

OrderChange User Guide

Interface Specification

Last updated: 13 Dec 2016

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision History** | | | | |
| **Name** | **Version** | **Reason for Change** | **Status** | **Date** |
| BA | 0.1 | OrderChange – Interface Specification | Final | 31-Aug-16 |
| BA | 0.2 | OrderChange – Change Booking | Modified | 02-Sep-16 |
| BA | 0.3 | Updated the document with Delayed EMD capability  Updated OrderViewRS to include fare rules  Updated OrderViewRS to include Total Baggage Allowance | Updated | 13-Dec-16 |

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# Introduction

The OrderChange Webservices suite provides Travel Management Companies (TMC), Online Travel Agents (OTA) and Service Providers the ability

* to purchase ancillaries (Seats, Bags, and Meals)
* amend FQTV, APIS etc post booking creation
* Upgrade to a higher cabin;
* Change date of the flight;
* Change time of the flight;
* Change airport they are flying from (as long as it is within the same city e.g. LGW to LHR or LCY)
* to book seats and pay for it later
* to cancel seats

## 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

 

# OrderChange Webservice

This service allows changes to be made to an existing order (booking). This service can only be used on existing bookings, 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.

The service offers the following capability

1. Book seats (an EMD is issued for a paid seat only)Change previously purchased seats with or without an additional price (existing EMDs may be reissued)
2. Purchase additional bags (an EMD is issued once the bag purchase is successful)
3. Cancel already purchased bags (the price paid will be refunded to the original form of payment)
4. Add Frequent Flyer information
5. Add/Update/Delete Special Meals
6. Add/Delete Disability Assistance
7. Add/Update APIS details
8. Add/Update Personal Contact details
9. Add/Update/Delete Emergency Contact details
10. Book meals (an EMD is issued for a paid meal only)
11. Change previously booked meal (only free meals can be changed. Paid meals cannot be changed)
12. Cancel already booked meal
13. Upgrade to a higher cabin;
14. Change date of the flight;
15. Change time of the flight;
16. Change airport they are flying from (as long as it is within the same city e.g. LGW to LHR or LCY)
17. Book seats and pay later (hold seats), if eligible
18. Cancel seats

## Interface Design

This web service is called with the following inputs:

* OrderID (Booking reference or PNR reference)
* List of flight segments and for each flight segment the departure airport, arrival airport, carrier code, flight number and booking class (selling class)
* Seat details
* Bag details
* Meal details
* FQTV details
* APIS details
* Special Meal details
* Disability Assistance details
* Personal and Emergency Contact details
* List of passengers and for each passenger

Name details (surname, first name etc)

Email address

* Payment details (Card or Cash)
* Origin and Destination pair to be cancelled from the itinerary
* New Origin and Destination pair to be added to the itinerary
* Fare Basis code of the new flight segments per passenger type
* Flight segment list that form the Origin Destination pair.

The output data this service returns includes:

* OrderID (Booking reference or PNR reference)

Passenger details

Flight details

Seat details

Bag details

* FQTV details
* APIS details
* Meal details
* Disability Assistance details
* Personal and Emergency Contact details
* Payment Time Limit (Ticket Time Limit), if applicable

A link to ba.com manage my booking

A link to disclosure for special meals

A link to disclosure for disability assistance

A link to BA seating policy and terms and conditions

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 OrderChangeRQ 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

Fare rules for the itinerary

Total Baggage Allowance

**Limitations:**

* Baggage cancellation at the passenger level is not supported i.e if cancel bag is requested, the service will cancel all purchased bags for all passengers across all origin and destinations
* Seats, Meals and Bags cannot be purchased/booked in a single transaction

## Schemas

The service adheres to the IATA NDC OrderChangeRQ and OrderViewRS 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 | OrderChangeRQ | OrderChangeRQ.xsd | M |  |
| **OrderChangeRQ 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) |  | OrderChangeRQ/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) |  | OrderChangeRQ/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) |  | OrderChangeRQ/AltLangID (Attribute) | O | Specifies the preferred language in which the mail to be sent. Seat, Meal or Bag purchase confirmation email and bag 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 |  | OrderChangeRQ/Document/Name | O | Always pass “BA” |
| Query |  |  | M |  |
| Passengers |  |  | O |  |
| Passenger |  |  | M | Specify passenger details |
| ObjectKey (Attribute) |  | OrderChangeRQ/Query/Passengers/Passenger/ ObjectKey (Attribute) | O | Unique passenger ID used to associate seat and other elements to this passenger  **Example:** T1  **Note:** This is an optional attribute in NDC schema but for calling BA service this must be passed |
| Name |  |  | M | Passenger name details |
| Surname |  | OrderChangeRQ/Query/Passengers/Passenger/Name/Surname | M | Passenger’s surname or family (last) name |
| Given |  | OrderChangeRQ/Query/Passengers/Passenger/Name/Given | O | Passenger’s given name or first name |
| Title |  | OrderChangeRQ/Query/Passengers/Passenger/Name/Title | O | Passenger’s title  **Example:** Mr |
| Middle |  | OrderChangeRQ/Query/Passengers/Passenger/Name/Middle | O | Passenger’s middle name or initial  **Example:** G |
| Contacts |  |  | O | Passenger contact details.  This section is used to supply  Personal contacts  Emergency contacts  Immigration contacts |
| Contact |  |  | M |  |
| ContactType (Attribute) |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/ContactType(Attribute) | O | This defines the contact type whether it is personal or immigration or emergency  **Example:** PersonalContact or ImmigrationContact or EmergencyContact |
| AddressContact |  |  | O |  |
| Application |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/Application | O | This field is used for Immigration contacts only. This field should be used to pass residence or destination address on customs requirements.  **Example:** AddressAtDestination |
| Street |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/Street | O | Maximum 2 street lines can be specified  **Example:**  <Street>1234 Main Street</Street>  <Street>Pontes Avenue</Street> |
| BuildingRoom |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/BuildingRoom | O | Name of the Hotel  **Example:** Hilton  **Note:** This field is optional and will only be added to the booking when street field is not populated. |
| CityName |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/CityName | O | City Name  **Example:** Houston |
| StateProv |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/StateProv | O | State or province code  **Examples:** NY |
| PostalCode |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/PostalCode | O | Postal Code  **Example:** SW3 1XH |
| CountryCode |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/AddressContact/CountryCode | O | Two letter country code  **Example:** GB |
| EmailContact |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/EmailContact | O | Email address of the passenger  The service always uses the first passenger’s email address |
| Address |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/EmailContact/Address | M | **Example:** abc@cbd.com |
| PhoneContact |  |  | O | This field would be used for adding phone contact for both EmergencyContact and ImmigrationContact |
| Number |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/PhoneContact/Number |  | Phone Number  **Example:** 7987988878 |
| CountryCode (Attribute) |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/PhoneContact/Number/CountryCode(Attribute) | O | Two letter country code  **Example:** GB |
| Name |  |  | O | This field is used to provide name of the person to be contacted in emergency. |
| Surname |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/Name/Surname | M | Family Name, Last Name  **Example:**  Johnson |
| Given |  | OrderChangeRQ/Query/Passengers/Passenger/Contacts/Contact/Name/Given | O | First Name  **Example:** Curtis |
| FQTVs |  | OrderChangeRQ/Query/Passengers/Passenger/FQTVs | O |  |
| FQTV\_ProgramDetail |  | OrderChangeRQ/Query/Passengers/Passenger/FQTVs/ FQTV\_ProgramDetail | O | AVIOS, OnBusiness and BusinessExtra numbers are accepted in this section.  **Note:**  A booking can have only one AVIOS number per passenger.  A booking can have more than one Business Extra numbers.  A booking can have only one On Business number. |
| FQTV\_ProgramID |  | OrderChangeRQ/Query/Passengers/Passenger/FQTVs/ FQTV\_ProgramDetail/ FQTV\_ProgramID | M | Program ID.  **Example:** AVIOS or On Business or Business Extra |
| Account |  |  | O |  |
| Number |  | OrderChangeRQ/Query/Passengers/Passenger/FQTVs/ FQTV\_ProgramDetail/Account/Number | M | FQTV number is passed here  **Example:** 35555666 |
| TravelerFQTV\_Information |  |  | O | BA and OA (Other Airline) FQTV details are accepted here. |
| AirlineID |  | OrderChangeRQ/Query/Passengers/Passenger/FQTVs/TravelerFQTV\_Information/AirlineID | M | Airline ID  **Example:** BA |
| Account |  |  | O |  |
| Number |  | OrderChangeRQ/Query/Passengers/Passenger/FQTVs/TravelerFQTV\_Information/Account/Number | M | FQTV number is passed here  **Example:** 35555666 |
| PassengerIDInfo |  |  | O |  |
| PassengerDocument |  |  | O |  |
| Type |  | OrderChangeRQ/Query/Passengers/Passenger/PassengerIDInfo/PassengerDocument/Type | M | The type of passenger document  **Example:** PT or VI |
| ID |  | OrderChangeRQ/Query/Passengers/Passenger/PassengerIDInfo/PassengerDocument/ID | M | Document ID value  **Example:** NY122345 |
| DateOfExpiration |  | OrderChangeRQ/Query/Passengers/Passenger/PassengerIDInfo/PassengerDocument/DateOfExpiration | O | Date of Expiry  **Example:** 2039-12-29 |
| CountryOfIssuance |  | OrderChangeRQ/Query/Passengers/Passenger/PassengerIDInfo/PassengerDocument/CountryOfIssuance | O | Country from where the document was issued.  **Example:** GB |
| CountryOfResidence |  | OrderChangeRQ/Query/Passengers/Passenger/PassengerIDInfo/PassengerDocument/CountryOfResidence | O | Country where passenger resides  **Example:** GB |
| ActionType |  |  | O | Order Action  In a single OrderChange RQ you can only either Create or Cancel or Update Contact details.  **Example:** Create, Update or Cancel |
| AdditionalRoles |  |  | O | Specify this element only if this passenger is the payer of the booking. Do not pass this element otherwise |
| PaymentContactInd (Attribute) |  | OrderChangeRQ/Query/Passengers/Passenger/AdditionalRoles/PaymentContactInd (Attribute) | O | Set this attribute to “True” only if this passenger is the payer of the booking. Do not set this attribute otherwise |
| Order |  |  | M |  |
| OrderID |  | OrderChangeRQ/Query/ Order/OrderID | M | Booking reference or PNR reference  **Example:** YOMH3W |
| Owner (Attribute) |  | OrderChangeRQ/Query/ Order/OrderID/Owner (Attribute) | M | Owner of the booking  **Example:** BA |
| OrderItems |  |  | M |  |
| OrderItem |  |  | M | **Purchase seats**  This should be repeated per seat item. If you have 2 ADT and 2 flights (LHRAMS and AMSLHR) and all pax are purchasing or changing seats for all passengers then this must be repeated 4 times each containing a seat item with passenger and flight association  **Purchase bags**  This should be repeated for each bag item. If you have 2 ADT and 2 O&D’s (LHRAMS and AMSLHR) and both pax are purchasing additional bags on both O&D’s then OrderItem must be repeated 4 times each containing a BaggageItem  **Cancel bags**  As the service does not support cancelling the bags at the passenger level, it is enough to specify one OrderItem for bag cancel request  **Note:** This is optional in NDC schema but for calling BA service this must be passed |
| OrderItemID |  | OrderChangeRQ/Query/ Order/OrderItems/ OrderItem /OrderItemID | M | Pass an unique number  **Example:** 1 |
| Owner (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem /OrderItemID/Owner (Attribute) | M | Owner of the booking  **Example:** BA |
| Associations |  |  | O | Specify passenger and flight segment association in this section  This section should be used to book meals, bags and other services except for seats |
| Passengers |  |  | O |  |
| Passenger |  |  | M |  |
| refs (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/Associations/Passengers/Passenger/refs (Attribute) | O | Reference to a passenger for whom additional bag(s) or meal (s) or other service (s) is to be purchased  **Example:** T1 |
| Name |  |  | M |  |
| Surname |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/Associations/Passengers/Passenger/Name/Surname | M | Passenger’s surname or family (last) name |
| Flight |  |  | O |  |
| SegmentReferences |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/Associations/Passengers/Passenger/Flight/SegmentReferences | M | Reference to flight segments on which additional bag(s) or meal (s) or other service (s) is to be purchased.  Multiple flight segment references can be separated by a space  **Example:** F1 F2 |
| Services |  |  |  | This section should be populated only when cancelling the already booked meal |
| ServiceID |  |  |  | ServiceID to be sent from the ServiceList Response or OrderViewRS (in response to OrderRetrieveRQ), however this is not validated.  **Example:**  SRVC-WCHR-WCBD-PRICE-10-BA1447-BA0338-BA0335-BA1454 |
| refs (Attribute) |  |  |  | This reference links to the service in the ServiceList  **Example:** Service1 |
| Owner (Attribute) |  |  |  | Will always be “BA” |
| BaggageItem |  |  | O | Baggage details |
| Price |  |  | O | Total price for the additional bags to be purchased  **Note:** Though this an optional element, it must be passed for bag purchase request and for cancel bag request there is no need to pass price element |
| EncodedCurrencyPrice |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/BaggageItem/Price/ EncodedCurrencyPrice | M | **Example:** 120.00 |
| Code (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/BaggageItem/Price/ EncodedCurrencyPrice/ Code (Attribute) | M | Currency code  **Example:** GBP |
| BagDetails |  |  | O | **Note:** Populate this section only for bag purchase requests |
| BagDetail |  |  | M |  |
| ValidatingCarrier |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/ValidatingCarrier | M | Always pass “BA” |
| CheckedBags |  |  | O |  |
| CheckedBag |  |  | M |  |
| PieceAllowance |  |  | O |  |
| ApplicableParty |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/CheckedBags/CheckedBag/PieceAllowance/ApplicableParty | M | Reference to a passenger for whom additional bag(s) is to be purchased  **Example:** T1 |
| TotalQuantity |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/CheckedBags/CheckedBag/PieceAllowance/TotalQuantity | M | Total additional bags to be purchased  **Example:** 2 |
| PieceMeasurements |  |  | M |  |
| Quantity (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/CheckedBags/CheckedBag/PieceAllowance/PieceMeasurements/Quantity (Attribute) | M | Total additional bags to be purchased  **Example:** 2 |
| FlightItem |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem | O | This section is used to specify the O&D pair that customer wants to cancel or create from their itinerary.  One OrderItem with FlightItem and passenger details for cancelling the O&D pair and another OrderItem to create the O&D pair in the booking. |
| Price |  |  | O | Note:- This tag is required only when the ActionType is Create i.e. only for new flights being added to the booking |
| BaseAmount |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/Price/BaseAmount | M | Total Base Amount of the new flight |
| Code (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/Price/Code (Attribute) | O | Currency Code  **Example:-** GBP |
| Taxes |  |  | O |  |
| Total |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/Price/Taxes/Total | O | Total of all taxes |
| Code |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/Price/Taxes/Total/Code(Attribute) | O | Currency Code  **Example:-** GBP |
| OriginDestination |  |  | M |  |
| Flight |  |  | M | Repeat this (Flight) section for all flight segments within an O&D |
| Departure |  |  | M |  |
| AirportCode |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/AirportCode | M | Three letter Airport Code  **Example:-** LHR |
| Date |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/Date | M | Date – YYYY-MM-DD  **Example:-** 2016-09-21 |
| Time |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/Time | O | Departure time of the Flight  Example:- 19:45 |
| Arrival |  |  | M |  |
| AirportCode |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/AirportCode | M | Three letter Airport Code  **Example:-** LHR |
| Date |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/Date | O | Date – YYYY-MM-DD  **Example:-** 2016-09-21 |
| Time |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/Time | O | Arrival time of the Flight  Example:- 19:45 |
| MarketingCarrier |  |  | M |  |
| AirlineID |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/MarketingCarrier/AirlineID | M | Two Letter Airline Code  Always ‘BA’ |
| FlightNumber |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/MarketingCarrier/FlightNumber | M | Four digit flight number  **Example:-**  0045  Note:- This has to be 4 digit, can be padded with extra zeros before the flight number |
| Equipment |  |  | O |  |
| AircraftCode |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/ Equipment/AircraftCode | M | Aircraft Type  **Example:-** 777 |
| ClassOfService |  |  | O |  |
| Code |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/ClassOfService/Code | M | Class of service  **Example:-** B |
| MarketingName |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/ClassOfService/MarketingName | O | Airline’s Marketing Name  **Example:-** Biz Bed |
| OtherItem |  |  | O | Populate this section only to book meals and other services (disability services) |
| refs (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/OtherItem/Refs (Attribute) | O | This reference links to the service in the ServiceList  **Example:** Service1 |
| Price |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/OtherItem/Price | M | Price of the ancillary (Meal) or any other service (Disability) being booked  **Example:** 20.00 |
| EncodedCurrencyPrice |  |  | M |  |
| Code (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/OtherItem/EncodedCurrencyPrice/Code | M | Currency code  **Example:** GBP |
| SeatItem |  |  | O | Specify seat details  **Note:** For seat cancellation request, just specify empty SeatItem element. The service only cancel seats for all passengers on the requested flight segment and hence it does not need to know the seat numbers that are to be cancelled. It just expects flight segment on which seats are to be cancelled |
| Price |  |  | O | Seat price  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| Total |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/SeatItem/Price/Total | M | **Example:** 15.00 |
| Code (Attribute) |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/SeatItem/Price/Total/Code (Attribute) | O | Currency code  **Example:** GBP |
| Descriptions |  |  | O |  |
| Description |  |  | M |  |
| Text |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/SeatItem/Descriptions/Description/Text | O | The seat category this seat belongs to  **Example:** GeneralSideSeat  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed. This should be same as what was returned in SeatAvailabilityRS |
| Location |  |  | O | Seat location details  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| Column |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/SeatItem/Location/ Column | O | Seat column  **Example:** B  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| Row |  |  | O | Seat row |
| Number |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/SeatItem/Location/Row/Number | O | Row number  **Example:** 39  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| SeatAssociation |  |  | O | **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| SegmentReferences |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/SeatItem/SeatAssociation/SegmentReferences | M | Reference to a flight segment on which the seat reservation is requested  **Example:** F1 |
| TravelerReference |  | OrderChangeRQ/Query/ Order/OrderItems/ OrderItem/SeatItem/SeatAssociation/TravelerReference | M | Reference to a passenger for whom the seat reservation is requested  **Example:** T1 |
| ActionType |  | OrderChangeRQ/Query/ Order/OrderItems/OrderItem/ActionType | O | Possible values are  Create  Update  Cancel  Where  Create = Should be specified to purchase seats/bags/meals/disability assistance/new flight items  Update = Should be specified to change seat or to change meal  Cancel = Should be specified to cancel already purchased bags or cancel already booked meal or cancel already booked disability assistance or to cancel flight segments from the booking or to cancel already reserved seat  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| Payments |  |  | O | Specify payment information  **Note:** If this element is not present the service assumes this is a special cash transaction (only available for agents registered for BSP settlement) |
| Payment |  |  | M | BA accepts one card form of payment per OrderChange request |
| Method |  |  | M | Specify the payment method |
| PaymentCard |  |  | O | Payment card details. Specify all mandatory information as returned by SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ 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 |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| CardCode |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| CardNumber |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| IssueNumber |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| SeriesCode |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| CardHolderName |  | OrderChangeRQ/Query/Payments/Payment/Method/PaymentCard/CardHolderName | O | Card holders name  **Example:** Mr Test Smith  Card holder’s name should be specified only when the payer is not a passenger. If the payer is one of the passengers then it is enough to specify the passenger’s reference as an attribute (refs, please see the next element)  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| refs (Attribute) |  | OrderChangeRQ/Query/Payments/Payment/Method/PaymentCard/CardHolderName/refs (Attribute) | O | Reference to a passenger who is paying for the booking. The passenger reference should be same as what was defined in OrderChangeRQ/Query/Passengers/Passenger/ObjectKey (Attribute)  **Example:** T1  **Note:** This is an optional attribute in NDC schema if the payer is one of the passenger this attribute must be passed for calling BA services |
| CardIssuerName |  |  | O | **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| BanKID |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| Street |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS returns AddressLine rather than Street. AddressLine 1 and 2 in SeatAvailabilityRS or OrderViewRS means Street 1 and 2 in OrderChange  **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 SeatAvailabilityRS or OrderViewRS |
| PO\_Box |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| CityName |  | OrderChangeRQ/Query/Payments/Payment/Method/PaymentCard/CardHolderBillingAddress/CityName/CityCode | 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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| StateProv |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| PostalCode |  | OrderChangeRQ/Query/Payments/Payment/Method/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 FlightPriceRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| CountryCode |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| Surcharge |  |  | O | Surcharge fee applicable for the payment card.  Provide total surcharge amount for all passengers that was returned in the SeatAvailabilityRS or OrderViewRS  **Note:** Though this is optional in NDC schema, it must be specified if it was returned as a mandatory in SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| Amount |  | OrderChangeRQ/Query/Payments/Payment/Method/PaymentCard/Surcharge/Amount | M | **Example:** 5 |
| Code (Attribute) |  | OrderChangeRQ/Query/Payments/Payment/Method/PaymentCard/Surcharge/Amount/Code(Attribute) | O | Currency code  **Example:** GBP  This should be same as what was returned in the SeatAvailabilityRS or OrderViewRS  **Note:** This is an optional attribute in NDC schema but for calling BA service this must be passed |
| EffectiveExpireDate |  |  | O |  |
| Effective |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| Expiration |  | OrderChangeRQ/Query/Payments/Payment/Method/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 SeatAvailabilityRS or OrderViewRS (returned as part of error when payment card passed in OrderChangeRQ is not applicable) |
| Amount |  | OrderChangeRQ/Payments/Payment/Amount | M | Amount being paid by the Payment Card. This should include card surcharge as well  **Example:** 500.55 |
| Code (Attribute) |  | OrderChangeRQ/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 |
| 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) |  | OrderChangeRQ/Query/Payments/Payment/Method/Cash/CashInd(Attribute) |  | 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 |
| Amount |  | OrderChangeRQ/Payments/Payment/Amount | M | Amount payable by Card or Cash. This should include card surcharge as well for card payment  **Example:** 500.55 |
| Code (Attribute) |  | OrderChangeRQ/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 |
| Payer |  |  | O | Payer details must be provided if the person who is paying for the booking is not a passenger |
| Name |  |  | M | Payer’s name details |
| Surname |  | OrderChangeRQ/Query/Payments/Payment/Payer/Name/Surname | M | Payer’s surname or family (last) name |
| Given |  | OrderChangeRQ/Query/Payments/Payment/Payer/Name/Given | O | Payer’s given name or first name |
| Title |  | OrderChangeRQ/Query/Payments/Payment/Payer/Name/Title | O | Payer’s title  **Example:** Mr |
| Middle |  | OrderChangeRQ/Query/Payments/Payment/Payer/Name/Middle | O | Payer’s middle name or initial  **Example:** G |
| Equipment |  | OrderChangeRQ/DataList s/FlightSegmentList/FlightSegment/Equipment | O |  |
| AircraftCode |  | OrderChangeRQ/DataList s/FlightSegmentList/FlightSegment/Equipment/AircraftCode | M | The aircraft code  **Example:-** 777 |
| FlightDetail |  | OrderChangeRQ/DataList s/FlightSegmentList/FlightSegment/FlightDetail | O |  |
| Stops |  | OrderChangeRQ/DataList s/FlightSegmentList/FlightSegment/FlightDetail/Stops | O |  |
| StopQuantity |  | OrderChangeRQ/DataList s/FlightSegmentList/FlightSegment/FlightDetail/Stops/StopQuantity | O | Number of stops  **Example:-**  0 |
| FlightList |  |  | O | Populate this section only for bag purchase requests  The details must be same as what was returned in ServiceListRS  **Note:** Though this is optional section, it must be populated for bag purchase requests |
| Flight |  |  | M |  |
| FlightKey (Attribute) |  | OrderChangeRQ/DataLists/FlightList/Flight/FlightKey (Attribute) | M | Unique flight key  **Example:** Flight1 |
| SegmentReferences |  | OrderChangeRQ/DataLists/FlightList/Flight/SegmentReferences | M | Association to multiple flight segments. Each flight segment reference is separated by a space  **Example:** F1 F2 |
| OriginDestinationList |  |  | O | Populate this section only for bag purchase requests  The details must be same as what was returned in ServiceListRS  **Note:** Though this is optional section, it must be populated for bag purchase requests |
| OriginDestination |  |  | M | Origin and Destination information |
| OriginDestinationKey (Attribute) |  | OrderChangeRQ/DataLists/OriginDestinationList/OriginDestination/OriginDestinationKey(Attribute) | M | Unique origin and destination key  **Example:** OD1 |
| DepartureCode |  | OrderChangeRQ/DataLists/OriginDestinationList/OriginDestination/DepartureCode | M | Departure airport IATA code  **Example:** LHR |
| ArrivalCode |  | OrderChangeRQ/DataLists/OriginDestinationList/OriginDestination/ArrivalCode | M | Arrival airport IATA code  **Example:** AMS |
| FlightReferences |  | OrderChangeRQ/DataLists/OriginDestinationList/OriginDestination/FlightReferences | O | Association to multiple flights. Each flight reference is separated by a space  **Example:** Flight1 |
| ServiceList |  |  | O | Meals and Disability Assistance service to be added to the booking are requested in in this section |
| Service |  |  | O |  |
| ObjectKey (Attribute) |  | OrderChangeRQ/DataLists/ServiceList/ObjectKey(Attribute) | O | **Example:** Service1 |
| ServiceID |  | OrderChangeRQ/DataLists/ServiceList/ServiceID | M | ServiceID to be sent from the ServiceList Response or OrderViewRS (in response to OrderRetrieveRQ), however this is not validated.  **Example: SRVC-WCHR-WCBD-PRICE-10-BA1447-BA0338-BA0335-BA1454** |
| Owner (Attribute) |  | OrderChangeRQ/DataLists/ServiceList/ServiceID/Owner(Attribute) | M | Always ‘BA’ |
| Name |  | OrderChangeRQ/DataLists/ServiceList/Service/Name | M | Name of the service  **Example:** Disability : Wheelchair-1-Customer-Drycell-Key  **Note:** This must be same as what was returned in ServiceListRS or OrderViewRS (in response to OrderRetrieveRQ). Error is returned if incorrect service name is passed in the request. |
| Descriptions |  |  | M |  |
| Description |  |  | M |  |
| Text |  | OrderChangeRQ/DataLists/ServiceList/Service/Descriptions/Description/Text | O | **To book disability assistance**  If a customer is getting his own wheel chair then we need to know the wheel chair dimensions. Wheel chair dimensions are accepted here. (they must follow the below format)  The format is  Length:74 cm  Depth:94 cm  Height:173 cm  Height:140 Kgs  These dimensions are returned in ServiceList Response and are validated in OrderChange Request  **To book meal**  This should be the meal name that was returned in ServiceListRS or OrderViewRS (in response to OrderRetrieveRQ). However, this text is not validated by the service |

### Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Input Parameters** | | | | |
| **Input Parameters** | **Type** | **Schema Definition**  **(http://www.ba.com**  **/schema/)** | **Optional/Mandatory** | **Comments** |
| Request object | OrderViewRS | OrderViewRS.xsd | M |  |
| **OrderViewRS Data Fields** | | | | |
| **Field Type** | **Data Type** | **Schema Definition**  **(http://www.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| Document |  |  | M |  |
| Name |  | OrderViewRS/Document/Name | O | Will be returned as “BA” |
| Success |  | OrderViewRS/Success | M | The presence of the empty Success element explicitly indicates that the message succeeded |
| Warnings |  |  | O | Warning will be returned only when the paid seat reservation is failed |
| Warning |  | OrderViewRS/Warnings/ Warning | M | **Example:**  Unable to book paid seat |
| Response |  |  | M |  |
| Passengers |  |  | M |  |
| Passenger |  |  | O | Passenger details |
| ObjectKey (Attribute) |  | OrderViewRS/ Response /Passengers/Passenger/ ObjectKey (Attribute) | O | Unique passenger ID  **Example:** T1 |
| PTC |  | OrderViewRS/ Response /Passengers/Passenger/PTC | O | Passenger Type  Values are: ADT,CHD,INF  Where  ADT = Adult  CHD = Child  INF = Infant |
| PassengerAssociation |  | OrderViewRS/ Response /Passengers/Passenger/ PassengerAssociation | O | This element is used to associate an infant (not requiring a seat) to an adult. Infant passenger’s ObjectKey will be returned in this element  **Example:** T2  Where T2 is infant passenger’s ObjectKey |
| Age |  |  | O |  |
| BirthDate |  | OrderViewRS/ Response /Passengers/Passenger/Age/BirthDate | M | Date of birth of the passenger  **Example:** 2012-01-27 |
| Name |  |  | M | Passenger name details |
| Surname |  | OrderViewRS/ Response /Passengers/Passenger/Name/Surname | M | Passenger’s surname or family (last) name |
| Given |  | OrderViewRS/ Response /Passengers/Passenger/Name/Given | O | Passenger’s given name or first name |
| Title |  | OrderViewRS/ Response /Passengers/Passenger/Name/Title | O | Passenger’s title  **Example:** Mr |
| Middle |  | OrderViewRS/ Response /Passengers/Passenger/Name/Middle | O | Passenger’s middle name or initial  **Example:** G |
| Contacts |  |  | O | Passenger contact details |
| Contact |  |  | M |  |
| AddressContact |  |  | O | Passengers address details |
| Street |  | OrderViewRS/ Response /Passengers/Passenger/Contacts/Contact/AddressContact/Street | O | **Example:**  BEECHES APARTMENT,201 LAMPTON ROAD,TW34DF |
| EmailContact |  |  | O | Email address of the passenger |
| Address |  | OrderViewRS/ Response /Passengers/Passenger/Contacts/Contact/EmailContact/Address | M | **Example:** abc@cbd.com |
| PhoneContact |  |  | O | Passenger’s phone details |
| Application |  | OrderViewRS/Response /Passengers/Passenger/Contacts/Contact/PhoneContact/Application | O | Will always be returned as “Other” |
| Number |  | OrderViewRS/ Response /Passengers/Passenger/Contacts/Contact/PhoneContact/Number | O | Phone number  **Example:** 71234578 |
| ContactType (Attribute) |  | OrderViewRS/Response /Passengers/Passenger/Contacts/Contact/ ContactType(Attribute) | O | EmergencyContact |
| PhoneContact |  |  |  |  |
| Number |  | OrderViewRS/ Response /Passengers/Passenger/Contacts/Contact/PhoneContact/Number |  | EmergencycontactName and Number  Example:  TEST AA/GB7907962174 |
| FQTVs |  |  | O | Passenger’s frequent flyer information |
| TravelerFQTV\_Information |  |  | O | Airline loyalty information |
| AirlineID |  | OrderViewRS/Response/Passengers/Passenger/FQTVs/TravellerFQTV\_Information/AirlineID | M | Frequent flyer airline code  **Example:** BA |
| Account |  |  | O | This must be provided if TravelerFQTV\_Information is present |
| Number |  | OrderViewRS/Response /Passengers/Passenger/FQTVs/TravellerFQTV\_Information/Account/Number | M | Frequent flyer number  **Example:** 12345678 |
| Gender |  | OrderViewRS/Response /Passengers/Passenger/Gender | O | Possible values are  Male  Female |
| Order |  |  | M |  |
| OrderID |  | OrderViewRS/Response/ Order/OrderID | M | Booking reference or PNR reference  **Example:** YOMH3W |
| Owner (Attribute) |  | OrderViewRS/Response/ Order/OrderID/Owner (Attribute) | M | Owner of the booking  **Example:** BA |
| OrderItems |  |  | M |  |
| OrderItem |  |  | M | This will be returned once for FlightItem and will be repeated to return each SeatItem and BaggageItem  **Example:** If the booking contains 2 ADT and 2 flights (LHRAMS and AMSLHR) and both passengers had purchased seats on both flights then OrderItem will be repeated 4 times each containing an SeatItem and another OrderItem is returned with a FlightItem |
| SeatItem |  |  | O |  |
| Price |  |  | O | Seat price |
| Total |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/SeatItem/Price/Total | M | Example: 15.00 |
| Code (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/SeatItem/Price/Total /Code (Attribute) | O | Currency code  **Example:** GBP |
| Location |  |  | O | Seat location details |
| Column |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/SeatItem/Location/ Column | O | Seat column  **Example:** B |
| Row |  |  | O | Seat row |
| Number |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/SeatItem/Location/Row/Number | O | Row number  **Example:** 39 |
| SeatAssociation |  |  | O |  |
| SegmentReferences |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/SeatItem/SeatAssociation/SegmentReferences | M | Reference to a flight on which the seat is booked  **Example:** F1 |
| TravelerReference |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/SeatItem/SeatAssociation/TravelerReference | M | Reference to a passenger for whom the seat is booked  **Example:** T1 |
| TimeLimits |  |  | O | This will be returned for each paid SeatItem that is held and yet to be paid for |
| PaymentTimeLimit |  |  | O | This is the deadline by which a commitment to pay must be made for the confirmed (held) seats in an order as agreed with the airline |
| Timestamp (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/TimeLimits/PaymentTimeLimit/Timestamp (Attribute) | O | Payment Time Limit  **Example:**  2016-09-05T22:59:00.000Z |
| OriginDestination |  |  | M | Each flight in the itinerary will be returned as a separate OriginDestination |
| Flight |  |  | M | Flight details |
| SegmentKey |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/SegmentKey | O | **Unique flight segment key**  **Example:** F1 |
| Departure |  |  | M | Departure information |
| AirportCode |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/AirportCode | M | Departure airport IATA code  **Example:** LHR |
| Date |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/ Date | M | Local Departure date i.e. local to the departure location  **Example:** 2015-08-13 |
| Time |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/ Time | O | Local Departure time i.e. local to the departure location |
| Terminal |  |  | O | Departure terminal information |
| Name |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Departure/ Terminal/Name | O | **Example:** 2 |
| Arrival |  |  | M | Arrival information |
| AirportCode |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/ AirportCode | M | Arrival airport IATA code  **Example:** AMS |
| Date |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/ Date | O | Local Arrival date i.e. local to the arrival location  **Example:** 2015-08-19 |
| Time |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/ Time | O | Local Arrival time i.e. local to the arrival location |
| Terminal |  |  | O | Arrival terminal information |
| Name |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Arrival/ Terminal/Name | O | **Example:** 3 |
| MarketingCarrier |  |  | M | Marketing carrier information |
| AirlineID |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/MarketingCarrier/AirlineID | M | Marketing carrier code  **Example:** BA |
| FlightNumber |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/MarketingCarrier/FlightNumber | M | Marketing flight number  **Example:** 1403 |
| OperatingCarrier |  |  | O | Operating carrier information |
| AirlineID |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/OperatingCarrier/AirlineID | O | Operating carrier code  **Example:** AA |
| Equipment |  |  | O |  |
| AircraftCode |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Equipment /AircraftCode | M | **Example:** 744 |
| ClassOfService |  |  | O |  |
| Code |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/ClassOfService/Code | M | Selling or Booking class code  **Example:** W |
| MarketingName |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/ClassOfService/MarketingName | O | Cabin name  **Example:** World Traveller |
| Details |  |  | O |  |
| FlightSegmentType |  |  | O |  |
| Code |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Details/ FlightSegmentType/Code | M | Passenger segment status code  Will always be “HK”  HK = Confirmed |
| FlightDuration |  |  | O | Flight segment duration |
| Value |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Details/ FlightDuration/Value | M | **Example:** PT10H |
| Stops |  |  | O | Flight stop quantity |
| StopQuantity |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/OriginDestination/Flight/Details/Stops/StopQuantity | O | Stop quantity  **Example:** 1 |
| FareDetail |  |  | O | Fare rules information |
| FareComponent |  |  | M | Fare component pricing information. This is a list and is repeated for each fare component |
| refs (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/FareDetail/FareComponent/refs (Attribute) | O | Flight segments that are applicable for this fare component  Unique reference to a flight segment  **Example:** BA1434 |
| FareRules |  |  | O |  |
| Penalty |  |  | O | Penalty information |
| Details |  |  | O |  |
| Detail |  |  | M | Detail will be repeated to return penalty fee for change, upgrade and refund |
| Type |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/FareDetail/FareComponent/FareRules/Penalty/Details/Detail/Type | M | Possible values are  Change  Upgrade  Cancellation |
| Amounts |  |  | O | Penalty fee can either be percentage or currency amount. |
| Amount |  |  | M |  |
| CurrencyAmountValue |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/FareDetail/FareComponent/FareRules/Penalty/Details/Detail/Amounts/Amount/CurrencyAmountValue | M | Change/Upgrade/Cancellation penalty currency amount  **Example:** 60 |
| Code (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/FareDetail/FareComponent/FareRules/Penalty/Details/Detail/Amounts/Amount/CurrencyAmountValue/Code (Attribute) | O | Currency Code  **Example:** GBP |
| ApplicableFeeRemarks |  |  | O | Change/Upgrade/Cancellation rule text is returned here |
| Remark |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/FlightItem/FareDetail/FareComponent/FareRules/Penalty/Details/Detail/Amounts/Amount/ApplicableFeeRemarks/Remark | M | **Example:** Time/date changes permitted at any time before each flight departure for a change fee of GBP 60 or an upgrade fee of GBP60 plus any difference in fare. Changes subject to availability. Fees apply per ticket |
| TimeLimits |  |  | O | This will be returned only for held booking i.e booking created without eTickets. |
| PaymentTimeLimit |  |  | O | This is the deadline by which a commitment to pay must be made for the confirmed items in an order as agreed with the airline  This is also called as Ticket Time Limit, as tickets will only be issued once payment is made |
| Timestamp (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/TimeLimits/PaymentTimeLimit/Timestamp (Attribute) | O | Payment Time Limit or Ticket Time Limit  **Example:**  2016-09-05T22:59:00.000Z |
| BaggageItem |  |  | O | Baggage details |
| Price |  |  | O | Total price for the additional bags purchased |
| EncodedCurrencyPrice |  | OrderViewRS/Response Order/OrderItems/OrderItem/BaggageItem/Price/ EncodedCurrencyPrice | M | **Example:** 120.00 |
| Code (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/BaggageItem/Price/ EncodedCurrencyPrice/ Code (Attribute) | M | Currency code  **Example:** GBP |
| BagDetails |  |  | O |  |
| BagDetail |  |  | M |  |
| ValidatingCarrier |  | OrderViewRS/Response / Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/ValidatingCarrier | M | Will always be “BA” |
| CheckedBags |  |  | O |  |
| CheckedBag |  |  | M |  |
| PieceAllowance |  |  | O |  |
| ApplicableParty |  | OrderViewRS/Response / Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/CheckedBags/CheckedBag/PieceAllowance/ApplicableParty | M | Reference to a passenger for whom additional bag(s) is purchased  **Example:** T1 |
| TotalQuantity |  | OrderViewRS/Response / Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/CheckedBags/CheckedBag/PieceAllowance/TotalQuantity | M | Total additional bags purchased  **Example:** 2 |
| PieceMeasurements |  |  | M |  |
| Quantity (Attribute) |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/BaggageItem/BagDetails/BagDetail/CheckedBags/CheckedBag/PieceAllowance/PieceMeasurements/Quantity (Attribute) | M | Total additional bags purchased  **Example:** 2 |
| Associations |  |  | O |  |
| Passengers |  |  | O |  |
| PassengerReferences |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/Associations/Passengers/PassengerReferences | M | Reference to a passenger for whom additional bag(s) is purchased  Example: T1 |
| ApplicableFlight |  |  | O | Reference to flights on which additional bag(s) is purchased is returned here |
| FlightReferences |  | OrderViewRS/Response/ Order/OrderItems/OrderItem/Associations/ApplicableFlight/FlightReferences | O | **Example:** Flight1 |
| Payments |  |  | O |  |
| Payment |  |  | M |  |
| Method |  |  | M | Payment method |
| CashMethod |  |  | O | Total price charged for the OrderChange transaction |
| Amount |  | OrderViewRS/Response/ Payments/Payment/ Method/CashMethod/ Amount | M | Amount paid by cash  **Example:** 8621.98 |
| Amount |  | OrderViewRS/Response/ Payments/Payment/Amount | O | Amount paid by cash  **Example:** 8621.98 |
| Code (Attribute) |  | OrderViewRS/Response/ Payments/Payment/Code (Attribute) | O | Currency Code  **Example:** GBP |
| PaymentCardMethod |  |  | O | Total price charged on this card for the OrderChange transaction |
| CardCode |  | OrderViewRS/Response/ Payments/Payment/ Method/PaymentCardMethod/CardCode | O | **Example:** VI |
| MaskedCardNumber |  | OrderViewRS/Response/ Payments/Payment/ Method/PaymentCardMethod/MaskedCardNumber | O | Tokenised card number  **Example:** 7777202128060587 |
| EffectiveExpireDate |  |  | O |  |
| Expiration |  | OrderViewRS/Response/ Payments/Payment/ Method/PaymentCardMethod/EffectiveExpireDate/ Expiration | O | **Example:** 0119 |
| Amount |  | OrderViewRS/Response/ Payments/Payment/Amount | O | Amount charged on this card  **Example:** 395.02 |
| Code (Attribute) |  | OrderViewRS/Response/ Payments/Payment/Code (Attribute) | O | Currency Code  **Example:** GBP |
| TicketDocInfos |  |  | O |  |
| TicketDocInfo |  |  | M | Ticket document information. This is a list and will be repeated for each eTicket/EMD number |
| TicketDocument |  |  | M | Ticket document details |
| TicketDocNbr |  | OrderViewRS/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 |  | OrderViewRS/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 |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/NumberofBooklets | M | Will always be returned as “1” |
| DateOfIssue |  | OrderViewRS/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 |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/CouponNumber | M | ETicket or EMD coupon number  **Example:** 1 |
| FareBasisCode |  |  | O |  |
| Code |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/FareBasisCode/Code | M | **Example:** MLXNCGB  FareBasisCode will be returned only for ETickets |
| Status |  |  | M |  |
| Code |  | OrderViewRS/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) |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/ DepartureDateTime/ DateTime (Attribute) | O | **Example:**  2016-09-08T13:10:00.000Z |
| Departure |  |  | O | Departure information |
| AirportCode |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/Departure/AirportCode | M | Departure airport IATA code  **Example:** LHR |
| Date |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/Departure/Date | M | Local Departure date i.e. local to the departure location  **Example:** 2015-08-13 |
| Time |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/Departure/Time | O | Local Departure time i.e. local to the departure location |
| AirportName |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/Departure/AirportName | O | **Example:** Heathrow (London) |
| Arrival |  |  | O | Arrival information |
| AirportCode |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/Arrival/AirportCode | M | Arrival airport IATA code  **Example:** AMS |
| MarketingCarrier |  |  | O | Marketing carrier information |
| AirlineID |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/SoldAirlineInfo/MarketingCarrier/AirlineID | M | Marketing carrier code  **Example:** BA |
| FlightNumber |  | OrderViewRS/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 |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/InConnectionDocNbr | O | The ETicket number to which this EMD is associated  **Example:** 1258540669475 |
| InConnectonCpnNbr |  | OrderViewRS/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 |  | OrderViewRS/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 |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/ReasonForIssuance/RFIC/Definition | O | **Example:** AIR |
| Code |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/ReasonForIssuance/Code | O | EMD code returned by BA  **Example:** 0B5 for seats |
| Description |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/ReasonForIssuance/Description | O | Free format text associated with the EMD  **Example:**  PREPAID SEAT CHARGE  NON-INTERLINEABLE |
| AddlBaggageInfo |  |  | O |  | |
| AllowableBag |  |  | O |  | |
| Number (Attribute) |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/TicketDocument/ CouponInfo/ AddlBaggageInfo/ AllowableBag | O | Ticketed and Additional Baggage allowance (except prepaid additional bags)  **Example:**  4 | |
| Price |  |  | O | Total price paid for this ancillary  This section will be returned only for ETickets |
| Total |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/Price/Total | O | EMD Price  **Example:** 15.00 |
| Code (Attribute) |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/Price/Total/Code (Attribute) | O | Currency Code  **Example:** GBP |
| PassengerReference |  | OrderViewRS/Response/TicketDocInfos/TicketDocInfo/PassengerReference | M | Reference to a passenger for whom the ETicket/EMD is associated  **Example:** T1 |
| DataLists |  |  | O |  |
| DisclosureList |  |  | O | Seating policy link and Terms and conditions are returned here  As well as meals and special assistance disclosures are returned here |
| Disclosures |  |  | M | This is a list and will be repeated more than once; once for seating policy, once for baggage policy, once for seating terms and conditions, once for special meals and once for |
| ListKey (Attribute) |  | OrderViewRS/Response/ DataLists/DisclosureList Disclosures/ListKey (Attribute) |  | **Example:** Seating-policy |
| Description |  |  |  |  |
| Text |  | OrderViewRS/Response/ DataLists/DisclosureList Disclosures/Description/Text |  | **Example:** BA Seating Policy |
| Media |  |  |  |  |
| MediaLink |  | OrderViewRS/Response/ DataLists/DisclosureList Disclosures/Description/ Media/MediaLink |  | Link address  **Example:** https://www.ba.com/EN-PL/information/seating/choosing-your-seat |
| FlightList |  |  | O |  |
| FlightKey (Attribute) |  | OrderViewRS/DataLists/ FlightList/Flight/FlightKey (Attribute) | M | Unique flight key  **Example:** Flight1 |
| Flight |  |  | M |  |
| SegmentReferences |  | OrderViewRS/Response/ DataLists/FlightList/Flight/SegmentReferences | M | Association to multiple flight segments. Each flight segment reference is separated by a space  **Example:** F1 F2 |
| MediaList |  |  | O | Link information. Contains ba.com manage my booking link where customer can service the booking (add FQTV, Change booking etc) |
| Media |  |  | M |  |
| ListKey (Attribute) |  | OrderViewRS/Response/ DataLists/MediaList/ Media/ListKey (Attribute) | M | Unique key  **Example:** Media1 |
| MediaLink |  | OrderViewRS/Response/ DataLists/MediaList/ Media/MediaLink | O | Link address  **Example:** www.ba.com/mmb/1?bookingRef=YN37L5&amp;lastname=NATHA |
| Descriptions |  |  | O |  |
| Description |  |  | O |  |
| Text |  | OrderViewRS/Response/ DataLists/MediaList/ Media/Descriptions/ Description/Text | O | Will always be “Manage My Booking” |
| ServiceList |  | OrderViewRS/Response/ServiceList | O |  |
| Service |  |  | O |  |
| ObjectKey(Attribute) |  | OrderViewRS/Response/ DataLists/ServiceList/Service/ObjectKey(Attribute) | M | Example:Service1 |
| ServiceID |  | OrderViewRS/Response/ DataLists/ServiceList/Service/ServiceID | M | Name of the service  Example: Hard-of-Hearing-Assistance |
| Owner(Attribute) |  | OrderViewRS/Response/DataLists/ServiceList/Service/ServiceID/Owner(Attribute) | M | Always ‘BA’  Example: BA |
| Name |  | OrderViewRS/Response/ DataLists/ServiceList/Service/Name | M | Name of the service  **Example:** Hard-of-Hearing-Assistance |
| Descriptions |  |  | M |  |
| Description |  |  | M |  |
| Text |  | OrderViewRS/Response/ DataLists/ServiceList/Service/Descriptions/Description/Text | O | Service description  **Example:** GREAT BRITISH BREAKFAST |
| Price |  |  | O | Meal price is returned here |
| Total |  | OrderViewRS/Response/ DataLists/ServiceList/Service/Price/ Total | M | **Example:** 20.00 |
| Code (Attribute) |  | OrderViewRS/Response/ DataLists/ServiceList/Service/Price/ Total/Code (Attribute) | O | **Example:** GBP |
| Associations |  |  | O |  |
| Traveler |  |  | O |  |
| TravelerReferences |  | OrderViewRS/Response/ DataLists/ServiceList/Service/Associations/Traveler/ TravelerReferences | M | Reference to a passenger with whom the service is associated  **Example:** T1 |
| Flight |  |  | O |  |
| SegmentReferences |  | OrderViewRS/Response/ DataLists/ServiceList/Service/Associations/ Flight / SegmentReferences | M | Association to multiple flight segments on which this service has been associated with. Each flight segment reference is separated by a space  **Example:** F1 F2 |
| Metadata |  |  | O |  |
| Other |  |  | O |  |
| OtherMetadata |  |  | M |  |
| CurrencyMetadatas |  |  | M |  |
| CurrencyMetadata |  |  | M | Number of decimals applicable for the currency code used in the response |
| MetadataKey (Attribute) |  | OrderViewRS/Response /MetaData/Other/OtherMetaData/CurrencyMetadatas/CurrencyMetadata/ MetadataKey (Attribute) | M | Unique key  **Example:** GBP |
| Decimals |  | OrderViewRS/Response /MetaData/Other/OtherMetaData/CurrencyMetadatas/CurrencyMetadata/Decimals | O | Number of decimals applicable for the currency code  **Example:** 2 |
| Errors |  |  | M | Error details |
| Error |  | OrderViewRS/Errors/Error | M | BA error code and message  **Example:**  Unable to retrieve PNR - Please check your booking reference (PNR) |
| Code (Attribute) |  | OrderViewRS/Errors/Error/Code (Attribute) | O | PADIS Error Code  **Example:** 129 |
| ShortText (Attribute) |  | OrderViewRS/Errors/Error/ShortText (Attribute) | O | PADIS Error Message  **Example:** No PNR Match Found |
| AdditionalInfo |  |  | O | This section will be returned only if the payment card passed in OrderChangeRQ is not applicable for the customer’s billing country and agent’s location  Clients will have to call OrderChangeRQ again with one of the applicable cards returned in this section |
| AddressMetadatas |  |  | M |  |
| AddressMetadata |  |  | M | Billing address information is returned here |
| MetadataKey (Attribute) |  | OrderViewRS/AdditionalInfo/AddressMetadatas/AddressMetadata/MetadataKey (Attribute) | M | Unique key  **Example:** Address |
| AddressType |  | OrderViewRS/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 OrderChangeRQ |
| FieldName |  | OrderViewRS/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) |  | OrderViewRS/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 OrderChangeRQ |
| PaymentCardMetadatas |  |  | M |  |
| PaymentCardMetadata |  |  | M | Returns the list of applicable payment cards along with the mandatory card information and mandatory billing address information that should be passed when a payment card is selected for payment in OrderChangeQ  **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) |  | OrderViewRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/MetadataKey (Attribute) | M | Unique key  **Example:** Payment1 |
| CardCode |  | OrderViewRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardCode | M | **Example:** VI |
| CardName |  | OrderViewRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/CardName | O | **Example:** Visa Credit |
| CardType |  | OrderViewRS/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 OrderChangeRQ |
| FieldName |  | OrderViewRS/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) |  | OrderViewRS/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 OrderChangeRQ |
| Surcharge |  |  | O | Surcharge fee applicable for the payment card |
| Amount |  | OrderViewRS/AdditionalInfo/PaymentCardMetadatas/PaymentCardMetadata/Surcharge/Amount | M | Total surcharge amount for all passengers  **Example:** 20.00 |
| Code (Attribute) |  | OrderViewRS/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/OrderChange/V2>

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

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

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

*[https:/test./api.ba.com/selling-distribution/OrderChange/V1](https://api.ba.com/selling-distribution/OrderChange/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:** OrderChangeV02

## 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.
4. In order to purchase seats post booking creation, it is advised to call the below services in the same order

* OrderRetrieve (Optional)
* SeatAvailability
* OrderChange

1. In order to purchase bags and meals post booking creation, it is advised to call the below services in the same order

* OrderRetrieve (Optional)
* ServiceList
* OrderChange

1. In order to change a booking, it is advised to call the below services in the same order

* OrderRetrieve (Optional)
* ItinReshop (Reshop Context)
* ItinReshop (Reprice Context)
* OrderChange

1. The table summarises the operations permitted for Special Meals, FQTV, Contact Details, and Disability Assistance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Create** | **Update** | **Cancel** |
| **Special Meals** | Yes | Yes | Yes |
| **FQTV** | Yes | No | No |
| **Disability Assistance** | Yes | No | Yes |
| **APIS** | Yes | Yes | No |
| **Contact Details – Phone/Mobile** | Yes | Yes | No |
| **Contact Details – Email Address** | Yes | Yes | No |
| **Contact Details – Emergency Contact details** | Yes | Yes | Yes |

`

**OrderChange Service**

1. Authentication

* The service checks if the agent requesting OrderChange 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 passenger and flight details passed in the request against the booking and returns error if the details do not match.
2. For special meals, APIS and contact details, service attempts to create the details in the booking if they do not exist irrespective of action type Create or Update in the request.
3. If OrderChange request has multiple service requests, the service attempts to perform as many servicing request as possible and return warnings for the ones that were not successful.
4. OnBusiness and Business Extra numbers are added per booking so they apply to all passengers in the booking.
5. The service returns Payment Time Limit (also known as Ticket Time Limit) if applicable. This is the deadline by which a commitment to pay must be made for the confirmed items in an order as agreed with the airline. This is also called as Ticket Time Limit, as tickets will only be issued once payment is made.

**Purchase Seats**

* + The service allows clients to purchase and change seats post booking creation.
  + A seat can either be free or paid. It is advised that for free seats price should be passed with value as 0.
  + The service validates the seat availability and price and rejects seat purchase if the seat is not valid or taken or price is not valid for the seat.
  + The service issues EMD after successful seat purchase (for paid seats only)
  + The service returns error if only some of the passengers in the booking try to book seats rather than all passengers. However, once seat is purchased for all passengers, seats can be changed for individual passengers.
  + The service reissues EMD in a seat change scenario where the seat change incurs an additional amount.
  + The service sends seat purchase confirmation email after successful seat reservation
  + The seats that were successfully reserved are returned in the response

**Purchase Bags**

* + The service allows clients to purchase additional bags and cancel additional bags post booking creation
  + The service validates bag price and origin and destination on which it can be purchased and rejects the request if the bag price is not valid or the origin and destination is not applicable for additional bag purchase
  + The service issues EMD after successful bag purchase
  + If cancel bag is requested, the service will cancel all purchased bags for all passengers across all origin and destinations from the booking.
  + The service cancels the EMD and refunds the cost of the bag(s) to the original form of payment, after successful bag cancellation
  + There is no provision to change already purchased additional bags. However, customers can cancel their already purchased bags first and re-purchase new quantity. Example: if a customer has already bought 2 additional bags but wants to cancel one bag then they will have to cancel 2 bags that were already purchased first and purchase 1 additional bag. Similarly, if a customer wants to add one more bag then they will have to cancel the 2 bags that were already purchased first and purchase 3 additional bags. Customers will be refunded for their cancelled bags.
  + The service sends bag purchase and cancel confirmation email after successful bag purchase and cancellation.
  + The service returns the number of bags successfully purchased in the response

**Purchase Meals**

* + The service allows clients to purchase meals post booking creation.
  + To book meal, client should use the service name same as what was returned in ServiceListRS. Similarly to cancel meal, client should use the service name same as what was returned in OrderViewRS. Error is returned if incorrect service name is passed in OrderChangeRQ.
  + A meal can either be free or paid. It is advised that for free seats price should be passed with value as 0.
  + The service validates the meal price and rejects the request if meal price is not valid.
  + The service checks the applicability of the meal for the flight segment and returns error if the meal is not applicable for the flight segment.
  + The service issues EMD after successful meal purchase (for paid meal only).
  + The service allows client to change already booked meal. Please note that change is allowed only when the already booked meal is a free meal.
  + There is no provision to change already purchased paid meal. However, customers can cancel their already purchased meal first and re-purchase new meal.
  + The service allows cancellation of already booked meals.
  + The service cancels the EMD and refunds the cost of the meal(s) to the original form of payment, after successful paid meal cancellation.
  + The service sends meal purchase, change and cancel confirmation email after successful meal purchase, change and cancellation.
  + Meal details that were successfully booked are returned in the response.
  + Currently the service does not support cancelling a paid meal and book/change meal in a single OrderChangeRQ. Please book/change meal and cancel free meal in single OrderChangeRQ is allowed.

**Change Booking**

* + The service allows clients to change their some or all of the flights from their confirmed booking.
  + Change booking is not permitted for some of passengers from the booking. It has to be performed for all of the passengers in the booking.
  + Tickets will be reissued in the original ticketed office ids.
  + The service returns error if only some of the passengers in the booking try to change their flights rather than all passengers.
  + The service sends change booking confirmation email after successful booking change
  + The response will have the new itinerary.
  + Bookings with free seats: Any free seat reservation associated to the old flight will be deleted as part of reissue process and customer should be allowed to book free seats on the new flights, if applicable
  + The service will carry the paid seat and paid additional baggage EMDs to the new flight segments without any additional collection from the customer
  + If the changed date of the segment on which paid meal existed is greater than 30 days in the future, then the paid meal will be refunded to the original form of payment
  + If the changed date of the segment on which paid meal existed is greater than 24 hours from the time of change to 30 days in the future, then the paid meal will be carried over to the changed flight
  + If the changed date of the segment is within 24 hours from the current time then the paid meal will not be carried over to the new flights and will not be refunded.
  + If the booking with additional bags is changed from a BA O&D to non-BA O&D, the service will refund the amount to original form of payment.

1. The service accepts either cash (only available for agents registered for BSP settlement) or card payment to purchase seats or bags or meals or change flights.
2. In OrderChangeRQ, client can specify the language in which the seat or bag purchase confirmation or bag cancellation or meal purchase or meal cancellation or changed booking email 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 8 for the languages that are supported by BA.
3. In OrderChangeRQ, client can specify agent’s contact email address. The service will send seat or bag purchase or bag cancellation or meal purchase or meal cancellation confirmation email to this agent’s email address upon successful seat reservation or bag purchase or bag cancellation or meal purchase or meal cancellation or changed booking. Please note that mail will be sent to the agent’s email address only for bookings created by IATA agents. Service will ignore this email address for bookings created by non-IATA agents.
4. For bookings created by non-IATA agents, seat purchase or bag purchase or meal purchase or bag cancellation or meal cancellation or changed booking confirmation email will be sent to the passenger’s email address already recorded (during booking creation) in the booking.
5. Client can optionally specify one email address for the passenger and seat purchase or bag purchase or meal purchase or meal cancellation confirmation will also be sent to this email address as well regardless of IATA or non-IATA agent’s bookings.
6. The service accepts either Seat Purchase or Bag Purchase or Bag cancellation or Meal purchase or Meal cancellation or booking change in a single OrderChangeRQ. Otherwise an error is returned i.e it is not allowed to book seats, meals and bags in a single OrderChangeRQ. It has to be either seat or bag or meal. Similarly it is not allowed to cancel bag and meal in a single OrderChangeRQ. It has to be either bag or meal.

**Hold Seats**

* + The service supports hold seats capability, i.e agents can book seats and pay later (i.e. within Payment Time Limit) as long as the requesting agent is eligible to do so
  + If the OrderChangeRQ is to book paid seat but without payment details then the service treats it as a hold seats request
  + The service returns error when the request contains no payment details and the requesting agent is not allowed to hold seats
  + For each held seats, the service returns Payment Time Limit in the OrderViewRS once seats are successfully booked
  + Payment Time Limit is always returned in UTC (GMT) time zone
  + The service sends a hold seats confirmation email to the agent once the seats are successfully booked
  + Once seats are held, they are not allowed to be changed until all the held seats in the booking are paid for
  + Held seats will be cancelled automatically if the payment is not made before Payment Time Limit expires
  + Agents can also cancel held seats before the Payment Time Limit, if they wish. A confirmation email will be sent to the agent once the seats are successfully cancelled

**Cancel Seats**

* + The service allows clients to cancel free, paid and held seats
  + Seats can only be cancelled for all passengers for the requested flight segment e.g. if the booking has 2 passengers and both have seats reserved for a flight segment then service can only cancel seats for both passengers
  + If the paid seats are cancelled within the cooling off period i.e within 24 hrs of seat purchase then seats will be cancelled and the associated EMDs will be refunded to the original form of payment
  + If the paid seats are cancelled outside the cooling off period i.e more than 24 hrs of seat purchase then only seats will be cancelled and the associated EMDs will be retained. The retained EMDs can be used in the future, if applicable.
  + A confirmation email will be sent to the agent once the seats are successfully cancelled

# Appendix 1 –Web Services error responses

## OrderChange error/ineligibility checks

|  |  |
| --- | --- |
| PADIS Error Code | PADIS Error Text |
| 129 | No PNR Match Found |
| 375 | Requestor not authorized for this function for this PNR |
| 381 | Record locator required |
| 118 | System Unable to Process |
| 727 | Invalid amount |
| 466 | Form of payment missing or invalid for ticket/document |
| 467 | Flight segment not found in carrier's PNR |
| 160 | Passenger Name in Message Does Not Match Name in Booking File/PNR |

# 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 |