

AirDocIssue V1

Interface Specification

Last updated: 30 Aug 2016

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision History** | | | | |
| **Name** | **Version** | **Reason for Change** | **Status** | **Date** |
| BA | 0.1 | AirDocIssue – Interface Specification | Draft | 30-Aug-16 |

**Table of Contents**

[1 Introduction 3](#_Toc461547911)

[1.1 Support Details 3](#_Toc461547912)

[1.1.1 Commercial Support 3](#_Toc461547913)

[1.1.2 Technical Support 3](#_Toc461547914)

[2 Generic Message Elements 3](#_Toc461547915)

[2.1 Agency and Service Provider data 4](#_Toc461547916)

[2.1.1 Example Agency and Service Provider data 9](#_Toc461547917)

[2.2 Common Schemas 11](#_Toc461547918)

[3 AirDocIssue Webservice 12](#_Toc461547919)

[3.1 Interface Design 12](#_Toc461547920)

[3.2 Schemas 12](#_Toc461547921)

[3.3 Request and Response Definitions 13](#_Toc461547922)

[3.3.1 Request 13](#_Toc461547923)

[3.3.2 Response 19](#_Toc461547924)

[3.4 URLs to access this web service 29](#_Toc461547925)

[3.4.1 Live URL 29](#_Toc461547926)

[3.4.2 Test URL 29](#_Toc461547927)

[3.4.3 Mandatory headers 29](#_Toc461547928)

[3.5 Sample SOAP NDC Request to access this web service 29](#_Toc461547929)

[3.6 Sample SOAP NDC Response 29](#_Toc461547930)

[3.7 Sample SOAP NDC Response with errors 30](#_Toc461547931)

[3.8 Sample SOAP Response with errors 30](#_Toc461547932)

[4 Frequently Asked Questions 30](#_Toc461547933)

[4.1 FAQs 30](#_Toc461547934)

[5 Usability Guide 30](#_Toc461547935)

[5.1 Usage advice 30](#_Toc461547936)

[6 Appendix 1 –Web Services error responses 33](#_Toc461547937)

[6.1 AirDocIssue error/ineligibility checks 33](#_Toc461547938)

[7 Appendix 2 – Languages supported by BA 33](#_Toc461547939)

[8 Appendix 3 – Test card numbers 33](#_Toc461547940)

# Introduction

The AirDocIssue Webservice provides IATA Accredited Travel Agents etc, new retailers and Service Providers the ability to pay for the held booking as per IATA NDC schema standards.

AirDocIssue – this service accepts payment (card or cash aka BSP settlement) and issues eTickets and EMD

## Support Details

### Commercial Support

For any assistance that you require with any commercial queries please contact:

[Selling.distribution@ba.com](mailto:Selling.distribution@ba.com)

### Technical Support

For any assistance with integration issues or general queries, please refer to the blog section available on <http://developer.ba.com>. This section is monitored daily by our technical team and should be the first point of contact for any integration queries.

For any assistance with suspected technical faults or issues please follow the process detailed below:

**System unavailable** – please telephone the British Airways IT Service Centre:

+44 (0) 20 8562 4000

**System available, non-critical faults -** please send an email to:

**itsc.itsc@ba.com**

**Please have the following information available when calling or emailing the service centre:**

**If emailing, the email subject should be:**

* “ Company name – NDC Web Service issue”

**The call or email should include the following:**

* Your name and Company
* Your contact Telephone Number (including full dialling code)
* Full Location including country, town, building
* System / Technology / Hardware involved
* Number of users affected

**Short summary of the problem:**

* Error / System Message: Please put in specific error message received.
* Details of actions leading to problem / question (commands issued, buttons clicked etc)
* Example SOAP of request being sent (including username and password to connect to service.
* Example of any response received from the service.

Attachments of screenshots displaying the error would also be useful.

# Generic Message Elements

## Agency and Service Provider data

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Field Type** | **Data Type** | **Schema Definition**  **(http://www.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| Party |  |  | **M** |  |
| Sender |  |  | **M** | Message sender information |
| TravelAgencySender |  |  | M | Specify the travel agency details  Populate TravelAgencySender section only if the request is originated by the Travel Agent |
| Name |  | Party/Sender/TravelAgencySender/Name | O | Travel agency name  **Example:** ABC  **Note:** This is an optional element in NDC schema. BA will neither use nor validate this element even if it was passed |
| Contacts |  |  | O | This is an optional element in NDC schema but for calling BA service this must be passed with requesting agent’s email address only if the requesting agent is an IATA agent  **Note:** Agent contact will only be used in OrderCreate service. Therefore it is up to the client to pass agent email address in AirShopping, FlightPrice and SeatAvailability services |
| Contact |  |  | M |  |
| EmailContact |  |  | O | This is an optional element in NDC schema but for calling BA service (OrderCreate) this must be passed, if the requesting agent is an IATA agent. This is important as the eTicket confirmation email will only be sent to this email address for IATA agent’s bookings  For non-IATA agents, this element need not be passed as the eTicket confirmation email will only be sent to the customer’s email address. However, BA will record this email address to the booking if provided for non-IATA agents |
| Address |  | Party/Sender/TravelAgencySender/Contacts/Contact/EmailContact/Address | M | Travel agency’s email address  **Example:** [**abc@tc.com**](mailto:abc@tc.com)  This is the requesting agent’s email address |
| OtherIDs |  |  | O | Specify Non-IATA agent details  **Note:** This is an optional element in NDC schema but for calling BA services this must be passed if the requesting agent is a non- IATA agent |
| OtherID |  | Party/Sender/TravelAgencySender/OtherIDs/OtherID | M | Non-IATA agent code  **Example:** 01010101 |
| IATA\_Number |  | Party/Sender/TravelAgencySender/IATA\_Number | O | Travel agent’s IATA number  **Example:** 12345678  **Note:** This is an optional element in NDC schema but for calling BA services this must be passed if the requesting agent is an IATA agent |
| AgencyID |  | Party/Sender/TravelAgencySender/AgencyID | M | Travel agency name  **Example:** ABC  **Note:** This is a mandatory element in NDC schema but BA will neither use nor validate this element. Suggestion is to pass travel agency name |
| CorporateSender |  |  |  | Specify corporate details  Populate CorporateSender section only if the request is originated by the Corporate |
| Contacts |  |  | O | This is an optional element in NDC schema. Populate this section with the requesting corporate’s email address only if the corporate is directly creating a booking with BA via NDC Services  Do not populate this section if Travel Management Company (TMC) is creating a booking on behalf of the corporate  **Note:** Corporate contact will only be used in OrderCreate service. Therefore it is up to the client to pass corporate email address in AirShopping, FlightPrice and SeatAvailability services |
| Contact |  |  | M |  |
| EmailContact |  |  | O | This is an optional element in NDC schema but for calling BA service (OrderCreate) this must be passed, if the corporate is directly creating a booking with BA via NDC Services and the corporate has an IATA number. This is important as the eTicket confirmation email will only be sent to this email address for IATA agent’s bookings  For corporates that have non-IATA number, this element need not be passed as the eTicket confirmation email will only be sent to the customer’s email address. However, BA will record this email address to the booking if provided for non-IATA corporates |
| Address |  | Party/Sender/CorporateSender/Contacts/Contacts/EmailContact/Address | M | Corporate’s email address  **Example:** [**abc@tc.com**](mailto:abc@tc.com)  This is the requesting corporate’s email address |
| ID |  | Party/Sender/CorporateSender/ID | M | Corporate’s JBID  **Example:** IN3642FR  Unique ID provided by BA |
| IATA\_Number |  | Party/Sender/CorporateSender/IATA\_Number | O | Corporate’s IATA or non-IATA number  **Example:** 12345678  Do not populate this section if Travel Management Company (TMC) is creating a booking on behalf of the corporate  **Note:** This is an optional element in NDC schema. Populate this element with the requesting corporate’s IATA or non-IATA number only if the corporate is directly creating booking with BA via NDC Services |
| Participants |  |  | O | Specify Service Provider details  **Note:** This is an optional element in NDC schema but if the calling client is a Service Provider then Participants details must be populated. If the calling client is not a Service Provider then Participants details should not be populated. |
| Participant |  |  | M |  |
| TravelAgencyParticipant |  |  | O | Populate this section only if the participant is a Travel Management Company (TMC) and is creating a booking for the corporate customer i.e request is originated by the corporate |
| SequenceNumber (Attribute) |  | Party/Participants/Participant/TravelAgencyParticipant/SequenceNumber (Attribute) | M | Unique number  Example: 2  **Note:** It is recommended that each participant to increment the sequence number by 1.  **Example:** If participant 1 gives sequence number as “2” participant 2 is advised to give sequence number as “3” |
| Contacts |  |  | O | This is an optional element in NDC schema. Populate this section with the requesting agent’s (TMC’s) email address only if the requesting agent is an IATA agent  **Note:** Agent contact will only be used in OrderCreate service. Therefore it is up to the client to pass agent email address in AirShopping, FlightPrice and SeatAvailability services |
| Contact |  |  | M |  |
| EmailContact |  |  | O | This is an optional element in NDC schema but for calling BA service (OrderCreate) this must be passed, if the requesting agent (TMC) is an IATA agent. This is important as the eTicket confirmation email will only be sent to this email address for IATA agent’s bookings  For non-IATA agents, this element need not be passed as the eTicket confirmation email will only be sent to the customer’s email address. However, BA will record this email address to the booking if provided for non-IATA agents (TMCs) |
| Address |  | Party/Participants/Participant/TravelAgencyParticipant/Contacts/Contact/ EmailContact/Address | M | Travel agency’s(TMC’s) email address  **Example:** [**abc@tc.com**](mailto:abc@tc.com)  This is the requesting agent’s email address |
| OtherIDs |  |  | O | Specify Non-IATA agent details  **Note:** This is an optional element in NDC schema but for calling BA services this must be passed if the requesting agent (TMC) is a non- IATA agent |
| OtherID |  | Party/Participants/Participant/TravelAgencyParticipant/OtherIDs/OtherID | M | TMC’s Non-IATA agent code  **Example:** 01010101 |
| IATA\_Number |  | Party/Participants/Participant/TravelAgencyParticipant/IATA\_Number | O | Travel agent’s (TMC’s) IATA number  **Example:** 12345678  **Note:** This is an optional element in NDC schema but for calling BA services this must be passed if the requesting agent (TMC) is an IATA agent |
| AgencyID |  | Party/Participants/Participant/TravelAgencyParticipant/AgencyID | M | Travel agency name  **Example:** ABC  **Note:** This is a mandatory element in NDC schema but BA will neither use nor validate this element. Suggestion is to pass travel agency name |
| AggregatorParticipant |  |  | O | Populate this section only if the calling client is a Service Provider |
| SequenceNumber (Attribute) |  | Party/Participants/Participant/AggregatorParticipant/ SequenceNumber (Attribute) | M | Unique number  Example: 2  **Note:** It is recommended that each participant to increment the sequence number by 1.  **Example:** If participant 1 gives sequence number as “2” participant 2 is advised to give sequence number as “3” |
| Name |  | Party/Participants/Participant/AggregatorParticipant/Name | O | Service Provider name  **Example:** XYZ  **Note:** This is an optional element in NDC schema. BA will neither use nor validate this element even if it was passed |
| AggregatorID |  | Party/Participants/Participant/AggregatorParticipant/AggregatorID | M | Service Provider ID provided by BA  **Example:** 00123456  All BA NDC services will validate this ID and allow only if the AggregatorID provided is valid |

### Example Agency and Service Provider data

**Travel Agent (IATA) accessing BA NDC Services via Service Provider**

<Party>

<Sender>

<TravelAgencySender>

<Name>ABC</Name>

<Contacts>

<Contact>

<EmailContact>

<Address>agentemailaddress@abc.com</Address>

</EmailContact>

</Contact>

</Contacts>

<IATA\_Number>35209893</IATA\_Number>

<AgencyID>ABC</AgencyID>

</TravelAgencySender>

</Sender>

<Participants>

<Participant>

<AggregatorParticipant SequenceNumber="123">

<Name>Travelco</Name>

< AggregatorID > 00123456</AggregatorID >

</AggregatorParticipant>

</Participant>

</Participants>

</Party>

**Travel Agent (Non-IATA) accessing BA NDC Services via Service Provider**

<Party>

<Sender>

<TravelAgencySender>

<Name>ABC</Name>

<Contacts>

<Contact>

<EmailContact>

<Address>agentemailaddress@abc.com</Address>

</EmailContact>

</Contact>

</Contacts>

<OtherIDs>

<OtherID>0000007</OtherID>

</OtherIDs>

<AgencyID>ABC</AgencyID>

</TravelAgencySender>

</Sender>

<Participants>

<Participant>

<AggregatorParticipant SequenceNumber="123">

<Name>Travelco</Name>

< AggregatorID > Travelco </AggregatorID >

</AggregatorParticipant>

</Participant>

</Participants>

</Party>

**Travel Management Company (TMC) accessing BA NDC Services for Corporates**

<Party>

<Sender>

<CorporateSender>

<ID>IN3401FR</ID>

</CorporateSender>

</Sender>

<Participants>

<!--Participant 1 - TMC-->

<Participant>

<TravelAgencyParticipant SequenceNumber="1">

<Contacts>

<Contact>

<EmailContact>

<Address>ndcagent@abc.com</Address>

</EmailContact>

</Contact>

</Contacts>

<IATA\_Number>91266162</IATA\_Number>

<AgencyID>ABCD</AgencyID>

</TravelAgencyParticipant>

</Participant>

</Participants>

</Party>

**Travel Management Company (TMC) accessing BA NDC Services for Corporates via Service Provider**

<Party>

<Sender>

<CorporateSender>

<ID>IN3401FR</ID>

</CorporateSender>

</Sender>

<Participants>

<!--Participant 1 - TMC-->

<Participant>

<TravelAgencyParticipant SequenceNumber="1">

<Contacts>

<Contact>

<EmailContact>

<Address>ndcagent@abc.com</Address>

</EmailContact>

</Contact>

</Contacts>

<IATA\_Number>91266162</IATA\_Number>

<AgencyID>AMEX</AgencyID>

</TravelAgencyParticipant>

</Participant>

<!--Participant 2 - Service Provider-->

<Participant>

<AggregatorParticipant SequenceNumber="2">

<AggregatorID>00000780</AggregatorID>

</AggregatorParticipant>

</Participant>

</Participants>

</Party>

**Corporate accessing BA NDC Services directly**

<Party>

<Sender>

<CorporateSender>

<Contacts>

<Contact>

<EmailContact>

<Address>ndcagent@abc.com</Address>

</EmailContact>

</Contact>

</Contacts>

<ID>IN3401FR</ID>

<! — IATA or non-IATA number should be requested in the same field-->

<IATA\_Number>12345678</IATA\_Number>

</CorporateSender>

</Sender>

</Party>

## Common Schemas

The attached schemas are common for OrderRetrieve, OrderChange, ServiceList, ItinReshop, OrderCancel and AirDocIssue

 

# AirDocIssue Webservice

This service is used to pay and confirm the booking that has already been held. The service accepts payment and issue eTickets and EMD for all passengers in the held booking. Once the eTickets and EMDs are successfully issued the service returns both eTicket and EMD details in the response.

## Interface Design

This web service is called with the following inputs:

* OrderID (Booking reference or PNR reference)
* Payment details (Card or Cash)
* Payer details

The output data this service returns includes:

Booking reference (PNR)

Total price charged from each forms of payments (Card or Cash) where applicable

eTicket details with passenger association

Electronic Miscellaneous Document (EMD) details with passenger association

Payment options – returned (as Error) only when the payment card passed in the AirDocIssueRQ is not applicable so payment option is returned with the list of applicable payment cards based on the customer’s billing country and agent’s location (point of sale). Payment options return the following

List of applicable payment cards with surcharge, if applicable

Mandatory and optional card details that should be provided when making a payment

Mandatory and optional billing address details that should be passed when making a payment

**Limitations:**

The service supports the creation of public or private fare bookings, for parties of up to 9 passengers

Multiple forms of payment are not supported

The following are examples of types of bookings that are not supported by the service (but this list is not exhaustive)

All types of redemption bookings

All group bookings

Unaccompanied minors

Booking with only young adult passengers

## Schemas

The service adheres to the IATA NDC AirDocIssueRQ and AirDocDisplayRS schema version 16.1 with some modifications

**Schemas**

Main schemas used in the web service. Also, please refer Section 2.2 for common schemas

 

## Request and Response Definitions

### Request

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Input Parameters** | | | | |
| **Input Parameters** | **Type** | **Schema Definition**  **(http://www.ba.com**  **/schema/)** | **Optional/Mandatory** | **Comments** |
| Request object | AirDocIssueRQ | AirDocIssueRQ.xsd | M |  |
| **AirDocIssueRQ Data Fields** | | | | |
| **Field Type** | **Data Type** | **Schema Definition**  **(http://www.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| **Agency and Service Provider data See section 2.1** |  |  |  |  |
| Version (Attribute) |  | AirDocIssueRQ/Version (Attribute) | M | Specify NDC schema message version. Always pass 16.1  **Note:** This is a mandatory attribute in NDC schema. The service will not validate what is being passed in this attribute |
| PrimaryLangID (Attribute) |  | AirDocIssueRQ/PrimaryLangID (Attribute) | O | Specifies the agent’s preferred language. Service response will be returned in this language  **Note:** If the requested language is not supported by BA or if this is not passed in the request then the default language will be used, which is English  **Example:** EN |
| AltLangID (Attribute) |  | AirDocIssueRQ/AltLangID (Attribute) | O | Specifies the preferred language in which the mail to be sent. eTicket receipt email and any other communication emails from BA will be sent in this language  **Note:** If the requested language is not supported by BA or if this is not passed in the request then the default language will be used, which is English |
| Query |  |  | M |  |
| TicketDocQuantity |  |  | M | Always pass “1” |
| TicketDocInfo |  |  | M |  |
| TravelerInfo |  |  | M | Payer details must be provided in this section |
| Surname |  | AirDocIssueRQ/Query/TicketDocInfo/TravelerInfo/Name/Surname | M | Payer’s surname or family (last) name |
| Given |  | AirDocIssueRQ/Query/TicketDocInfo/TravelerInfo/Name/Given | M | Payer’s given name or first name |
| OrderReference |  |  |  |  |
| OrderID |  | AirDocIssueRQ/Query/TicketDocInfo/OrderReference/OrderID |  | Booking reference or PNR reference  **Example:** YOMH3W |
| Owner (Attribute) |  | AirDocIssueRQ/Query/TicketDocInfo/OrderReference/OrderID/Owner(Attribute) |  | Always pass “BA” |
| Payments |  |  | O | Specify payment information |
| Payment |  |  | O | BA accepts one card form of payment per booking |
| Type |  |  | M | Form of payment type |
| Code |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/Type/Code | M | IATA definition from codeset 9888  The code can be one of the following from the table depends on the form of payment being used   |  |  | | --- | --- | | **Code** | **Description** | | CC | Card | | CA | Cash | |
| Amount |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/Amount | O | Amount payable by Card or Cash. This should include card surcharge as well for card payment  **Example:** 500.55  **Note:** This is an optional attribute in NDC schema but for calling BA services this must be passed |
| Code (Attribute) |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/Amount/Code (Attribute) | O | Currency code  **Example:** GBP  **Note:** This is an optional attribute in NDC schema but for calling BA services this must be passed |
| PaymentCard |  |  | O | Payment card details. Specify all mandatory information as returned by ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable)  **Note:** Though this is optional element in NDC schema, it must be provided if card is used as the form of payment |
| CardType |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardType | O | **Example:** Credit  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| CardCode |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardCode | O | **Example:** VI  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| CardNumber |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardNumber | O | **Example:** 41111111111111111  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| IssueNumber |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/IssueNumber | O | **Example:** 02  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| SeriesCode |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/SeriesCode | O | This is the verification digits printed on the card following the embossed number. This may also accommodate the customer identification/batch number (CID), card verification value (CVV2), card validation code number (CVC2) on credit card.  **Example:** 123  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| CardHolderName |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardHolderName | O | Card holders name  **Example:** Mr Test Smith  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| CardIssuerName |  |  | O | **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| BanKID |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardIssuerName/BanKID | M | **Example:** HSBC |
| CardHolderBillingAddress |  |  | O | Specifies the payment card address or Billing address  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| Street |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/ CardHolderBillingAddress/Street | O | This is a list and can be repeated twice to specify 2 Streets  **Example:**  < Street1>1234 Main Street</Address>  <Street2>Pontes Avenue</Address>  Please note that FlightPriceRS or AirDocDisplayRS returns AddressLine rather than Street. AddressLine 1 and 2 in FlightPriceRS or AirDocDisplayRS means Street 1 and 2 in OrderCreate  **Note:** Specify only Street 1 if AddressLine 1 was mandatory and specify both Street 1 and 2 if both AddressLine 1 and AddressLine 2 were returned as mandatory in FlightPriceRS or AirDocDisplayRS |
| PO\_Box |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardHolderBillingAddress/PO\_Box | O | Post office box  **Example:** 21  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| CityName |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardHolderBillingAddress/CityName | O | 3 letter City Code  **Example:** NYC or LON  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| StateProv |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardHolderBillingAddress/StateProv | O | State or province code  **Examples:** NY  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| PostalCode |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardHolderBillingAddress/PostalCode | O | Postal Code  **Example:** SW3 1XH  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| CountryCode |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/CardHolderBillingAddress/CountryCode | O | Billing country code (2 letter code)  **Example:** GB  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| Surcharge |  |  | O | Surcharge fee applicable for the payment card |
| Amount |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/Surcharge/Amount | O | Provide total surcharge amount for all passengers that was returned in the FlightPriceRS or AirDocDisplayRS  **Example:** 5  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| Code (Attribute) |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/Surcharge/Amount/  Code(Attribute) | O | Currency code  **Example:** GBP  This should be same as what was returned in the ItinReshopRS or AirDocDisplayRS  **Note:** This is an optional attribute in NDC schema but for calling BA services this must be passed |
| EffectiveExpireDate |  |  | O |  |
| Effective |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/EffectiveExpireDate/Effective | O | Specifies payment card start date  **Example:** 0812  Where 08 = Month  12 = Year  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| Expiration |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/PaymentCard/EffectiveExpireDate/Expiration | O | Specifies payment card expiry date  **Example:** 0815  Where 08 = Month  15 = Year  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in ItinReshopRS or AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable) |
| Cash |  |  | O | Populate this section if form of payment is cash (BSP settlement)  **Note:** Though this is optional element in NDC schema, it must be provided if cash is used as the form of payment (only available for agents registered for BSP settlement) |
| CashInd (Attribute) |  | AirDocIssueRQ/Query/TicketDocInfo/Payments/Payment/Cash/CashInd(Attribute) | O | This should always be “True” for cash payment  **Note:** Though this is optional attribute in NDC schema, it must be provided if cash is used as the form of payment |

### Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Input Parameters** | | | | |
| **Input Parameters** | **Type** | **Schema Definition**  **(http://www.ba.com**  **/schema/)** | **Optional/Mandatory** | **Comments** |
| Request object | AirDocDisplayRS | AirDocDisplayRS xsd | M |  |
| **AirDocDisplayRS Data Fields** | | | | |
| **Field Type** | **Data Type** | **Schema Definition**  **(http://www.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| Document |  |  | M |  |
| Name |  | AirDocDisplayRS/Document/Name | M | Will be returned as “BA” |
| Success |  | AirDocDisplayRS/Success | M | The presence of the empty Success element explicitly indicates that the message succeeded |
| Response |  |  | **M** |  |
| TicketDocInfos |  |  | O |  |
| TicketDocInfo |  |  | M | Ticket document information. This is a list and will be repeated for each eTicket/EMD number |
| Traveler |  |  | M |  |
| Surname |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Traveler/Surname | M |  |
| Given |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Traveler/Given | M |  |
| PTC |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Traveler/PTC | O |  |
| IssuingAirlineInfo |  |  | M |  |
| AirlineName |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/IssuingAirlineInfo/AirlineName | O | Will always be “British Airways” |
| BookingReferences |  |  | M |  |
| BookingReference |  |  | M |  |
| ID |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/BookingReferences/BookingReference/ID | M | Booking reference or PNR reference  **Example:** YOMH3W |
| AirlineID |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/BookingReferences/BookingReference/AirlineID | M | Will always be “BA” |
| Name (Attribute) |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/BookingReferences/BookingReference/AirlineID/Name (Attribute) | O | Will always be “British Airways” |
| Payments |  |  | M |  |
| Payment |  |  | M |  |
| Method |  |  | M |  |
| Cash |  |  | O |  |
| CashInd (Attribute) |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/Cash/CashInd (Attribute) | O | Wil always be returned as “True” for cash payment |
| Amount |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/Cash/Amount | M | Amount paid by cash  **Example:** 8621.98  **Note:** The amount returned is the total amount paid for the order and not the total amount paid for this document (ETicket or EMD) |
| Code (Attribute) |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/Cash/Amount /Code (Attribute) | O | Currency Code  **Example:** GBP |
| PaymentCard |  |  | M |  |
| CardCode |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardCode | O | **Example:** VI |
| CardHolderName |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderName | O | **Example:** MR TEST MIKE |
| CardHolderBillingAddress |  |  | O |  |
| Street |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderBillingAddress/Street | O | **Example:** Beeches Apartment |
| Street |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderBillingAddress/Street | O | **Example:** 200 Lampton Road |
| CityName |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderBillingAddress/CityName | O | **Example:** LON |
| StateProv |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderBillingAddress/StateProv | O | **Examples:** NY |
| PostalCode |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderBillingAddress/PostalCode | O | **Example:** TW345RT |
| CountryCode |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Method/PaymentCard/ CardHolderBillingAddress/CountryCode | O | **Example:** GB |
| Amount |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Amount | M | Total amount charged on this Card or Total amount paid by Cash  **Example:** 395.02  **Note:** The amount returned is the total amount paid for the order and not the total amount paid for this document (ETicket or EMD) |
| Code (Attribute) |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Payments/Payment/Amount/Code(Attribute) | O | Currency Code  **Example:** GBP |
| TicketDocument |  |  | M | Ticket document details |
| TicketDocNbr |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/TicketDocNbr | M | Ticket/EMD number.  This number is comprised of airline code and serial number  **Example:** 125-8512563144  Where  125 = Airline code  8512563144 = Serial number |
| Type |  |  | M | Document type |
| Code |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/Type/Code | M | IATA PADIS Code from codeset 1001  Possible values are  T  J  Y  Where  T = Ticket  J = EMD-A (Associated)  Y = EMD-S (Standalone) |
| NumberofBooklets |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/NumberofBooklets | M | Will always be returned as “1” |
| DateOfIssue |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/DateOfIssue | M | **Example:** 2015-09-21 |
| CouponInfo |  |  | O | For ETickets, for each flight segment CouponInfo will be returned.  For EMDs, CouponInfo will be returned per ancillary per passenger |
| CouponNumber |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/CouponNumber | M | ETicket or EMD coupon number  **Example:** 1 |
| FareBasisCode |  |  | O |  |
| Code |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/FareBasisCode/Code | M | **Example:** MLXNCGB  FareBasisCode will be returned only for ETickets |
| Status |  |  | M |  |
| Code |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/Status/Code | M | ETicket or EMD coupon status  The status will be returned as defined in IATA Codeset 4405   |  |  | | --- | --- | | **Code** | **Description** | | AL | Airport control | | B | Flown/used | | BD | Boarded | | CK | Checked in | | E | Exchanged/reissued | | OPE | Open | | RF | Refunded | | V | Void | |
| SoldAirlineInfo |  |  | O | This section will be returned only for ETickets |
| DepartureDateTime |  |  | O |  |
| DateTime (Attribute) |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/ DepartureDateTime/ DateTime (Attribute) | O | **Example:**  2016-09-08T13:10:00.000Z |
| Departure |  |  | O | Departure information |
| AirportCode |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/Departure/AirportCode | M | Departure airport IATA code  **Example:** LHR |
| Date |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/Departure/Date | M | Local Departure date i.e. local to the departure location  **Example:** 2015-08-13 |
| Time |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/Departure/Time | O | Local Departure time i.e. local to the departure location |
| AirportName |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/Departure/AirportName | O | **Example:** Heathrow (London) |
| Arrival |  |  | O | Arrival information |
| AirportCode |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/Arrival/AirportCode | M | Arrival airport IATA code  **Example:** AMS |
| MarketingCarrier |  |  | O | Marketing carrier information |
| AirlineID |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/MarketingCarrier/AirlineID | M | Marketing carrier code  **Example:** BA |
| FlightNumber |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/SoldAirlineInfo/MarketingCarrier/FlightNumber | M | Marketing flight number  **Example:** 1403 |
| InConnectionWithInfo |  |  | O | This section will be returned only for EMDs |
| InConnectionDocNbr |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/InConnectionDocNbr | O | The ETicket number to which this EMD is associated  **Example:** 1258540669475 |
| InConnectonCpnNbr |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/InConnectonCpnNbr | O | The ETicket coupon number to which this EMD is associated  **Example:** 1 |
| ReasonForIssuance |  |  | O | Reason for Issuance Information  This section will be returned only for EMDs |
| RFIC |  |  | O | The RFIC will be returned as defined in IATA Codeset 4183 |
| Code |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/ReasonForIssuance/RFIC/Code | M | Reason for Issuance Information Code   |  |  | | --- | --- | | **Code** | **Description** | | A | Air transportation | | B | Surface transportation/non air services | | C | Baggage | | D | Financial impact | | E | Airport services | | F | Merchandise | | G | Inflight services | |
| Definition |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/ReasonForIssuance/RFIC/Definition | O | **Example:** AIR |
| Code |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/ReasonForIssuance/Code | O | EMD code returned by BA  **Example:** 0B5 for seats |
| Description |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/CouponInfo/ReasonForIssuance/Description | O | Free format text associated with the EMD  **Example:**  PREPAID SEAT CHARGE  NON-INTERLINEABLE |
| Price |  |  | O | Total price paid for this ancillary  This section will be returned only for ETickets |
| Total |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Price/Total | O | EMD Price  **Example:** 15.00 |
| Code (Attribute) |  | AirDocDisplayRS/Response/TicketDocInfos/TicketDocInfo/Price/Total/Code (Attribute) | O | Currency Code  **Example:** GBP |
| Errors |  |  | M | Error information |
| Error |  | AirDocDisplayRS/Errors/Error | M | This is a list so more than one error will be returned by repeating Error  BA error code and message  **Example:**  NDC\_SLNG\_1046 - Card is not applicable for the customer's billing country and agent's location - please choose from the options provided in this response. |
| ShortText (Attribute) |  | AirDocDisplayRS/Errors/Error/ShortText | O | PADIS error code  **Example:** 304 |
| Code (Attribute) |  | AirDocDisplayRS/Errors/Error/Code | O | PADIS error message  **Example:** System Temporarily unavailable |
| AdditionalInfo |  |  | O | This section will be returned only if the payment card passed in AirDocIssueRQ is not applicable for the customer’s billing country and agent’s location  Clients will have to call AirDocIssueRQ again with one of the applicable cards returned in this section |
| AddressMetadatas |  |  | M |  |
| AddressMetadata |  |  | M | Billing address information is returned here |
| MetadataKey (Attribute) |  | AirDocDisplayRS/AdditionalInfo/AddressMetadatas/AddressMetadata/MetadataKey (Attribute) | M | Unique key  **Example:** Address |
| AddressType |  | AirDocDisplayRS/AdditionalInfo/AddressMetadatas/AddressMetadata/AddressType | O | Will always be “Billing” |
| AddressFields |  |  | O | Returns mandatory address fields details that should be provided when payment card is used as form of payment in AirDocIssueRQ |
| FieldName |  | AirDocDisplayRS/AdditionalInfo/AddressMetadatas/AddressMetadata/AddressFields/FieldName | M | **Example:**  <AddressFields>  <FieldName Mandatory="true">AddressLine1</FieldName>  <FieldName Mandatory="true">AddressLine2</FieldName>  <FieldName Mandatory="true">PostalCode</FieldName>  <FieldName Mandatory="true">CountryCode</FieldName>  </AddressFields> |
| Mandatory (Attribute) |  | AirDocDisplayRS/AdditionalInfo/AddressMetadatas/AddressMetadata/AddressFields/FieldName/Mandatory (Attribute) | M | Boolean and will always be returned as “True”.  This is because the service will only return mandatory address fields that should be provided when payment card is used as form of payment in AirDocIssueRQ |
| PaymentCardMetadatas |  |  | M |  |
| PaymentCardMetadata |  |  | M | Returns a list of applicable payment cards along with the mandatory card information that should be provided when payment card is used as form of payment in AirDocIssueRQ  **Note:** If PaymentOptions not returned, it means card payment is not applicable for the agent’s location (point of sale) and the customer’s billing country |
| MetadataKey (Attribute) |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/MetadataKey (Attribute) | M | Unique key  **Example:** Payment1 |
| CardCode |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardCode | M | **Example:** VI |
| CardName |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardName | O | **Example:** Visa Credit |
| CardType |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardType | O | **Example:** Credit |
| CardFields |  |  | O | Returns mandatory card details that should be provided when payment card is used as form of payment in AirDocIssueRQ |
| FieldName |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardFields/FieldName | M | This is a list and is repeated to return all the mandatory card details  **Example:**  <FieldName Mandatory="TRUE">CardType</FieldName>  <FieldName Mandatory="TRUE">CardCode</FieldName>  <FieldName Mandatory="TRUE">CardName</FieldName>  <FieldName Mandatory="TRUE">CardNumber</FieldName>  <FieldName Mandatory="TRUE">CardHolderName</FieldName>  <FieldName Mandatory="TRUE">Expiration</FieldName>  <FieldName Mandatory="TRUE">SeriesCode</FieldName> |
| Mandatory (Attribute) |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardFields/FieldName/ Mandatory (Attribute) | M | Boolean and will always be returned as “True”.  This is because the service will only return mandatory card details that should be provided when payment card is used as form of payment in AirDocIssueRQ |
| Surcharge |  |  | O | Surcharge fee applicable for the payment card |
| Amount |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/Surcharge/Amount | M | Total surcharge amount for all passengers  **Example:** 20.00 |
| Code (Attribute) |  | AirDocDisplayRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/Surcharge/Amount/Code (Attribute) | O | Currency Code  **Example:** GBP |

## URLs to access this web service

### Live URL

<https://api.ba.com/selling-distribution/AirDocIssue/V1>

### Test URL

<https://test.api.ba.com/selling-distribution/AirDocIssue/V1>

### Mandatory headers

In order to access our API, you will need to pass the following two headers for each call

**Client-key**: Your 24-bit API connection key

**SOAPAction:** AirDocIssueV01

## Sample SOAP NDC Request to access this web service





## Sample SOAP NDC Response





## Sample SOAP NDC Response with errors



## Sample SOAP Response with errors

Any schema validation error will be returned as SOAP Fault



# Frequently Asked Questions

## FAQs

**Q: Can I change the 24-bit connection key provided by British Airways developer website?**

**A:** No, these keys are issued using a secured algorithm and cannot be modified. However if you feel that your key has been compromised, we can block the existing one and issue a new one for you.

**Q: Do I need to advise British Airways of any IP changes?**

A: No, the API endpoints are not dependent on your IP and therefore you do not need to let us know of any change on your end.

**Q: Can I modify the username used for the Developer website?**

**A:** Yes, you would need to register with a new name, and let your usual BA contact know so that your accesses can be transferred from your previous account to the new one.

# Usability Guide

## Usage advice

**AirDocIssue Service**

1. Authentication

* The service checks if the agent requesting AirDocIssue is the one who has created the booking and is accessing the API via the same channel as booking creation. It returns an error if the agent details do not match.
* The service checks if the requesting corporate’s detail matches with the booking and returns error if the corporate details do not match.
* The service checks if the requesting Travel Management Company (TMC) is allowed to service the corporate and returns error if it is not allowed

1. The service checks if the total amount payable passed in AirDocIssueRQ matches with total price for the itinerary for all passengers and total price for paid seats (if the booking held also had paid seats) for all passengers. It returns error if the amount does not match.
2. The service works out the commission that is applicable for the agent irrespective of whether the commission value is passed in the request or not.
3. The service issues ETickets (for flights) and EMDs (for ancillaries) once payment is authorised and the total amount payable matches with the flight and seat price for all passengers
4. The service accepts both Card and Cash (BSP settlement) forms of payment
5. For cash payment, client must choose form of payment method as Cash in the AirDocIssueRQ
6. Card payments are accepted to create a booking. The steps involved are detailed below
   * 1. Not all payment cards are applicable for all countries. The service determines the applicable payment cards based on agent’s location (point of sale) and the customer’s billing country (this is basically where the customer’s card is registered or the country of residence of the customer)
     2. In the ItinReshopRQ, agent may specify customer’s billing country (this is basically where the customer’s card is registered or the country of residence of the customer). This is an optional element, as during requote stage, agent may or may not ask customer’s card details, as customer may not have decided to make the booking at this stage
     3. In the ItinReshopRS, the list of applicable payment cards along with the mandatory card information and mandatory card billing address information based on the agent’s location and customer’s billing country are returned. Each card will be returned with surcharge amount, if applicable. The surcharge returned is the total amount for all passengers.
     4. If customer’s billing country was not provided in the ItinReshopRQ, then the list of applicable payment cards with the mandatory card information and mandatory card billing address information based on the agent’s location will be returned. Agent’s location will be assumed as the customer’s billing country in this case.
     5. In ItinReshopRS, if no payment card details returned, it means card payment is not applicable for the agent’s location and the customer’s billing country. This is an exceptional case though.
     6. In AirDocIssueRQ, pass payment card details with all the mandatory information for the card such as expiry date, surcharge, card number etc and the mandatory card billing address information such as address, post code etc as returned in the ItinReshopRS or in AirDocDisplayRS (returned as part of error when payment card passed in AirDocIssueRQ is not applicable).
     7. Although CardName will always be returned as a mandatory element in ItinReshopRS or in AirDocDisplayRS, it is not required to be passed in AirDocIssueRQ. The service will internally work out the CardName from CardCode
     8. If any of the mandatory fields are not passed or invalid details passed, then the service will return error in AirDocDisplayRS with the element that was missing or invalid. Client should then correct the details and call AirDocIssueRQ again. Booking will not be created in this scenario.
     9. If the payment card passed is not applicable then the service will return error in AirDocDisplayRS with the list of applicable payment cards along with the mandatory card information and mandatory card billing address information based on the customer’s billing country and agent’s location. This is possible where the customer’s billing country was not passed in ItinReshopRQ as it was not known during ItinReshop (Requote) stage. So the service will return payment cards based on agent’s location but when AirDocIssueRQ is called with that payment card, it may not be applicable for the customer’s billing country and agent’s location. **Note:** AirDocIssue service knows the customer’s billing country based on the billing address information passed in the AirDocIssueRQ.

**Example:** Agent location = UK, Customers billing country = US

When calling ItinReshopRQ, if customers billing country was not passed in the request, the

list of applicable payment cards returned will be based on UK. Let’s say it returned Visa

Credit, Visa Debit and Maestro. In AirDocIssueRQ, if the customer has selected Maestro the

service will now validate whether Maestro is applicable for UK and US and if it is not valid

then error will be returned along with the list of applicable payment cards for UK and US

* + 1. If the payment card is valid and if the payment card authorisation is successful then payment will be accepted and booking will be created
    2. ETicket will not be issued and customer will not be charged if the payment card authorisation fails

1. The eTicket confirmation email will be sent to the agent’s email address for bookings created by IATA agents.
2. AirDocDisplayRS returns total price charged from each forms of payments (Card or Cash).
3. In AirDocIssueRQ, client can specify the language in which the eTicket receipt email and any other communication emails from BA should be sent. If the preferred language is not supported by BA or is not passed in the request then the default language will be used, which is English. Please see section 10 for the languages that are supported by BA.
4. The service returns both ETicket and EMD details once the documents are successfully issued

**Non-IATA Agents**

1. Commission is not applicable for non-IATA agents. Even if commission element is passed in AirDocIssueRQ, the service will ignore the commission
2. Special cash payment is not allowed for non-IATA agents
3. The eTicket confirmation email will be sent to the customer’s email address

**General**

1. The service returns prices in exact decimal value based on the currency (e.g. GBP will be returned at 2 decimals, while JPY will be returned at integer level only).
2. The service checks if the agent calling the service has the right to create BA bookings. If the agent does not have such authority then the service will not proceed and will return an error.
3. The service returns responses in the agent’s preferred language. If the agent’s preferred language is not supported by BA or the agent’s preferred language is not passed in the request then the default language will be used, which is English. Please see section 7 for the languages that are supported by BA.
4. Air Passenger Duty (APD) no longer applies to passengers aged between 12 and under 16 years old travelling in Economy after 1st March 2016. For travel on or after this date, BA need to know if anyone in this age range is travelling so that APD is not charged for them. Therefore, it is advised for clients to provide passenger’s age in all BA NDC services so that the service will know the passenger is a young adult and won’t charge APD.

# Appendix 1 –Web Services error responses

## AirDocIssue error/ineligibility checks

|  |  |
| --- | --- |
| PADIS Error Code | PADIS Error Text |
| 102 | Invalid/missing departure dates |
| 304 | System Temporarily unavailable |
| 316 | Contact element (phone and/or address) missing |
| 362 | Unable to display PNR and/or name list |
| 420 | Not Available but Waitlist is Open |
| 421 | Not Available and Waitlist is Closed |
| 709 | Invalid or missing frequent traveller information |
| 794 | Invalid or missing fare calculation |
| 317 | Contact element (phone and/or address) invalid |
| 708 | Incorrect credit card information |
| 110 | Invalid Source of Business |
| 73E | Unable to price – currency restrictions |
| 911 | Unable to process - system error |
| 309 | Unfulfilled Paid Service |

# Appendix 2 – Languages supported by BA

BA supports the below 11 languages

|  |  |
| --- | --- |
| Language Code | Language |
| EN | English |
| ES | Spanish |
| JA | Japanese |
| FR | French |
| IT | Italian |
| ZH | Chinese |
| DE | German |
| PT | Portuguese |
| RU | Russian |
| PL | Polish |
| SV | Swedish |

# Appendix 3 – Test card numbers

Please use the below test card numbers for your development. Please note that those card numbers are for test purposes in the BA Sandbox environment, but will not be valid in a live environment.

The other elements associated to these cards (Date, CCV, Address) are not validated for Sandbox environment so you may populate anything in those fields as long as this remains logical (e.g. Expiry date in the future, or CCV to be 3 digits for a Visa etc).

**Note:** Those test card numbers are NOT to be communicated to anyone outside of the Developers granted access to BA NDC API. BA accepts no liability if those numbers have been used outside of this test environment and/or without BA prior consent.

|  |  |
| --- | --- |
| **Card Name** | **Card Number** |
| Visa Credit | 4111111111111111 |
|  | 4111111111000587 |
|  | 4111111111000249 |
|  | 4021930000004882 |
|  | 4012001011000771 |
|  | 4012050000000029 |
|  | 4012001021000605 |
|  | 4012001021000613 |
| Visa Delta/Debit | 4539795097006388 |
|  | 4988240000006445 |
|  | 4539795097007469 |
| American Express | 372701001006272 |
|  | 342701001009232 |
| Diners club | 30120010117786 |
|  | 36120010103186 |
|  | 38451101007103 |
| Switch/Maestro | 491182014290002114 |
|  | 675905300000007079 |
| Discover | 6011002700008766 |
| MasterCard | 5199992312641465 |
|  | 5499999999999998 |
|  | 5453010000074468 |
|  | 5453010000074617 |
|  | 5453010000074401 |
|  | 5453010000074088 |
|  | 5453010000060350 |
|  | 5453010000084715 |
| MasterCard Debit | 5100710000005720 |