# Retailing Implementation Forum

29 – 30 September 2022

9:30 – 17:30
9:00 – 17:00

# Competition Law Guidelines

This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, nor will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. The meeting also has no authority to discuss or reach agreement on the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters, or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.

# Introductions – Round the Room

Name

Company

Live Status

- Airlines
- Sellers
- System Providers – sellers
- System Providers – airlines
- Others
- IATA

IATA

# Rules of Engagement

1. Competition Law Guidelines come first

2. Keep the customer experience in mind

3. Respect each other's perspectives and experience
   - Appreciate that there will be different perspectives on the same implementation topic

4. Seek to clarify challenges

5. Be solutions minded

6. Be open to mindset shifts

7. Be on the lookout for low hanging fruit

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# Agenda

## Face to Face Forum Agenda

[IATA and industry stakeholders present, followed by breakout workshops]

### Day 1: November 29, 2022, 9:00am – 5:30pm CET

~ 9:00 – 12:00 ~

1. A playback of the top implementation variances from 7 implementers (aggregators, OBTs and sellers) and how to solve them
   - IATA and implementers present
   - Interactive table breakouts

~ Lunch 12:00 – 1:30pm ~

2. Normalization examples being implemented by airline partners,
   - The impact of normalization on achieving value – participants share their observations
   - Perspectives on how a schema convergence release could help achieve consistent implementations
3. How to achieve industry consistency – your takeaways
4. The pathway towards consistent implementations of the standard in a retailing context

~ End of Day 1, 5:30pm ~

### Day 2: November 30, 2022, 9:00am – 5:00pm CET

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1. Industry presentations on Servicing
2. The best-case scenario of servicing in NDC with legacy progresses – value chain discussion
3. Addressing Servicing – where are the quick wins and how to solve them

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4. ARM index highlights
5. Discussion on best practices to get the most from your NDC implementation?
6. Pulling it together
   - The roadmap to addressing industry-wide servicing and implementation consistency
   - Implementing what Corporate Buyers value (The top 3 products and services)
7. Open Q&A covering specific implementation questions
   - Responding to the overflow of Implementation Forum virtual pre-meeting
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# Variances – setting the scene

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# Variances – setting the scene

- Aggregators, OBTs speak of the inefficiencies, lack of standardization of implementations across different airlines.

- TMCs ask for "Standardization to minimize variances in the implementation of NDC"

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# Main Reasons Behind Variations

- Flexibility in standards

- Availability of documentation

- Legacy processes

- Retrofitting + workarounds (adopting features from newer schemas)

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# Setting the scene

1min

**Are all variances bad?**

When is a variance **good**?

When is a variance **not good**?

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# 9 categories of variances received from the industry

## Workshop

1/ Walkthrough of examples

**2/ Table deep dive**

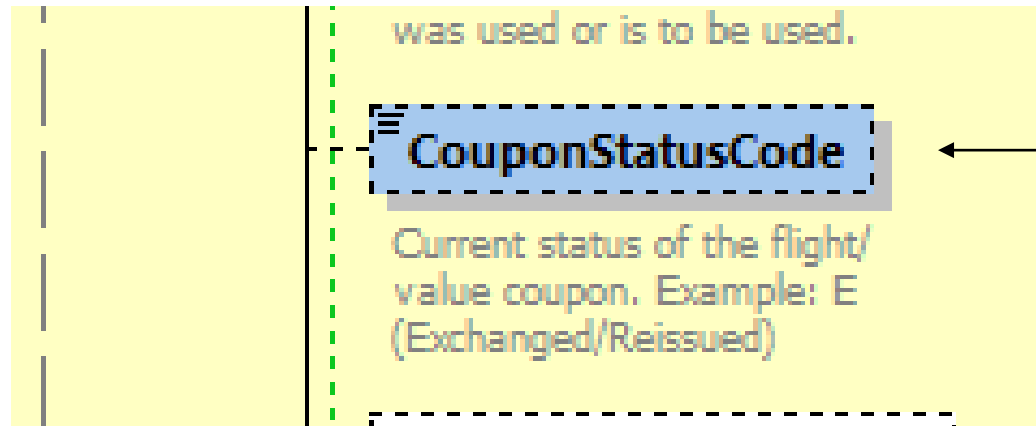**Output:** list of items in categories for open discussion during wrap-up

**IATA**

# Variances shared with IATA

| | | | | |
|---|---|---|---|---|
| 16 | Payment | Payment Card Fees | Inconsistent reporting on taxes vs fees, impacting BO processes | I |
| 23 | Reference Data | Coupon Status | Some airlines not adhering to code set 4405 | ID |
| 43 | Servicing - Voluntary | Residual Values | Inconsistencies in implementations of credit and residual values at pricing time for servicing flows | I |
| 48 | Servicing - Voluntary | Exchange | Flights limited to 3 changes | I |
| 57 | Setup | Corporate Fares | Lack of corporate identification | D |
| 69 | Shopping | Offers | Offers constructed per bound per itinerary | D |
| 71 | Shopping | Cabin Class | Variances in location of cabin details in messages | Q |
| 73 | Shopping | Price Class | Fare brands not always provided | Q |
| 84 | Shopping | Reference Data | The use of ServiceList is inconsistent (e.g. using SSR's for free services) | IDQ |

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# Industry Example shared at Implementation Forum

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Coupon status is important as this is reported to seller's mid back office and is important for
BSP reconciliation

was used or is to be used.

**CouponStatusCode**

Current status of the flight/
value coupon. Example: E
(Exchanged/Reissued)

No indication in xsd schema of which
code to use in 21.3

- Quick win: clarify this in the
annotation

# Examples of CouponStatus in 17.2 for airline

```
<TicketDocument>
 <TicketDocNbr>08157417806576</TicketDocNbr>
 <Type>702</Type>
 <NumberofBooklets>1</NumberofBooklets>
 <DateOfIssue>2022-11-22</DateOfIssue>
 <TimeOfIssue>17:17</TimeOfIssue>
 <TicketingLocation>NCE</TicketingLocation>
 <CouponInfo>
  <CouponNumber>1</CouponNumber>
  <CouponReference>S2</CouponReference>
  <FareBasisCode>
   <Code>SHSOSG</Code>
  </FareBasisCode>
  <CouponMedia>Electronic</CouponMedia>
  <CouponValid>
  <EffectiveDatePeriod>
   <Effective>2023-01-12</Effective>
   <Expiration>2023-01-12</Expiration>
  </EffectiveDatePeriod>
  </CouponValid>
  <Status>I</Status>
```

**Status**

Current status of the flight/ value coupon. Example: E (Exchanged/reissued)

Encoding Scheme: IATA Padis Codeset - List for data element 4405 (Status, coded)

CouponStatus: codeset provided in 17.2

Codeset 4405 very long with different values leading to interpretation

- Quick win: clarify codeset usage

**4405    Status, coded (continued)**

| | |
|---|---|
| E | Exchanged/reissued |
| F | Critical free text |
| G | Non air segment |
| I | Original Issue (Open for Use) |
| IF | Information only |
| INU | In use |
| IO | Irregular operations |
| K | Confirmed, effective, working, firm, etc |
| LIM | Limitations on use |
| NAV | Not available |
| NC | Not checked in |
| NS | Infant, no seat |
| OF | Offloaded |
| OK | Confirmed |
| OLD | Replaced item |
| OPE | Open |

# Variances – preparing for action

**Categories**

1. Low Hanging Fruit: obvious and simple to implement – can be developed in <1month if resources were assigned

2. Not throw away code – implementation is version agnostic

3. Level of complexity in coding by intermediary – mark Low Medium High

4. Clear, obvious – e.g. align to reference documentation (code, imp guide)

5. Difficult to categorise the variance

**Variance deep dive**

**Table breakout – 60 min**

**Output:** Prepare for action, categorise the variances

**IATA**

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4. Clear, obvious – e.g. align to reference documentation (code, imp guide)

5. Difficult to categorise the variance

**Table deep dive - 60min**

**Output:** Assess and categorise the variances

- Refer to the variances assigned to your table

- Discuss & assign a **category or categories**

- Designate a scribe and write on flipcharts

- You may skip ones you don't understand

IATA

# 15min Break!

Restart at 11:30

IATA

# Variances – preparing for action

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**PLAYBACK**

# Lunch!

Restart 1:15pm

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# Normalization examples being implemented by airline partners

Normalization of

- Data

- Flows

- Display

Is there another perspective?

Listen for perspectives from sellers and intermediaries:

- What capability/feature did you <u>not</u> implement because of the variance?

- Which feature do you support but with a lot of time and effort?

**IATA**

# Value Store

Jean-Chafic Hays
Associate Director Expert
NDC distribution & reservation

amadeus

# **Agenda**

| | |
|---|---|
| **01** | Introduction on value store |
| **02** | Diverse implementations |
| **03** | Amadeus proposition |
| **04** | Q&A |

# 1.

## Introduction on value store

aMaDEUS

# Definition

A "Value Store" is a value held by the airline on behalf of a payer due to a previous transaction or transactions.

Value store can be requested while sellers performs:
- A change to an order item resulting in residual value
- A cancellation to an order item resulting in a residual value

Once the value store is created, it can subsequently be re-used for a new purchase

Reference to IATA implementation guide:
- https://guides.developer.iata.org/v213/docs/en/conord06-value-store?highlight=value%20store

# Usage as per standard

There are 2 methods to hold a value using the standard*

- Storing the value as an OrderItem (thus can only be used against a future modification of the same order unless a voucher is issued)
- Storing the value on an Open Accountable Document

The value store can be*

- Of fixed value such as on a value store OrderItem
- Of variable value such as a portion of a ticket or an EMD that is « unused »

# 2.
# Diverse implementations

amadeus

# Implementation by airline 1 using 17.2
## Value Store creation

Display the Order
- OrderRetrieveRQ
- OrderRetrieveRS

Cancel the Order
- OrderChangeRQ with specific "retain" option in *OrderChangeRQ/Query/OrderChangeMetadata/Other/OtherMetadata/RuleMetadatas/RuleMetadata/Values/Value/Instruction*
- OrderViewRS with no OrderItems (grammar break) but with documents in TicketDocInfos nodes with coupons "open"

Seller          Airline

OrderRetrieveRQ

OrderViewRS

OrderChangeRQ

OrderViewRS

# Implementation by airline 1 using 17.2
## Value Store usage

Create new unpaid Order

Create new offer using documents
- Passed in *AugmentationPoint/UseDocument/TicketDocNbr*
- Empty *Query/Reshop/OrderServicing*
- Offer created with ReshopDifferential node provide differential between document and new itinerary created

Pay for the new offer
- OrderChangeRQ (OfferID, new OrderID)
- OrderViewRS
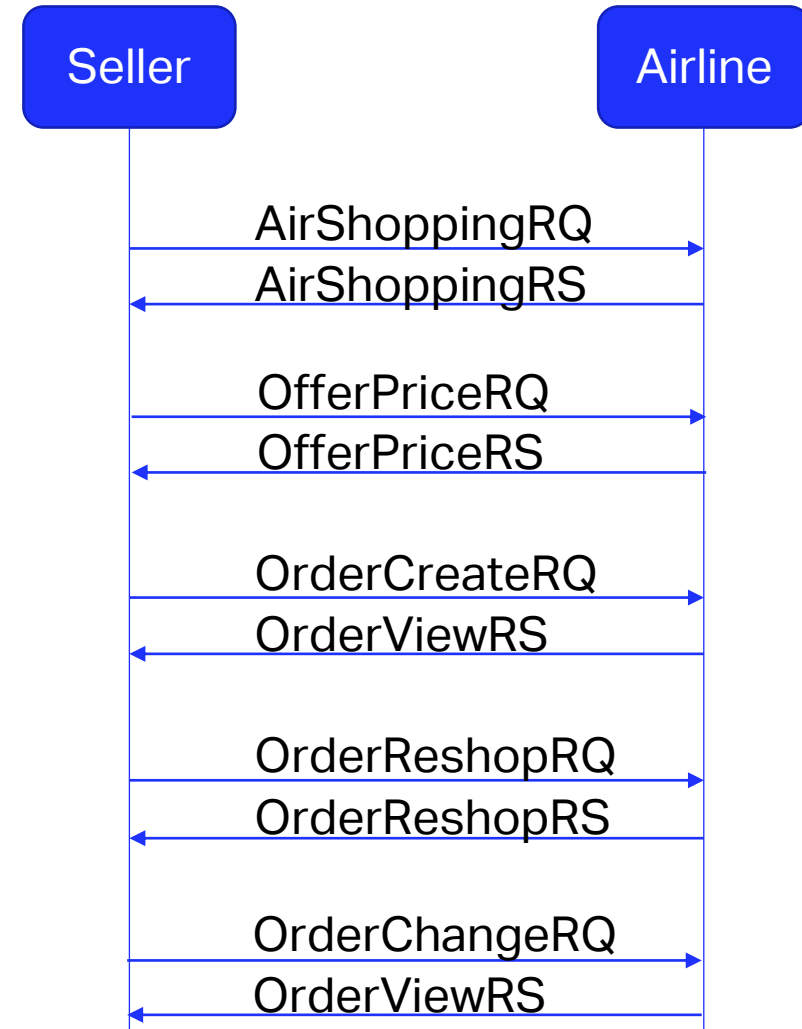
| Seller | | Airline |
|---|---|---|
| | AirShoppingRQ → | |
| | ← AirShoppingRS | |
| | OfferPriceRQ → | |
| | ← OfferPriceRS | |
| | OrderCreateRQ → | |
| | ← OrderViewRS | |
| | OrderReshopRQ → | |
| | ← OrderReshopRS | |
| | OrderChangeRQ → | |
| | ← OrderViewRS | |

# Implementation by airline 2 using 17.2
## Value Store creation

Display the Order
- OrderRetrieveRQ
- OrderRetrieveRS

Cancel the Order
- Offline call to airline help desk that will issue a voucher.
- Ability to check the value of the voucher directly on the airline.com
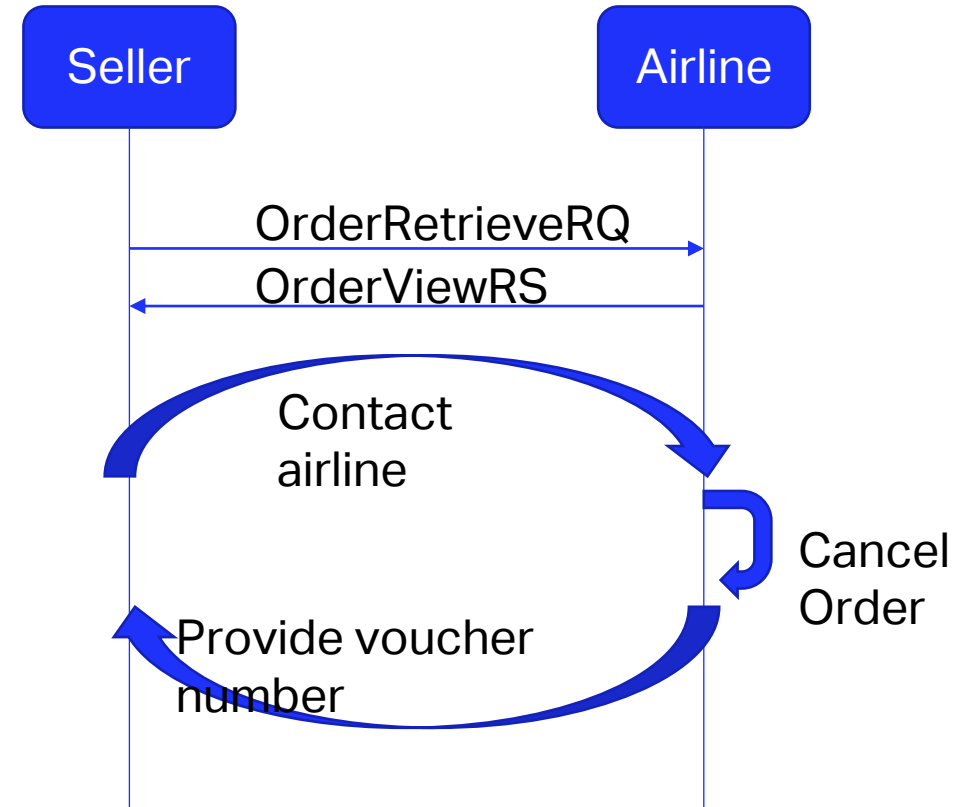
# Implementation by airline 2 using 17.2
**Value Store usage**

Create new unpaid Order

Pay for new order using voucher
- Passed in
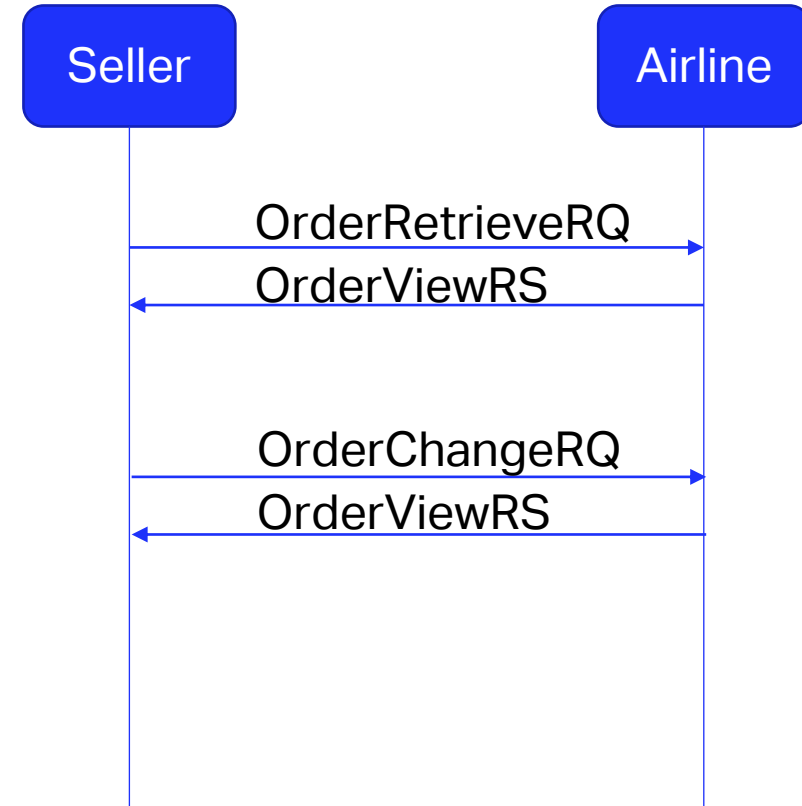  *Payments/Payment/Method/Voucher/Number*
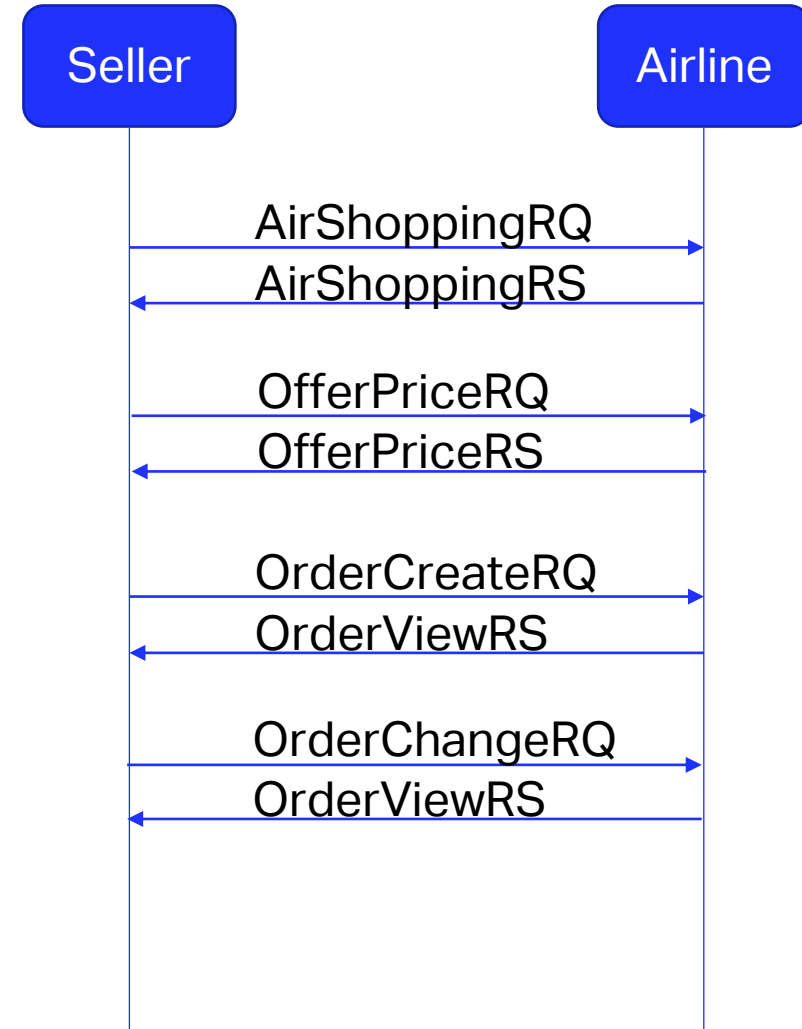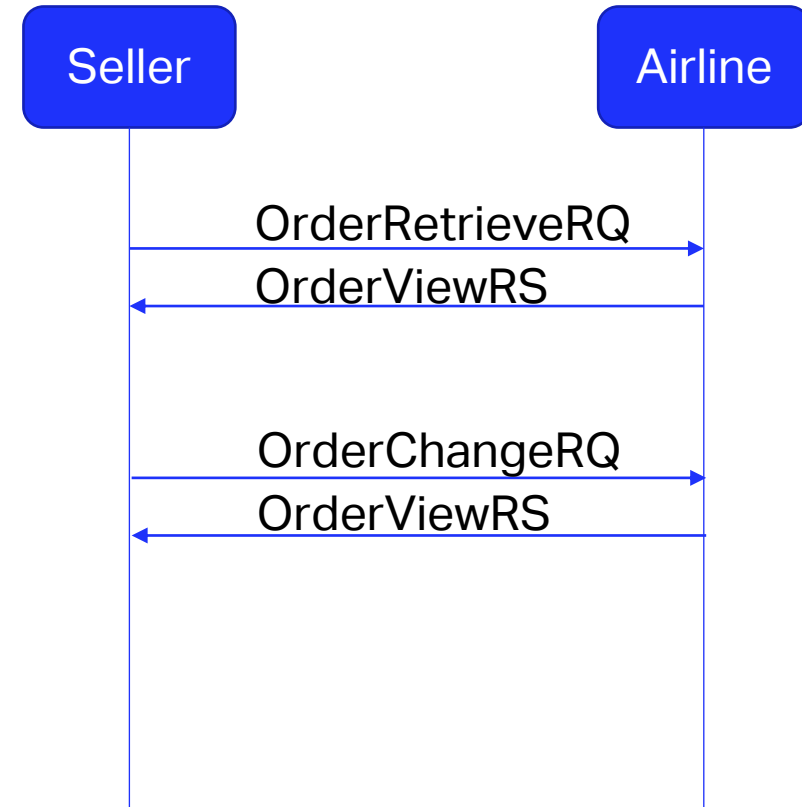
# Implementation by airline 3 using 17.2
## Value Store creation

Display the Order

- OrderRetrieveRQ
- OrderRetrieveRS

Cancel the Order

- OrderChangeRQ with specific "retain" option in *OrderChangeRQ/Query/OrderChangeMetadata/Other/OtherMetadata/RuleMetadatas/RuleMetadata/Values/Value/Instruction*
- OrderViewRS with no OrderItems (grammar break) but with documents in TicketDocInfos nodes with coupons "open"

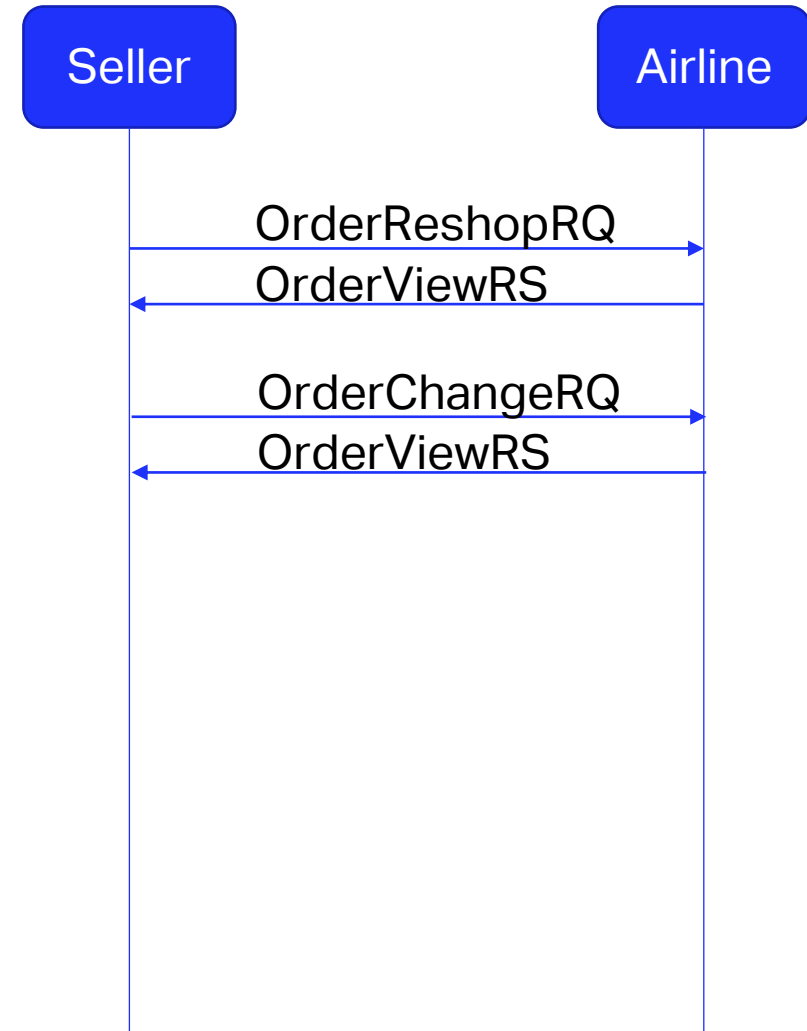| Seller | | Airline |
|---|---|---|
| | OrderRetrieveRQ → | |
| | ← OrderViewRS | |
| | OrderChangeRQ → | |
| | ← OrderViewRS | |

# Implementation by airline 3 using 17.2
## Value Store usage

Shop for new itinerary

Price offer with documents in input

- Passed in *OfferPriceRQ/InExchangeForTicket/TicketNumbers/TicketNumber*
- Offer returned provides in Total Price the balance amount between the new itinerary and the old document

Create new Order based on this new offer and pay for it
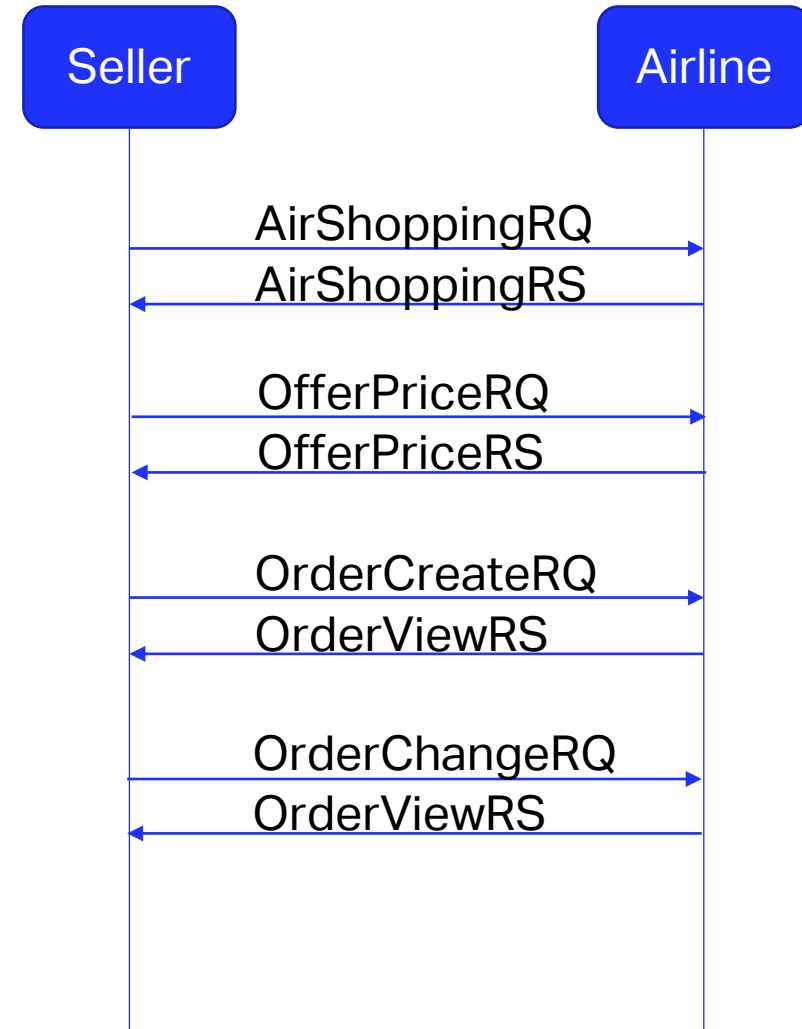
| Seller | Airline |
|---|---|
| AirShoppingRQ → | |
| ← AirShoppingRS | |
| OfferPriceRQ → | |
| ← OfferPriceRS | |
| OrderCreateRQ → | |
| ← OrderViewRS | |
| OrderChangeRQ → | |
| ← OrderViewRS | |

# Implementation by airline 4 using 17.2
## Value Store creation

Display the Order

- OrderRetrieveRQ
- OrderRetrieveRS

Cancel the Order

- OrderChangeRQ with specific "retain" option in *OrderChangeRQ/Query/OrderChangeMetadata/Other/OtherMetadata/RuleMetadatas/RuleMetadata/Values/Value/Instruction*
- OrderViewRS with no OrderItems (grammar break) but with documents in TicketDocInfos nodes with coupons "open"

Seller

Airline

OrderRetrieveRQ

OrderViewRS

OrderChangeRQ

OrderViewRS

# Implementation by airline 4 using 17.2
## Value Store usage

Reshop for new itinerary using initial order
- Standard Reshop offer returned

Pay for the new offer
- OrderChangeRQ (OfferID, new OrderID)
- OrderViewRS

```
      Seller                          Airline

        │        OrderReshopRQ           │
        │───────────────────────────────▶│
        │        OrderViewRS             │
        │◀───────────────────────────────│
        │                                │
        │        OrderChangeRQ           │
        │───────────────────────────────▶│
        │        OrderViewRS             │
        │◀───────────────────────────────│
```

# Summary of the different approaches

## Impacts on integration of airlines' content

|  | Airline 1 | Airline 2 | Airline 3 | Airline 4 |
|---|---|---|---|---|
| Hold value type | In accountable docs | In voucher | In accountable docs | In accountable docs |
| Value store type | Variable value | Fixed value | Variable value | Variable value |
| Re-usage in same OrderID | No | No | No | Yes |
| Compliancy with standard as per 21.3 | No (schema breaks) | Yes | No (schema breaks & amount in OfferPriceRS) | No (schema breaks) |
| Complexity of integration | Schema breaks, accounting impacts | | Schema breaks and wrong amounts in OfferPrice, accounting impacts | Schema breaks |
| Complexity of normalization for Amadeus/sellers | Requires adaptation of reshop step | Requires seller manual action to call center | Flow not compatible with any standard | |

Colour code  | Low | Medium | High | Very high |

# Discussion

Perspectives on addressing these value store variances

# 3.
# Amadeus proposition

amadeus

# Value Store propositions

Keep 2 options as per standard for Value Store and implement them as normalized features

- Allow Fixed value via vouchers (or accountable document or even OrderID/OrderItemID)
- Allow variable value and make it order based compatible (not only using accountable documents)

# Value Store propositions

In blue, points to be further discussed

## Holding value (fully order based)

Trigger
- OrderReshopRQ: respend indicator
- OrderReshopRS:
  - deleteOfferItems: status?, serviceItems cancelled, May require new indicator stating value not committed

Commitment
- OrderChangeRQ
- OrderViewRS:
  - Initial OrderItem: cancelled
    - \<new Price\>? Should be set to 0?
    - \<Price differential/differentialTypeCode= REUSABLE\>

Redeem:
- Through initial Order
- New OrderReshopRQ (deleteOrderItem)
- OrderReshopRS with addOfferItems

## Fixed value

_Trigger
- **OrderReshopRQ: respend indicator**
- **OrderReshopRS:**
  - **deleteOfferItems: cancelled, serviceItems cancelled**
  - **addOfferItems: voucher value**

_Commitment
- **OrderChangeRQ: addOfferItems**
- **OrderViewRS:**
  - **New OrderItem**
    - **Price = voucher value**
    - **Voucher number & conditions in new node?**

_Redeem:
- **Through initial Order or new Order**
- **Part of \<PaymentMethod/Voucher\>**

# 4.
# Q&A

aMaDEUS

amaDEUS

# Normalization Breakout (15min)

What examples of normalization have you seen? Data, Flow, Display
Was it a benefit or a risk to customer experience?

| | Benefit to customer experience | Risk to positive cust. experience | Other |
|---|---|---|---|
| Data | | | |
| Flow | | | |
| Display | | | |

IATA

# Normalization - Wrapping Up

**Playback**

Benefit and risks of normalization

**The way forward?**

List of variances

Normalization

What next and who

**IATA**

# 15min Break!

30 November 2022

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# Your Takeaways

Achieving implementation consistency at industry level
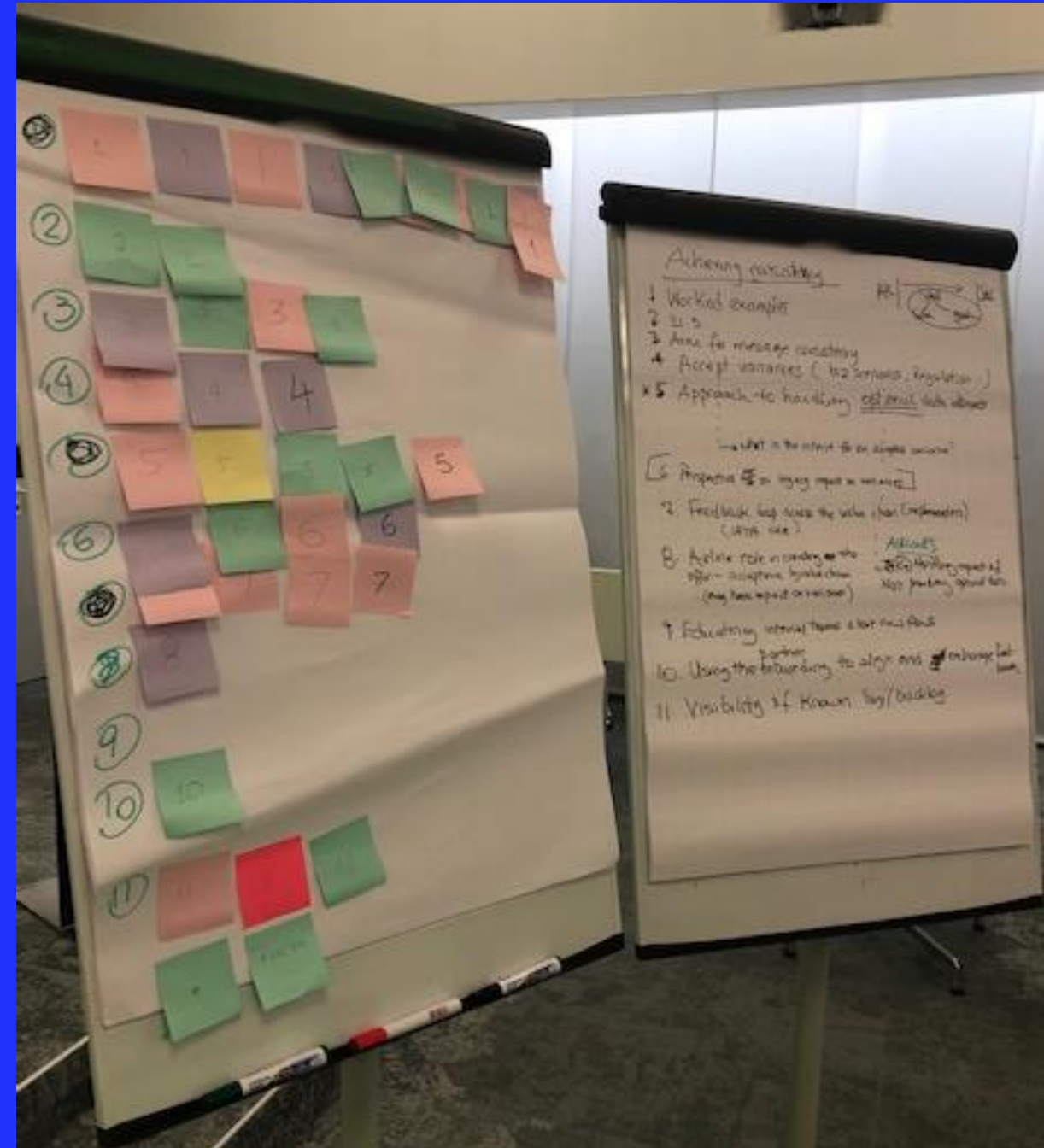
# Where should the challenge be addressed by the value chain?

**Setup**

Alignment phase …
Including
- Partners, System Providers
- Current capabilities
- Known limitations
- Roadmap
- …

**Implementation**

Technical and support aspects
- Implementation guides
- Issue management
- …

**Change Management**

Review
- Processes, organization
- Gap analysis
- Reflections, lessons learnt

**IATA**

# Towards consistent implementations



**Industry feedback**

Inefficiencies, lack of standardization of implementations across different airlines

**OBT, Aggregators give specific examples of inconsistencies**

IATA triage and clarifies

**Specific activities across different groups and forums to address**

Industry testimonials, including about the journey

**May - Sep 2022** | **Oct 2022** | **Nov 2022** | **2023** | **June - Oct 2023**

OBT, TMCs, Corporates reiterate

GTEC MVP List derived

16/11 SOSB, SOSBAF review and input

30/11 Imp Forum

IATA listens out for evidence of improvements

IATA

# End of Day 1!

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➡️ + Day 1 recap and a quick one on payment variance          ~ 9:00 – 12:00 ~

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IATA

# Day 1 Variances Recap

- Reviewed and categorised ~50% of variance list

  - 3 – 5 quick wins or low hanging fruit

  - Context for variance review should be 21.3 improvements (majority planning for 21.3)

- Most impactful next steps to solve variances

  - 1/Worked examples, 2/Clarify handling of optional elements, 3/Industry feedback loop

- List of 93 variances next steps

  - Send <u>digital</u> :-) copy of your table's categorisation

  - Same tables review remaining items and clarify and categorize (low hanging, etc.)

  - Cross check items vs. working group backlog to be documented (e.g. value store)

# Payment variances – an extract

| Variance | Input |
|---|---|
| 1. OB fees incorrectly recorded as taxes (making customer invoicing impossible) | OB fees are how ATPCo record airline (card) surcharge. In 21.3 a payment surcharge is identified as a separate info |
| 13. Not getting soft-decline errors on 3DSecure transactions | There is a catalogue of payment errors , including one saying ' declined, authentication required'. @ Airlines, are you sending this back to the seller? <br><br> https://guides.developer.iata.org/v213/docs/payment-errors |
| 18. 3DSecure mandated even for corporate transactions <br><br> 19. CVV mandated for corporate cards | Airline needs to take into account the context of the transaction to know how to treat the payment <br><br> - way client and seller engage and also the nature of card |

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8. AOB and Meeting Close

# Servicing – setting the scene

- Servicing in our discussions refer to the change to a customer's Order, triggered by the customer or by the airline.

- The NDC schema supports servicing capability between the airline and its seller partner.

- There are no known <u>major</u> gaps in the schema to prevent streamlined and automated servicing.

- The Implementation Guide explains the concepts and workflows to implementing servicing using the NDC schemas (21.3 and beyond)

- The guide is evolving to cover more servicing capabilities

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# Constraints in delivering servicing
(examples)

- Resources – people and funds

- Capability of intermediaries – some servicing supported

- Timing of implementations – airlines at different stages

- Retrofitting + workarounds – linked to legacy and 17.2 limitations

- Roadmaps – not always transparent what can (and can't) be done

- Legacy processes – the synchronization reality

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# Servicing – setting the scene

Full end to end servicing capabilities in the API must be deployed by the airline and their seller partners

- supported by other parties that may be a part of the servicing flow
  - aggregators
  - mid/back-office providers
  - delivery service providers

Standard
vs.
Implementation
(ARM index)

30 November 2022

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# Servicing via United NDC

**Arjun Gupta**
November, 2022

UNITED

# NDC leverages United direct channel systems & servicing
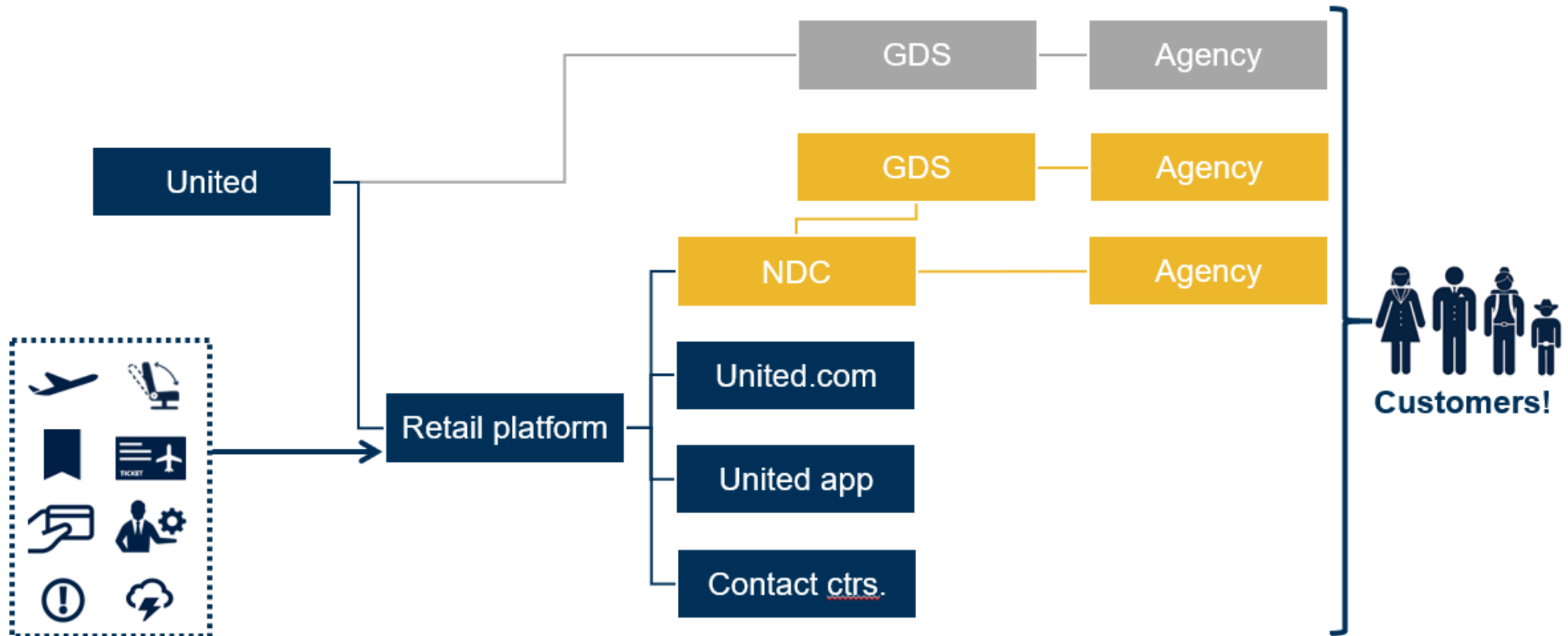


Legacy distribution via GDSs will be available for foreseeable future as well

# Powerful servicing capabilities focus on agency enablement via NDC

**Flight & Date Changes**

Changes to wholly unused & partially flown orders

Origin and destination changes supported
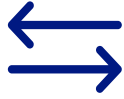
**Voluntary Cancel & Refund**

Customer initiated void, cancelation & refund

**Unused Tickets**

Ability to cancel non-refundable ticket for future use

Unused ticket in Booking flow (OfferPrice)

**Fare Rules & Penalties**

Structured fare penalties in booking flow

Full fare rules provided in FareRulesRQ/ RS

**Omnichannel**

Orders in NDC are serviceable by direct channels & always in sync

**Waiver Automation**

Waivers are automatically applied for change/cancel – No waiver codes needed

UA policies like Same Day Change applied

**Notifications**

Involuntary Change Notifications

Customer initiated & operational changes are provided

**SSRs**

Focus on accessibility with medical & disability SSRs supported

UNITED

# Deep Dive into Waivers
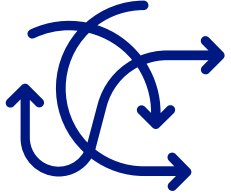
Today's process is manual and multi-step

United leverages our direct channel technology to automate waivers

**Waiver Automation**

Waivers are automatically applied for change/cancel – No waiver codes needed

UA policies like Same Day Change applied

Changing an existing process was a challenge, but the process drove interest

Agent can now save time with the automated process, and customers can self serve a complex process

**UNITED**

# Deep Dive into Omnichannel
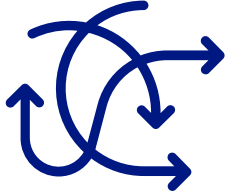
Today United is unable to service many bookings made on indirect channels

NDC Orders are created using the same ticketing services as United direct channels

NDC had to rebuild many established capabilities like ARC/ BSP settlement

NDC bookings are serviceable on direct channels. Direct channel bookings can be serviced in NDC

**Omnichannel**

**Orders in NDC are serviceable by direct channels & always in sync**

**UNITED**

# Discussion

What servicing scenarios are working well?

- automated processes (vs. call centre)

- streamlined customer handling via the API

- seller handling disruption scenarios

What are the live examples of servicing in your implementation?

# 11min Break!

Restart 11:01 ☺

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# Agenda

~ 9:00 – 12:00 ~

1. Industry presentations on Servicing

➡ 2. The best-case scenario of servicing in NDC with legacy progresses – value chain discussion

3. Addressing Servicing – where are the quick wins and how to solve them

~ Lunch 12:00 – 1:15pm ~

4. ARM index highlights

5. Discussion on best practices to get the most from your NDC implementation?

6. Pulling it together
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# Examples of airline integrations 1/2

Successful servicing delivery requires a value chain conversation

**①**

Airlines → content → content → content → Aggregator → OBT / TMC → UX → Corporation / Business Traveller / Booker

**②**

Airlines → content → content → content → Aggregator → TMC / OBT → UX → Corporation / Business Traveller / Booker

**③**

Airlines → content → content → content → TMC → UX → Corporation / Business Traveller / Booker
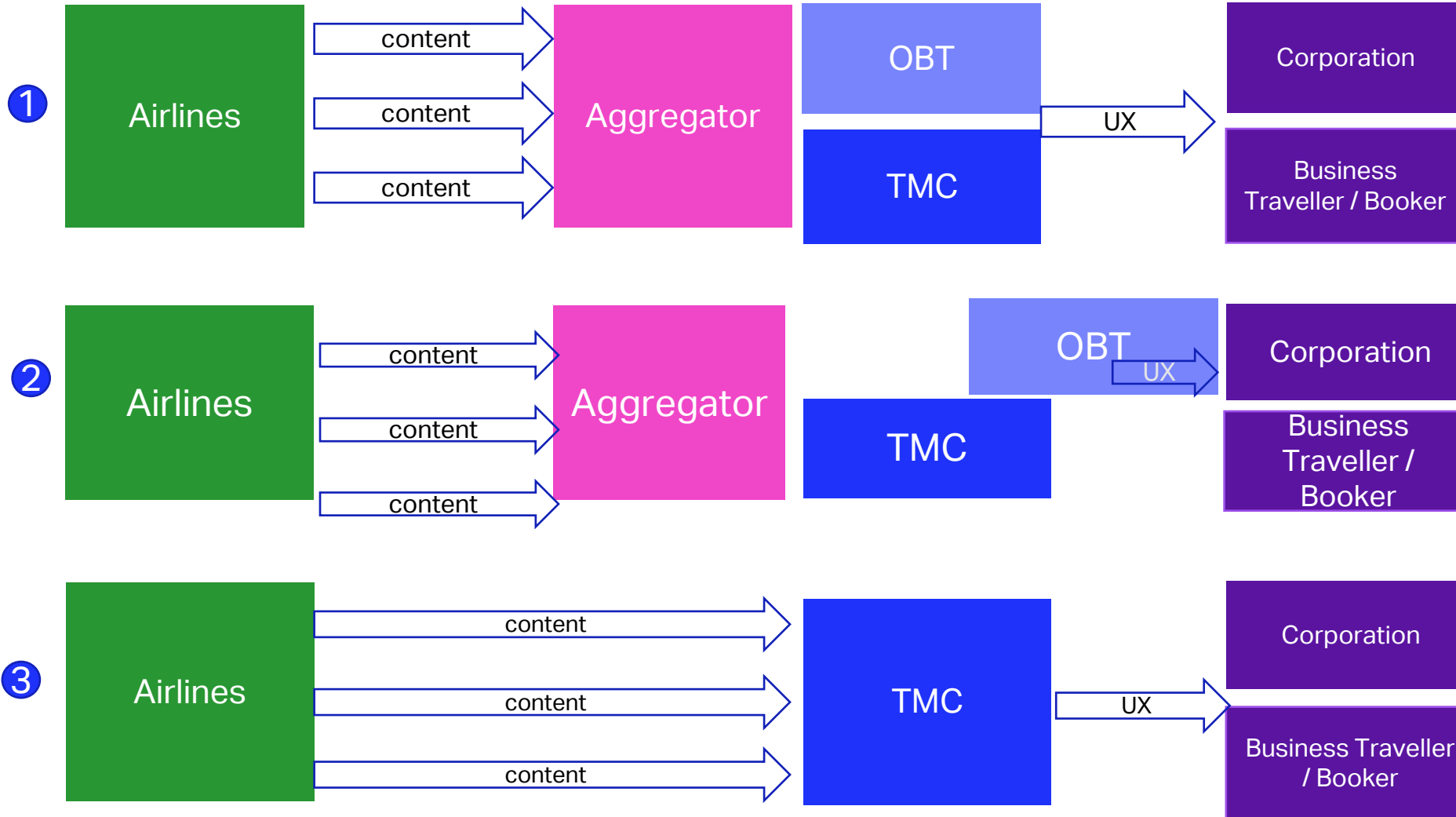
**Partners and providers:**
- Airline, Corporate, TMC, OBT, Aggregator
- Duty of care/traveler security, Reporting, Payment

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# Examples airline integrations 2/2

**4**

Airlines → content, content, content → Aggregator → OTA → offer → Traveller / Booker

**5**

Airlines → content, content, content → OTA, Meta → offer → Traveller / Booker

**n**

Airlines → content, content, content → Other variations e.g. consolidators → offer → Traveller / Booker
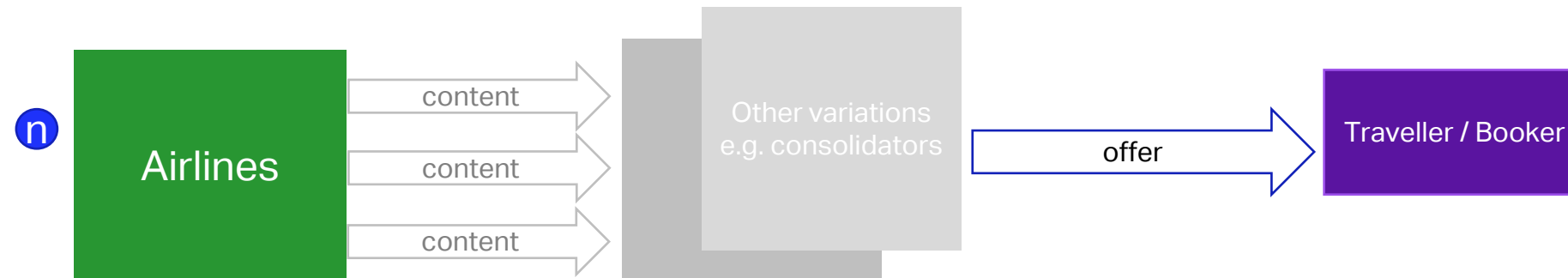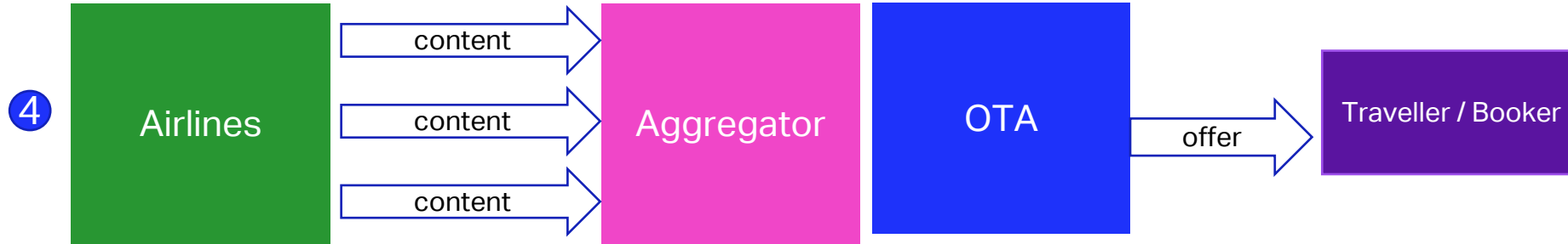
**Partners and providers:**
- Airlines, other service providers, including Intermodal

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# The industry reality

**Day 1: NDC launch**

Source of Truth:

Airline's PNR, Ticket, EMD

No airline OMS in place

**~~~~~~**

Source of Truth:

Airline's PNR or Order (transitionary)

Airline OMS WIP

Synchronization effort in implementation

**End Game**

Source of Truth:

Airline's Order

OMS in place

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# So what is the best-case of NDC servicing given the legacy constraints?

Discussion

- Includes process simplification opportunities

- Until full offer/order

- Legacy constraints include PNR, Tkt, EMD, RBD, (current) SSR processes etc.

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# Lunch!

Restart 1:15pm

# Agenda

Day 2: November 30, 2022, 9:00am – 5:00pm CET

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**Registry**

Registry of companies and their retailing capabilities

**Self-Service Platform**

Manage your company's information

**Resources & Documentation**

All the information you need for the ARM index

The ARM index registry makes it clear which organizations can deploy servicing according to the standard.

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# Airline Retailing Maturity Status

# Airline Retailing Maturity (ARM) index
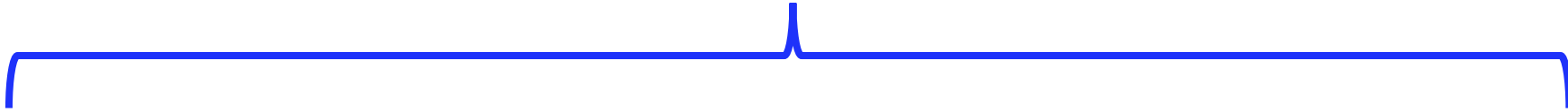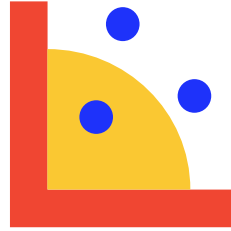


| Capabilities Verification | Partnerships Deployment | Value Capture Compass |
|---|---|---|
| Capabilities enabled by the IATA standards | Scalability across the retailing value chain | Maturity of capturing potential value |

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# Table Breakout (10min)

Give 3 tangible and specific ways the ARM index helps in addressing variances and servicing?

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# Servicing Capabilities

**ARM index**
retailing.iata.org

**Resources & Documentation**

All the information you need for the ARM index

## Order

- [ORDWPM] Create Order Without Payment
- [ORDCRE] Order Creation With Instant Payment
- [ORDCWT] Order Creation Without Tickets/EMDs
- [ORDMSK] Ability to Indicate Masked Prices
- [ORDRSH] Seller-Initiated Change to an Order Requiring a Reshop
  - [ORDRE2] Reshopping for Ancillaries
  - [ORDNAM] Names Changes/Corrections Through Reshopping
- [ORDPAX] Seller-Initiated Change to an Order Not Requiring Reshop
- [ORDCAN] Cancel OrderItem
  - [ORDCA2] Cancel Full Order
- [ORDRET] Order Information Upon Request
  - [ORDHIS] Historical Information on Orders
  - [ORDLST] Order Information on Multiple Orders
- [ORDOCN] Notification of Airline Initiated Changes on an Order
  - [ORDOC2] Notification with Advanced Features
- [ORDGRP] Order Management for Groups
- [ORDDEL] Order Notification for Fulfillment of Services with no Tickets and E
- [ORDSTS] Order Status Change for Service Delivery
  - [ORDST2] Order Notification for Fulfillment of Services to the Seller

## Pay

## Settle
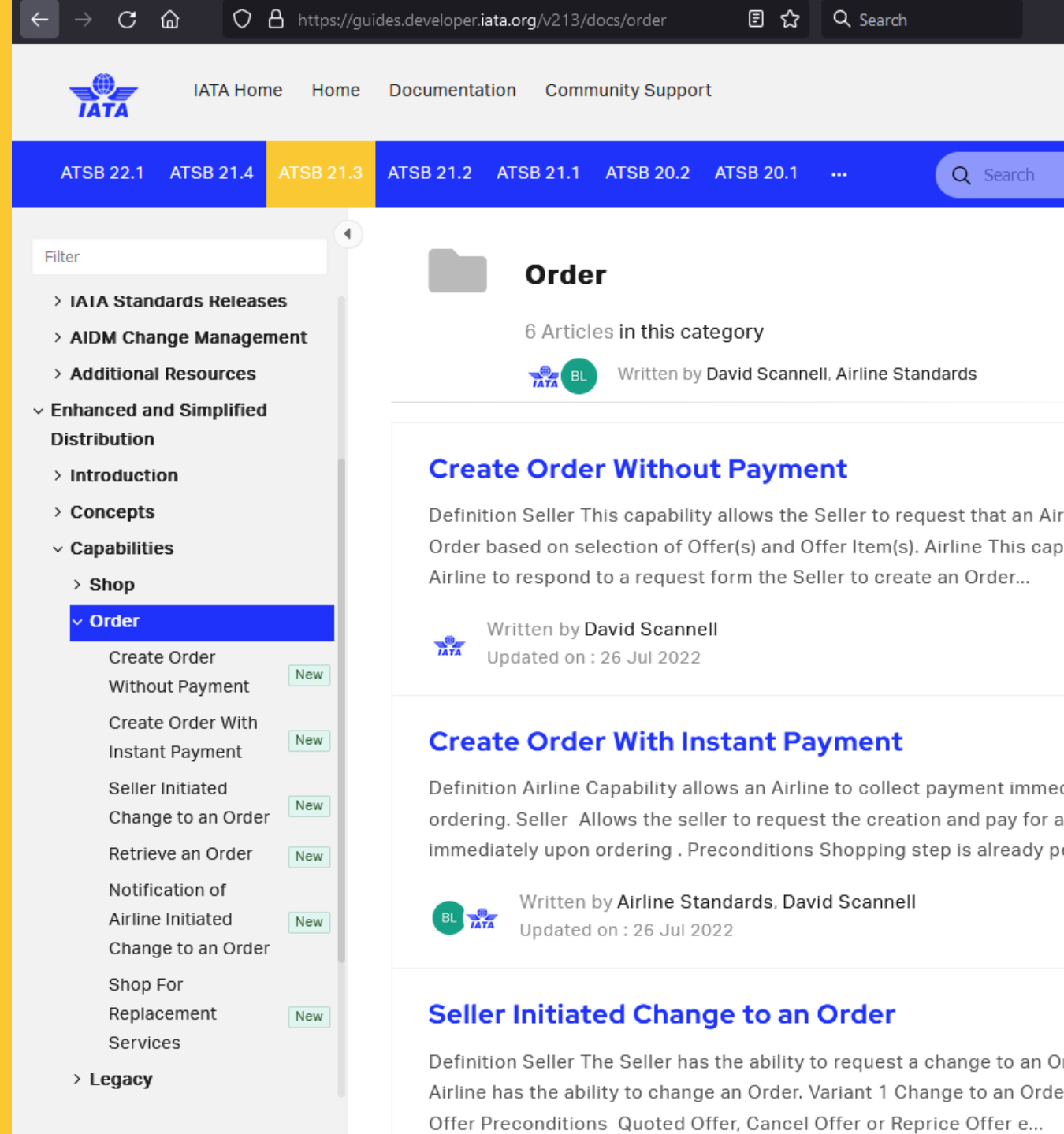
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# Implementation Guidance

**EASD Standards**

[guides.developer.iata.org](guides.developer.iata.org)

Contact [standards@iata.org](standards@iata.org) to be involved in the working groups or contribute to the guidance

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# Agenda

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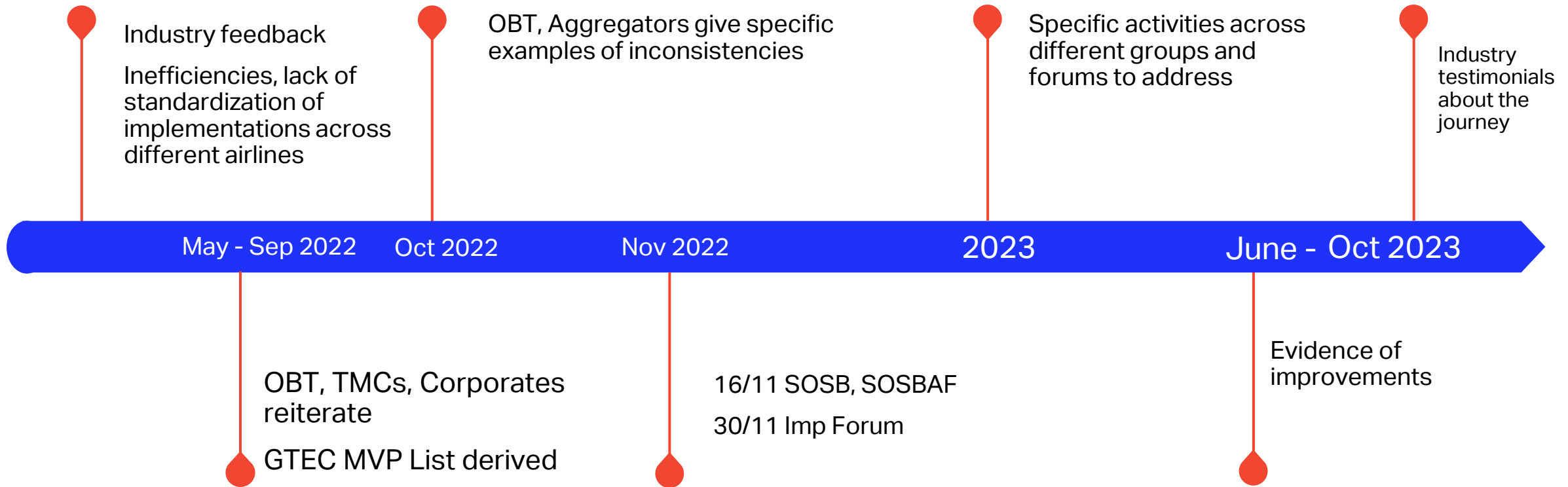
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# Addressing Servicing – where are the ~~(quick)~~ wins and how to solve them

9:45

# Servicing – where are the ~~quick~~ wins?
## Table deep dive - 20min

Documenting best practices on how offer and
order artifacts in retailing standards
are integrated into the current standards
(e.g. Ticketing, Res)? Give 3 examples
where this could be helpful.

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# Addressing industry Servicing and Inconsistent Implementations challenges

Industry feedback

Inefficiencies, lack of standardization of implementations across different airlines

OBT, Aggregators give specific examples of inconsistencies

Specific activities across different groups and forums to address

Industry testimonials about the journey

May - Sep 2022    Oct 2022    Nov 2022    2023    June - Oct 2023

OBT, TMCs, Corporates reiterate

GTEC MVP List derived

16/11 SOSB, SOSBAF

30/11 Imp Forum

Evidence of improvements

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# Looking forward

Corporates in TMAG say they would like automation, self-servicing, and are willing to revisit current processes to look for simplification opportunities

OBT support for servicing, opportunity for some capabilities to be moved to the OBE

Airlines?

Sellers?

Intermediaries?

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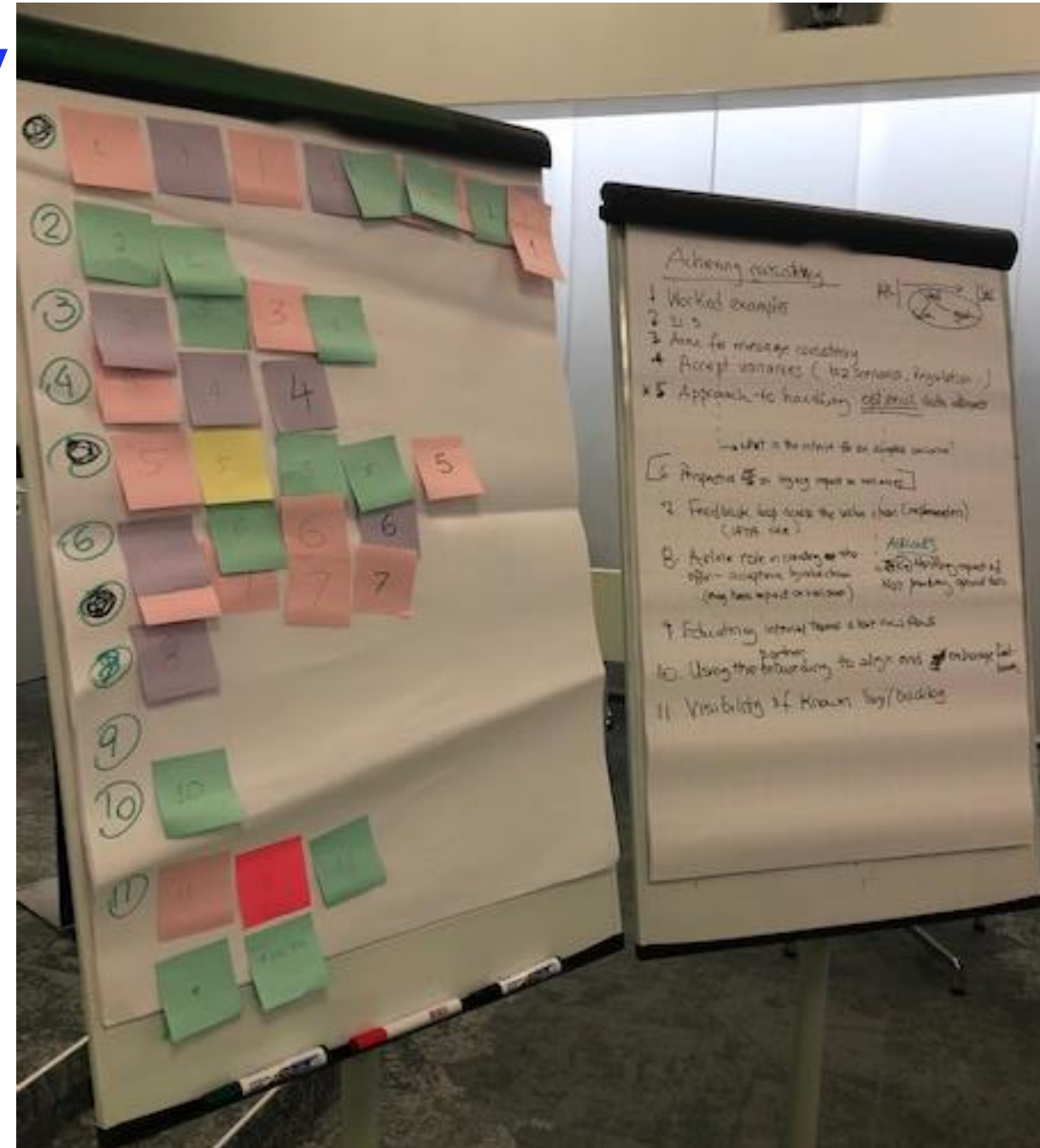
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# Day 1 Variances Recap

- Reviewed and categorised ~50% of variance list

    - 3 – 5 quick wins or low hanging fruit

    - Context for variance review should be 21.3 improvements (majority planning for 21.3)

- Most impactful next steps to solve variances

    - 1/Worked examples, 2/Clarify handling of optional elements, 3/Industry feedback loop

- List of 93 variances next steps

    - Send <u>digital</u> :-) copy of your table's categorisation

    - Same tables review remaining items and clarify and categorize (low hanging, etc.)

    - Cross check items vs. working group backlog to be documented (e.g. value store)

# Achieving Consistency
## 29/11 Implementation Forum Input

1.  <mark>Worked examples</mark>

2.  21.3

3.  Aim for message consistency

4.  Accept variances (because of business scenarios, regulations etc.)
    *   what is the criteria for an accepted variance?

5.  <mark>Be clear on the approach to handling optional data elements</mark>
    *   Airlines to rethink the impact of NOT providing optional data

6.  Legacy impacts variances

7.  <mark>Feedback loop across implementers in the value chain - IATA role in this</mark>

8.  Airline role in creating the offer - an acceptance by the value chain

9.  Educating internal (dev and sales) teams at solution providers about new flows

10. Using the partner onboarding to align and exchange feedback

11. Visibility of known 'bugs'/ backlog



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# OPEN Q&A

What are your next steps?

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# Please scan to share your feedback

# Thank You!

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