



Disruption handling



Agenda



Introduction of BA/Expedia disruption PoC

Use cases / Flow diagram

Highlights of changes per message

OrderChangeNotif

OrderView

OrderHistory

OrderReshop

OrderChange/OrderCancel

AOB

Introduction

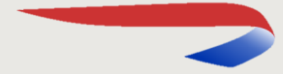


As discussed during the previous Implementers forum, the aim for this PoC is to identify workable means to enable schedule change using the current 17.2 (recommending augmentation points), but also identify gaps for 19.2 version, while adhering to principles of NDC, working broadly on overall implementations and be long term solution.

BA and Expedia discussed the main requirements to enable schedule change through each main message and generated templated xml messages for the specified use cases.

The output of this PoC was designed in a flow diagram, xml templates, this presentation and **feedback/updates** to the **CR 133** (ScheduleChange) and **CR 67** (OrderChangeNotif)

Use cases



The following use cases were followed to ensure the flow diagram addressed the main requirements:

- Order with ancillary, involuntary change, airline does not offer alternative, seller does not accept "free reshop", and changes to an alternative outside the airline "free offer".
 - Order with ancillary, airline offer alternatives, seller rejects alternatives, but accept an offer within policy (free of charge)
 - Accept alternatives
 - Reject all alternatives and request refund
-
- Schedule Change / Planned Cancellation / Book away on BA / Operational changes – Flight Cancellation / Delay

Flow Diagram



<https://goo.gl/ABrsYC>

This flow diagram covers:

- notification for schedule change
 - within operational window or outside
 - with ancillaries or without
 - airline re-accommodate customer or airline does not re-accommodate
- seller:
 - accepts
 - reshop for alternatives (within and outside policy)
 - cancel or cancel and request refund.

The missing gaps are addressed in the upcoming pages, per different messages.

Regarding OCN, there is a wider discussion with Iata regarding architecture, CR67. Currently considering changing to asynchronous messaging for 20.1/20.2 but this is going to be taken aside to the PoC.

Messages reviewed



OrderChangeNotif/ Acknowledgement

OrderRetrieveRQ/ **OrderViewRS**

OrderReshopRQ/RS

OrderChangeRQ/ OrderViewRS

OrderCancelRQ/ OrderViewRS

OrderHistoryRQ/RS

OrderChangeNotif



Content

- Codes to action on, should be displayed:
 - Accept
 - Reshop
 - Reshop check minimum connecting times *MCT infringement
 - Cancel
 - Contact airline
- **Time limit**
- **Consequence of not actioning item by then. (auto-accept vs. auto-cancel)**

Feedback sent to CR67

Delivery

19.2 – Pub/Push (Authentication/deployment/technology/etc)

17.2 – push to seller's endpoint only



OrderView



Content – should include the actual (latest) order elements

- Waiver code
- Codes to action on, should be displayed:
 - Accept
 - Reshop
 - Reshop check minimum connecting times *MCT infringement
 - Cancel
 - Contact airline

Mandatory in flow to check “the latest details of the order” (if customer hasn’t made a change for example)

OrderHistory RQ/RS

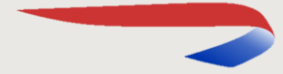


Content – should be a “history of OrderChangeNotifs”

- Itinerary
 - Ancillaries
 - “OSIs from airline to seller”
 - Initiated by.
- Waiver code
 - **Data element requested - Initiated by ... (airline, seller, system initiated, etc)**

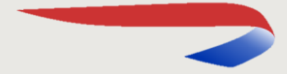
Mandatory in flow to check “what has changed”

OrderReshop



- **There is an expectation for the sellers that the OrderReshop respects the airline policy, including ad-hoc and/or applicable to specific seller, that offers the "0" fee where and when applicable.**
- **ORRQ Optional - Parameter for "\$0" fee (within airline policy)**
- **Waiver code**

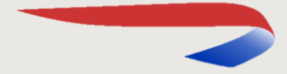
Waiver



This is to address cases where the airline cannot change OrderReshop or OrderChange/Cancel to reflect the expected "exception".

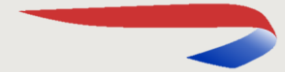
It was suggested to use a "new service" (which is an existing data element) as a waiver to address these specific scenarios. Instead of request a new data element.

OrderChange/Cancel



- **There is an expectation for the sellers that the OrderChange/Cancel respects the airline policy, including ad-hoc and/or applicable to specific seller, that refunds waiving any fees where and when applicable.**
- **OrderCancel/OrderChange must be able to remove the flight, but keep the value (ticket), and reuse the value later.**
- **Waiver code**

CR 133

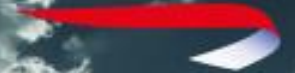


Business requirement	description	Messages
Call to action	a list of options available to the customer Includes ACCEPT, REBOOK, REFUND, CALL AIRLINE	OrderChangeNotifRQ OrderViewRS
Timelimit	Time by which the customer must have done one of the actions	OrderChangeNotifRQ OrderViewRS
Consequence	Consequence of not doing the action by the timelimit eg Airline will auto-accept, Airline will auto-cancel	OrderChangeNotifRQ OrderViewRS
Initiated by	who made a change eg Initiated by airline Initiated by customer	OrderHistoryRS
Filter	only return free of charge offers To enable sellers to request search for offers that only adhere to airlines invol rebooking policy	OrderReshopRQ
Accept change	provides ability for seller to tell airline that customer accepts the invol change that has made by the airline In 17.2, we are using <OrderChangeRQ> <Query> <AcceptRepriceOrder> <responseld>accept</responseld	OrderChangeRQ



Next steps





Q & A



Contact: alain.sato@ba.com

