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|  | **Aviation Information and Telecommunications Joint Stock Company** |

**RETRO API**

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# I. Exchange of claim API

* This API is made by AITS.
* CLM sends all claims *(Skyteam, Non-Skyteam claims from website VNA, App, CC Agent)* to AITS via this API.

## 1. Request

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Business Information/ Field name** | **Field Requirement** | **Remark** | **Type** | **Maximum Length** |
| FFP carrier code | M | IATA carrier code of the carrier whose FF program the customer belongs to  Eg: ‘VN’ | AN | 3 |
| FFP account number | M | Info from the FFP system. | AN | 20 |
| Passenger  Last Name | O | Passenger  Last Name | AN | 50 |
| Passenger  First Name | O | Passenger  First Name | AN | 50 |
| Passenger Full Name | M | Passenger Full Name | AN | 50 |
| Date Of Birth | M | Date to be in following format: YYYYMMDD  Eg: 20110805 | AN | 8 |
| Tier | M | Member Tier | A | 1 |
| Marketing carrier code | M | IATA carrier code of the Marketing carrier  As input by the customer | AN | 3 |
| Marketing flight number | M | Flight number without the IATA carrier code prefixed  As input by the customer. | AN | 5 |
| Scheduled flight segment departure date | M | Date to be in following format: YYYYMMDD  Eg: 20110805 | AN | 8 |
| Flight segment origin | M | IATA Airport code e.g. **ATL, LHR,JFK** | A | 3 |
| Flight segment destination | M | IATA Airport code e.g. **ATL, LHR,JFK** | A | 3 |
| Eticket Number | M | As printed on the boarding pass or E-ticket. | AN | 13 |
| Seat Number | O | Seat number allocated to the customer.  As printed on the boarding pass or E-ticket. | AN | 5 |
| Sequence number | O | As printed on the boarding pass | N | 4 |
| Operating carrier record locator | O | As printed on the boarding pass or E-ticket | AN | 7 |
| Name on ticket | O | Passenger name as printed on the boarding pass | A | 40 |
| Comment | O | Comment from customer if any. | S | 500 |
| IP | O | IP Address | AN | 15 |
| ID Device | O | ID Device | AN | 50 |
| Input Chanel | M | Input Chanel: Website VNA, App, CCAgent | A | 20 |
| CLM user ID | O | CLM user ID | AN | 50 |
| **r**etroClaimId\_CLM |  | Retro claim unique id is created by CLM | S |  |

## 2. Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Business Information/ Field name** | **Field Requirement** | **Remark** | **Type** | **Maximum Length** |
| TrackID | M | This field is a technical field used for traceability purpose. The value needs to be populated using the random based Universal Unique Identifier (UUID). | S | 36 |
| Unique  Identification  Number | M | A Unique number identifying each record on the accrual file  which will tie down through the entire lifecycle of the record  from accrual to feed-back and to billing. | AN | 21 |
| Status | M | “**Y**”: Indicates that AITS has received the claim from CLM | A | 1 |

# II. Sending the result of claim validation API

* This API is made by CLM.
  + AITS sends the result of claim validation to CLM. The detailed information is as follows:
    - Respone Code (Code indicates the result of request processing. See the response code in **Appendix A**)
    - Member's complaint information (FFP Carrier code; FFP Account Number; ...)
  + CLM response to AITS the status of successfully receiving the claim

# III. Responsing the result of processing crediting API

* This API is made by CLM. This API is similar to the processing accurual API.
  + AITS sends the full information of claim (similar to Accrual attributes)
  + CLM response to AITS the detailed information about successful transaction

**Appendix A**

|  |  |
| --- | --- |
| **Code** | **Description** |
| **PENDING status:** | |
| VC1101 | Pending |
| 666 | Multiple records found, Need additional information to locate Unique passenger |
| VC1100 | New |
| VC1118 | Cannot find code share information |
| VC1119 | Error when sending feedback ws to skyteam |
| VC1120 | Do skyteam manually |
| VC1121 | Do BL manually |
| VC1122 | Do ANA manually |
| VC1124 | SkyTeam connection error. It will be processed later |
| VC1128 | Having new attachment files from member |
| **APPROVED status:** | |
| 000 | Unique passenger found and passenger eligible for Retro credit; No previous miles have been credited to the customer for the requested flight segment. |
| 999 | Retro feedback message received, processed and OBP successfully updated |
| **REJECTED status:** | |
| 101 | Scheduled departure date of flight is not eligible for a retro credit request. |
| 102 | (Operating) Flight number is not valid operated or marketed flight number |
| 103 | City pair sent in request does not match with the flight number sent in the request |
| 104 | Passenger not found in the On-board passenger database; Additional (Optional elements) required if not sent already. |
| 105 | SkyLink unable to route request message due to inappropriate block space correction |
| 106 | Passenger ticket conditions are not eligible for mileage accrual |
| 1061 | Flight date is over mileage claim limit |
| 1062 | Invalid number ticket |
| 1063 | Ineligible booking class |
|  |  |
| 1064 | No show/ Exchanged/ Void/ Unused ticket |
| 1065 | Miles have not been credited due to ineligible ticket type (Farebasis…) |
| 201 | Unique Passenger found but passenger not eligible for a retro credit because of previous mileage credit/active retro credit request under process |
| 301 | Operating carrier system is down and unreachable |
| 302 | Operating carrier not integrated into the Retro service |
| 303 | Operating carrier is not a valid Skyteam carrier |
| 304 | Error occurred at Hub |
| 777 | Flight has a Block space codeshare agreement |
| 888 | Flight number sent in the request is the Marketed flight number. Indicates the message is Retro-correction message. |
| VC1102 | Member not found for the given FFP account number. |
| VC1103 | Origin or destination is not a valid IATA code.  Điểm đi hoặc điểm đến không phải là mã IATA hợp lệ. |
| VC1104 | Duplicate request |
| VC1123 | Name not match |
| VC1125 | Underfined error |
| VC1127 | Account is inactive or suspense |
| VC1129 | Different Date of Birth |
| VC1130 | Different Seat Number |
| VC1105 | Claim is deleted successfully |
| VC1106 | Claim is not deleted due to system error. Send request to retro1.ls@vietnamairlines.com for support |
| VC1107 | Input valid |
| VC1108 | Please input required information |
| VC1109 | Lotusmiles membership number required |
| VC1110 | Should fill membership number |
| VC1111 | Should fill marketing carrier code |
| VC1112 | Should fill flight number |
| VC1113 | Should fill ticket number |
| VC1114 | Ticket number must be 13 digits |
| VC1115 | Ticket number accepts digits only |
| VC1116 | Membership number accepts digits only |
| VC1117 | Flight number accepts digits only |
| VC1126 | Waiting for response file from BL |