Existing & New/Future Features in NDC

- **Order Creation**
- **Voluntary Servicing**
  - Pax Details
  - Flight Reshop
  - Ancillary Reshop
  - Remove Pax from Order
  - Name Change
  - Cancellations
  - Refunds
  - Reusability
- **Order History**

- **Involuntary Changes**
- **Payments**
  - Deferred Payments
  - Multi-FoP+Multi-Payer
  - 3DSecure v1 / v2
  - Payment Preferences
  - FoPs Supported
- **Involuntary Changes**
  - Sched Change
  - Disruption
  - Pax Up/Downgrade
  - Seller Notifs

- Repetition of portions of the Order
- Redesigned + Order Versioning
- Using Services / Vouchers / Residual on Accountable Docs
- Using the payment processing structure
- Optimized structures
- Cancel and Adding ancillary – straight to OrderChangeRQ
- Improving reshopping of ancillaries
- Reshop for all Pax minus the removed Pax
- Specific function
- Repetition of portions of the Order
Involuntary Changes

- Schedule Changes
- Disruption
- Pax Details
- Payment Status

OrderID OR001 v1
GVA-LHR
Dep 12:00
LHR-GVA
Dep 19:30

Pax Details
Service Details
Payment Txn

OrderID OR001 v2
GVA-LHR
Dep 12:00
LHR-GVA
Dep 23:20

Acceptance Indicator
Follow-Up Actions

OrderChangeNotifyRQ

Airline can specify consequence of inaction

Pax is required to accept change or reshop/cancel(refund)
27 November 2019

OrderChangeNotif

- Sync changes
- Order versioning
- Seller aware of gaps in changes
- Lean payload: only changed data is sent
- OrderHistoryRQ/RS match OCN design
Voluntary Changes

- Re-shopping
- Cancellations
  - Pax states intent to *re-spend* or *refund*
  - Penalty can be netted into refund amount or made payable separately to trigger refund
- Reinforces use of OrderReshop to simulate outcome of operation

<table>
<thead>
<tr>
<th>OrderID</th>
<th>OR001</th>
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<tbody>
<tr>
<td>GVA-LHR</td>
<td></td>
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<tr>
<td>Dep 12:00</td>
<td></td>
</tr>
<tr>
<td>LHR-GVA</td>
<td>Dep 23:20</td>
</tr>
</tbody>
</table>

OrderReshopRQ
Cancel LHR-GVA Refund
OrderReshopRS
GVA-LHR Dep 12:00 LHR-GVA – Canc. + Penalty
OrderChangeRQ
Accept Change

Price differential equipped to indicate AddCol, Reusable item, Residual values, Refundable amounts, etc.
Voluntary Changes

Status at **Service** level
- Mark items as cancelled (opt. supplemented by Coupon-level status)
- Fully cancelled items can be viewed through OrderHistory

New indicator in cancelled OrderItems
- Shows that there is potentially a reusable amount
- Reusable amount, when known, is reflected as a Residual amount

Services can be shown as “unchanged” in Reshop simulation (e.g. partially-flown segment)
Persisting IDs – Why?

• Architecture principles introduced in 17.2
• Communicate by Reference, not by Value
• Sender removes repetition of data already known by recipient (also removes the need to “diff” / double-check that repeated values match stored values)
• Required for cross-message referencing
  – E.g. OrderChangeRQ – Cancel “OrderItemID” vs Cancel OrderItem+Services+ServiceDefinitions+FlightDetails+etc.
  – E.g. OrderCreateRQ – Accept OfferID for PaxID vs Accept OfferDetails+OfferItems+Services+#####
IDs in Distribution Standards

3 types of IDs

1. Customer-facing
2. Cross-message
3. Intra-message
   - Key+KeyRefs defined
Candidate IDs

- **OrderID**
  - Refer to Reso 777
  - Currently the only customer-facing ID - TBD

- **OfferID**
  - Shopping for Offers
  - Servicing Orders

- **OfferItemID**

- **ServiceID**
  - Reshopping, Servicing Pax details
  - Note: PaxID starts persisting post-Order

- **PaxID**

- **JourneyID**
  - Specifying on which Flights Services need to be fulfilled
  - Seat Selection

- **SegmentID**

- **LegID**

- **PaymentID**
  - Referencing Payment transactions (incl. failed txns in unsuccessful OrderCreateRQs)

- **ServiceDefinitionID**
  - Selection of options within ServiceBundles

Currently the only customer-facing ID - TBD - Referenced when sending servicing requests, associating payments

Shopping for Offers - Servicing Orders

- Reshopping, Servicing Pax details
  - Note: PaxID starts persisting post-Order

- Specifying on which Flights Services need to be fulfilled
  - Seat Selection

- Referencing Payment transactions (incl. failed txns in unsuccessful OrderCreateRQs)

- Selection of options within ServiceBundles
Thank you

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