Implementation Forum 2020
Shanghai

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Agenda

• About TravelNDC
• Our implementation
• Servicing & Order Management practice-
  Change flow
• Our demo
• Observation as an aggregator
About us

A technology focused NDC aggregator service provider

A Pure NDC aggregator service provider

Targeting on Asia-Pacific market

IATA certified NDC Level-4 Aggregator

A PCI compliant Aggregator
Our implementation

- Schema version implemented
  - V17.2 & V18.1

- Servicing messages implemented
  - OrderRetrieveRQ
  - OrderviewRS
  - OrderCancelRQ/RS
  - OrderReshopRQ/RS
  - OrderChangeRQ
  - ServiceListRQ/RS
  - SeatAvailabilityRQ/RS
  - OrderChangeNotif

- Roles
  - Aggregator, IT Provider

- Ancillaries supported
  - Prepaid seat
  - Baggage
  - Meal
  - Pack

- Payment method supported
  - CC
  - BSP
  - 3rd Party
  - Virtual payment

- 1 other feature you would like to highlight
  - Mid-back office support

- 1-2 implementation successes
  - Partial change flow
  - Refund flow
Servicing & Order Management practice
- Change flow

服务和订单管理实践 - 改期流程
Servicing & Order Management practice - Change flow

服务和订单管理实践 - 改期流程

- NDC OrderRetrieve
- NDC OrderReshop
- NDC OrderReshop
- NDC OrderChange

NDC AGG
- Order (flights + ancillaries)
- New Offers (ReShop)
- Offer (RePricing)
- ReBook
- Payment
- ReIssue

NDC Airline
- Offer (flights + ancillaries)
- New Offers (ReShop)
- Offer (RePricing)
- ReBook
- Payment
- ReIssue
Servicing & Order Management practice - Partial Segment Change flow

服务和订单管理实践-部分航段改期流程

NDC OrderRetrieve

NDC OrderReshop
(Retain one segment, only request for one segment need to be changed)
NDC OrderReshop

NDC OrderChange
(Change partial segment. Retain unchanged segment and related ancillaries)

NDC AGG

Order (flights+ ancillaries)
New Offers (ReShop)
Offer (RePrice)
ReBook Payment
ReIssue

NDC Airline

Offer (flights+ ancillaries)
New Offers (ReShop)
Offer (RePrice)
ReBook Payment
ReIssue

OTA

Travel Agent

TMC
Servicing & Order Management practice - Partial Passenger Change flow

服务和订单管理实践-部分旅客改期流程
Servicing & Order Management practice - Partial Passenger Refund flow (Order split)

服务和订单管理实践 - 部分旅客退票流程 (拆分订单)
Servicing & Order Management practice - Partial Passenger change flow (One Big Order)

服务和订单管理实践 - 部分旅客改期流程（大订单）

Meta Search

OTA

Travel Agent

TMC

NDC OrderRetrieve

Order (flights+ancillaries)

NDC OrderReshop (with Pax info that want to change)

New Offers (ReShopp)

NDC OrderReshop (with Pax info that want to change)

RePricing

NDC OrderChange (with Pax info that want to change)

Order is not change split orderItem add new orderItem

BeBook/Payment Reliuse

PNR Split

(One Big Order with multi-orderItem of different itineraries and services)
Servicing & Order Management practice - Partial Passenger Refund flow (One Big Order)

服务和订单管理实践 - 部分旅客退票流程（大订单）

NDC SYSTEM

Order (flights+ancillaries)

RePrice
Calculate refund fee

Order is not change split orderItem
add refund orderItem
Refund

PNR Split

NDC OrderRetrieve

API

NDC OrderReshop (with Pax info that want to change)

API

NDC OrderCancel (with Pax info that want to change)

API

(One Big Order with multi-orderItem of different itineraries and services)
Our demo focus:

- Partial segment Change flow
  部分航段改期流程
- OrderSplit flow
  多人订单只改单人拆单流程
Observation as an aggregator

- During the corona virus period, more sales agencies upgrade to NDC.
  - 在新冠疫情期间，有更多的代理人升级内部系统以获得NDC内容。

- During the corona virus period, agencies take less time to complete the on boarding process.
  - 在新冠疫情期间，代理人上线NDC的整体流程用时更短。

- Some agencies believe NDC will be helpful during the business recovery after corona virus.
  - 有不少代理人相信NDC会在疫情之后的业务恢复阶段起到作用。
Thanks!

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