

Order Servicing



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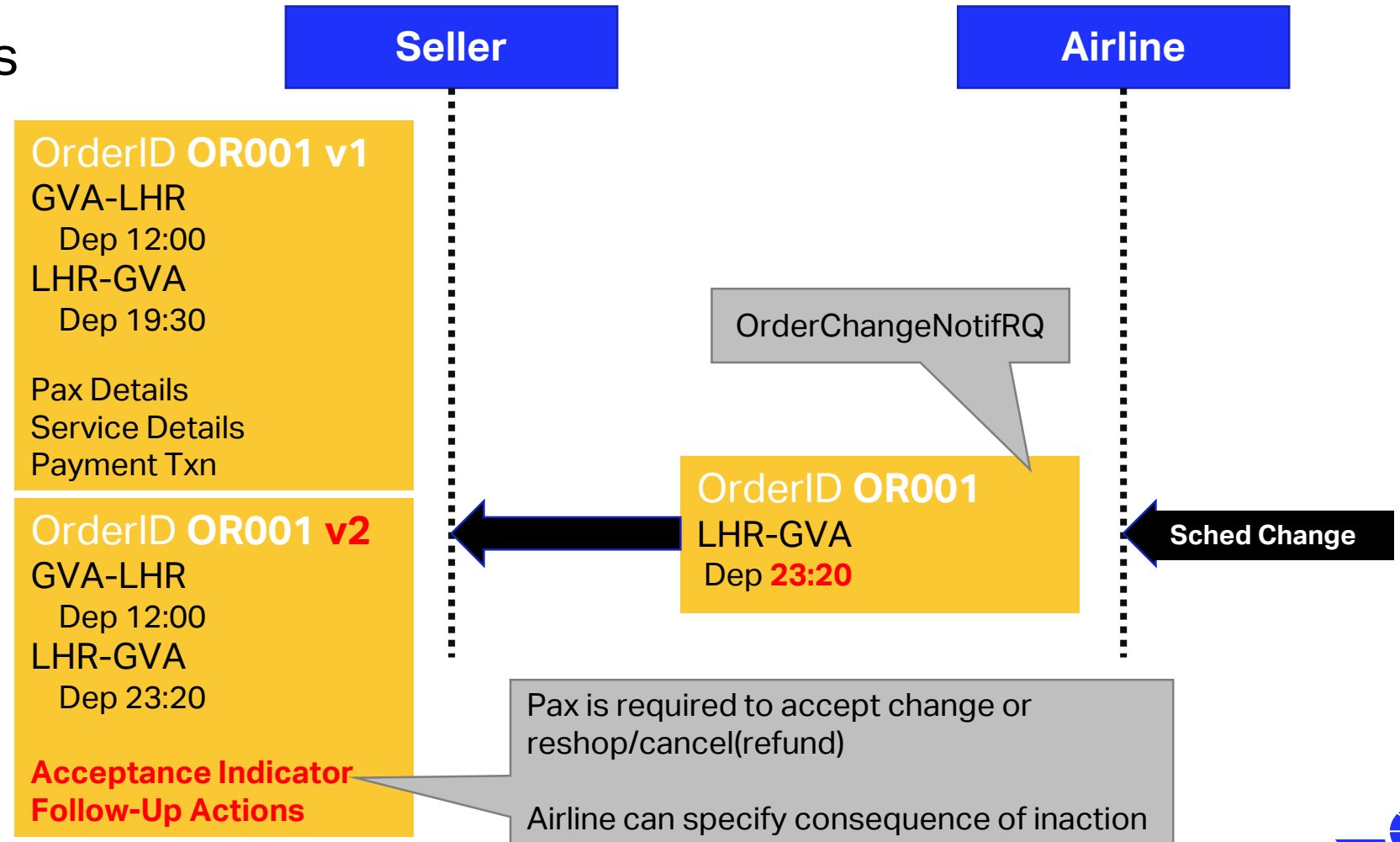


Existing & New/Future Features in NDC

- 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
-
- Cancel and Adding ancillary – straight to OrderChangeRQ
- Improving reshopping of ancillaries
- Reshop for all Pax minus the removed Pax
- Specific function
- Using Services / Vouchers / Residual on Accountable Docs
- Specific function
- Using the payment processing structure
- Optimized structures
- Repetition of portions of the Order
- Redesigned + Order Versioning
- v1
- v2

Involuntary Changes

- Schedule Changes
- Disruption
- Pax Details
- Payment Status



OrderChangeNotif

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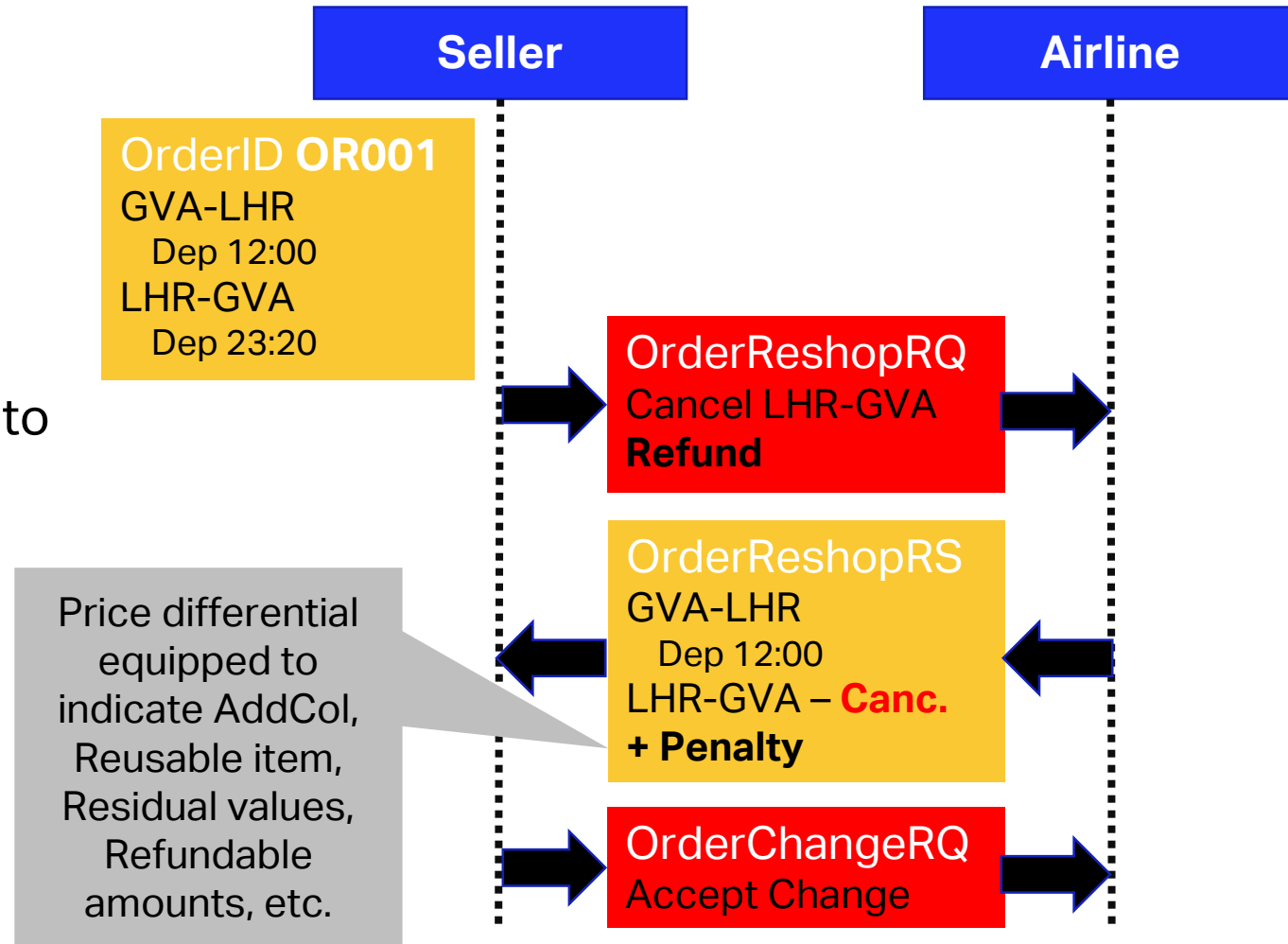
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</ChangeOperation>

```

- 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



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

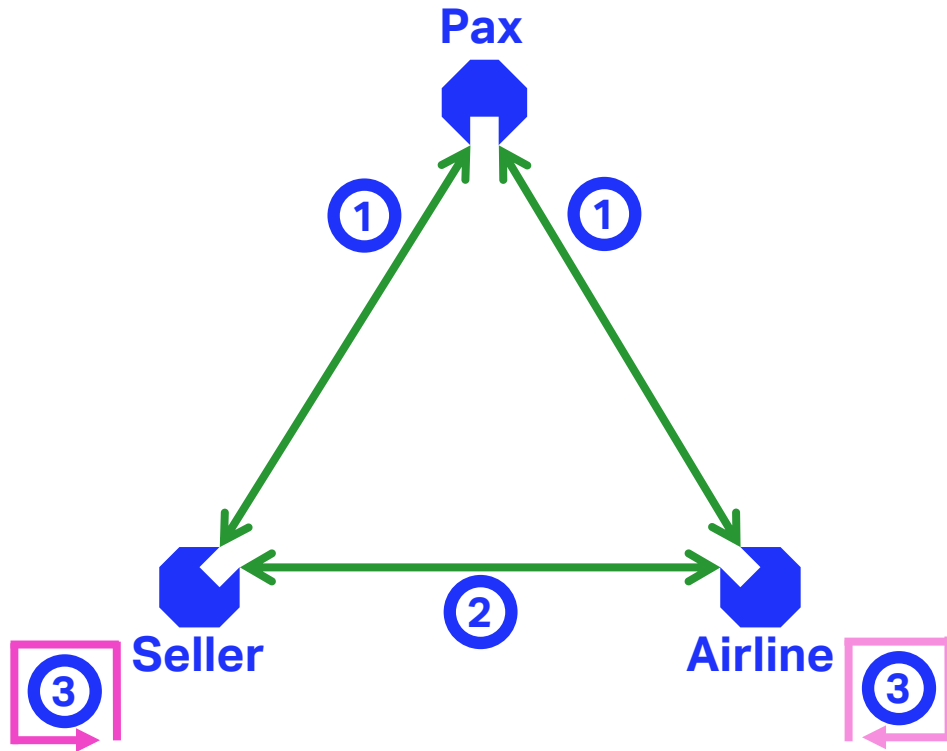


Services can be shown as “unchanged” in Reshop simulation (e.g. partially-flown segment)

Persisting IDs – Why?

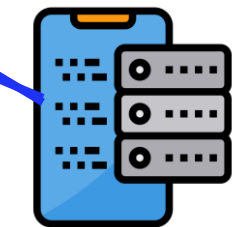
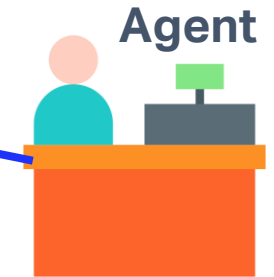
- Architecture principles introduced in 17.2
- Communicate by Reference, not by Value
- Sender removes repetition of data already known by recipient (also removes the need to “diff” / double-check that repeated values match stored values)
- Required for cross-message referencing
 - E.g. OrderChangeRQ – 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*



System

Candidate IDs

OrderID

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

OrderItemID

- Referenced when sending servicing requests, associating payments

OfferID

- Shopping for Offers
- Servicing Orders

OfferItemID

ServiceID

PaxID

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

JourneyID

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

SegmentID

LegID

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

PaymentID

ServiceDefinitionID

Selection of options within ServiceBundles

Thank you

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