

#8 [Solution attachment] - Refund processing is not streamlined across the value chain, preventing downstream automation

Order/Service Validity

Airlines send the service's validity period, especially for coupons with residual amounts subject to re-use or refund.

From 17.2 to 19.1

- .../TicketDocInfo/Ticket/Coupon/CouponValidityPeriod/**ExpirationDate**
- OrderViewRS/Response/Order/OrderItems/OrderItem/FareDetail/FareComponent/FareRules (*optionally*)

From 19.2 onwards

- Use of Cancel and Change Restrictions (Offer conditions) to disclose refundability rules, including the JourneyStageCode (prior to / after departure and no-show) to indicate when the restrictions apply, and the **ExpirationDateTime** for the validity period of each rule
- .../TicketDocInfo/Ticket/Coupon/CouponValidityPeriod/**ExpirationDate** (*optionally*)

Service/coupon delivery status

Airlines communicates to the Seller that a Service that cannot be delivered – reasons may include: unclaimed by pax (e.g. no-show) or invol cancellations (e.g. sched change / disruptions)

From 17.2 to 18.1

- .../Order/OrderItem/**Service/StatusCode** (e.g. suitable code to be found for "pax-did-not-fly" scenarios from PADIS Codeset 4405).
- .../TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/**Status**

From 18.2 to 21.1

- .../Order/OrderItem/**Service/StatusCode** (e.g. suitable code to be found for "pax-did-not-fly" scenarios from PADIS Codeset 4405). (*optionally*)
- .../Order/OrderItem/Service/**DeliveryCode** (*potentially retrofitting the CR227 outcome*)
- .../TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/Status (*optionally*)

From 21.3 onwards

- CR227 is underway and streamlining the values of status elements (both NDC and OO statuses). For example, no-show **DeliveryStatusCode** would be "NOT CLAIMED". The way service-level Status Codes would be affected by Delivery Statuses is currently being reviewed, as part of this CR.
- .../TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/**Status** (*optionally*)

Samples:

The samples in accelerator 9 demonstrate how the airline also cancels related / dependent ancillaries (the seat selection) in step 10 -11 https://airtechzone.iata.org/industry-programs/ndc/swat_xml.html. All affected tickets/EMDs for the seats are also updated following the OrderChangeRQ (step 12)