NDC SELLER UI User Guide

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

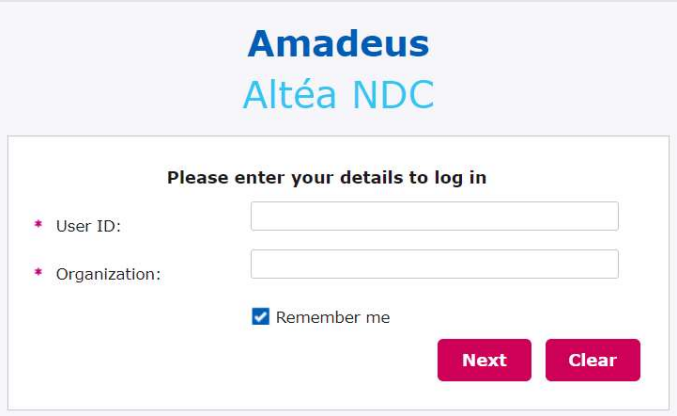
- Refund after FOC change not supported

- 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

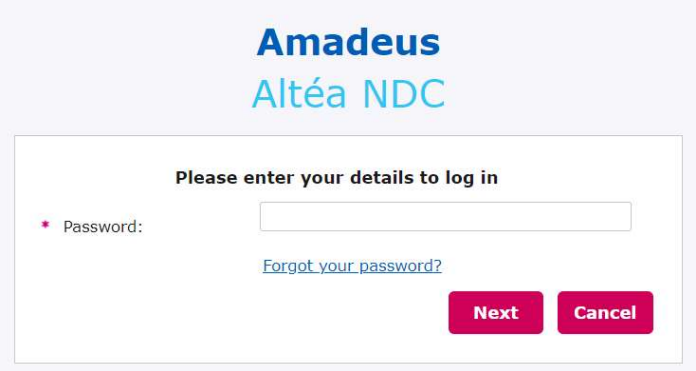
User Interface is accessible via LSS CLP (Central Login Panel) where agent needs to provide



LSS user, organization, and password.

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

Input login and organization name and click *Next*.



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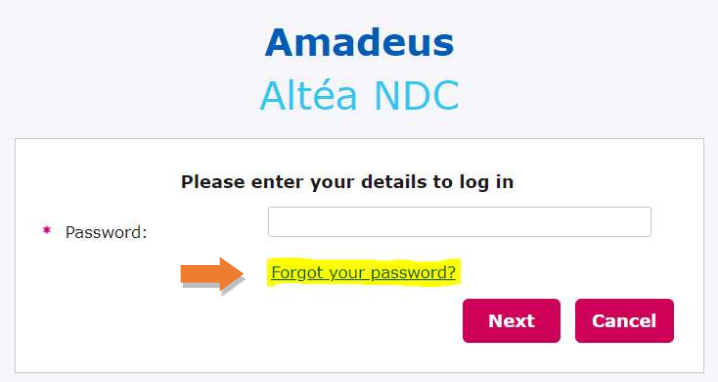
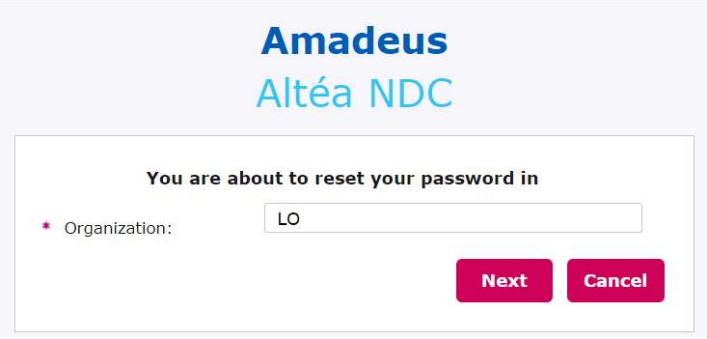
2.2. Password reset

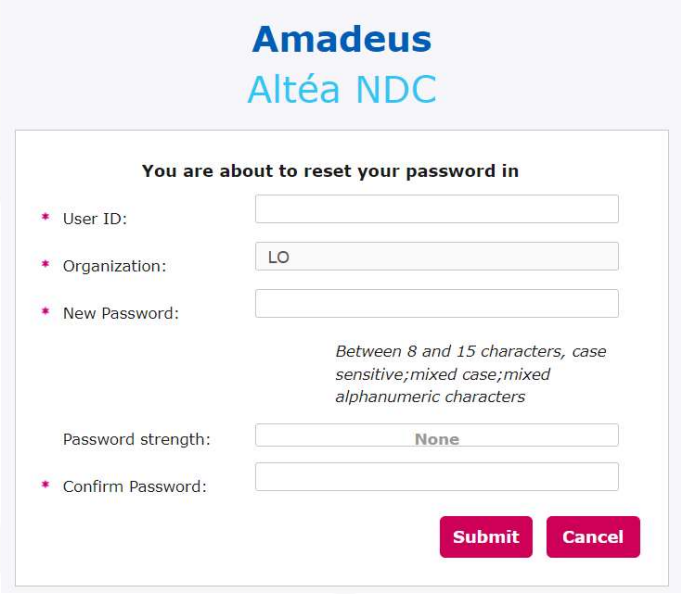
Resetting your password requires access to your corporate email address. After clicking on *Forgot your password* link, you will need to set a new password - 12 characters, including a capital letter and a number) and confirm. Then click on *Submit* and you will receive an email from noreply@amadeus.com,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



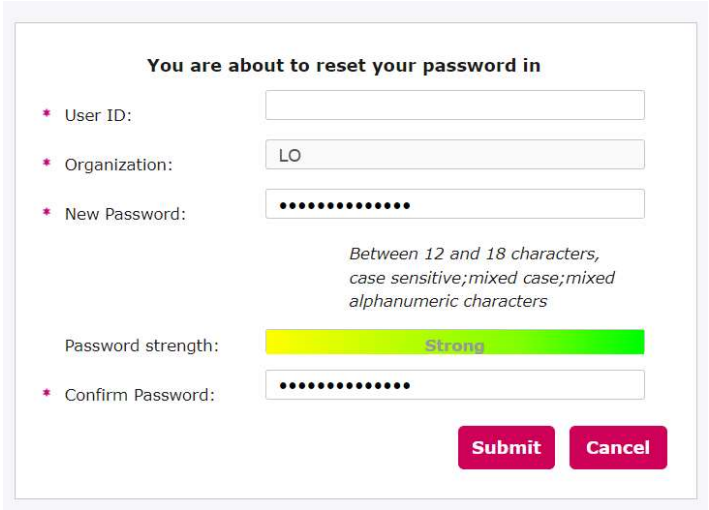
Provide your organization name:

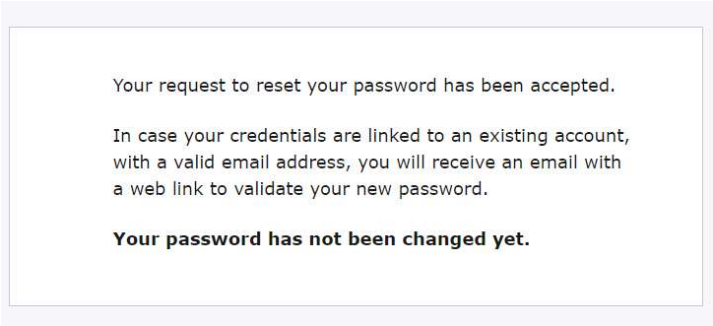


Provide your User ID and organization name to set a new password:



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





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.

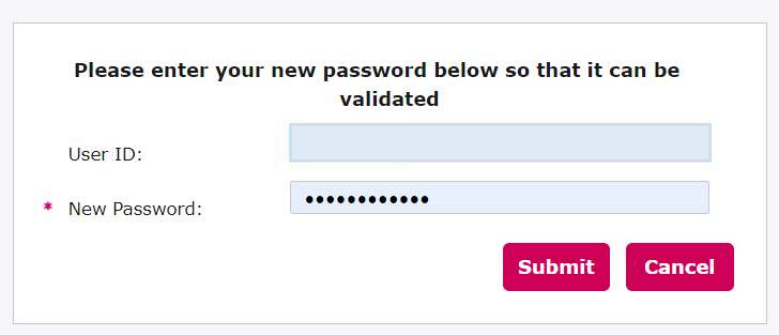
Please follow the link below to a secure web page. Attention: the link will expire at 2024-02-01 09:54:24Z and you have to start the process again.

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



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.

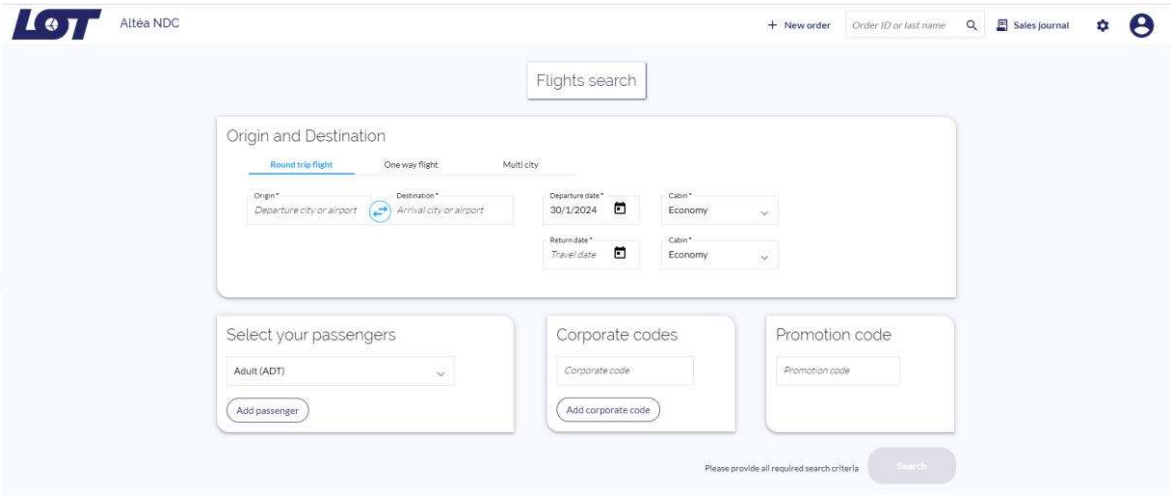
NDC password requirements:

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.

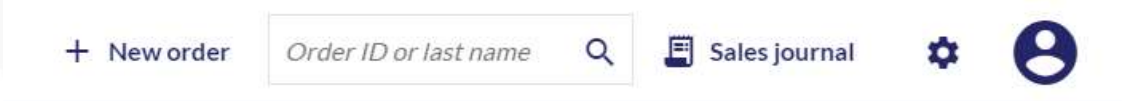
When login is successful, user falls directly on this page



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



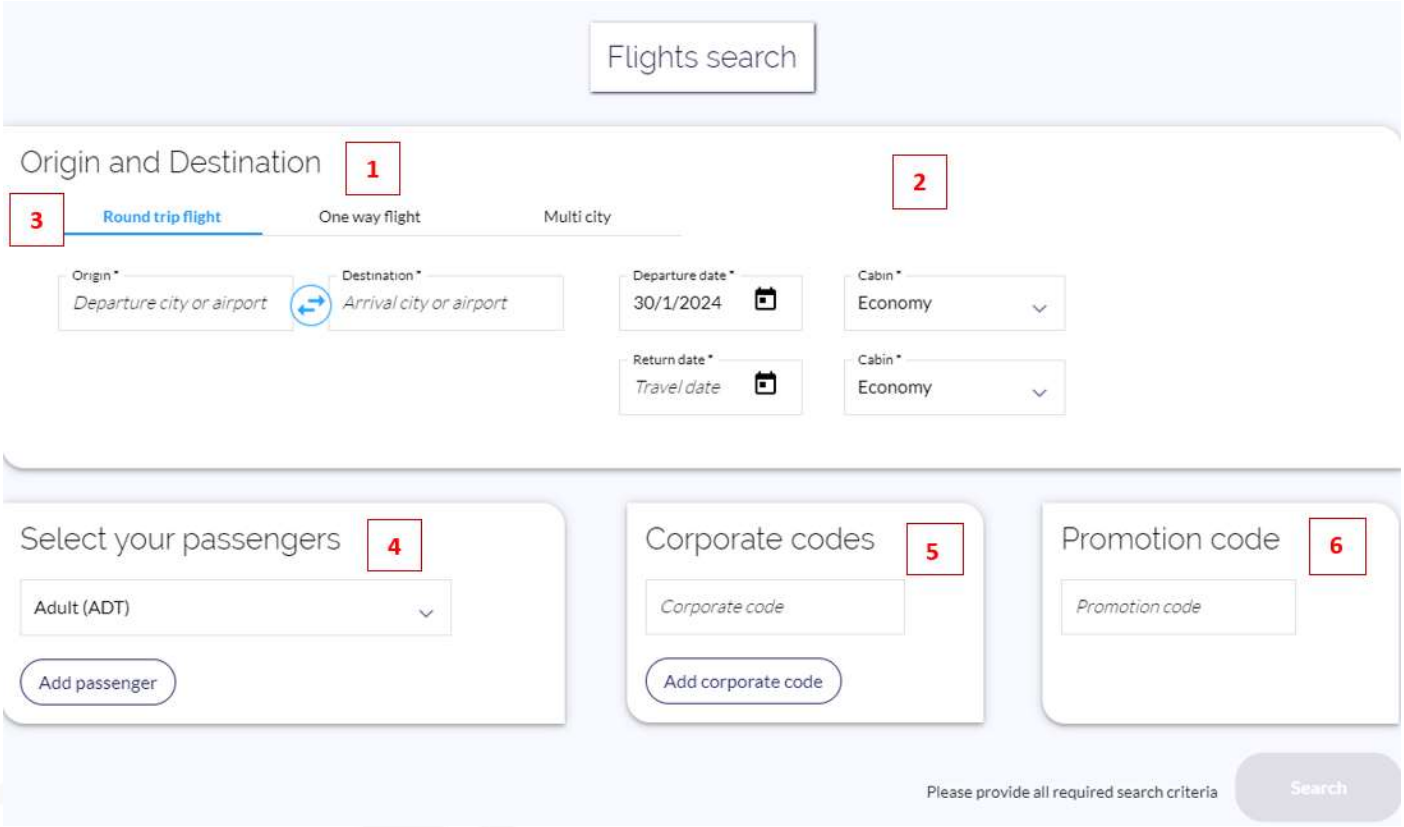
3. | SHOPPING |

"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



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

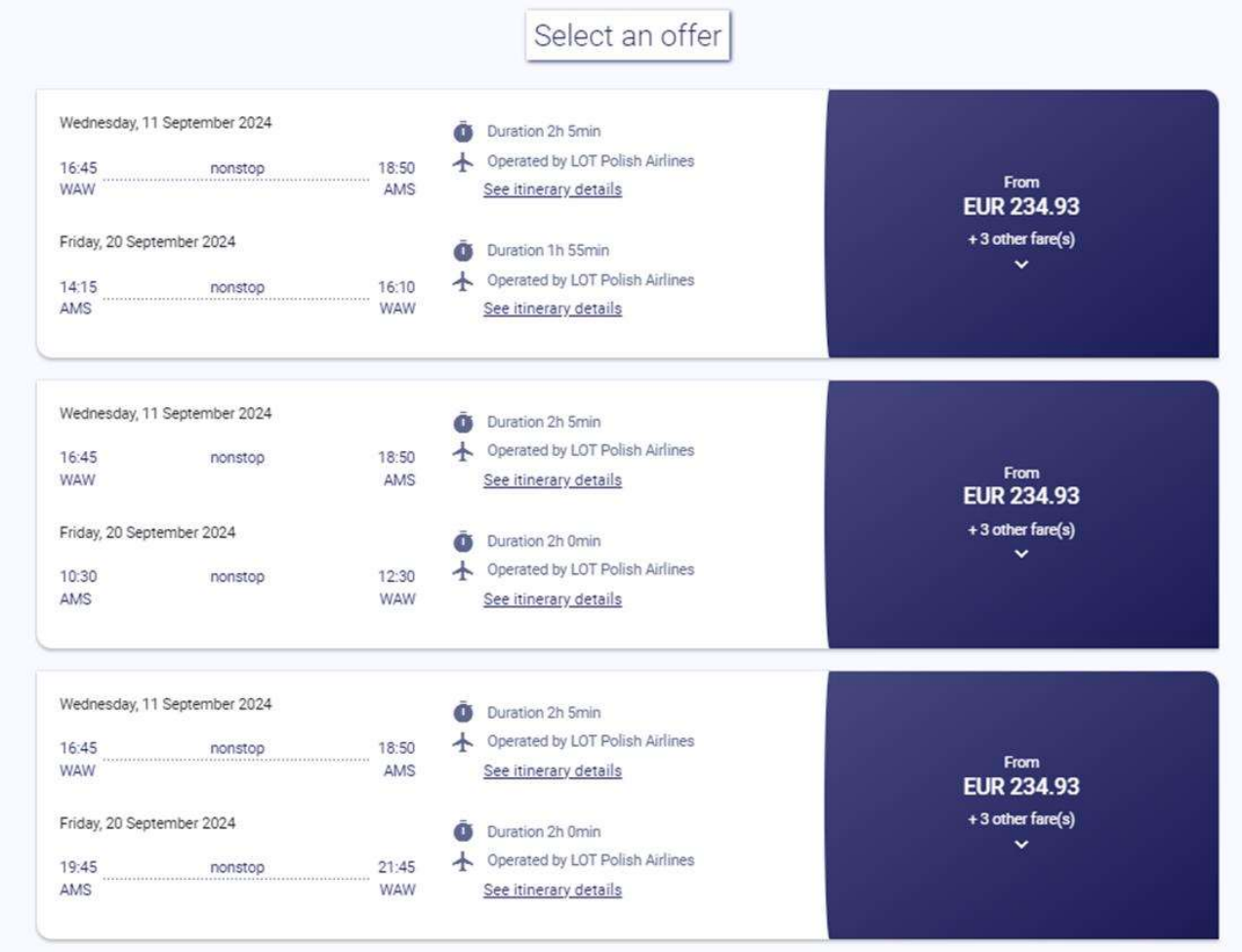
3. Select one-way, round trip or multi-city
   -by default, the UI propose roundtrip
   -in case of one-way - click 'One way flight' tab. By default, if the first segment of round trip has been declared before, when changing the trip type, it will automatically be set as an itinerary for a one-way flight
   - 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

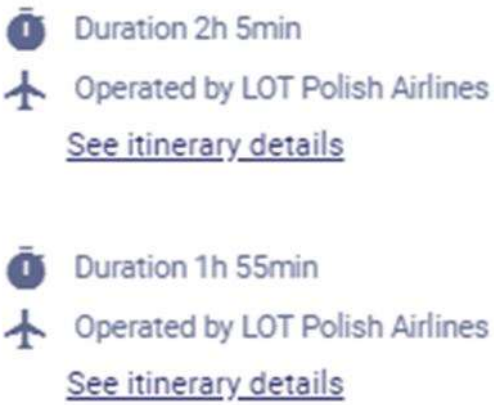
This screen displays the different offers selected based on search criteria.
Offers are displayed per journey with corresponding price. The search result is returned as described below:

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

2. List of offers

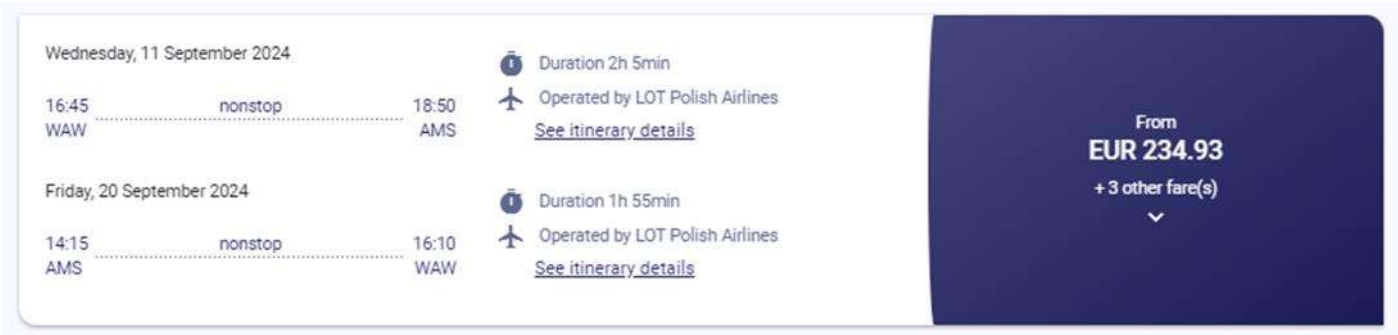


If user wants to know more about the itinerary detail, “See itinerary details” can be used:

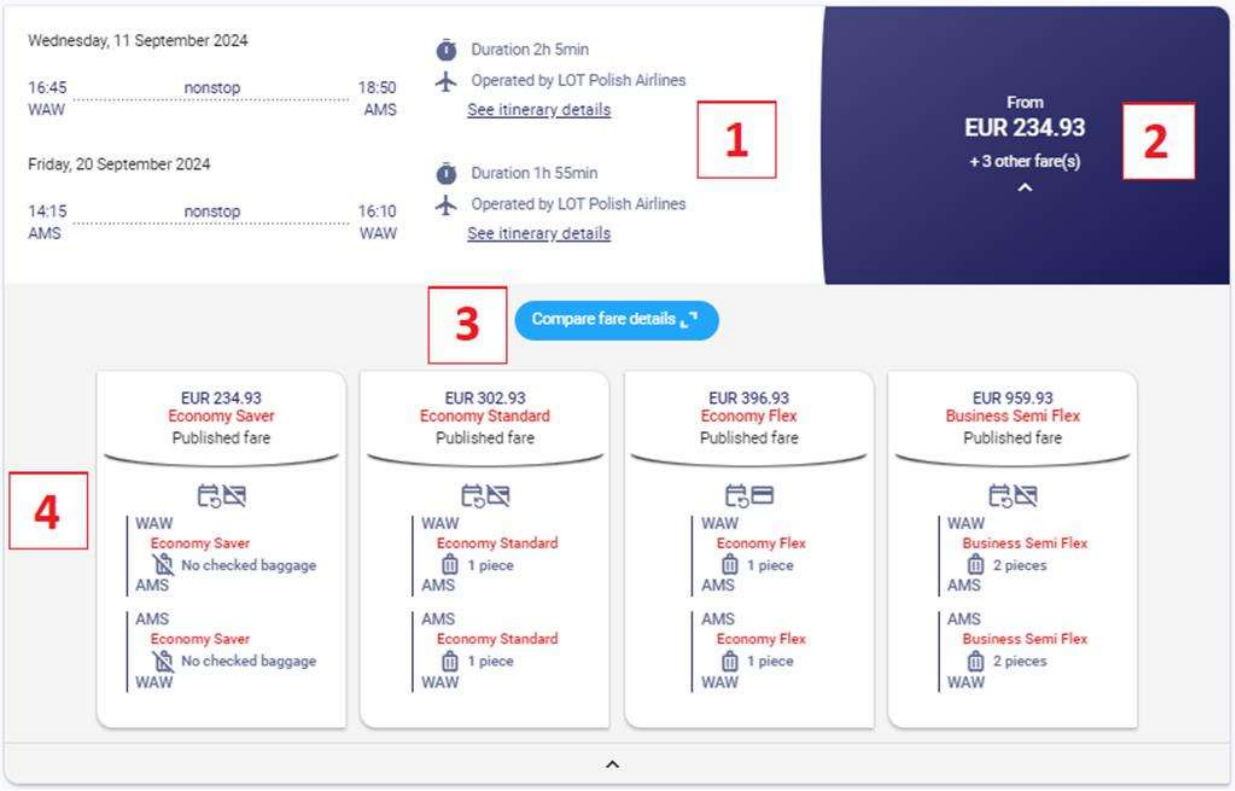


The window with more details will appear:

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

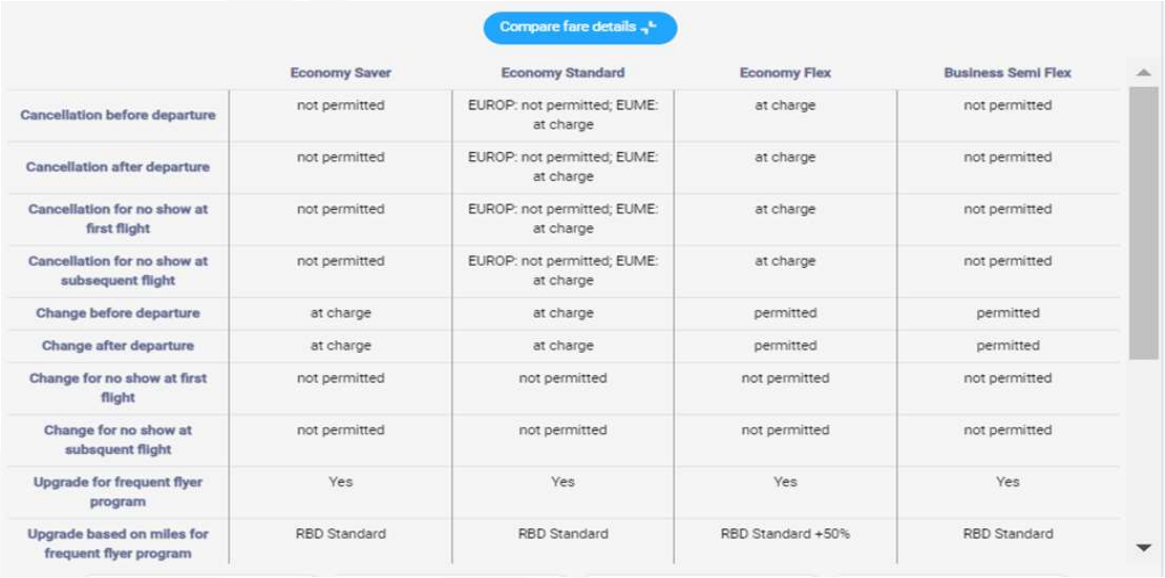


More details will appear:



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:

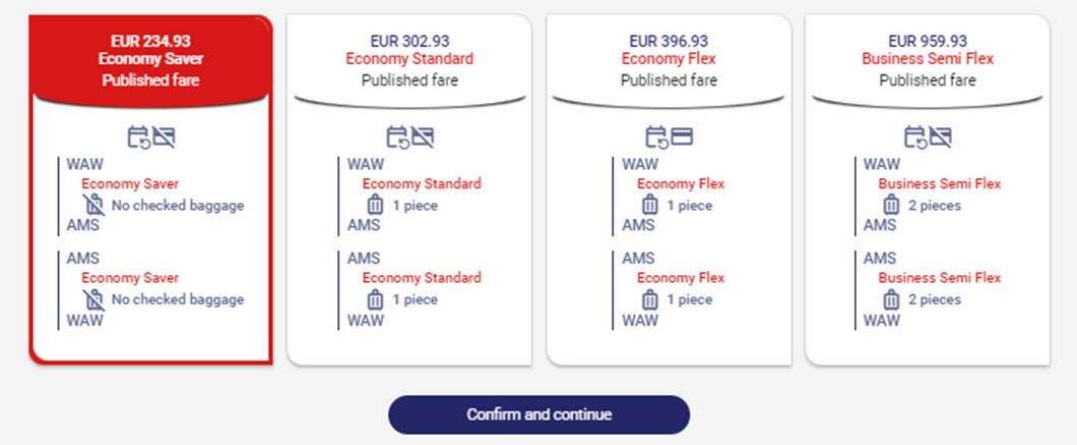


	Economy Saver	Economy Standard	Economy Flex	Business Semi Flex
Cancellation before departure	not permitted	EUROP: not permitted; EUME: at charge	at charge	not permitted
Cancellation after departure	not permitted	EUROP: not permitted; EUME: at charge	at charge	not permitted
Cancellation for no show at 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

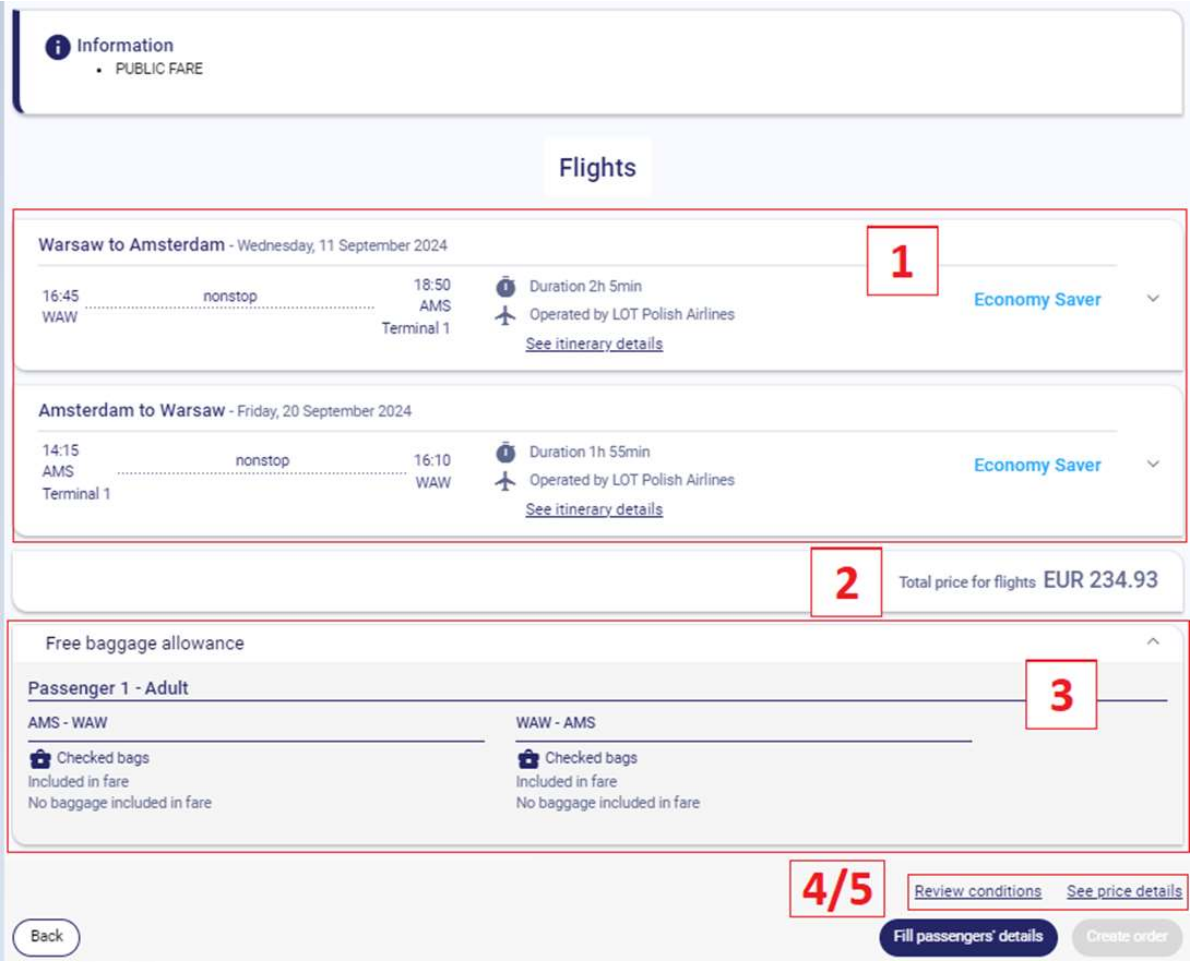
When user has decided to select an offer, he needs to select appropriate offer and click then on “Confirm and continue” button to move to next step.



4. | PRICING |

This step is to refine the pricing of your offer.

Shopping card screen



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.

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.

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.

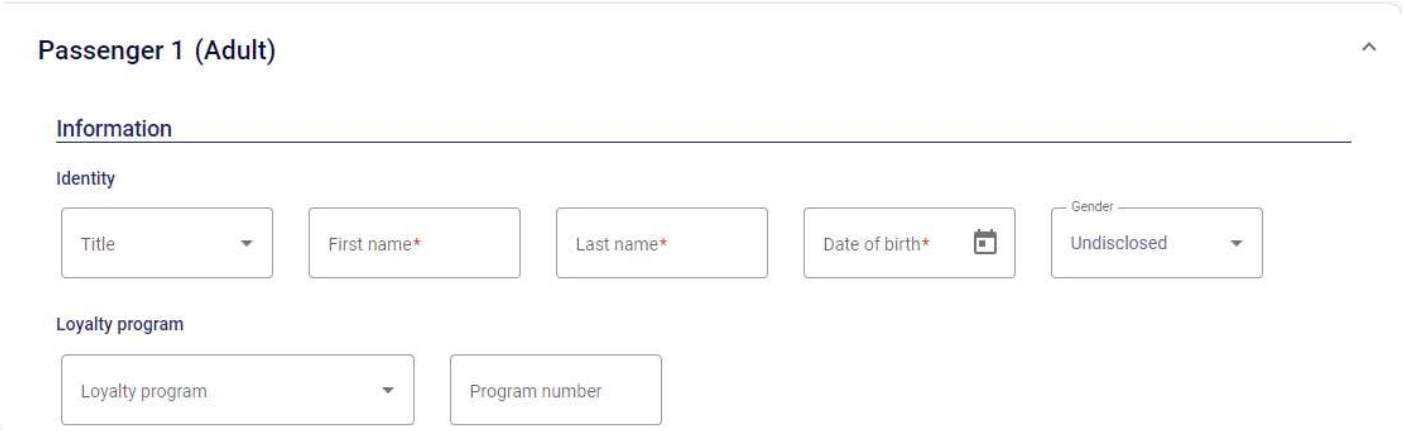
5. | BOOKING |

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



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

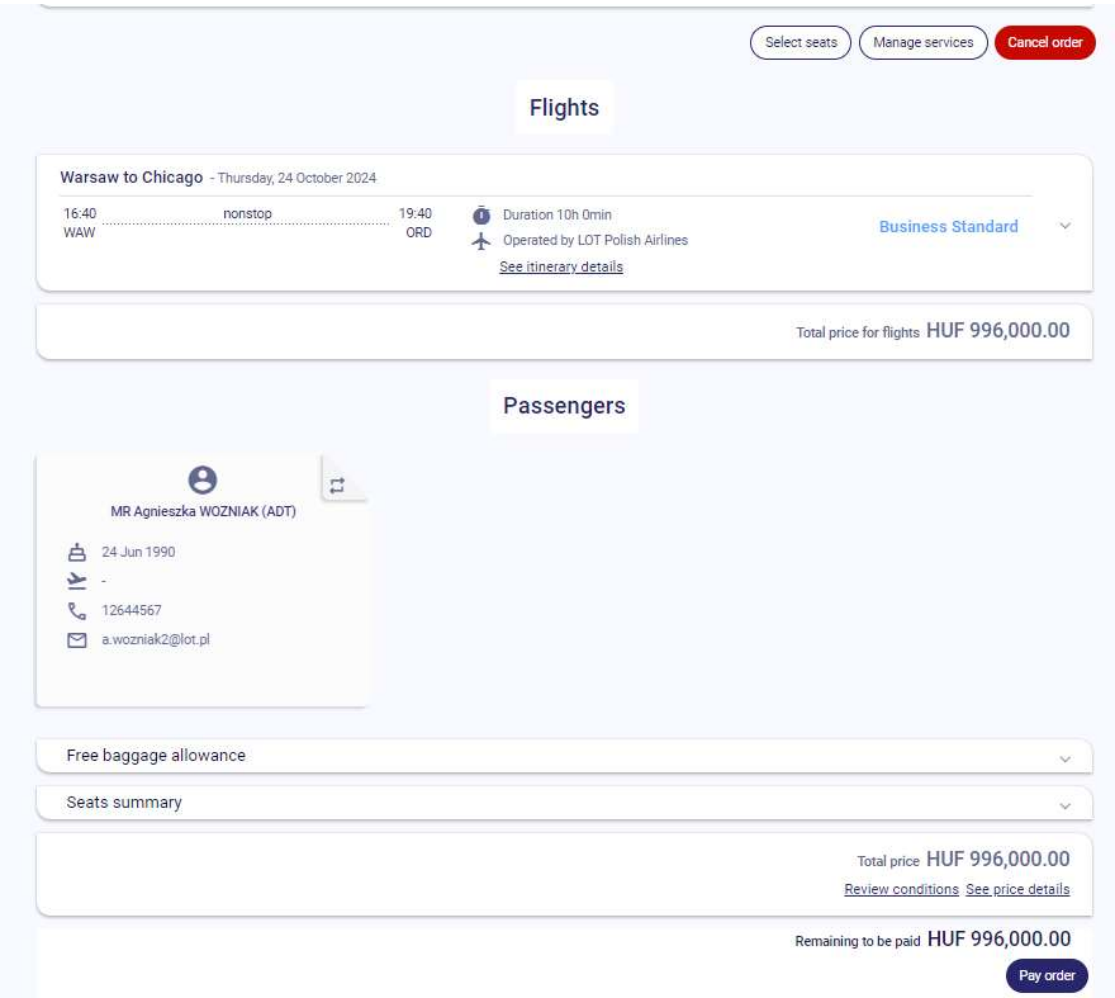
Contact information part (only provided for first passenger):

- Email*
- Phone*

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.

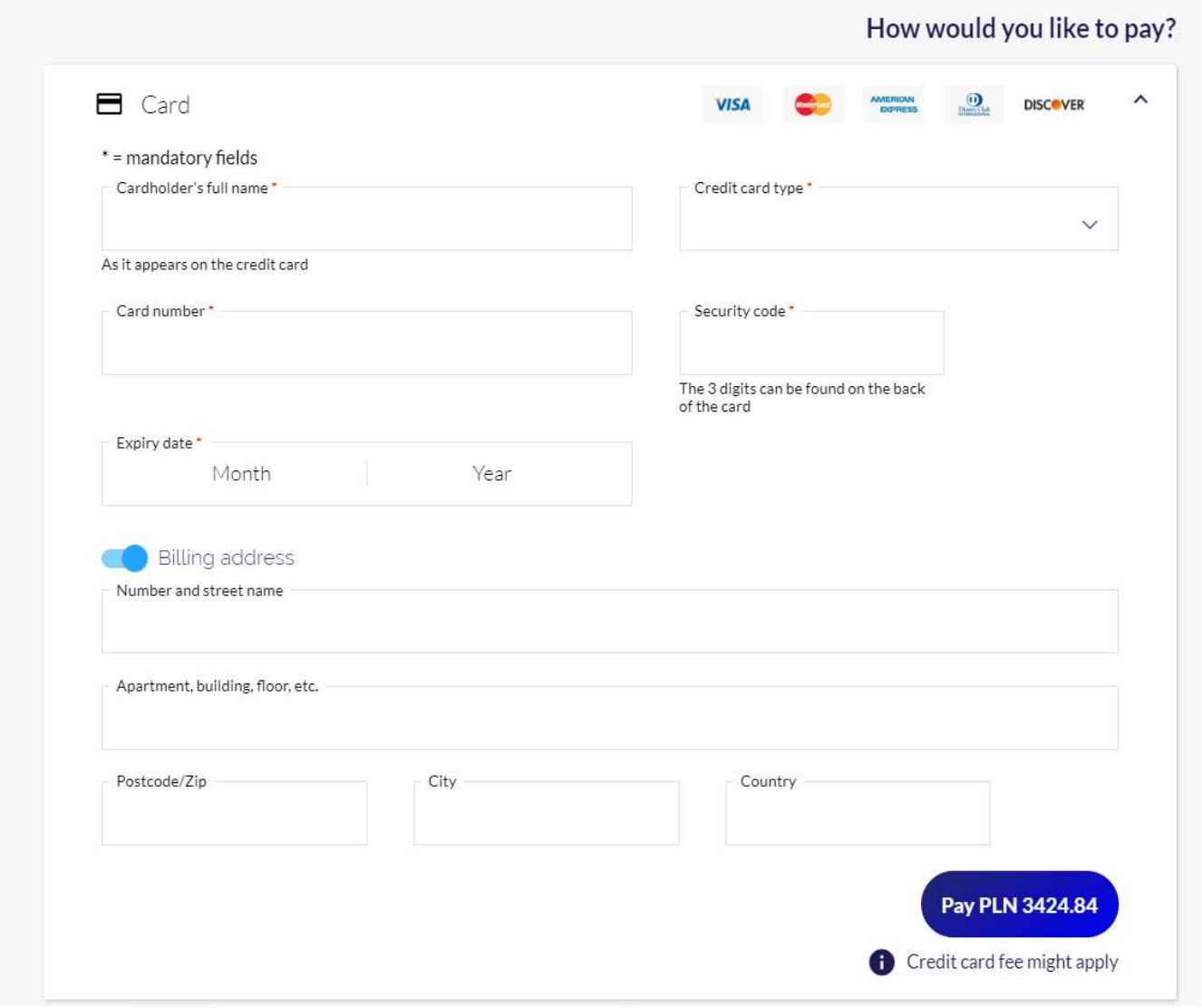


At this stage, it is possible:

- 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



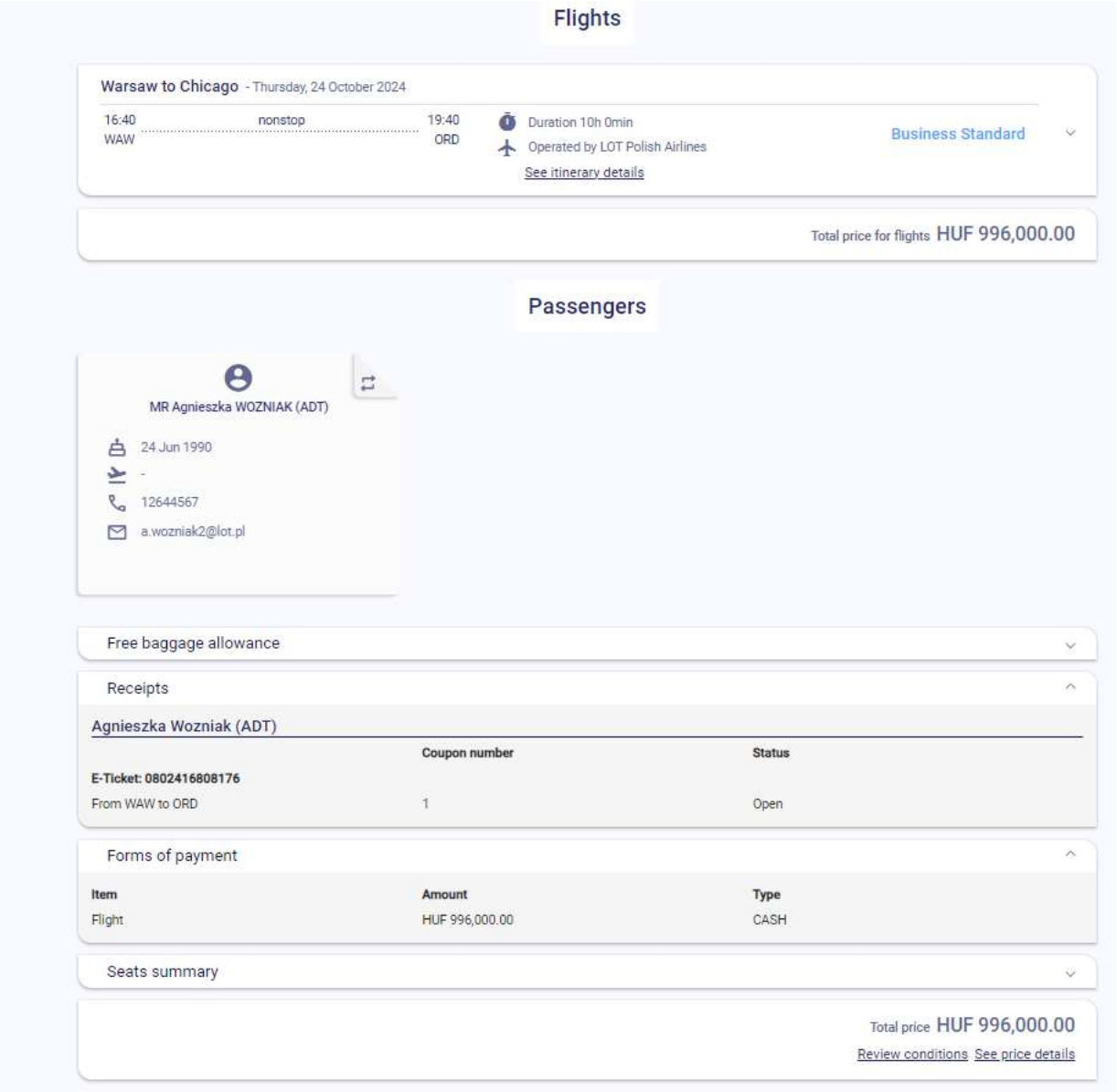
This screen appears in two different cases:

- 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



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

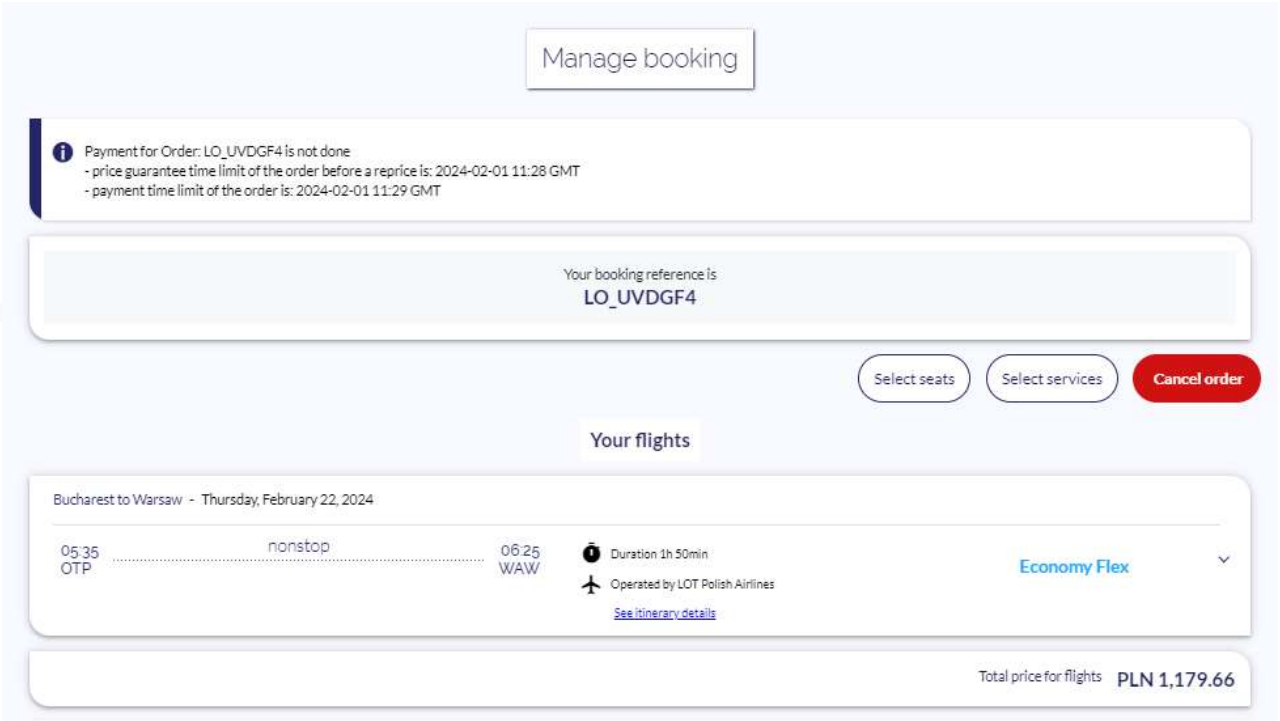
To go to page where booking can be found, user has to go to “Order ID or last name” tab.

6.1 Search panel

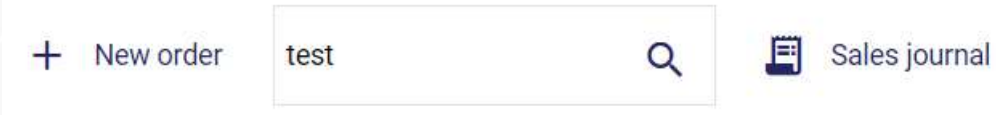
User needs to specify the OrderID or the last name. Searching of booking can be done in two ways:

1) Insert OrderID

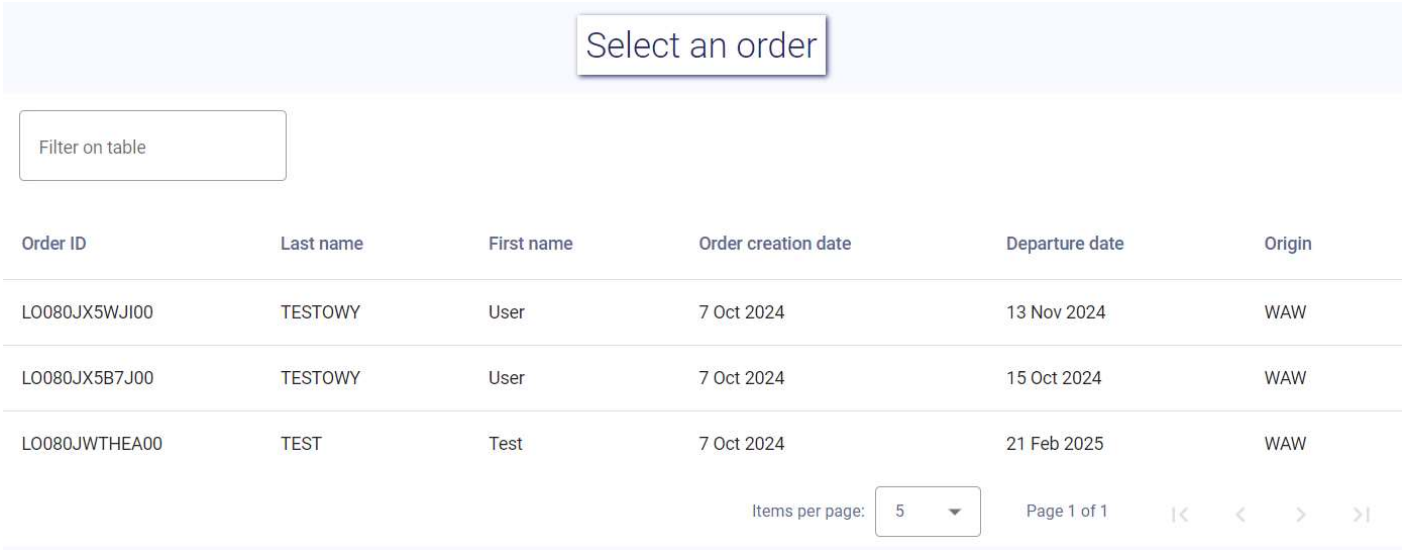
Then, one, current booking is retrieved:



2) Insert passenger’s last name:

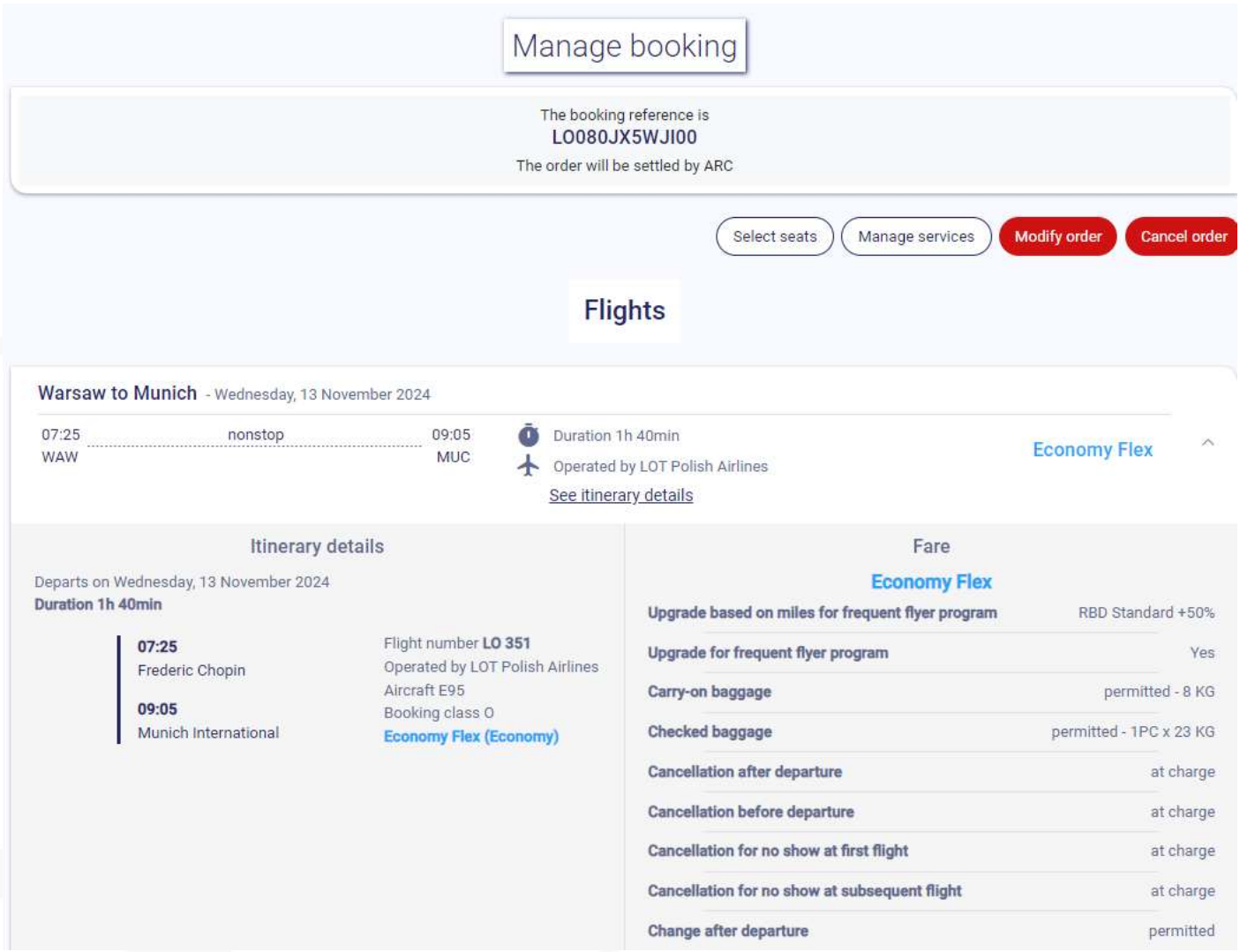


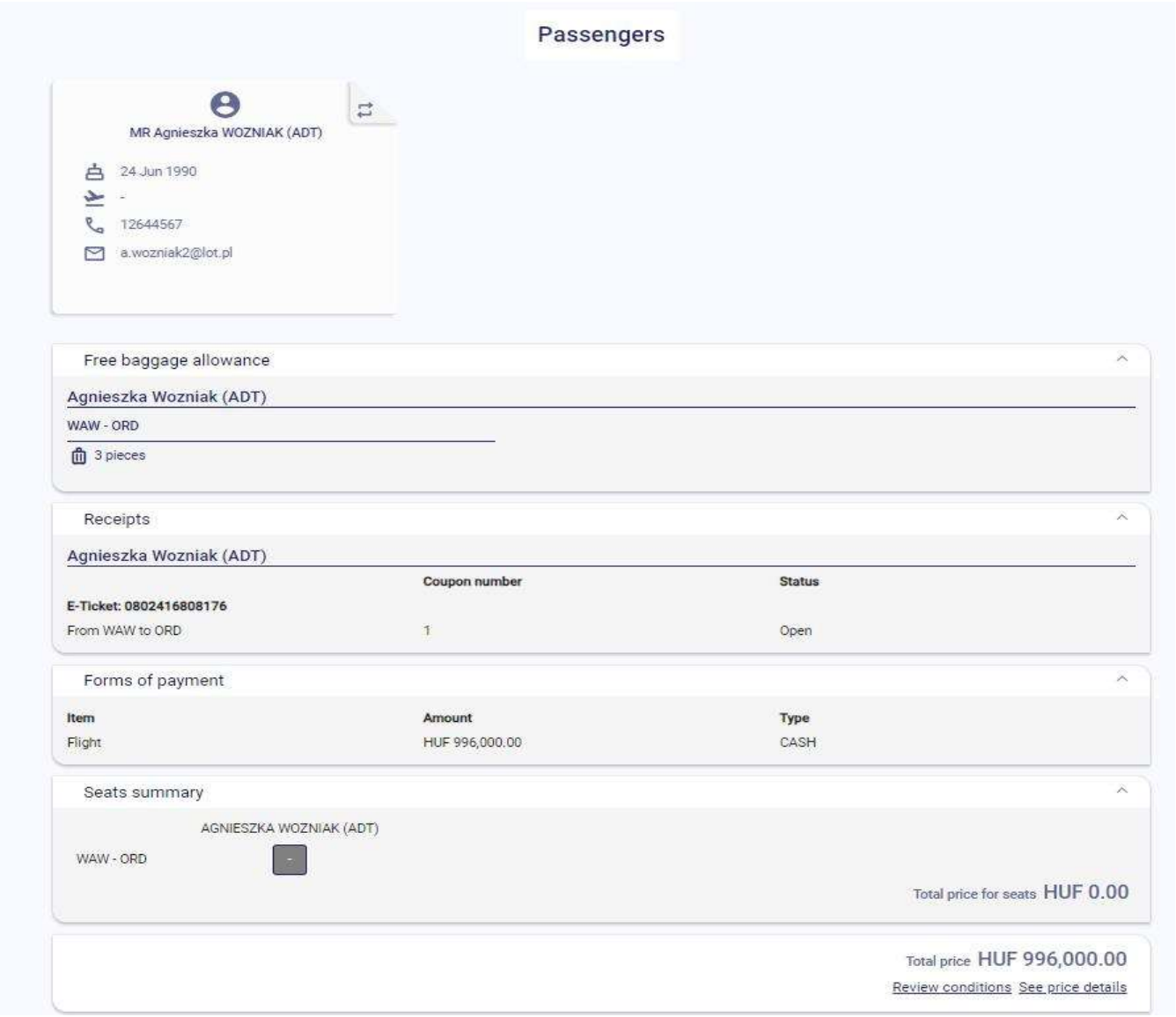
Then the list of all the booking created (by specific agent) with that surname will appear:



6.2 Result panel

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





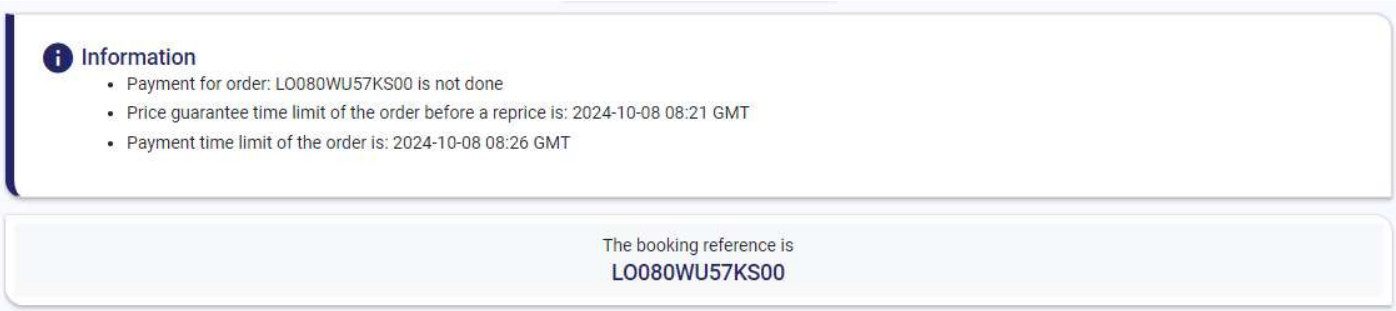
1. The type of reporting applied for the order (it may be BSP, Airline or ARC).
2. Booking Reference with OrderID.
3. Modification bar. User can add seats, additional service, change or refund the booking.
4. All flights details.
5. Passenger contact information. It can also have included a Frequent 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

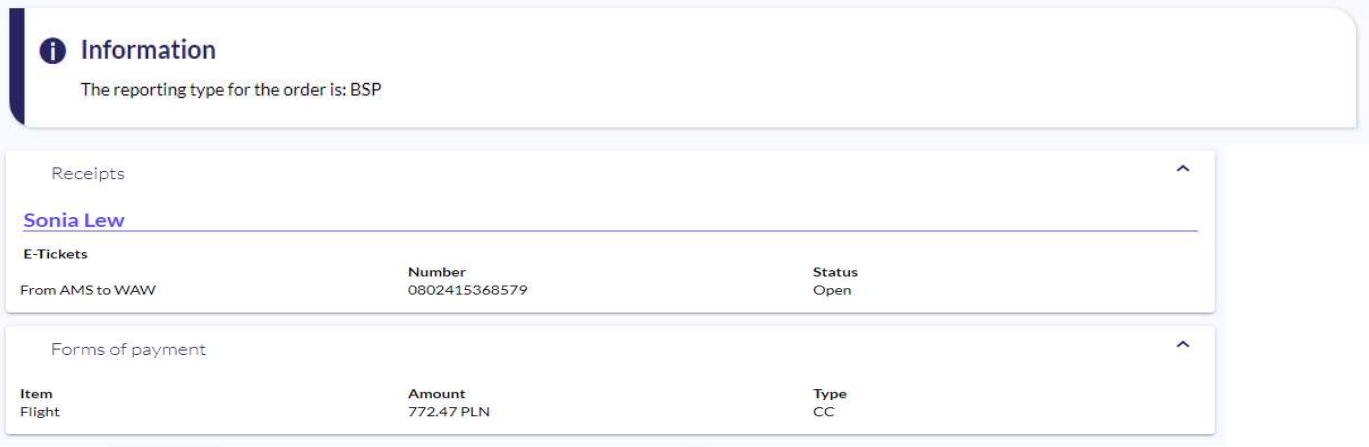
- Price guarantee time limit is returned if exists.
- Payment time limit is also returned if exists.
-



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



7. | LIST ORDER(S) |

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

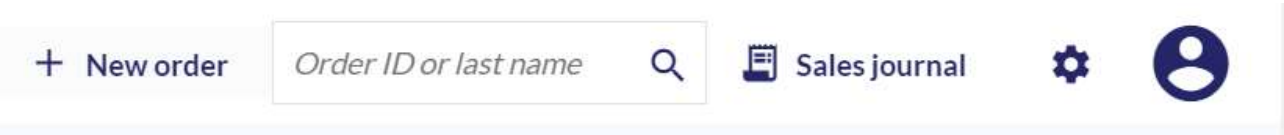
- Travel agent to retrieve his own order created via SellerUI
- Order created for a specific passenger
- All orders created by the agency, up to 100

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

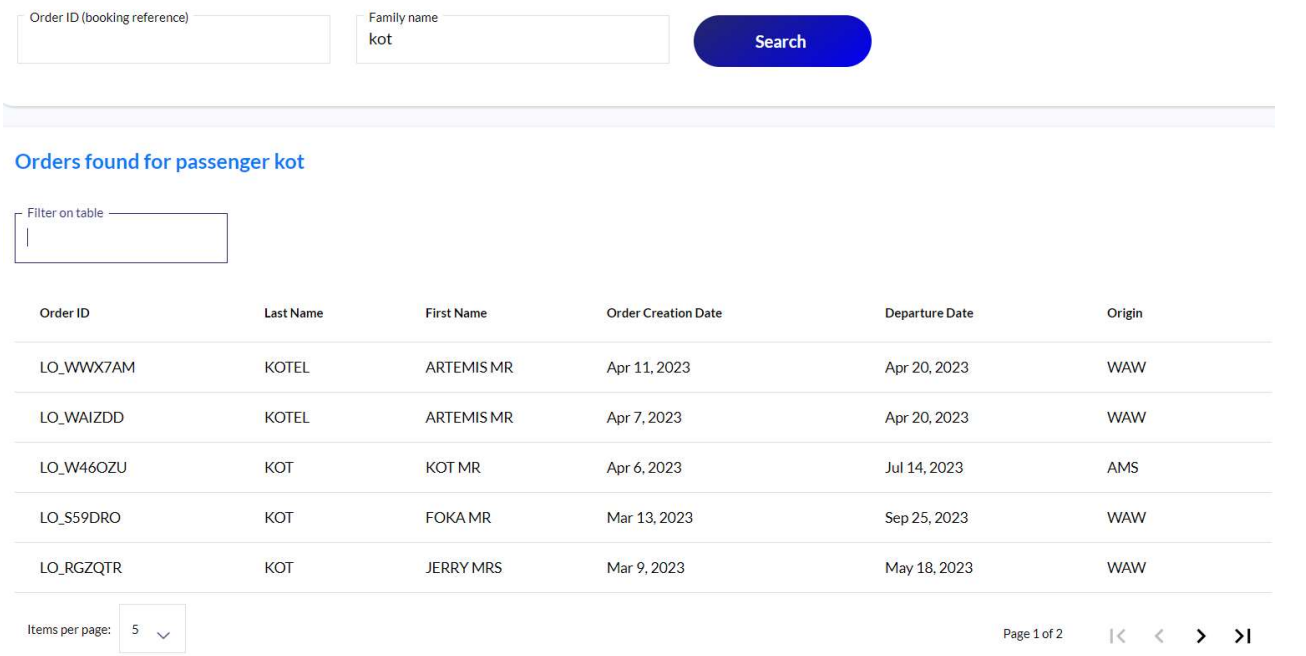
The result panel is defined as below:

- 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.

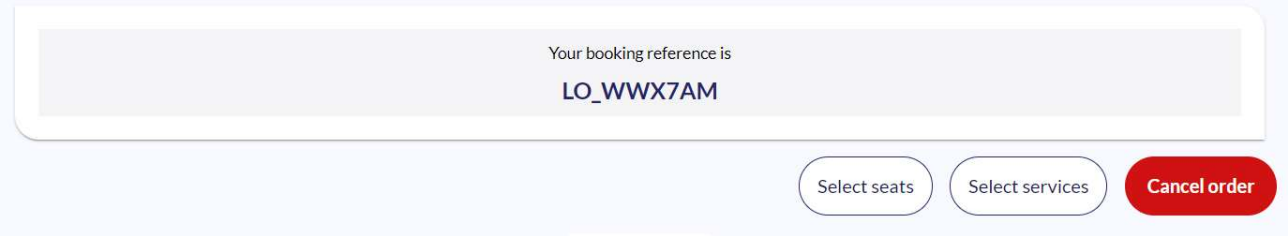
Note: If Departure Date and Origin is blank, it means the itinerary was canceled so it is not possible anymore to open the order.

There is a line for each order for passenger KOT



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

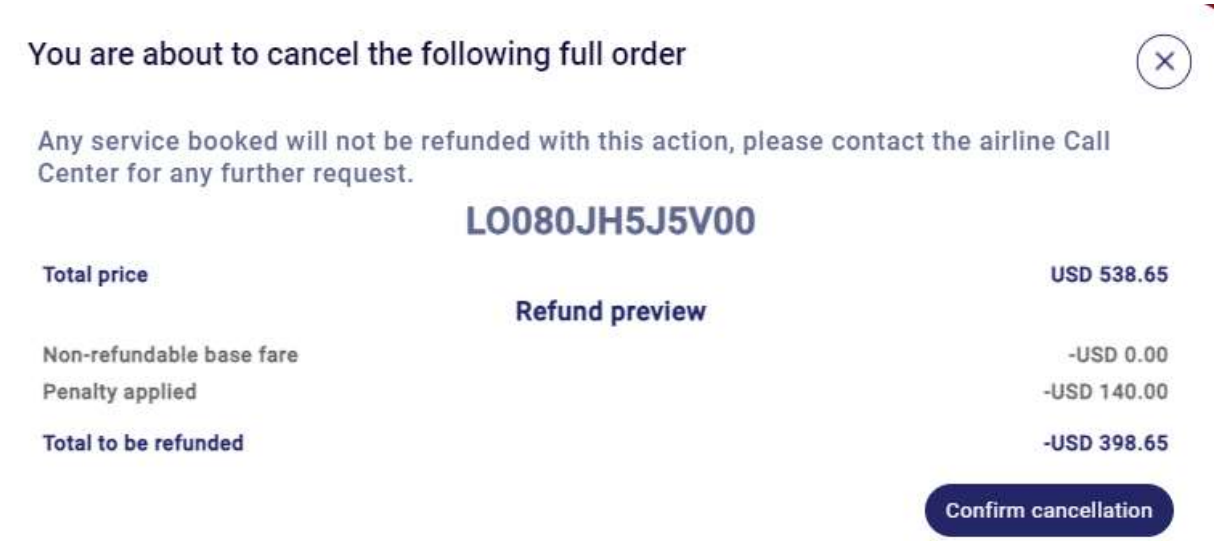
It is possible to request the cancellation during void period.

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



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

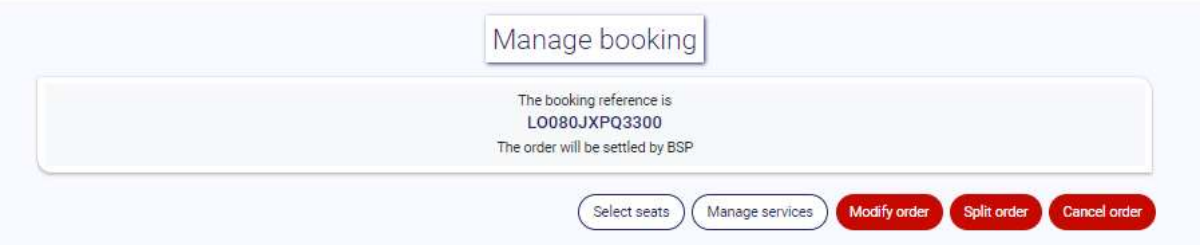
• in case the cancellation is applied, and everything goes well, a confirmation message of the cancellation and refund is returned

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

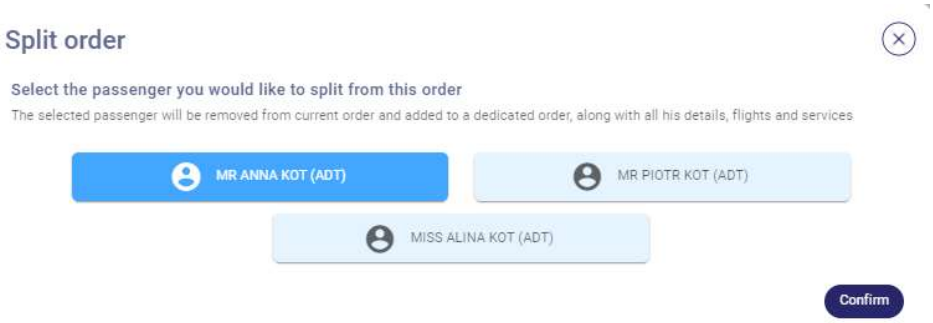
Note: In case there is flown segment(s) in the order, even order has been refunded, this segment(s) is not removed from the order.

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)

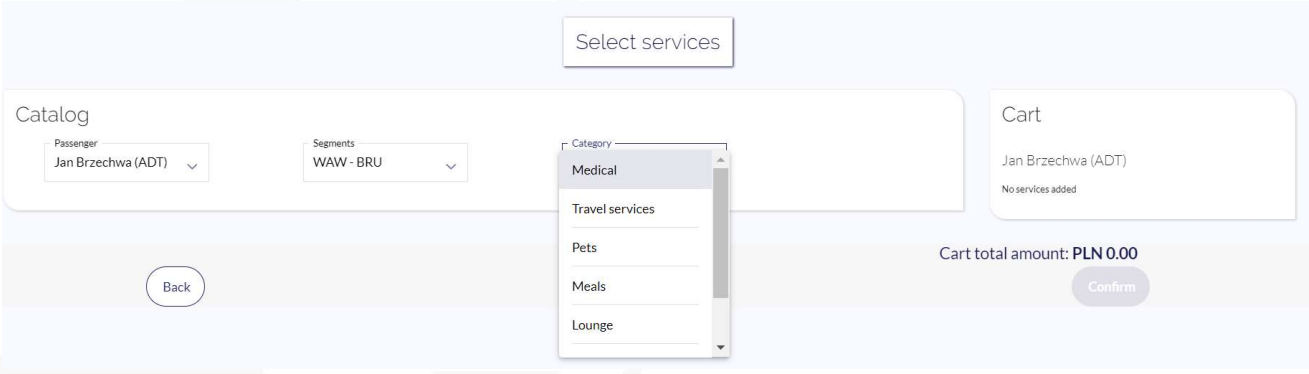
User can access service catalog via *Select services* button on shopping-cart or confirmation page

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)

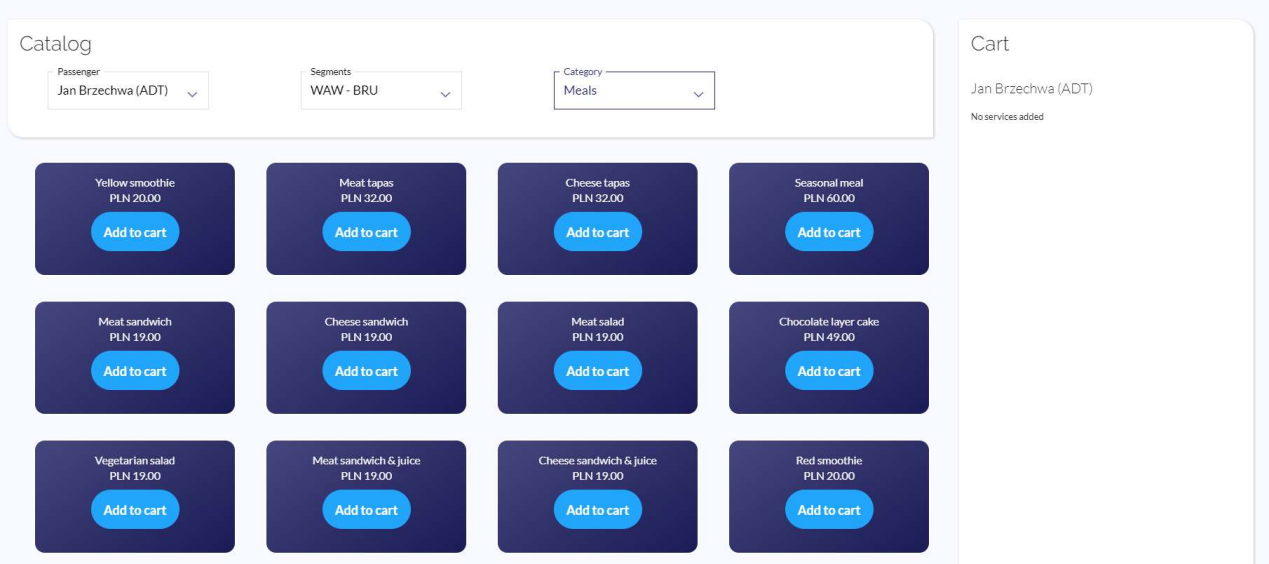
Note: List of categories may be shorter for O&D's where specific ancillaries are not supported

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

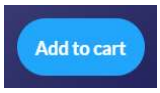
• Segment WAW-BRU

• Passenger selection

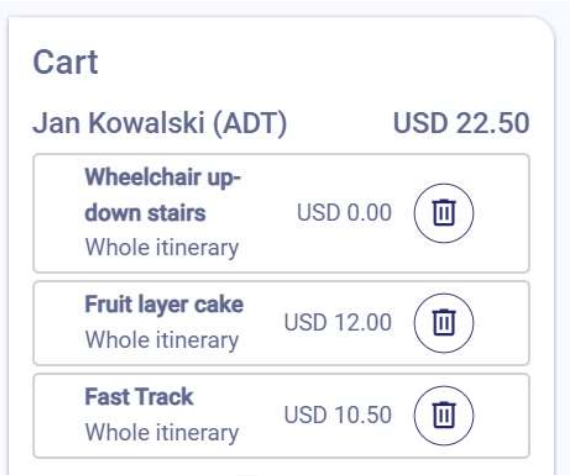
• Category: Meals



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.

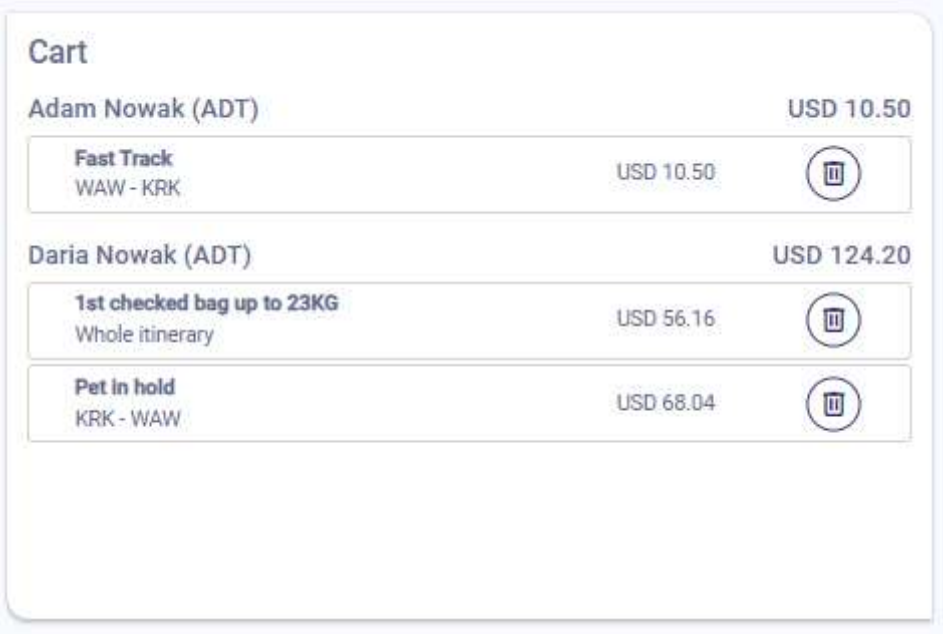


It is possible to remove a service from the cart by clicking on the Icon:

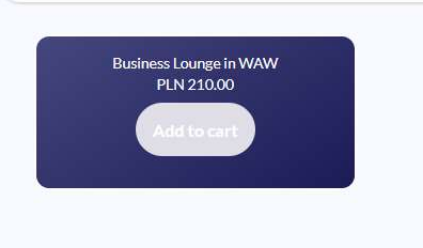
To confirm the booking and go back to order confirmation, the user needs to click on *Confirm* button at the bottom:

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

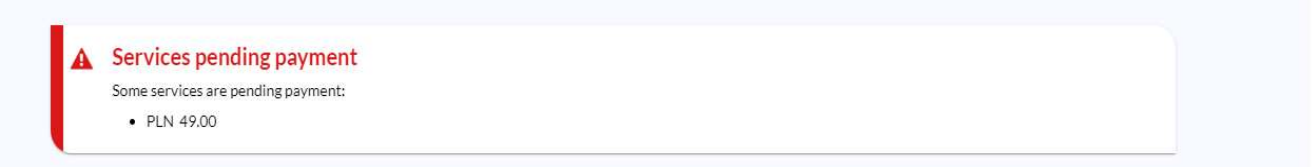
The price is displayed in the cart per pax as shown in the cart below:



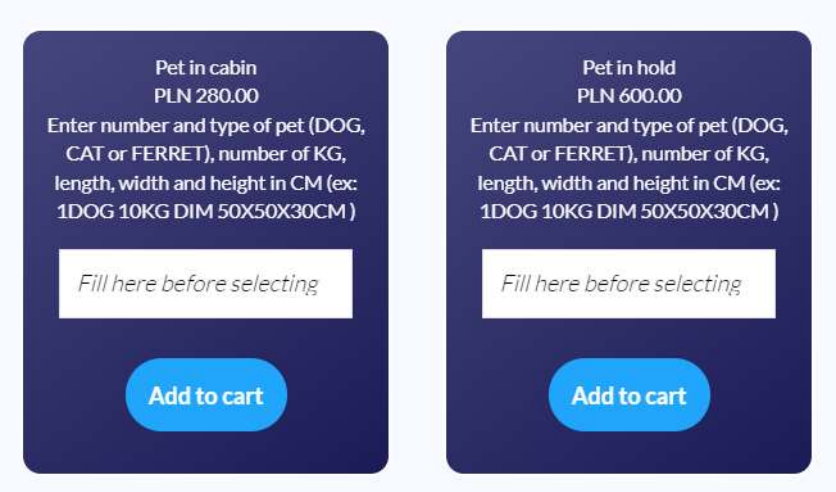
When a service has already been added to a given pax (Example of Lounge already added to Kowalska Janina) *Add to cart* button is greyed out: The service cannot be added



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):



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:



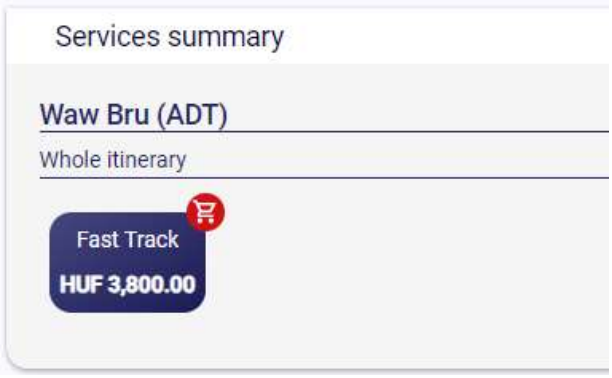
To confirm the booking and go back to order confirmation, user needs to click on *Confirm* button at the bottom. User can book all needed ancillaries per passenger and then a confirm the cart selection in one single step.

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).

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).

SERVICE SUMMARY IN ORDER VIEW

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

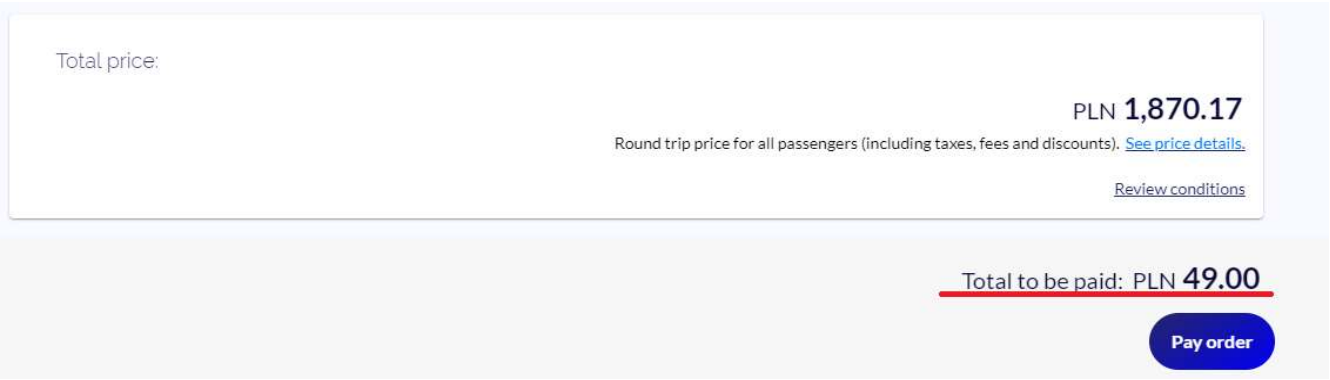


In case the order is not yet paid, the Total price is updated with the one from ancillary and price details. as it is shown below in Extra services:

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

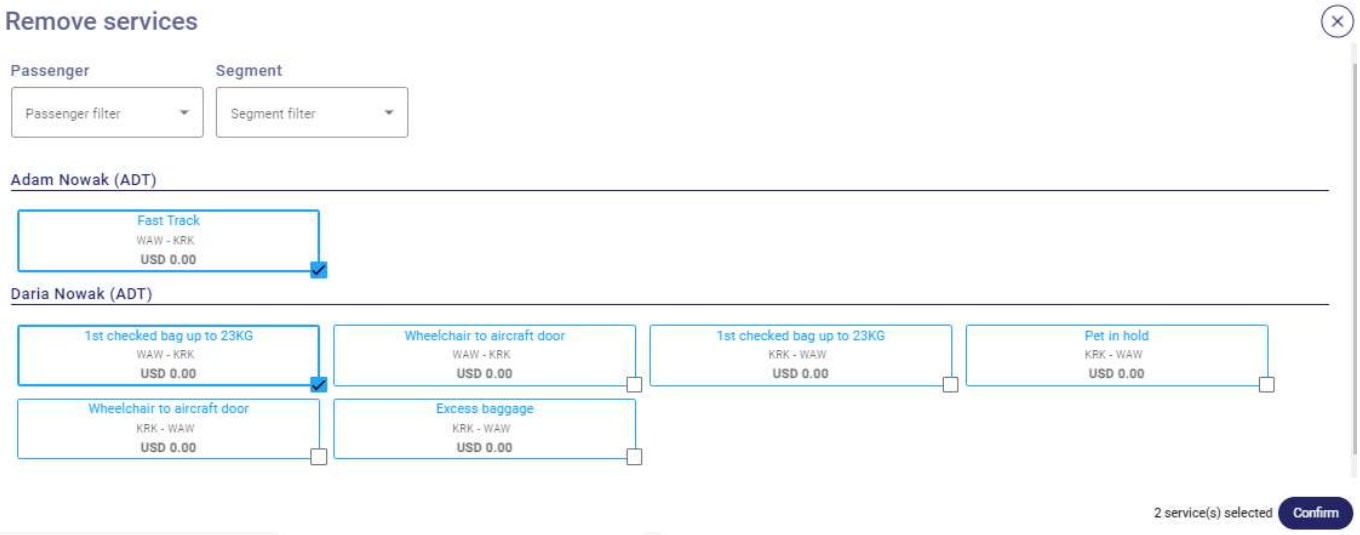
Price details are not updated with the new ancillary in such case as not yet paid.

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.



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

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.



You have to click the Confirm 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.

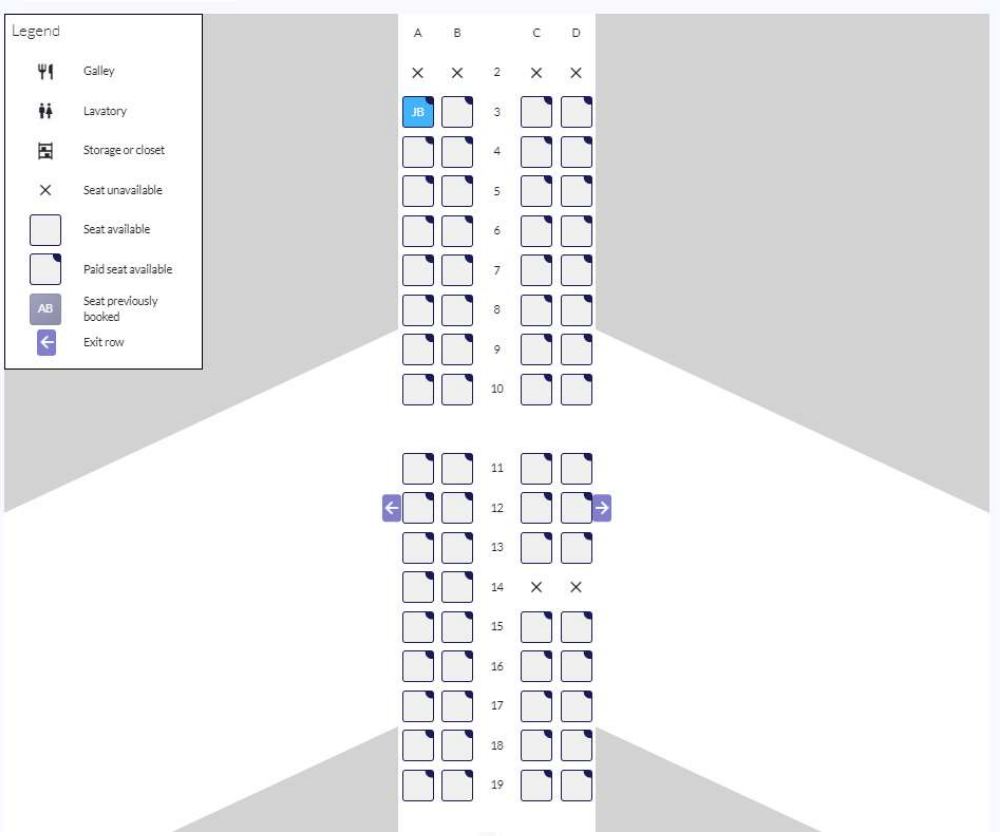
SEATMAP DISPLAY

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:

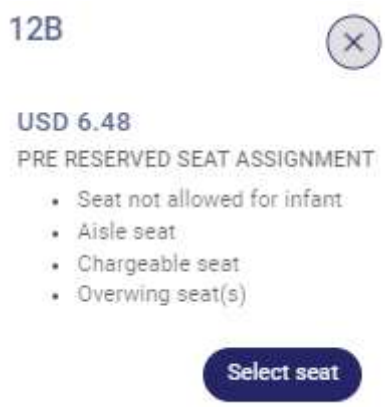


An example of seat map for one passenger can be found below. At the top, there is the passenger selected for seat selection.

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.

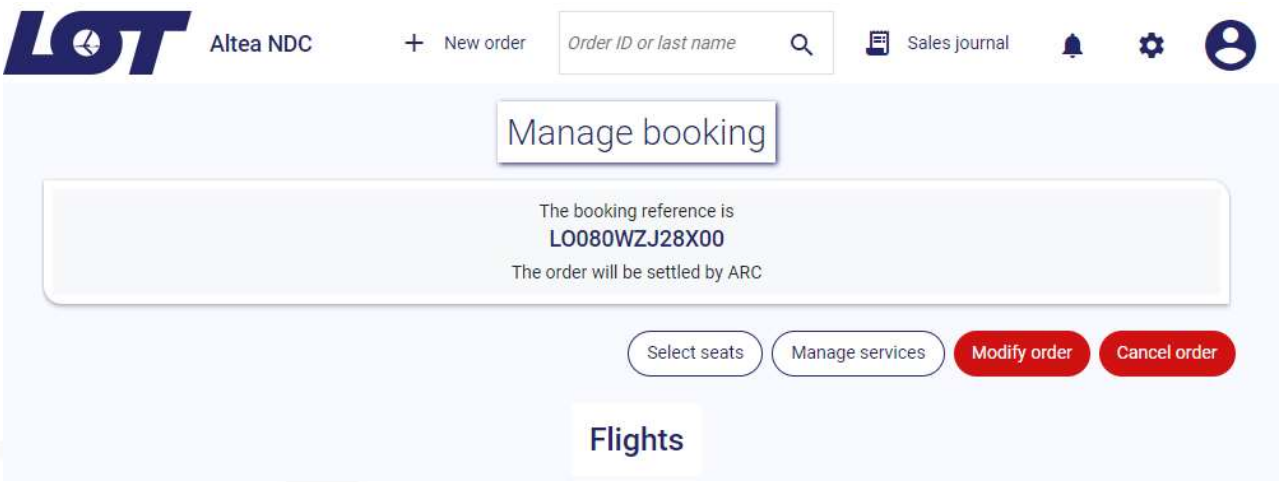
Details of the booked seats are available when extending the *Seats summary* section:

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.

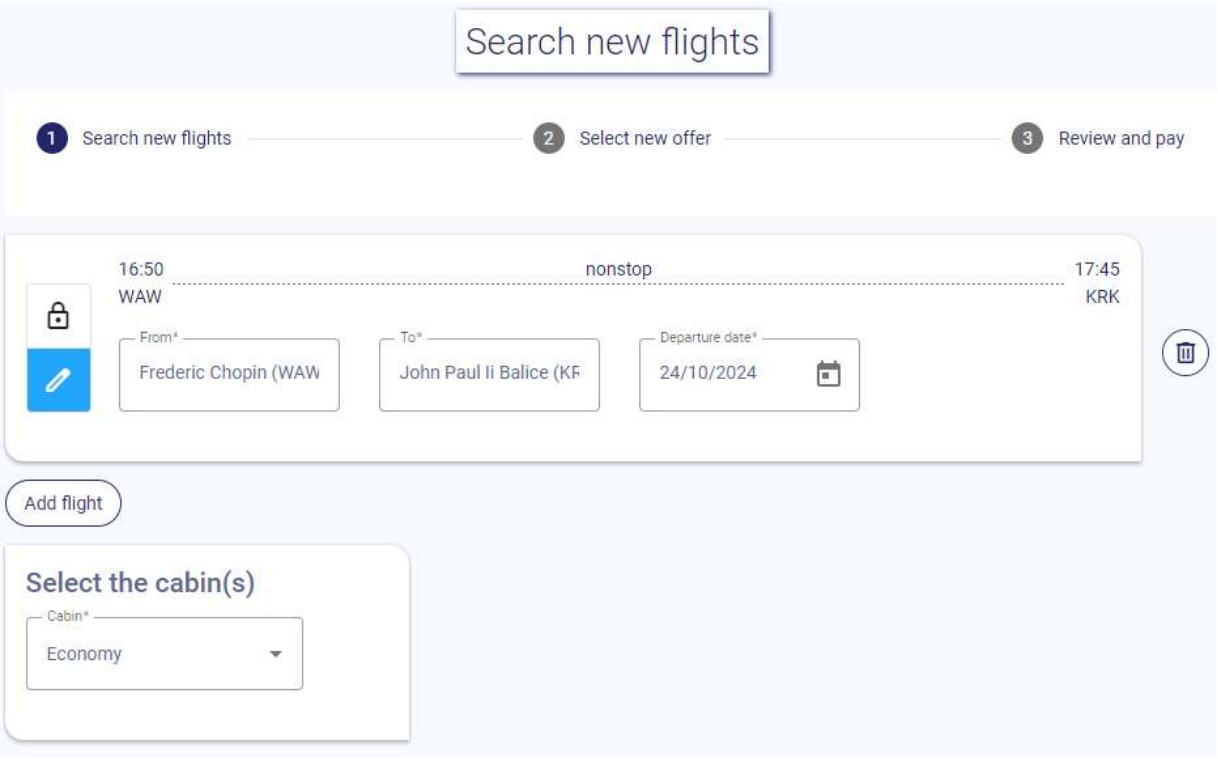
10.3 Deletion of bounds

DELETION PROCESS

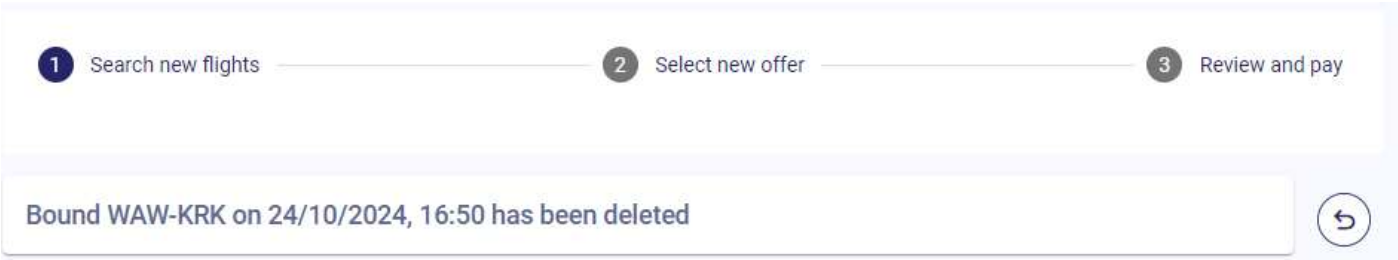


To delete a segment from itinerary you have to click the

button. You will be redirected to the subpage.



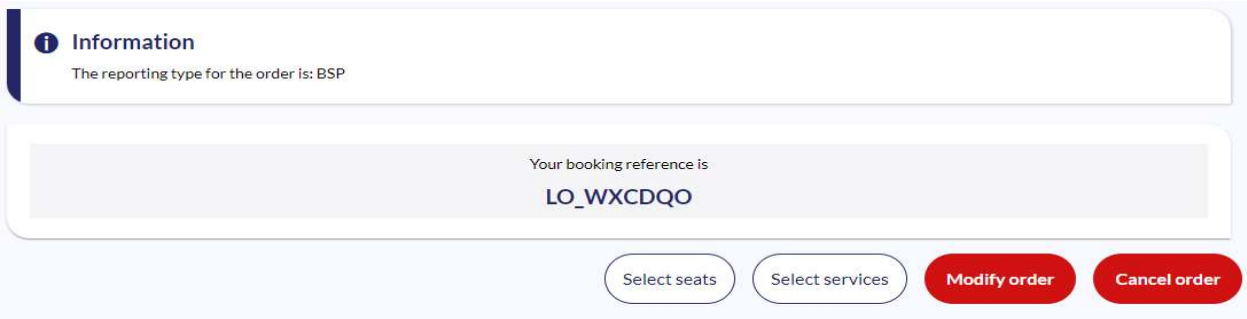
When you press the button, your segment will be automatically deleted, and you will see the announcement informing you that your bound has been delated.



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

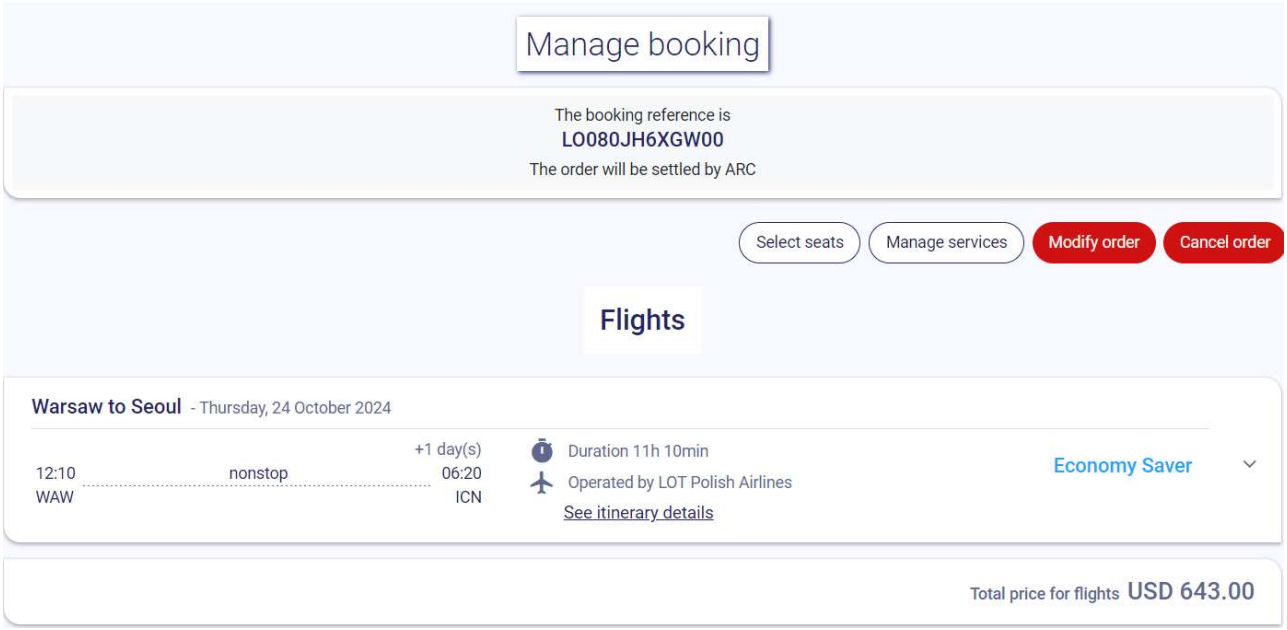
- Deferred payment in exchange

- Deletion or addition of bounds

The rebooking flow is split in four different steps:

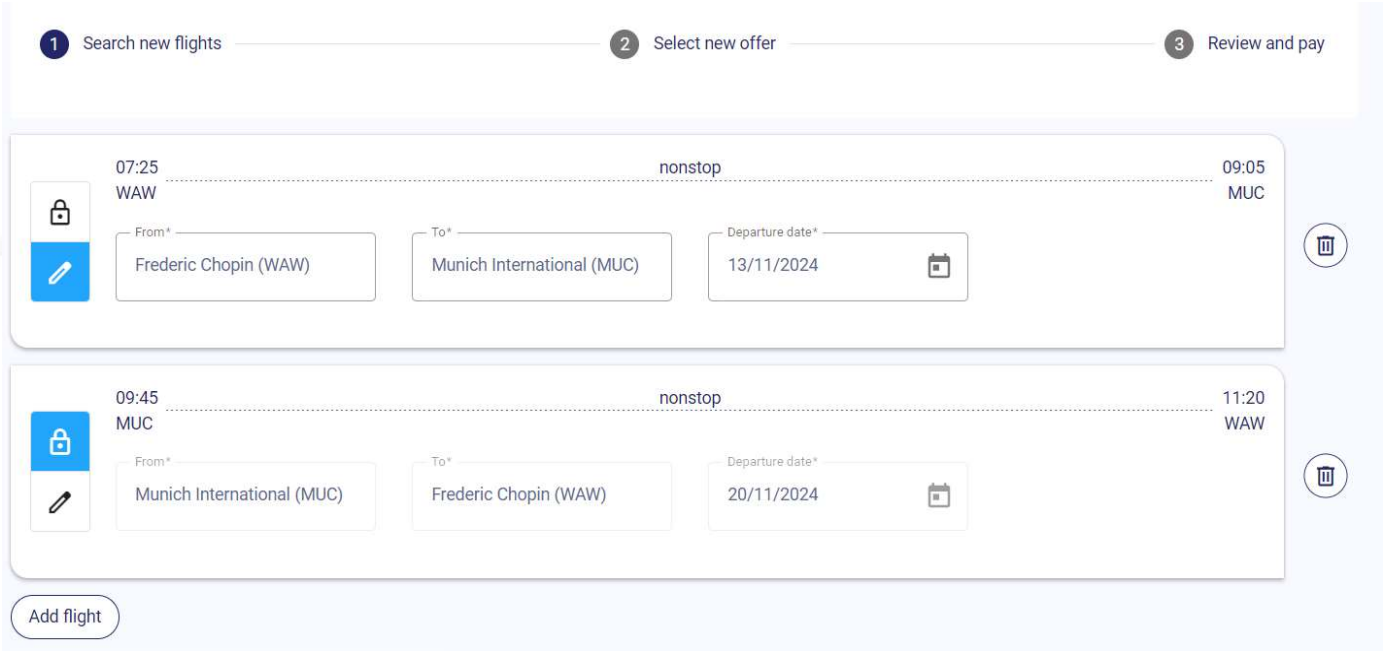
- Search
- Select
- Review
- Payment (when it applies)

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



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.



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

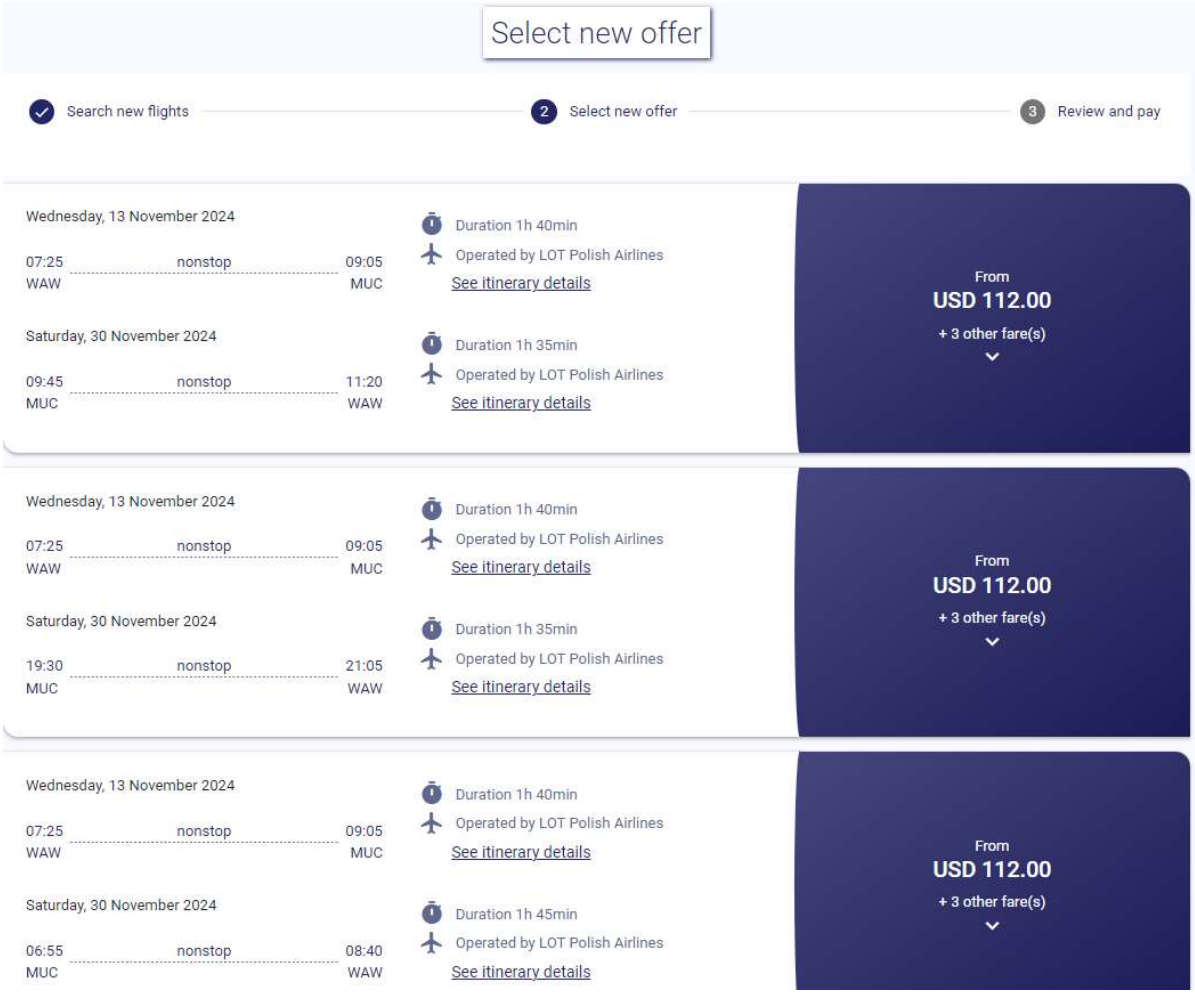
Note: if all bounds of the flight to be modified are already flown, the search bouton at the bottom of the page will be grayed out and not clickable.

11.3 Select offer screen

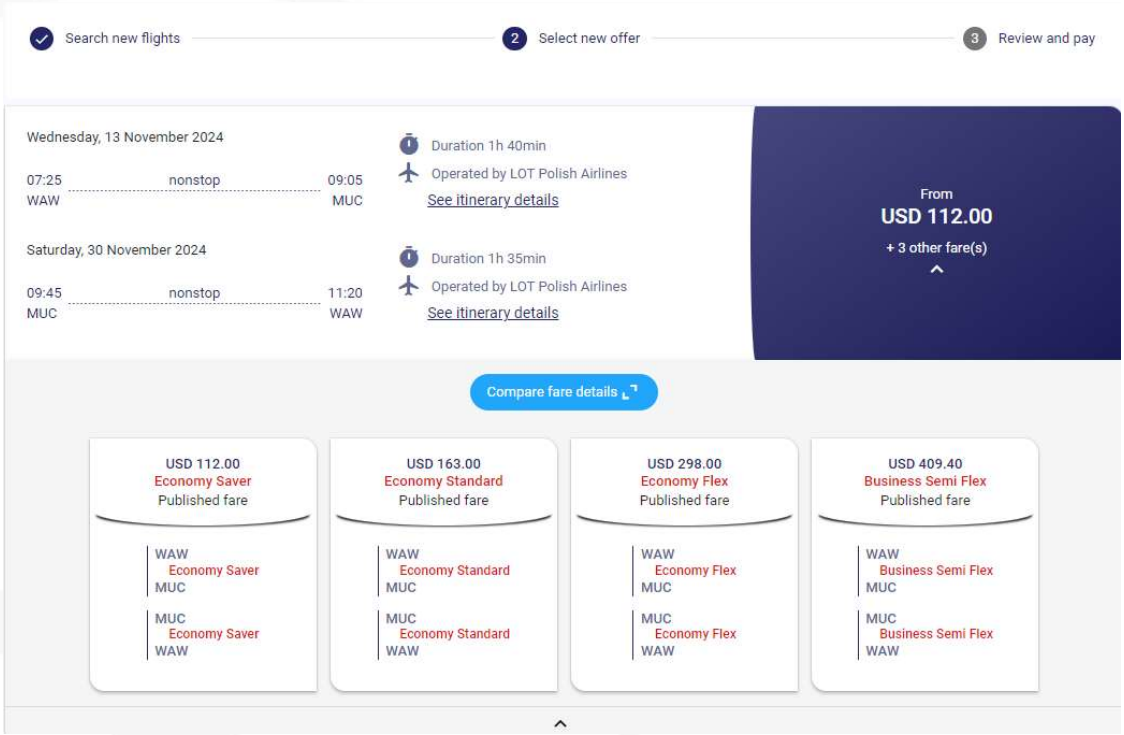
This is the second step of the flow where the offers related to the search request are returned. They are displayed in the same way as in prime booking flow.

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.



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



11.4 Review screen

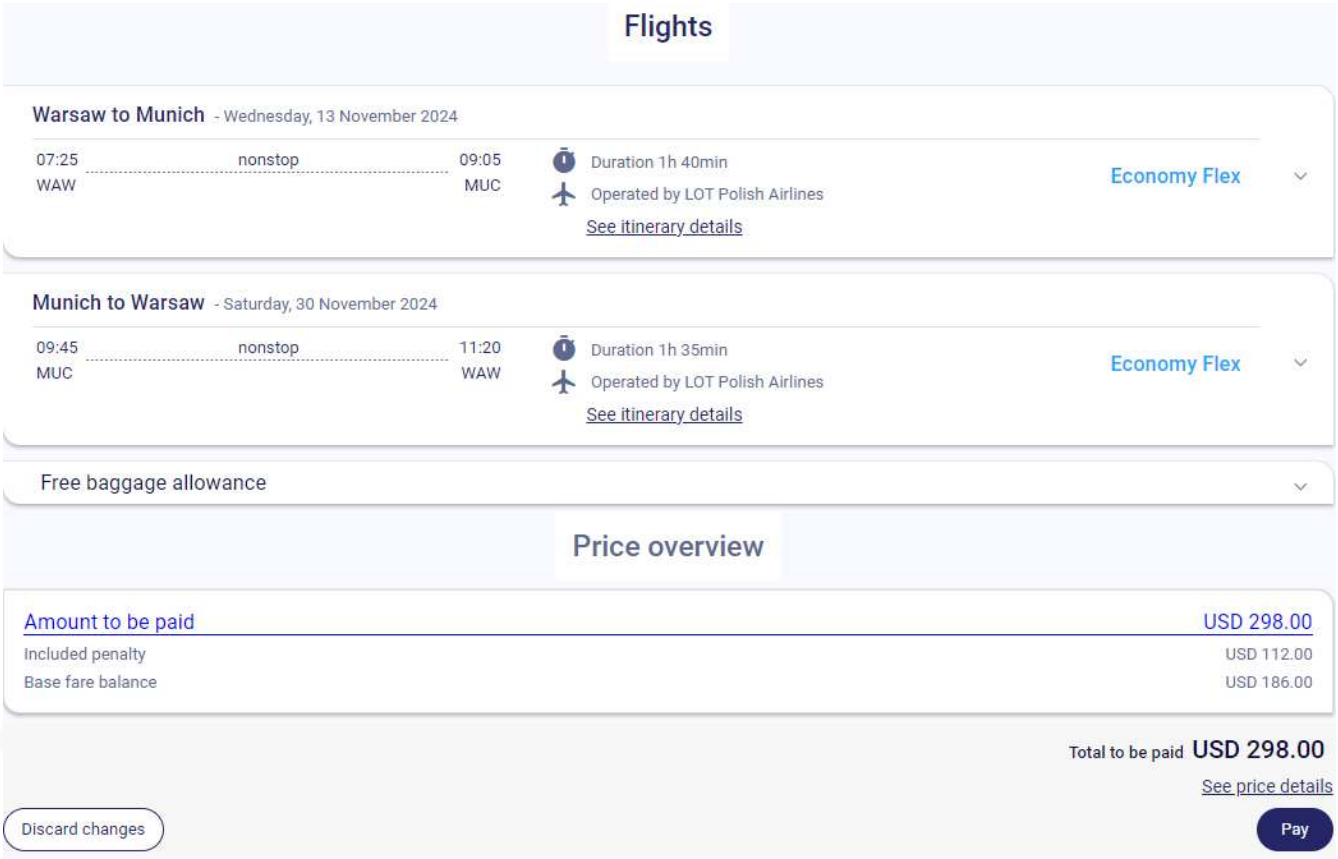
The third step is the review screen where there is a recap of the new offer being selected.

It is the last step before the confirmation.

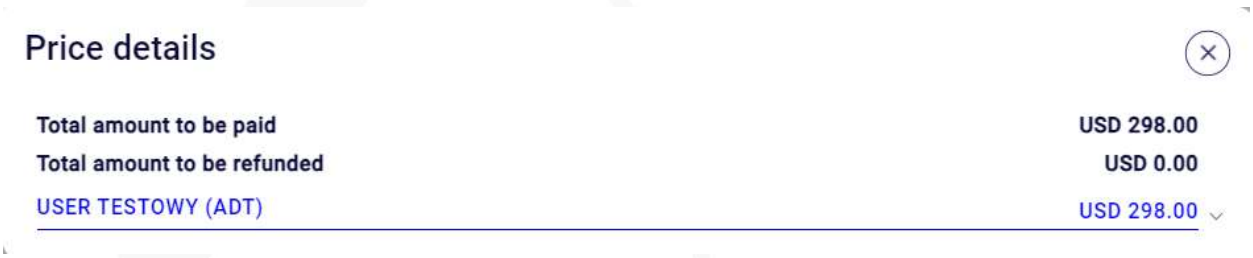
There is a recap of the flight information and a price overview to know the price to be paid

- balance price between the old and new prices

- potential penalties which can be applied



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



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:
    - the eventual penalties
    - the fares price (base old and new)
    - the taxes, fees, charges and the services (new and already paid)

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.

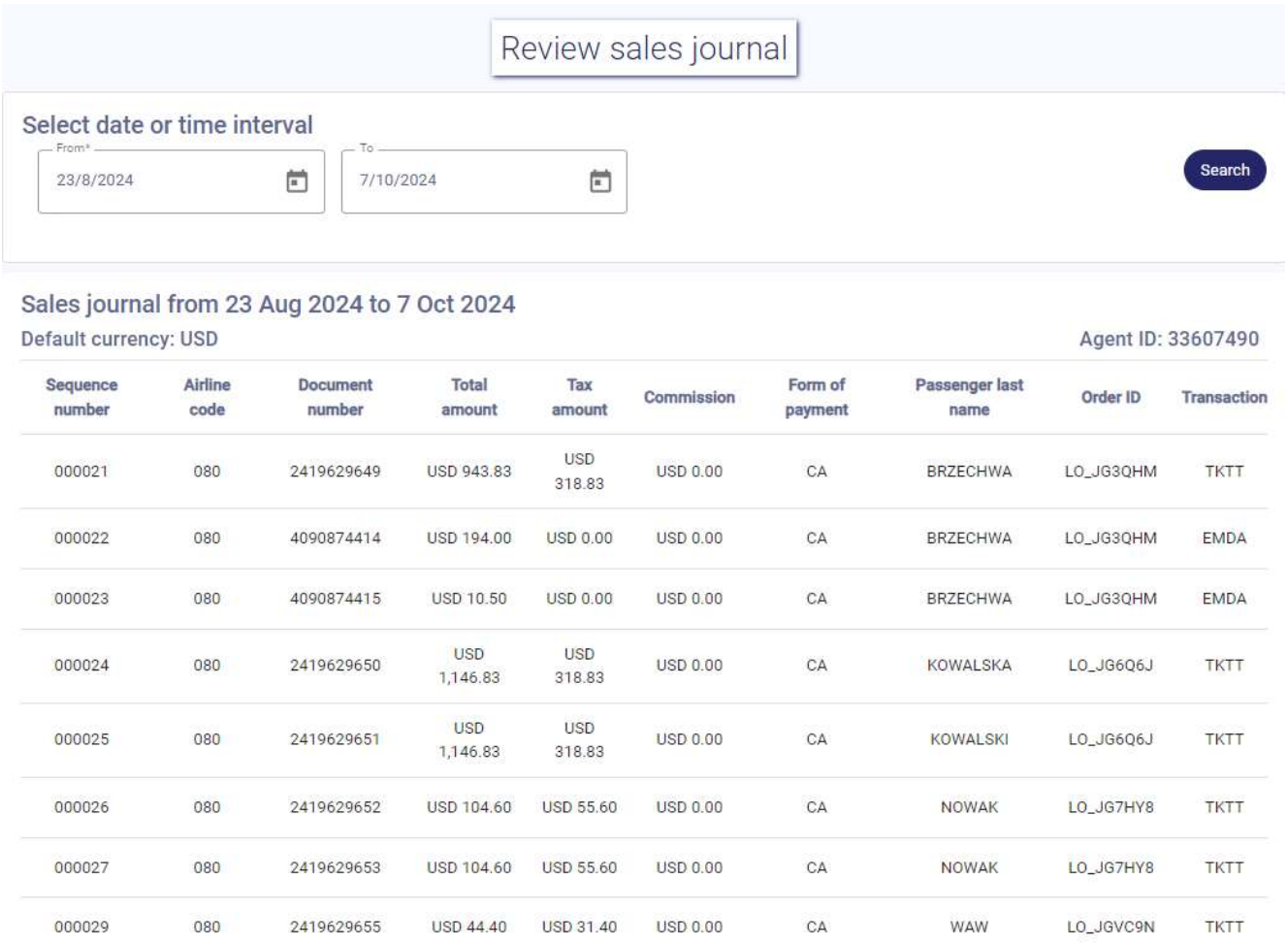
When on the page, the user can specify a date or a date range to retrieve the sales. It is limited to 45 days in the past.

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

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



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|

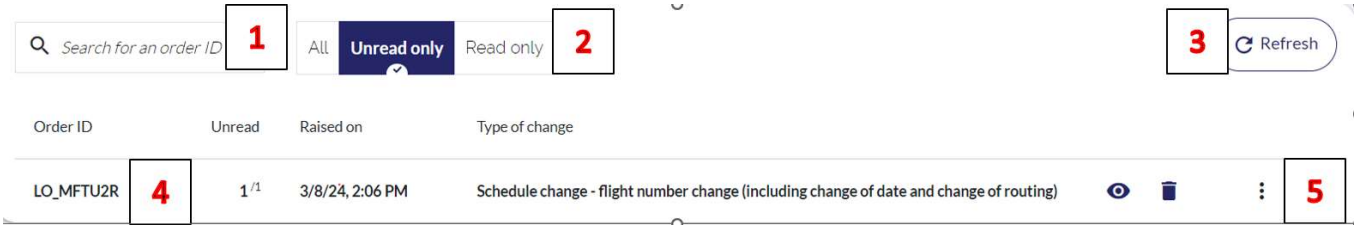
This functionality informs the NDC agent UI via a notifications system, of a change performed on an order. It can be a voluntary change upon a customer request, or involuntary, upon the airline operational constraints

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

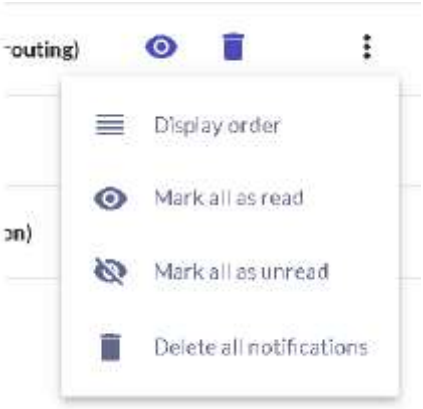


This screen is a table containing the order information, with many possibilities of filtering and actions detailed below:

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



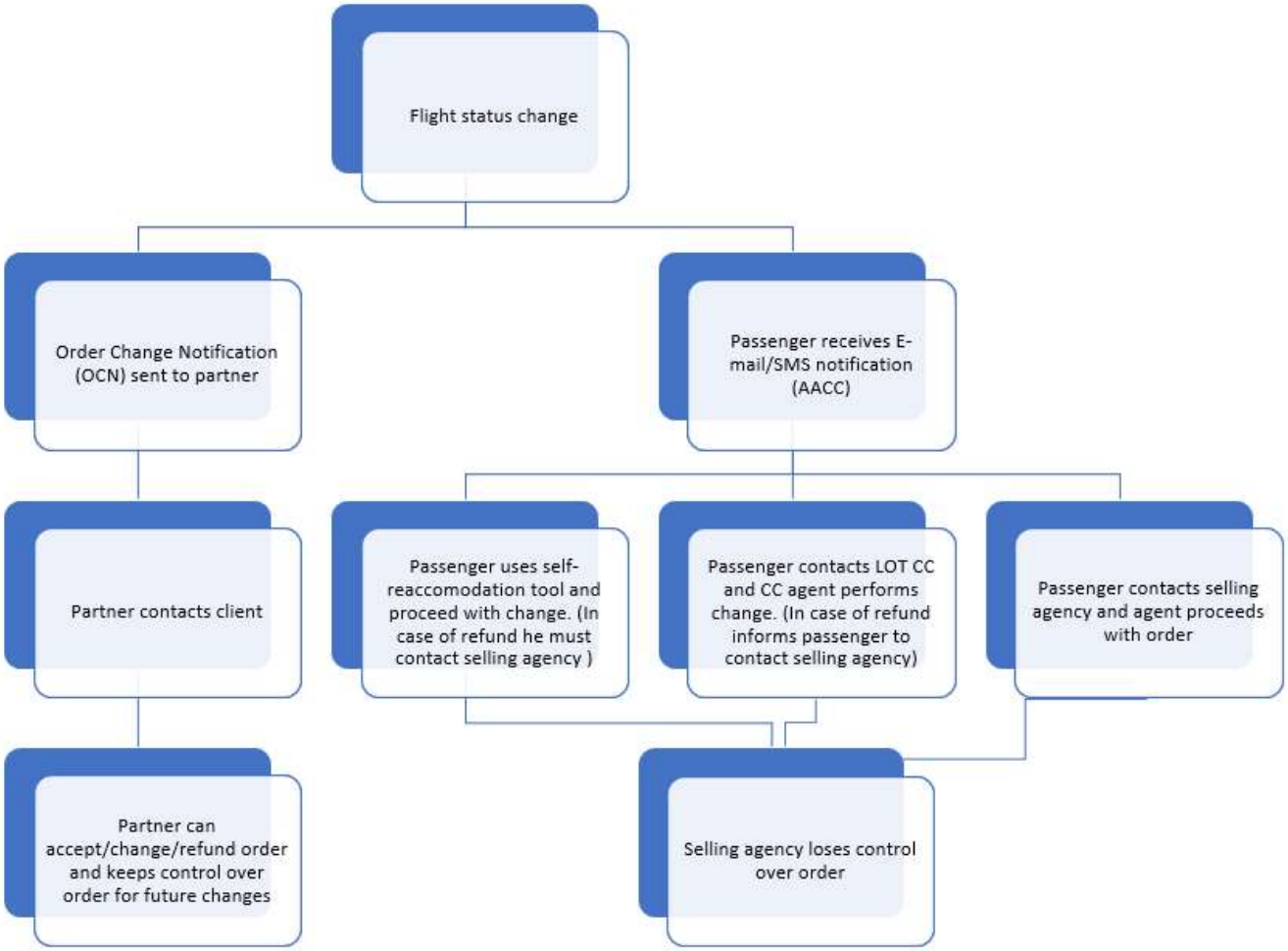
6. Click on the arrow to expand the list of notifications for a given order ID

Additional information

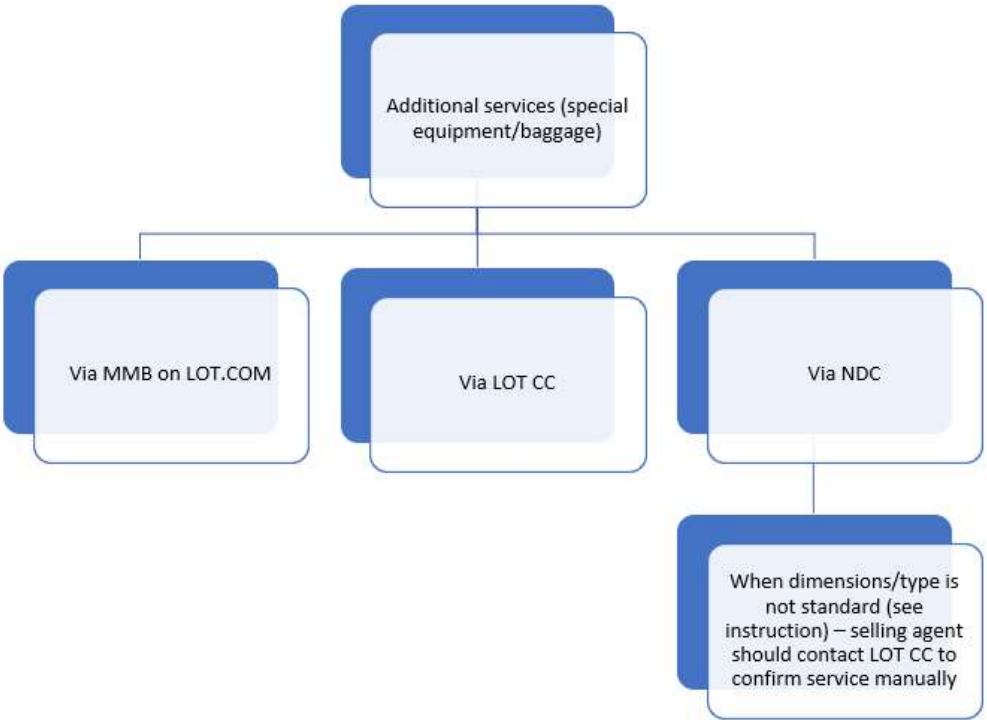
- Unread notifications lines are displayed in bold
- The notifications counter on the bell is automatically updated regarding the number of unread notifications, whatever the filtering applied
- User can identify easily that the table contains no notifications, for a given filtering

14. | LOT OPEN CONNECT SUMMARY |

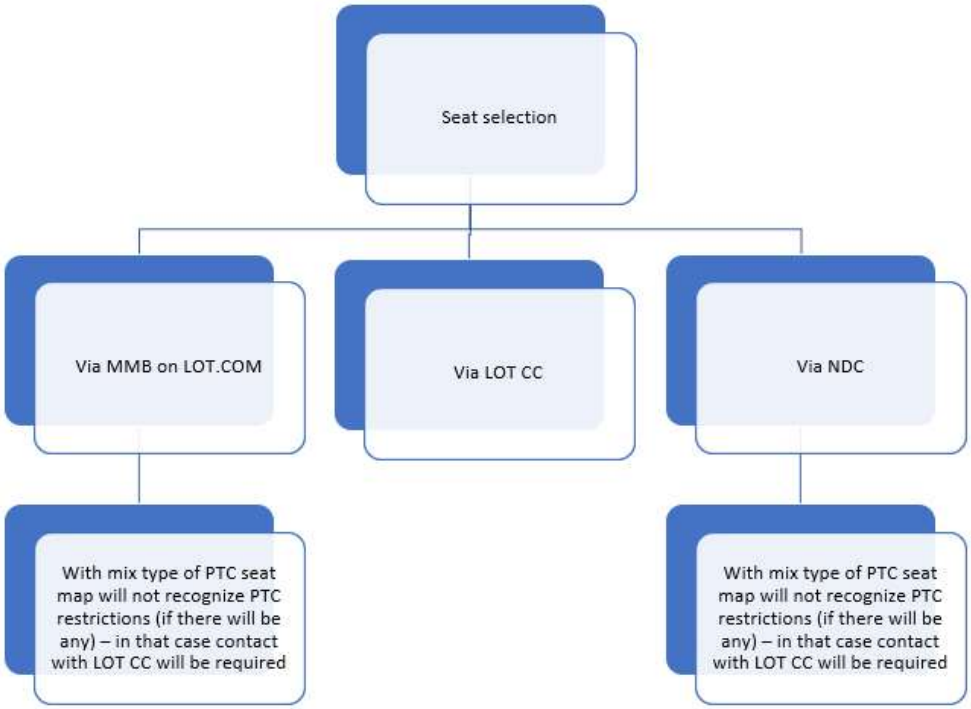
14.1 Irregularities



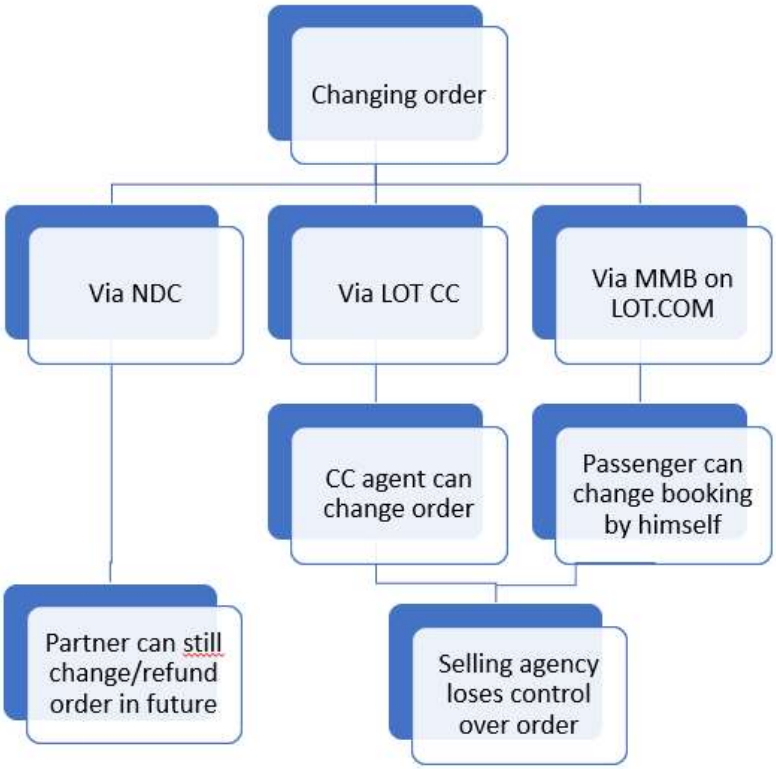
14.2 Adding services



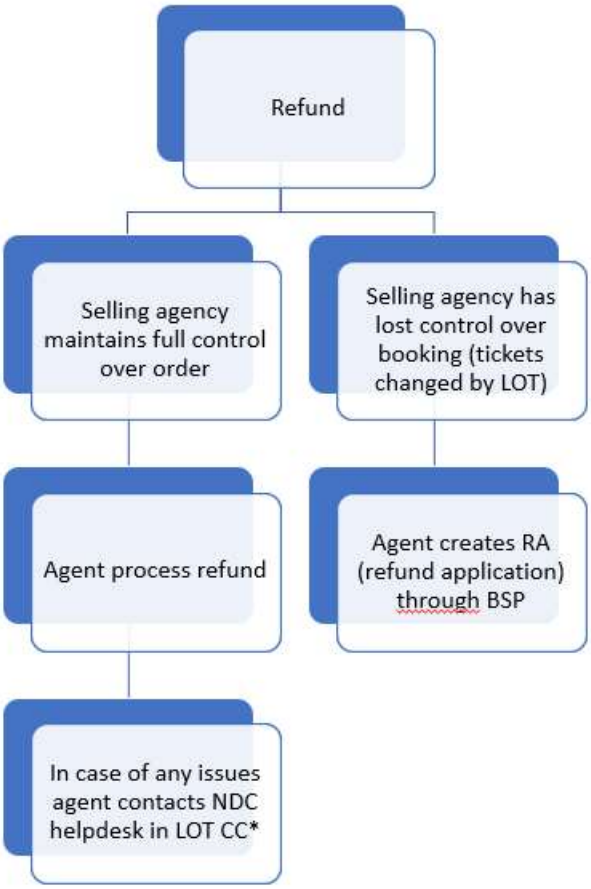
14.3 Selection



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

Dedicated for US/CA:

2pm-3am +1 2127890977

NAMagents@lot.pl