AFKL SERVICING ROADMAP

Implementers Forum - February 2019
LIVE 17.1 -> 18.2 TARGET Q4 2019

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

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

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

Notification
- Involuntary changes: schedules changes
- Payment time limit expired
- Email + NDC OrderChangeNotif
PLANNED FOR 2019

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
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

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