ServiceDefinitionRefID>SV_1009_EFO</ServiceDefinitionRefID>
                </ServiceDefinitionRef>
              </ServiceAssociations>
              <ServiceID>SV_1009_EFO_1</ServiceID>
            </Service>
          </OrderItem>
        </Order>
      </Request>
</IATA_ServiceDeliveryNotifRQ>
```

Sample Service Delivery Response

Acknowledgement Message

The response to this message is an acknowledgement from the delivery provider.

Overview

Purpose

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

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

Features

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

Message Samples

Sample Update Service Notif

> In this example, the Airline is being advised of a baggage tag identifier, issued by delivery provider "Z9" for a flight from LHR to DXB for a specific order.

None	Copy

```xml
<IATA_UpdateServiceNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_UpdateServiceNotifRQ">
  <Party>
    <Sender>
      <TravelAgency>
        <AgencyID>22334455</AgencyID>
        <IATANumber>20200154</IATANumber>
        <Name>JR TECHNOLOGIES</Name>
      </TravelAgency>
    </Sender>
  </Party>
  <PayloadAttributes>
    <CorrelationID/>
    <EchoTokenText>fsdfsdf</EchoTokenText>
    <Timestamp>2001-12-17T09:30:47+05:00</Timestamp>
    <VersionNumber>2018.2</VersionNumber>
  </PayloadAttributes>
  <Request>
    <Order>
      <OrderID>Z12355</OrderID>
      <OrderItem>
        <OrderItemID>ORDERITEM1</OrderItemID>
        <Service>
          <Bag>
            <BagTag>
              <BagTagID>0125698745</BagTagID>
              <IssuingCarrier>
                <AirlineDesigCode>Z9</AirlineDesigCode>
              </IssuingCarrier>
            </BagTag>
          </Bag>
          <DeliveryProvider>
            <ID>Z9</ID>
            <Name>Zeus</Name>
          </DeliveryProvider>
          <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
          <ServiceID>FL1_1_FL_LHRDXB_1_SH2_SH2_Z12355_048dd478-5c25-4e07-ae57-
6676a8e9d6d1</ServiceID>
        </Service>
      </OrderItem>
    </Order>
  </Request>
</IATA_UpdateServiceNotifRQ>
```

Overview

Purpose

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

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

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

Features

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

Message Samples

In this example, the delivery provider "WF" is updating the wifi Service status in a specific order to "READY TO DELIVER".

None	Copy

```
<IATA_ServiceStatusChangeNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceStatusChangeNotifRQ"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Party>
    <Sender>
      <RetailPartner>
        <RetailPartnerID>WF</RetailPartnerID>
      </RetailPartner>
    </Sender>
  </Party>
  <PayloadAttributes>
    <VersionNumber>18.2</VersionNumber>
  </PayloadAttributes>
  <Request>
    <Order>
      <OrderID>OOR123-ABC</OrderID>
      <OrderItem>
        <OrderItemID>OOR123-ABC-2</OrderItemID>
        <Service>
          <DeliveryProvider>
            <ID>WF</ID>
            <Name>Wifi provider</Name>
          </DeliveryProvider>
          <DeliveryStatusCode>READY TO DELIVER</DeliveryStatusCode>
          <ServiceID>SV_1009_EFO_1</ServiceID>
        </Service>
      </OrderItem>
    </Order>
  </Request>
</IATA_ServiceStatusChangeNotifRQ>
```

Acknowledge response:

None	Copy

```
<IATA_AcknowledgmentRS xmlns="http://www.iata.org/IATA/2007/00" Version="18.2"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Success></Success>
</IATA_AcknowledgmentRS>
```

In this example, the delivery provider "WF" is updating the wifi Service status in a specific order to "IN PROGRESS".

None	Copy

```
<IATA_ServiceStatusChangeNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceStatusChangeNotifRQ"
```

```
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
   <Party>
     <Sender>
       <RetailPartner>
         <RetailPartnerID>WF</RetailPartnerID>
       </RetailPartner>
     </Sender>
   </Party>
   <PayloadAttributes>
     <VersionNumber>18.2</VersionNumber>
   </PayloadAttributes>
   <Request>
     <Order>
       <OrderID>OOR123-ABC</OrderID>
       <OrderItem>
         <OrderItemID>OOR123-ABC-2</OrderItemID>
         <Service>
           <DeliveryProvider>
             <ID>WF</ID>
             <Name>Wifi provider</Name>
           </DeliveryProvider>
           <DeliveryStatusCode>IN PROGRESS</DeliveryStatusCode>
           <ServiceID>SV_1009_EFO_1</ServiceID>
         </Service>
       </OrderItem>
     </Order>
   </Request>
</IATA_ServiceStatusChangeNotifRQ>
```

Finally, the delivery provider "WF" is updating the wifi Service status to "DELIVERED".

None	Copy

```
<IATA_ServiceStatusChangeNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_ServiceStatusChangeNotifRQ"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
   <Party>
     <Sender>
       <RetailPartner>
         <RetailPartnerID>WF</RetailPartnerID>
       </RetailPartner>
     </Sender>
   </Party>
   <PayloadAttributes>
     <VersionNumber>18.2</VersionNumber>
   </PayloadAttributes>
   <Request>
     <Order>
       <OrderID>OOR123-ABC</OrderID>
       <OrderItem>
         <OrderItemID>OOR123-ABC-2</OrderItemID>
         <Service>
           <DeliveryProvider>
             <ID>WF</ID>
             <Name>Wifi provider</Name>
           </DeliveryProvider>
```

```
                <DeliveryStatusCode>DELIVERED</DeliveryStatusCode>
                <ServiceID>SV_1009_EFO_1</ServiceID>
            </Service>
        </OrderItem>
    </Order>
  </Request>
</IATA_ServiceStatusChangeNotifRQ>
```

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.

Message Samples

Sample Order Sales Information Notif

> The OSIN message below provides the Accounting System with all necessary information on the specific order. A single passenger is travelling from LHR to BCN and back, and has purchased a wifi Service on the return flight.

None	Copy

```xml
<IATA_OrderSalesInformationNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_OrderSalesInformationNotifRQ"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Party>
    <Sender>
      <MarketingCarrier>
        <AirlineDesigCode>C9</AirlineDesigCode>
      </MarketingCarrier>
    </Sender>
  </Party>
  <PayloadAttributes>
    <VersionNumber>18.2</VersionNumber>
  </PayloadAttributes>
  <Request>
    <DataLists>
      <ContactInfoList>
        <ContactInfo>
          <ContactInfoID>CNTCT_SH1</ContactInfoID>
          <EmailAddress>
            <EmailAddressText>sample.email@email.com</EmailAddressText>
          </EmailAddress>
        </ContactInfo>
      </ContactInfoList>
      <OriginDestList>
        <OriginDest>
          <DestCode>BCN</DestCode>
          <OriginCode>LHR</OriginCode>
          <OriginDestID>LHRBCN</OriginDestID>
          <PaxJourneyRefID>FL_LHRBCN</PaxJourneyRefID>
        </OriginDest>
        <OriginDest>
          <DestCode>LHR</DestCode>
          <OriginCode>BCN</OriginCode>
          <OriginDestID>BCNLHR</OriginDestID>
          <PaxJourneyRefID>FL_BCNLHR</PaxJourneyRefID>
        </OriginDest>
      </OriginDestList>
      <PaxJourneyList>
        <PaxJourney>
          <PaxJourneyID>FL_LHRBCN</PaxJourneyID>
          <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </PaxJourney>
        <PaxJourney>
          <PaxJourneyID>FL_BCNLHR</PaxJourneyID>
```

```xml
                <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
            </PaxJourney>
        </PaxJourneyList>
        <PaxList>
            <Pax>
                <ContactInfoRefID>CNTCT_SH1</ContactInfoRefID>
                <Individual>
                    <GivenName>John</GivenName>
                    <Surname>Smith</Surname>
                </Individual>
                <PaxID>SH1</PaxID>
            </Pax>
        </PaxList>
        <PaxSegmentList>
            <PaxSegment>
                <Arrival>
                    <IATALocationCode>BCN</IATALocationCode>
                </Arrival>
                <Dep>
                    <AircraftScheduledDateTime>2018-12-
20T23:29:41.543+03:00</AircraftScheduledDateTime>
                    <IATALocationCode>LHR</IATALocationCode>
                </Dep>
                <MarketingCarrierInfo>
                    <CarrierDesigCode>C9</CarrierDesigCode>
                    <MarketingCarrierFlightNumberText>070</MarketingCarrierFlightNumberText>
                </MarketingCarrierInfo>
                <PaxSegmentID>SEG_LHRBCN_1</PaxSegmentID>
            </PaxSegment>
            <PaxSegment>
                <Arrival>
                    <IATALocationCode>LHR</IATALocationCode>
                </Arrival>
                <Dep>
                    <AircraftScheduledDateTime>2018-12-
29T23:29:41.543+03:00</AircraftScheduledDateTime>
                    <IATALocationCode>BCN</IATALocationCode>
                </Dep>
                <MarketingCarrierInfo>
                    <CarrierDesigCode>C9</CarrierDesigCode>
                    <MarketingCarrierFlightNumberText>071</MarketingCarrierFlightNumberText>
                </MarketingCarrierInfo>
                <PaxSegmentID>SEG_BCNLHR_1</PaxSegmentID>
            </PaxSegment>
        </PaxSegmentList>
        <ServiceDefinitionList>
            <ServiceDefinition>
                <Desc>
                    <DescText>Stay connected using any Wi-Fi enabled device</DescText>
                </Desc>
                <Name>Inflight Wi-Fi</Name>
                <ServiceCode>CON</ServiceCode>
                <ServiceDefinitionID>SV_1009_EFO</ServiceDefinitionID>
            </ServiceDefinition>
        </ServiceDefinitionList>
    </DataLists>
```

```xml
<ReportOrderChange>
  <CurrentOrder>
    <OrderID>OOR123-ABC</OrderID>
    <OrderItem>
      <OrderItemID>OOR123-ABC-1</OrderItemID>
      <Price>
        <BaseAmount CurCode="EUR">61.00</BaseAmount>
        <TaxSummary>
          <TotalTaxAmount CurCode="EUR">76.79</TotalTaxAmount>
        </TaxSummary>
        <TotalAmount CurCode="EUR">137.79</TotalAmount>
      </Price>
      <Service>
        <DeliveryProvider>
          <ID>C9</ID>
          <Name>Kronos Airways</Name>
        </DeliveryProvider>
        <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
        <InternalValue>
          <BaseAmount CurCode="EUR">30.50</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="EUR">38.40</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="EUR">68.90</TotalAmount>
        </InternalValue>
        <PaxRefID>SH1</PaxRefID>
        <ServiceAssociations>
          <PaxSegmentRefID>SEG_LHRBCN_1</PaxSegmentRefID>
        </ServiceAssociations>
        <ServiceID>FL1_1_FL_LHRBCN</ServiceID>
      </Service>
      <Service>
        <DeliveryProvider>
          <ID>C9</ID>
          <Name>Kronos Airways</Name>
        </DeliveryProvider>
        <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
        <InternalValue>
          <BaseAmount CurCode="EUR">30.50</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="EUR">38.39</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="EUR">68.89</TotalAmount>
        </InternalValue>
        <PaxRefID>SH1</PaxRefID>
        <ServiceAssociations>
          <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
        </ServiceAssociations>
        <ServiceID>FL1_1_FL_BCNLHR</ServiceID>
      </Service>
    </OrderItem>
    <OrderItem>
      <OrderItemID>OOR123-ABC-2</OrderItemID>
      <Price>
        <TotalAmount CurCode="EUR">12.00</TotalAmount>
      </Price>
```

```xml
            <Service>
              <DeliveryProvider>
                <ID>WF</ID>
                <Name>Wifi provider</Name>
              </DeliveryProvider>
              <DeliveryStatusCode>READY TO PROCEED</DeliveryStatusCode>
              <InternalValue>
                <TotalAmount CurCode="EUR">12.00</TotalAmount>
              </InternalValue>
              <PaxRefID>SH1</PaxRefID>
              <ServiceAssociations>
                <ServiceDefinitionRef>
                  <PaxSegmentRefID>SEG_BCNLHR_1</PaxSegmentRefID>
                  <ServiceDefinitionRefID>SV_1009_EFO</ServiceDefinitionRefID>
                </ServiceDefinitionRef>
              </ServiceAssociations>
              <ServiceID>SV_1009_EFO_1</ServiceID>
            </Service>
          </OrderItem>
          <OwnerCode>C9</OwnerCode>
        </CurrentOrder>
      </ReportOrderChange>
    </Request>
</IATA_OrderSalesInformationNotifRQ>
```

Overview

Purpose

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

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

Features

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

Message Samples

Sample Order Closing Notif

The example "Order Closing" is notifying the Accounting System that the Order has been closed.

None	Copy

```xml
<IATA_OrderClosingNotifRQ
xmlns="http://www.iata.org/IATA/2015/00/2018.2/IATA_OrderClosingNotifRQ"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <Party>
    <Sender>
      <MarketingCarrier>
        <AirlineDesigCode>C9</AirlineDesigCode>
      </MarketingCarrier>
    </Sender>
  </Party>
  <PayloadAttributes>
    <VersionNumber>18.2</VersionNumber>
  </PayloadAttributes>
  <Request>
    <Order>
      <OrderID>OOR123-ABC</OrderID>
    </Order>
  </Request>
</IATA_OrderClosingNotifRQ>
```

Transaction Management

Overview

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

Payload Attributes Request and Response Elements

Transaction ID

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

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

OrderCreateRQ

None	Copy

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

OrderCreateRS

None	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

None	Copy

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

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

AirShoppingRS

None	Copy

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

OfferPriceRQ

None	Copy

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

OfferPriceRS

None	Copy

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

OrderCreateRQ

None	Copy

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

OrderCreateRS

None	Copy

```
<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.

None	Copy

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

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

None	Copy

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

The Airline responds with US English.

None	Copy

```
<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.

None	Copy

```
<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 and will be removed in 20.2.

SeqNumber

Element has been deprecated and will be removed in 20.2.

TrxStatusCode

Element has been deprecated and will be removed in 20.2.

Net Clearance Amount

Use case

Use Case 1 Credit card payment involving commission.

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

Use Case 2 Cash payment involving commission

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

Use Case 3 Payment with EasyPay involving a commission

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

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

Business Functions

01. Inform Seller of Net Clearance Data

02. Inform Airline of Payment information including Net Clearance Amount

Message Flow

CR 156 Sequence Diagram

Seller	ORA			EasyPay Platform	SwO Platform

OfferPriceRQ

OfferPriceRS [SWO settlement data]

OrderCreateRQ/OrderChangeRQ [SWO settlement data]

If payment method is EasyPay then request authorisation from IEP for amount equal to the Net Clearance Amount

OrderViewRS [SWO settlement data]

Clearance RQ (Net Clearance Amount as agreed between ORA and Seller)

www.websequencediagrams.com

Voluntary Servicing Impact to Accounting

Use Cases

1. Airline reports penalty information to Accounting

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

In this use case, the following scenarios are covered:

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

For the listed scenarios, the following business function can be used:
• Report penalty to Airline Accounting

2. Airline reports refundable information to Accounting

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

In this use case, the following scenarios are covered:

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

For the listed scenarios, the following business function can be used:
• Report refundable amounts to Airline Accounting

3. Airline reports non-refundable information to Accounting

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

In this use case, the following scenarios are covered:

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

For the listed scenarios, the following business function can be used:
• Report non-refundable amounts to Airline Accounting

Business Functions

01. Report penalty to Airline Accounting

02. Report refundable amounts to Airline Accounting

03. Report non-refundable amounts to Airline Accounting

Message Flow
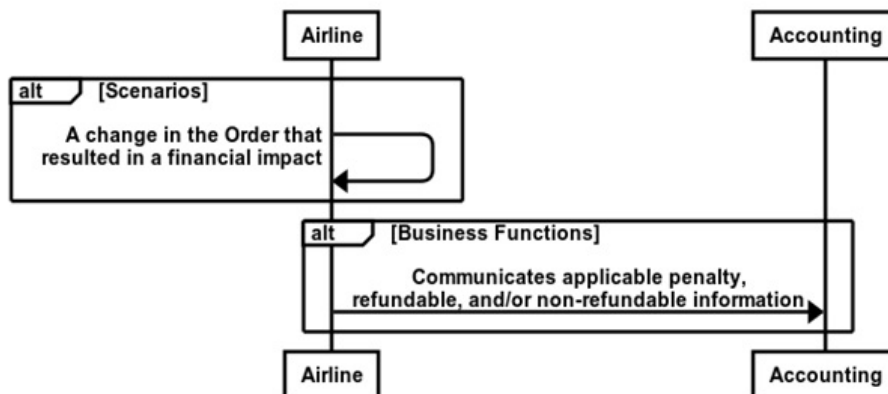
Shopping and Ordering with Deferred Payment

Scenario

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

Business Functions

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

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

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

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

3. Request detailed information about an Offer

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

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

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

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

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

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

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

7. Create Order

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

> **Time**
>
> Time period passes….. 5ms to 5 seconds to 5 hours to 5 days to 5 months.

8. Retrieve Order (optional)

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

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

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

10. Accept Repriced Offer(s) (optional)

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

11. Add payment information into an existing Order

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

12. Commit to the Terms of the Order

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

Message Flow

Retrieve Order

| 1. Retrieve Order |

OrderRetrieveRQ →

OrderViewRS

Send back Order

Pricing

| 1. Confirm the price of the Order Item(s) |

OrderReShopRQ →

OrderReShopRS

Price the existing Order Item(s)

Change Order

| 1. Accept Repriced Offer(s) |

| 2. Add payment information into an existing Order |

| 3. Commit to the Terms of the Order |

OrderChangeRQ →

OrderViewRS

Take payment and return view of the Order
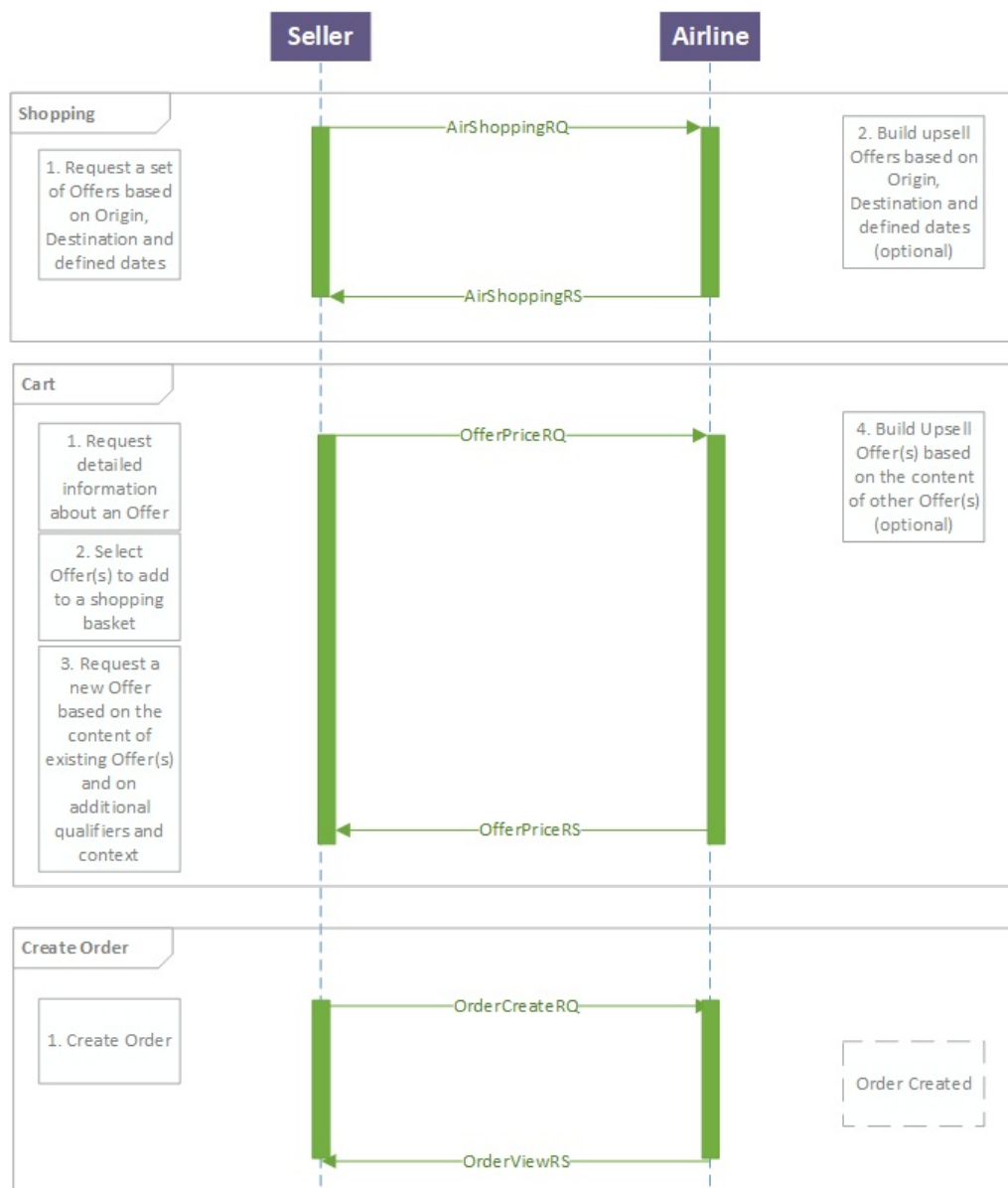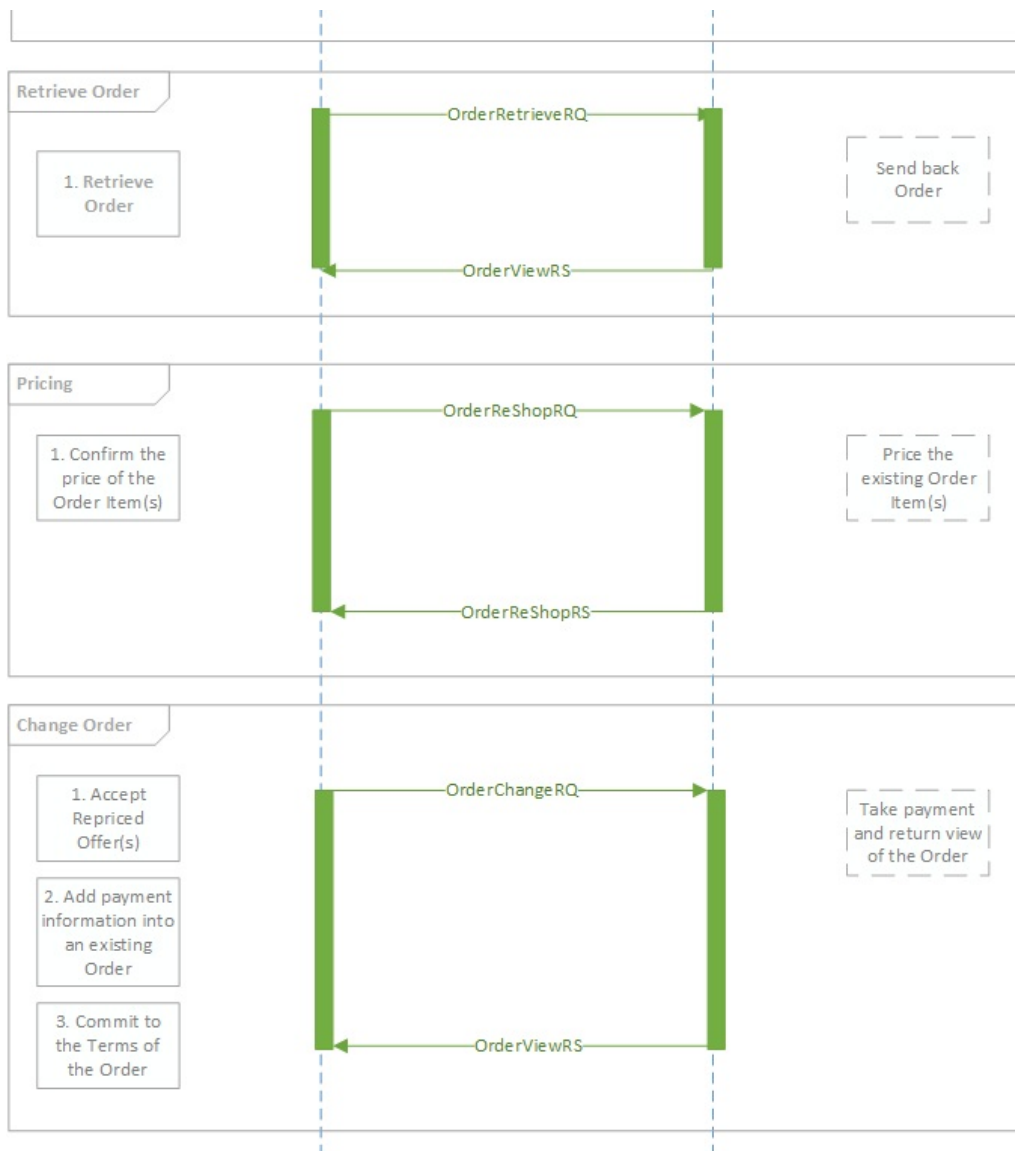
Change of Itinerary

Scenario

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

Business Functions

1. Retrieve Order

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

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

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

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

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

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

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

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

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

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

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

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

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

8. Add payment information into an existing Order

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

9. Commit to the Terms of the Order

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

Message Flow

Item(s) from an
existing Order

3. Add payment
information into an
existing Order

4. Commit to the
Terms of the Order

OrderViewRS
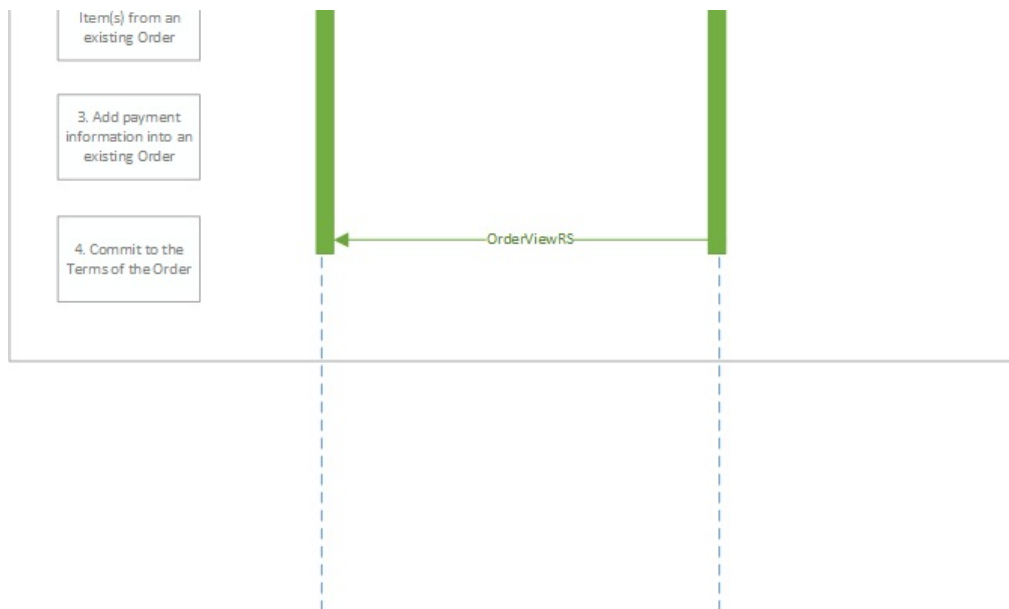
Full Order Cancellation

Scenario

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

Business Functions

1. Retrieve Order (optional)

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

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

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

3. Cancel Order

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

Message Flow
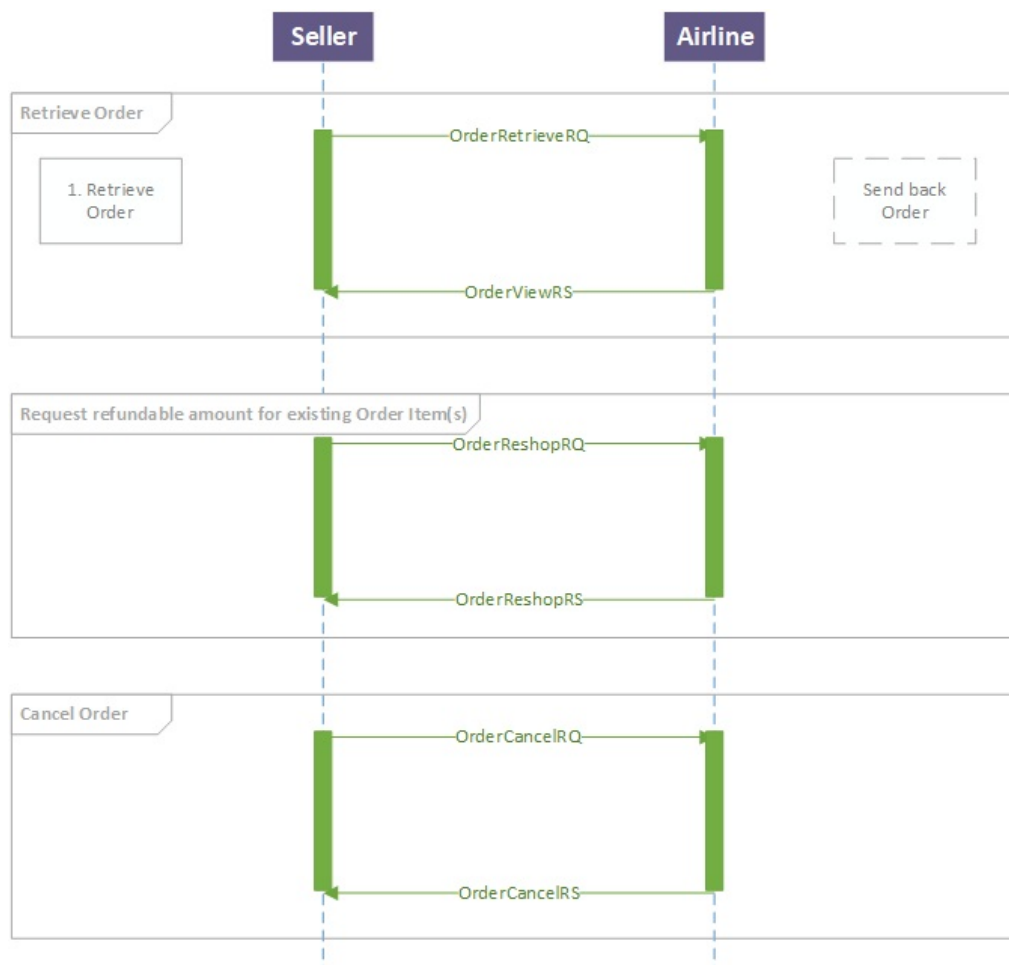
Structure of the Order Change Notification

Use Cases

Passenger initiated changes

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

In this use case, the following scenario is covered:

• Notification of name and/or phone contact detail changes

Airline (ORA) initiated changes

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

In this use case, the following scenario is covered:

• Notification of payment status changes

Airline (ORA) performs schedule change

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

In this use case, the following scenarios are covered:

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

Business Functions

01. Inform Seller of passenger name and/or contact details changes

02. Inform seller of payment status changes

03. Inform seller of flight segment time changes - schedule Change

04. Inform Seller of flight number changes - Schedule Change

Message Flow

Passenger or Airline (ORA) initiated changes
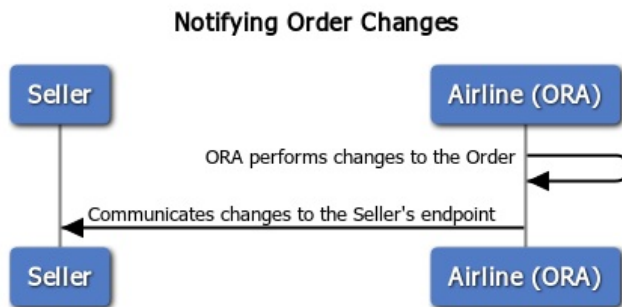
This message flow applies to the following business functions:

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

Airline (ORA) performs schedule change
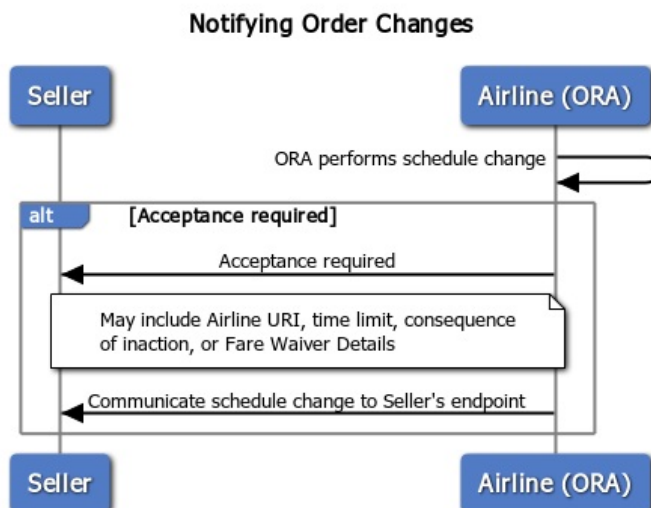
This message flow applies to the following business functions:

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

Technical Capability

Multiple change operations in a group

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

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

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

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

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

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

Ability to handle multiple types of contacts

Use Cases

The following use-cases are included in this section:

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

Business Functions

01. Provide address at destination

02. View address at destination

03. Provide emergency contact details

04. View emergency contact details

05. Provide contact details for unccompanied minor

06. View contact details for an unaccompanid minor

Message Flow

Passenger or Airline (ORA) initiated changes

Contact details
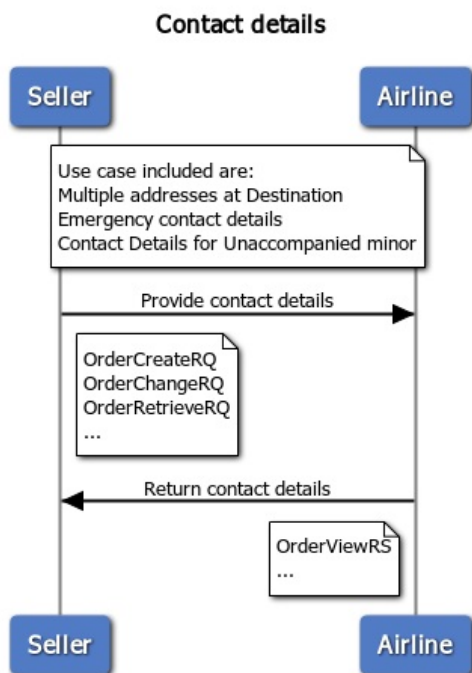
Structure of the Invol Servicing

Use Cases

Airline (ORA) performs Planned Schedule Change

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

In this use case, the following scenarios are covered:

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

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

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

In this use case, the following scenarios are covered:

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

Seller accepts Airline (ORA) Planned Schedule Change

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

In this use case, the following scenario is covered:

- Seller can accept a Planned Schedule Change

Seller rejects Airline (ORA) Planned Schedule Change

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

In this use case, the following scenarios are covered:

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

Business Functions

01. Inform Seller of Planned Schedule Change and any required follow up actions

02. Acceptance of a Planned Schedule Change

03. Reshop following a Planned Schedule Change

04. Cancellation following a Planned Schedule Change

Message Flow

Schedule Change and Seller Actions

Voluntary Servicing for full, partial cancellation and order modification

Use Cases

Passenger initiated full cancellation

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

In this use case, the following scenario is covered:

- Cancellation of all Services from an Order

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

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

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

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

Passenger initiated partial cancellation

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

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

In this use case, the following scenarios are covered:

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

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

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

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

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

Passenger initiated changes to an Order

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

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

In this use case, the following scenarios are covered:

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

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

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

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

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

Passenger initiated cancellation (retaining Order for future use)

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

In this use case, the following scenarios are covered:

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

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

Business Functions

01. Transmit fare waiver at reshop

02. Respond to reshop request with the details of the order modification or cancellation - partial or full

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

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

05. Inform Seller if a penalty is netted or to be paid

06. Inform Seller about differential type

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

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

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

Message Flow

act Reshop/Part/Full-Cancel

Start

Name: Reshop/Part/Full-Cancel
Author: SanvincenV
Version: 1.0
Created: 2/27/2019 3:22:57 PM
Updated: 3/29/2019 3:20:07 PM

OrderReshopRQ

Customer optionally selects cancellation preferences (e.g. Pref refund FoP...)

Customer optionally selects reshopping preferences

Request simulation of Full Order Cancellation

Request simulation of particular OrderItem(s) Cancellation

Request simulation to Reshop particular OrderItem(s)

Airline to retain inventory on reshopped item until PaymentTimeLimit expires on new reshopped item? (or until new item is paid for).

Customer requests ServiceIDs to be retained

No   Yes

Airline takes into consideration any delivered services when constructing the Offers

Airline attempts to extract and moves "retained" Services (same ServiceIDs) into a new OfferItem (new OfferItemID)

Use Warnings to warn customer that dependant OrderItems would also get cancelled and, therefore, would need to be reshopped.

Has Service Dependencies

Full Cancel?   No

Yes

Airline includes dependant OrderItems to cancellation / change operation

Ensure customer understands that output does not match input (Warnings?)

No

Airline generates Offers reflecting the change (new product/refund/partial refund) and associated conditions

Data Requirements:
Prices
Taxes
etc

Customer is satisfied with proposed Offers/operations

Re-iterate re-shopping flow   No

Yes

Implies acceptance of conditions

Customer selects reshop/refund Offer(s)

New CR (three business functions from Message Flows to be included):
-Function: Request detailed information on selected Reshop Offer(s)"
-Function: Select Reshop Offer(s) to add to a shopping basket"
-Function: Request a new Reshop Offer based on the content of existing Reshop Offer(s) and on additional qualifiers and context"

OrderChangeRQ

Seller optionally requests or Airline optionally returns selected Offer(s) with additional details

Potentially asynchronous process - requires updates to PaymentStatusCode

Deferred Payment Process

Customer commits to selected accepting reshop / refund Offer(s), incl. prefs (e.g. refund vs RV).

AL checks applicable timelimits (e.g. Price guarante / Offer Exp., (also on refund amounts)+ any tolerance thresholds?

Deferred payment supported

AL does not support deferred payment   Additional collection and/or penalty payments required

Airline performs required operations within the Order

AL processes Instant Payment

Amount due by AL

Customer decision on refund or residual

Yes   RV kept in Order

RV held in Order by AL

No   refund selected

Re-iterate part / full cancel flow

Airline processes refund

Potentially asynchronous process - requires updates to PaymentStatusCode

OSIN

Airline informs their accounting system about cancellation/change details. All financial liabilities (RV) and refund FoP and add. collection FoP

Airline confirms OrderItem Cancellation / Change

OrderViewRS

ActivityFinal

Order / OrderID returned with associated PaymentInfo transactions reflecting Airline refunds and books accordingly for revenue accounting.

Schedule Change

Scenario

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

Business Functions

1. Notify Seller of Changes to the Order

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

Message Flow
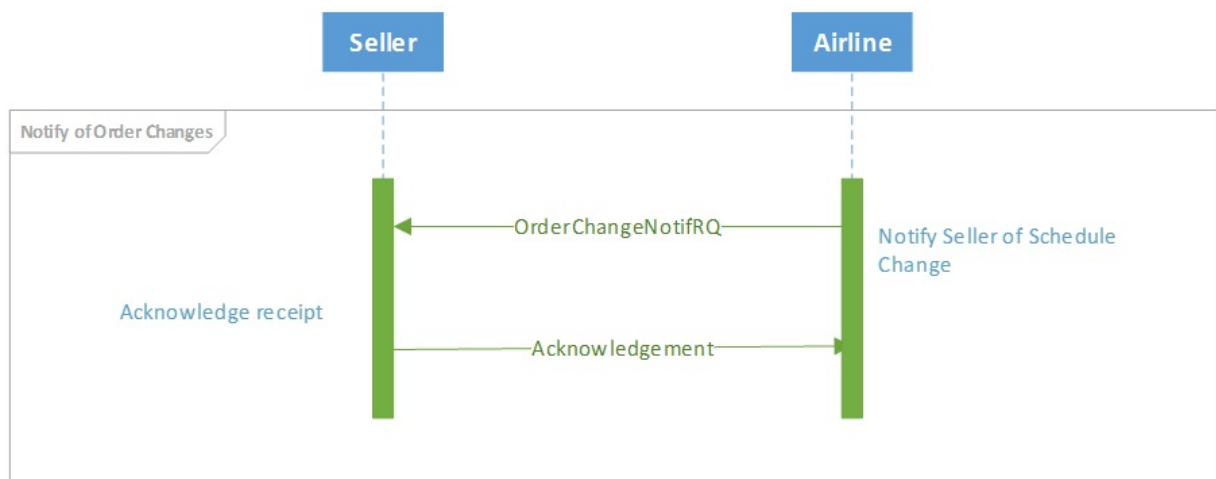
Order Closing

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

Inform Seller of Net Clearance Data

Inform Seller of Net Clearance Data

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

Inform Airline of Payment information including Net Clearance Amount

Inform Airline of Payment information including Net Clearance Amount

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

Accept Repriced Offer(s)

Accept Repriced Offer(s)	
Description	This function allows the Seller to accept the new prices that were returned by the Airline and which will be reflected in the Order after it is updated.
Preconditions	- Seller has an Order ID - Seller has a Repriced Offer and knows the Response ID.
Process	- Seller sends the Shopping Response Ref ID and the Order ID - Airline deletes old Order Items and creates new Order Items with updated prices from the Repriced Offer.
Success	Order is updated.
Failure	General error.

Build Upsell Offers based on Origin, Destination and defined dates

Build Upsell Offers based on Origin, Destination and defined dates	
Description	This function allows the Airline to build additional upsell Offers that relate to Origin, Destination and defined dates which may enhance the customer experience. The content of the resulting Offers may depend on additional qualifiers and context that may be provided by the Seller.
Preconditions	- Seller knows the customer's wished Origins, Destinations and dates - Seller may have additional qualifiers and context (e.g. PTC, service criteria).
Process	- Seller transmits Origins, Destinations, dates, additional qualifiers and context to the Airline - The Airline's Offer Management System creates upsell Offers based on the Origins, Destinations, dates and additional qualifiers and context - The Airline returns the upsell Offers to the Seller.
Success	Seller is in possession of upsell Offers that relate to a baseline Offer.
Failure	The Airline is not able to answer to the request and no upsell Offer are returned.

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

	Build Upsell Offer(s) based on the content of other Offer(s)
Description	This function allows the Airline to build additional Offers that relate to a baseline Offer which may enhance the customer experience.
Preconditions	- An Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired) - Seller knows the OfferID(s).
Process	- Seller transmits OfferID(s) - The Airline's Offer Management System creates new Offer(s) based on the existing Offer(s) which may contain additional services that may enhance the customer experience - The Airline returns the upsell Offer(s) to the Seller.
Success	Seller is in possession of upsell Offer(s) that relate to a baseline Offer.
Failure	The Airline is not able to answer to the request and no upsell Offers are returned.

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

	Request a la carte Offer(s) for ancillary services based on an existing Offer or Order
Description	This function allows the Seller to request for an a la carte Offer for ancillary services based on an existing Offer or Order. If the Seller has included additional qualifiers or preferences, the a la carte Offer generated by the airline may take this into consideration.
Preconditions	- There is an existing Offer or Order - The Seller knows the OfferID or OrderID - Seller may have additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).
Process	- Seller tells the airline for which Offer or Order they would like ancillary services returned. Seller could send additional qualifiers and context to the Airline - Airline validates the request (message) for minimum information required by that airline - Airline generates a new a la carte Offer, which may consider the Seller's specific request for ancillaries - Airline responds to Seller.
Success	Seller has an a la carte Offer for ancillaries that takes into consideration additional qualifiers and context.
Failure	No a la carte Offer is returned.

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

	Request a new Offer based on the content of an existing Offer and on additional qualifiers and context
Description	This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment, etc.) so that an Airline can create a new contextualised Offer.
Preconditions	- An Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired) - Seller knows the OfferID - Seller has additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).
Process	- Seller transmits an OfferID, and additional qualifiers and context to the Airline - The Airline's Offer Management System creates a new Offer based on the existing Offer plus the addition of other information - The Airline returns the new Offer to the Seller.
Success	Seller is in possession of an Offer that takes into consideration additional qualifiers and context.
Failure	The Airline is not able to answer to the request and an error is returned.

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

	Request a new Reshop Offer based on the content of an existing Reshop Offer and on additional qualifiers and context
Description	This function allows the Seller to pass additional information (e.g. Frequent Flyer Info, Form of Payment, etc.) so that an Airline can create a new contextualised Reshop Offer.
Preconditions	- An Order exists in the Airline's Order Management System - Seller knows the OrderID and Order Item ID(s) being replaced (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep) - A Reshop Offer exists in the Airline's Offer Management System - Seller knows the Reshop OfferID - Seller has additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).
Process	- Seller transmits the OrderID, OrderItemID(s) being replaced, Reshop Offer ID and any additional qualifiers and context to the Airline - The Airline's Offer Management System creates a new Reshop Offer based on the existing Reshop Offer plus the addition of other information - The Airline returns the new Reshop Offer to the Seller.
Success	Seller is in possession of a Reshop Offer that takes into consideration additional qualifiers and context.
Failure	The Airline is not able to answer to the request and an error is returned.

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

Request a Seat Map and an a la carte Offer for seats based on an existing Offer or Order	
Description	This function allows the Seller to request a seat map and an a la carte Offer for seats based on an existing Offer or Order. If the Seller has included additional qualifiers or preferences, the a la carte Offer generated by the Airline may take this into consideration.
Preconditions	- There is an existing Offer or Order - The Seller knows the OfferID or OrderID - Seller has additional qualifiers and context (e.g. passenger data such as Frequent Flyer number, payment criteria).
Process	- Seller tells the airline for which Offer or Order they would like seat map returned. Seller could send additional qualifiers and context to the Airline - Airline validates the request (message) for minimum information required by that airline - Airline generates a seat map and a new a la carte Offer, which may consider the Seller's specific request for seats - Airline responds to Seller.
Success	Seller has a seat map and an a la carte Offer for seats that takes into consideration additional qualifiers and context.
Failure	No seat map or a la carte Offer is returned

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

Request a set of Offers based on Origin, Destination and defined dates	
Description	This function allows the Seller to request from an Airline a set of Offers based on Origins, Destinations and defined dates. The Seller may provide additional qualifiers and context for which the Airline may consider the content of the resulting Offers.
Preconditions	- Seller knows the customer's wished Origins, Destinations and dates - Seller may have additional qualifiers and context (e.g. PTC, service criteria).
Process	- Seller transmits Origins, Destinations, dates, additional qualifiers and context to the Airline - The Airline's Offer Management System builds a set of Offers which may partially or fully match the requested criteria - The Airline returns to the Seller the set of built Offers.
Success	Seller is in possession of a set of Offers which may partially or fully match the requested criteria.
Failure	The Airline is not able to answer to the request and an error is returned.

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

Request a set of Reshop Offers based on Origin, Destination and/or defined dates as replacement of specific Order Item(s)	
Description	This function allows the Seller to request a set of Offers as a replacement of specific Order Item(s). The request considers new Origins, Destinations and/or defined dates. The content of the resulting Reshop Offers may depend on additional qualifiers and context that may be provided by the Seller.
Preconditions	- An Order exists in the Airline's Order Management System and the Seller has the Order ID - Seller has OrderItemID(s) for the Order Items that will be impacted by the projected change (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep) - Seller knows the customer's new desired Origins, Destinations and/or dates - Seller may have additional qualifiers and context (e.g. PTC, service criteria).
Process	- Seller sends to the Airline the OrderID, impacted OrderItemIDs and optionally any ServiceIDs to be kept, the new desired Origins, Destinations and/or dates, and any additional qualifiers and context - Airline creates new Reshop Offers corresponding to the search criteria and returns them to the Seller.
Success	- Airline returns to the seller a set of Reshop Offers corresponding to the requested modifications - The Reshop Offers returned can incur: Additional collection (case 13A), Refund (case 13b), No additional collection or no refund .
Failure	The Airline is not able to answer to the request and an error is returned.

Request detailed information about an Offer

	Request detailed information about an Offer
Description	This function allows the Seller to request detailed information about an Offer, including all price breakdowns, terms & conditions, disclosure data, etc.
Preconditions	• An Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired) • Seller knows the OfferID.
Process	• Seller transmits an OfferID to the Airline • The Airline returns detailed information about the Offer to the Seller, including all price breakdowns, terms & conditions, disclosure data, etc.
Success	• Seller is in possession of the detailed information about the Offer.
Failure	• The Airline is not able to provide details about the Order and an error is returned.

Request detailed information about a Reshop Offer

	Request detailed information about a Reshop Offer
Description	This function allows the Seller to request detailed information about a Reshop Offer, including all price breakdowns, terms & conditions, disclosure data, etc.
Preconditions	- An Order exists in the Airline's Order Management System - Seller knows the OrderID and Order Item ID(s) being replaced (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep) - Reshop Offer exists in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired) - Seller knows the Reshop OfferID(s).
Process	- Seller transmits the OrderID, OrderItemID(s) being replaced, Reshop OfferID to the Airline - The Airline returns detailed information about the Reshop Offer to the Seller, including all price breakdowns, terms & conditions, disclosure data, etc.
Success	Seller is in possession of the detailed information about the Reshop Offer.
Failure	The Airline is not able to provide details about the Reshop Offer and an error is returned.

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

	Select Reshop Offer(s) to add to a shopping basket
Description	This function allows the Seller to select Reshop Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Reshop Offer.
Preconditions	• An Order exists in the Airline's Order Management System • Seller knows the OrderID and OrderItemID(s) being replaced (optionally, Seller has ServiceID(s) for the Services that the customer wants to keep) • Reshop Offer(s) exist in the Airline's Offer Management System • Seller knows the Reshop OfferID(s) • Seller knows the OfferItemID(s) that the customer has selected.
Process	• Seller transmits the OrderID, Order Item ID(s) being replaced, Reshop OfferID(s) and Offer Item ID(s) to the airline • The Airline returns to Seller a Reshop Offer based on the context of the selected Offer Item(s).
Success	• Seller is in possession of a Reshop Offer which contains the selected Offer Item(s).
Failure	• The Airline is not able to provide a Reshop Offer which contains the selected Offer Item(s) and an error is returned.

Select Offer(s) to add to a shopping basket

Select Offer(s) to add to a shopping basket	
Description	This function allows the Seller to select Offer(s) and Offer Item(s) which they wish to progress with. This allows the Airline to refine these Offer(s) and return a single Offer.
Preconditions	- Offer(s) exist in the Airline's Offer Management System (which implies that the Offer Expiration Time Limit has not expired) - Seller knows the OfferID(s) - Seller knows the OfferItemID(s) that the customer has selected.
Process	- Seller transmits OfferID(s) and a selection of OfferItemIDs to the Airline - The Airline returns to Seller a single Offer based on the context of the selected Offer Item(s).
Success	Seller is in possession of an Offer which contains the selected Offer Item(s).
Failure	The Airline is not able to provide an Offer which contains the selected Offer Item(s) and an error is returned.

Acceptance of a Planned Schedule Change

Acceptance of a Planned Schedule Change

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

Add payment information into an existing Order

	Add payment information into an existing Order
Description	This function allows the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s).
Preconditions	- Seller has an Order ID - Seller has Order Item IDs (optionally) - Seller has payment information.
Process	- Seller sends payment information - Airline updates Order with payment information.
Success	Order has payment information.
Failure	Order does not have payment information.

Add Payment Information as part of a New Order

Add Payment Information as part of a New Order	
Description	This function allows the Seller to send payment information to the Airline.
Dependancy	Create Order
Preconditions	- Seller has selected Offer ID(s) - Seller has selected Offer Item ID(s) (optionally) - Seller has Payment Information.
Process	- Seller sends Payment Information - Airline adds Payment Information to the Order.
Success	Order has payment information.
Failure	Order does not have payment information.

Create Order

	Create Order
Description	This function allows the Seller to request that an Airline creates an Order from a selection of Offer(s) and Offer Item(s).
Preconditions	- There is not a pre-existing Order in relation to this transaction - Seller has Offer(s) that are ready to be converted into an Order - Seller knows the selected Offer Item ID(s) - Seller has minimum required passenger data.
Process	- Seller passes to the Airline the selected Offer ID(s), Offer Item ID(s) and passenger data - Airline validates the request (message) for minimum information required by that Airline - Airline creates new Order Items from the selected Offer Items in the newly created Order - Airline responds to Seller.
Success	Order is created, inventory is held, and an Order ID is returned.
Failure	- Order is not created, error returned - Order is partially created, warning returned.

Cancel Order

	Cancel Order		
Description	This function allows the Seller to request cancellation of an existing Order.		
Preconditions	- There is an existing Order - The Seller knows the OrderID that it's requesting to be cancelled.		
Process	- Seller tells the Airline which Order it would like to be cancelled - Airline validates the request (message) for minimum information required by that airline. - Airline cancels the requested Order - If applicable, airline processes actions on accountable documents - Airline responds to Seller.		
Success	Airline has cancelled the requested Order and if applicable, updated accountable documents.		
Failure	The order has not been cancelled and / or if applicable the airline has not processed actions on accountable documents.		

Cancel Order Item(s) from an existing Order

	Cancel Order Item(s) from an existing Order
Description	This function allows the Seller to request cancellation of selected Order Item(s) from an existing Order.
Preconditions	- There is an existing Order - The Seller knows the OrderID and the selected Order Item ID(s) that it's requesting to be cancelled.
Process	- Seller tells the Airline which Order Item(s) it would like to be cancelled from an existing Order - Airline validates the request (message) for minimum information required by that airline - Airline cancels the requested Order Item(s) from the existing Order - Airline responds to Seller.
Success	Airline has cancelled the requested Order Item(s) from the existing Order.
Failure	- No Order Items have been cancelled from the existing Order - Only some Order Items have been cancelled from the existing Order.

Cancellation following a Planned Schedule Change

Cancellation following a planned schedule change

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

Commit to the Terms of the Order

	Commit to the Terms of the Order
Description	This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Order / Order Item(s).
Preconditions	- Seller has an Order ID - Seller has the Order Item IDs that they are willing to commit - Airline has payment information.
Process	- Seller sends the commit request - Airline commits the Order - Airline returns confirmation of commitment (represented in multiple ways: doc data, delivery status, payment status, etc.)
Success	The selected Order / Order Item(s) are committed.
Failure	- The selected Order / Order Item(s) are not committed - Only some of the selected Order Item(s) are committed.

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

	Commit to the Terms of the Offer during 'Create Order'
Description	This function allows the Seller to notify the Airline that they are ready to accept the Terms of the Offer / Offer Item(s).
Dependancy	Create Order
Preconditions	- Seller has selected Offer ID(s) - Seller has the Offer Item ID's that they are willing to commit - Airline has payment information.
Process	- Seller sends the commit request - Airline commits the resulting Order Items in the Order being created - Airline returns confirmation of commitment (represented in multiple ways: doc data, delivery status, payment status, etc.).
Success	The resulting Order / Order Item(s) are committed.
Failure	- The resulting Order / Order Item(s) are not committed - Only some of the resulting Order Item(s) are committed.

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

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

Description	This business capability covers following functionalities mentioned in the message flow discussions. Several functions can be triggered through a single commitment (e.g. a change may invoke a cancellation of an item): - Function: "Request Offer Item(s) to be added to an existing Order", o To allow the Seller to request that Offer Item(s) be converted into Order Item(s) within an existing Order - Function: "Cancel Order Item(s) from an existing Order" o To allow the Seller to request cancellation of selected Order Item(s) from an existing Order. - Function: "Add payment information into an existing Order" o To allow the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s). - Function: "Commit to the Terms of the Order" o To allow the Seller to notify the Airline that they are ready to accept the Terms of the Order / OrderItem(s). This business capability also allows a seller to confirm contact details of the customer at the time the servicing is requested.
Preconditions	An Order exists in the Airline (ORA)'s Order Management System Seller communicates intent to service partially or fully the order Airline (ORA) communicates some offers to the seller so that passenger can select his servicing option.
Process	When accepting a servicing offer the passenger may want to provide or update his contact details so that the seller can communicate them to the airline (ORA)
Success	The airline (ORA) receives passenger contact details from the seller and update the order accordingly for subsequent notifications
Failure	The airline (ORA) does not receive passenger contact details from the seller

Confirm the price of the Order Item(s)

	Confirm the price of the Order Item(s)
Description	This function allows the Seller to request that an Airline quotes and confirms the price of unpaid Order Item(s).
Preconditions	- Seller has an Order ID - Seller has Order Item ID(s) that it wants to be priced (optionally) - The Price Guarantee Time Limit has expired.
Process	- Seller sends to the Airline the Order ID and optionally the Order Item ID(s) to be priced, including any dependent Order Item(s) - Airline prices the Order Item(s) in the context of an Order.
Success	- Prices in the Order still valid - There is a Repriced Offer.
Failure	General error.

Inform Seller of passenger name and/or contact details changes

Inform Seller of passenger name and/or contact details changes

Description	The Seller is notified of any Contact details and Name change
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The passenger has changed the contact details and/or name directly with the Airline (ORA)
Process	Airline (ORA) communicates changes to the Seller's endpoint
Success	Seller is informed of changes via OrderChangeNotifRQ
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint

Inform Seller of payment status changes

Inform seller of payment status changes

Description	The Seller is notified of any payment status change, so the traveler can be notified.
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The Airline (ORA) changed the payment status
Process	Airline (ORA) communicates changes to the Seller's endpoint
Success	Seller is informed of changes via OrderChangeNotifRQ
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint

Inform Seller of flight segment time changes (Schedule Change)

Inform seller of flight segment time changes (Schedule Change)

Description	The Seller is notified of any flight time changes, so the traveler can be notified.
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The Airline (ORA) performs a schedule change to update the flight time
Process	Seller receives changes from the Airline (ORA) o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)
Success	Seller is informed of changes via OrderChangeNotifRQ o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint Any OrderViewRS returns or includes o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)

Inform Seller of flight number changes (Schedule change)

Inform seller of flight number changes schedule change)

Description	The Seller is informed of any flight number changes, so the traveler can be notified.
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The Airline (ORA) performs a schedule change to update the flight number
Process	Seller receives changes from the Airline (ORA) o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)
Success	Seller is informed of changes via OrderChangeNotifRQ o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint Any OrderViewRS returns or includes o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)

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

Inform Seller of flight arrival and/or departure changes

Description	The Seller is notified of any arrival and/or departure changes
Preconditions	• An Order exists in the Airline (ORA)'s Order Management System • The Airline (ORA) changed the arrival and/or departure details
Process	Seller receives changes from the Airline (ORA) o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)
Success	Seller is informed of changes via OrderChangeNotifRQ o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint Any OrderViewRS returns or includes o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)

Inform Seller of flight equipment changes (Schedule Change)

Inform Seller of flight equipment changes (Schedule Change)

Description	The Seller is notified of any equipment changes
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The Airline (ORA) changed the equipment type
Process	Seller receives changes from the Airline (ORA) o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)
Success	Seller is informed of changes via OrderChangeNotifRQ o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint Any OrderViewRS returns or includes o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)

Inform Seller of flight cancellation (Schedule Change)

Inform seller of flight cancellation (Schedule Change)

Description	The Seller is notified of any flight cancellation
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The Airline (ORA) cancelled flight without passenger reaccommodation
Process	Seller receives changes from the Airline (ORA) o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)
Success	Seller is informed of changes via OrderChangeNotifRQ o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint Any OrderViewRS returns or includes o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)

Inform seller of flight changes (Schedule Change)

Inform seller of flight changes (Schedule Change)

Description	The Seller is notified of any flight changes
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The Airline (ORA) makes changes to the flight details
Process	Seller receives changes from the Airline (ORA) o Seller receives Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, ReasonCode (REA), ChangeTypeCode, and Fare Waiver (if applicable) from Airline (ORA)
Success	Seller is informed of changes via OrderChangeNotifRQ o The OrderChangeNotifRQ contains Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable) to Seller's endpoint Any OrderViewRS returns or includes o The Airline URI, SellerFollowUpIndicator, ActionTimeLimit, ConsequenceOfInaction, REA, ChangeTypeCode, and Fare Waiver (if applicable)
Failure	No OrderChangeNotifRQ sent to the Seller's endpoint OrderChangeNotifRQ sent to the Seller's endpoint without SellerFollowUpIndicator, ActionTimeLimit, REA, ChangeTypeCode, and ConsequenceOfInaction (when applicable)

Inform Seller of Planned Schedule Change and any required follow up actions

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

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

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

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

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

Inform Seller about differential type

Inform Seller about differential type

Description	For each Offer Item, this function allows the Airline to inform the Seller about amount differential type if this Offer Item is chosen. This indicator should be used for both cancellation and change scenarios. Several types of action are possible when the customer selects a reshopped Offer.
Preconditions	An Order exists in the Airline (ORA)'s Order Management System Seller communicates intent to service partially or fully the order. Servicing the order results in financial liability scenarios, based on amount differentials.

Process	Airline (ORA) defines the financial liability scenario based on the amount differentials that can be:
	o AddCol" – the change will result into a new payment from the customer (applies to change scenarios)
	For this use case, the Airline should inform Seller about amount details and the usual payment instructions
	o Refund" - the change will result into a customer refund (applies to cancellations and change scenarios)
	For this use case, the airline should inform seller about the action that will take place for payment: void if capture was not yet triggered, refund if money is already captured by the airline.
	o Residual" - the change will result into a determined amount kept by airline for future use (applies to cancellations and change scenarios)
	For this use case, the amount kept by the airline is determined at this moment and can be communicated to the seller
	o Reusable" – the financial result of the change will be determined when customer comes back to select new journey options (applies to change scenarios when customer does not yet know how to reuse the money)
	For this use case, the amount that the agent can reuse may not be known at this moment. It may be determined at a later stage, when the customer chooses new travel options. As a consequence, the airline should be able to pass to the Seller a reusable amount indicator even if no amount is communicated at this stage.
	o EvenExchange" – the change does not have any financial impact to the customer (applies to change scenarios)
	Amount differentials details may have to be present in case the breakdown of the base, taxes, etc… differ but the total remains the same.
	o AddColAndRefund" – the change will result into both a new payment from the customer and a customer refund (applies to cancellation and change scenarios)
	This use case is a combo of "AddCol" & "Refund" use cases
	o AddColAndResidual" – the change will result into both a new payment from the customer and a determined amount kept by airline for future use (applies to cancellation and change scenarios)
	o This use case is a combo of "AddCol" & "Residual" use cases
Success	OrderReshopRS includes DiffentialType in any price differential structure

Failure	OrderReshopRS does not includes DiffentialType in any price differential structure

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

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

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

Inform Seller if a penalty is netted or to be paid

Inform Seller if a penalty is netted or to be paid

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

Provide address at destination

Provide address at destination

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

Provide emergency contact details

Provide emergency contact details

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

Provide contact details for unaccompanied minor

Provide contact details for an unccompanied minor

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

Retrieve Order

Retrieve Order	
Description	This function allows the Seller to display the content of an Order.
Preconditions	- An Order exists in the Airline's Order Management System - The Seller knows the Order ID.
Process	- Seller requests to retrieve Order from the Airline - Airline responds with the Order Information.
Success	The Order Information is returned to the Seller.
Failure	Order cannot be accessed by the Seller.

Reshop following a Planned Schedule Change

Reshop following a Planned Schedule Change

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

Request refundable amount for existing Order Item(s)

	Request refundable amount for existing Order Item(s)
Description	This function allows the Seller to request the refundable amount for existing Order Item(s) that the Customer wishes to cancel.
Preconditions	- An Order exists in the Airline's Order Management System - The Seller knows the Order ID - Seller has the Order Item ID(s) for the Order Items that the Customer wishes to cancel.
Process	- Seller sends to the Airline the Order Item ID(s) to be cancelled from the existing Order - Airline calculates refundable amount for each selected Order Item.
Success	Seller is in possession of a Reshop Offer containing the refundable amounts for all selected Order Item(s).
Failure	- The Airline is not able to return a Reshop Offer and an error is returned - The Airline can return a Reshop Offer containing the refundable amounts for only some of the selected Order Item(s).

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

	Request Offer Item(s) to be added to an existing Order
Description	This function allows the Seller to request that Offer Item(s) be converted into Order Item(s) within an existing Order.
Preconditions	- An Order exists in the Airline's Order Management System - Seller knows the OrderID - There are new Offer(s) containing Offer Items which the Seller wishes to convert into Order Items in an existing Order.
Process	- Seller tells the airline which Offer Items they would like to convert into Order Items in an existing Order - Airline validates the request (message) for minimum information required by that airline - Airline creates new Order Items from the selected Offer Items in the existing Order - Airline responds to Seller.
Success	Airline has added new Order Items in an existing Order that reflects the Seller's selected Offer Items.
Failure	- No Offer Items are converted into Order Items within the existing Order - Only some Offer Items are converted into Order Items within the existing Order.

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

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

Description	Re-shopping response returned by the Airline including the information for the Customer to understand the impacts of the Order Modification or Cancellation (partial or full)
Preconditions	An Order exists in the Airline (ORA)'s Order Management System The Seller has initiated an Order Modification or Cancellation (partial or full)
Process	Airline (ORA) responds to the reshopping request with eligible offers including: o Old Price o New Price o Penalty if applicable (including the net indicator) o Differential Price o Pricing at passenger level o The Reusable indicator (at Order Item level) o Unchanged indicator (at Service level) o The Void indicator (at Order Item level)
Success	Seller has received the eligible offer with the details for the customer to make an informed decision on the next step (e.g acceptance of the reshop offer)
Failure	N/A

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

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

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

Report penalty to Airline Accounting

Report penalty to Airline Accounting

Description	The Airline is conveying the penalty information in the OSIN/OSIADN to Airline's Accounting System
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The passenger has changed the Order that resulted in collection of at least one penalty amount
Process	Airline communicates netted penalty information to Airline's Accounting System Airline communicates non-netted penalty information to Airline's Accounting System
Success	Airline's Accounting System is informed of the penalty information resulting from the change in the Order
Failure	OSIN/OSIADN message does not contain penalty information where at least one penalty amount is collected as a result of changing the Order Airline's Accounting system is not informed of the penalty information provided in the OSIN/OSIADN

Report refundable amounts to Airline Accounting

Report refundable amounts to Airline Accounting

Description	The Airline is conveying the refundable information in the OSIN/OSIADN to Airline's Accounting System
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The passenger has changed the Order that resulted in the refund of some amount back to the passenger
Process	Airline communicates full refundable information to Airline's Accounting System Airline communicates partial refundable information to Airline's Accounting System
Success	Airline's Accounting System is informed of the refundable information resulting from the change in the Order
Failure	OSIN/OSIADN message does not contain refundable information where at least one penalty amount is collected as a result of changing the Order Airline's Accounting system is not informed of the refundable information provided in the OSIN/OSIADN

Report non-refundable amounts to Airline Accounting

Report non-refundable amounts to Airline Accounting

Description	The Airline is conveying the non-refundable information in the OSIN/OSIADN to Airline's Accounting System
Preconditions	- An Order exists in the Airline (ORA)'s Order Management System - The passenger has changed the Order that resulted in the withholding of some amount back from the passenger
Process	Airline communicates non-refundable information (withheld base or tax amounts) to Airline's Accounting System
Success	Airline's Accounting System is informed of the non-refundable information resulting from the change in the Order
Failure	OSIN/OSIADN message does not contain non-refundable information where at least one penalty amount is collected as a result of changing the Order Airline's Accounting system is not informed of the non-refundable information provided in the OSIN/OSIADN

Transmit fare waiver at reshop

Transmit fare waiver at reshop

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

View emergency contact details

View emergency contact details

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

View contact details for an unaccompanied minor

View contact details for an unaccompanied minor

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

View address at destination

View address at desinations

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

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

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

Description	After committing the Order modification or cancellation (partial or full), the Seller can view the order with the results
Preconditions	An Order exists in the Airline (ORA)'s Order Management System The Seller has committed an Order Modification or Cancellation (partial or full)
Process	Airline (ORA) returns the Order including: o Grand Total (at Order Item level) o Penalty if applicable including the net indicator (at Order Item level) o Differential Price (at Order Item level) o Service Associations to the corresponding Accountable documents (including EMD for the residual values) o The Reusable indicator (at Order Item level) o Unchanged indicator (at Service level) o The Void indicator (at Order Item level) o Payment transaction association to the Accounting document (e.g. EMD coupon for the Penalty or Residual Value)
Success	The Seller is able to view the result of the order modification or cancellation (full or partial).
Failure	N/A

Augmentation Points

Augmentation Points within the messages are undefined elements which allow any Implementer to add any structure within the message for any defined purpose.

Request

This section documents the key elements for the Augmentation Points within the request.

01. Sending a Custom Structure to an Airline

A seller may choose to send a bilateral or specific structure to an Airline as agreed. Any Structure can be added to this element.

```
<iata:IATA_ServiceListRQ>
 <iata:AugmentationPoint>
  <other:BilateralStructure>
   <other:Something/>
   <other:Something/>
  </other:BilateralStructure>
 </iata:AugmentationPoint>
</iata:IATA_ServiceListRQ>
```

> **Note**
>
> Note, the above 'BilateralStructure' is an example only and will not be found in the standard.

Response

01. Receiving a Custom Structure from an Airline

An airline may choose to send a bilateral or specific structure to a seller as agreed. Any structure can be added to this element.

```
<iata:IATA_ServiceListRS>
 <iata:AugmentationPoint>
  <other:BilateralStructure>
   <other:Something/>
   <other:Something/>
  </other:BilateralStructure>
 </iata:AugmentationPoint>
</iata:IATA_ServiceListRS>
```

> **Note**
>
> Note, the above 'BilateralStructure' is an example only and will not be found in the standard.

Airline Taxonomy

The Airline Taxonomy is a shared language for Airlines to describe their products and services to Sellers and a way for Sellers to optionally request specific features in an Offer.

View the Airline Taxonomy

View the Airline Taxonomy Here

Codeset

The Taxonomy is a hierarchy of related items which is used to convey the context of the product or service and can be found in this section

The Airline Taxonomy is a codeset managed by Airlines through the Standards Settings Governance.

Management of the Airline Taxonomy

During a release, the Standards Group can **add** items to the Airline Taxonomy at any time. Items can only be **changed** or **removed** in a new release.

To request changes to the Airline Taxonomy, email standards@iata.org or contact a representitive within the Offer Group.

Message Capabilities

To view how to implement this within the messages, see the Capabilities Page

Airline Taxonomy Codeset

Taxonomy ID	Parent ID	Name	Description	Status
0000		Airline Taxonomy		Endorsed 01 October 2019
0064	0000	Flight	Any Product or Service related to a Flight	Endorsed 01 October 2019
00C8	0064	Servicing	Any Product or Service related to Servicing of that Flight	Endorsed 01 October 2019
012C	00C8	Change	Any Product or Service relating to Change Conditions	Endorsed 01 October 2019
0190	00C8	Refund	Any Product or Service relating to Refund Conditions	Endorsed 01 October 2019
01F4	0064	Entertainment	Any Product or Service related to Entertainment on board a Flight	Endorsed 01 October 2019
0258	01F4	WI-FI	Any Product or Service which is transmitted through Wireless means	Endorsed 01 October 2019
02BC	01F4	Television	Any Product or Service which is plays Video related Content	Endorsed 01 October 2019
0320	01F4	Games	Any Product or Service that relates to an activity engaged in for fun	Endorsed 01 October 2019
0384	01F4	Internet	Any Product or Service that provides access and content from the Word Wide Web	Endorsed 01 October 2019
03E8	01F4	Power	Any Product or Service that charges Passenger Personal Devices	Endorsed 01 October 2019
044C	0064	Meal	Any Product or Service which contains Food	Endorsed 01 October 2019
04B0	044C	Breakfast	Any Product or Service which contains food and is generally eaten first thing in the day	Endorsed 01 October 2019
0514	044C	Lunch	Any Product or Service which contains food and is generally eaten mid-day	Endorsed 01 October 2019
0578	044C	Dinner	Any Product or Service which contains food and is generally eaten at the end of the day	Endorsed 01 October 2019
05DC	044C	Snack	Any Product or Service which contains a small amount of food eaten between meals	Endorsed 01 October 2019
0640	0064	Beverage	Any Product or Service which is drinkable	Endorsed 01 October 2019
06A4	0640	Alcoholic	Any Product or Service which is drinkable and contains Alcohol	Endorsed 01 October 2019
0708	0640	Non-Alcoholic	Any Product or Service which is drinkable without Alcohol	Endorsed 01 October 2019

076C	0064	Medical Equipment	Any Product or Service which aids the health of a Passenger	Endorsed 01 October 2019
07D0	076C	Oxygen	Any Product or Service which offers some assistance to a Passenger	Endorsed 01 October 2019
0834	076C	Stretcher	Any Product or Service which aids the breathing of a Passenger	Endorsed 01 October 2019
0898	076C	Wheelchair	Any Product or Service which transports a Passenger Lying down	Endorsed 01 October 2019
08FC	076C	Incubator	Any Product or Service which transports a Passenger in a Controlled Environment	Endorsed 01 October 2019
0960	0064	Escort	Any Product or Service which accompanys a Passenger	Endorsed 01 October 2019
09C4	0960	Minor	Any Product or Service which relates to accompanying an individual	Endorsed 01 October 2019
0A28	0960	Adults	Any Product or Service which relates to accompanying an minor	Endorsed 01 October 2019
0A8C	0960	Secured	Any Product or Service which relates to accompanying a Prisoner or security restricted individual	Endorsed 01 October 2019
0AF0	0960	Senior	Any Product or Service which relates to accompanying a Senior	Endorsed 01 October 2019
0B54	0960	Medical	Any Product or Service which relates to accompanying an individual for medical purposes	Endorsed 01 October 2019
0BB8	0960	VIP	Any Product or Service which relates to accompanying a VIP passenger	Endorsed 01 October 2019
0C1C	0960	Service Animal	Any Product or Service which relates to a Service Animal which will accompany a passenger	Endorsed 01 October 2019
0C80	0960	Emotional Support Animal	Any Product or Service which relates to an Emotional Service Animal which will accompany a passenger	Endorsed 01 October 2019
0CE4	0064	Loyalty	Any Product or Service relating to Passenger Loyalty	Endorsed 01 October 2019
0D48	0064	Upgrades	Any Product or Service relating to the upgrade of a Passengers selected Product	Endorsed 01 October 2019
0DAC	0064	Charity	Any Product or Service which voluntarily gives help to people or things in need	Endorsed 01 October 2019
0E10	0DAC	Environment	Any Product or Service which voluntarily gives help to the Enviornment	Endorsed 01 October 2019
0E74	0DAC	Humanitarian	Any Product or Service which voluntarily gives help to People	Endorsed 01 October 2019
0ED8	0064	Purchases	Any Product or Service which can be purchased on board	Endorsed 01 October 2019
0F3C	0ED8	Duty Free	Any Product or Service which can be purchased without duty	Endorsed 01 October 2019

0FA0	0064	Cabin Baggage	Any Product or Service which allows for Standard Baggage in the Cabin	Endorsed 01 October 2019
1004	0FA0	Bag	Any Product or Service which denotes the same of a standard bag	Endorsed 01 October 2019
1068	0FA0	Car Seat	Any Product or Service which allows for a Car Seat within the Cabin	Endorsed 01 October 2019
10CC	0FA0	Stroller	Any Product or Service which allows for a Stroller in the Cabin	Endorsed 01 October 2019
1130	0FA0	Cot	Any Product or Service which allows for a Cot in the Cabin	Endorsed 01 October 2019
1194	0FA0	Pet	Any Product or Service which allows a Pet in the Cabin	Endorsed 01 October 2019
11F8	0FA0	Excess	Any Product or Service which allows Standard Excess Baggage in the Cabin	Endorsed 01 October 2019
125C	0FA0	Human Remains	Any Product or Service which allows Human Remains in the Cabin	Endorsed 01 October 2019
12C0	0FA0	Media Equipment	Any Product or Service which allows for Media Equipment in the Cabin	Endorsed 01 October 2019
1324	0FA0	Music Equipment	Any Product or Service which allows for Music Equipment to be transported	Endorsed 01 October 2019
1388	0FA0	Sports Equipment	Any Product or Service which allows Spots Equipment in the Cabin	Endorsed 01 October 2019
13EC	0064	Checked Baggage	Any Product or Service which allows Standard Baggage to be Checked	Endorsed 01 October 2019
1450	13EC	Bag	Any Product or Service which denotes the same of a standard bag	Endorsed 01 October 2019
14B4	13EC	Car Seat	Any Product or Service which allows for a Car Seat to be Checked	Endorsed 01 October 2019
1518	13EC	Stroller	Any Product or Service which allows for a Stroller to be Checked	Endorsed 01 October 2019
157C	13EC	Cot	Any Product or Service which allows for a Cot to be Checked	Endorsed 01 October 2019
15E0	13EC	Pet	Any Product or Service which allows a Pet to be Checked	Endorsed 01 October 2019
1644	13EC	Excess	Any Product or Service which allows Standard Excess Baggage to be Checked	Endorsed 01 October 2019
16A8	13EC	Human Remains	Any Product or Service which allows Human Remains to be Checked	Endorsed 01 October 2019
170C	13EC	Media Equipment	Any Product or Service which allows for Media Equipment to be Checked	Endorsed 01 October 2019
1770	13EC	Music Equipment	Any Product or Service which allows for Music Equipment to be transported	Endorsed 01 October 2019

17D4	13EC	Sports Equipment	Any Product or Service which allows Spots Equipment to be Checked	Endorsed 01 October 2019
1838	0064	Seat	Any Product or Service associated to a Standard Seat	Endorsed 01 October 2019
189C	1838	Preferred	Any Product or Service associated to a Preferred Seat	Endorsed 01 October 2019
1900	1838	Bassinet	Any Product or Service associated to a Bassinet	Endorsed 01 October 2019
1964	0064	Assistance	Any Product or Service associated to general Assistance being offered	Endorsed 01 October 2019
19C8	1964	Minor	Any Product or Service associated to general Assistance being offered for Minors	Endorsed 01 October 2019
1A2C	1964	Adults	Any Product or Service associated to general Assistance being offered for Adults	Endorsed 01 October 2019
1A90	1964	Senior	Any Product or Service associated to general Assistance being offered for Seniors	Endorsed 01 October 2019
1AF4	0000	Airport	Any Product or Service related to an Airport	Endorsed 01 October 2019
1B58	1AF4	Lounge	Any Product or Service related to a Lounge	Endorsed 01 October 2019
1BBC	1B58	Amenities	Any Product or Service which is associated to a Lounge Amenity	Endorsed 01 October 2019
1C20	1BBC	Seating	Any Product or Service associted to Seating within a Lounge	Endorsed 01 October 2019
1C84	1BBC	Restrooms	Any Product or Service associted to Restrooms within a Lounge	Endorsed 01 October 2019
1CE8	1BBC	Shower	Any Product or Service associted to Shower within a Lounge	Endorsed 01 October 2019
1D4C	1BBC	Meal	Any Product or Service associted to Food within a Lounge	Endorsed 01 October 2019
1DB0	1BBC	Beverage	Any Product or Service associted to Beverages within a Lounge	Endorsed 01 October 2019
1E14	1BBC	Office	Any Product or Service associted to an Office Space within a Lounge	Endorsed 01 October 2019
1E78	1BBC	Internet	Any Product or Service associted to Internet Connectivity within a Lounge	Endorsed 01 October 2019
1EDC	1BBC	Sleeping	Any Product or Service associted to Sleeping within a Lounge	Endorsed 01 October 2019
1F40	1B58	Location	Any Taxonomy which defines the location of the Lounge (for example, prior to Security or after)	Endorsed 01 October 2019
1FA4	1F40	Departure	Taxonomy to define that the Lounge is available prior to Departure	Endorsed 01 October 2019

2008	1F40	Arrival	Taxonomy to define that the Lounge is available after Arrival	Endorsed 01 October 2019
206C	1AF4	Terminal	Any Product or Service related to a Terminal	Endorsed 01 October 2019
20D0	206C	Amenities	Any Product or Service related to a Terminal Amenity	Endorsed 01 October 2019
2134	20D0	Shower	Any Product or Service associted to Shower within the Terminal	Endorsed 01 October 2019
2198	20D0	Food and Beverage	Any Product or Service associted to Food and Beverage within the Terminal	Endorsed 01 October 2019
21FC	20D0	Sleeping	Any Product or Service associted to Sleeping within the Terminal	Endorsed 01 October 2019
2260	20D0	Shops	Any Product or Service associted to Shopping within the Terminal	Endorsed 01 October 2019
22C4	20D0	Internet	Any Product or Service associted to granting access to the World Wide Web	Endorsed 01 October 2019
2328	1AF4	Check In	Any Product or Service associated to Check In	Endorsed 01 October 2019
238C	2328	Priority	Any Product or Service associated to Priority Check In	Endorsed 01 October 2019
23F0	2328	Manual	Any Product or Service associated to a Check in Desk	Endorsed 01 October 2019
2454	2328	Internet	Any Product or Service associated to the passenger checking in online (mobile, website etc)	Endorsed 01 October 2019
24B8	2328	Automated	Any Product or Service associated to Automated Check In	Endorsed 01 October 2019
251C	2328	Kiosk	Any Product or Service associated to Kiosk Check In	Endorsed 01 October 2019
2580	1AF4	Boarding	Any Product or Service associated to Boarding	Endorsed 01 October 2019
25E4	2580	Priority	Any Product or Service associated to Priority Boarding	Endorsed 01 October 2019
2648	1AF4	Security	Any Product or Service associated to Security	Endorsed 01 October 2019
26AC	2648	Priority	Any Product or Service associated to Priority Security	Endorsed 01 October 2019
2710	1AF4	Medical Equipment	Any Product or Service which aids the breathing of a Passenger	Endorsed 01 October 2019
2774	2710	Oxygen	Any Product or Service which transports a Passenger lying down	Endorsed 01 October 2019
27D8	2710	Stretcher	Any Product or Service which transports a Passenger in a Seat	Endorsed 01 October 2019

283C	2710	Wheelchair	Any Product or Service which transports a Passenger using a Wheelchair	Endorsed 01 October 2019
28A0	2710	Incubator	Any Product or Service which transports a Passenger in a Controlled Environment	Endorsed 01 October 2019
2904	1AF4	Escort	Any Product or Service which transports a Passenger in a Controlled Environment	Endorsed 01 October 2019
2968	2904	Minor	Any Product or Service which relates to accompanying an individual	Endorsed 01 October 2019
29CC	2904	Adults	Any Product or Service which relates to accompanying an minor	Endorsed 01 October 2019
2A30	2904	Secured	Any Product or Service which relates to accompanying a Prisoner or security restricted individual	Endorsed 01 October 2019
2A94	2904	Senior	Any Product or Service which relates to accompanying a Senior	Endorsed 01 October 2019
2AF8	2904	Medical	Any Product or Service which relates to accompanying an individual for medical purposes	Endorsed 01 October 2019
2B5C	2904	VIP	Any Product or Service which relates to accompanying a VIP passenger	Endorsed 01 October 2019
2BC0	2904	Service Animal	Any Product or Service which relates to a Service Animal which will accompany a passenger	Endorsed 01 October 2019
2C24	2904	Emotional Support Animal	Any Product or Service which relates to an Emotional Service Animal which will accompany a passenger	Endorsed 01 October 2019
2C88	0000	Ground	Any Product or Service relating to Ground Services outside the Airport	Endorsed 01 October 2019
2CEC	2C88	Transport	Any Product or Service relating to Transport Services outside the Airport	Endorsed 01 October 2019
2D50	2CEC	Car Hire	Any Product or Service relating to Car Hire	Endorsed 01 October 2019
2DB4	2CEC	Taxi	Any Product or Service relating to renting a Taxi	Endorsed 01 October 2019
2E18	2CEC	Ride Share	Any Product or Service relating to Ride Share Programs	Endorsed 01 October 2019
2E7C	2CEC	Train	Any Product or Service relating to transport by Rail	Endorsed 01 October 2019
2EE0	2CEC	Boat	Any Product or Service relating to transport by Boat	Endorsed 01 October 2019
2F44	2CEC	Cruise	Any Product or Service relating to transport by Cruise Liner	Endorsed 01 October 2019
2FA8	2CEC	Bus	Any Product or Service relating to Bus or Coach	Endorsed 01 October 2019
300C	2CEC	Tour	Any Product or Service relating to Tansport via a Tour	Endorsed 01 October 2019

3070	2CEC	Limo	Any Product or Service relating to transport by Limosine	Endorsed 01 October 2019
30D4	2C88	Parking	Any Product or Service relating to Parking offsite from the Airport	Endorsed 01 October 2019
3138	2C88	Accommodation	Any Product or Service relating to Accomidation	Endorsed 01 October 2019
319C	0000	Journey	Any Product or Service not relating specifically to a flight, groung or airport service. For example holiday insurance.	Endorsed 01 October 2019
3200	319C	Insurance	Any Product or Service relating to Insurance outside the context of just a flight, airport or ground	Endorsed 01 October 2019
3264	319C	Visa Services	Any Product or Service relating to Visa Services	Endorsed 01 October 2019
32C8	319C	Book and Hold	Any Product or Service relating to Book and Hold Services	Endorsed 01 October 2019

Airline Taxonomy Capabilities

Request Services using the Airline Taxonomy

01. Requesting a Specific Service using the Airline Taxonomy

A Seller may use the Airline Taxonomy (or bilateral) to request specific products or services within the Offers to be returned. In this example, the Seller requests Offers with WIFI.

None	Copy

```
<iata:ShoppingCriteria>
 <iata:ServiceCriteria>
  <iata:TaxonomyCode>0258</iata:TaxonomyCode>
 </iata:ServiceCriteria>
</iata:ShoppingCriteria>
```

02. Requesting not to return Specific Services

A Seller may wish to filter the other way by specifically requesting that one or more services are not returned. In this example, the Seller requests that the Airline does not return any Offers which have alcoholic drinks included.

None	Copy

```
<iata:ShoppingCriteria>
 <iata:ServiceCriteria>
  <iata:IncludeInd>false</iata:IncludeInd>
  <iata:TaxonomyCode>0258</iata:TaxonomyCode>
 </iata:ServiceCriteria>
</iata:ShoppingCriteria>
```

03. Requesting Multiple Services using the Airline Taxonomy

The Seller may choose to have any Offer which contains any of the following services.

None	Copy

```
<iata:ShoppingCriteria>
 <iata:ServiceCriteria>
  <iata:TaxonomyCode>0258</iata:TaxonomyCode>
  <iata:TaxonomyCode>01F4</iata:TaxonomyCode>
 </iata:ServiceCriteria>
</iata:ShoppingCriteria>
```

04. Requesting Services as Bilaterally Agreed between Parties

A Seller may specifically request a service that has been bilaterally agreed between the Airline and the Sellers previously. In this example, the Seller understands that the value ZZZA is a Pet Grooming Service, which the Seller would like within the returned Offers.

```
<iata:ShoppingCriteria>
 <iata:ServiceCriteria>
  <iata:TaxonomyCode>ZZZA</iata:TaxonomyCode>
 </iata:ServiceCriteria>
</iata:ShoppingCriteria>
```

> **Bilateral Content**
>
> It is possible to use bilaterally agreed content, however the Airline Taxonomy can also be updated to include new items to better describe a product or service.

Responding with Services within the Airline Taxonomy

01. Responding with a Taxonomized Service

An Airline may return a Service which is described using the Airline Taxonomy. In this example, the Airline has returned Lounge as defined within the Airline Taxonomy. (Airport -> Lounge)

```
<iata:ServiceTaxonomy>
 <iata:DescText>Lounge Access</iata:DescText>
 <iata:TaxonomyCode>1B58</iata:TaxonomyCode>
</iata:ServiceTaxonomy>
```

02. Responding with multiple Taxonomies for a Service

An Airline can describe a service with multiple Taxonomies. Here, the Airline describes its Lounge as having a Shower and Internet access.

```
<iata:ServiceTaxonomy>
 <iata:TaxonomyCode>1BBC</iata:TaxonomyCode>
</iata:ServiceTaxonomy>
<iata:ServiceTaxonomy>
 <iata:TaxonomyCode>1BBC</iata:TaxonomyCode>
</iata:ServiceTaxonomy>
```

03. Responding with Bilaterally agreed Taxonomies

An Airline may not find an appropriate Taxonomy structure for its product and may choose to add its own definitions to the structure bilaterally. In this example, the Airline is offering a Pet Grooming Service onboard. They've used the Shared Taxonomy to describe Pet but used their own value to describe it's a Grooming Service.

This can be done by the airline assigning a value and detailing this within its developer guidance. The Airline or Seller may, if they choose, bring this to the Standard Settings Group to add this in to the Shared Taxonomy if desired.

None	Copy

```
<iata:ServiceTaxonomy>
  <iata:TaxonomyCode>ZZZA</iata:TaxonomyCode>
</iata:ServiceTaxonomy>
```

04. Responding Airline Specific information around that Service

An Airline may also send additional information through a simply Key-value pair associated with a Taxonomy value. In this example, the Airline states that it has Internet (via WI-FI) and choose to further specify information around the Internet service Onboard. The Keys are values are not defined at an industry level; this is up to the Airline to use.

None	Copy

```
<iata:ServiceTaxonomy>
  <iata:DescText>Onboard Wi-Fi Internet Service</iata:DescText>
  <iata:ServiceFeature>
    <iata:CodesetCode>speed</iata:CodesetCode>
    <iata:CodesetNameCode>BILATERAL</iata:CodesetNameCode>
    <iata:ValueText>50</iata:ValueText>
  </iata:ServiceFeature>
  <iata:ServiceFeature>
    <iata:CodesetCode>altitude</iata:CodesetCode>
    <iata:CodesetNameCode>BILATERAL</iata:CodesetNameCode>
    <iata:ValueText>10000</iata:ValueText>
  <iata:TaxonomyCode>01F4</iata:TaxonomyCode>
</iata:ServiceTaxonomy>
```

Airlines Developer Guide

With a bilaterally agreed feature set, the airline should advise the integrators the expected Keys to be delivered within a Taxonomy, simliar to the below example.

Taxonomy	Codeset	Feature Key	Feature Value	Description
Pet Grooming Service	BILATERAL	MaxPetLength	Double (expressed in centimeters)	The maximum length of the pet which can be groomed during a flight.
Pet Grooming Service	BILATERAL	MaxPetHeight	Double (expressed in centimeters)	The maximum height of the pet which can be groomed during a flight.
Pet Grooming Service	BILATERAL	MaxPetWeight	Double (expressed in grams)	The maximum weight of the pet which can be groomed during a flight.

Offer and Order Conditions and Restrictions

Traditionally, an entire copy of fare rules is sent to the Seller for them to navigate and understand the requirements, eligibility and rules associated to the 'Offer', however this information is not always needed, nor clear to the Seller.

In Offer and Order Management, only the rules associated to the Offer should be sent to the Seller, not the internal information relating to the construction of the Offer.

The below table signifies the information (expressed as categoreis) that can be delivered to the Seller. This information is delivered in various places within the messages. Some of which is detailed in this section.

Cat 5 Advance Purchase	Cat 15 Sales Restrictions	Cat 8 Stopovers	Cat 31 Voluntary Changes	Cat 33 Voluntary Cancels	Cat 35 Negotiated fares
Previously supported feature which is catered using Time limits.	Previously supported feature which is catered for with Form of Payment, Currency etc.	To advise the Seller of the potential Stop over information along the selected itinerary	To advise the Seller of all the potential change rules (if its possible, the cost, and at what stage in your journey)	To advise the Seller of all the potential cancel rules (if its possible, the cost, and at what stage in your journey)	To advise the Seller if this Offer Item has been negotiated and what type of Offer is being presented.

This information is not supported in the transmission from the Airline to the Seller as it is not required.

Cat 1 Eligibility	Cat 2 Day/time application	Cat 3 Seasonality	Cat 4 Flight Application	Cat 6 Minimum stay
Cat 7 Minimum stay	Cat 9 Transfers	Cat 10 Combinability	Cat 11 Blackout Dates	Cat 12 Surcharges
Cat 13 Accompanied Travel	Cat 14 Travel Restrictions	Cat 16 Penalties	Cat 17 Higher Intermediate Point (HIPS)	Cat 18 Ticket Endorsements
Cat 19 Child/infant discounts	Cat 20 Agent discounts	Cat 21 Tour conductor discounts	Cat 22 Other discounts	Cat 25 Fare By Rule
Cat 27 Tour conditions	Cat 28 Visit Another Country	Cat 50 Application text		

Stages of a Restriction

In many scenarios, there are multiple changes in conditions within a 'Stage', therefore Rules need to be governed by an effective date to limit them within the section of the stage.

Take the following example in an Economy Offer:

1. Change is 'free of charge' up to 30 days prior to Departure
2. Change is 1 CHF from 30 days prior to Departure
3. No changes are allowed within 7 days of Departure
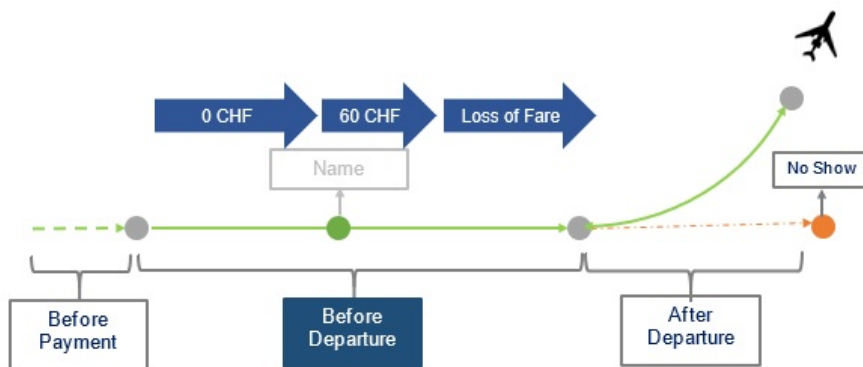
This can be modelled within 3 Rules using the EffectiveDate. The Effective Date is the point at which the Rule starts. The Rule can end in two scenarios:

- When the Stage ends (i.e. in the above scenario, when the Flight Departs)
- When its overridden by another Rule with a later EffectiveDate.

Therefore the above would be modelled as below considering the flight scenario:

GVA -> SIN: Payment: 1st January 2019 and departing: 1st February 2019

Scenario	Rule
1. Change is 'free of charge' up to 30 days prior to Departure	**Rule 1** Effective: 1/1/2019 (Payment Date) No penalty
2. Change is 60 CHF from 30 days prior to Departure	**Rule 2** Effective: 2/1/2019 (30 days from departure) Penalty of 60 CHF
3. No changes are allowed within 7 days of Departure	**Rule 3** Effective: 24/1/2019 (7 days from departure) Allowed is false.

Change Restrictions

01. Advising Changes are not Possible

An Airline advises that changes are not possible for the Offer or an Offer Item.

None	Copy

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>false</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Flight</iata:ChangeTypeCode>
 <iata:DescText>Changes after Departure are not allowed.</iata:DescText>
 <iata:JourneyStageCode>After Departure</iata:JourneyStageCode>
</iata:ChangeRestrictions>
```

02. Advising Changes are possible with Restrictions

An Airline advises that changes are possible for a specific period prior to departure, for fee.

None	Copy

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Flight</iata:ChangeTypeCode>
 <iata:DescText>Change before departure will incur a change fee of 1 CHF.
</iata:DescText>
 <iata:EffectiveDateTime>2020-12-17T09:30:47Z</iata:EffectiveDateTime>
 <iata:ExpirationDateTime>2020-12-19T09:30:47Z</iata:ExpirationDateTime>
 <iata:Fee>
  <iata:Amount CurCode="CHF">1.00</iata:Amount>
  <iata:ApproximateInd>false</iata:ApproximateInd>
  <iata:DescText>Plus any additional fare difference</iata:DescText>
 </iata:Fee>
 <iata:JourneyStageCode>Before Departure</iata:JourneyStageCode>
</iata:ChangeRestrictions>
```

03. Advising Changes are possible with Restrictions

An Airline advises that changes are possible for a specific period prior to departure, within a range for the fee.

None	Copy

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Flight</iata:ChangeTypeCode>
 <iata:DescText>Change before departure will incur a change fee.</iata:DescText>
 <iata:EffectiveDateTime TimeZoneCode="token">2020-12-
17T09:30:47Z</iata:EffectiveDateTime>
 <iata:ExpirationDateTime TimeZoneCode="token">2020-12-
17T09:30:47Z</iata:ExpirationDateTime>
 <iata:Fee>
```

```
      <iata:Amount CurCode="CHF">1.00</iata:Amount>
      <iata:ApproximateInd>true</iata:ApproximateInd>
      <iata:DescText>from</iata:DescText>
    </iata:Fee>
    <iata:JourneyStageCode>Before Departure</iata:JourneyStageCode>
  </iata:ChangeRestrictions>
```

04. Airline advises Changes using Stage Code

An Airline advises that changes after departure (due to no show) are allowed, but comes with a 100% loss of fare.

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
 <iata:DescText>Name Change Fee.</iata:DescText>
 <iata:Fee>
  <iata:Amount CurCode="CHF">1.00</iata:Amount>
 </iata:Fee>
</iata:ChangeRestrictions>
```

05. Advising a Seller of Name Change Rules

Airline advises the Seller that name changes for this Offer (or Offer Item) is not allowed.

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>false</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
 <iata:DescText>Name Changes are not allowed.</iata:DescText>
</iata:ChangeRestrictions>
```

06. Advising Name Changes

Airline advises the Seller that names changes are allowed for a price.

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
 <iata:DescText>Name Change Fee.</iata:DescText>
 <iata:Fee>
  <iata:Amount CurCode="CHF">1.00</iata:Amount>
 </iata:Fee>
</iata:ChangeRestrictions>
```

Airline advises the Seller that name changes are included in the Offer (free).

```
<iata:ChangeRestrictions>
 <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
 <iata:ChangeTypeCode>Name</iata:ChangeTypeCode>
 <iata:DescText>Name Change included.</iata:DescText>
</iata:ChangeRestrictions>
```

Cancel Restrictions

01. Advising a Seller of Cancel and Refundability Rules

A Seller advises that cancellations are not possible, and that the Customer eill loose 100% of their fare.

```
<iata:CancelRestrictions>
 <iata:AllowedModificationInd>false</iata:AllowedModificationInd>
 <iata:DescText>Cancellations after a no show are not permitted.</iata:DescText>
 <iata:JourneyStageCode>No Show</iata:JourneyStageCode>
</iata:CancelRestrictions>
```

02. Advising the Seller that Cancellations after Departure are Possible

Advising the Seller that cancellations after departure are possible and fully refundable to the Original Form of Payment up until a certain date (expiration date).

```
<iata:CancelRestrictions>
 <iata:AllowedModificationInd>true</iata:AllowedModificationInd>
 <iata:DescText>Cancellations after departure are permitted.</iata:DescText>
 <iata:ExpirationDateTime>2020-12-17T09:30:47Z</iata:ExpirationDateTime>
 <iata:JourneyStageCode>After Departure</iata:JourneyStageCode>
 <iata:Refund>
  <iata:FixedAmount CurCode="CHF">1.00</iata:FixedAmount>
  <iata:LevelTypeCode>Full</iata:LevelTypeCode>
  <iata:PaymentTypeCode>OFOP</iata:PaymentTypeCode>
 </iata:Refund>
</iata:CancelRestrictions>
```

Stop Over Information

01. Advising a Seller of Optional StopOver Information

The Offer Management System will evaluate the current itinerary (Offer) and determine if Stopovers are allowed for that itinerary. If Stopovers are allowed, the Airline may return the locations within the current itinerary and advise which ones have Stopovers.

The Seller can then request a new Offer including a Stopover if they wish.

> **Linking Stopover Information to an Airport**
>
> PaxSegmentRefID relates to the inbound segment. For example, if the itinerary is GVA-SIN-BNE and the stopover is in SIN, the PaxSegmentRefID would link to the GVA-SIN segment.

02. Advising the Seller that Stopovers are Available

The Airline wishes to advise the Seller that the itinerary could contain a stopover however is not descriptive as to what stopovers are allowed.

None	Copy

```
<iata:StopOverRestrictions>
 <iata:AvailInd>true</iata:AvailInd>
</iata:StopOverRestrictions>
```

03. Advising the Seller the Max Number of Stopovers Available

The airline wishes to advise that Seller that stopovers are allowed and there is a maximum of two stopovers available, which relate to both Passengers and will each cost 10 CHF.

None	Copy

```
<iata:StopOverRestrictions>
 <iata:AvailInd>true</iata:AvailInd>
 <iata:MaximumStopOversPermittedQty>2</iata:MaximumStopOversPermittedQty>
</iata:StopOverRestrictions>
```

The Airline wishes to advise the Seller only one stopover is allowed, however there are 2 options to where this stopover can occur.

None	Copy

```
<iata:StopOverRestrictions>
 <iata:AvailInd>true</iata:AvailInd>
 <iata:ChargeableInd>true</iata:ChargeableInd>
 <iata:MaximumStopOversPermittedQty>1</iata:MaximumStopOversPermittedQty>
 <iata:StopOverLocation>
  <iata:DatedOperatingLegRefID>token</iata:DatedOperatingLegRefID>
  <iata:MaximumDuration>P0Y0M0DT10H00M</iata:MaximumDuration>
  <iata:PaxSegmentRefID>PAXSEG-01</iata:PaxSegmentRefID>
 </iata:StopOverLocation>
```

```xml
  <iata:StopOverLocation>
   <iata:DatedOperatingLegRefID>token</iata:DatedOperatingLegRefID>
   <iata:MaximumDuration>P0Y0M0DT10H00M</iata:MaximumDuration>
   <iata:PaxSegmentRefID>PAXSEG-03</iata:PaxSegmentRefID>
  </iata:StopOverLocation>
 </iata:StopOverRestrictions>
```

Unstructured Information

Advising a Seller of Unstructured Information

Unstructured rules may also be communicated to the Seller at an Offer or Offer Item level using the description within the Rule, this description can be used to describe a structured rule, or independent, for example:

None	Copy

```
<iata:OfferItem>
 <iata:DescText>All Airline Offers are subject to change. If you change your booking,
your new Offer may be different to the original Offer.</iata:DescText>
</iata:OfferItem>
```

Masked Price

Advising a Seller of a Masked Fare

The Offer managmenet system can advise the Seller at the Offer time that an Order Price will be masked to the Customer should the Customer query the price directly with the Airline.

The Airline will return a Masked Indicator advising the Seller that the Base Amount will not be shown to the Customer.

None	Copy

```
<k:FarePrice>
 <k:FarePriceMasked>true</k:FarePriceMasked>
 <k:FarePriceType>
  <k:Price>
   <k:BaseAmount CurCode="CHF">10.00</k:BaseAmount>
   <k:TaxSummary>
    <k:Tax>
     <k:Amount CurCode="CHF">0.10</k:Amount>
     <k:Country>
      <k:CountryCode>CH</k:CountryCode>
     </k:Country>
     <k:RefundInd>true</k:RefundInd>
     <k:TaxCode>CH</k:TaxCode>
     <k:TaxTypeCode>Applied</k:TaxTypeCode>
    </k:Tax>
    <k:TotalTaxAmount CurCode="CHF">0.10</k:TotalTaxAmount>
   </k:TaxSummary>
   <k:TotalAmount CurCode="CHF">10.10</k:TotalAmount>
  </k:Price>
 </k:FarePriceType>
</k:FarePrice>
```

Ticket Designator

The Airline may advise the Seller of a specific type of Offer item which is being presented to the Customer using the Ticket Designator.

This element is for use with Field 1 and Field 2 of the Fare Basis Code (as defined in Resolution 728)

For example:

Fare Basis Code: TFBC/WH, Ticket Designator: WH
Fare Basis Code: TFBC/CO, Ticket Designator: CO

Advising a Seller of a Fare Basis Code and Ticket Designator

An airline may have specific ticket designators used to differentiate its fares which may also signify anything from private fares, wholesale, promotion or discounted fares.

If an airline has a designator, they shall split the designator into the Ticket Designator Code field and add the Fare Basis Code to the Fare basis Code field.

While these fields are not restricted, the limitation within the ticketing standard is 11 alpha numeric characters per field.

None	Copy

```
<iata:FareComponent>
 <iata:TicketDesignatorCode>WO</iata:TicketDesignatorCode>
 <iata:FareBasisCode>JFBC</iata:FareBasisCode>
 <iata:PriceClassRefID>J</iata:PriceClassRefID>
</iata:FareComponent>
```

Commissions

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.

None	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.

None	Copy

```
<iata:Commission>
 <iata:Percentage>1.00</iata:Percentage>
 <iata:PercentageAppliedToAmount CurCode="CHF">1.0</iata:PercentageAppliedToAmount>
</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

None	Copy

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

> **Commission Code**
> Note there is no codeset for this element.

04. Airline Advises Multiple Commission Types

An airline may send multiple commissions which would be applied.

None	Copy

```
<iata:Commission>
 <iata:CommissionCode>STANDARD</iata:CommissionCode>
 <iata:Percentage>1.0</iata:Percentage>
 <iata:PercentageAppliedToAmount CurCode="CHF">1.00</iata:PercentageAppliedToAmount>
</iata:Commission>
<iata:Commission>
 <iata:Amount CurCode="CHF">1.00</iata:Amount>
 <iata:CommissionCode>SUPPLEMENTAL</iata:CommissionCode>
</iata:Commission>
```

Margins

It is common practice for a Seller to apply a margin to an Airline Offer before quoting a price to the Customer.

This document describes the scenario in which the Seller is the Merchant of Record and the Airline does not set the amount that is ultimately quoted to the Customer.

Out of Scope:
• Airline as Merchant of Record
• Airline sets the amount that is quoted to the Customer

01. Adding a Margin to an Offer

The process for the Seller to apply a margin to an Offer is possible by following the below process.

1. The Seller sends a Shopping Request to the Airline

2. The Airline responds with Offers and the price of each Offer, including applicable taxes, fees & charges

3. The Seller may choose to add an additional amount (margin) to the Airline Offer and quote a combined Airline Offer Price + Margin to the Customer

4. If the Seller wishes to proceed with the Order, the Seller asks the Airline to create an Order for the amount quoted in the Airline Offer (less the margin),

5. The Seller collects payment from the Customer. The Seller can bill the customer for Airline Price + Taxes, Fees & Charges + Margin in one single transaction

6. The Airline creates an Order for the amount agreed between Seller and Airline, including any applicable taxes, fees and charges.

7. The Airline's Order will not contain any record of the Seller's margin

8. The Airline can mask the price so that it is not visible to the customer and can indicate to the Seller that the price is masked, using the Price Mask Indicator

9. The Seller pays the Airline the agreed amount, the Airline Offer Price, via BSP/ARC

Time Limits

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)
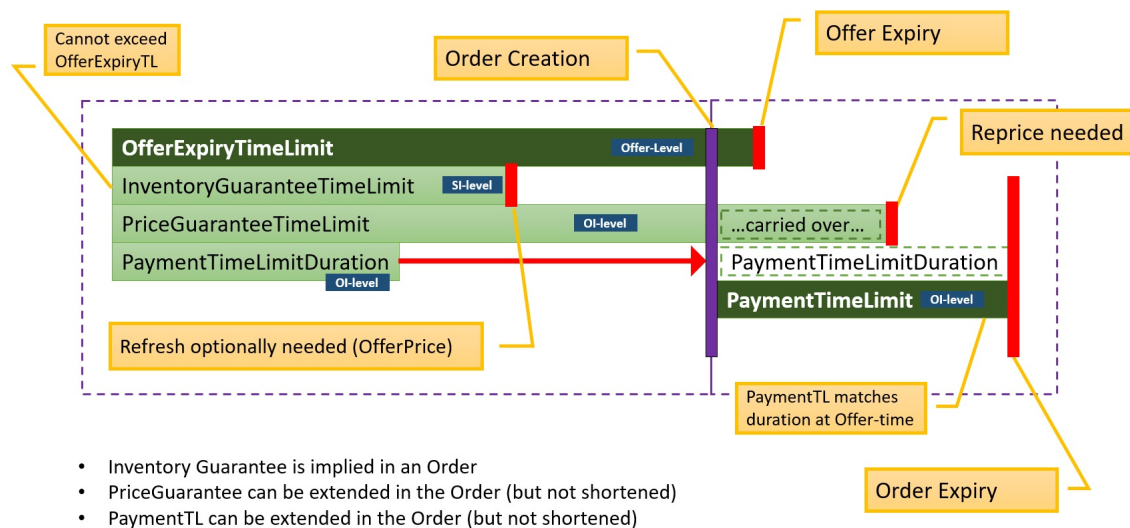
Time Limits within the Context of an Offer

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

<ALaCarteOffer>
 <OfferExpirationTimeLimitDateTime>2004-06-
25T14:36:56+02:00</OfferExpirationTimeLimitDateTime>
 <OfferID>GUID</OfferID>
</ALaCarteOffer>
```

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

<ALaCarteOffer>
 <!--...-->
 <ALaCarteOfferItem>
  <OfferItemID>GUID</OfferItemID>
  <!--...-->
  <PriceGuaranteeTimeLimitDateTime>2002-04-
30T17:11:37+02:00</PriceGuaranteeTimeLimitDateTime>
 </ALaCarteOfferItem>
</ALaCarteOffer>
```

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

```
<iata:PaymentTimeLimitDuration>P1M7DT16H36M36S</iata:PaymentTimeLimitDuration>
```

None	Copy

```
<iata:ALaCarteOffer>
 <!--...-->
 <iata:ALaCarteOfferItem>
  <iata:OfferItemID></iata:OfferItemID>
  <!--...-->
   <iata:PaymentTimeLimit>
<iata:PaymentTimeLimitDuration>P1M7DT16H36M36S</iata:PaymentTimeLimitDuration>
   </iata:PaymentTimeLimit>
  <!--...-->
 </iata:ALaCarteOfferItem>
</iata:ALaCarteOffer>
```

OR for indication of instant payment required:

None	Copy

```
<iata:PaymentTimeLimitDuration>P1M7DT16H36M36S</iata:PaymentTimeLimitDuration>
```

None	Copy

```
<iata:ALaCarteOffer>
 <!--...-->
 <iata:ALaCarteOfferItem>
  <iata:OfferItemID></iata:OfferItemID>
  <!--...-->
   <iata:PaymentTimeLimit>
<iata:PaymentTimeLimitDuration>PTM0DT0H0M0S</iata:PaymentTimeLimitDuration>
   </iata:PaymentTimeLimit>
  <!--...-->
 </iata:ALaCarteOfferItem>
</iata:ALaCarteOffer>
```

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

None	Copy

```
<iata:ALaCarteOffer>
 <!--...-->
 <iata:ALaCarteOfferItem>
  <iata:OfferItemID>GUID</iata:OfferItemID>
  <!--...-->
  <iata:PaymentTimeLimit>
   <iata:PaymentTimeLimitDateTime>2011-09-
27T20:07:52</iata:PaymentTimeLimitDateTime>
   </iata:PaymentTimeLimit>
  <!--...-->
```

```
    </iata:ALaCarteOfferItem>
  </iata:ALaCarteOffer>
```

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

```
<Order>
 <!--...-->
 <OrderID>XBXXX1A2B3C4D</OrderID>
 <!--...-->
 <OrderItem>
  <!--...-->
  <OrderItemID></OrderItemID>
  <PaymentTimeLimitDateTime>2018-08-13T13:59:38Z</PaymentTimeLimitDateTime>
  <!--...-->
 </OrderItem>
</Order>
```

Granular Price Time Limits

If an Airline decides to guarantee a price to the Seller/Customer, the Airline may wish to guarantee a part of the total price.

As well, in such scenario, the price guarantee time limit should not exceed the payment time limit. Payment time limit can be longer than the price guarantee time limit. If the price guarantee is expired, a repricing is recommended before payment.

The Airline can either use the Price Guarantee Time Limit Date Time to specify that the price is guaranteed without specifying (within the message) what part (if not all) of the Price is guaranteed. Or, the airline can describe (and change) the guarantees depending on the pricing component (Amount, Fee or Tax).

The Amount, Fee and Tax time limits only need to be taken into account if the Price Guarantee Time Limit has been populated. If so, the Price Guarantee Time Limit shall be the maximum time limit for all Tax, Amount and Fee limits

The below table shows two scenarios for guaranteeing a price to the Seller:

1. Within the Price Guarantee Time Limit, the Airline guarantees the total price (base amount, surcharge and taxes) for a total of 30 minutes.

2. Within the Price Guarantee Time Limit, the Airline guarantees the Base fare and a Tax for 5 days, but only the other tax for 4 hours, and the surcharge for 30 minutes.

Price Type	Amount	Price, Tax or Fee Guarantee Time Limit in the Offer	Price, Tax or Fee Guarantee Time Limit in the Order
Fare (Base Amount)	1.00 CHF	30 mins*	5 days*
Tax	1.00 CHF	30 mins	5 days
Tax	1.00 CHF	30 mins	4 hours
Tax	1.00 CHF	30 mins	4 hours
Surcharge	1.00 CHF	30 mins	30 mins

> **Note**
> The breakdown of price guarantee within the Order can also be implemented in the Offer and vice versa.

List of Service SSRs

This page contains the SSR's which have been identified as a service and will be documented within this section.

SSR	SSR name	Request Context	Response Context	Service Categorisation Structure
AOXY	Airline Supplied Oxygen	Passenger Preference	Service	Medical
AVIH	Animal in Hold	Passenger Preference	Service	Baggage
AVML	Vegetarian Hindu meal	Passenger Preference	Service	Meal
BBML	Baby meal	Passenger Preference	Service	Meal
BIKE	Bicycle	Passenger Preference	Service	Baggage
BLML	Bland meal	Passenger Preference	Service	Meal
BLND	Blind Passenger	Passenger Info	Service	Passenger
BSCT	Bassinet/carrycot/baby basket	Passenger Preference	Service	Seat
BULK	Bulky Baggage	Passenger Preference	Service	Baggage
CBBG	Cabin Baggage	Passenger Preference	Service	Baggage
CHML	Child meal	Passenger Preference	Service	Meal
COUR	Courier	Passenger Preference	Service	Baggage
DBML	Diabetic meal	Passenger Preference	Service	Meal
DEAF	Deaf Passenger	Passenger Info	Service	Passenger
DPNA	Disabled passenger with intellectual or developmental disability needing assistance	Passenger Info	Service	Passenger
ESAN	Passenger with Emotional Support/Psychiatric Assistance Animal in Cabin	Passenger Preference	Service	Baggage
EXST	Extra seat	Passenger Preference	Service	Seat
FPML	Fruit Platter meal	Passenger Preference	Service	Meal
FRAG	Fragile Baggage	Passenger Preference	Service	Baggage
FQTU	Frequent traveler requesting redemption for upgrade at the same time as obtaining accrual	Passenger Preference	Offer	Loyalty
GFML	Gluten intolerant	Passenger Preference	Service	Meal
HNML	Hindu meal	Passenger Preference	Service	Meal
KSML	Kosher meal	Passenger Preference	Service	Meal
LCML	Low calorie meal	Passenger Preference	Service	Meal
LFML	Low fat meal	Passenger Preference	Service	Meal
LSML	Low salt meal	Passenger Preference	Service	Meal

MAAS	Meet and assist	Passenger Preference	Service	Other
MEQT	Medical Equipment	Passenger Info	Service	Medical
MOML	Moslem meal	Passenger Preference	Service	Meal
NLML	Low lactose meal	Passenger Preference	Service	Meal
NOML	No meal	Passenger Preference	Service	Meal
PDBG	Prepaid baggage (chargeable)	Passenger Preference	Service	Baggage
PDCO	Carbon Offset (chargeable)	Passenger Preference	Service	TBC
PDFF	Frequent Flyer (chargeable)	Passenger Preference	Service	Passenger
PDIE	In-Flight Entertainment (chargeable)	Passenger Preference	Service	IFE
PDLG	Lounge (chargeable)	Passenger Preference	Service	Lounge
PDML	Meal/beverage (chargeable)	Passenger Preference	Service	Meal
PDPT	Pets (chargeable)	Passenger Preference	Service	Baggage
PDRO	Rule override (chargeable)	Passenger Preference	Service	TBC
PDSB	Standby (chargeable)	Passenger Preference	Service	TBC
PDST	Store (chargeable)	Passenger Preference	Service	TBC
PDUG	Upgrades (chargeable)	Passenger Preference	Service	Loyalty
PDUM	Unaccompanied Minor (Chargeable)	Passenger Info	Offer	PDUM
PETC	Animal in Cabin	Passenger Preference	Service	Baggage
POXY	Passenger Own Oxygen	Passenger Preference	Service	Medical
PPOC	Personal Portable Oxygen Concentrator	Passenger Preference	Service	Medical
RVML	Vegetarian raw meal	Passenger Preference	Service	Meal
SFML	Seafood meal	Passenger Preference	Service	Meal
SEAT	Seat Request	Passenger Preference	Service	Seat
SPML	Special meal	Passenger Info	Service	Meal
STCR	Stretcher Passenger	Passenger Preference	Service	Medical
SVAN	Passenger with Service Animal in Cabin	Passenger Info	Service	Baggage
UMNR	Unaccompanied minor	Passenger Info	Service	Other
VGML	Vegetarian vegan meal	Passenger Preference	Service	Meal
VJML	Vegetarian Jain meal	Passenger Preference	Service	Meal
VLML	Vegetarian lacto-ovo meal	Passenger Preference	Service	Meal
VOML	Vegetarian oriental meal	Passenger Info	Service	Meal

WCBD	Wheelchair - Non-spillable battery	Passenger Info	Service	Medical
WCBW	Wheelchair - Wet cell battery	Passenger Info	Service	Medical
WCHC	Wheelchair - C for Cabin (Passenger totally immobile)	Passenger Info	Service	Medical
WCHR	Wheelchair - R for Ramp (Passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft)	Passenger Info	Service	Medical
WCHS	Wheelchair - S for Stairs (Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat)	Passenger Info	Service	Medical
WCLB	Wheelchair - Lithium ion battery	Passenger Info	Service	Medical
WCMP	Wheelchair - Manual power	Passenger Info	Service	Medical
WCOB	On-board Wheelchair (provided by airline)	Passenger Preference	Service	Medical
WEAP	Weapon	Passenger Preference	Service	Baggage
XBAG	Excess baggage	Passenger Preference	Service	

AOXY

Business Function

Used to communicate to the Seller (ORA) that Oxygen is available for a specific flight

Type

- Service

SSR Example

None	Copy

```
SSR AOXY LH KK1 FRAKUL0782C10OCT-1HILTON/OLAMRS.LH MEDA RQST PENDING AUTHORIZATION
```

Enhanced Distribution Mapping

Within enhanced distribution, this information will be represented by a Service for that specific flight segment. If the oxygen is not confirmed at time of order creation, the Service Item can be updated (confirmed) at a later stage which the Seller being advised via OrderViewRS or OrderChangeNotif. However there is no structure available in schema to request Oxygen, there is a need to create a secondary confirmation by the DP of oxygen for a specific flight

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org**.

List of Information SSRs

This page contains the SSR's which have been identified as an information and will be documented within this section. Some SSRs are not currently supported by the Enhanced Distribution.

SSR	SSR Name	Request Context	Response Context
ACKI	Automated Check-In	N/A Airline Process	Order Info
CHLD	Child	Passenger Info	Offer
CLID	Client Identification	Passenger Info	Order Info
CRUZ	Cruise Passenger	Passenger Info	Offer
CTCE	Passenger contact information e-mail address	Passenger Info	Order Info
CTCM	Passenger contact information mobile phone number	Passenger Info	Order Info
CTCR	Passenger contact information refused	N/A	N/A
DCRW	Crew Booking	Passenger Info	Offer
DEPA	Deportee—accompanied by an escort	Passenger Info	Offer
DEPU	Deportee—unaccompanied	Passenger Info	Offer
DOCA	API—Passenger Address Information	Passenger Info	Offer Info
DOCO	API—Passenger Other Supplementary Information	Passenger Info	Offer Info
DOCS	API—Passenger Travel Document	Passenger Info	Offer Info
EPAY	Electronic Payment Authorisation	Payment Info	Payment Info
FOID	Form of Identification	Passenger Info	Order Info
FQTR	Frequent traveller award redemption journey	Passenger Info	Offer
FQTS	Frequent traveller service benefit information	Passenger Preference	Offer
FQTV	Frequent traveller mileage program information	Passenger Info	Order Info
GPST	Group Seat Request	Passenger Info	Offer
GRPS	Passenger travelling together over one or more segments utilising a common identity assigned by the booking Member	Passenger Info	Offer
GSTA	Goods and Services Tax Business Address	Passenger Info	Offer
GSTE	Goods and Services Tax Business E-mail	Passenger Info	Offer
GSTN	Goods and Services Tax Number	Passenger Info	Offer
GSTP	Goods and Services Tax Business Phone Number(s)	Passenger Info	Offer
HRIC	Human Remains in Cabin	Passenger Info	Advice
INAD	Inadmissible Passenger	Passenger Info	Offer
INFT	Infant	Passenger Info	Offer

LANG	Specify language(s) spoken	Passenger Info	Offer
NRSB	Non-Revenue Standby Passenger	Passenger Preference	Offer
PCTC	Passenger emergency contact information	Passenger Info	Order Info
RFTV	Reason for Travel	Passenger Info	Order Info
SEAT	Pre-reserved seat requested	Passenger Preference	Offer
SEMN	Ship's Crew—Seamen	Passenger Info	Offer
SLPR	Berth/Bed in the cabin but excludes stretcher	Passenger Preference	Offer
TKTL	Ticketing Time Limit	N/A	Advice
TLAC	Time Limit Auto Cancel Exemption	N/A	Advice
TWOV	Transit/transfer without Visa	Passenger Info	

ACKI

Business Function

Automated check-in is a service provided by the Member where a passenger will automatically be checked in after the flight enters the check-in window. It is recommended to assign a seat in advance if possible. If no seat was selected, a seat may be assigned during the check-in process. The passenger may have the opportunity to change his seat before departure. After the check-in process the boarding pass is sent to the passenger. There are two options for receiving the boarding pass; the Member will send the boarding pass to either an e-mail address or mobile phone number.

If the boarding pass needs to be sent to an e-mail address, the following formats can be requested:

1. PDF File
2. Mobile Boarding Pass
3. Mobile Boarding Pass pushed to the airline's App.

If the boarding pass needs to be sent to a mobile phone number, the following formats can be requested:

1. Mobile Boarding Pass
2. Mobile Boarding Pass pushed to the airline's App.

The preferred delivery method, either e-mail or mobile device, is specified in the request. The standard of delivering the boarding pass is the presence of the SSR CTCE or CTCM.

The SSR ACKI is used to request automated check-in. The formatted free text of this SSR contains the preferred delivery method as well as the format of the boarding pass.

Type

- Service
- Passenger Information

SSR Example

None	Copy
SSR ACKI US NN1 PHLLAX0797F14FEB.CTCM/MBP	

None	Copy
SSR ACKI US NN1 LAXPHL0796F21FEB.CTCM/MBP	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	ACKI

(c)	Airline Designator (3 character codes are preceded by an oblique)	2an or 3a	US or /USA
(d)	Action Code	2a	NN
(e)	Number of services (without leading zeros)	1n	1
(f)	Departure Airport	3a	PHL
(g)	Arrival Airport	3a	LAX
(h)	Flight number (with leading zeros)	4n	797
(i)	RBD	1a	F
(j)	Date	2n 3a	14-Feb
(k)	If applicable, Name Element, preceded by a hyphen	Refer to Name Element	-1PURVIS/DERYLMRS
		paragraph	
(l)	Boarding pass delivery preference preceded by a period (mandatory)	4a	.CTCM or .CTCE
(m)	Boarding pass format preference preceded by an oblique (mandatory)	3a	/MBP
	In conjunction with CTCE: PDF- PDF File MBP-Mobile boarding pass APP-Mobile boarding pass pushed to App.		
	In conjunction with CTCM: MBP-Mobile boarding pass APP-Mobile boarding pass pushed to App.		

Mapping in Enhanced Distribution

Partially Supported.

A Service can be used to offer automated check-in to the passenger as a preference. However the collection of their boarding pass preferences has not currently been modelled.

If you require this please contact **standards@iata.org** to add this to the enhanced distribution messages.

CHLD

Business Function

To advise that the Passenger is a child.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

None	Copy
SSR CHLD KL HK1/05JAN01-1GATINET/MATTHIEU MSTR	

None	Copy
SSR CHLD QF HK1/03JAN98-1VANSTAEN/GUILHERME MSTR	

SSR Structure

	Components	Number and Type of Characters	Example
(a)	Supplementary Identifier (Mandatory)	3a	SSR
(b)	Special Service Requirement Code (Mandatory)	4a	CHLD
(c)	Airline Designator (Mandatory)	2an or 3a	A4, QF or ABC
(d)	Action/Status/Advice Code (Mandatory)	2a	HK
(e)	Number in Party (1) for this SSR (Mandatory)	1n	1
(f)	Separator (Mandatory, if date of birth follows)	Oblique	/
(g)	Date of Birth (ddmmmyy) (Optional)	2n 3a 2n	05-Jan-01
(h)	Hyphen (Mandatory, if associated name follows)	hyphen	—
(i)	PNR Associated Name including Number in party		1ALLEYNE/JENNIFER

Mapping in Enhanced Distribution

XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC **XPath:**
IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/AgeMeasure

CLID

Business Function

Used to store the Client Identification Number.

Assumptions

- CLID is used by the airlines to send a unique ID assigned to a corporation so that employees of that corporation can receive the negotiated private fare or service.

Type

- Passenger Information

SSR Example

None	Copy

```
SSR CLID KL HK/ABC000NL.GOLD-1SMIT/BRIAN
```

SSR Structure

	Components	Number and Type of Characters	Mandatory or Optional	Examples
(a)	Element Identifier SSR	3a	Mandatory	SSR
(b)	SSR Element Code	4a	Mandatory	CLID
(c)	Airline Designator (3 character codes are preceded by an oblique) (YY not permitted)	2an or 3a	Mandatory	KL
(d)	Status code followed by an oblique (/)	2a	Mandatory	HK/
(e)	Fixed Text	Max. 25an	Mandatory	ABC000NL
(f)	Tier level preceded by a period	Alpha or numeric	Optional	.GOLD
(g)	If applicable, Name Element, preceded by a hyphen	Refer to Name Element paragraph	Mandatory	-1SURNAME/NAME

Mapping in Enhanced Distribution

XPath: IATA_OrderCreateRQ/Party/Participant/Corporation/CorporateID

CRUZ

Business Function

Used to identify that the passenger is a Cruise Passenger (either connecting from or connecting to a Cruise)

Type

- Passenger Information

SSR Example

None	Copy

```
SSR CRUZ DL HK/ATLMIA1125Y09MAY.CARNIVAL CRUISE
```

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

CTCE

Business Function

To transmit and store the passengers email address within the Order.

Type

- Passenger Information

SSR Example

None	Copy

```
SSR CTCE LH HK1/C.CULLINANE//FREEWEB./INC.COM-1CULLINANE/CARRIMRS
```

None	Copy

```
SSR CTCE LH HK1/MICHELLE..DIVA//NOBILTY.ORG/DE-1DIVA/MICHELLEMRS
```

SSR Structure

Due to the limited character set within EDIFACT the below table describes the mapping to parse the email from EDIFACT to and XML friendly email address.

Use // (double slash) in place of @ (at sign), use ".." (double dot) in place of "_" (underscored) and use "./" (dot slash) where a–(dash) is needed in E-mail address.

Source Text	Transform to
//	@
..	_
./	-

Mapping in Enhanced Distribution

Mapping of the Passengers email shall go into the EmailAddress Element of the ContactInfo Object and linked to the Pax Object:

Email
XPath: IATA_OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/EmailAddress

Passenger
XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax

CTCM

Business Function

To transmit and store the passengers telephone number within the Order.

Type

- Passenger Information

SSR Example

None	Copy

```
SSR CTCM LH HK1/12021234567-1CULLINANE/CARRIMRS
```

None	Copy

```
SSR CTCM LH HK1/496987654321/DE-1DIVA/MICHELLEMRS
```

Mapping in Enhanced Distribution

Mapping of the Passengers Telephone number shall go into the Phone Element of the ContactInfo Object and linked to the Pax Object:

Phone
XPath: IATA_OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/Phone

Passenger
XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax

CTCR

Business Function

To provide advice from the Seller to the Airline advising the passenger has declined to provide contact information.

Type

- Passenger Information

SSR Example

None	Copy
SSR CTCR BA HK1/REFUSED	

SSR Structure

- SSR CTCR AirlineCode StatusCode "REFUSED"

Mapping in Enhanced Distribution

This does not map to Enhanced Distribution, if not details are provided this will evident in the XML message. The Airline will determine via message validation if the information provided is sufficient or not.

DCRW

Business Function

Used to identify crew bookings on partner bookings (as bilaterally agreed).

Type

- Passenger Information

Assumption

- SSR does not need to relate to the specific segment, but to the Order

SSR Example

None	Copy
SSR DCRW DL HK1 DTWSLC1173Y10AUG-1CREW/ONE	

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

DEPA

Business Function

To advise that passenger is a deportee travelling accompanied with an escort.

Type

- Passenger Information

Assumptions

- N/A

SSR Example

None	Copy
SSR DEPA	

SSR Structure

- Not documented in AIRIMP.

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

The use of PTC is a possible solution. Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org**.

DEPU

Business Function

To advise that passenger is an unaccompanied deportee.

Type

- Passenger Information

Assumptions

- N/A

SSR Example

None	Copy
SSR DEPU	

SSR Structure

- No documented in AIRIMP

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

The use of PTC is a possible solution. Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org**

DOCA

Business Function

This SSR is used to transmit and store Advanced Passenger Information Address which is sometimes required by the departure or arrival authorities.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

A passenger's residence address is 1600 Smith Street, Houston, Texas 77001, United States of America:

None	Copy

```
SSR DOCA CO HK1MADLHR0455Y28JUN/R/US/1600 SMITH STREET/HOUSTON/TX/
SSR DOCA CO ///77001
```

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCA
(c)	Airline Designator	2an or 3a	CO or /ABB
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1-3n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planing Point	3a	JFK
	(iii) Flight Number	4n	234
	(iv) Class of Service	1a	F
	(v) Date (DDMMM)	5an	03-Oct
(g)	Type of Address	1a	/R
	D = destination, R = residence		
(h)	Country	1-3a	/USA
(i)	Address Details	Max. 35an	/1600 SMITH STREET
(j)	City	Max. 35a	/HOUSTON
(k)	State/Province/County	Max. 35a	/TX
(l)	Zip Code/Postal Code	17an	/77001
(m)	Infant Indicator	1a	/I
	I = Infant (if an infant not occupying seat)		

(n)	Name Information		
	(If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	Hyphen	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo

DOCO

Business Function

This SSR is used to transmit and store supplementary information of Advanced Passenger Information which is sometimes required by the departure or arrival authorities.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

- A passenger requiring two Visa documents for this PNR:

None	Copy
SSR DOCO BA HK1MADLHR0455Y28JUN//V/9891404/LONDON/14MAR03/ SSR DOCO BA ///US-1STEVENSON/JOHNMR	

None	Copy
SSR DOCO BA HK1MADLHR0455Y28JUN//V/586D4FF/WASHINGTON/23AUG01/ SSR DOCO BA ///GB-1STEVENSON/JOHNMR	

- A passenger supplies a United States Redress number for this PNR:

None	Copy
SSR DOCO AA HK1JFKLAX0001Y28JUN//R/1234567890123///US SSR DOCO AA ///-1CADE/BOBBI	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCO
(c)	Airline Designator	2an or 3a	AA or /ABC
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1-3n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planing Point	3a	JFK
	(iii) Flight Number	4n	234
	(iv) Class of Service	1a	F

	(v) Date (DDMMM)	5an	03-Oct
(g)	Place of Birth	Max. 35a	/AMBER HILL GBR
(h)	Supplementary Travel Information Type	1a	/V
	Visa Number ... V		
	Redress Number ... R		
	Known Traveler Number ... K		
(i)	Supplementary Travel Information Number	Max. 25an	/9891404
(j)	Place of Issue	Max. 35a	/LONDON
(k)	Issue Date	7an	/14MAR03
	DDMMMYY		
(l)	Country/State for which the Supplementary Travel Information is applicable	1-3a	/USA
(m)	Infant Indicator	1a	/I
	I = Infant (if an infant not occupying seat)		
(n)	Name Information		
	(If the address information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	Hyphen	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/IdentityDoc

DOCS

Business Function

This SSR is used to transmit and store Advanced Passenger Information is sometimes required by the departure or arrival authorities.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

Mr. John Stevenson is travelling with an American identity card number A23145890 and a Singaporean Passport number S78654091.

Note: These example have been split into two lines as the first line exceeds the maximum limit of 69 characters.

None	Copy
SSR DOCS BA HK1MADLHR0455Y28JUN/P/SGP/S78654091/SGP/12JUL64/M/23OCT05/ SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR SSR DOCS BA HK1LHRLAX0269Y01JUL/C/US/A23145890/SG/12JUL64/M/12JUL04/ SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR SSR DOCS BA HK1LAXAKL7302Y03JUL/P/SGP/S78654091/SGP/12JUL64/M/23OCT05/ SSR DOCS BA ///STEVENSON/JOHN/RICHARD-1STEVENSON/JOHNMR	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier	3a	SSR
(b)	Special Service Requirement Code	4a	DOCS
(c)	Airline Designator	2an or 3a	AA or /ABC
(d)	Status Code	2a	HK
(e)	Number in Party for this SSR	1n	1
(f)	Segment: The segment and flight data must be the same as shown in a segment element		
	(i) Boarding Point	3a	LHR
	(ii) De-planing Point	3a	JFK
	(iii) Flight Number	4n	234
	(iv) Class of Service	1a	F
	(v) Date (DDMMM)	5an	03-Oct
(g)	Travel Document Type	1-2a	/I
	Approved non-standard identity documents used for travel (as defined by the issuing Country/State) ... F		

	Identity Card (as defined by the issuing Country/State) ... A		
	Identity Card (as defined by the issuing Country/State) ... C		
	Identity Card (as defined by the issuing Country/State) ... I		
	Military ID ... M		
	Passport Card ... IP		
	Passenger Passport ... P		
(h)	Travel Document Issuing Country/State	1-3a	/USA
(i)	Travel Document Number	Max. 15an	/D23145890
(j)	Passenger Nationality	1-3a	/USA
(k)	Date of Birth	7an	/12JUL64
	DDMMMYY		
(l)	Gender of Passenger	1-2a	/M
	F = female, M = male, FI = female infant, MI = male infant and		
	U = Undisclosed Gender		
(m)	Travel Document Expiry Date ((1))DDMMMYY	7an	/12JUL04
(n)	Travel Document Surname ((1))	Max. 30a	/STEVENSON
(o)	Travel Document First Given Name ((1))	Max. 30a	/JOHN
(p)	Travel Document Second Given Name ((1))	Max. 30a	/RICHARD
(q)	If multi-passenger passport and this SSR is for the primary passport holder, include the letter (H)	1a	/H
(r)	Name Information		
	(If the primary travel document information does not apply to all passengers in the PNR, follow with a hyphen and passenger name field for whom the element applies.)		
	(i) Hyphen (-)	Hyphen	-
	(ii) PNR Associated Name Including number in party		1STEVENSON/ JOHNMR

(1) As it appears on the official travel document, including only alpha characters and spaces.

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/IdentityDoc

EPAY

Business Function

EPAY SSR used to transmit and store payment information such as Credit Card or Voucher Information etc.

Assumptions

- N/A

Type

- Payment Information

SSR Example

None	Copy
SSR EPAY TF NN1 AP/123456789	

None	Copy
SSR EPAY TF NN1 AP/123456789-1JONES/MARYMRS.PROMOTION	

None	Copy
SSR EPAY TF NN3 VP/AB12345QC-3FULLER/ABBYMRS/BOBMR/JONATHANMSTR	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Supplementary Identifier		SSR
(b)	Special Service Requirement Code		EPAY
(c)	Action Identifier—airline participating in service		TF
(d)	Action code followed by number in party for this SSR		NN1
(e)	Payment type	2an	AP
		Valid payment types are:	
		AP—Account payment;	
		AC—Airline card;	
		CC—Credit card;	
		CP—Coupon payment;	
		VP—Voucher payment.	
(f)	Payment reference		/123456789
(g)	Name (optionally) if not for all passengers (preceded by hyphen)		-1JONES/MARYMRS
(h)	Free text (preceded by period)		.FREE TEXT

Mapping in Enhanced Distribution

Information such as Credit card, vouchers etc will be transmitted via the below XPath and can be mapped to the SSR EPAY if required.

XPath: OrderCreateRQ/Request/PaymentInfo

FOID

Business Function

Used to define the Form of ID of passenger check-in identification.

Assumptions

- N/A

Type

- Passenger Identification Form

SSR Example

The two-character code for type of ID is a two-character alpha code that includes:

- CC (credit card);
- DL (driver's license);
- FF (frequent flyer);
- PP (passport);
- NI (national identity);
- CN (confirmation number or Record Locator);
- TN (ticket number);
- ID (locally defined ID number).

Notification that passport will be used as form of identification for Passenger Check-in Identification:

None	Copy
SSR FOID LH HK1/PP-1JOHNSON/GAYLE	

Notification that a photo Texas (TX) driver's license, with number specified, will be used as Form of Identification for Passenger Check-in Identification:

None	Copy
SSR FOID LH HK1/DLTX9P123ABC456-1KAYOUM/CARYMRS	

Notification that Frequent Traveller Card will be used as Form of Identification for Passenger Check-in Identification:

None	Copy
SSR FOID LH HK1/ FF LH 992222901234561-1SEXTON/AMY	

Notification that a truncated Diners Club Credit Card number will be used as Form of Identification for Passenger Check-in Identification.

```
MUCRM1A
.SWIRM1G
SWI1G QWERTY/ABC/57256802/STO/1G/T/SE
1SUNDSFJORD/YNGVAR
SK0909Y10JUN CPHEWR HK1
SK0910Y20JUN EWRCPH HK1
SSR FOID SK HK1/ CC DC
361412XXXX3434-1SUNDSFJORD/YNGVAR
```

Notification that a truncated Credit Card number will be used as a form of identification at check-in for two passengers travelling together.

```
UCRM1A
.SWIRM1G
SWI1G QWERTY/ABC/57256802/STO/1G/T/SE
1ALLEYNE/JENNIFER MISS 1PERKINS/JOANNA MRS
SK0909Y10JUN CPHEWR HK2
SK0910Y20JUN EWRCPH HK2
SSR FOID SK HK2/CCVI492912XXXXXX6789
```

Notification that a Frequent Traveller Card will be used as a form of identification at check-in for all passengers within the PNR:

```
SSR FOID AF HK34/FFAF103827162
```

Notification that a Frequent Traveller Card will be used to as form of identification at check-in for several passengers travelling together causing a continuation line.

```
SSR FOID IB HK4/FFIB135847361-1CORKING/STEPHEN 1MATTHEWS/DOMINIC
SSR FOID IB ///2GUBERT/LAURENT/NEO MSTR
```

SSR Structure

	Components	Number and type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Code	4a	FOID
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	KL
(d)	Action/Status/Advice Code	2a	HK
(e)	Number of services (without leading zeros)	1-3n	1
(f)	Separator start of structured text	1	/
(g)	Structured text, as applicable		PP1234567
(h)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1RED/PETER
(i)	If applicable, free text, preceded by a period character.	As defined	.FREE TEXT

Mapping in Enhanced Distribution

XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/FOID

FQTR

Business Function

FQTR is used for redemption journeys for which mileage credit should not be accrued

Assumptions

- N/A

Type

- Passenger Information

SSR Example

- Example 1—Message advising redemption journey:

None	Copy
SSR FQTR QF HK1 MELSYD 0004Y14APR-1BURNSIDE/DAISYMS.QF0260119	

- Example 2—Message selling free transportation to NW:

None	Copy
SSR FQTR NW SS1 BOSJFK 3707Y30SEP-1FERNANDES/ANNAMRS.KL 2405990082/FREE	

- Example 3—an SSR item advising the tier level of a frequent traveller entitled to service benefits while travelling on a redemption journey:

None	Copy
SSR FQTR AC HK1 YYZYUL859Y20APR-1RUF/UWE.LH192001234567891/G	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	FQTV (or FQTU, FQTS, FQTR)
(c)	Airline Designator	2an or 3a	UA
(d)	Status Code	2a	HK
(e)	Number of services	1a	1
(f)	Departure Airport	3a	FRA
(g)	Arrival Airport	3a	ORD
(h)	Flight number (with leading zeros)	4n	6500
(i)	RBD	1a	C
(j)	Date	2n 3a	12-Oct

(k)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	1NAME/FIRSTNAME
(l)	Passenger's "Frequent Traveller" identification (airline code and account number) preceded by a period	Max. 25an	.LH192001234567891
(m)	Passenger's "Frequent Traveller" tier level (free flow text, alpha or numeric, can be one or more characters) preceded by an oblique (/) (e.g. "GC" (11) for Gold, "S" (2) for Silver, PLATINUM for Platinum.	Max. 35an	/GC
			/2
			/PLATINUM

Mapping in Enhanced Distribution

FQTR is an internal process and therefore not a feature to be supported in Enhanced Distribution.

FQTS

Business Function

FQTS plus FQTV are used in the event that a frequent traveller wishes to both accrue miles in one airline's scheme and also be recognised for the reason of service benefits through a different airline's scheme.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

None	Copy
SSR FQTS BA HK/BA 12345678-MARCMR	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	FQTV (or FQTU, FQTS, FQTR)
(c)	Airline Designator	2an or 3a	UA
(d)	Status Code	2a	HK
(e)	Number of services	1a	1
(f)	Departure Airport	3a	FRA
(g)	Arrival Airport	3a	ORD
(h)	Flight number (with leading zeros)	4n	6500
(i)	RBD	1a	C
(j)	Date	2n 3a	12-Oct
(k)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	1NAME/FIRSTNAME
(l)	Passenger's "Frequent Traveller" identification (airline code and account number) preceded by a period	Max. 25an	.LH192001234567891

Mapping in Enhanced Distribution

Multiple Loyalty Programs can be added in the Enhanced Distribution request, however there is currently no support for the passenger to choose which program to accrue points, and which program to use the benefits from

XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/LoyaltyProgramAccount – to add multiple accounts to order

FQTV

Business Function To store the Passengers Frequent Flyer Details. If FQTV is only to be used it will be assumed to be for both mileage accrual and service benefits within the Airline.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

None	Copy
SSR FQTV DL HK/DL 12345-JONES/JAMES	

None	Copy
SSR FQTV UA HK1 FRAORD 6500C12OCT-1RUF/UWE.LH192001234567891	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier SSR	3a	SSR
(b)	SSR Element Code	4a	FQTV (or FQTU, FQTS, FQTR)
(c)	Airline Designator	2an or 3a	UA
(d)	Status Code	2a	HK
(e)	Number of services	1a	1
(f)	Departure Airport	3a	FRA
(g)	Arrival Airport	3a	ORD
(h)	Flight number (with leading zeros)	4n	6500
(i)	RBD	1a	C
(j)	Date	2n 3a	12-Oct
(k)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	1NAME/FIRSTNAME
(l)	Passenger's "Frequent Traveller" identification (airline code and account number) preceded by a period	Max. 25an	.LH192001234567891

Mapping in Enhanced Distribution

XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/LoyaltyProgramAccount

GRPS/GPST

Business Function

To advise that passenger is travelling as a part of group.

Assumptions

- N/A

Type

- Passenger Information

SSR Example

- Group name is used in place of the individual names of all passengers:

None	Copy
SSR GRPS PA TCP40 SITA/TOUR	

None	Copy
SSR GRPS/DAN TCP255 WORLDSPAN/TOUR	

- Group seats (names unknown, group total 40):

None	Copy
SSR GPST LX NN40AMSGVA0795Y14FEB.30N10S	

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/PaxGroup

GSTA

Business Function To transmit and store the Goods and Services Business Address of the Passengers' Business from the Seller to the Airline

Assumptions

- N/A

Type

- Organisation Information

SSR Example

None	Copy

```
SSR GSTA AI HK1/IND/11 FLOOR ONE HORIZON CENTER/SECTOR 43 DLF PH V/
```

None	Copy

```
SSR GSTA AI ///CHENNAI/TAMIL NADU/603024-1MEEKS/SOPHIEMS
```

None	Copy

```
SSR GSTA AI HK1/IND/18 RAGHUVANSHI MILLS COMP//MUMBAI/
```

None	Copy

```
SSR GSTA ///MAHARASHTRA - 1BRYANT/TEDDYMR
```

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTA
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country	1-3a	/IND
(g)	Address Line 1	Max. 35 an	/11 FLOOR ONE HORIZON CENTER
(h)	Address Line 2	Max. 25 an	/SECTOR 43 DLF PH V
(i)	City	Max. 25 an	/CHENNAI
(j)	State or Province or County	Max. 25 an	/TAMIL NADU
(k)	Zip Code or Postal Code	17an	/602024
(l)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

Mapping in Enhanced Distribution

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

GSTE

Business Function To transmit and store the Goods and Services Business Email of the Passengers' Business from the Seller to the Airline

Assumptions

- N/A

Type

- Organisation Information

SSR Example

None	Copy

```
SSR GSTE AI HK1/IND/GST.INFO//IBMGST.IN-1MEEKS/SOPHIEMS
```

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTE
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country	1-3a	/IND
(g)	Business Email	Max. 35an	/GST.INFO//IBMGST.IN
(h)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

Note: Use // (double slash) in place of @ (at sign), use ".." (double dot) in place of "_" (underscore), and use "./" in place of a "-" in email addresses.

Mapping in Enhanced Distribution

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

GSTN

Business Function

To transmit and store the Goods and Services Tax Number of the Passengers' Business from the Seller to the Airline

Assumptions

- N/A

Type

- Organisation Information

SSR Example

None	Copy
SSR GSTN AI HK1/IND/22AAAAA0000A1Z5/IBM-1MEEKS/SOPHIEMS	

None	Copy
SSR GSTN AI HK1/IND/12ABCDA0000A1Z6/ECLIPSE-1BRYANT/TEDDYMR	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTN
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country owning GST	1-3a	/IND
(g)	GST Number	Max. 20an	/22AAAAA0000A1Z5
(h)	Name of Company whose GST number is provided	Max. 35an	/IBM
(i)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

Mapping in Enhanced Distribution

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

GSTP

Business Function To transmit and store the Goods and Services Business Phone Number(s) of the Passengers' Business from the Seller to the Airline

Assumptions

- N/A

Type

- Organisation Information

SSR Example

None	Copy
SSR GSTP AI HK1/IND/9103345229023/9107582221443-1MEEKS/SOPHIEMS	

None	Copy
SSR GSTP AI HK1/IND/9103345229023-1MEEKS/SOPHIEMS	

SSR Structure

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3a	SSR
(b)	SSR Service Code	4a	GSTP
(c)	Airline Designator (3 character codes are preceded with an oblique)	2an or 3a	AI or /AIC
(d)	Status Code	2a	HK
(e)	Number of services (without leading zeros)	1-2n	1
(f)	Country	1-3a	/IND
(g)	First Business Telephone	Max. 15n	/91 033 45229023
(h)	Second Business Telephone	Max. 15n	/91 07582 22144
(i)	If applicable, Name Element preceded by a hyphen	Refer to Name Element paragraph	-1MEEKS/SOPHIEMS

Mapping in Enhanced Distribution

This SSR is information, no service being delivered. Structure TBD with GSTA/GSTP/GTSE

INAD

Business Function

To advise that passenger is admissible (who is refused admission to a State by its authorities).

Type

- Passenger Information

Assumptions

- N/A

SSR Example

None	Copy
SSR INAD	

SSR Structure

- No documented in AIRIMP

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

The use of PTC is a possible solution. Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org.**

INFT

Business Function

To advise that the Passenger is an infant (who is occupying/not occupying the seat).

Assumptions

- N/A

Type

- Passenger Information

SSR Example

- Infant not occupying a Seat:

None	Copy
`SSR INFT IB NN1 MADMIA 6123Y20JUN.CAPPA/CLARA 04FEB05`	

- Infant Occupying a Seat:

None	Copy
`SSR INFT IB NN1 MADMIA 6123Y20JUN-1CLARKE/HALEY MISS.04FEB05 OCCUPYING SEAT`	

SSR Structure

SSR Structure

1. Infant not occupying a Seat:

Enter a supplementary SSR item using the SSR code "INFT", two character airline designator, action code and the number 1, segment information, then (if needed, according to SSR rules) a hyphen followed by the passenger number and name who is responsible for the infant. After the last field (either the segment information or the passenger name), enter a period (.) which must be followed by the infant name (surname/first-name), space, and date of birth (ddmmmyy). This may be followed with a space and other alpha-numeric free text information.

2. Infant Occupying a Seat:

Enter a supplementary SSR item using the SSR code "INFT", two character airline designator, action code and the number 1, segment information, a hyphen followed by the passenger number and name of the infant, then a period (.), which must be followed only by the infant's date of birth (ddmmmyy), space, and the text OCCUPYING SEAT.

Mapping in Enhanced Distribution

XPath: IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC **XPath:** IATA_OrderCreateRQ/Request/DataLists/PaxList/Pax/AgeMeasure

LANG

Business Function

To advise the Airline the language spoken by the Passenger

Type

- Passenger Information

SSR Example

None	Copy

```
LANG UA HK/MIAJFK0026Y29OCT.PSGR SPEAKS ZULU ONLY
```

SSR Structure

- None supplied

Mapping in Enhanced Distribution

Enhanced Distribution supports the sending of multiple languages within the Pax Element to signify the language of that Passenger.

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/LangUsage

NRSB

Business Function

To advise that the passenger is non-revenue

Assumptions

- Seller (ORA) to identify passenger as non-revenue
- Airline to respond with appropriate Offer as bilaterally agreed

Type

- Passenger Information

SSR Example

None	Copy
Segment Element ... NW750Y 25MAY MSPDTW SA2/11201407	

None	Copy
Segment Element ... NW745Y 29MAY DTWMSP SA2/15111607	

None	Copy
Supplementary Element ... SSR NRSB NW HK2/31OCT95DL12A	

SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code TWOV;

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org**.

PCTC

Business Function

To transmit and store the name and telephone number of an Emergency Contact within the Order. Passenger provided contact name may be an entity (such as a travel agency name) or a personal name. The contact should not be a person travelling on the covered flight.

Type

- Passenger Information

SSR Example

None	Copy
SSR PCTC JK HK/SUSAN RORY/US12345678900-1RORY/DAVIDMR.WIFE	

None	Copy
SSR PCTC CO HK/BEVERLYS TRAVEL SERVICE/NL312026264219.ONFILE	

None	Copy
SSR PCTC ZY HK/ROBERT CORY/US18373123455-1BAKER/VIRGINIAMS	

SSR Structure

Enter a supplementary element using the code SSR, code PCTC, two-character airline designator, advice code HK, and oblique (/), passenger provided contact name, oblique (/), country name or two-character alpha ISO country code of the contact country followed by the telephone number.

Mapping in Enhanced Distribution

To use the ContactType element, however this is not specifically defined.

RFTV

Business Function

To advise about passenger's reason to travel to Cuba. An SSR code specific to Cuba-bound itineraries with a "Reason for Travel" sub code must be present in the PNR at the passenger level to meet Cuba travel requirements.

Type

- Passenger Information

Assumptions

- N/A

SSR Example

None	Copy

```
SSR RFTV DL HK1 ATLHAV 0123 C 01JUL-1EDWARDS/PATRICIAMS.FAMLY
```

None	Copy

```
SSR RFTV DL HK1 ATLHAV 0123 C 01JUL-1EDWARDS/PATRICIAMS.LICEN/CT20161234567
```

SSR Structure

There are a total of 13 reasons for travel to Cuba.

	Reason for Travel Definition	Code
1	family visits;	FAMLY
2	official business of the U.S. government, foreign governments, and certain intergovernmental organizations;	GOVMT
3	journalistic activity;	JOURN
4	professional research or professional meetings;	PRORM
5	educational activities and people to people exchanges;	EDUCA
6	religious activities;	RELIG
7	public performances, clinics, workshops, athletic and other competitions, and exhibitions	PERFO
8	support for the Cuban people;	SUPRT
9	humanitarian projects;	HUMAN
10	activities of private foundations or research or educational institutes;	PRIRM
11	exportation, importation, or transmission of information or information materials;	INFOR
12	certain authorized export transactions.	EXPRT
13	OFAC specific license (followed by number)	LICEN

When using the reason LICEN, an oblique (/) should be used to separate LICEN and the license number. Where other reasons are used, do not include an oblique.

	Components	Number and Type of Characters	Examples
(a)	Element Identifier	3:00 AM	SSR
(b)	SSR Element Code	4:00 AM	RFTV

(c)	Airline or CRS Designator (3 character codes are preceded with an oblique)	2 an or 3a	DL or /ABB
(d)	Status Code	2:00 AM	HK
(e)	Number of services (without leading zeros)	1 n	1
(f)	Departure Airport	3:00 AM	ATL
(g)	Airport Arrival	3a	HAV
(h)	Flight number (with leading zeros)	4 n	123
(i)	RBD	1a	Y
(j)	Date	2n 3a	30-Jun
(k)	If applicable, Name element, preceded by a hyphen	Refer to Name Element paragraph	-1EDWARDS/PATRICIA
(l)	Reason for travel	7A	LICEN
(m)	License Number (when applicable) preceded by an oblique	25 an	/CT20161234567

Mapping in Enhanced Distribution

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org.**

SEAT

Business Function

To advise the Airline of the Passengers Seat Preference

Type

- Passenger Information

Assumptions

- N/A

SSR Example

- Example 1—Smoking seat/Window:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.SW	

- Example 2—No smoking seat:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.N	

- Example 3—Specific seat request:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.23A23B23C	

- Example 4—Non smoking aisle seat, suitable for lap infant:

None	Copy
SSR SEAT CO NN3MCIDEN0719Y15NOV.NAI	

Mapping in Enhanced Distribution

The following mandatory codes specify a section within an aircraft compartment: N—Non-smoking Seat; S—Smoking Seat.

Location Codes are optional and follow the zone code. They may be one or two characters in the following sequence: W—Window Seat A—Aisle Seat B—Bulkhead Seat B—Bulkhead Seat C—Chargeable Seat (bilateral agreement) E—Exit Row Seat F—Non Chargeable Seat (bilateral agreement) H(1)— Handicapped Seat I—Passenger With Infant L—Leg Space Seat (bilateral) M(1)—Medically Okay to Travel R—Rear-Facing Seat (bilateral agreement) U—Unaccompanied Minor P—Extra seat for comfort - Arm rest can be raised (1) *Requires a separate Supplementary Element defining the medical or handicapped status of passenger.*

Seller to Airline Request:

- TBC

Airline to Seller Response:

- TBC

NDC message SeatAvailabilityRQ/RS can be used to achieve the selection of the seat service. This SSR is requesting a type of seat and if available to reserve it.

SEMN

Business Function

To advise that the passenger is a Seaman from a Ships crew.

Assumptions

- The Seller/ORA can identify the passenger as a Seaman.
- The Airline can respond with an appropriate offer.

SSR Example

SSR SEMN

SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code SEMN;

Mapping in Enhanced Distribution

XPath: OrderCreateRQ/Request/DataLists/PaxList/Pax/PTC

Not specifically supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org.**

SLPR

Business Function

To advise that there is a Berth/Bed in the Cabin (excluding a stretcher).

Type

- Offer Information

Assumptions

- To advise the Seller that the Offer has a different product (of a Berth/Bed)

SSR Example

None	Copy
SSR SLPR	

SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code SLPR;

Mapping in Enhanced Distribution

Not specifically supported in Enhanced Distribution however this can be portrayed through Offer information and rich content. If you have a specific requirement for this SSR, please email **standards@iata.org**.

TKTL

Business Function

To advise of the ticketing time limit of the booking prior to ticketing.

Type

- Ticketing (Payment) Function

SSR Example

None	Copy

```
SSR TKTL AV SS/BOG 1700/12AUG
```

SSR Structure

BOGRMAV .ZRHRMLX 031540 Record Locator.............. ZRHLX AB 1458BC Name Element.............. 1VALDERRAMA/J MR Segment Element.......... AV070F 17AUG BOGFRA SS1/1105 0705/1 Supplementary Element (ticketing time limit) .... SSR TKTL AV SS/BOG 1700/12AUG Supplementary Element…OSI AV CTCH BOG 242159

Mapping in Enhanced Distribution

Mapping of the Ticketing Time Limit into an Enhanced Distribution Message can be found:

XPath:

OrderViewRS/Response/DataLists/ServiceDefinitionList/ServiceDefinition/PaymentTimeLimitDateTime

DateTime needs to be as per the Contract, for example: 2015-01-13T13:59:38Z

Notes *As of 19.1 this node will be moved up to the Order Item Level.*

TLAC

Business Function

Based on RP1768a—Mandatory Fare Quote and Enforced Ticket Time Limit, a Member may exempt a PNR from automatic cancellation by a Member/CRS.

Type

- Operational Function

SSR Example

None	Copy

```
SSR TLAC 1G/KL EXEMPT.DUE TO SCHEDULE CHANGE
```

SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code TLAC;
- Action Identifier—enter the airline designator of the Members/CRS to take action;
- Oblique
- The airline designator of the airline authorising the exemption;
- The word EXEMPT
- Free text area (optional)—shall be preceded by a period (.).

Mapping in Enhanced Distribution

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org.**

TWOV

Business Function

To advise that the passenger is travelling without a Visa.

Type

- Passenger Information

SSR Example

SSR TWOV ...

SSR Structure

Components of this SSR are:

- Supplementary Item Identifier SSR;
- Special Service Requirement Code TWOV;

Mapping in Enhanced Distribution

Not currently supported in Enhanced Distribution. If you have a requirement for this SSR, please email **standards@iata.org**.

UMNR/PDUM

Business Function

To advise the Airline that the Passenger is a minor and unaccompanied by an adult. PDUM is a chargeable SSR for unaccompanied minors.

Type

- Passenger Information

Assumptions

- N/A

SSR Example

None	Copy
SSR UMNR BA KK1 LHRCDG 0202Y14MAY.UM07	

Mapping in Enhanced Distribution

Information required for the Airline to determine this is the presence of one passenger in the booking along with the Age of that passenger. The Airline can respond with an appropriate Offer and Information.

Seller to Airline Request:

- Age of Passenger to be completed: OrderCreateRQ/Request/DataLists/PaxList/Pax/Birthdate
- Presence of one passenger in the request.

Airline to Seller Response:

- Offer Returned

List of Obsolete SSRs (from the perspective of Enhanced and Simplified Distribution)

This page contains the SSR's which have been identified as obsolete due to the limit usage of their function and will not be documented within this section.

If you use this SSR within Enhanced and Simplified Distribution, please email **standards@iata.org.**

SSR	SSR Name
SSR	SSR Name
ADMD	Advise Electronic Miscellaneous Document Number
ADPI	Advise Passenger Security Information
ADTK	Advise if ticketed
ASVC	Additional Service
ASVX	EMD document number in back-up message for EDIFACT System Cancel
AUTK	Authorise Ticketing of PNR
CKIN	Other check-in advise for groups
ETLP	Only used by DCS systems - RP1707b, RP1708, RP1719d
FRAV	First Available
GRPF	Group Fare data
GRPK	Group space passive notification
IROP	Irregular Operations
MCOA	MCO Number
MEDA	Medical Case
NAME	Name change caused segment status change
NSSA	No Smoking Aisle Seat
NSSB	No Smoking Bulkhead Seat
NSSR	No Smoking Rear-Facing Seat
NSST	No Smoking Seat
NSSW	No Smoking Window Seat
OTHS	Other actionable information
PDGT	Ground Transportation and Non Air Services (Chargeable)
PDTS	Travel Services (Chargeable)
RLOC	Record Locator
RQST	Seat Request—include specific number or preference
SMSA	Smoking Aisle Seat
SMSB	Smoking Bulkhead Seat
SMSR	Smoking Rear-Facing Seat
SMST	Smoking Seat
SMSW	Smoking Window Seat
SPEQ	Sports Equipment
TKNA	Ticket number - Automated
TKNC	Ticket number - TCN
TKNE	Ticket number - Electronic
TKNM	Ticket number - Manual
TKNR	Notification that an electronically ticketed reservation has been changed
TKNX	

Overview

The Airline Industry Data Model (AIDM) and its output of XML schemas defines a service as a ServiceDefintion to which a list of ServiceDefintions can be added into a message.

A ServiceDefinition describes the service that can be offered but gives no context to that of a passenger or a flight.

Within the Offer or the Order, a Service element allows the ServiceDefinition to be referenced to the Passenger and the Segment as well as other related ServiceDefinitions.

Using a Service to instantiate a ServiceDefinition with realted Passenger and Flight Information (optionally) we can construct many of the SSRs we have today.

This section details the current ServiceDefinition and the mapping to an Automated SSR Format.

Description of a non-flight service
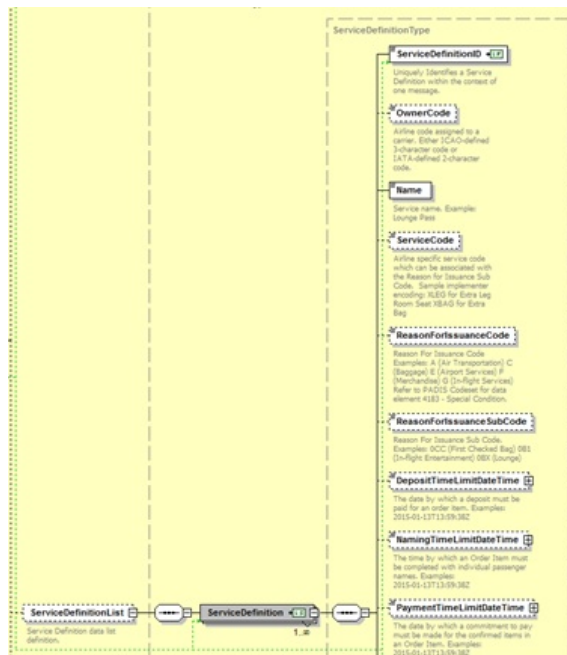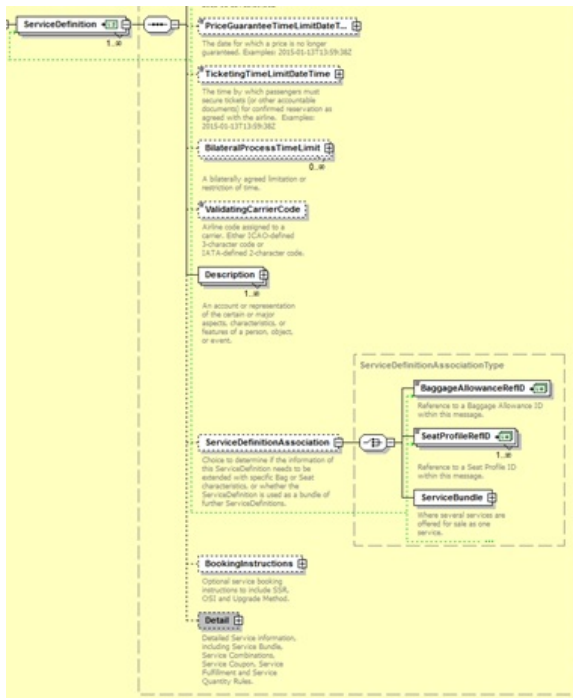
Instantiation of a Service
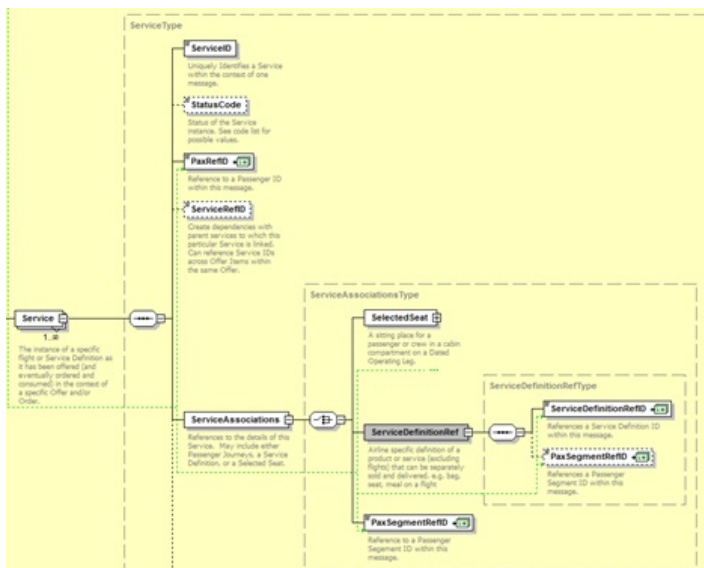
Codesets

Within the standard there are various fields which are not restricted within the schema but refer to the PADIS Codeset.

There are a few reasons for this, namely:

- A change to an enumeration type will require an update to the schema contract
- A field may have a set of codes used within the industry, but also open to bilateral codes if required.

This is a directory of the PADIS codesets when referred to from the annotations within the schemas.

As the PADIS Codeset refers to messages which could be used for other XML and/or EDIFACT messages, this directory specifies which codes are 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:
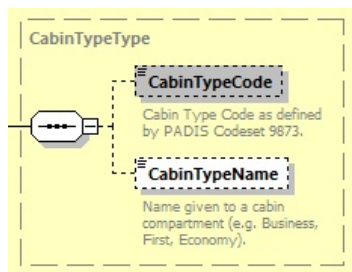
Which refers to:

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

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Unique passenger reference identification		Active
2	Passenger sequence number		Active
3	Passenger standby number		Active
4	Passenger boarding security number		Active
5	Passenger ticket number		Active
6	Passenger confirmation number		Active
7	Date of birth		Active
700	Exceptional PNR Security Identification		Active
701	Agency grouping identification		Active
702	Ticketing data		Active
703	Message number for free text		Active
704	Message sequence identifier		Active
705	Last meal sequence/order number		Active
706	Gate extension number		Active
707	Mobil unit number		Active
A	Account/Product reference number		Active
B	Business		Active
F	Fax		Active
H	Home		Active
P	Passenger/traveller reference number		Active
S	Segment/service reference number		Active
XX	Not known		Active

1245 Status indicator, coded

1245 – Status indicator, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
0	Direct		Active
1	Indirect		Active
2	Verified fare information		Active
3	Reissued flown involuntary indicator		Active
700	Fare basis may vary by carrier		Active
701	Fares based on passenger type and/or discount input		Active
702	Fares include US transportation tax where applicable		Active

4183 Special condition, coded

4183 - Special condition, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
A	Air transportation		Active
B	Surface transportation/non air services		Active
C	Baggage		Active
D	Financial impact		Active
E	Airport services		Active
F	Merchandise		Active
FL	Flight number restriction may apply		Active
G	Inflight services		Active
I	Reserved for individual airline use		Active
RB	Missing or incorrect reservations booking designator (RBD)		Active
RE	Booking/ticketing conditions may apply		Active
RO	User specified reservations booking designator (RBD) has been overridden		Active
SR	Other sales restrictions (e.g.: passenger, point of sale, etc.)		Active

6353 Number of units qualifier

6353 – Number of units qualifier

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Agent discount AD75N1		Active
10	Electronic ticket discount - child		Active
11	Electronic ticket discount - adult		Active
12	Electronic ticket discount - infant		Active
13	Employee Not filed ZED fare		Active
14	ZED employee - adult		Active
15	ZED employee - infant		Active
16	ZED - common law spouse of employee/retiree		Active
17	ZED - children under 24 years of age		Active
18	ZED - employee or retiree parent		Active
19	ZED - employee child		Active
2	Adult with discount restrictions		Active
20	ZED - employee sibling		Active
21	ZED - employee adult of married employee		Active
22	ZED - partner adult of single employee		Active
23	ZED - partner companion		Active
24	ZED - parent of married employee		Active
25	ZED - parent of single employee		Active
26	ZED - sibling of adult of single employee		Active
27	ZED - common-law spouse - opposite sex		Active
28	ZED - common-law spouse - same sex		Active
29	ZED - widow or widowers adult employee		Active
3	Assistant member of European Parliament		Active
30	Zonal employee discount		Active
31	Weekender fare		Active
32	Family plan - infant		Active
33	Blend of government travel or government contract 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

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	First class, Highest class of service (First Class Category)		Active
2	Second class, Medium class of service (Business Class Category)		Active
3	Third class, lowest class of service (all economy/coach class categories)		Active
4	Economy/coach premium		Active
5	Economy/coach		Active
6	Economy/coach discounted		Active
7	All		Active

9888 Form of payment identification

9888 – Form of payment identification

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
CA	Cash		Active
CC	Credit Card		Active
CK	Check		Active
EF	Electronic funds transfer		Active
IEP	Easy pay		Active

9932 Facility type, coded

9932 – Facility type, coded

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Movie		Active
10	Short feature video		Active
11	No duty free sales		Active
12	In-seat power source		Active
13	Internet access		Active
14	Unassigned		Active
15	Inseat Video Player/Library		Active
16	Lie-flat seats		Active
17	Additional services		Active
18	Wi-Fi		Active
19	Lie-flat seat first		Active
2	Telephone		Active
20	Lie-flat seat business		Active
21	Lie-flat seat premium economy		Active
22	110V AC power		Active
23	110V AC power first		Active
24	110V AC power business		Active
25	110V AC power premium economy		Active
26	110V AC power economy		Active
27	USB power		Active
28	USB power first		Active
29	USB power business		Active
3	Entertainment on demand		Active
30	USB power premium economy		Active
31	USB power economy		Active
32	Mobile wireless phone service		Active
4	Audio programming		Active
5	Live TV		Active
6	Reservation booking service		Active
7	Duty free sales		Active
700	Meal service		Active
701	Entertainment		Active
8	Smoking		Active
9	Non-smoking		Active
99	Amenities subject to change		Active
ABU	Aerobus		Active
AIR	Air side		Active
BAG	Baggage Area		Active
BEL	Conveyor Belt		Active
BUS	Bus		Active
CAT	Catering		Active
CHK	Check-in area		Active
CLN	Cleaning		Active
COU	Check-in counter		Active
CRW	crew bus		Active
CUB	Curbside		Active

FIR	fire-engine equipment			Active
FUE	Re-Fuelling			Active
GAN	Gangway			Active
GTE	Gate area			Active
ICE	De-icing equipment			Active
JET	Jetway			Active
LIT	Lighting			Active
LND	Land side			Active
LOU	Boarding Lounge			Active
LUG	Luggage			Active
PAN	Remote de-ice plan			Active
PAR	Parking area or stand			Active
PIE	Pier			Active
POW	Ground Power			Active
PUB	Public area			Active
SAT	Satellite			Active
SHU	Shuttle			Active
STD	Stand			Active
STF	Staff in-terminal (e.g. breakroom or operational room)			Active
TAN	Tank truck			Active
TER	Terminal			Active
TOW	Tow tractor with towbar			Active
TWB	Tow tractor without towbar			Active
WAS	A/C washing equipment			Active
WAT	Fresh water equipment			Active

9970 Product details qualifier

9970 - Product details qualifier

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Reservations classes (PRBD)		Active
2	Physical configuration (ACV)		Active
3	Blocked Seats and/or blocked unit load devices		Active
4	First cabin choice		Active
5	Second cabin choice		Active
6	Default cabin choice		Active
7	Requested RBD cabin		Active
8	Default to any cabin		Active
BAS	Base		Active
CLB	Club Class		Active
CTA	Common Tariff Area		Active
DOM	Domestic		Active
ECO	Economy Class		Active
EQP	Equipment		Active
FST	First Class		Active
INT	International		Active
OB	Offered by booking class		Active
OC	Offered by cabin class		Active
PAR	Parking		Active
PER	Personnel		Active
SB	Sold by booking class		Active
SC	Sold by cabin class		Active
SCH	Schengen		Active
SHU	Shuttle		Active
TRB	Transborder		Active

FHT Flight haul type

FHT – Flight haul type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Long-haul 6 hrs plus		Active
2	Medium-haul 3-6 hrs		Active
3	Short-haul up to 3 hrs		Active

FST Flight segment type

FST – Flight segment type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Open		Active
2	Passive		Active
3	Service (passive service segment)		Active

IPT Instant purchase type

IPT – Instant purchase type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Purchase using certificate credit		Active
2	Ticketless purchase immediately charged to credit card		Active
3	Not an instant purchase		Active
4	Purchase is charged via digital wallet		Active
5	Simultaneous with time of ticketing		Active

SFB Service fee basis

SFB – Service fee basis

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Option directly applied to fare. Applicable when using method F when applying an option directly to a fare-not used in an EMD solution.		Active
2	Baggage only. Item was charged a % of a fare fee calculation for excess baggage on the weight system.		Active
3	Item is not available/ applicable due to FQTV status or chosen price class.		Active
4	Item is free of charge due to FQTV status, free baggage allowance, or chosen price class.		Active
5	Not applicable		Active
6	Surcharge		Active

TDT Touchpoint device type

TDT – Touchpoint device type

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Agent terminal		Active
10	Tablet Native App		Active
2	Web browser		Active
3	Airport kiosk		Active
4	Mobile device		Active
5	Other		Active
6	Unknown		Active
7	Mobile Web Browser		Active
8	Mobile Native App		Active
9	Tablet Web Browser		Active

TTT Touchpoint transaction

TTT – Touchpoint transaction

Note this is a subset of the ATSB Codeset and contains the only the Codeset values identified as being used in the Enhanced and Simplified Distribution Messages

Code	Description	Notes	Status
1	Order or buy		Active
10	Site referral		Active
11	Other		Active
12	Unknown		Active
2	Check-in		Active
3	Flight information		Active
4	Gate inquiry		Active
5	In-flight		Active
6	Post ticketing		Active
7	Post-flight		Active
8	Pre-flight		Active
9	Shop		Active

TTBS Ticket Tax Box Service

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

Resolution 728

International Payment Cards	Code
American Express	AX
Discover Card	DS
Diners Club	DC
China UnionPay	UP
Japan Credit Bureau	JC
Mastercard	CA
Universal Air Travel Plan (UATP)	TP
VISA International	VI

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 145b	Ticket Designator	Simple addition of a Ticket Designator Code field to separate the fare Basis Code from the Ticket Designator. There is an additional action item for 201. To move this more into an "Offer item type" field once the requirements have been fully scoped.
CR 059a	Airline Taxonomy	The Offer Taxonomy Group has designed a means to transmit an Offer Taxonomy via the Offer and Order messages which are associated to a Services, Offer and Order Items. This change is to provide support for the Industry Taxonomy which will be published to the Developer Portal. This will allow greater detail to be sent to the Seller around the Offer and Order and compliment the Offer and Order Rules capabilities.
CR 145a	Offer and Order Restrictions for Change, Cancel, Stopover	The Offer and Order Rules Working Group designed a programmatic way to send rule information relating to the conditions of the Offer and the Order. This includes how to send Change and Cancel Fees and Stopover Information. Additional capabilities were also checked (such as
CR 139a	Offer Commission Structure	The Offer and Order Rules Working Group reviewed and endorsed the change to move the Commission Structure to a more appropriate place within the Offer and the Order. **Additionally, the group reviewed the internal structure of the class and defined the usage of the Commission class.**
CR 163a	Product Type and Negotiated Indicator	The Offer and Order Rules Working Group reviewed the need for the Airline to present a Product Type and Negotiated Codes at the relative levels (Order, Offer, Fare Component)
CR 145d	Seller Margin in the Offer and Order Messages	The defines how a Seller can add a margin onto an Offer using the E&SD messages. The process does not require any changes to the current schemata and has simply been documented as one use case for Sellers and Airlines.
CR 147b	Order Retrieve Documentation and Clean Up	The Document the Elements Working Group have reviewed and endorsed Implementation Guidance for the Order Retrieve RQ message in detail. With this, the group has also deprecated items which are not used within the message for clarity. These elements will be removed in 20.2.
CR 147b	Message Docs Deprecation in all Message	The Document the Elements Working Group have reviewed and endorsed the decision to deprecate the Message Docs element within all messages. These elements will be removed in 20.2.
CR 147e	Update and Documentation for Payload Attributes	The Document the Elements Working Group have reviewed and endorsed the use for the Payload Attributes within the messages and deprecated the elements which are not needed in the standards. These elements will be removed in 20.2.
CR 147g	Order Cancel Documentation and Clean Up	The Document the Elements Working Group have reviewed and endorsed Implementation Guidance for the Order Cancel RQ message in detail. With this, the group has also deprecated items which are not used within the message for clarity. These elements will be removed in 20.2.
CR 147h	Augmentation Points Documentation and Update	The Document the Elements Working Group have reviewed and endorsed Implementation Guidance for the Augmentation Points. This CR also requests a model for more structure in the Augmentation Points for legislative backwards porting of features if required. The technical solution will be drafted and refined during the modelling, but this CR is requesting business endorsement to ensure we can back-port things like 3d secure, India GST and important structures at an industry level (but also keep the same flexibility we have today).

Change Request	Item	Description of Change
CR 147n	Air Doc Notif Documentation	The Document the Elements Working Group have reviewed and endorsed Implementation Guidance for the Air Doc Notif Message. The key point here was to document the capabilities for the message. The message itself still required clean up and review, however the group wanted to extract the capabilities for 19.2 first.
CR 147o	Acknowledgement Documentation	The Document the Elements Working Group have reviewed and endorsed Implementation Guidance for the Acknowledgement Message.
CR 147m	Order Rules Documentation	Adds the ability for a Seller to request Fare Information during the Offer Stage and documents the capability for this message, noting that this message will not be used for programmatic fare rule information.
CR 160a	Validating Carrier Change	Today, the Validating Carrier cannot be associated to a fight service, only a non-flight service (e.g. Ancillary) Prior to 17.1, the Validating Carrier element was found at the Service level, allowing it to be associated with any type of service (flight, bag, etc.). During the 17.1 Offer/Order restructuring, the Validating Carrier element was moved into the new Service Definition structure which is used for the product description of non-flight services, preventing it from being associated to flight-related services.

Order Group

Change Request	Item	Description of Change
CR 146	Voluntary Servicing Supporting Order Changes and Cancellation	The change request is proposing several enhancements to support the following voluntary servicing scenarios: full cancellation, partial cancellation and order modification.
CR 133	Informing a Seller of Changes to an Order and Servicing	The change request is proposing the following enhancements to support Schedule Change scenarios: • supporting the Seller follow-up action • supporting Fare Waiver to be passed from the Seller to the Airline (and back)
CR 067	Notification of Order Changes	The change request, for the OrderChangeNotificationRQ message, is to establish a standard structure and a set of best practices around data synchronization to handle notification of Order changes from an Airline to a Seller/Aggregator after an unsolicited, involuntary, voluntary, and/or schedule change type changes.
CR 136	Accepted Payment Instruments and Associated Surcharges	The change request is proposing several enhancements to: • communicate the airline accepted payment methods to the Seller • communicate final prices to the Seller inclusive of any associated payment fees, during the shopping phase and before commitment to pay for an order.
CR 148	Supporting EasyPay in the NDC and OO schemas	IATA EasyPay, allowing Agents to remit to airlines via the BSP, is currently is not supported in the list of payment methods in the Enhanced and Simplified Distribution schemas. IATA EasyPay is defined in IATA Resolution Passenger Agency Conference 812 as a specific remittance mechanism and as such it cannot fit into the existing payment methods found in the schemas, until they are upgraded to accommodate it.
CR 156	Net Clearance Amount	The proposed change request – to clearly define the Net Clearance Amount – will provide clarity and will eliminate the possible confusion to each party's obligations.
CR 110	Ability to handle multiple types of contacts	Proposing a solution to resolve several issues when collecting contact details (addresses at destination; emergency contact details; unaccompanied minor contact details…).

CR 022	Details to Determine the Context of an Interaction	This change enables Airlines to know the detailed characteristics of the interaction between the buyer and the seller so the Airline can take action for the appropriate experience to the customer.
CR 128	Redirection to a hosted payment page during payment	This change makes it possible for an Airline to instruct the Seller on how to redirect the Payer to a hosted payment page. With this change Payment Card details are entered directly onto the hosted Payment Page rather than the Seller's page and also enables to offer Payment methods not yet covered by the NDC schemas.
CR 129	Support 3DS 2.0 for Card Payment in the NDC schemas	This change enables Airlines to implement 3DS 2.0 in the NDC schemas in order to be compliant with the new EU regulations regarding Strong Customer Authentication as per September 2019
CR 039	Send ticket information to Accounting during transition to ONE Order	This change enables to create the OrderSalesInfoAccountingDocNotifRQ for transition purposes to ONE Order. This message enables to support hybrid scenarios when some services are still in the e-ticket and others are ONE Order.

Deprecation

This page details the elements which have been identified as surplus to business requirements and is not needed within the standard.

As the standard is being used in production today, there may be implementations which use these elements for a valid business purpose. If this is the case, please email standards@iata.org and we will raise this to the standard settings group to re-introduce this element into the standard, or advise how your business process can be delivered using another element within the standard.

Deprecation for 20.2

> **Note**
>
> Note the XPaths below refer to the 19.1 Messages.

Within all messages

Payload Attributes

- /PayloadAttributes/SeqNumber
- /PayloadAttributes/EchoTokenText
- /PayloadAttributes/TrxStatusCode

Message Docs

- /MessageDoc

Within Specific Messages

Order Retrieve

- /Request/OrderRetrieveParameters
- /POS
- /Request/OrderFilterCriteria/BookingRefFilterCriteria/TypeCode
- /Request/OrderFilterCriteria/BookingRefFilterCriteria/BookingEntity/Org/Name
- /Request/OrderFilterCriteria/FlightFilterCriteria
- /Request/OrderFilterCriteria/Order/WebAddressURI
- /Request/OrderFilterCriteria/PaxGroupFilterCriteria
- /Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/ContactID
- /Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/ContactRefusedInd
- /Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/ContactTypeText
- /Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/Employer
- /Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/IndividualRefID
- /Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/Individual
- /Request/OrderFilterCriteria/PaxFilterCriteria/FOID/CreditCardIssuerCode
- /Request/OrderFilterCriteria/PaxFilterCriteria/Individual/IndividualID
- /Request/OrderFilterCriteria/PaxFilterCriteria/LoyaltyProgramAccount/Carrier
- /Request/OrderFilterCriteria/PaxFilterCriteria/LoyaltyProgramAccount/ProgramName
- /Request/OrderFilterCriteria/PaxFilterCriteria/IdentityDoc/Individual
- /Request/OrderFilterCriteria/PaxFilterCriteria/PaxID
- /Request/OrderFilterCriteria/PaxFilterCriteria/ProfileID_Text
- /Request/OrderFilterCriteria/PaxFilterCriteria/Remark
- /Request/OrderFilterCriteria/ServiceFilterCriteria
- /Request/OrderFilterCriteria/TicketDocFilterCriteria/CouponNumber
- /Request/OrderFilterCriteria/TicketDocFilterCriteria/IATA_LocationCode

Order Cancel

- /Request/Order/OwnerTypeCode
- /Request/Order/WebAddressURI
- /Request/BookingRef

Known Defects

Known Defects

This section will report reported defects with the release of the standard and their corresponding action for the next release.

As these are unintentional changes to the standard, implementers are urged to adapt the current release to resolve these defects during implementation.

If you come across something that may be a defect, please email standards@iata.org or talk to an industry representative in the Offer, Order or Customer Payment Groups.

ID	Title	Description	How to Resolve this Defect	Status
OG-187	Tax, Fee and Charge Information not being returned	During the implementation of a new element within the PriceClass, the Class was replicated within the AIDM and the related entities (Such as Tax, Fee's and Charges) were dropped. This has caused the inability for Tax, Fee, Charge and other information to the represented in the messages such as AirShoppingRS and Offer PriceRS.	Change the referenced type from Price2Type to PriceType within the XSDs.	Affects 19.2, Fix Planned 20.1

Deprecation Candidates for All

Deprecation Candidates for All

Note these elements have been marked for deprecation and will be removed unless there is any industry demand to retain them.

Message	XPath	Raised	Effective
All	/PayloadAttributes/EchoTokenText	19.2	20.2
All	/MessageDoc	19.2	20.2
All	/PayloadAttributes/SeqNumber	19.2	20.2
All	/PayloadAttributes/TrxStatusCode	19.2	20.2

Deprecation Candidates for IATA_OrderCancelRQ

Deprecation Candidates for IATA_OrderCancelRQ

Note these elements have been marked for deprecation and will be removed unless there is any industry demand to retain them.

Message	XPath	Raised	Effective
IATA_OrderCancelRQ	/Request/Order/WebAddressURI	19.2	20.2
IATA_OrderCancelRQ	/Request/Order/OwnerTypeCode	19.2	20.2
IATA_OrderCancelRQ	/Request/BookingRef	19.2	20.2

Deprecation Candidates for IATA_OrderRetreiveRQ

Deprecation Candidates for IATA_OrderRetreiveRQ

Note these elements have been marked for deprecation and will be removed unless there is any industry demand to retain them.

Message	XPath	Raised	Effective
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/Individual/IndividuallD	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/Order/WebAddressURI	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/Employer	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderRetrieveParameters	19.2	20.2
IATA_OrderRetreiveRQ	/POS	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/TicketDocFilterCriteria/IATA_LocationCode	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/ContactRefusedInd	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxGroupFilterCriteria	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/ContactID	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/PaxID	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/FlightFilterCriteria	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/BookingRefFilterCriteria/TypeCode	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/ContactTypeText	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/IdentityDoc/Individual	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/IndividualRefID	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/LoyaltyProgramAccount/Carrier	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/LoyaltyProgramAccount/ProgramName	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/TicketDocFilterCriteria/CouponNumber	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/ServiceFilterCriteria	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/Remark	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/BookingRefFilterCriteria/BookingEntity/Org/Name	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ContactInfo/Individual	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/FOID/CreditCardIssuerCode	19.2	20.2
IATA_OrderRetreiveRQ	/Request/OrderFilterCriteria/PaxFilterCriteria/ProfileID_Text	19.2	20.2