

AirFrance KLM – OrderRetrieve

This document describes the AirFrance/KLM OrderRetrieve service

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1. Overview

Goal:
<p>AFKL order retrieval message corresponds to the IATA NDC "OrderRetrieve" schema version 18.2. It allows the agent to retrieve an order after an OrderCreate or an OrderChange. In response the agent receives an order with all details (ticket conditions, corporate information) If the order has not been issued following information are also provided: payment time limit and payment options.</p>
Result(s):
When called the service returns a detailed order including an order status (confirmed or rejected).
SCOPE – IN
<p>All active orders.</p> <p>Request :</p> <ul style="list-style-type: none"> - Order ID <p>Results:</p> <ul style="list-style-type: none"> ▪ Order ID/Order Items/Order status ▪ Price and tax breakdown ▪ Flights details (including ameties) ▪ Passenger information ▪ Fare conditions ▪ Checked in baggage allowance ▪ Fare type indicator ▪ Payment details ▪ Documents if issued
Interaction Type:
Request/Reply
Pre-Condition(s):
An order has been created
Post-Condition(s):
N/A
Support Process
<ol style="list-style-type: none"> 1. If any issues are encountered on the services, the seller support will do a 1st analysis to exclude a problem on third party side 2. If the issue comes from AFKL, the seller support will raise an incident ticket to AFKL support. 3. AFKL support team wil analyse and resolve the issue and revert to the seller

2. Invocation

This service is triggered by a request received from an external actor (travel agency, aggregator etc.).

2.1. OrderRetrieveRQ

M = Mandatory; O = Optional; C = Conditional

Level	Name	Type	#	Length	Pattern	Example	Field Description
1	IATA_OrderRetrieveRQ	struct	1				
2	Party	struct	0..1				
3	Participant	struct	0..1				
4	EnabledSystem	struct	0..*				
5	Name	string	0..1			NDCABT	Name of the enabled system. BDT with value constraints for proper, regular names (e.g. Individual Surname, Individual First Name, Company Name, etc.).
5	SystemID	string	0..1			NDCABT	Identifier of the enabled system. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
3	Recipient	struct	0..1				
4	ORA	struct	1				
5	AirlineDesigCode	string	1		([A-Z]{3}) [A-Z]{2} ([0-9][A-Z]) ([A-Z][0-9])	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
3	Sender	struct	1				
4	TravelAgency	struct	1				
5	AgencyID	string	0..1			12345675	Unique Agency Seller ID. Example: CTRV An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	IATANumber	string	0..1			12345675	IATA-assigned agency number. Example: 98417900

Level	Name	Type	#	Length	Pattern	Example	Field Description
5	Name	string	0..1			CWT FRANCE SAS	Agency name. Example: Carson Travel BDT with value constraints for proper, regular names (e.g. Individual Surname, Individual First Name, Company Name, etc.).
5	PseudoCityID	string	0..1			PAR	An identifier for a corporate user of a computer reservation system (CRS) or global distribution system (GDS), typically a travel agency. Also known as Office ID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	TravelAgent	struct	0..1				
6	Cash	struct	1				
7	CollectionAddress	struct	1				
6	TravelAgentID	string	1			0001AA	Booking and Servicing Agent information. ID. Example: 98417900 Note: The ID correlates to the specified ID Type. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
2	PayloadAttributes	struct	0..1				
3	CorrelationID	string	0..1			test	Allow end-to-end correlation of log messages with the corresponding Web service message throughout the processing of the Web service message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
3	VersionNumber	decimal	0..1			18.2	For all IATA versioned messages, the version of the message is indicated by a decimal value. A mathematical number that is assigned or is determined by calculation.
2	Request	struct	1				
3	OrderFilterCriteria	struct	1				
4	Order	struct	0..1				

Level	Name	Type	#	Length	Pattern	Example	Field Description
5	OrderID	string	1			d0d510e8-8ace-4b05-81df-28b1ab6793ba	Carrier assigned ID which uniquely identifies a specific Order across several messages. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	OwnerCode	string	1		(([A-Z]{3}) ([A-Z]{2}) ([0-9][A-Z]) ([A-Z][0-9]))	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.

2.2. OrderRetrievers

M = Mandatory; O = Optional; C = Conditional

Level	Name	Type	#	Length	Pattern	Example	Field Description
1	IATA_OrderViewRS	struct	1				
2	Response	struct	1				
3	DataLists	struct	0..1				
4	BaggageAllowanceList	struct	0..1				
5	BaggageAllowance	struct	1..*				
6	BaggageAllowanceID	string	1			BA2	Unique identifier of this Baggage Allowance. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	PieceAllowance	struct	0..*				
7	ApplicablePartyText	string	1			Traveler	Baggage weight restriction application. Examples: Party, Traveler. Party applies to all Travelers. Text is a character string such as a finite set of characters generally in the form of words of a language.
7	TotalQty	decimal	1			0	
6	TypeCode	string	1			Checked	Type of Baggage Allowance. E.g. Checked or CarryOn. Additional BDT to specify baggage type code.
4	ContactInfoList	struct	0..1				
5	ContactInfo	struct	1..*				

Level	Name	Type	#	Length	Pattern	Example	Field Description
6	ContactInfoID	string	0..1			CTC_TA	Uniquely Identifies a set of Contact Information, within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	EmailAddress	struct	0..*				
7	EmailAddressText	string	1			67103f3ee83c7b11@airfrance.fr	The email address which should be used for contact purposes. Text is a character string such as a finite set of characters generally in the form of words of a language.
6	Phone	struct	0..*				
7	PhoneNumber	decimal	0..1			3,304E+11	Phone number text. Examples: +1 999-999-9999 ext 1234, 617-9976 Note: This may be a simple, un-structured phone number, such as +01 999-999-9999 ext 1234 or combined with the additional attributes to create a structured phone number. A mathematical number that is assigned or is determined by calculation.
4	OriginDestList	struct	0..1				
5	OriginDest	struct	1..*				
6	DestCode	string	1	3		CDG	IATA defined code identifying a city or station. Additional BDT to specify the codeset which defines the IATA airport or city codes.
6	OriginCode	string	1	3		JNB	IATA defined code identifying a city or station. Additional BDT to specify the codeset which defines the IATA airport or city codes.
6	OriginDestID	string	0..1			OD2	Uniquely identifies an Origin Destination within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	PaxJourneyRefID	string	0..*			PJ2	Uniquely identifies a Passenger Journey within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	PaxJourneyList	struct	0..1				
5	PaxJourney	struct	1..*				

Level	Name	Type	#	Length	Pattern	Example	Field Description
6	Duration	duration	0..1			PT14H45M	Total journey time including the combined air time and connection times. In case of stopover, this may or may not include stopover durations. A duration is the specification of a length of time without a fixed start or end time, expressed in Gregorian calendar time units (Year, Month, Week, or Day) and Hours, Minutes or Seconds
6	PaxJourneyID	string	0..1			PJ2	Uniquely identifies a Passenger Journey within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	PaxSegmentRefID	string	1..*			SEG2	Reference to a Passenger Segment ID within this message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	PaxList	struct	0..1				
5	Pax	struct	1..*				
6	ContactInfoRefID	string	0..1			CTC1	Reference to a Contact Info ID within this message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	Individual	struct	0..1				
7	Birthdate	date	0..1			06/10/1989	The date on which an individual was born. A date is a Gregorian calendar representation in various common resolutions: year, month, week, day.
7	GivenName	string	0..5			ADTB	A personal name given to the individual at birthday and used before family name. Also called first name. E.g. JOHN. BDT with value constraints for proper, regular names (e.g. Individual Surname, Individual First Name, Company Name, etc.).
7	IndividualID	string	1			ID1	Uniquely Identifies an Individual within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.

Level	Name	Type	#	Length	Pattern	Example	Field Description
7	Surname	string	1			TEST	Individual's hereditary name(s) common to all members of a family. Also known as family name or last name. E.g. SMITH. Excludes any potential suffix. BDT with value constraints for proper, regular names (e.g. Individual Surname, Individual First Name, Company Name, etc.).
7	TitleName	string	0..1			MR	A word such as Mr., Mrs., Miss or Dr that is used before an individual's name to indicate the gender, profession or marital status. BDT with value constraints for short supplements to proper names, such as Title, Suffix, etc.
6	PaxID	string	1			PAX1	Uniquely identifies a Passenger within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	PTC	string	0..1			ADT	Type code applying to the Passenger which typically drives pricing (e.g. ADT, CHD, etc). Additional BDT to specify the type code codeset applying to a Passenger.
4	PaxSegmentList	struct	0..1				
5	PaxSegment	struct	1..*				
6	Arrival	struct	1				
7	AircraftScheduledDateTime	dateTime	0..1			2019-11-11T13:40:00	The Scheduled Date and Time of Arrival of the aircraft at the terminal or departure gate at an airport. A date time identifies a date and time of day to various common resolutions: year, month, week, day, hour, minute, second, and fraction of second.
7	IATALocationCode	string	0..1	3		CDG	IATA defined code identifying a city or station. Additional BDT to specify the codeset which defines the IATA airport or city codes.
7	TerminalName	string	0..1			2F	The name of the terminal. A name is a word or phrase that constitutes the distinctive designation of a person, place, thing or concept
6	DatedOperatingLeg	struct	0..*				
7	Arrival	struct	1				

Level	Name	Type	#	Length	Pattern	Example	Field Description
7	DatedOperatingLegID	string	0..1			LEG3	Uniquely identifies a leg within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
7	Dep	struct	1				
7	IATAAircraftType	struct	0..1				
8	IATAAircraftTypeCode	string	0..1		[0-9A-Z]{3}	73H	Code assigned to an aircraft type in IATA SSIM. Specifies the IATA defined code of an aircraft type.
6	Dep	struct	1				
7	AircraftScheduledDateTime	dateTime	0..1			2019-11-11T12:25:00	The Scheduled Date and Time of Departure of the aircraft at the terminal or departure gate at an airport. A date time identifies a date and time of day to various common resolutions: year, month, week, day, hour, minute, second, and fraction of second.
7	IATALocationCode	string	0..1	3		AMS	IATA defined code identifying a city or station. Additional BDT to specify the codeset which defines the IATA airport or city codes.
7	TerminalName	string	0..1			2F	The name of the terminal. A name is a word or phrase that constitutes the distinctive designation of a person, place, thing or concept
6	MarketingCarrierInfo	struct	1				
7	CarrierDesigCode	string	1		(([A-Z]{3}) ([A-Z]{2}) ([0-9][A-Z]) ([A-Z])([A-Z][0-9]))	KL	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
7	MarketingCarrierFlightNumberText	string	1			1233	The numerical designation of a flight as it is marketed by a carrier. Identifies a flight number. 1 to 4 digits. May or may not have leading zeros when less than 4 digits. The use of leading zeros does not create a different Flight Number. For example, Flight Numbers 123 and 0123 are the same.
6	OperatingCarrierInfo	struct	0..1				

Level	Name	Type	#	Length	Pattern	Example	Field Description
7	CarrierDesigCode	string	0..1		(([A-Z]{3}) ([A-Z]{2}) ([0-9][A-Z]) ([A-Z][0-9]))	KL	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
7	Disclosure	struct	0..1				
8	Desc	struct	1..*				
9	DescText	string	0..1			Seats are arranged in rows of 2?x?3 seats, separated by 1?aisle.	Description text value. Text is a character string such as a finite set of characters generally in the form of words of a language.
9	MarkupStyleText	string	0..1			3-3 layout	Mark-up Style of the Description Text. Example: HTML Text is a character string such as a finite set of characters generally in the form of words of a language.
9	URL	anyURI	0..1			https://img.static-af.com/images/meta/Idname/picto-siege-duo/?w=30&h=30	URL to description information source. A string of characters used to identify a resource. Such identification enables interaction with representations of the resource over a network, typically the World Wide Web, using specific protocols.
8	DisclosureID	string	1			DC3	Uniquely Identifies a disclosure within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	PaxSegmentID	string	1			SEG3	Uniquely identifies a Passenger Segment within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	SecureFlightInd	boolean	0..1			FALSE	When TRUE, this segment is subject to US TSA 'Secure Flight' passenger prescreening program. An indicator is a list of two mutually exclusive Boolean values that express the only possible states of a property.
4	PriceClassList	struct	0..1				
5	PriceClass	struct	1..*				
6	CabinType	struct	0..*				

Level	Name	Type	#	Length	Pattern	Example	Field Description
7	CabinTypeCode	string	0..1			M	Cabin Type Code as defined by PADIS codeset (e.g. 1, 2, 3, etc.) Additional BDT to specify the Cabin Type Code as defined by PADIS. * TEMPORARY NOTE MT : NEED TO CREATE ENUM TO BE REFERENCED FROM BDT CON *
7	CabinTypeName	string	0..1			ECONOMY	Name given to a cabin compartment (e.g. Business, First, Economy). A name is a word or phrase that constitutes the distinctive designation of a person, place, thing or concept
6	FareBasisCode	string	0..1			XLPLFR	Fare basis code. Example: Y26 A code is a character string of letters, numbers, special characters (except escape sequences), and symbols.
6	Name	string	1			Light	Price class name. Example: SUPERSAVER BDT with value constraints for proper, regular names (e.g. Individual Surname, Individual First Name, Company Name, etc.).
6	PriceClassID	string	0..1			PC2	Uniquely Identifies a Price Class within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	ServiceDefinitionList	struct	0..1				
5	ServiceDefinition	struct	1..*				
6	Desc	struct	1..*				
7	DescText	string	0..1			Bag Included	Description text value. Text is a character string such as a finite set of characters generally in the form of words of a language.
6	Name	string	1			Bag Included	Service name. Example: Lounge Pass A name is a word or phrase that constitutes the distinctive designation of a person, place, thing or concept
6	ServiceDefinitionAssociation	struct	0..1				
7	BaggageAllowanceRefID	string	1			BA2	Reference to a Baggage Allowance ID within this message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.

Level	Name	Type	#	Length	Pattern	Example	Field Description
6	ServiceDefinitionID	string	1			SRVID2_BI	Uniquely Identifies a Service Definition within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
3	Order	struct	1..*				
4	BookingRef	struct	0..*				
5	BookingEntity	struct	1				
6	Carrier	struct	0..1				
7	AirlineDesigCode	string	1		(([A-Z]{3}) ([A-Z]{2}) ([0-9][A-Z]) ([A-Z][0-9]))	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
5	BookingID	string	1			PZ5MTC	Existing booking reference Identifier. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	OrderID	string	1			af0eee98-4b73-47af-989f-2508a77fa73d	Carrier assigned ID which uniquely identifies a specific Order across several messages. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	OrderItem	struct	1..*				
5	FareDetail	struct	0..*				
6	FareComponent	struct	0..*				
7	FareRule	struct	0..*				
8	Penalty	struct	0..*				
9	AppCode	string	0..1			ADE	Penalty application type. Examples: ADE (After departure) NOS (No show) PDE (Prior to departure) Penalty application code
9	DescText	string	0..9	9		NAV	Description of the applicable penalty. Text is a character string such as a finite set of characters generally in the form of words of a language.
9	TypeCode	string	0..1			Change	Penalty type information. Examples: Cancellation, Change, NoShow, Upgrade, Other Penalty Type Code

Level	Name	Type	#	Length	Pattern	Example	Field Description
7	PaxSegmentRefID	string	0..*			SEG3	Reference to a Pax Segment ID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
7	PriceClassRefID	string	0..1			PC2	A price point within a particular Cabin Type (sometimes referred to as 'Fare Families'). An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	FarePriceType	struct	1..3				
7	FarePriceTypeCode	string	1			70J	Indicates if the fare price provided is a filed amount, net amount, or a sell amount. A code is a character string of letters, numbers, special characters (except escape sequences), and symbols.
7	Price	struct	1				
8	BaseAmount	decimal	0..1			166.00	
9	CurCode	token	0..1			EUR	
8	TaxSummary	struct	0..*				
9	Tax	struct	0..*				
10	AddlTaxCode	string	0..1			DP	A qualifier to the Tax Code to distinguish taxes/fees/charges with the same tax code but with different business uses. Specifies the IATA TTBS codeset.
10	Amount	decimal	1			6.40	
11	CurCode	token	0..1			EUR	
10	TaxCode	string	0..1			RN	IATA TTBS Tax Code. Example: AY, GB Specifies the IATA TTBS codeset.
9	TotalTaxAmount	decimal	0..1			295.05	
10	CurCode	token	0..1			EUR	
8	TotalAmount	decimal	0..1			461.05	
9	CurCode	token	0..1			EUR	

Level	Name	Type	#	Length	Pattern	Example	Field Description
6	PaxRefID	string	0..*			PAX1	Reference to a Passenger ID An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	OrderItemID	string	1			be90f51b-dd37-4c35-b555-de112ce54007	Carrier assigned Order Item ID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	Price	struct	1				
6	BaseAmount	decimal	0..1			166.00	
7	CurCode	token	0..1			EUR	
6	TaxSummary	struct	0..*				
7	Tax	struct	0..*				
8	AddlTaxCode	string	0..1			DP	A qualifier to the Tax Code to distinguish taxes/fees/charges with the same tax code but with different business uses. Specifies the IATA TTBS codeset.
8	Amount	decimal	1			6.40	
9	CurCode	token	0..1			EUR	
8	TaxCode	string	0..1			RN	IATA TTBS Tax Code. Example: AY, GB Specifies the IATA TTBS codeset.
7	TotalTaxAmount	decimal	0..1			295.05	
8	CurCode	token	0..1			EUR	
6	TotalAmount	decimal	0..1			461.05	
7	CurCode	token	0..1			EUR	
5	Service	struct	1..*				
6	PaxRefID	string	1			PAX1	Uniquely identifies a Passenger within the context of one message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	ServiceAssociations	struct	1				
7	ServiceDefinitionRef	struct	1				

Level	Name	Type	#	Length	Pattern	Example	Field Description
8	PaxSegmentRefID	string	0..1			SEG3	References a Passenger Segment ID within this message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
8	ServiceDefinitionRefID	string	1			SRVID2_BI	References a Service Definition ID within this message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
6	ServiceID	string	1			SRVID2_BI_PAX1_SEG3	Service ID assigned by the carrier. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	OwnerCode	string	1		(([A-Z]{3} [A-Z]{2}) ([0-9][A-Z]) ([A-Z]) ([A-Z][0-9]))	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
4	TotalPrice	struct	0..1				
5	TotalAmount	decimal	0..1			461.05	
6	CurCode	token	0..1			EUR	
3	TicketDocInfo	struct	0..*				
4	BookingRef	struct	1..*				
5	BookingEntity	struct	1				
6	Carrier	struct	0..1				
7	AirlineDesigCode	string	1		(([A-Z]{3} [A-Z]{2}) ([0-9][A-Z]) ([A-Z]) ([A-Z][0-9]))	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
5	BookingID	string	1			PZ5MTC	Existing booking reference Identifier. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	BookletQty	decimal	0..1			1	
4	OriginalIssueInfo	struct	0..1				

Level	Name	Type	#	Length	Pattern	Example	Field Description
5	IssueDate	date	0..1			06/10/2019	The date that the document was originally issued. A date is a Gregorian calendar representation in various common resolutions: year, month, week, day.
5	IssuingAirlineDesigCode	string	1		([A-Z]{3} [A-Z]{2}) ([0-9][A-Z]) ([A-Z][0-9])	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
5	IssuingCarrier	struct	1				
6	AirlineDesigCode	string	1		([A-Z]{3} [A-Z]{2}) ([0-9][A-Z]) ([A-Z][0-9])	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
4	PaxRefID	string	1			PAX1	Reference to a Passenger ID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	PaymentInfoRefID	string	1..*			PMT_057145 0103740	Reference to a Payment Info ID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
4	Ticket	struct	1..4				
5	Coupon	struct	1..4				
6	CouponNumber	decimal	1			3	Number assigned to the issued coupon. A mathematical number that is assigned or is determined by calculation.
6	CouponStatusCode	string	1			0	Current status of the flight/ value coupon. Example: E (Exchanged/Reissued) A code is a character string of letters, numbers, special characters (except escape sequences), and symbols.
6	CurrentCouponFlightInfo	struct	0..1				
7	CurrentAirlineInfo	struct	1				
8	PaxSegmentRefID	string	1			SEG3	Reference to a PaxSegmentID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.

Level	Name	Type	#	Length	Pattern	Example	Field Description
5	TicketDocTypeCode	string	0..1			T	Document type code as defined by PADIS 1001 (Document/ Message Name, coded). A code is a character string of letters, numbers, special characters (except escape sequences), and symbols.
5	TicketNumber	string	0..1			5,715E+11	The document number comprised of the airline code, form code, and serial number.
2	Party	struct	0..1				
3	Recipient	struct	0..1				
4	TravelAgency	struct	0..1				
5	AgencyID	string	0..1			12345675	Unique Agency Seller ID. Example: CTRV An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	ContactInfoRefID	string	0..*			CTC_TA	Reference to a ContactInfoRefID. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
5	IATANumber	string	0..1			12345675	IATA-assigned agency number. Example: 98417900
5	Name	string	0..1			CWT FRANCE SAS	Agency name. Example: Carson Travel BDT with value constraints for proper, regular names (e.g. Individual Surname, Individual First Name, Company Name, etc.).
3	Sender	struct	1				
4	ORA	struct	1				
5	AirlineDesigCode	string	1		([A-Z]{3}) ([A-Z]{2}) ([0-9][A-Z]) ([A-Z][0-9])	AF	Airline code assigned to a carrier. Either ICAO-defined 3-character code or IATA-defined 2-character code. Either the IATA-defined 2-character code or the ICAO-defined 3-character code of an airline, as per the length of the value.
2	PayloadAttributes	struct	0..1				
3	CorrelationID	string	0..1			5	Allow end-to-end correlation of log messages with the corresponding Web service message throughout the processing of the Web service message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.

Level	Name	Type	#	Length	Pattern	Example	Field Description
3	VersionNumber	decimal	1			18.2	For all IATA versioned messages, the version of the message is indicated by a decimal value. A mathematical number that is assigned or is determined by calculation.
2	PaymentInfo	struct	0..*				
3	Amount	decimal	1			461.05	
4	CurCode	token	0..1			EUR	
3	Desc	struct	0..1				
4	DescText	string	0..1			OK	Description text value. Text is a character string such as a finite set of characters generally in the form of words of a language.
3	PaymentInfoID	string	0..1			PMT_057145 0103740	Uniquely identifies payment information within a message. An identifier is a character string used to uniquely identify one instance of an object within an identification scheme that is managed by an agency.
3	PaymentMethod	struct	1				
4	Cash	struct	1				
3	PaymentStatusCode	string	0..1			ACCEPTED	Indicates the current status of this payment information. Payment status code
3	TypeCode	string	1			PAYMENT	The form of payment type. Examples: Credit Card, Cash. Encoding Scheme: IATA PADIS code list data element [9888] Form of Payment Identification Additional BDT to specify payment method code.

3. Process Steps

The OrderRetrieve service can be used at anytime after an order is created.
For example in the following sequence of services

- AirShoppingRQ/RS
- OfferPriceRQ/RS - Optional
- OrderCreateRQ/OrderViewRS
- OrderRetrieveRQ/RS - Optional
- OrderChangeRQ/OrderViewRS
- OrderRetrieveRQ/RS - Optional

4. Business Rules

4.1. Parties

4.1.1. Participant

The Participant is either the party through which the NDC message (aggregator or NDC enabled system) or the party on behalf which the request is done (a corporate).

4.1.2. Recipient

The Recipient is the party Offer Responsible Airline receiving the NDC message (Air France or KLM).

4.1.3. Sender

The Sender must be the travel agent requesting for the offer.

4.2. Sender authentication

When a shopping request is received, NDC application will authenticate the seller. The seller will be referenced and allowed to use NDC application by AFKL. Otherwise, AFKL will reject the request.

4.3. Flight scope

Only AF and KL marketed flights are offered.

4.4. Passengers scope

4.4.1. Number of passenger

Our service only supports from 1 to 9 passengers.

Groups are out of scope.

4.4.2. Typology of passenger

Typology of passengers in scope are the following:

- Adults (ADT)
- Children (CHD) > 2-11 years old – if a child turns 12 years old after the commencement of the travel, the CHD rules are kept for the whole journey
- Infants (INF) > 0-1 years old – if an infant turns 2 years old after the commencement of the travel, a seat must be booked for the whole journey >> not in the NDC scope.
- Senior (YCD) > 65 years old and older – Some few routings are eligible for customers 60 years old and older
- Youth (YTH) > 12-24 years old with some specificities as described below:
 - Youth adults must be aged between 18-24 years old (travel must be completed before the 25th birthday of the Customer)
 - 12-14 years old cannot be booked alone on MH flights and LH flights except some French overseas routing > they must be accompanied by at least 1 adult.
 - 12-17 years old can be booked alone with no assistance for SH flights and some French overseas routing.

- 15-17 years old don't need any assistance and can be booked on their own.
- Adult Tour Operator (IIT)
- Child Tour Operator (INN)
- Infant Tour Operator (ITF)
- Adult VFR (JCB)
- Child VFR (JNN)
- Infant VFR (JNF)

4.5. Order & order item definition

4.5.1. Order

An order contains flights, and services if requested. The content of an Order includes one or multiple Order Items (with a unique Airline-assigned Order Item ID), individually priced items within the Order.

4.5.2. Order item definition

Airline create order item from the selected offer item.

An order item includes one or multiple passengers travelling on the same segments and consuming the same services at the same price. A service can either be flights or ancillaries

4.6. Time limits

4.6.1. Payment time limit

The payment time limit defines the time limit until when an order has to be paid.

After the time limit, the order will be automatically canceled.

4.6.2. Price Guarantee for unpaid orders

After the booking is created, AFKL guarantees base amount and YR/YQ surcharges until the payment time limit. If the payment time limit is more than 4 days, other taxes are repriced by AFKL. This rule is applicable for any type of fares: public, corporate, TO, VFR, Consolidator etc.

4.7. Amenities

Amenities are all options available on board.
Each cabin class can offer different amenities.
The list of existing amenities is the following:

Key	Description
WIFI	WiFi
INTERNAL_NETWORK	Entertainment on your device
SNACKS	Snack and refreshments
MEALS_Y	Hot meal and refreshments
MEALS_W	Hot meal and refreshments
MEALS_J	Gourmet menu
MEALS_P	Gourmet culinary experience
MEALS_ASIAN	Asian meal option
BUFFET_J	Self-service buffet
BUFFET_W	Self-service buffet
DRINKS_ALCOHOL	Wines and champagnes
DRINKS_SOFT	Hot and cold drinks
IFE	Inflight entertainment
GOGO_VISION	Entertainment on your device
SEAT_STANDARD	Standard reclining seat
STANDARD_SEAT_NON_RECLINING	Standard seat
STANDARD_BUSINESS_SEAT	Standard reclining seat
SEAT_CRADLE_RECLINER	Reclining seat with fixed shell
SEAT_ANGLE_FLAT	Angle flat seat
SEAT_FULL_FLAT	Full flat seat-bed
PRIVATE_SUITE	Private suite
POWER	Power outlets
PRESS	Newspapers and magazines
USB	USB outlets
LAYOUT_2_2	2-2 layout
LAYOUT_3_3	3-3 layout
LAYOUT_1_2_1	1-2-1 layout
LAYOUT_2_2_2	2-2-2 layout

LAYOUT_2_3_2	2-3-2 layout
LAYOUT_2_4_2	2-4-2 layout
LAYOUT_3_3_3	3-3-3 layout
LAYOUT_3_4_3	3-4-3 layout
BASSINETS	Bassinets
LOUNGE_P	La Première lounge
LOUNGE_J	The Business lounge
DEDICATED_PATH_P	Chauffeur-driven car
KIT	Elegant travel kit
KIT_SLEEPING	Sleep accessories

4.8. Cabins

AIR FRANCE	KLM
FIRST	N/A
BUSINESS	BUSINESS
PREMIUM	N/A
ECONOMY	ECONOMY

4.9. Fare conditions

- Baggage allowance in terms of number of pieces and dimensions are sent in BaggageAllowance
 - BA1_CHECKED provides details for checked baggage
 - BA2_CARRY_ON provides details for hand baggage
 - The allowance is defined per connection.
- Fare conditions are given per bound in Fare Component, Penalty element:
 - Refundable/changeable after departure (ADE)/prior to departure (PDE) without fee (CancelFeeInd/ChangeFeeInd = false)
 - Refundable/changeable after departure (ADE)/prior to departure (PDE) with fee (CancelFeeInd/ChangeFeeInd = true, with fee provided in PenaltyAmount)
 - Refund/change after departure (ADE)/prior to departure (PDE) not possible at all (DescText = NAV, which means not possible)
- Offer Time Limit - this does not block inventory nor guarantee price, it only guarantees that the Offer ID generated can still be converted into an Order ID. Exact time can be found in OfferExpirationDateTime.
- Tax details - the list of taxes included in the offer is given for each passenger typology (for each offeritem, it is located in TaxSummary).

4.10. Payment Options

AFKL offer following payment options:

- BSP Cash
- American Express
- UATP
- Diners club
- Visa
- Visa Debit
- Visa Electron
- JCB
- Debit card Mastercard
- Mastercard
- Discover

Surcharges can be applied depending on the payment card and country of issuance.

5. Business Exceptions

5.1. Mandatory fields

If one of the mandatory elements are not provided in the request, an error message should be sent to the consumer.

5.2. Error message

- If the sender is not recognized by AFKL: wrong IATA number or PCC, the request is rejected.
- If the sender has not created the order, the request is rejected.

5.3. All errors codes

List of all the functional 'return codes' returned by the Software Service:

PADIS Error Code	Label
107	Invalid Airline Designator/Vendor Supplier
112	Requestor Identification Required
126	Not available-Codeshare flight
129	Order Not Found
137	Name Change Not Allowed
143	Invalid or Ineligible Passenger Type Code
144	Invalid Requestor Identification
293	Unable to Sell Due to Sales Limit being Reached
293	Unable to Sell Due to Sales Limit being Reached
315	Name element data missing or invalid
316	Contact element (phone and/or address) missing
317	Contact element (phone and/or address) invalid
318	Contact element (phone and/or address) missing or invalid
375	Requestor not authorized for this function for this PNR
376	Pricing/ticketing error, text information specified
466	Form of payment missing or invalid for ticket/document
494	Order not created - unable to issue accountable documents
708	Incorrect credit card information
709	Invalid and/or missing frequent traveler information
800	Security - Unable to issue ticket - Passenger security identification missing/incomplete
900	Provider Read timed out
914	Invalid format/data - data does not match syntax rules
999	Maximum token limit reached

6. Policies

Business Criticality	<Sensitive >
Business Volume	< xxx >
Business Use	<7/24>

Information classification according AF/KL Security office

Availability	<p>☑ 3 – Critical Downtime cannot exceed 4 hours (impact > € 1M)</p> <p>☑ 2 – Sensitive / Significant Downtime may exceed 4 hours but is less than a maximum defined in the GOA – General Operating Agreement or specified in chapter 6.</p> <p>☑ 1 - Normal Best effort (impact € < 10 K)</p>
	Specification of additional availability requirements
Confidentiality	<p>☑ 3 – Secret Information whose unauthorized disclosure (even within the organization) would cause serious damage to the interests of AFKL</p> <p>☑ 2 – Confidential Information whose unauthorized disclosure (even within the organization) would cause significant harm to the interests of AFKL)</p> <p>☑ 1 – Internal use only Information whose unauthorized disclosure, particularly outside of AFKL, would be inappropriate and inconvenient</p> <p>☑ 0 – Unrestricted Public domain information which requires no special protection measures</p>
	<p>As well as the above classifications it is possible to make use of the following qualifiers:</p> <p>☑ Under Embargo The information is to be put and remain at a certain classification level until a predetermined date. At that time the embargo is lifted and the information will revert to a lower classification. Both classifications and the date of change should be indicated</p> <p>☑ Personal The information is intended for an individual and may contain sensitive personal information and should therefore be treated as “Addressee only”. Access is limited therefore to the person for whom the information is intended.</p>
	Specification of additional confidentiality requirements
Integrity	<p>☑ 3 – high No loss of integrity is tolerated and corrective measures are in place to prevent any change to the original state of the information</p> <p>☑ 2 – medium Loss of integrity would significantly damage AFKL interests and corrective measures are in place to restore to the original state within a predetermined amount of time</p> <p>☑ 1 – low Loss of integrity should be logged</p>
	Specification of additional integrity requirements
Accountability	<p>☑ 3 – High Authentication and access to the information must be logged and preserved for a fixed period. Non-adherence of these constraints would cause serious harm to the interests of AFKL</p> <p>☑ 2 – medium Access to the information must be logged and preserved for a fixed period</p>

	1 – low Access to the information need not be logged
	Specification of additional accountability requirements
Interface Variant	Specification of requirements for additional variation in interface