

# AFKL SERVICING ROADMAP

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Implementers Forum - February 2019

# LIVE 17.1 -> 18.2 TARGET Q4 2019

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## Voluntary changes

- Airport, City, Country, Dates
- Flights only
- OW, RT, Open Jaw
- Public and private fares (Corporate, VFR, TO)
- Before and after departure
- After issuance

## Cancellation

- Refund of tickets
- Void of tickets and EMDs
- Cancellation of an order prior to payment

## Ancillaries

- Post booking and ticketing
- Additional baggage, free meals (VGML etc.), seat selection

## Notification

- Involuntary changes : schedules changes
- Payment time limit expired
- Email + NDC OrderChangeNotif

# PLANNED FOR 2019

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## Voluntary changes

- Before payment/issuance
- Extend scope of private fares: Consolidators and “Seat Only” net fares
- Flights inc. Ancillaries
- Ancillaries only
- Multicity
- One or multiple passengers of an order (split)

## Cancellation

- One or multiple passengers of an order (split)

- **Name correction (3 letters only) and name change for corporates**
- **APIS (DOCS/DOCA/DOCO)**
- **Book Special Services (Reduced mobility)**
- **Agency delegation**

# CHALLENGES

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## Split

- What flow to implement to perform “split rebooking” : ItinReshop/FlightPrice/OrderChange/AirDocIssue 17.1 ?
- ItinReshop use to request flight change for one or multiple passengers
- What flow to implement for the cancellation of one or multiple passengers from an order : ItinReshop/OrderCancel 17.1
- ItinReshop: request refund for one or multiple passengers
- Schemas gap 17.1

## SSR WCHR / WCHS/ DEAF/ BLND

- How to request WCHR and WCHS assistance for one or multiple passenger within the NDC verbs?
- How to specify that one or multiple passenger is DEAF or BLIND within the NDC verbs?
- What would be the flow ? ServiceList > OrderCreate/OrderChange? or only OrderCreate/OrderChange?
- Shall an offer item at ServiceList be created then an order item at Ordercreate or Orderchange?

# CHALLENGES

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## Agency delegation

Use Case:

Ensure 24H/24 7J/7 support – One IATA does the shopping to ticketing and another IATA does the servicing part.

- What are the recommendation regarding agency delegation of an order to another IATA agent or non IATA agent?
- Is it NDC compliant?
- Has anyone implemented this?

THANK YOU

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