

OrderRetrieve User Guide

Interface Specification

Last updated: 12 Dec 2016

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Revision History** | | | | |
| **Name** | **Version** | **Reason for Change** | **Status** | **Date** |
| BA | 0.1 | Order Retrieve – Interface Specification | Final | 31-Aug-16 |
| BA | 0.2 | Updated the document with Delayed EMD capability  Updated OrderViewRS to include fare rules  Updated OrderViewRS to include Total Baggage Allowance | Updated | 12-Dec-16 |

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# Introduction

The OrderRetrieve Webservice provides IATA Accredited Travel Agents, new retailers and Service Providers the ability to retrieve the order.

OrderRetrieve – this service returns the order details along with ETicket and EMD details

## 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

 

# OrderRetrieve Webservice

This service returns the order details. 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 provider in order to access the booking. If the above conditions are not met, the service will return an error and prevent access.

## Interface Design

This web service is called with the following inputs:

OrderID (Booking reference or PNR reference)

The output data this service returns includes:

OrderID (Booking reference or PNR reference)

Passenger details along with their loyalty details

Flight details

Seat details

Payment Time Limit (Ticket Time Limit), if applicable

Bag details

Special needs and disability assistance details

Advanced Passenger Information System (APIS) details

Contact Details (both personal and emergency)

Meal details

A link to ba.com manage my booking

eTicket details with passenger association

Electronic Miscellaneous Document (EMD) details with passenger association

Fare rules for the itinerary

Total Baggage Allowance

## Schemas

The service adheres to the IATA NDC OrderRetrieveRQ 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**](http://www)**.ba.com**  **/schema/)** | **Optional/Mandatory** | **Comments** |
| Request object | OrderRetrieveRQ | OrderRetrieveRQ.xsd | M |  |
| **OrderRetrieveRQ Data Fields** | | | | |
| **Field Type** | **Data Type** | **Schema Definition**  **(**[**http://www**](http://www)**.ba.com/schema/)** | **Optional/Mandatory** | **Comments** |
| **Agency and Service Provider data See section 2.1** |  |  |  |  |
| Version (Attribute) |  | OrderRetrieveRQ/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) |  | OrderRetrieveRQ/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) |  | OrderRetrieveRQ/AltLangID (Attribute) | O | Specifies the preferred language in which the mail to be sent. eTicket receipt email and any other communication emails from BA will be sent in this language  **Note:** If the requested language is not supported by BA or if this is not passed in the request then the default language will be used, which is English  AltLangID will not be used even if it is passed in the OrderRetrieve request, as there is no email sent from this service  **Example:** EN |
| Document |  |  | M |  |
| Name |  | OrderRetrieveRQ/Document/Name | O | Always pass “BA” |
| Query |  |  | M |  |
| Filters |  |  | M |  |
| OrderID |  | OrderRetrieveRQ/Query/ Filters/OrderID | O | Booking reference or PNR reference  **Example:** YOMH3W  **Note:** This is an optional element in NDC schema but for calling BA service this must be passed |
| Owner (Attribute) |  | OrderRetrieveRQ/Query/ Filters/OrderID/Owner (Attribute) | M | Specifies the owner of the booking  **Example:** BA |

### Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Input Parameters** | | | | |
| **Input Parameters** | **Type** | **Schema Definition**  **(http://www.ba.com**  **/schema/)** | **Optional/Mandatory** | **Comments** |
| Request object | 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 |
| 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  **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 |  |
| 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 only 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 |
| FlightItem |  |  | O |  |
| OriginDestination |  |  | M | Each flight in the itinerary will be returned as a separate OriginDestination |
| Flight |  |  | M | Flight details |
| SegmentKey (Attribute) |  | 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/OfferItem/FlightItem/OriginDestination/Flight/MarketingCarrier/AirlineID | M | Marketing carrier code  **Example:** BA |
| FlightNumber |  | OrderViewRS/Response/ Order/OrderItems/OfferItem/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/OfferItem/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  **Example:** “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 |
| 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 |
| 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 |
| 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 |  |
| Disclosures |  |  | M |  |
| ListKey (Attribute) |  | OrderViewRS/DataLists/DisclosureList/Disclosures | M | Example: DisabilityAssistance |
| Description |  |  | M |  |
| Text |  | OrderViewRS/DataLists/DisclosureList/Disclosures/Description | O | Example: Disability Assistance Information |
| Media |  |  | O |  |
| MediaLink |  | OrderViewRS/DataLists/DisclosureList/Disclosures/Description/ Media | M | Link to BA.com for disability assistance |
| 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 | Meals and disability if purchased/booked are associated as a service |
| Service |  |  | O |  |
| ObjectKey(Attribute) |  | OrderViewRS/Response/ServiceList/Service/ObjectKey(Attribute) | M | Example:Service1 |
| ServiceID |  | OrderViewRS/Response/ServiceList/Service/ServiceID | M | Name of the service  Example: Hard-of-Hearing-Assistance |
| Owner(Attribute) |  | OrderViewRS/Response/ServiceList/Service/ServiceID/Owner(Attribute) | M | Always ‘BA’  Example: BA |
| Name |  | OrderViewRS/Response/ServiceList/Service/Name | M | Name of the service  Example: Hard-of-Hearing-Assistance |
| Descriptions |  |  | M |  |
| Description |  |  | M |  |
| Text |  | OrderViewRS/Response/ServiceList/Service/Descriptions/Description/Text | O | Service description  **Example:** GREAT BRITISH BREAKFAST |
| Associations |  |  | O |  |
| Traveler |  |  | O |  |
| TravelerReferences |  | OrderViewRS/Response/ServiceList/Service/Associations/Traveler/ TravelerReferences | M | Reference to a passenger with whom the service is associated  **Example:** T1 |
| Flight |  |  | O |  |
| SegmentReferences |  | OrderViewRS/Response/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 |
| 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 |

## URLs to access this web service

### Live URL

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

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

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

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

*<https://test.api.ba.com/selling-distribution/OrderRetrieve/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:** OrderRetrieveV02

## 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

**OrderRetrieve Service**

1. Authentication

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

1. The service 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.

# Appendix 1 –Web Services error responses

## OrderRetrieve 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 |
| 304 | System Temporarily unavailable |

# Appendix 2 – Languages supported by BA

BA supports the below 11 languages

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