



# Disruption handling

## Description

This feature allows to acknowledge, exchange, or cancel the alternate flights proposed by the airline after a flight cancellation or delay. Flight exchange, if allowed by the Finnair flight disruption policy, is free of charge.

## Out of scope

- Unpaid orders
- Change of origin or destination

## Process

1. Disruption (flight delayed or cancelled) is triggered by the airline.
2. New travel solution is proposed by the airline.
3. Seller receives an OrderChangeNotifRQ (codes 1 or 2).
4. OrderRetrieveRQ/OrderViewRS:
  - a. Status of disrupted segments is UN and new segments are TK.
  - b. Eligibilities information contained in Metadata.
  - c. Warning displayed: "ACKNOWLEDGEMENT OF INVOLUNTARY EXCHANGE PENDING".
5. Optional: if order has more than one pax, it can be split to apply different actions to different pax.
6. Seller can react with 3 options:
  - a. **Acknowledge**: seller accepts the new travel solution if it suits the traveller.
  - b. **Exchange**: seller changes the travel solution free of charge to a flight/date more suitable to the traveller. Typical re-shop flow can be performed.
  - c. **Void/Refund**: seller cancels the order free of charge, regardless of ticket type and fare rules. Typical void/refund flow can be performed.
7. OrderViewRS: if the order is acknowledged or exchanged, the updated order has all segments in HK status; tickets are updated; ancillary services are carried over. Note: a warning may be returned if the order update has not yet been completed by the system: "INVOLUNTARY EXCHANGE ONGOING" – retrieve the order again after a few moments.

## Acknowledgement flow

1. OrderChangeRQ: with the ActionContextCode "ACKNOWLEDGE\_DISRUPTED\_BOUND" to accept the change.

## Exchange flow

1. OrderReshopRQ/OrderReshopRS (shop+price): shop/select alternate flights/dates; confirm price; warning message displayed indicating that fare conditions as on original schedule are applied: "INVOLUNTARY EXCHANGE - SAME CONDITIONS APPLY".
2. OrderChangeRQ: order updated with the new offer; no payment.



## Refund flow

1. OrderReshopRQ/OrderReshopRS: check for void/refund eligibility and amount to be refunded.
2. OrderCancelRQ: order cancelled (itinerary deleted and tickets voided or refunded) without any penalties.

## Examples

<b>Disrupted order</b> OrderViewRS	<pre>&lt;RuleMetadatas&gt;   &lt;RuleMetadata MetadataKey="ATC_EXCHANGE_ELIGIBILITY"&gt;     &lt;RuleID&gt;ATC_EXCHANGE_ELIGIBILITY&lt;/RuleID&gt;     &lt;Status&gt;&gt;false&lt;/Status&gt;     &lt;Remarks&gt;       &lt;Remark&gt;REASON_INVALID_STATUS&lt;/Remark&gt;     &lt;/Remarks&gt;   &lt;/RuleMetadata&gt;   &lt;RuleMetadata MetadataKey="ATC_REFUND_ELIGIBILITY"&gt;     &lt;RuleID&gt;<b>ATC_REFUND_ELIGIBILITY</b>&lt;/RuleID&gt;     &lt;Status&gt;<b>true</b>&lt;/Status&gt;   &lt;/RuleMetadata&gt;   &lt;RuleMetadata MetadataKey="VOID_ELIGIBILITY"&gt;     &lt;RuleID&gt;<b>VOID_ELIGIBILITY</b>&lt;/RuleID&gt;     &lt;Status&gt;&gt;false&lt;/Status&gt;     &lt;Remarks&gt;       &lt;Remark&gt;No void after exchange eligibility&lt;/Remark&gt;     &lt;/Remarks&gt;   &lt;/RuleMetadata&gt;   &lt;RuleMetadata MetadataKey="ACK_INVOL_ELIGIBILITY"&gt;     &lt;RuleID&gt;<b>ACK_INVOL_ELIGIBILITY</b>&lt;/RuleID&gt;     &lt;Status&gt;<b>true</b>&lt;/Status&gt;   &lt;/RuleMetadata&gt;   &lt;RuleMetadata MetadataKey="ATC_INVOL_ELIGIBILITY"&gt;     &lt;RuleID&gt;<b>ATC_INVOL_ELIGIBILITY</b>&lt;/RuleID&gt;     &lt;Status&gt;<b>true</b>&lt;/Status&gt;   &lt;/RuleMetadata&gt; &lt;/RuleMetadatas&gt; ... &lt;Warning&gt;   &lt;Code&gt;911&lt;/Code&gt;   &lt;DescText&gt;<b>ACKNOWLEDGEMENT OF INVOLUNTARY EXCHANGE PENDING</b>&lt;/DescText&gt;   &lt;LanguageCode&gt;EN&lt;/LanguageCode&gt;   &lt;TypeCode&gt;W&lt;/TypeCode&gt; &lt;/Warning&gt;</pre>
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<p><b>Acknowledgement</b> OrderChangeRQ</p>	<pre>&lt;Request&gt;   &lt;ActionContextCode&gt;ACKNOWLEDGE_DISRUPTED_BOUND&lt;/ActionContextCode&gt;   &lt;ChangeOrder&gt;     &lt;UpdateOrderItem&gt;       ...     &lt;/UpdateOrderItem&gt;   &lt;/ChangeOrder&gt;   &lt;Order&gt;     &lt;OrderID&gt;AY_V1NT0M&lt;/OrderID&gt;     &lt;OwnerCode&gt;AY&lt;/OwnerCode&gt;   &lt;/Order&gt; &lt;/Request&gt;</pre>
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