

# Disruption handling

## Description

This feature allows to acknowledge or exchange 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
- Refund/cancel (in case the alternate solution is not accepted)
- 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 and 2)
4. OrderRetrieveRQ/OrderViewRS:
  - a. Status of disrupted segments is UN and new segments is TK.
  - b. Disruption eligibilities information contained in Metadata.
  - c. Warning displayed: "ACKNOWLEDGEMENT OF INVOLUNTARY EXCHANGE PENDING".
5. Seller can react with 2 options:
  - a. **Acknowledge**: seller accepts the new travel solution if it suits the traveler.
  - b. **Exchange**: free of charge, the seller changes the travel solution to flight/date more suitable to the traveler.
6. OrderViewRS: updated order with all segments in HK status; tickets are updated; ancillary services are carrier 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.



## Examples

OrderRetireveRQ/ OrderViewRS	<pre>&lt;OtherMetadata&gt;   &lt;RuleMetadatas&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;/OtherMetadata&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>
OrderChangeRQ	<pre>&lt;Request&gt;   &lt;ActionContextCode&gt;<b>ACKNOWLEDGE_DISRUPTED_BOUND</b>&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>