

# NDC SELLER UI

## User Guide

2024

The purpose of this document is to describe the different steps and flows available in NDC Seller UI.

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## 1. | SELLER UI LIMITATION|

### Ancillaries:

- No possibility to change/cancel seats after they have been paid
- It is not possible to modify or delete ancillaries which have already been paid
- Not all services are integrated in seller UI
- Meal for infant has to be added to ADT associated to INF
- PTC mark is not added to ancillaries / seat map window

### Rebooking is not possible for:

- Unpaid order
- Deferred payment in exchange
- Deletion or addition of bounds
- Involuntary exchange

### Sales journal:

- It is not possible to get the sales from another seller
- Sales journal is available up to 45 days back

### Passenger's data:

- It is not possible to provide several emails/phone numbers.
- Booking confirmation is sent to email address specified in passenger details field
- Contact information can be only provided in the passenger details field. There is no other way in the UI to specify later this kind of information
- INF is associated automatically to first ADT passenger – there is no option to choose ADT pax to be associated with INF



### Creating order:

- Mixed cabin per bound or different cabin for each bound
- Max 9 passengers per order

### Other limitations:

- No possibility for refund due to grace period
- No possibility to find booking via ticket number

### Void:

- Void after exchange is not yet supported (prevented at NDC implementation time).
- After void booking is not visible in SUI anymore

### Refund:

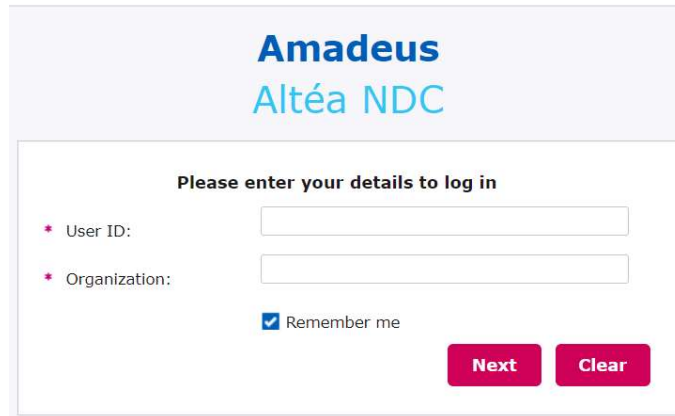
- Involuntary refund not supported
- Refund after FOC change not supported
- Refund after change when prime booking is with CC and new ticket with ADC in different FOP is not permitted



## 2. | HOW TO ACCESS SELLER UI |

### 2.1. Seller UI home screen

User Interface is accessible via LSS CLP (Central Login Panel) where agent needs to provide



**Amadeus**  
**Altéa NDC**

Please enter your details to log in

\* User ID:

\* Organization:

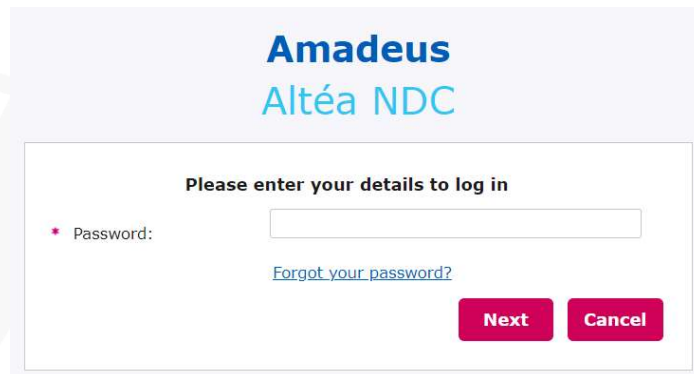
Remember me

**Next** **Clear**

LSS user, organization, and password.

Login screen view. Please note that red asterisk (\*) fields are obligatory.

Input login and organization name and click *Next*.



**Amadeus**  
**Altéa NDC**

Please enter your details to log in

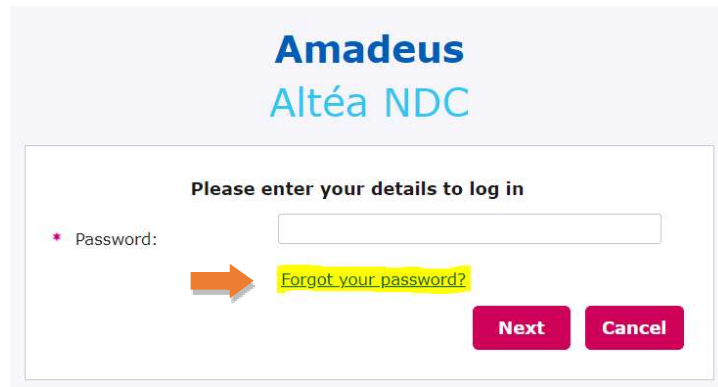
\* Password:

[Forgot your password?](#)

**Next** **Cancel**

## 2.2. Password reset

Resetting your password requires access to your corporate email address. After clicking on *Forgot your password* link, you will need to set a new password - 12 characters, including a capital letter and a number) and confirm. Then click on *Submit* and you will receive an email from *noreply@amadeus.com*, with verification link to confirm password change.



**Amadeus**  
Altéa NDC

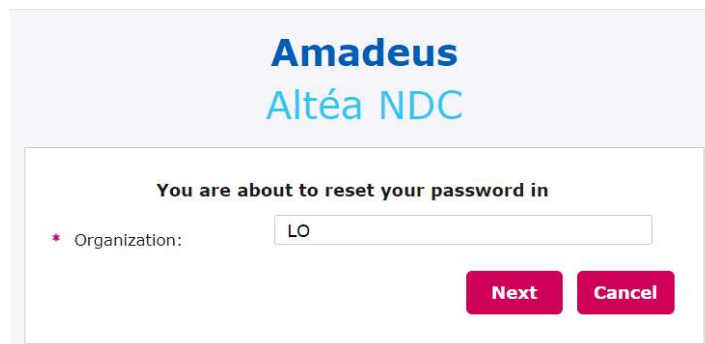
Please enter your details to log in

\* Password:

[Forgot your password?](#)

Next Cancel

Provide your organization name:



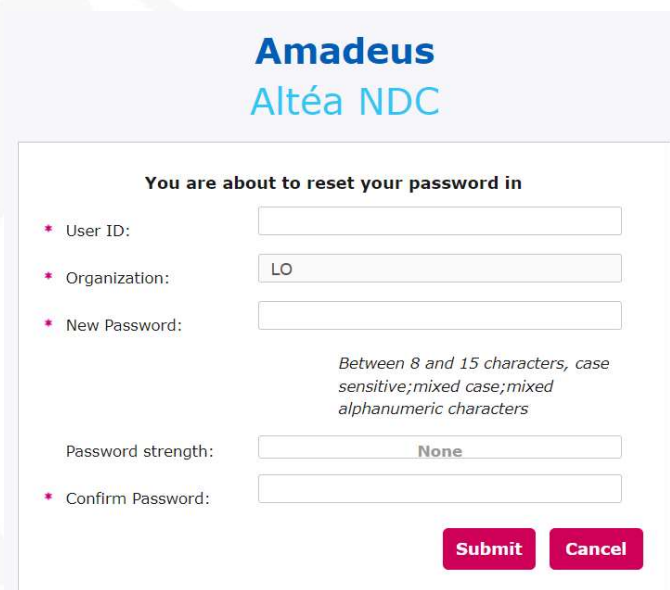
**Amadeus**  
Altéa NDC

You are about to reset your password in

\* Organization:

Next Cancel

Provide your User ID and organization name to set a new password:



**Amadeus**  
Altéa NDC

You are about to reset your password in

\* User ID:

\* Organization:

\* New Password:

*Between 8 and 15 characters, case sensitive; mixed case; mixed alphanumeric characters*

Password strength:

\* Confirm Password:

Submit Cancel



Change password box with password strength checker indication "strong". Please note how does "password strength" bar change when you input your new password:

**You are about to reset your password in**

\* User ID:

\* Organization:

\* New Password:

*Between 12 and 18 characters,  
case sensitive;mixed case;mixed  
alphanumeric characters*

Password strength: Strong

\* Confirm Password:

Your request to reset your password has been accepted.

In case your credentials are linked to an existing account, with a valid email address, you will receive an email with a web link to validate your new password.

**Your password has not been changed yet.**

An email from noreply@amadeus.com, with verification link to confirm password change:

**From:** noreply@amadeus.com <noreply@amadeus.com>  
**Sent:** Tuesday, January 30, 2024 10:54 AM  
**To:**  
**Subject:** [AMADEUS][external] Password Confirmation on PRD (PRODUCTION)

# amadeus

Amadeus Security

Dear NDC user,

You have requested to reset your password on 2024-01-30 09:54:24Z. To finalize the reset action, you need to validate the new password you provided.

Please follow the link below to a secure web page. Attention: the link will expire at 2024-02-01 09:54:24Z and you have to start the process again.

On this webpage please enter the required information to validate your new password. After the new password has been validated you can instantly use it to sign in Altéa NDC.

[Please click here](#) 

Best regards,

Your Altéa NDC team



Please enter your new password below so that it can be validated

User ID:

\* New Password:

## Security (top-10 practices) and password requirements

Because of the Web-based interface, accessing the system is possible from anywhere. You must take extra care, to follow these 10 points below:

1. Only login on the device that belongs to you. Using shared or unknown computers is strictly prohibited.
2. Never access the system using public Wi-Fi.
3. Never leave the unlocked device unattended.
4. Please make sure you have active, up to date anti-virus software installed on your workstation.
5. Access the system only by the links provided. When receiving a message from Amadeus Security Service, please make sure it comes from noreply@amadeus.com. Also, be extremely suspicious should you receive a “reset password” email, when in fact, you did not request password change.
6. Never, under any circumstance, share the password to your account. No security administrator will ever ask you for your login credentials.
7. Use secure passwords. The ideal is a random collection of letters (lowercase and uppercase), numbers and symbols. Please do not use simple dictionary words with number combination e.g., “Airplane1”.
8. Do not reuse your passwords. Amadeus requires its users to change a password every three months. It is best to use a completely new password, then reuse last (e.g., “Airplane2”).
9. Keep separate passwords to your corporate inbox (where you receive OTP) and to Amadeus Products.
10. Never write down your passwords or keep them as an unsecured note.





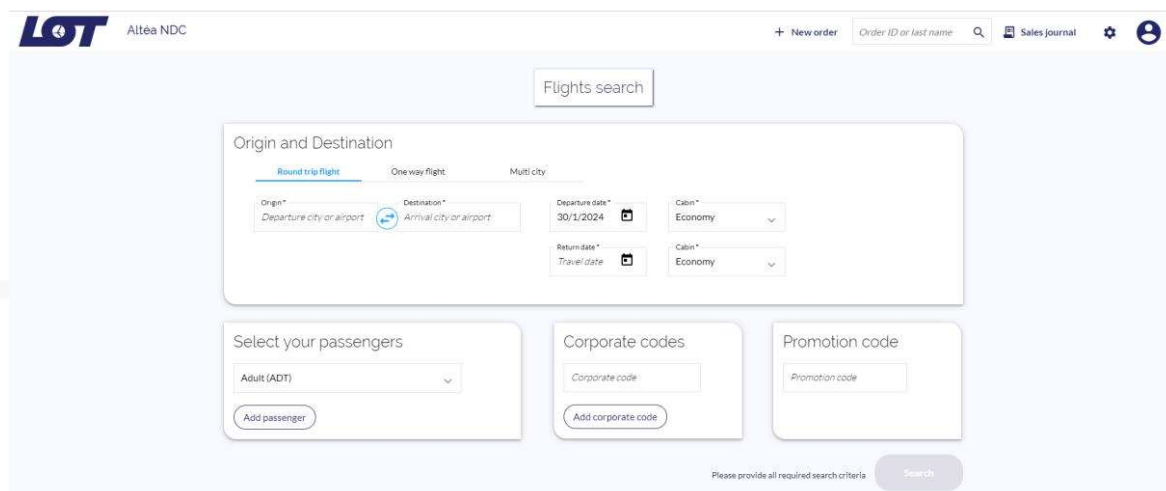
## NDC password requirements:

1. at least 12 characters
2. includes at least one digit
3. includes at least one capital letter
4. is different from 12 previous password

## Important:

1. The account is temporary locked for 30 minutes after sixth incorrect password attempts.
2. The account is automatically blocked by the system due to lack of activity for last 60 days. please contact amadeuslogin@lot.pl in order to unblock it.
3. The account is automatically deleted by the system due to lack of activity for last 90 days. please contact amadeuslogin@lot.pl in order to create a new user.
4. You may reset your forgotten password by clicking on the "forgot password" button.

When login is successful, user falls directly on this page




The screenshot displays the LOT NDC Seller UI. At the top, there is a header with the LOT logo, 'Altea NDC', and navigation links for '+ New order', 'Order ID or last name' (with a search icon), 'Sales journal', a settings gear, and a user profile icon. Below the header is a 'Flights search' section. This section includes a 'Origin and Destination' form with tabs for 'Round trip flight', 'One way flight', and 'Multi city'. The 'Round trip flight' tab is active, showing fields for 'Origin\*' (Departure city or airport), 'Destination\*' (Arrival city or airport), 'Departure date\*' (30/1/2024), and 'Return date\*' (Travel date). There are also dropdown menus for 'Cabin\*' (Economy) for both departure and return. Below this are three sections: 'Select your passengers' (with a dropdown for 'Adult (ADT)' and an 'Add passenger' button), 'Corporate codes' (with a text input for 'Corporate code' and an 'Add corporate code' button), and 'Promotion code' (with a text input for 'Promotion code'). At the bottom right of the search form is a 'Search' button and a note: 'Please provide all required search criteria'.

It is divided into two distinct parts:

First the top banner which is always present in the UI no matter at which point of the booking process you are. It contains:

- Create new order button which allows the user to come back on the opening screen of the UI and to make another order
- Manage order button which allows the user to find a previous order and to edit it



This is a close-up of the top navigation banner from the screenshot above. It shows the '+ New order' button, the 'Order ID or last name' search field with a magnifying glass icon, the 'Sales journal' button with a calendar icon, a settings gear icon, and a user profile icon.



### 3. | SHOPPING |

“Shopping” step is the step where you will get flight offers based on search criteria.

Limitations:

- mixed cabin per bound or different cabin for each bound
- max 9 non-infant passengers (max 18 passengers total) per order

#### 3.1 Flight panel search

The screenshot shows the 'Flights search' panel with the following elements:

- 1**: Origin and Destination section.
- 2**: Flight type selection (Round trip flight, One way flight, Multi city).
- 3**: Origin and Destination input fields with a swap button between them.
- 4**: Select your passengers dropdown menu (currently set to Adult (ADT)) and an 'Add passenger' button.
- 5**: Corporate codes input field and an 'Add corporate code' button.
- 6**: Promotion code input field.
- Departure date: 30/1/2024
- Return date: Travel date
- Cabin: Economy (selected in both dropdowns)
- Search button and a note: 'Please provide all required search criteria'

It is the panel to search NDC offers, different fields need to be filled to perform any search:

1. Flight request details. Specify the Origin(s) and Destination(s) and dates
2. Select Cabin. Available Cabins are: Economy, Economy Premium (to be used only for long-haul flights) and Business

You can switch the origin and the destination using the  button



3. Select one-way, round trip or multi-city
  - by default, the UI propose roundtrip
  - in case of one-way - click 'One way flight' tab. By default, if the first segment of round trip has been declared before, when changing the trip type, it will automatically be set as an itinerary for a one-way flight
  - in case of multi city – click 'Multi-city' tab. By default, if the first segment of round trip or the full itinerary for one-way has been declared before, when changing the trip type to multicity, it will automatically be set as a first segment for multi-city. At the current stage of Seller UI development, open-jaw itineraries are supported, however, multi-city currently only can handle searches with 2 segments. Also, not all OND's from airline profile are supported by multi-city search yet.
4. Add the PTC – it may be up to 6 PTC maximum. Available PTC in dropdown list are: ADT, CHD, INF, B15, BNN, C15, CMA, CMP, EMI, HOF, INN, INS, ITF, LBR, MIS, OFW, SEA, SPS, SRC, STU, UNN, YTH, MIL, DIS, VFR, JCB, MIF, MIC, ITX
5. Add corporate to target specific fares
  - limited to 6
  - can be numeric or alphanumeric
6. Use promocode to get discount on air segment

### 3.2 Flight search results

This screen displays the different offers selected based on search criteria.

Offers are displayed per journey with corresponding price. The search result is returned as described below:

1. Summary of the search criteria (edit button can be used to perform a new search) at the top of the screen

<b>Warsaw</b> .....	<b>✈ Amsterdam</b>	<b>Amsterdam</b> .....	<b>✈ Warsaw</b>	<b>Passengers</b>	
Wednesday, September 11		Friday, September 20		1 ADT	Edit



## 2. List of offers

Select an offer

Wednesday, 11 September 2024	16:45 WAW	nonstop	18:50 AMS	Duration 2h 5min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	From <b>EUR 234.93</b> + 3 other fare(s) ▼
Friday, 20 September 2024	14:15 AMS	nonstop	16:10 WAW	Duration 1h 55min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	
Wednesday, 11 September 2024	16:45 WAW	nonstop	18:50 AMS	Duration 2h 5min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	From <b>EUR 234.93</b> + 3 other fare(s) ▼
Friday, 20 September 2024	10:30 AMS	nonstop	12:30 WAW	Duration 2h 0min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	
Wednesday, 11 September 2024	16:45 WAW	nonstop	18:50 AMS	Duration 2h 5min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	From <b>EUR 234.93</b> + 3 other fare(s) ▼
Friday, 20 September 2024	19:45 AMS	nonstop	21:45 WAW	Duration 2h 0min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	

If user wants to know more about the itinerary detail, “See itinerary details” can be used:

- Duration 2h 5min  
Operated by LOT Polish Airlines  
[See itinerary details](#)
- Duration 1h 55min  
Operated by LOT Polish Airlines  
[See itinerary details](#)



The window with more details will appear:

## Warsaw - Amsterdam



Departs on Wednesday, 11 September 2024

Duration 2h 5min

2h 5min

<b>16:45</b>
Frederic Chopin
<b>18:50</b>
Schiphol Airport

Flight number **LO 267**  
Operated by LOT Polish  
Airlines  
Aircraft 73H

To get more details about chosen proposition, user can click on the expand button:

Wednesday, 11 September 2024	Duration 2h 5min	<b>From</b> <b>EUR 234.93</b> + 3 other fare(s) ▼
16:45 ..... nonstop ..... 18:50 WAW ..... AMS	Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	
Friday, 20 September 2024	Duration 1h 55min	
14:15 ..... nonstop ..... 16:10 AMS ..... WAW	Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	



More details will appear:

The screenshot displays a flight booking interface. At the top, it shows the date Wednesday, 11 September 2024, with a flight from WAW to AMS at 16:45, nonstop, lasting 2h 5min, operated by LOT Polish Airlines. Below this, it shows Friday, 20 September 2024, with a flight from AMS to WAW at 16:10, nonstop, lasting 1h 55min, also operated by LOT Polish Airlines. A dark blue box on the right shows the price 'From EUR 234.93 + 3 other fare(s)'. A 'Compare fare details' button is visible. Below the button, four fare options are listed: Economy Saver (EUR 234.93), Economy Standard (EUR 302.93), Economy Flex (EUR 396.93), and Business Semi Flex (EUR 959.93). Each option shows baggage allowances for WAW and AMS segments.

In term of offer content display, there are:

1. flight details related to the itinerary
2. The associated price (the lowest which match the itinerary) of the offer
3. “Fare comparative table”, showing the difference between the different offers for each segment, as below:

	Economy Saver	Economy Standard	Economy Flex	Business Semi Flex
Cancellation before departure	not permitted	EUROP: not permitted; EUME: at charge	at charge	not permitted
Cancellation after departure	not permitted	EUROP: not permitted; EUME: at charge	at charge	not permitted
Cancellation for no show at first flight	not permitted	EUROP: not permitted; EUME: at charge	at charge	not permitted
Cancellation for no show at subsequent flight	not permitted	EUROP: not permitted; EUME: at charge	at charge	not permitted
Change before departure	at charge	at charge	permitted	permitted
Change after departure	at charge	at charge	permitted	permitted
Change for no show at first flight	not permitted	not permitted	not permitted	not permitted
Change for no show at subsequent flight	not permitted	not permitted	not permitted	not permitted
Upgrade for frequent flyer program	Yes	Yes	Yes	Yes
Upgrade based on miles for frequent flyer program	RBD Standard	RBD Standard	RBD Standard +50%	RBD Standard

4. When one offer is selected, offer and upsell offers are displayed with details (in the order):
- Corresponding price and currency related to the offer
  - Type of fare (Public, Private, Corporate...)
  - Cabin type (Economy, Premium Economy, Business)
  - Fare family name (in red)
  - Below the fare family name, there are associated fare benefits linked to this fare family

When user has decided to select an offer, he needs to select appropriate offer and click then on “Confirm and continue” button to move to next step.



#### 4. | PRICING |

This step is to refine the pricing of your offer.

##### Shopping card screen

The screenshot displays a shopping card interface for a flight offer. At the top, there is an 'Information' section with a sub-item 'PUBLIC FARE'. Below this is a 'Flights' section containing two flight segments: 'Warsaw to Amsterdam - Wednesday, 11 September 2024' and 'Amsterdam to Warsaw - Friday, 20 September 2024'. Each segment shows the departure time, arrival time, duration, and fare type ('Economy Saver'). A red box labeled '1' highlights the flight details for the first segment. Below the flights, a red box labeled '2' highlights the total price for flights, 'EUR 234.93'. A third red box labeled '3' highlights the 'Free baggage allowance' section, which is expandable and shows details for 'Passenger 1 - Adult' for both directions (AMS-WAW and WAW-AMS). At the bottom, a red box labeled '4/5' highlights the 'Review conditions' and 'See price details' links, along with 'Back', 'Fill passengers' details', and 'Create order' buttons.

This screen appears after confirmation of flight selection. This is just a summary of what has been selected during shopping step with:

##### 1. Flight details:

- flight information per bound with flight number, cabin
- fare benefit on the right with fare family name

##### 2. Total price for flights

3. In an extendable panel the free baggage Allowance are displayed for each passenger and each flight (Allowance can be per piece or per weight)





#### 4. Fare conditions via "Review conditions" link

If user clicks on "Review conditions", the following pop up appears with fare rules details. It is related to purchase conditions (also known as "Mini rules" product) which give details about reissue/re-validation and refund conditions before and after departure.

**Fare conditions**

**Change**

**Adult (ADT)**

WAW - AMS

**Before departure**

Travel dates, time or routing change with fare change (reissuance) allowed

- Penalty fee (in case of partial ticket exchange): EUR 100.00
- Maximum penalty fee (in case of entire ticket exchange): EUR 100.00

Travel dates or time changes with no fare change (revalidation) not applicable, see reissuance conditions

**After departure**

Travel dates, time or routing change with fare change (reissuance) not allowed

Travel dates or time changes with no fare change (revalidation) not applicable, see reissuance conditions

**No show**

Travel dates, time or routing change with fare change (reissuance) not allowed

Travel dates or time changes with no fare change (revalidation) not applicable, see reissuance conditions

---

**AMS - WAW**

**Before departure**

Travel dates, time or routing change with fare change (reissuance) allowed

- Penalty fee (in case of partial ticket exchange): EUR 100.00
- Maximum penalty fee (in case of entire ticket exchange): EUR 100.00

Travel dates or time changes with no fare change (revalidation) not applicable, see reissuance conditions

**After departure**

Travel dates, time or routing change with fare change (reissuance) allowed

- Penalty fee (in case of partial ticket exchange): EUR 100.00
- Maximum penalty fee (in case of entire ticket exchange): EUR 100.00

Travel dates or time changes with no fare change (revalidation) not applicable, see reissuance conditions

**No show**

#### 5. Fare details/price details (total amount, base amount, taxes, fees) via "See price details" link

If user clicks on "See price details", the following pop up appears with this level of details when user clicks expand button next to the price.

**Price details**

**Total price** **EUR 234.93**

**Adult (ADT)** **EUR 234.93** ^

**Flight** **EUR 234.93** ^

<b>Air base fare</b>	<b>EUR 114.00</b>
<b>Taxes</b>	<b>EUR 120.93</b>
Carrier surcharge (YQ - AC)	EUR 30.00
Passenger Service Charge (ND - AD)	EUR 0.25
Airport Tax (XW - AE)	EUR 20.40
Security Charge (CJ - SO)	EUR 17.08
Passenger Service Charge (RN - DP)	EUR 24.15
Dutch State Tax (VV - MU)	EUR 29.05

Prices per PTC are displayed (Total, base, taxes + fees amount). Below example is a case with 1 adult (ADT). Note that for each passenger type you can expand the specific information.

Then, "Fill passenger details" button allows you to move to the next step to create the order by filling passenger details.

"Back" button allows the user to go back on the previous offers.



## 5. | BOOKING |

### 5.1 Passenger details panel

This screen appears after clicking on "Fill passenger details". This is used to specify passenger and contact information.

#### Passenger information part:

- Title\*
- First Name\*
- Middle Name (automatically added in case of secured flight)
- Last Name\*
- Date of Birth (Format: DD/MM/YYYY)
- Gender

#### Passenger 1 (Adult) ^

##### Information

###### Identity

Title <input type="text"/>	First name* <input type="text"/>	Last name* <input type="text"/>	Date of birth* <input type="text"/>	Gender <input type="text"/>
----------------------------	----------------------------------	---------------------------------	-------------------------------------	-----------------------------

###### Loyalty program

Loyalty program <input type="text"/>	Program number <input type="text"/>
--------------------------------------	-------------------------------------

The above screen can be repeated if several passengers need to be filled. User must click on button "confirm" to move to next passenger. Frequent Flyer card is also supported, dedicated field is used to specify the FF number with appropriate FF program (there is no check on the format).

#### Additional document(s) part:

- Passport
- Visa

##### Additional document(s)

<input type="button" value="Add passport"/>	<input type="button" value="Add visa"/>
---	---



## Contact information part (only provided for first passenger):

- Email\*
- Phone\*

### Contact information

Email address\*

Phone type\*  Country code\*  Phone number\*

#### Notes:

- \* means mandatory field.
- It is not possible to provide several emails/phone numbers.
- Booking confirmation is sent to the email address specified at this step.
- Contact information can be only provided at this step. There is no other way in the UI to specify later this kind of information.

When all data is filled in the UI, the order is created. This screen is described in Retrieve order.

Select seats Manage services **Cancel order**

### Flights

Warsaw to Chicago - Thursday, 24 October 2024

16:40 WAW	nonstop	19:40 ORD	Duration 10h 0min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>	Business Standard
--------------	---------	--------------	---	-------------------

Total price for flights HUF 996,000.00

### Passengers

MR Agnieszka WOZNIAK (ADT)

24 Jun 1990  
-  
12644567  
a.wozniak2@lot.pl

Free baggage allowance

Seats summary

Total price HUF 996,000.00  
[Review conditions](#) [See price details](#)

Remaining to be paid HUF 996,000.00

**Pay order**



At this stage, it is possible:

- to pay later (payment time limit is returned)
- if user selects “Continue to payment”, user is redirected to Payment screen
- to add seat(s)
- to add ancillaries
- to cancel order

## 5.2 Payment screen

This step is needed to pay and issue the order

How would you like to pay?

Card

VISA MASTERCARD AMERICAN EXPRESS DISCOVER

\* = mandatory fields

Cardholder's full name \*  
As it appears on the credit card

Card number \*

Expiry date \*  
Month | Year

Security code \*  
The 3 digits can be found on the back of the card

Credit card type \*

Billing address

Number and street name

Apartment, building, floor, etc.

Postcode/Zip City Country

**Pay PLN 3424.84**

*i* Credit card fee might apply

This screen appears in two different cases:

- After order creation when clicking on “Pay Order” button
- After order retrieval (and order is not yet paid/issued) when clicking on “Pay Order” button

The user can select the FOP he wants to use to pay. So far is supported:

a) Credit Card where all information must be provided

- OB fees (only in prime booking flow) can apply and is computed when CC number is provided
- Card holder (mandatory information) and billing information (optional) can be provided

b) Cash

The screenshot displays the 'Flights' section for a Warsaw to Chicago route on Thursday, 24 October 2024. The flight is nonstop, departing at 16:40 from WAW and arriving at 19:40 at ORD. It is operated by LOT Polish Airlines and has a duration of 10h 0min. The fare class is Business Standard. The total price for flights is HUF 996,000.00.

The 'Passengers' section shows details for MR Agnieszka WOZNIAK (ADT), born 24 Jun 1990, with contact information including phone number 12644567 and email a.wozniak2@lot.pl.

Below the passenger details, there are sections for 'Free baggage allowance', 'Receipts', and 'Forms of payment'. The 'Receipts' section shows a table with one entry:

E-Ticket: 0802416808176	Coupon number	Status
From WAW to ORD	1	Open

The 'Forms of payment' section shows a table with one entry:

Item	Amount	Type
Flight	HUF 996,000.00	CASH

At the bottom, there is a 'Seats summary' section and a total price of HUF 996,000.00 with links to 'Review conditions' and 'See price details'.

A recap of the price is present at the bottom and a “Pay order” button to confirm payment  
The order is paid and issued.



## 6. |RETRIEVE ORDER |

This part is composed of two screens:

- first one to specify the OrderID to launch the retrieve
- second one to display order content

To go to page where booking can be found, user has to go to “Order ID or last name” tab.



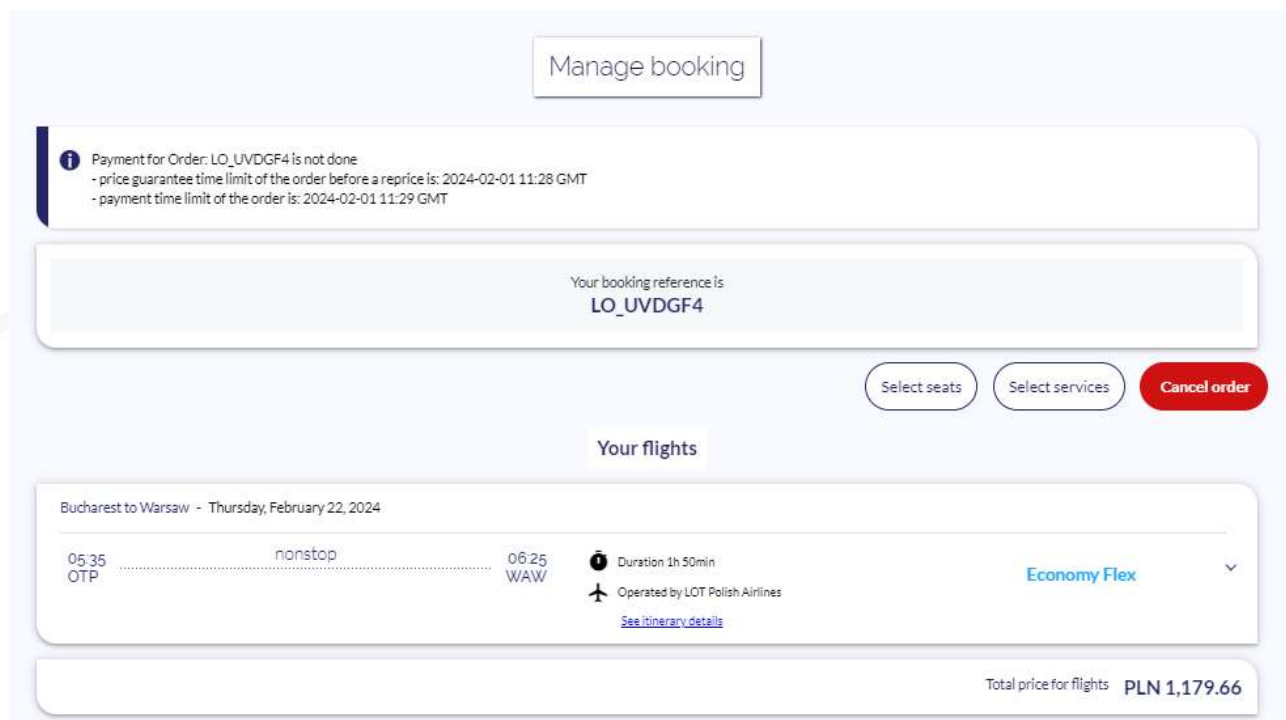
### 6.1 Search panel

User needs to specify the OrderID or the last name. Searching of booking can be done in two ways:

#### 1) Insert OrderID



Then, one, current booking is retrieved:



#### 2) Insert passenger's last name:



Then the list of all the booking created (by specific agent) with that surname will appear:

Select an order

Filter on table

Order ID	Last name	First name	Order creation date	Departure date	Origin
LO080JX5WJI00	TESTOWY	User	7 Oct 2024	13 Nov 2024	WAW
LO080JX5B7J00	TESTOWY	User	7 Oct 2024	15 Oct 2024	WAW
LO080JWTHEA00	TEST	Test	7 Oct 2024	21 Feb 2025	WAW

Items per page: 5 Page 1 of 1 << < > >>

## 6.2 Result panel

Then if the search is successful, the order is returned with this level of details:

Manage booking

The booking reference is  
**LO080JX5WJI00**  
The order will be settled by ARC

Select seats Manage services Modify order Cancel order

### Flights

**Warsaw to Munich** - Wednesday, 13 November 2024

07:25 WAW	nonstop	09:05 MUC	Duration 1h 40min Operated by LOT Polish Airlines <a href="#">See itinerary details</a>
--------------	---------	--------------	---

**Economy Flex** ^

#### Itinerary details

Departs on Wednesday, 13 November 2024  
**Duration 1h 40min**

<b>07:25</b> Frederic Chopin	Flight number <b>LO 351</b> Operated by LOT Polish Airlines Aircraft E95 Booking class O <b>Economy Flex (Economy)</b>
<b>09:05</b> Munich International	

#### Fare

**Economy Flex**

<b>Upgrade based on miles for frequent flyer program</b>	RBD Standard +50%
<b>Upgrade for frequent flyer program</b>	Yes
<b>Carry-on baggage</b>	permitted - 8 KG
<b>Checked baggage</b>	permitted - 1PC x 23 KG
<b>Cancellation after departure</b>	at charge
<b>Cancellation before departure</b>	at charge
<b>Cancellation for no show at first flight</b>	at charge
<b>Cancellation for no show at subsequent flight</b>	at charge
<b>Change after departure</b>	permitted



## Passengers

 MR Agnieszka WOZNIAK (ADT)

 24 Jun 1990

 -

 12644567

 a.wozniak2@lot.pl

Free baggage allowance 

Agnieszka Wozniak (ADT)

WAW - ORD

 3 pieces

Receipts 

Agnieszka Wozniak (ADT)

	Coupon number	Status
<b>E-Ticket: 0802416808176</b>		
From WAW to ORD	1	Open

Forms of payment 

Item	Amount	Type
Flight	HUF 996,000.00	CASH

Seats summary 

AGNIESZKA WOZNIAK (ADT)

WAW - ORD 

Total price for seats **HUF 0.00**

Total price **HUF 996,000.00**  
[Review conditions](#) [See price details](#)

1. The type of reporting applied for the order (it may be BSP, Airline or ARC).
2. Booking Reference with OrderID.
3. Modification bar. User can add seats, additional service, change or refund the booking.
4. All flights details.
5. Passenger contact information. It can also have included a Frequent flyer card if provided, passport or Visa.
6. Free baggage allowance.
7. Receipts card available when order has been paid to display (split per passenger). We can check here:
  - tickets number
  - coupon status
  - EMD and associated service





8. Form of payment applied for the booking when order has been paid – amount and the type.
9. Seat summary to be expanded when seats have been booked.
10. Total price of the order.
11. Price details (total, base, taxes, fees - same display as shopping cart).
12. Review conditions show Fare Rules => same display as shopping cart.

### 6.3 Difference between paid and unpaid order

In case the order is not paid, a dedicated card is shown as below

- Price guarantee time limit is returned if exists.
- Payment time limit is also returned if exists.
- 

**i Information**

- Payment for order: LO080WU57KS00 is not done
- Price guarantee time limit of the order before a reprice is: 2024-10-08 08:21 GMT
- Payment time limit of the order is: 2024-10-08 08:26 GMT

The booking reference is  
**LO080WU57KS00**

In case price guarantee has expired, an additional button appears with a specific warning mentioning order must be repriced.

In case order is paid:

- reporting type is returned as below
- ticket(s)/EMD(s) numbers are displayed
- FOP used to pay is displayed

**i Information**

The reporting type for the order is: BSP

Receipts ^

**Sonia Lew**

E-Tickets	Number	Status
From AMS to WAW	0802415368579	Open

Forms of payment ^

Item	Amount	Type
Flight	772.47 PLN	CC



## 7. | LIST ORDER(S) |

It is possible to search order(s) for three specific cases:

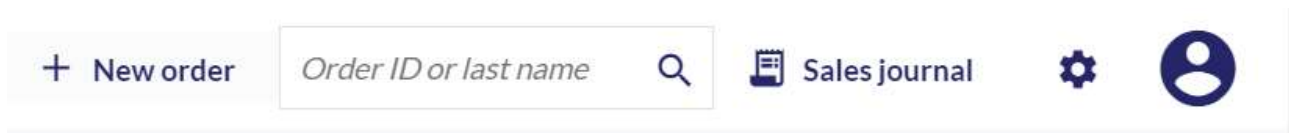
- Travel agent to retrieve his own order created via SellerUI
- Order created for a specific passenger
- All orders created by the agency, up to 100

*Note:* other types of searches are not supported

### 7.1 Search panel

User can access this functionality by clicking on “Order ID or last name” in top banner. Then user needs to specify either:

- Lastname (for search by name)
- OrderID: to retrieve a specific booking
- nothing (to get travel agent's orders)



### 7.2 Result panel

The result panel is defined as below:

- OrderID
- Passenger name of first passenger
- Creation date of the order
- Departure date and Origin

The user can click on one of the lines to get the full display of the order. Filter by any column allows to apply text search on each line of the table. It is possible to reorder each column if needed.

*Note:* If Departure Date and Origin is blank, it means the itinerary was canceled so it is not possible anymore to open the order.



There is a line for each order for passenger KOT

Order ID (booking reference)  Family name

### Orders found for passenger kot

Filter on table

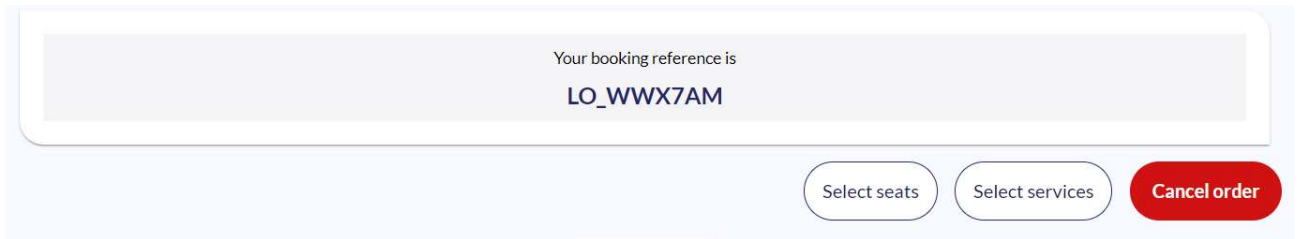
Order ID	Last Name	First Name	Order Creation Date	Departure Date	Origin
LO_WWX7AM	KOTEL	ARTEMIS MR	Apr 11, 2023	Apr 20, 2023	WAW
LO_WAIZDD	KOTEL	ARTEMIS MR	Apr 7, 2023	Apr 20, 2023	WAW
LO_W46OZU	KOT	KOT MR	Apr 6, 2023	Jul 14, 2023	AMS
LO_S59DRO	KOT	FOKA MR	Mar 13, 2023	Sep 25, 2023	WAW
LO_RGZQTR	KOT	JERRY MRS	Mar 9, 2023	May 18, 2023	WAW

Items per page:



## 8. | CANCELLATION (VOID/REFUND) |

The cancellation can be requested from order display screen via *Cancel order* button. It cancels the FULL order.



### 8.1 Void preview

It is possible to request the cancellation during void period.

Void preview display is like the refund one. The difference is only the amount paid and the one to be voided are filled with same amount.



### 8.2 Refund preview

Here is the refund preview screen which appears after clicking on *Cancel order* button. Itinerary and passenger details are displayed but what is the most important is the refund preview with:

- original paid amount
- cancellation fees (penalties)
- other non-refundable elements (other fees applied on refund)
- amount to be refunded



## You are about to cancel the following full order



Any service booked will not be refunded with this action, please contact the airline Call Center for any further request.

### LO080JH5J5V00

Total price	Refund preview	USD 538.65
Non-refundable base fare		-USD 0.00
Penalty applied		-USD 140.00
<b>Total to be refunded</b>		<b>-USD 398.65</b>

[Confirm cancellation](#)

Agent clicks on *Confirm* if it is OK to proceed to cancellation.

- in case the cancellation is applied, and everything goes well, a confirmation message of the cancellation and refund is returned

 The order has been successfully cancelled [Dismiss](#)

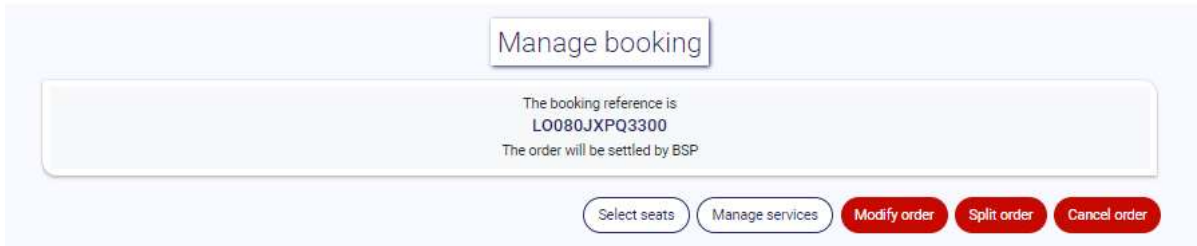
- in case the cancellation is requested but fails, an error message is displayed.

Note: In case there is flown segment(s) in the order, even order has been refunded, this segment(s) is not removed from the order.

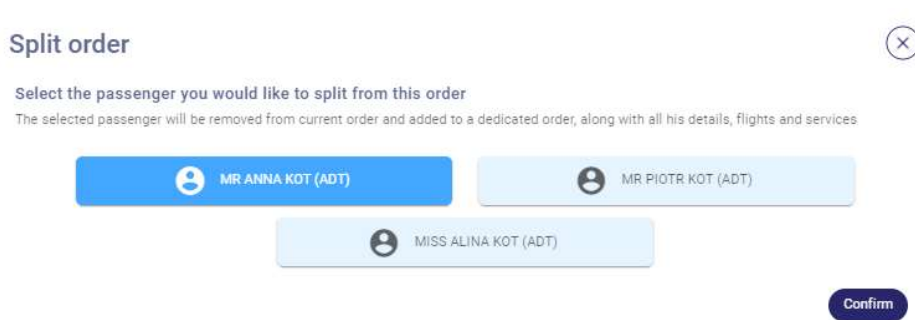


## 9. | SPLIT |

The split of the order is requested from Manage booking page.



### Passenger choice

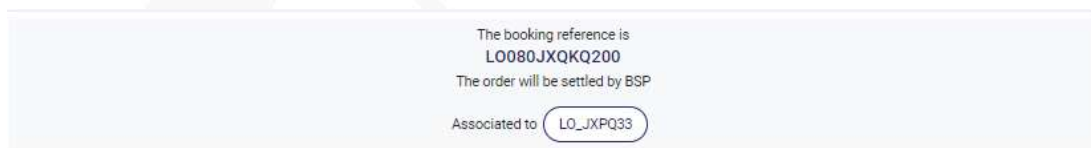


When clicking on "Split order", a pop-up opens and allows the agent to select which passenger should be split from the order and added to a new order.

If an infant is linked to another passenger, the infant will be moved to the new order as well



Once a passenger has been selected, the agent clicks on "Confirm" and the order is split. The agent is then redirected to the new order. Confirmation message is displayed.



The new order contains the reference to the parent order.



## 10. | ANCILLARIES |

### LIMITATIONS

It is not possible to modify or delete ancillaries which have already been booked and paid in the order.

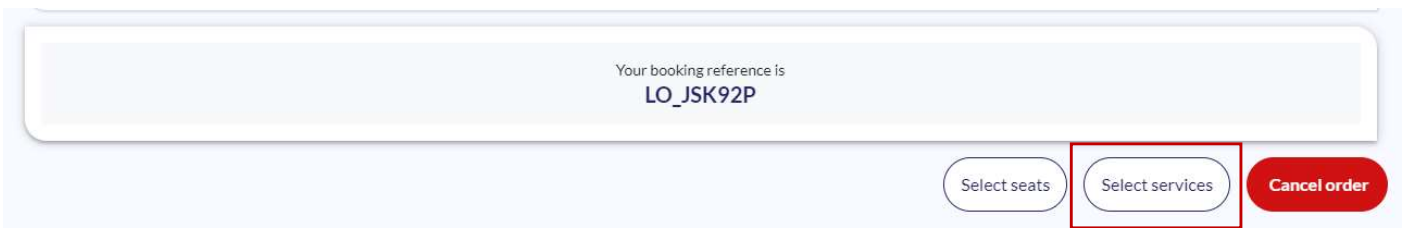
Packs of service are not well integrated in Seller UI.

### HOW TO BOOK ANCILLARIES

It is possible to book ancillaries in two different parts of NDC seller UI:

- After filling passenger details when order recap is presented (prime booking flow)
- After order retrieval when order recap is displayed (after order confirmation)

User can access service catalog via *Select services* button on shopping-cart or confirmation page

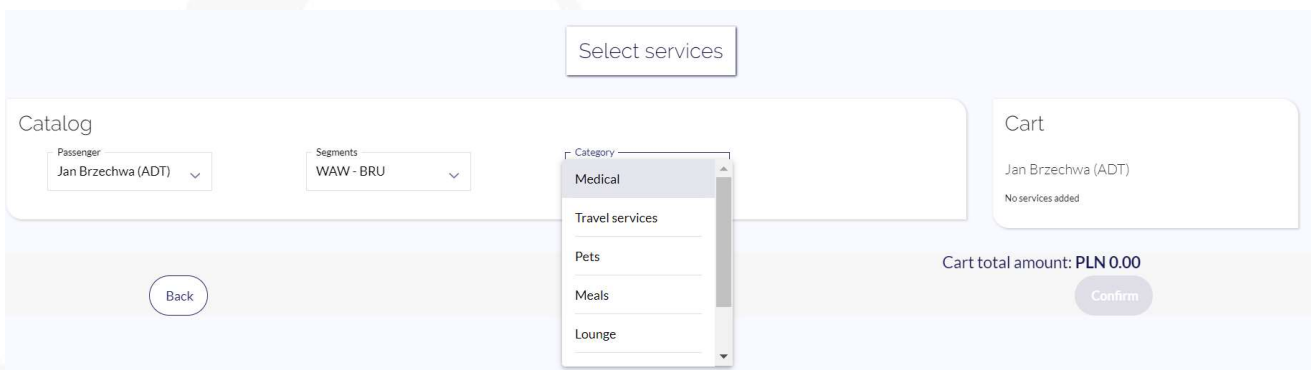


Note: Seat is accessible via another *Select seats* button and is described later.

#### 10.1 Service catalog

User is redirected to a new page divided in two parts:

- Cart
- Catalog



A Service List request is triggered to get all available services for entire journey (free and chargeable services).

The screen is divided in three different parts:

- a summary (when ancillaries are already booked)
- a catalog to see what the available ancillaries are:
  - o per itinerary/segment
  - o per pax
  - o per category
- a cart to see what is currently selected before the confirmation.

Catalog is used to display the list of available ancillaries. They are defined under the following different categories:

- Medical
- Unaccompanied travel
- Travel Services
- Pets
- Meals
- Baggage
- Others (all ancillaries which do not match previous categories)

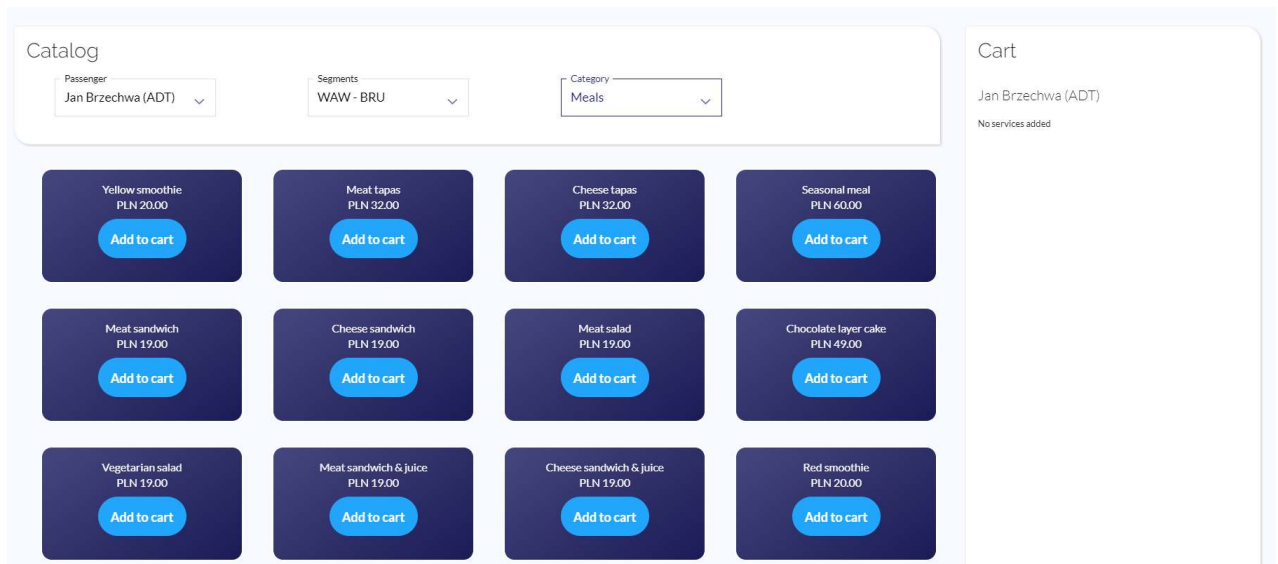
Note: List of categories may be shorter for O&D's where specific ancillaries are not supported

Below is an example with the following criteria to filter the catalog:

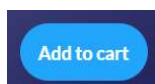
- Segment WAW-BRU
- Passenger selection
- Category: Meals

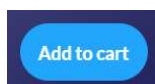


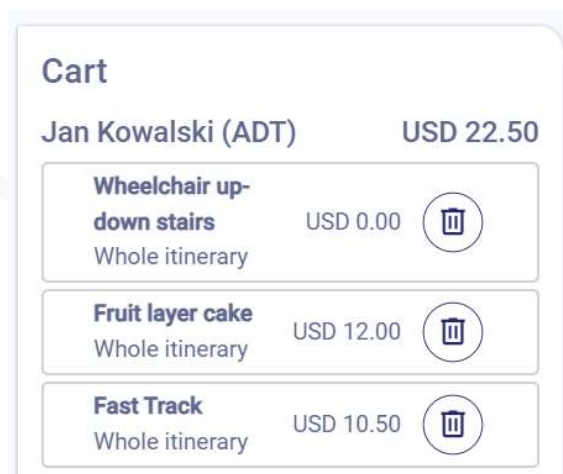




It might be possible that some booking instructions are required for specific service. The form is added for these specific ancillaries to the expected instruction. If not specified, the service cannot be added into the cart.



User needs to click on the  button to add service to the cart. When done, the service appears in the cart and is then ready to be booked.



It is possible to remove a service from the cart by clicking on the  icon:

To confirm the booking and go back to order confirmation, the user needs to click on *Confirm* button at the bottom:






Cart total amount: USD 22.50

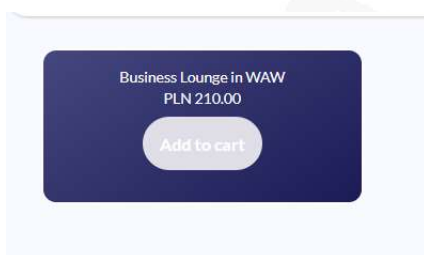
Confirm

User can book all needed ancillaries per passenger and then confirm the cart selection in one single step.

The price is displayed in the cart per pax as shown in the cart below:

Cart		
<b>Adam Nowak (ADT)</b>		<b>USD 10.50</b>
<b>Fast Track</b> WAW - KRK	USD 10.50	
<b>Daria Nowak (ADT)</b>		<b>USD 124.20</b>
<b>1st checked bag up to 23KG</b> Whole itinerary	USD 56.16	
<b>Pet in hold</b> KRK - WAW	USD 68.04	

When a service has already been added to a given pax (Example of Lounge already added to Kowalska Janina) *Add to cart* button is greyed out: The service cannot be added



A call is triggered after clicking on *Confirm* button to book all ancillaries present in the cart (without any payment). In case of error during booking, an error is displayed in the UI (as below):



### ⚠ Services pending payment

Some services are pending payment:

- PLN 49.00

Service with booking instructions There are few services which require booking instructions. A form is available to provide the instruction (with a description of what is expected). The form needs to be provided to add service the cart as below:

**Pet in cabin**  
PLN 280.00  
Enter number and type of pet (DOG, CAT or FERRET), number of KG, length, width and height in CM (ex: 1DOG 10KG DIM 50X50X30CM)

*Fill here before selecting*

**Add to cart**

**Pet in hold**  
PLN 600.00  
Enter number and type of pet (DOG, CAT or FERRET), number of KG, length, width and height in CM (ex: 1DOG 10KG DIM 50X50X30CM)

*Fill here before selecting*

**Add to cart**

To confirm the booking and go back to order confirmation, user needs to click on *Confirm* button at the bottom. User can book all needed ancillaries per passenger and then a confirm the cart selection in one single step.

A call is triggered after clicking on *Confirm* button to book all ancillaries present in the cart (without any payment). In case of error during booking, an error is displayed in the UI (as below).

**Error**

- UNABLE TO CREATE ORDER (911)

Some ancillaries can only appear once per segment per pax. In case we try to book this kind of SSR multiple times, an error is displayed in the UI (as below).

**Error**

- SSR NOT CREATED - DUPLICATE EXISTS (911)



## SERVICE SUMMARY IN ORDER VIEW

When the service is booked, it appears in service summary card in order confirmation page as below.

Services summary

---

**Waw Bru (ADT)**

---

Whole itinerary

---

**Fast Track**   
**HUF 3,800.00**

In case the order is not yet paid, the Total price is updated with the one from ancillary and price details, as it is shown below in Extra services:

### Price details ✕

<b>Total price</b>	<b>HUF 95,700.00</b>
<b>WAW BRU (ADT)</b>	<b>HUF 95,700.00</b> ^
Flight	HUF 91,900.00 v
Services	HUF 3,800.00 ^
<b>Whole Itinerary</b>	<b>HUF 3,800.00</b>
Fast Track .....	HUF 3,800.00

In case the order is paid (for flight and ancillaries) and user wants to add new ancillaries, user will get the following warning after confirming the new ancillaries. The price of ancillaries is highlighted in the warning, however Total price remains the price of what has already been paid

**⚠ Services pending payment**

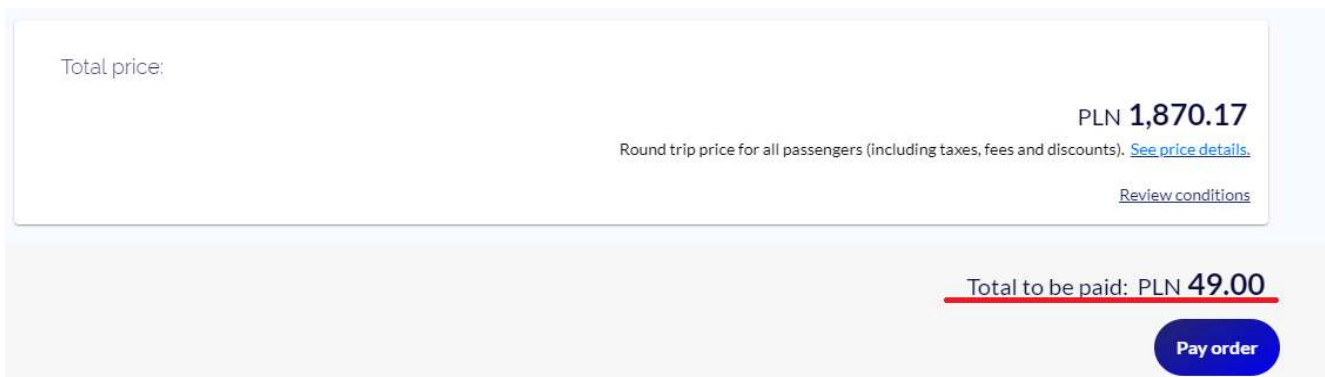
Some services are pending payment:

- PLN 49.00

Price details are not updated with the new ancillary in such case as not yet paid.



To finalize the booking of ancillaries, user needs to click on Review and *Pay order* button to pay and issue the ancillaries (or any other content not yet paid). User is then redirected on Payment screen.



Total price:

PLN **1,870.17**

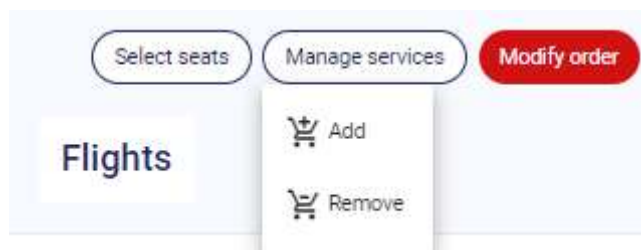
Round trip price for all passengers (including taxes, fees and discounts). [See price details.](#)

[Review conditions](#)

**Total to be paid: PLN 49.00**

**Pay order**

You can remove a picked ancillary when it is not paid yet, by clicking *Manage service* button, and then *Remove* on *Manage booking* page.



Select seats Manage services Modify order

Flights

Add Remove

After that, you will see a pop-up with a list of your ancillaries. You have to pick SSR's you want to remove from your booking by clicking a white button in the bottom-right corner of each SSR tile. You can pick more than one ancillary at the time. You can filter the list by pax and segment.

### Remove services

Passenger Segment

Passenger filter Segment filter

Adam Nowak (ADT)

Fast Track  
WAW - KRK  
USD 0.00

Daria Nowak (ADT)

1st checked bag up to 23KG  
WAW - KRK  
USD 0.00

Wheelchair to aircraft door  
WAW - KRK  
USD 0.00


1st checked bag up to 23KG  
KRK - WAW  
USD 0.00

Pet in hold  
KRK - WAW  
USD 0.00

Wheelchair to aircraft door  
KRK - WAW  
USD 0.00

Excess baggage  
KRK - WAW  
USD 0.00

2 service(s) selected **Confirm**

You have to click the  button after all, to save the changes and remove the selected ancillaries.

## 10.2 Seat

### LIMITATIONS

It is not possible to modify or delete seat(s) which have already been booked in the order.

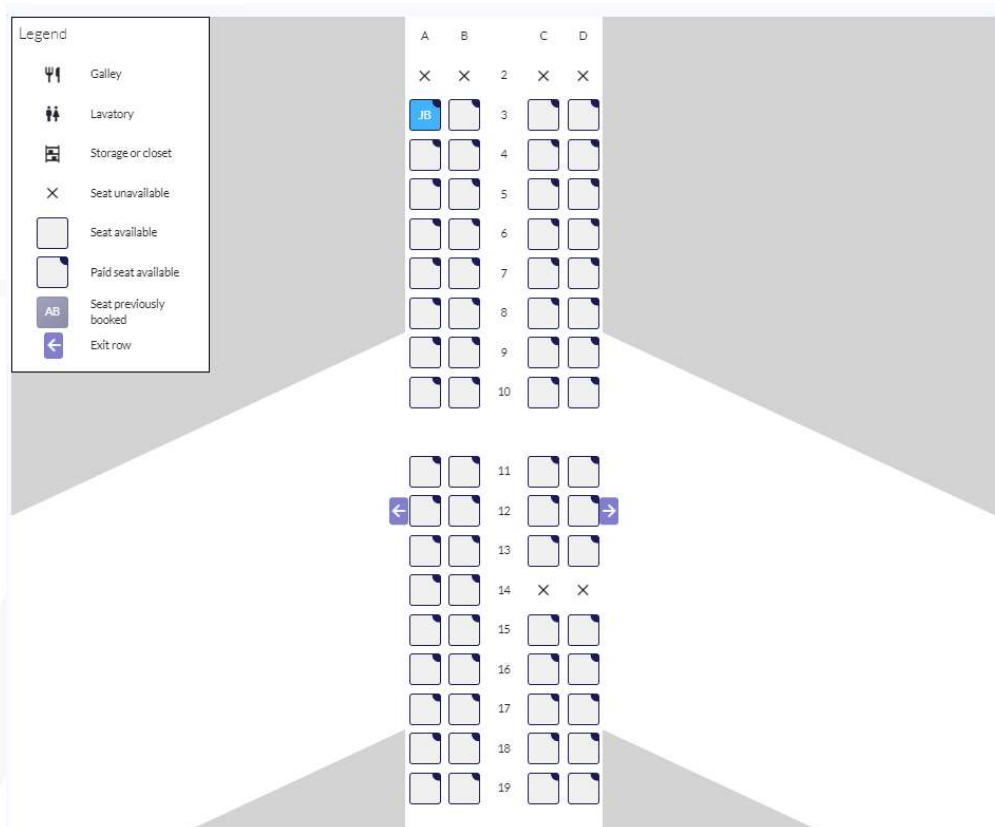
### SEATMAP DISPLAY

It is possible to book seat(s) in two different parts of NDC seller UI flow:

- After filling passenger details when order recap is presented (prime booking flow)
- After order retrieval when order recap is displayed (after order confirmation)

User can click on *Select seats* to access seat map.

A call to seat map is performed for the first flight stored in the order. The seat map is displayed with the following caption:



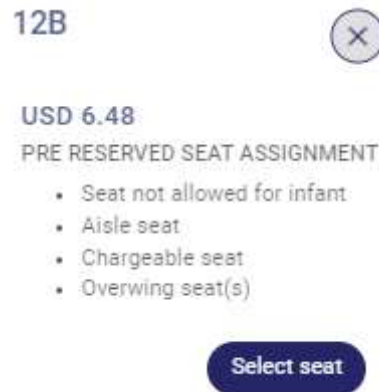
An example of seat map for one passenger can be found below. At the top, there is the passenger selected for seat selection.



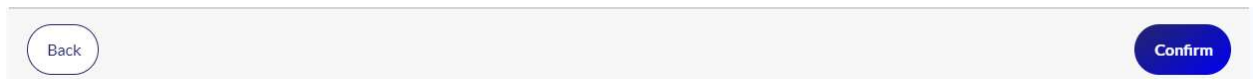
## BOOKING PROCESS

User clicks on the available seat(s) he wants to select. The following pop up is returned to confirm the selection. the following information are provided:

- seat price
- seat location
- commercial name of seat



When a seat has been selected, it is highlighted in the seat map as below. However, it does not mean it is booked yet. User needs to confirm. There is a *Confirm* button at the bottom of seat map.



The passenger his PTC, and his seat selected for a given segment are displayed as below:



The user clicks on confirm and is redirected to Manage an order in seller UI.

Details of the booked seats are available when extending the *Seats summary* section:



Seats summary	
WAW - MUC	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>KOWALSKI JAN (ADT)</p> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">6C</div> </div> <div style="text-align: center;"> <p>KOWALSKA JANINA (ADT)</p> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">4A</div> </div> </div>
Total price for seats <b>PLN 172.00</b>	


Total price (if order is not yet paid) and price details are also updated accordingly (same as ancillaries).

To finalize the booking of seat(s), user needs to click on the *Pay* button to pay and issue the seat(s) (or any other content not yet paid). User will arrive on *Payment screen*. Same payment process is applied as ancillaries.

### 10.3 Deletion of bounds

#### DELETION PROCESS

The screenshot shows the 'Manage booking' interface for LOT Altea NDC. At the top, there is a navigation bar with the LOT logo, 'Altea NDC', a '+ New order' button, a search box for 'Order ID or last name', and icons for 'Sales journal', notifications, settings, and user profile. The main content area is titled 'Manage booking' and displays the booking reference 'LO080WZJ28X00' and the note 'The order will be settled by ARC'. Below this, there are four buttons: 'Select seats', 'Manage services', 'Modify order', and 'Cancel order'. A 'Flights' section is visible below the buttons.

To delete a segment from itinerary you have to click the  button. You will be redirected to the subpage.









### Search new flights

1 Search new flights — 2 Select new offer — 3 Review and pay

16:50 WAW nonstop 17:45 KRK

From\* Frederic Chopin (WAW) To\* John Paul II Balice (KF) Departure date\* 24/10/2024 




Add flight


#### Select the cabin(s)

Cabin\*

Economy

When you press the  button, your segment will be automatically deleted, and you will see the announcement informing you that your bound has been deleted.

1 Search new flights — 2 Select new offer — 3 Review and pay

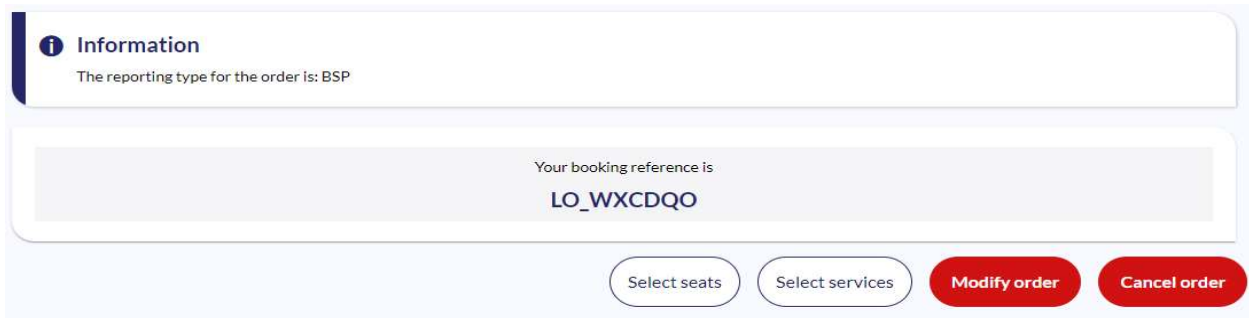
Bound WAW-KRK on 24/10/2024, 16:50 has been deleted 

You can undo the action by clicking the  button.



## 11. REBOOKING |

The rebooking can be requested from the order display screen via the *Modify order* button.



### 11.1 In/Out of scope

#### In scope:

- Confirmed (paid) order
- Instant payment in exchange
- Change of Origin and/or Destination and date (cabin type can be changed)

#### Out of scope:

- unpaid order
- Deferred payment in exchange
- Deletion or addition of bounds

The rebooking flow is split in four different steps:

- Search
- Select
- Review
- Payment (when it applies)

To enter in rebooking flow, below button must be available on order display screen (at the bottom).



Manage booking

The booking reference is  
**LO080JH6XGW00**  
 The order will be settled by ARC

Select seats
Manage services
Modify order
Cancel order

Flights

**Warsaw to Seoul** - Thursday, 24 October 2024

---

12:10	nonstop	+1 day(s)	06:20	<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">i</span> <span>Duration 11h 10min</span> </div> <div style="display: flex; align-items: center;"> <span style="font-size: 1.2em; margin-right: 5px;">✈</span> <span>Operated by LOT Polish Airlines</span> </div> <div style="margin-top: 5px;"> <a href="#" style="font-size: 0.8em; text-decoration: underline;">See itinerary details</a> </div>	<span style="color: #007bff;">Economy Saver</span>
WAW			ICN		

Total price for flights **USD 643.00**

## 11.2 Search screen

This screen is used to specify the change on the existing order. It is possible to change dates and Origin and Destination per bound. In addition, it is possible to change the cabin type for the entire trip.

1 Search new flights
2 Select new offer
3 Review and pay

<div style="border: 1px solid #ccc; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <span style="font-size: 0.8em;">🔒</span> </div> <div style="border: 1px solid #ccc; padding: 2px; width: 20px; height: 20px; margin: 0 auto; background-color: #007bff; color: white; text-align: center;">✎</div>	07:25	nonstop		09:05
	WAW			MUC
	From*	To*	Departure date*	
	Frederic Chopin (WAW)	Munich International (MUC)	13/11/2024	🗑

<div style="border: 1px solid #ccc; padding: 2px; width: 20px; height: 20px; margin: 0 auto;"> <span style="font-size: 0.8em;">🔒</span> </div> <div style="border: 1px solid #ccc; padding: 2px; width: 20px; height: 20px; margin: 0 auto; background-color: #007bff; color: white; text-align: center;">✎</div>	09:45	nonstop		11:20
	MUC			WAW
	From*	To*	Departure date*	
	Munich International (MUC)	Frederic Chopin (WAW)	20/11/2024	🗑

Add flight

To modify only one bound, bound to be kept must be un-selected.

### Flown bound case

When NDC agent wants to modify a flight which contains a bound already flown, this one cannot be modified: the bound cannot be selected for modification purpose.



Example in the screenshot below:

- Flown flag is displayed
- Date, origin and destination fields are grayed out with a locker
- checkbox is not clickable



Note: if all bounds of the flight to be modified are already flown, the search button at the bottom of the page will be grayed out and not clickable.

### 11.3 Select offer screen

This is the second step of the flow where the offers related to the search request are returned. They are displayed in the same way as in prime booking flow.

Original flights are displayed at the top (with the expand button), and the new itinerary and the price is displayed per card.

To select an offer, user clicks on the expand button of the expected offer and then clicks on the *Confirm and continue* button.



Select new offer

1 Search new flights      2 Select new offer      3 Review and pay

---

Wednesday, 13 November 2024

07:25 ..... nonstop ..... 09:05  
WAW ..... MUC

Duration 1h 40min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

Saturday, 30 November 2024

09:45 ..... nonstop ..... 11:20  
MUC ..... WAW

Duration 1h 35min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

From  
**USD 112.00**  
+ 3 other fare(s)  
▼

---

Wednesday, 13 November 2024

07:25 ..... nonstop ..... 09:05  
WAW ..... MUC

Duration 1h 40min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

Saturday, 30 November 2024

19:30 ..... nonstop ..... 21:05  
MUC ..... WAW

Duration 1h 35min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

From  
**USD 112.00**  
+ 3 other fare(s)  
▼

---

Wednesday, 13 November 2024

07:25 ..... nonstop ..... 09:05  
WAW ..... MUC

Duration 1h 40min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

Saturday, 30 November 2024

06:55 ..... nonstop ..... 08:40  
MUC ..... WAW

Duration 1h 45min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

From  
**USD 112.00**  
+ 3 other fare(s)  
▼

It is possible to have several offers for the same itinerary as in prime booking flow.

1 Search new flights      2 Select new offer      3 Review and pay

---

Wednesday, 13 November 2024

07:25 ..... nonstop ..... 09:05  
WAW ..... MUC

Duration 1h 40min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

Saturday, 30 November 2024

09:45 ..... nonstop ..... 11:20  
MUC ..... WAW

Duration 1h 35min  
✈ Operated by LOT Polish Airlines  
[See itinerary details](#)

From  
**USD 112.00**  
+ 3 other fare(s)  
▲

[Compare fare details](#)

**USD 112.00**  
Economy Saver  
Published fare

---

WAW  
Economy Saver  
MUC

MUC  
Economy Saver  
WAW

**USD 163.00**  
Economy Standard  
Published fare

---

WAW  
Economy Standard  
MUC

MUC  
Economy Standard  
WAW

**USD 298.00**  
Economy Flex  
Published fare

---

WAW  
Economy Flex  
MUC

MUC  
Economy Flex  
WAW

**USD 409.40**  
Business Semi Flex  
Published fare

---

WAW  
Business Semi Flex  
MUC

MUC  
Business Semi Flex  
WAW



## 11.4 Review screen

The third step is the review screen where there is a recap of the new offer being selected.

It is the last step before the confirmation.

There is a recap of the flight information and a price overview to know the price to be paid

- balance price between the old and new prices

- potential penalties which can be applied

The screenshot displays the 'Flights' section with two flight segments:

- Warsaw to Munich** - Wednesday, 13 November 2024  
07:25 WAW to 09:05 MUC, nonstop, Duration 1h 40min, Operated by LOT Polish Airlines, Economy Flex.
- Munich to Warsaw** - Saturday, 30 November 2024  
09:45 MUC to 11:20 WAW, nonstop, Duration 1h 35min, Operated by LOT Polish Airlines, Economy Flex.

Below the flights is a 'Free baggage allowance' section. The 'Price overview' section shows:

Amount to be paid	USD 298.00
Included penalty	USD 112.00
Base fare balance	USD 186.00

Total to be paid: **USD 298.00**

Buttons: Discard changes, Pay, See price details

For more details about the price, the users click on *See price details*

### Price details



<b>Total amount to be paid</b>	<b>USD 298.00</b>
<b>Total amount to be refunded</b>	<b>USD 0.00</b>
<b>USER TESTOWY (ADT)</b>	<b>USD 298.00</b>

A pop up is displayed with the following elements:

- The new price to be paid
- The eventual refunded part



- The price per passenger, that can be detailed by clicking on the expendable button, which contains the following information:
  - o the eventual penalties
  - o the fares price (base old and new)
  - o the taxes, fees, charges and the services (new and already paid)

## Price details



<b>Total amount to be paid</b>	<b>USD 298.00</b>
<b>Total amount to be refunded</b>	<b>USD 0.00</b>
<b>USER TESTOWY (ADT)</b>	<b>USD 298.00</b> ^
<b>Penalty</b>	<b>USD 112.00</b>
<b>Flight</b>	<b>USD 186.00</b> ^
<b>Air base fare</b>	<b>USD 186.00</b>
<b>New fare</b> .....	<b>USD 368.00</b>
<b>Original fare</b> .....	<b>USD 182.00</b>
<b>New taxes, fees and charges</b>	<b>USD 0.00</b>
<b>Old</b> Airport Security Charge (DE - SE) .....	USD 10.50
<b>Old</b> Passenger Service Charge (ND - AD) .....	USD 0.30
<b>Old</b> Air Transport Tax (OY - CB) .....	USD 17.30
<b>Old</b> Passenger Service Charge For Germany International (RA - EB) .....	USD 28.30
<b>Old</b> Airport Tax (XW - AE) .....	USD 22.80
<b>Old</b> Carrier surcharge (YQ - AC) .....	USD 11.20
<b>Original taxes, fees and charges</b>	<b>USD 0.00</b>

If user is OK with the change (and the price), then he can move to the next step which is the confirmation:

- if something needs to be paid for, user is redirected to payment screen page (after clicking on *Checkout* button).
- if no additional collection is paid, change applies when clicking on *Confirm* button and user is redirected to order retrieve page with the new updates.

In case user is not OK with the change, he can click on *Discard changes* button at any time.

Any change being initiated is ignored and user is back on order retrieve page.



## 12. | AGENT SALES JOURNAL IN SELLER UI |

Travel Agents are able to access the orders created using the Seller UI in the Agent sales journal.

It is not possible to get the sales from another seller.

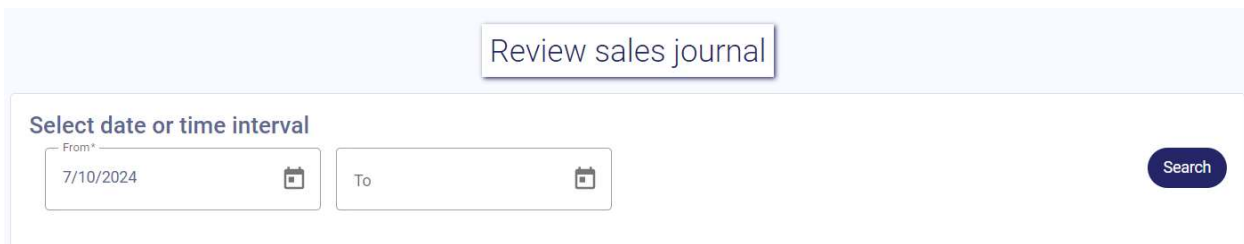
### 12.1 How to get access to “Agent sales journal”

In the top banner, there is a section dedicated to access Agent sales journal.



When on the page, the user can specify a date or a date range to retrieve the sales. It is limited to 45 days in the past.

The “From” field is mandatory. “To” field is filled only if user needs to retrieve sales on a date range.

A screenshot of the 'Review sales journal' form. The title 'Review sales journal' is centered at the top. Below it, there is a section titled 'Select date or time interval'. This section contains two date input fields: 'From\*' and 'To'. The 'From\*' field has a calendar icon and contains the date '7/10/2024'. The 'To' field also has a calendar icon. To the right of these fields is a dark blue 'Search' button.

In the Agent sales journal below information can be found:

- Sequence Number
- Airline account number
- Document number – ticket/EMD
- Total amount of document
- Total taxes amount
- Commission if applicable
- Form of payment used to issue the document number:
  - Credit card: CC
  - Cash: CA
- Passenger last name
- OrderID
- type of document or transaction:
  - TKTT: ticket
  - EMDA: EMD associated





- EMDS: EMD stand-alone
- RFND: Refund
- CANX: Void

## Review sales journal

### Select date or time interval

From\*

23/8/2024



To

7/10/2024



Search

### Sales journal from 23 Aug 2024 to 7 Oct 2024

Default currency: USD

Agent ID: 33607490

Sequence number	Airline code	Document number	Total amount	Tax amount	Commission	Form of payment	Passenger last name	Order ID	Transaction
000021	080	2419629649	USD 943.83	USD 318.83	USD 0.00	CA	BRZECHWA	LO_JG3QHM	TKTT
000022	080	4090874414	USD 194.00	USD 0.00	USD 0.00	CA	BRZECHWA	LO_JG3QHM	EMDA
000023	080	4090874415	USD 10.50	USD 0.00	USD 0.00	CA	BRZECHWA	LO_JG3QHM	EMDA
000024	080	2419629650	USD 1,146.83	USD 318.83	USD 0.00	CA	KOWALSKA	LO_JG6Q6J	TKTT
000025	080	2419629651	USD 1,146.83	USD 318.83	USD 0.00	CA	KOWALSKI	LO_JG6Q6J	TKTT
000026	080	2419629652	USD 104.60	USD 55.60	USD 0.00	CA	NOWAK	LO_JG7HY8	TKTT
000027	080	2419629653	USD 104.60	USD 55.60	USD 0.00	CA	NOWAK	LO_JG7HY8	TKTT
000029	080	2419629655	USD 44.40	USD 31.40	USD 0.00	CA	WAW	LO_JGVC9N	TKTT

There is a possibility to export the data in a csv file thanks to *Save to CSV* button.



### 13. | ORDER CHANGE NOTIFICATION - OCN |

This functionality informs the NDC agent UI via a notifications system, of a change performed on an order. It can be a voluntary change upon a customer request, or involuntary, upon the airline operational constraints

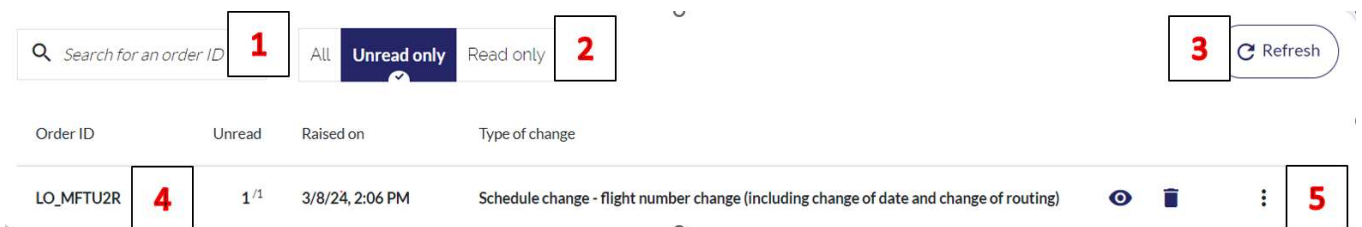
#### How to access to the OCN functionality?

In order to access the Order Change Notification screen, the agent clicks on the bell next to the profile button.



The bubble notification over the bell indicates that there are three unread order changes for the given airline in that example.

#### SCREEN OVERVIEW



This screen is a table containing the order information, with many possibilities of filtering and actions detailed below:

1. User can display the list of notifications for a specific Order ID using "Search for an OrderID"
2. Several sorting buttons are available by a:
  - All: to display all notifications for the user (based on agency ID + airline)
  - Unread / Read only: to display unread / read notifications for the user (based on agency ID + airline)
  - default sorting is done by "unread only"
  - current sorting is highlighted with the purple background
3. Click on Refresh button to update the notification list
4. Table items:
  - Order ID: The order concerned by the notification
  - Unread: Display the number of notifications not yet read by the total notification for the given Order ID
  - Raised on: date and time when the notification was received



- Type of change: What change has been performed on a given order ID

5. Notification buttons to treat them:

- Eye; to mark the notification as read
- Trash: to delete the notification
- Three dots: for more option
  - *Display order*: To perform an OrderRetrieve when clicking on it for the given order ID
  - *Mark all as read*: To mark all notifications for the given order ID as read
  - *Mark all as unread*: To mark all notifications for the given order ID as unread
  - *Delete all notifications*: To delete all the notifications that exist for the given order ID



6. Click on the arrow to expand the list of notifications for a given order ID

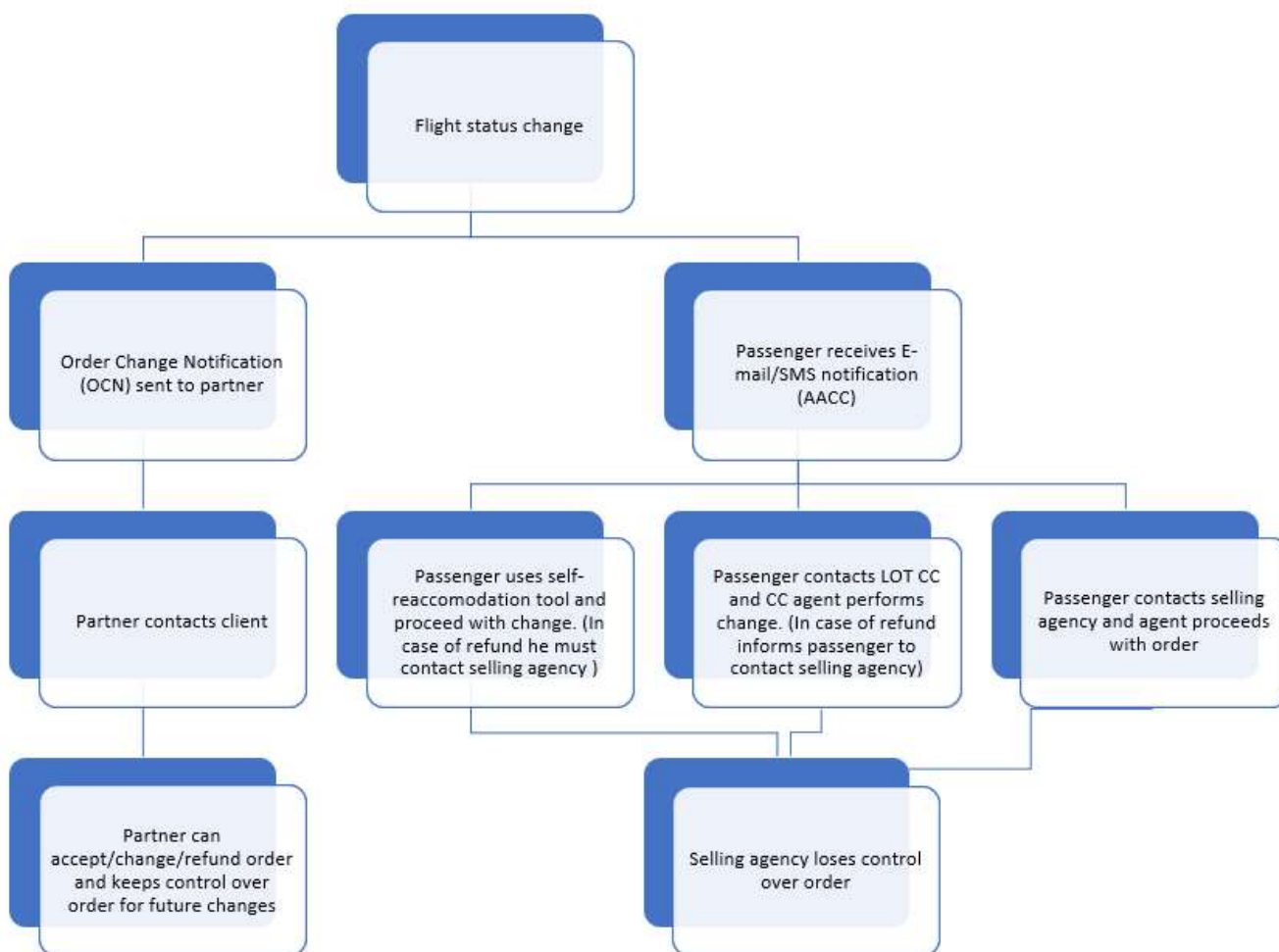
#### Additional information

- Unread notifications lines are displayed in bold
- The notifications counter on the bell is automatically updated regarding the number of unread notifications, whatever the filtering applied
- User can identify easily that the table contains no notifications, for a given filtering

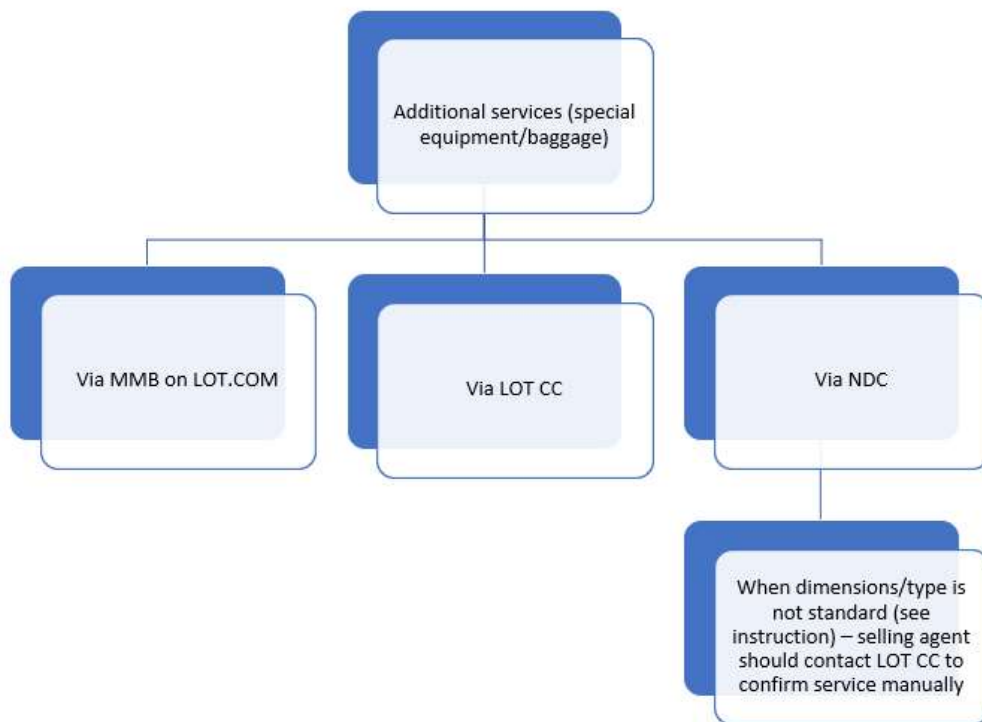


## 14. | LOT OPEN CONNECT SUMMARY |

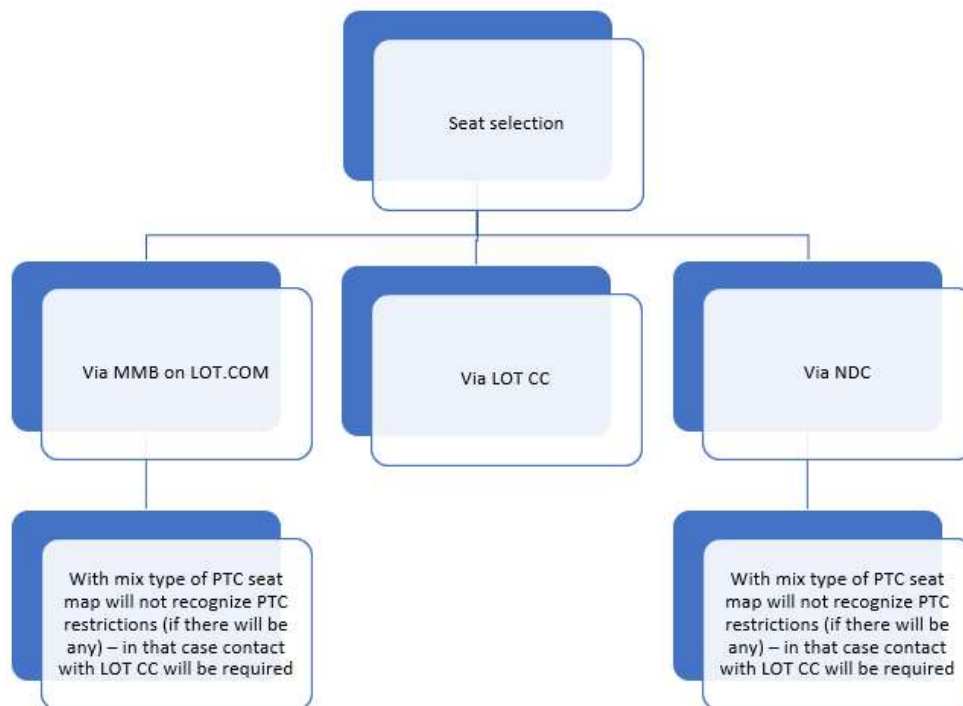
### 14.1 Irregularities



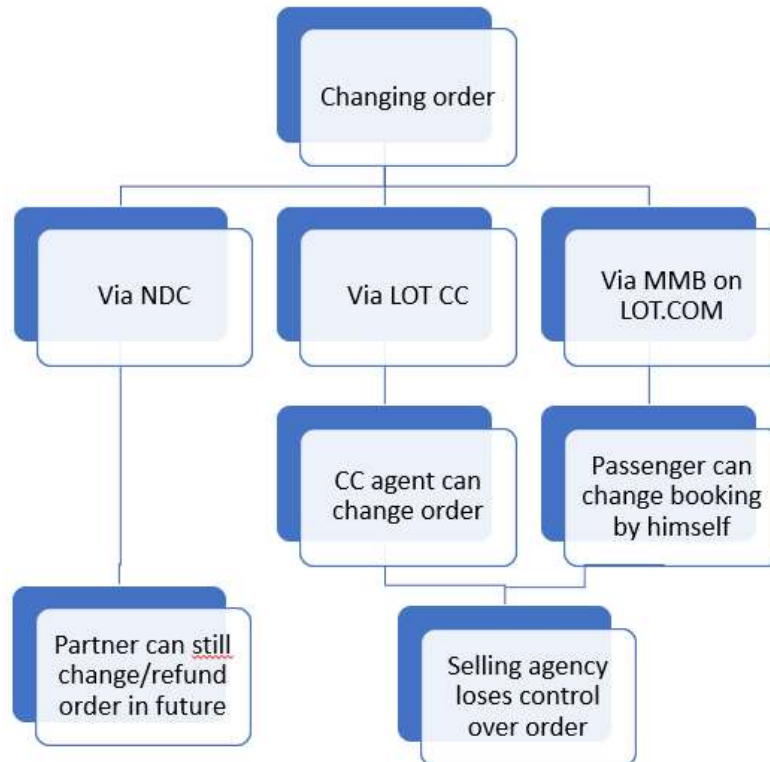
## 14.2 Adding services



## 14.3 Selection



## 14.4 Reservation change



## 14.5 Refund



## 14.6 Contact info for NDC Helpdesk

### Working hours of NDC Helpdesk

General working time: 8am-3am WAW LT

Dedicated for Europe:

8am-5pm +48 22 6066622

[Agent.helpdesk@lot.pl](mailto:Agent.helpdesk@lot.pl)

Dedicated for US/CA:

2pm-3am +1 2127890977

NAMagents@lot.pl

