



Disruption handling



Introduction



As NDC is progressing we need to start investigating the harder aspects of managing the user experience.

One such item is disruption which affects a large number of bookings. Today most carriers will be processing the majority of disrupted NDC bookings via existing processes outside of NDC. However this isn't ideal for an agent that is dealing with the customer and wants to confirm with them there and then that this has been processed correctly.

The PoC will look at processes, standards and best practices with all players involved in the customer journey, we will start with the most common scenarios aiming to raise CRs that will come into effect in 19.2 but aims to cover as many use cases as possible.

PoC focus



There are three core areas that this PoC will cover:

1. **Delivery** – this is the mechanism used to inform the relevant parties that disruption has taken place
2. **Content** – reviewing the NDC messages – Waiver code
3. **Processes** – next steps after messages are received – recommendations

This will be done using the current baseline version 17.2 and adding augmentation points where required

Messages to be reviewed



OrderChangeNotif/ Acknowledgement

OrderRetrieveRQ/ **OrderViewRS**

OrderReshopRQ/RS

OrderChangeRQ/ OrderViewRS

OrderCancelRQ/ OrderViewRS

- Which message to use for different scenarios (e.g. part-flown)

OrderHistoryRQ/RS

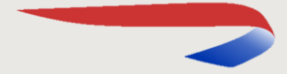
OrderChangeNotif



- Content – prioritisation
- Error handling – Messages resent – automated or/and requested
- Should this be an RQ/RS pair

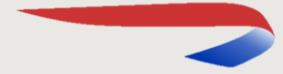
- Other types of Notif that may be needed:
 - Broadcast messages e.g. notification message book away
 - Other carrier disruptions – POA to ORA
 - MCT infringement

OrderRetrieve



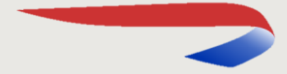
- Content – should include everything from OrderChangeNotif
- Mandatory in flow to check if customer has made a change
- Waiver code
- Options available should be displayed:
 - Can accept via API
 - Can change via API
 - Can cancel via API
 - Contact airline

Use Cases



- CR-133 raised
- Where applicable the options accept, change and cancel will be reviewed
- Scenarios:
 - **Schedule Change** (Timing Change, Flight Number Change, Aircraft Change - customer not downgraded, Aircraft Change - customer downgraded, with ancillaries)
 - **Planned Cancellation** (Customers with and without proactive reaccommodation, Flight wet-leased, with ancillaries)
 - **Book away on BA**
 - **Operational changes – Flight Cancellation** (Customers with and without proactive reaccommodation)
 - **Delay**

Deep dive use case



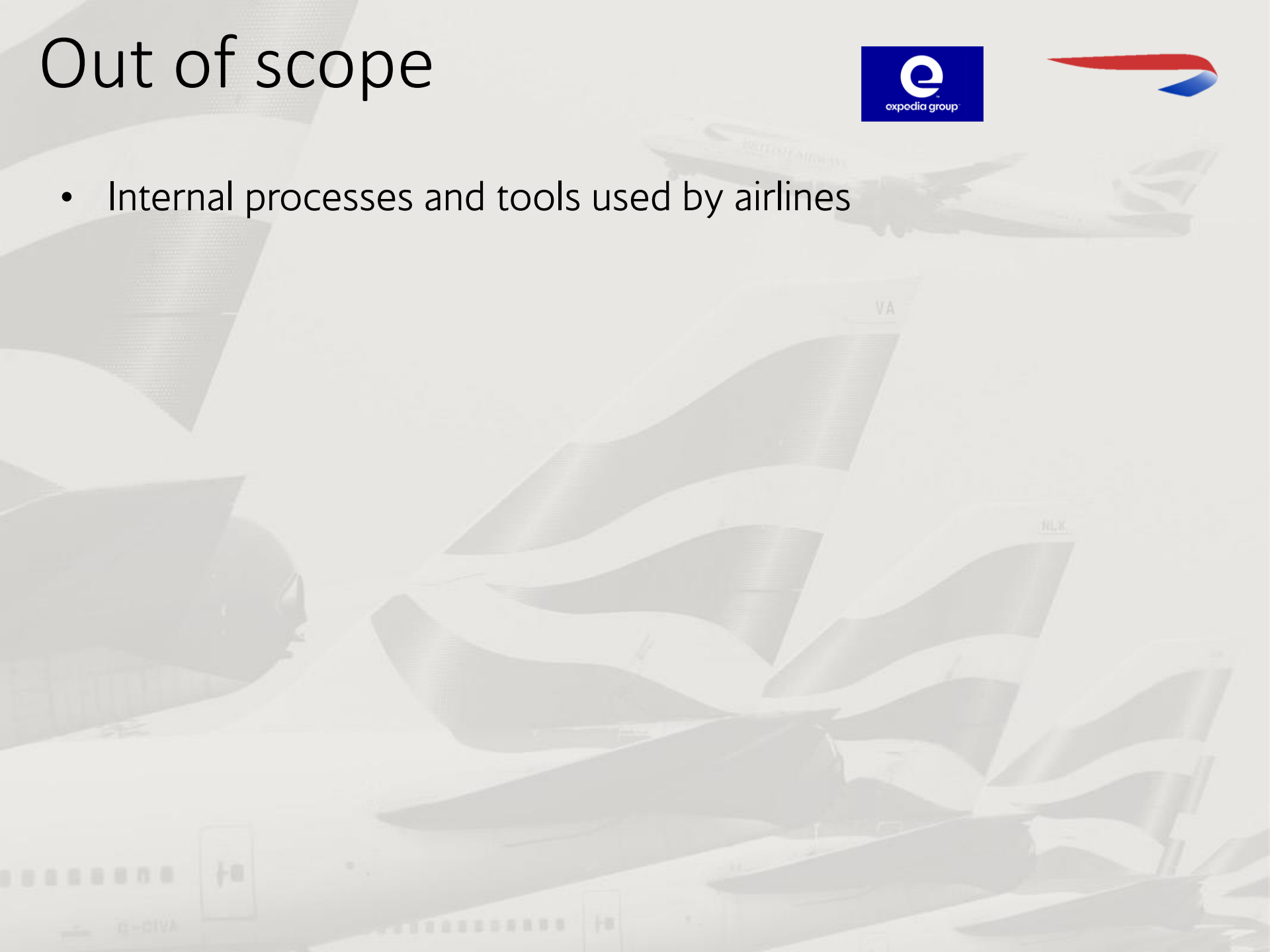
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Out of scope



- Internal processes and tools used by airlines

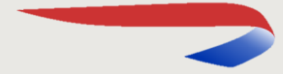




Next steps



Timeline



November
2018

- Work on use case details (prioritise)

December
2018

- 1st IATA checkpoint– use case reviews

January
2019

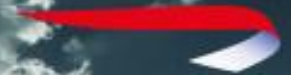
- Review messages in detail – user stories for augmentation points

February
2019

- Present high level to Implementers forum
- Present to Orders group for more detailed analysis
- CRs raised for 19.2

Q2 - 2019

- Q2 - 2018 - Start work on other scenarios



Q & A



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