Xiamen Airlines' NDC implementation experience

- Supported Roles: OTA, AGG, TMC

- In cooperation: Top domestic OTAs, Global AGGs

- Future: more AGG, OTA, TMC partners

- 刘艺凌
Our implementation

- ShopOrder WorkFlow
- COVID-19 Refund
- NDC Benefit
- Developer Center
- NDC Document Support
- Ancillary Services
- ECIP
- Future
- Discussion topics
COVID-19 Refund

通过NDC直连，所有的合作伙伴在厦门航空的退改计算逻辑是一致的，合作伙伴可以通过NDC实时获取到最新的退改费用与规则。
Through the direct connection of NDC, the calculation logic of all partners in Xiamen Airlines is the same. The partners can obtain the latest refund fees and rules in real time through NDC.

通过NDC直连将航空公司的退改支付能力直接开放给OTA\AGG\TMC等合作伙伴。
通过直连NDC将航司政策（包括但不限于退改政策、营销政策、投放政策）实时透传至OTA\AGG\TMC等合作伙伴。
尤其疫情期间，退改规则变化频繁，将退改政策惠及到大部分用户是企业社会价值的体现，这个是直连NDC才显示出这种优势。

Through NDC, Xiamen Airline provided rescheduling and refund abilities and transmitted the policies of airline (including but not limited to refund policy, marketing policy, delivery policy) to business partners such as OTA, AGG and TMC.

Especially during the outbreak, the rules for rescheduling and refund changed quite frequently. It was the social value of a company to benefit the majority of customers from the flexible rescheduling and refund policies, the implementation of which is relied on NDC.
NDC Benifit

- 对市场的嗅觉更加灵敏、更快响应市场的变化
  
  Sensitive to the market, more responsive to market changes

- 多币种、多语言带来国际化OTA/AGG/TMC等合作伙伴直连NDC的可能性、便利性。
  
  Multi-currency and multi-language brings the possibility and convenience for international OTA / AGG / TMC and other partners to access NDC.

- 借助NDC丰富的数据结构，与OTA共同销售附加服务，无论是传统的附加服务（选座、行李、保险）或航司独具特色的附加服务（餐食、爱你一鹭）。
  
  With the help of NDC's data structure, we provided ancillary services together with OTA including traditional ancillary services (seat selection, luggage, insurance) and some unique ancillary services (meal, customization surprise)
Developer Center: open.xiamenair.com
Ancillary Services

Create order with flight+baggage+seat+light meal

Airline Ticket
Multiple domestic and international routes take more people to explore the world

Insurance
Include aviation accident insurance, baggage insurance etc. Guarantee passengers’ travel in all aspects.

Meal
Enjoy a more comprehensive experience of Xiamen Airlines’ well received and high-quality food service

Seat selection
You can choose your favorite seat when booking

Baggage
Pay extra baggage in advance, save time, money and free from worry
Future

- Dynamic Pricing
- Dynamic Packaging
- OneOrder
- NDC@Scale
- More Partners: TMC, AGG, OTA
- Interline
Discussion topics

- How to show promotion content
- promotion relationship with offer
Discussion topics

- AirShoppingRS Inventory
Discussion topics

- FareComponent structured data
Discussion topics

- Standardization process of payment
- OrderChangeNotifRQ Use Case
- NDC management mode