

NDC OrderCancel 18.1

Web Services Implementation Guide

Amadeus Altea New Distribution Capability

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1 Interface Overview

1.1 Description

The OrderCancel request allows to cancel an existing order.

1.2 Current Scope

Are considered in the scope of the current Altea NDC release:

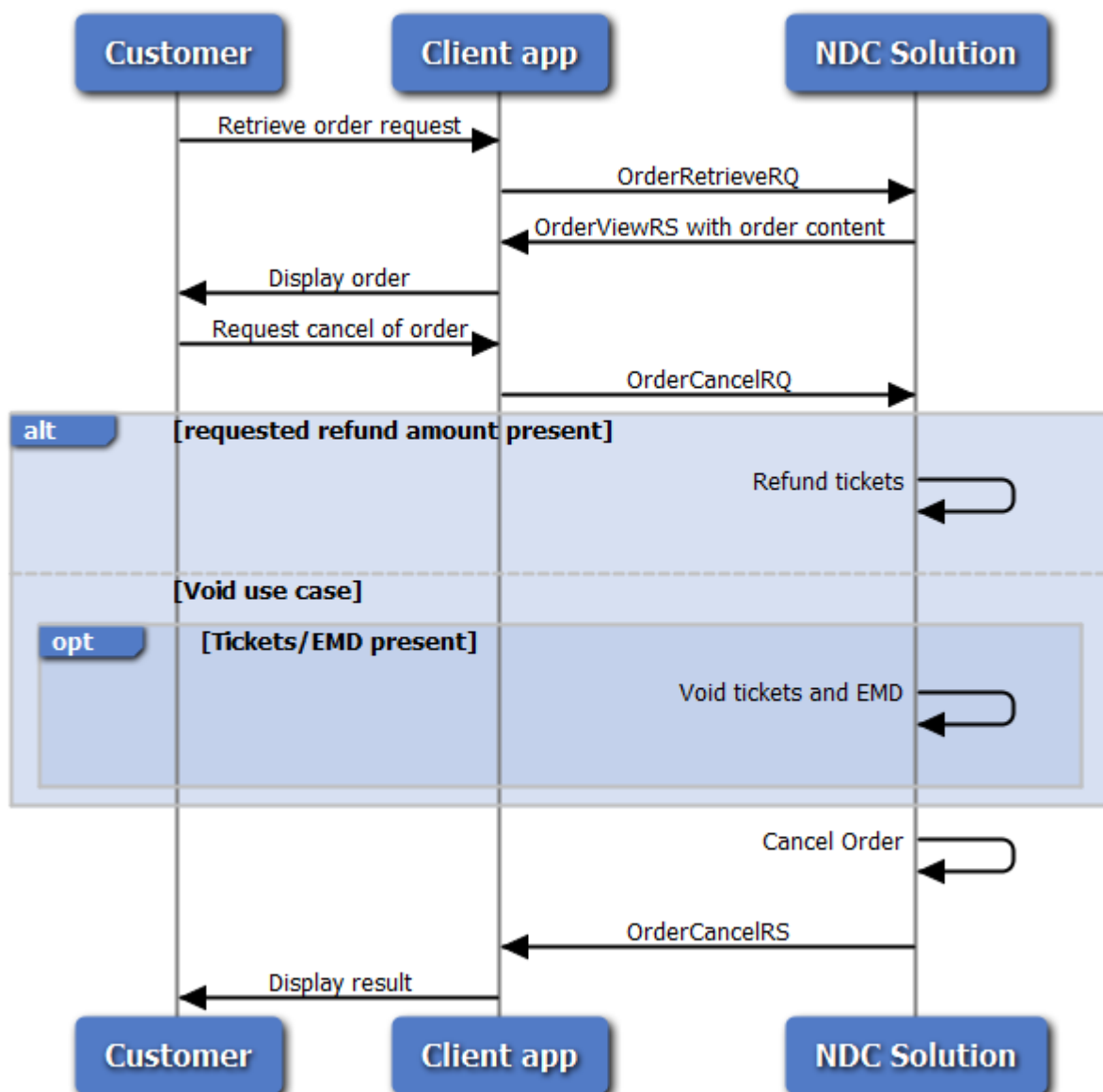
- Void tickets and EMD
- Cancel order
- ATC Refund

1.3 Out of scope

Here are the limitations related to the current Altea NDC release:

- Refund of services, insurance, third party content

1.4 Sequence Diagram



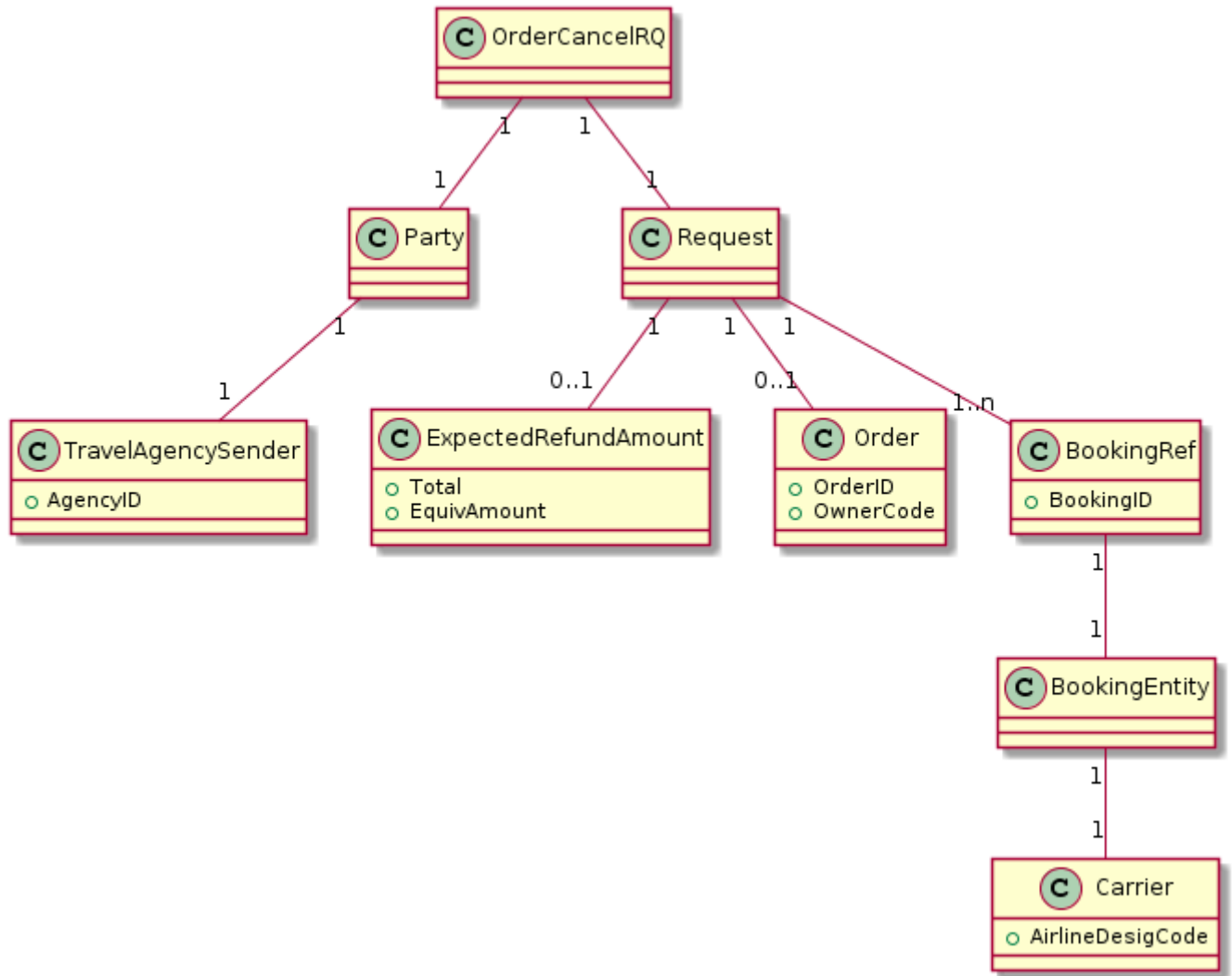
1.5 Prerequisites

- The OrderCreate request has been run successfully to book an order (not necessarily paid and issued).

2 Building a Query: OrderCancelRQ

2.1 Functional Description

Here is a class diagram describing the OrderCancelRQ xml:



2.2 Implementation

This section describes the implementation of the input message based on the **NDC schema version 18.1**.

2.2.1 Party

NDC Message/ Transaction Party(s) information.

PartyDesignation	Repetition	Status	Location	Comments
------------------	------------	--------	----------	----------

Party	1	M	/Party	
IATA number	1	O	/Party/Sender/TravelAgencySender/IATA_Number	8-digit IATA number. Used for revenue attribution. Ex: 12345678
AgencyID	1	M	/Party/Sender/TravelAgencySender/AgencyID	9-character Travel Agency ID. Ex: AAAYY1234

Note: Any other information entered in the party element will be ignored.

Example:

```
<Party>
  <Sender>
    <TravelAgencySender>
      <AgencyID>NCE6X0100</AgencyID>
    </TravelAgencySender>
  </Sender>
</Party>
```

2.2.2 Expected Refund Amount

Expected amount to be refunded on the order. **To be sent only if a refund is expected.** Otherwise, a void is tried. If the amount is known, it should be put in Total structure. Otherwise, the Equivalent structure can be used.

PartyDesignation	Repetition	Status	Location	Comments
ExpectedRefundAmount	0..1	O	/Request/ExpectedRefundAmount	
Total amount for refund	0..1	O	/ExpectedRefundAmount/TotalAmount	Amount to be expected for refund. If different from the real amount to be refunded, the transaction is rejected.

Currency for refund total amount	1	M	/ExpectedRefundAmount/Total[@CurCode]	3-letter currency code. Example: EUR
EquivAmount	0..1	O	/ExpectedRefundAmount/EquivAmount	Can be used instead of Total if the refund amount is not known. Value is not read, CurCode should be ANY

Example 1: Expected refund amount known.

```
<ExpectedRefundAmount>
  <TotalAmount CurCode="EUR">46.85</TotalAmount>
</ExpectedRefundAmount>
```

Example 2: Expected refund amount unknown.

```
<ExpectedRefundAmount>
  <EquivAmount CurCode="ANY">0.00</EquivAmount>
</ExpectedRefundAmount>
```

2.2.3 Order ID

The order ID to be canceled. Can be replaced by the Booking Reference (see below).

OrderDesignation	Repetition	Status	Location	Comments
OrderID	0..1	O	/Request/Order/OrderID	Can be used to select the Original Order.

```
<Order>
  <OrderID>6X_TTUSDQ</OrderID>
  <OwnerCode>6X</OwnerCode>
</Order>
```

2.2.4 Booking Reference

Booking reference (PNR) to cancel Booking Reference or OrderID can be used to retrieve an existing order. **If both are sent in the request, the booking reference has a higher priority and is used to retrieve the order.**

BookingReferencesDesignation	Repetition	Status	Location	Comments
------------------------------	------------	--------	----------	----------

BookingReference element	0..n	O	/Request/BookingRef	Record locator of the original order. Only one element taken into account.
BookingID	1	M	/BookingRef/BookingID	Record locator value
Airline ID	1	M	/BookingRef/BookingEntity/Carrier/AirlineDesigCode	Airline with which the order was created.

Example:

```
<BookingRef>
  <BookingID>2ZGPX5</BookingID>
  <BookingEntity>
    <Carrier>
      <AirlineDesigCode>6X</AirlineDesigCode>
    </Carrier>
  </BookingEntity>
</BookingRef>
```

3 Receiving a Reply: OrderCancelRS

An OrderCancelRS message is sent in response to the OrderCancelRQ.

3.1 Success

Order IDDesignation	Repetition	Status	Location	Comments
OrderRefID	1	M	/OrderCancelRS/Response/OrderRefID	Order ID of the order successfully cancelled

```
<OrderCancelRS xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRS">
  <Response>
    <OrderRefID>BA125VG7CW500</OrderRefID>
  </Response>
</OrderCancelRS>
```

In case of refund, the total penalty applied is returned.

Change fees Designation	Repetition	Status	Location	Comments
PenaltyAmount	1	O	/OrderCancelRS/Response/ChangeFees/PenaltyAmount	Total penalty amount applied for the cancellation
CurCode	1	M	/OrderCancelRS/Response/ChangeFees/PenaltyAmount [@CurCode]	Penalty amount currency

```
<OrderCancelRS xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRS">
  <Response>
    <OrderRefID>BA125VG7CW500</OrderRefID>
    <ChangeFees>
      <PenaltyAmount CurCode="EUR">95.00</PenaltyAmount>
    </ChangeFees>
  </Response>
</OrderCancelRS>
```

3.2 Error

If a blocking error occurred during the process, the Errors Structure is returned and filled.

Errors Designation	Repetition	Status	Location	Comments
Error	0..n	O	/OrderCancelRS/Error	Error structure
Code	1	M	/OrderCancelRS/Error/Code	Error code
DescText	1	M	/OrderCancelRS/Error/DescText	Error message

```
<OrderCancelRS xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRS">
  <Error>
    <Code>911</Code>
    <DescText>INTERNAL ERROR</DescText>
  </Error>
</OrderCancelRS>
```

4 Troubleshooting

INVALID INPUT DATA

General input validation error. Check associated sub message for more information

RESERVATION PREVIOUSLY CANCELLED

The order was already cancelled.

CONTRACT(S) NOT ELIGIBLE FOR VOID

Tickets are no longer eligible for void. A refund can be tried if possible.

ATC REFUND NOT AUTHORIZED

The refund has been requested in the query, but it has not been activated for this airline.

INVALID REFUND AMOUNT

The requested refund amount provided in the query doesn't match the effective refund for the order. No refund has been processed.

5 Detailed Use Cases

5.1 Use case 1: Cancel/Void an order

5.1.1 Use Case Description

After booking an order, the customer decides to cancel it. The timelapse between booking and cancelling is short enough to authorize the void on the tickets/emds inside the order.

5.1.2 Preconditions

- 1) The Order is already created with OrderCreateRQ
- 2) The Order is eligible to Cancel

5.1.3 Message

```
<OrderCancelRQ xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRQ">
  <Party>
    <Sender>
      <TravelAgencySender>
        <IATA_Number>12345678</IATA_Number>
        <AgencyID>LONBA07WO</AgencyID>
      </TravelAgencySender>
    </Sender>
  </Party>
  <Request>
    <Order>
      <OrderID>BA125VG7CW500</OrderID>
      <OwnerCode>BA</OwnerCode>
    </Order>
  </Request>
</OrderCancelRQ>
```

```
<OrderCancelRS xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRS">
  <Response>
    <OrderRefID>BA125VG7CW500</OrderRefID>
  </Response>
</OrderCancelRS>
```

5.2 Use case 2: Refund/Cancel an order - Refund amount known

5.2.1 Use Case Description

The user would like to refund and cancel his order. He wants to know the total amount to be refunded, and cancel the order with these conditions.

5.2.2 Preconditions

- 1) The Order is already created with OrderCreateRQ
- 2) The Order is eligible to Refund
- 3) An ItinReshop has been run to check the refund and penalty amounts for this order. The corresponding total refund amount is provided in input of OrderCancelRQ.

5.2.3 Message

```
<OrderCancelRQ xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRQ">
  <Party>
    <Sender>
      <TravelAgencySender>
        <IATA_Number>12345678</IATA_Number>
        <AgencyID>LONBA07WO</AgencyID>
      </TravelAgencySender>
    </Sender>
  </Party>
  <Request>
    <Order>
      <OrderID>BA125VG7CW500</OrderID>
      <OwnerCode>BA</OwnerCode>
    </Order>
    <ExpectedRefundAmount>
      <TotalAmount CurCode="EUR">46.85</TotalAmount>
    </ExpectedRefundAmount>
  </Request>
</OrderCancelRQ>

<OrderCancelRS xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRS">
  <Response>
    <OrderRefID>BA125VG7CW500</OrderRefID>
    <ChangeFees>
      <PenaltyAmount CurCode="EUR">95.00</PenaltyAmount>
    </ChangeFees>
  </Response>
</OrderCancelRS>
```

5.3 Use case 3: Refund/Cancel an order - Refund amount unknown

5.3.1 Use Case Description

The user would like to refund and cancel his order. He doesn't know the total refund amount and wants to cancel it anyway.

5.3.2 Preconditions

- 1) The Order is already created with OrderCreateRQ
- 2) The Order is eligible to Refund

5.3.3 Message

```
<OrderCancelRQ xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRQ">
  <Party>
```

```

        <Sender>
            <TravelAgencySender>
                <IATA_Number>12345678</IATA_Number>
                <AgencyID>LONBA07WO</AgencyID>
            </TravelAgencySender>
        </Sender>
    </Party>
    <Request>
        <Order>
            <OrderID>BA125VG7CW500</OrderID>
            <OwnerCode>BA</OwnerCode>
        </Order>
        <ExpectedRefundAmount>
            <EquivAmount CurCode="ANY">0.00</EquivAmount>
        </ExpectedRefundAmount>
    </Request>
</OrderCancelRQ>

<OrderCancelRS xmlns="http://www.iata.org/IATA/2015/00/2018.1/OrderCancelRS">
    <Response>
        <OrderRefID>BA125VG7CW500</OrderRefID>
        <ChangeFees>
            <PenaltyAmount CurCode="EUR">95.00</PenaltyAmount>
        </ChangeFees>
    </Response>
</OrderCancelRS>

```

6 Glossary

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