

OrderCancel User Guide

Interface Specification

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
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# Introduction

The OrderCancel Webservice provides IATA Accredited Travel Agents, new retailers and Service Providers the ability to cancel the booking.

OrderCancel – this service cancels the booking and refunds the refundable amount to the original form of payment if applicable

## 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

 

# OrderCancel Webservice

This service supports cancelling both hold booking (bookings without eTickets) and booking with eTickets

Hold booking – the service just cancels the itinerary and sends the confirmation email upon successful booking cancellation

Booking with eTickets – the service cancels the itinerary and refunds the refundable amount to the original form of payment. It also sends the confirmation email upon successful booking cancellation and refund process

This service can only be used on existing bookings made using the Shop and Order APIs, and may only be accessed by the agent who created the booking. If the agent went through a 3rd party provider to create the initial booking (GDS or service provider), it is also mandatory to go through this same provider in order to access the booking. If the above conditions are not met, the service will return an error and prevent access.

To cancel and refund bookings with eTickets, it is recommended that a client should call ItinReshop service before proceeding to the OrderCancel service, which actually cancels the booking.

## Interface Design

This web service is called with the following inputs:

* OrderID (Booking reference or PNR reference)
* Expected refund amount (required only when booking with eTickets are cancelled)

The output data this service returns includes:

* OrderID (Booking reference or PNR reference)
* Success or Error

**Limitations:**

* Part cancellation is not supported i.e cancel some of the passengers in the booking or cancel part of the journey
* Bookings containing previously reissued eTickets cannot be cancelled

## Schemas

The service adheres to the IATA NDC OrderCancelRQ and OrderCancelRS 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 | OrderCancelRQ | OrderCancelRQ.xsd | M |  |
| **OrderCancelRQ Data Fields** | | | | |
| **Field Type** | **Data Type** | **Schema Definition**  **(http://www.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| **Agency and Aggregator data section 2.1** |  |  |  |  |
| Version (Attribute) |  | OrderCancelRQ/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 Version |
| PrimaryLangID (Attribute) |  | OrderCancelRQ/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) |  | OrderCancelRQ/AltLangID (Attribute) | O | Specifies the preferred language in which the mail to be sent. Refund/Cancellation confirmation email 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  **Example:** EN |
| Document |  |  | M |  |
| Name |  | OrderCancelRQ/Document/Name | O | Always pass “BA” |
| ExpectedRefundAmount |  |  | O | Total refund amount expected from the airline  **Note:** This is an optional element. However, when calling OrderCancelRQ for a booking with eTickets this must be passed in other words this must be passed if the booking were to be cancelled and amount to be refunded |
| Total |  | OrderCancelRQ/ ExpectedRefundAmount/ Total | M | **Example:** 300.00  **Note:** The amount must be same what was returned in ItinReshopRS (ItinReshopRS/Response/ ReShopOffers/ReShopOffer/ReshopDifferential/ ReshopDue/ByPassenger /Total/Amount). Also please note that in ItinReshopRS this amount will be returned as negative amount. However, in OrderCancelRQ this must be passed as positive amount. |
| Code (Attribute) |  | OrderCancelRQ/ExpectedRefundAmount/Total/Code (Attribute) | M | Currency code  **Example:** GBP |
| Query |  |  | M |  |
| OrderID |  | OrderCancelRQ/Query/ OrderID | M | Booking reference or PNR reference  **Example:** YOMH3W |
| Owner (Attribute) |  | OrderCancelRQ/Query/OrderID/Owner(Attribute) | M | Owner of the booking  **Example:** BA |

### Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Input Parameters** | | | | |
| **Input Parameters** | **Type** | **Schema Definition**  **(http://www.ba.com**  **/schema/)** | **Optional/Mandatory** | **Comments** |
| Request object | OrderCancelRS | OrderCancelRS.xsd | M |  |
| **OrderCancelRS Data Fields** | | | | |
| **Field Type** | **Data Type** | **Schema Definition**  **(http://www.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| Document |  |  | M |  |
| Name |  | OrderCancelRS/Document/Name | O | Will be returned as “BA” |
| Success |  | OrderCancelRS/Success | M | The presence of the empty Success element explicitly indicates that the message succeeded |
| Response |  |  | M |  |
| OrderReference |  | OrderCancelRS/Response/OrderReference | M | Booking reference or PNR reference  **Example:** YOMH3W |
| Errors |  |  | M | Error details |
| Error |  | OrderCancelRS/Errors/Error | M | BA error code and message  **Example:**  Unable to retrieve PNR - Please check your booking reference (PNR) |
| Code (Attribute) |  | OrderCancelRS/Errors/Error/Code (Attribute) | O | PADIS Error Code  **Example:** 129 |
| ShortText (Attribute) |  | OrderCancelRS/Errors/Error/ShortText (Attribute) | O | PADIS Error Message  **Example:** No PNR Match Found |

## URLs to access this web service

### Live URL

<https://api.ba.com/selling-distribution/OrderCancel/V2>

***Note:*** *If you are operating on the earlier version of our APIs, the endpoint is*

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

*Please note that this version does not support all the latest functionality and it uses IATA Schema 15.2*

### Test URL

<https://test.api.ba.com/selling-distribution/OrderCancel/V2>

***Note:*** *If you are operating on the earlier version of our APIs, the endpoint is*

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

*Please note that this version does not support all the latest functionality and it uses IATA Schema 15.2*

### 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:** OrderCancelV02

## Sample SOAP NDC Request to access this web service





## Sample SOAP NDC Response



## Sample SOAP NDC Response with errors



## Sample SOAP Response with errors



# 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

**General**

1. All BA NDC services (OrderChange, ItinReshop ServiceList and AirDocIssue) will return prices in exact decimal value based on the currency.
2. All BA NDC services (OrderRetrieve, ItinReshop, ServiceList, OrderCancel, AirDocIssue and OrderChange) check if the agent calling the service has authority to service BA bookings. If the agent does not have such authority then the service will not proceed and will return an error.
3. All BA NDC services (OrderRetrieve, ItinReshop, OrderCancel, ServiceList, AirDocIssue and OrderChange) will return 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.

**OrderCancel Service**

1. Only bookings that are created originally through NDC Direct Connect channel are allowed to be cancelled and refunded through OrderCancel service.
2. Authentication

* The service checks if the agent requesting OrderCancel 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 validates the actual refund amount against the expected refund amount provided by the client and returns an error if the amounts do not match.
2. The service cancels the booking and voids the eTicket coupons only if the OrderCancelRQ is invoked within the cooling off period and if the original form of payment was cash or credit card. However, if the original form of payment was debit card, the service will always refunds the eTicket coupons even if the OrderCancelRQ is invoked within the cooling off period.
3. By voiding the eTicket coupons, the sale would not have reached the airline revenue accounting system hence customer will not be charged for the original booking.
4. The service cancels the booking and always refunds the eTicket coupons if the OrderCancelRQ is invoked outside the cooling off period regardless of the original form of payment.
5. The service will refund the amount to the original form of payment. I.e if the original form of payment was cash then the refund will be settled through BSP; and if the original form of payment was card then the amount will be refunded to the card.
6. If the booking had prepaid bags they will be cancelled automatically and the amount will be refunded to the original form of payment used to pay for the prepaid bags.
7. If the booking had prepaid seats or meals then the service will return refund form links to refund seat and meal. Customer will have to fill these forms and refund will be processed offline. Please note that these links will be returned only when the OrderCancelRQ is invoked within the cooling off period.
8. The service returns an error along with a refund form link if the booking is not eligible to be refunded through the service. **Example:** Reissued booking is not eligible for refund. An error along with refund form link will be returned in this case.
9. The service can also be called to cancel the held booking. Itinerary and any paid seats held will be cancelled and email will be sent upon successful cancellation.
10. The service sends confirmation email upon successful booking cancellation.
11. For bookings created by IATA agents, confirmation email will be sent to the agent’s email address present in the booking.
12. For bookings created by non-IATA agents, confirmation email will be sent to the passenger’s email address present in the booking.

# Appendix 1 –Web Services error responses

## OrderCancel error/ineligibility checks

|  |  |
| --- | --- |
| PADIS Error Code | PADIS Error Text |
| 304 | System Temporarily unavailable |

# 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 |