

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

一家聚焦于NDC技术的Aggregator服务供应商

A Pure NDC aggregator service provider

一家纯粹的Aggregator服务供应商

Targeting on Asia-Pacific market

目标亚太市场



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**

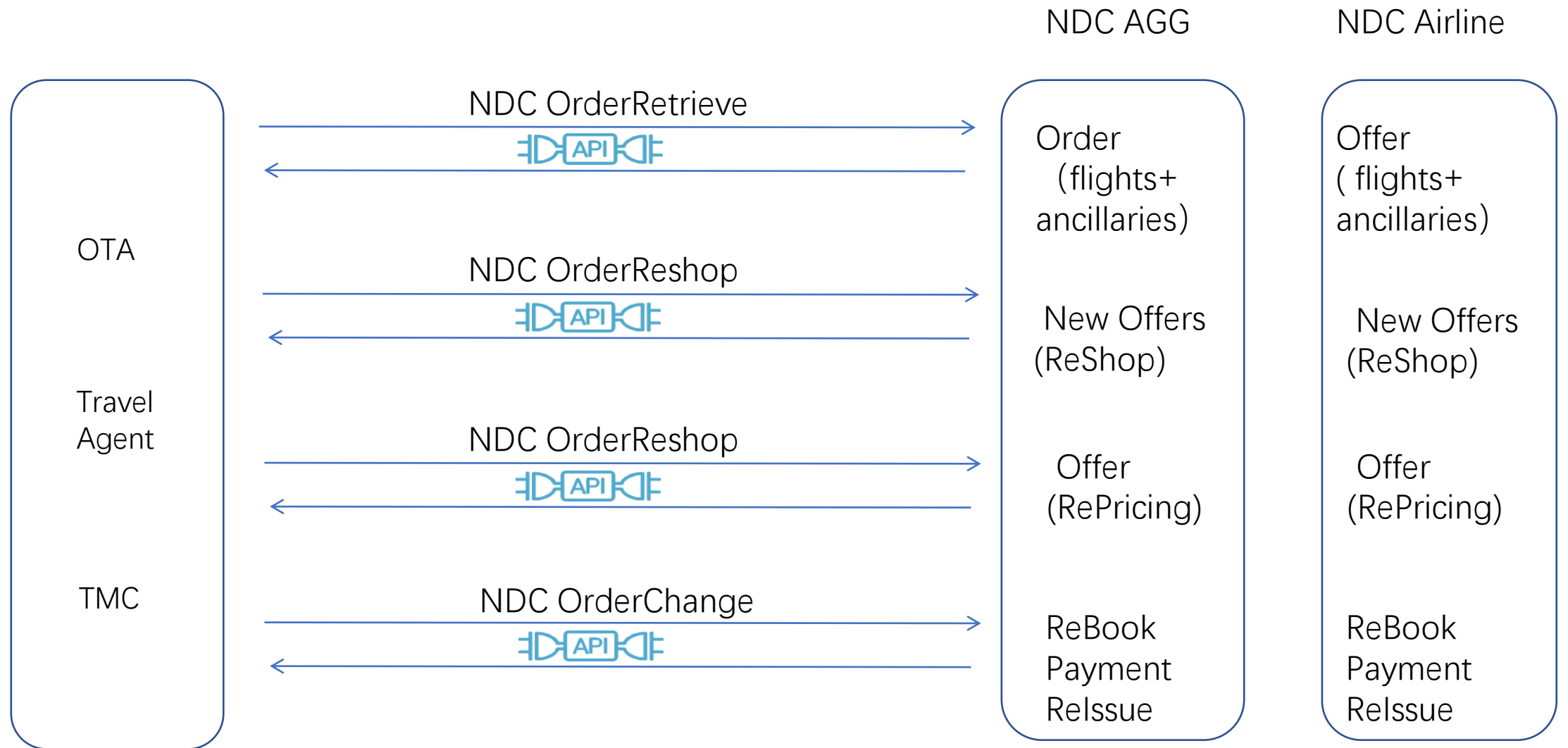
Servicing & Order Management practice

-Change flow

服务和订单管理实践-改期流程

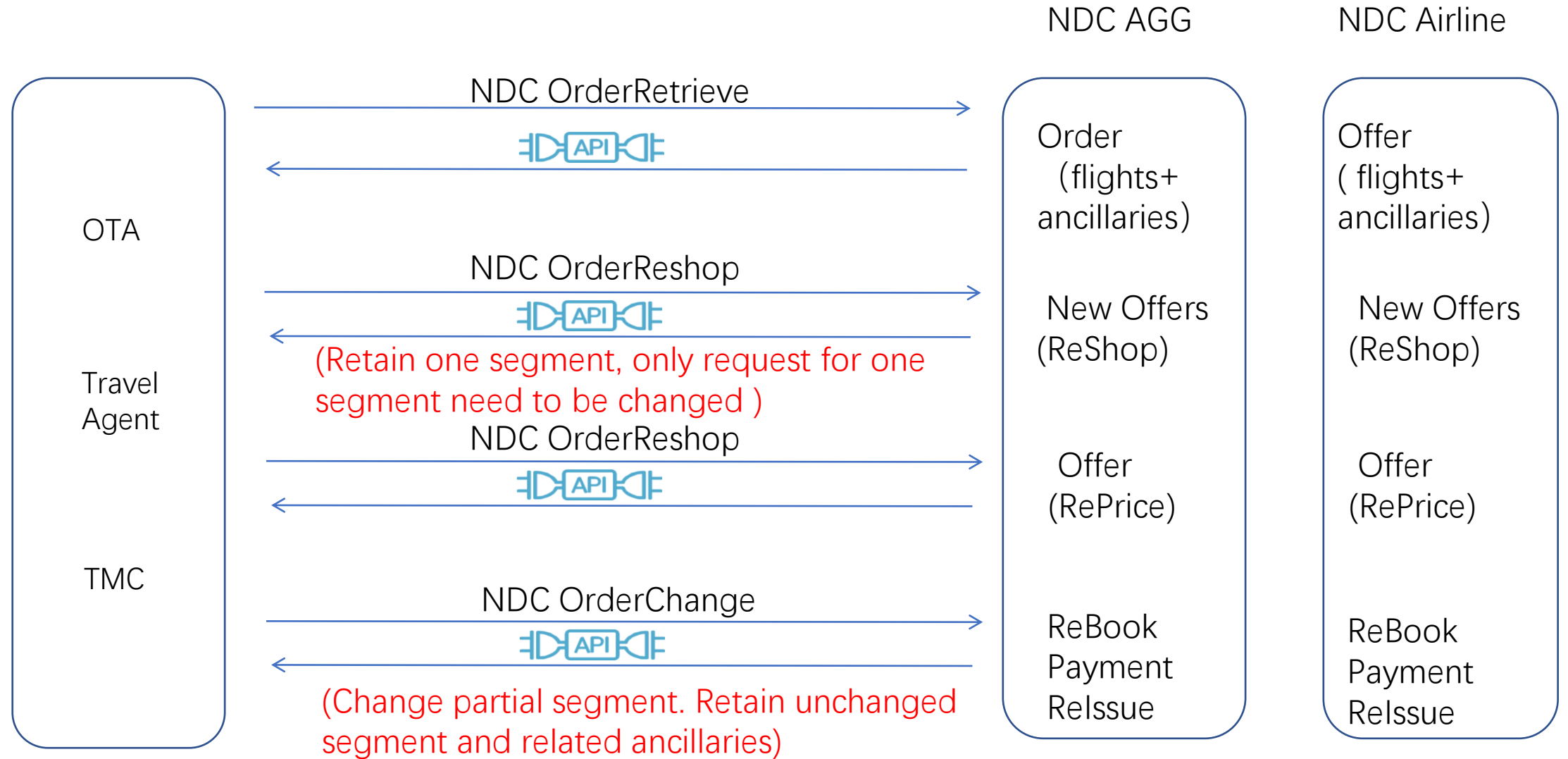
Servicing & Order Management practice-Change flow

服务和订单管理实践-改期流程



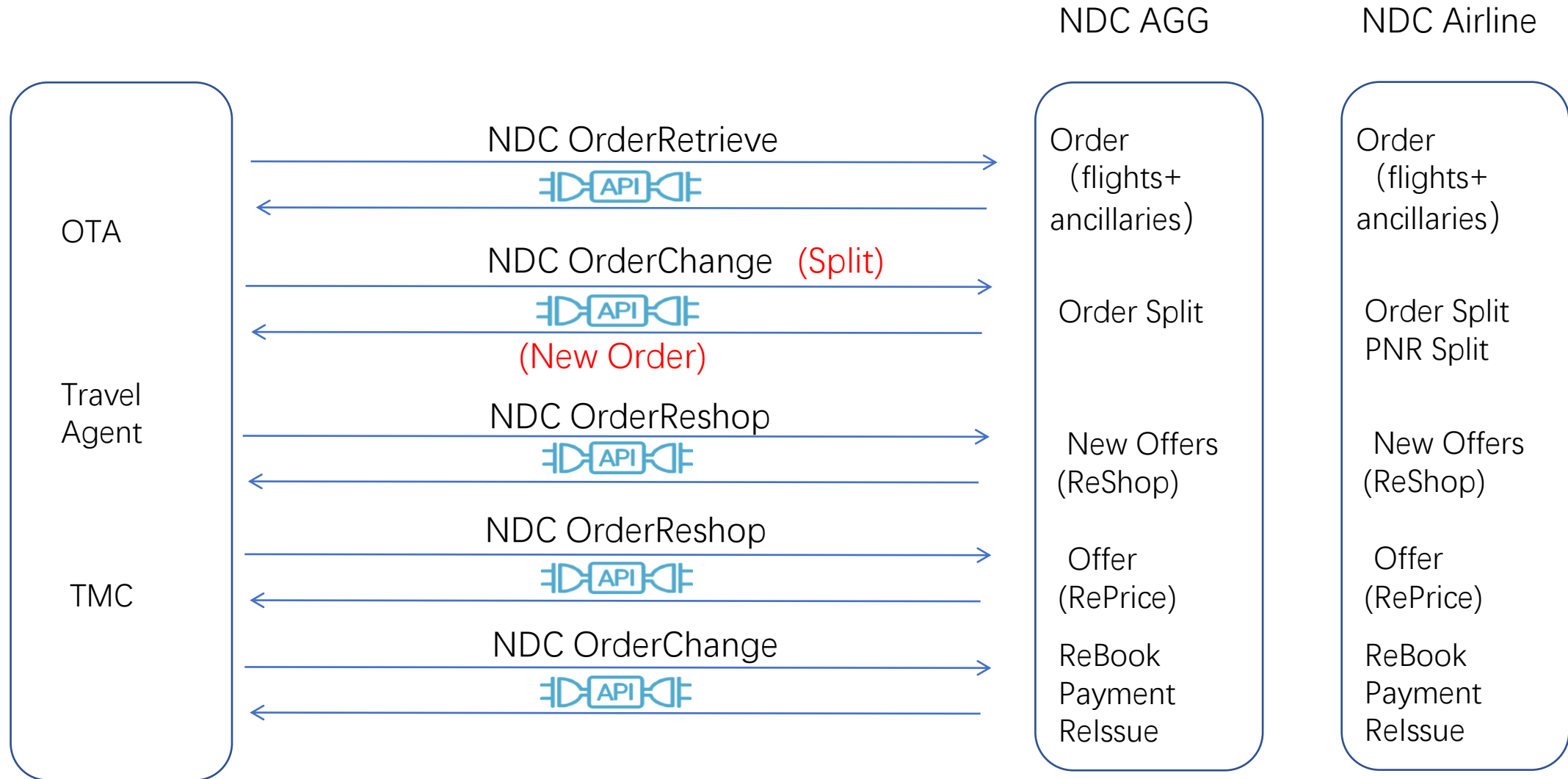
Servicing & Order Management practice - Partial Segment Change flow

服务和订单管理实践-部分航段改期流程



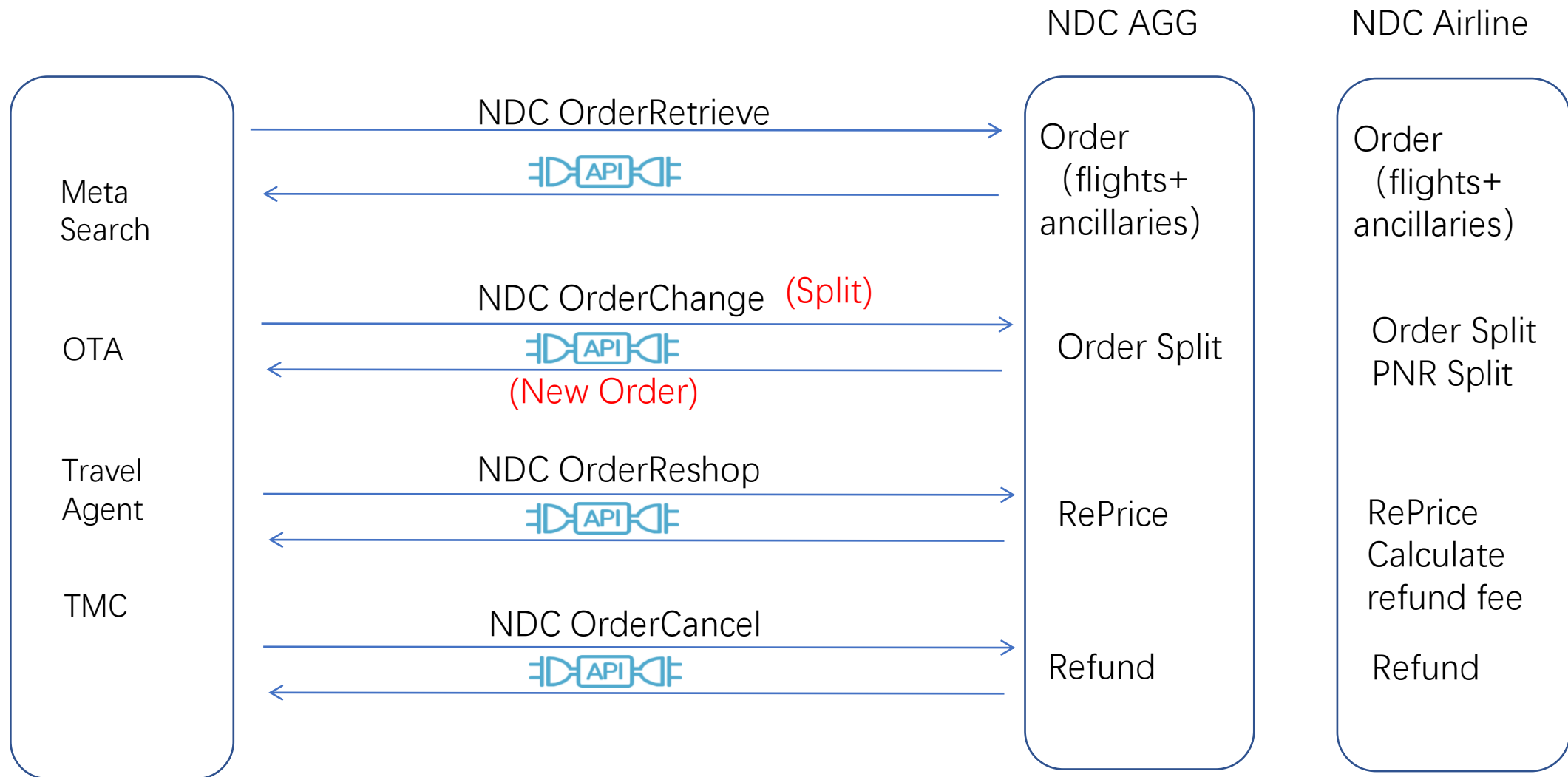
Servicing & Order Management practice - Partial Passenger Change flow

服务和订单管理实践-部分旅客改期流程



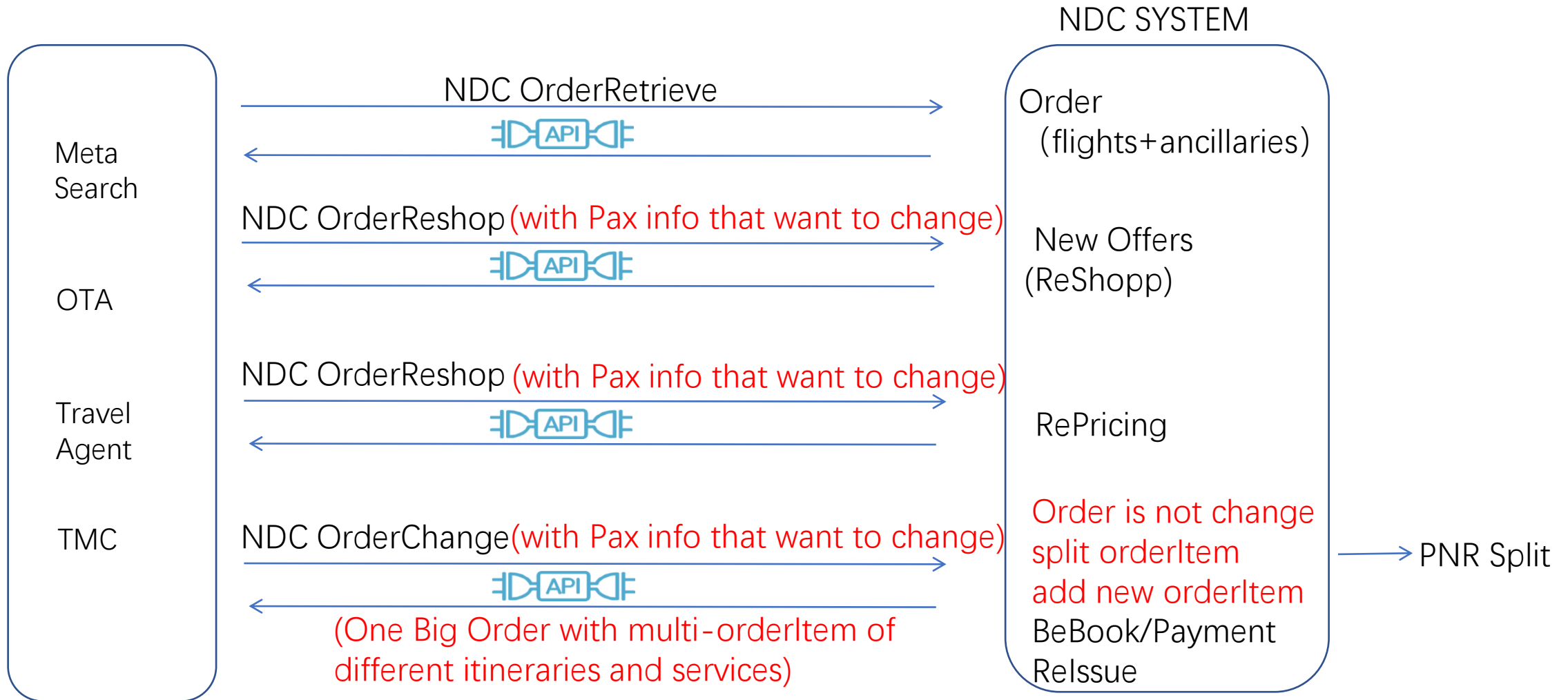
Servicing & Order Management practice - Partial Passenger Refund flow (Order split)

服务和订单管理实践-部分旅客退票流程(拆分订单)



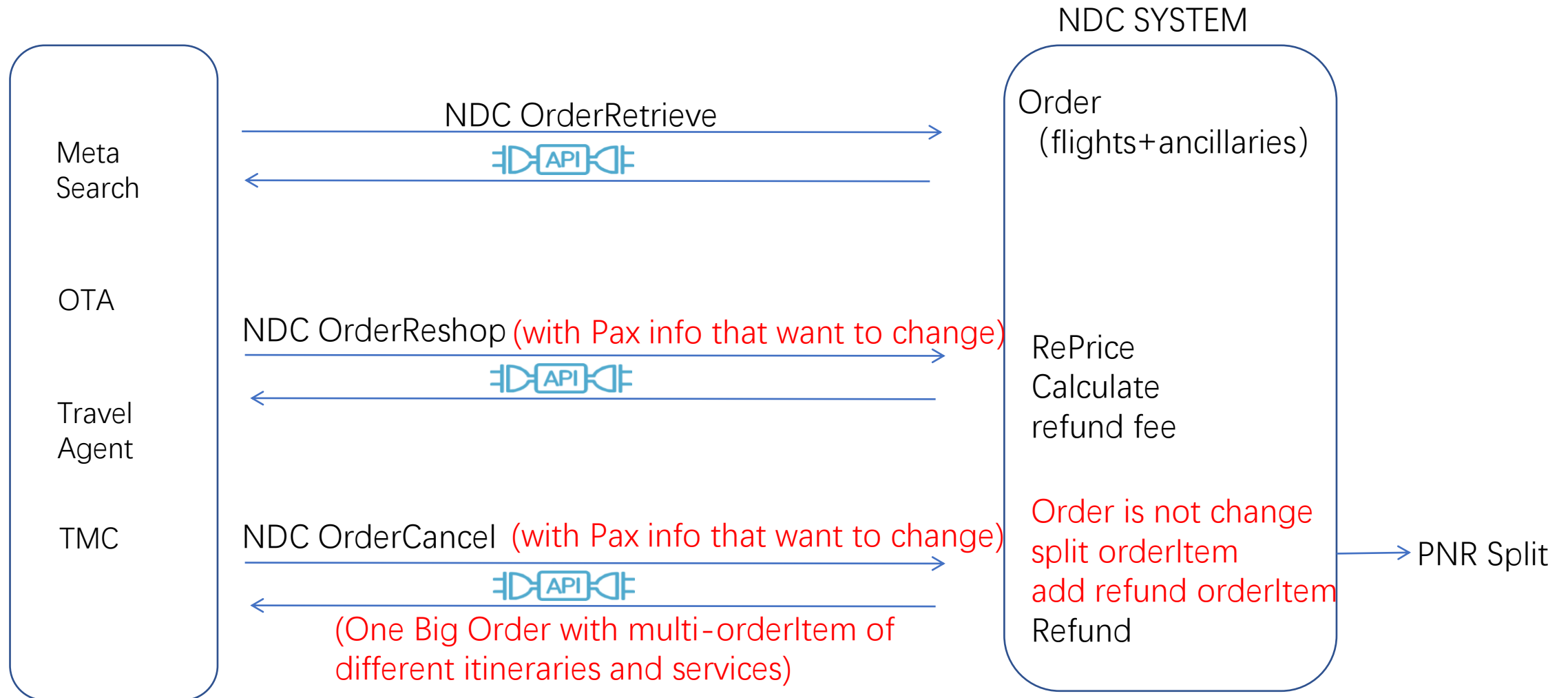
Servicing & Order Management practice - Partial Passenger change flow(One Big Order)

服务和订单管理实践-部分旅客改期流程 (大订单)



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)



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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