



New Distribution Capability (NDC)

Together, Let's Build Air Retailing

NDC Implementation Forum Participant Preparation Document

March 2018

At the NDC Implementation Forum, participants will have an opportunity to showcase their NDC journey, complemented by screenshots and/or live demonstrations. This document is to support participants to prepare to share during the meeting. It is also used to help IATA understand the audience; IATA will not share individual information with other stakeholders.

Please answer all questions that apply to your NDC deployment and submit to IATA by the date requested.

Name: _____

Email: _____

Organization: _____

You are an:

- Airline
- IT Provider
- Aggregator
- Agent/Seller

Deployment Drivers

What has changed with NDC?

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Please describe your NDC Strategy.

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Please rank the main drivers for your NDC implementation?

- Anticipated ROI
- Request from Partner
- Lead the industry
- Value of industry standard
- Future proof the business
- Eliminate or reduce ongoing challenges
- Other, please specify

Scope of deployment

What NDC schema version(s) have you implemented? _____

What does your NDC deployment cover?

- Offer Management
- Order Management
- Post Booking Ancillaries

Other aspects, please specify _____



What is the scope of your NDC deployment?

- Flights only Flights and Ancillaries Ancillaries only Interline

What type of Ancillaries are included in your deployments?

- Air Related
if yes which one: Seats Baggage Change Fees Meals
 Others, please specify _____

- Non-Air Related
if yes which one: Travel Insurance Wi-Fi Lounge Access Car Services
 Duty Free Special Services (wheel Chair, Meet & Assist)
 Others, please specify _____

How do you sell ancillaries in your NDC deployment?

- A la carte – Standalone Bundled with a flight with a single price N/A

Does your NDC Deployment cover retailing using Rich Content (Pictures, Videos, Sound, etc.)?

- Yes No

Does your NDC Deployment cover the use of an Airline Profile?

- Yes No

Does your NDC Deployment cover personalized offers (special tailored offers for specific customers)?

- Yes No

What distribution channels are included in your NDC deployment?

- Travel Agencies Direct NDC Aggregator GDS
 Any other Channel_____.

What type of sellers are involved?

- IATA Travel Agents Online Travel Agents Travel MetaSearches
 Travel Management Companies Others, please specify _____

How many sellers are connected to your platform?

- Less than 10 Between 10-100 Between 100-500 More than 500

Or specify the exact number of sellers connected:

Is your API open to the general public?

- Yes No N/A



Interlining

Are you implementing NDC interlining?

Yes No

Comments: _____

Payment and Revenue Accounting

What method of payments do you support in your NDC deployment?

Cash/Easy Pay Credit Card Bank Transfer PayPal Loyalty
 Others, please specify _____

Are you reporting your NDC transactions to the BSP? (for airlines)

Yes No

Please elaborate on how you collect payment from the Travel Agent: _____

Are you reporting NDC CC sales to the BSP? (for airlines)

Yes No

Please elaborate: _____

Are you using the notion of Order ID in your revenue accounting solution?

Yes No

Do you consider your revenue accounting system capable of managing sales coming from your NDC solution?

Yes No

Please elaborate: _____

Ticketing (applicable to airlines)

Are you a ticketless airline?

Yes No

How do you accomplish the ticketing? (For non-ticketless airlines)



NDC Schema, please specify which messages Others, please specify _____)

Are you using the FCMI values of 3, 4, or 5, as provided in the new ticketing standards for NDC sales?*

Yes No

Are you using the characters “OP” within the fare calculation area, or any other data element?*

Yes No

*** For more information on FCMI and OP, please see the [NDC Revenue Accounting Guide](#) and the [BSP DISH Revision 22.2 Publication](#).*

Are you allowing agents or branch agents to view your own issued documents, if they have been involved in an NDC sale?

Yes No

Topics from Previous Implementation Forum

In your implementation, have you had to use augmentation points? If so, please indicate why.

What is your experience handling partial error scenarios? Are the schemas fit for purpose to support error handling, or have you had to find work arounds?

Does your NDC Deployment involve categorizing or filtering airline services and/or products?

Yes No

Does your NDC deployment make use of time limits? If so, which one(s)?

N/A Payment Time Limit Ticketing Time Limit Offer Time Limit
 Price Guarantee Time Limit Inventory Guarantee Time Limit



Additional Questions

- ▶ Are there any areas of your NDC implementation that were particularly challenging? How did you resolve the challenges?

- ▶ Did you encounter any main issue with the schema? And if yes, did you report those via a change request to the industry groups?

- ▶ Do you have a screenshot or URL to demonstrate your deployment?

- ▶ Are there any aspects of your NDC implementation that you would like to discuss with IATA?



Your list of use cases implemented (ref [NDC Implementation Guide](#))**Shopping use cases**

- 1: Time Limit / Personalized Shopping
- 2: Attribute Shopping featuring a la carte Ancillary
- 3: Updating an Offer with ancillary items
- 4: Requesting an Offer for seats

NDC Order use cases

- 5: Basic Order Creation - flights plus ancillaries
- 6: Creating an Order from two Offers
- 7: Payment & Ticketing using a PCI DSS Provider
- 8: Payment & Ticketing with Payment Time Limit applied

NDC End to End use cases

- End-to-End NDC Use case - Initial Shopping, Order Creation, Payment and issuance

NDC Servicing use cases

- 9: Re-shopping to change flights in an unpaid Order
- 10: Full Order Cancellation
- 11: Shopping for and Ordering an Ancillary after an Order has been created
- 12: Change of name in a paid Order
- 13a: Changing flights in a paid Order with additional collation and change fee
- 13b: Changing flights in a paid Order with refund
- 14a: Changing flights in a paid Order – Refund unbundled premium seats
- 14b: Changing flights in a paid Order – Reshop flights and bundled premium seats
- 15a: Cancelling one flight from an itinerary (partial order cancellation), no ancillaries
- 15b: Cancelling an individual ancillary (partial Order cancellation)
- 16: Partially flown itinerary featuring POA, remainder of itinerary being cancelled
- 17: Involuntary changes – Airline cannot provide an individual ancillary
- 18: Involuntary changes – Schedule change

NDC Interline use cases

- 19: Interline Affinity Shopping
- 20: Add an Ancillary to an Existing Order, Interline journey
- 21: Interline Shopping with recognised Traveler
- 22: Schedule Change, Flight Cancellation, POA Reprotects passenger

▾ **Other use case(s) not in this list?** _____

▾ **What was your overall experience with the NDC Implementation Guide?**

- Very useful Useful but lacking information I did not know/use the implementation guide

