



Overview of Activity

Joint Report from the
Offers and Orders Group
2018 H2

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Contents

Overview	3
PDMG Priorities.....	4
CR 050 SSR Support in NDC Messages	9
CR 059 Service Categorisation	10
ONE Order Standard activities	11
CR 027 Use an unused ticket as a form of Payment	15
CR 052 Payment Card data Transmission in Distribution Clean up	16
CR 063 Support of 3D-Secure authentication flow & data capture.....	17
CR 039 Add ticket information to OrderSalesInformationNotificationRQ	18
CR 058 NDC Credit Card Encryption.....	19
CR 110 Ability to handle multiple types of contacts.....	Error! Bookmark not defined.
Other Items	Error! Bookmark not defined.
Airline Participation in the Standard Setting Workspace and Raising a Change Request	Error! Bookmark not defined.

Overview

This document provides an update of the activity occurring within the Offer and Order groups including the 'Big Ticket' items and the direction the group is currently taking under direction from the PDMG Priorities.

More information can be found in the Standard Settings Workspace.

To watch the PDMG Offer and Order Group Process click [here](#) or copy paste the following link in your browser:

<https://www.youtube.com/watch?v=JcLt6vDY4uY&feature=youtu.be>

PDMG Priorities

The below PDMG priorities are being worked on by the Offer and Order Groups.

- **Servicing, including Disruption** *(in progress)*
 - Address schema gaps reported for servicing topics
 - Clear documentation / best practices for handling Disruption
- **Message Flows** *(in progress CR021)*
 - Publish message flows for top use cases
 - Perspective from a Customer Point of view
- **Payment**
 - 3DS flows and redirection *(CR063 completed) (CR128 in progress)*
 - Schema element cleanup to use meaningful payment terms under the umbrella of AIDM alignment *(completed CR052)*
 - Determine Seller2Payer context e.g. in person, phone, messaging (Priority is dependent on timelines for regulation requirement in 2019) *(in progress CR022)*
 - Consistent way to communicate accepted FOP *(in progress CR136)*
 - Distinguishing the payer as agent vs. customer for all FOP *(in the backlog)*
- **Data for Agency Reporting (mid/back office)** *(requires more input from Agents before proceeding)*
 - Understand the flows and pain points from an agent perspective. What are the concrete gaps?

With the following items closely behind:

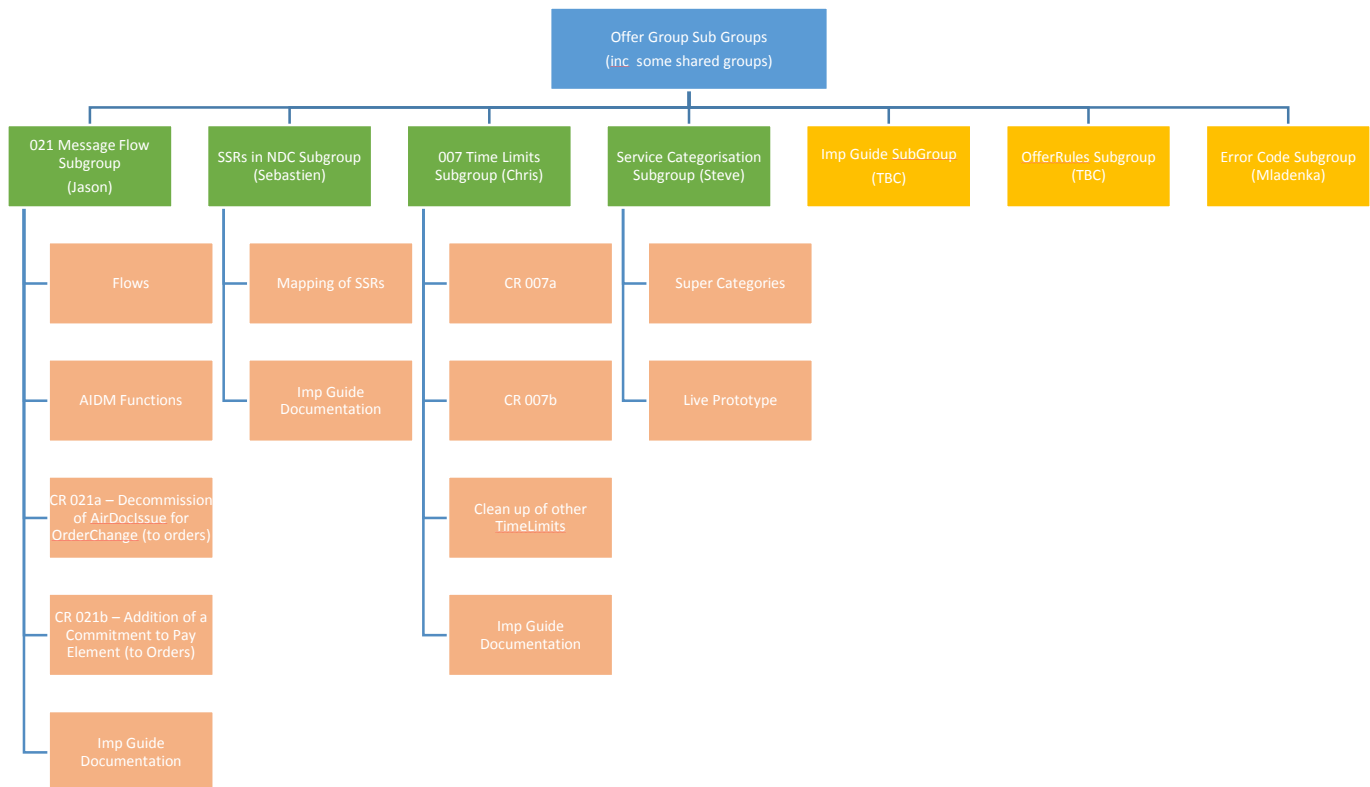
- Support for comparison of airline offers (work on the Types) *(in progress CR059)*
- Rich Media *(awaiting implementer feedback)*
- Making Offer Rules consumer friendly *(in progress)*

Offer Group and Subgroups

The Offer group has been breaking tasks up into various specialised groups to concentrate on the change requests within the backlog.

Below gives you an idea of the subgroups that the Offer Group has established and some high-level outputs that the groups are working on.

Once a subgroup has completed their task, that group will be disbanded, and another subgroup will be initiated (if required) for another purpose. At current, the Time Limits, SSR in NDC, and Message Flow subgroups are progressing well with their work and are on track to complete their assigned tasks this year.



Offer Rules

Overview

A pain point for many implementers is the inability to programmatically understand the Rules or Conditions of the Offer that is being presented to them so that the Offer can be understood and appropriately presented to the Customer.

The Offer Group has created a subgroup called "Offer Rules" which met for the first time in Zurich (kindly hosted by Swiss). The group reviewed the conditions posed by an airline within the Offer and how they could be presented in a machine readable way.

The group prioritised the type of rules that should describe the Offer, such as the rules around changes and cancellations. The group then mocked up some pseud-xml to mimic a structure which answers the use cases that were discussed.

The group will now review the rules internally and then meet again to fine-tune the requirements before putting this into a CR for 19.2.



Status

- Group has been established.
- Group commenced work on defining rules which should be returned to the Seller.
- Group commenced work on defining how the Seller can request Offers with associated rules.

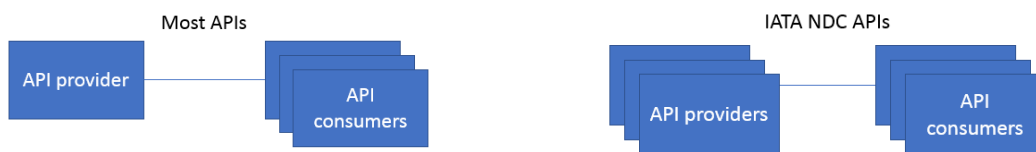
CR 021 Message Flows

Overview

A working group was formed in Montreal following the first Offers and Orders Group Meetings to understand the message flows (PDMG Priority) that are being used in the industry and how Sellers and Airlines can better streamline their integrations.

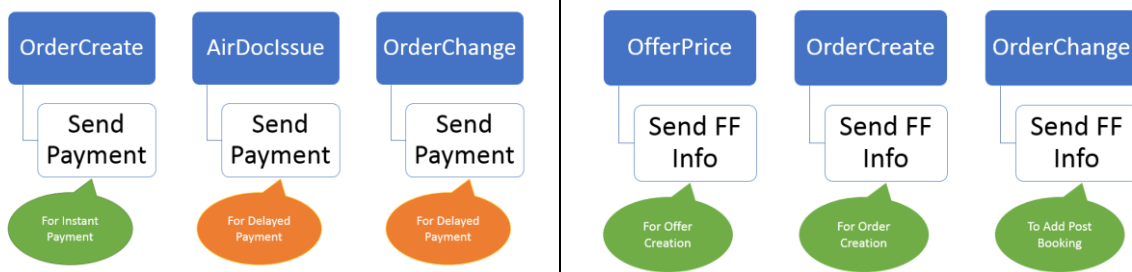
The dream state for a Seller is: ***"To simply switch endpoints and Airline Designators and simply be able to transact with another Airlines API"***

What is unique about our industry and API's is that Sellers are not just connecting to one API, but a collection of Similar APIs. The challenge is to streamline them so as not to reduce functionality or stifle innovation and unique solutions but to ensure that all parties are using the same functions within the best suited messages.



For example, today we have two ways in the standards to send payment to a booking that has been 'placed on hold'. We can either send payment using AirDocIssue or we can send payment using OrderChange.

Imagine if you were a Seller and you implement a connection to Airline BB who uses AirDocIssue to add payment for an on-hold booking. Then, when you on-board your second integration, Airline CC, you realise that in order to achieve the same functionality, you have to now also implement OrderChange, and understand when and how to use the two messages.



Flows Status

Flow Name	Topic	Related Imp Guide Use Case	Drafted by Group	Validated by Imp. Forum	Target Delivery
End to End Scenario	General	<ul style="list-style-type: none"> UC End to End NDC Use Case UC6 Creating an order from two Offers 	✓		18.2
Deferred Payment	Payment	<ul style="list-style-type: none"> UC8 Payment Ticketing with Payment Time Limit Applied 	✓		18.2
Payment with Redirection	Payment	<ul style="list-style-type: none"> UC7 Payment Ticketing using a PCI DSS Provider 			19.1
Shop for and ordering ancillaries after Order	Ancillaries	<ul style="list-style-type: none"> UC11 Shop for an Ordering an Ancillary after Order 	✓		19.1
Shop for and ordering ancillaries before Order	Ancillaries	<ul style="list-style-type: none"> UC2 Attribute Shopping featuring a la carte items UC5 Basic Order Creation UC4 Requesting an Offer for Seats UC3 Updating an Offer with Ancillary Items 	✓		18.2
Change of Itinerary	Change	<ul style="list-style-type: none"> UC13a changing flights in a paid order with adcol and fee UC13b Changing flights in a paid Order with refund 	✓		19.1
Full Order Cancellation	Change	<ul style="list-style-type: none"> UC10 Full Order Cancellation Cancelling Unpaid Order 	✓		18.2
Schedule Led Search	General	<ul style="list-style-type: none"> Requested by PDMG 			19.1
Inventory Guarantee	General	<ul style="list-style-type: none"> Requested by PDMG 			19.1
Addition of Personal Info	General				19.1

Status

- The subgroup continues to work through the most used use-cases defined by the Imp Forum.
- Implementation of recommendations continue to target **PADIS 19.1** and the **Online 18.2 Implementation Guide**

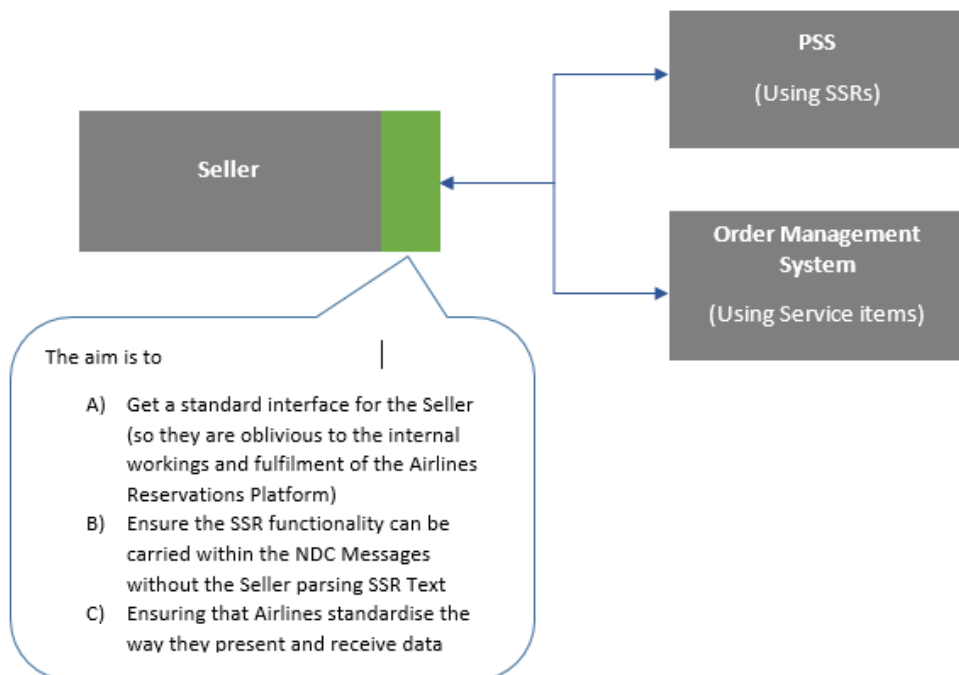
CR 050 SSR Support in NDC Messages

Overview

Special Service Requests (SSR) are best described as snippets or strings of information in a PSS that are formatted for programmatic use and ingestion to describe a service or additional piece of information that is required about the passenger.

Initially SSR's were used for special requests (such as a wheelchair request) at the Airport and are only sent to carriers participating in the Itinerary prior to travel. However, their flexibility has led them to be used for a variety of purposes over the years and are used to store non service related items, such as email addresses, postal address, GST information, disabled information etc.

In the move to distribution over XML using the standards set forth by the Offers and Orders Groups, the notion of a traditional 'SSR' as a formatted string does not conform to the transmission standards of today where XML, JSON or other is being used.



Status

- Group has completed this work and added their output to the new Implementation Guide which will be available shortly.

CR 059 Service Categorisation

Overview

The problem we have today is that Airlines will represent their products slightly differently and it's up to the Seller to understand the subtle differences between products to allow the best experience for the passenger when choosing their Offers.

For example:

“

Airline BB and Airline CC will present an Offer called 'Business' to a passenger. While this looks the same, Airline BB uses an economy configuration with a blocked off centre seat, while Airline CC has a lie flat seat.

Madrid Meeting

- Group met in Madrid in July and had a full day on defining the problem that needs to be solved.
- Great progress made as to how we should tackle this challenge and how we are going to solve the problem a hand.
- Group has defined the major categories of products and services that need to be better defined and has started to review the structure for how this information should be presented and requested.
- For responding to the Seller, the schemas need to be able to support specific structures like today (e.g. flight, bag etc) for items like Lounge, Medical and also the ability for the Airline to use generic structures for other products or services that they can describe in the message.

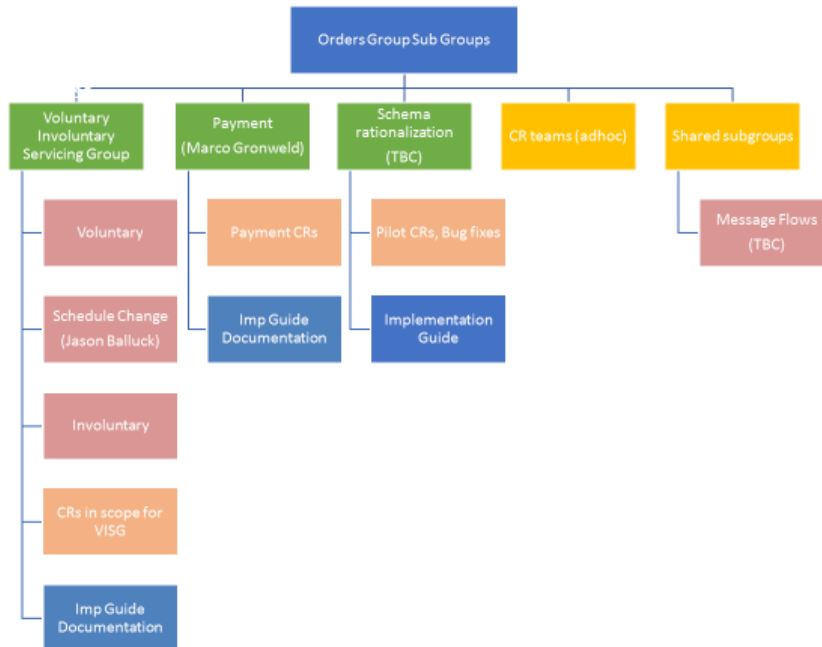
Status

- IATA to take the feedback from the Group and attempt to model a prototype solution for review by the group to meet again.
- Group member to attempt a Prototype in Production with another party to understand how this can actually work
- Recommendation from the Group to then be formalised. Targeting **PADIS 19.2** or **PADIS 20.1** as this is such a big piece of work.

Order Group and Subgroups

The Order group has been breaking tasks up into various specialised groups to concentrate on the change requests within the backlog.

Below gives you an idea of the subgroups that the Order Group has established and some high-level outputs that the groups are working on.



ONE Order Standard activities

Overview

The ONE Order vision is to move towards a single Customer Order, modernizing Airline's delivery and accounting processes. Replacing current PNR and e-ticket processes with a single Order would transform and modernize industry back-office functions and facilitate Customer Service delivery.

The ONE Order initiative has the potential to remove considerable costs from the industry, radically reduce complexity, and enable agility in the modern retail world.

Click [here](#) for the ONE Order public page or copy paste the following link inside your browser:

<http://www.iata.org/whatwedo/airline-distribution/Pages/oneorder.aspx>

Status

- ONE Order Standard is now in 18.2 release
- Documentation of certification use cases in the Simplified Distribution Implementation Guide

Voluntary Involuntary Servicing

Overview

The Voluntary Involuntary Servicing Group (VISG) has been formed from members of the Offer, Order and Integration Groups to look at documenting, recommending implementation guidance and proposing changes to improve existing standards around Voluntary and Involuntary scenarios.

Geneva Meeting

- The Group was formed in Geneva in September 2018 and had one and a half days on defining the scenarios to be analysed and documented throughout the life of the subgroup.
- Great progress made in terms of defining the scenarios, proposing a common structure to capture the diversity of scenarios and to capture the outcome of the discussions on each scenario.
- A few Voluntary scenarios were analysed and implementation recommendations were captured

Status

- The Schedule Change subgroup has been making some great progress at capturing the Business Process for Schedule Change scenarios
- The Group will be having a face-to-face meeting in Houston from 4-6 December

Payment subgroup

Overview

The Payment subgroup has been formed to analyse and propose solutions for the Payment related Change Requests opened to the Offer and Order Groups.

Status

- The Group has been working on delivering a number of CRs (3D Secure, Using e-ticket as a Form of Payment, cleaning-up the Payment Data in the schemas, Payment Card Encryption, further cleanup of the Payment related data elements...)
- The Group will meet in Amsterdam to start looking at CRs to be delivered in 19.2

CR 027 Use an unused ticket as a form of Payment

Overview

Agents today, especially those in the United States or Canada, can in some cases pass the number of an unused ticket from a cancelled Order as a form of payment towards a new booking. Interactions: Seller to OMS, Impacted Business Functions: Create Order, The reshopping functionality being already present in the messages (InExchangeForTicket elements already in OfferPriceRQ/RS), this CR will focus purely on the payment aspect

Status

- Implemented in 18.2

CR 052 Payment Card data Transmission in Distribution Clean up

Overview

The Order message transports (card) payment data that will be used by the airline to create a card authorization request (which is the first step in making a card payment transaction).

Amend data field names and descriptions by using the wording commonly employed in the card industry, in order to avoid creating confusion for the schema user.

Remove data fields that are not relevant at Order level because they refer to the response the airline has received on a card authorization request.

Examples of changes made:

- 'TokenizedCardId' renamed 'ProtectedCardNumber' and description changed
- 'SeriesCode' renamed 'CardSecurityCode'
- 'CreditCardVendorCode' renamed 'CardBrand'

Status

- Implemented in 18.2

CR 063 Support of 3D-Secure authentication flow & data capture

Overview

Additional authentication may be required for some credit cards in internet transactions. If the credit card provided at payment time is enrolled for the 3D-Secure (3DS) process, a redirection to a bank's Access Control Server (ACS) is required to perform the user authentication and validate the payment. This step will capture additional security data that need to be transmitted to the merchant.

The payment can be delegated by the merchant to an external payment provider.

Impacted messages:

- OrderCreateRQ
- OrderChangeRQ
- AirDocIssueRQ
- OrderViewRS

Status

- Implemented in 18.2

CR 039 Add ticket information to OrderSaleInformationNotificationRQ

Overview

The issue is having a gap on the interface Order Management System and Revenue Accounting System which cannot handle Tickets/Electronic Miscellaneous Documents.

Currently the airline world is based on Tickets/EMDs and also in the NDC environment the basis are Tickets/EMDs.

The Ticket/EMD world will be replaced when implementing the full ONE Order world.

The CR is for time period between current and full ONE Order world. There is no direct migration path from current to final world, therefore this CR is needed.

The objective of the change request is to enhance the OrderSaleInformationNotificationRQ message format with the ticket information.

With this approach the OrderSaleInformationNotificationRQ can also be used for NDC sales (ticket/EMD based).

Status

- Target release 19.1

CR 058 NDC Credit Card Encryption

Overview

Advise dynamically NDC consumers to use a given public key to encrypt some credit card details (cc number and security code).

Public key and associated details would be sent for payment card options in AirShoppingRS, OfferPriceRS, OrderReshopRS, OrderViewRS (unpaid orders, pay later scenario).

Encrypted payment data would be received in messages containing payment data: OrderCreateRQ, OrderChangeRQ.

Status

- Target release 19.1

CR 123 ShoppingResponseRefID

Overview

In most NDC Shopping response messages, some airlines who chose to implement the ShoppingResponseIDs will pass this value in the ShoppingResponseID.

The Seller who receive this value in the NDC Shopping response messages will know to carry it over in the corresponding subsequent request message.

The problem for Sellers is, when integrating with Airlines who do not use the ShoppingResponseID, they are still forced to pass a value in this field, as it is mandatory in the request messages.

Status

- Target release 19.1

CR 81 Phone Number Type

Overview

Pre-19.1 schemas support the carriage of a telephone number, however the data type for this is set to a number.

This causes the following issues:

- Leading zeros are automatically removed when marshaling the XML
- '+' sign (e.g. +33 for France) are automatically removed when marshaling the XML

The type used for phone number elements should be a Phone number text instead of a decimal.

Status

- Target release 19.1

CR 100 & 106 Order Creation Date and Order Last Modification Date

Overview

Order Creation Date:

Pre 19.1 schemas do not have the ability for the Airline to return the creation or the last modification dates of the Order.

At the moment the message timestamp is used for the Order Creation Date, but this only indicated the time of the message as opposed the date and time that the order was created. Additionally, this causes an issue in messages such as OrderList (where you have multiple orders) and it is not possible return creation date for each order.

Regarding the Order Last modification date, in the pre 19.1 releases, it is not possible to understand when the last change has occurred in the Order, and therefore to know if the information in the order is old or new.

Status

- Target release 19.1

CR 118 Remove Terms & Termslist from OrderSalesInformationNotifRQ

Overview

In the OrderSalesInformationNotifRQ message the elements Terms and Termslist are not referenced at all from the schema to the data list.

The change is to remove the elements Terms/Termslist from the message schema.

Status

- Target release 19.1

CR 125 Remove SeatProfile from OderSalesInformationNotifRQ

Overview

At the moment a SeatProfileRefID currently is Mandatory in the SelectedSeat element. There is no general functional need to transfer seat profile data into an accounting system.

Status

- Target release 19.1

PADIS 19.1 Submission

For more information on the below items, please refer to the PADIS CR's as published by PADIS for the Meeting in YMQ, week of the 12th November 2019.

Offer Group

- 007 Cleanup of Offer Time Limits
- 021 Decommission of AirDocIssue
- 038 Update of Baggage Associations for DOT Compliance
- 064 Support for the French Decree on showing Refundable Taxes
- 065 Support for collecting GST Information from the Seller

Order Group

- 123 ShoppingResponseRefID
- 081 Phone Number Type
- 058 NDC & ONE Order Credit Card Encryption
- 100 Order Create date
- 118 Remove Terms & Termslist
- 106 Order Modification Date
- 125 Remove Seat Profile from OSIN
- 039 Add ticket information to the OSIN message

Group Work-In-Progress

For more information on the below Offers items, please contact the secretary of the Offer group (blakea@iata.org), standards@iata.org or a member of the Offer Group.

For more information on the below Orders items, please contact the secretary of the Order group (grangeonr@iata.org), standards@iata.org or a member of the Order Group

Offer Group

- Work to progress Service Categorisation and how the Seller can get more information about a product or service.
- Understanding how to programmatically transmit Offer Rules to the Seller
- Collection of business requirements for Inventory Guarantee Messages
- Continuation of Message Flows and business function analysis
- Starting to collect and organise error codes for alternate message flows
- Implementation guide drafting

Order Group

- Servicing: Voluntary Involuntary Servicing Group looking at how to document and put guidance on Voluntary and Involuntary use cases in the Implementation Guide.
- Payment: Change Requests being worked on included Redirection to Airline Payment page, emv 3DS 2.0, passing Payment Instructions and associated fees from Airline to Seller, passing the Device ID to help fraud assessment
- Implementation guide drafting

Implementation Guide

The PADIS 18.2 Implementation guide has been approved by the Offer and Order Group and once endorsed by the new Shop-Order Board will be published online.

Raising a Change Request for Enhanced and Simplified Distribution Messages

Introduction

Standard Setting is a core activity of IATA. Member Airlines and Strategic Partners offer their expertise to develop these standards which are then adopted under the governance of the Passenger Standards Conference and implemented in the Industry.

Standard Setting Groups

Under the governance of the Conference, different groups are established to develop specific areas of standards. For Offer and Order Management Standards that support enhanced and simplified distribution (initiated as the “NDC” and “ONE Order” program), these groups are the Offer Group and the Order Group. These groups operate under Terms of Reference, and have a mandate to develop changes to industry standards which include schemas and Implementation Guidance. Each group has a core membership of airlines and Strategic Partners who have committed to ongoing involvement in the activity, but are open to all airlines and Strategic Partners, together with other industry stakeholders depending on the topics of discussion. The groups oversee the development of proposals, and proposals are then endorsed through majority support of airlines. Changes endorsed by the group are then adopted within the Conference mechanism as appropriate.

How to bring an issue to a Standard Setting Group

Requesting a change to the standard involves a few simple steps to ensure that your issue is diverted to the correct industry group for assistance. If you know the group, simply contact the IATA Secretary directly and request an opportunity to raise your issue to the Group. Please come prepared to a monthly call (or face to face as appropriate) to present your idea, either verbally or with supporting documentation, for the group to assess. The group will discuss the issue, and if there is general consensus that a change to an industry standard may be required, this will be added to the group’s work plan and other participants may volunteer to help define requirements and propose solutions, through follow-up calls and meetings.

The IATA Secretary of the group will assist you in progressing the proposal through the required stages, which will involve completion of a Change Request template ensuring you have covered all the required questions (such as your problem description, use cases and proposed solution if you have one). Once the proposal is finalized, it can be presented to the group for endorsement. It is very important that the proponent of the change participates fully in this process, to ensure that the requirements are met by the change to the standard.

Participating in Standard Setting Groups

If you are an airline or an IATA Strategic partner, you are always welcome to attend Standard Setting group calls or meetings. If you are another type of organisation, you may still participate to discuss your proposal, with the approval of the group Chair.

Even if you don't attend calls or meetings of standard setting groups, the discussions around standard change proposals are always open to airlines and Strategic Partners. To follow the activity of an Standard Setting group, navigate to <https://standards.iata.org> and register on our Standard Settings Platform to request membership.

More Information

For more information, please contact the Standards Team via standards@iata.org.