

SAP CUSTOMER EXPERIENCE

ONE Order Pilot

Andy Kidd
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PUBLIC



ORDER MANAGEMENT

*Order
Sales
Information
Notification*



*Service
Status
Change
Notification*



ORDER ACCOUNTING

ONE ORDER



*Service
Status
Change
Notification*



DCS & LOUNGE



ORDER MANAGEMENT

SAP COMMERCE CLOUD + TRAVEL ACCELERATOR

- Web Storefront
- NDC Channel
- Flight Schedules
- Products & Prices
- Inventory
- Offer Management
- Order Management
- Merchandising

Outbound
London - Heathrow (LHR) to Paris - Charles De Gaulle (CDG)


24 SEPTEMBER 25 SEPTEMBER **26 SEPTEMBER FROM £53.99** 27 SEPTEMBER 28 SEPTEMBER

Sort by:

LONDON (LHR) 07:20 26 SEP	PARIS (CDG) 09:35 26 SEP	1 HR 15 MINS NONSTOP	<input type="radio"/> Economy Basic £53.99 <input checked="" type="radio"/> Economy Plus £73.99 <input type="radio"/> Business £111.99
FLIGHT OP0304 HYBRIS AIRBUS A380			
LONDON (LHR) 08:25 26 SEP	PARIS (CDG) 10:45 26 SEP	1 HR 20 MINS NONSTOP	<input type="radio"/> Economy Basic £53.99 <input type="radio"/> Economy Plus £73.99 <input type="radio"/> Business £111.99
FLIGHT OP0306 HYBRIS AIRBUS A380			
LONDON (LHR) 11:45 26 SEP	PARIS (CDG) 14:05 26 SEP	1 HR 20 MINS NONSTOP	<input type="radio"/> Economy Basic £53.99 <input type="radio"/> Economy Plus £73.99 <input type="radio"/> Business £111.99
FLIGHT OP0308 HYBRIS AIRBUS A380			
LONDON (LHR) 13:05 26 SEP	PARIS (CDG) 15:20 26 SEP	1 HR 15 MINS NONSTOP	<input type="radio"/> Economy Basic £53.99 <input type="radio"/> Economy Plus £73.99 <input type="radio"/> Business £111.99
FLIGHT OP0314 HYBRIS AIRBUS A380			
LONDON (LHR) 15:10 26 SEP	PARIS (CDG) 17:25 26 SEP	1 HR 15 MINS NONSTOP	<input type="radio"/> Economy Basic £53.99 <input type="radio"/> Economy Plus £73.99 <input type="radio"/> Business £111.99
FLIGHT OP0316 HYBRIS AIRBUS A380			

Show more

Your Reservation




Booking Reference: 00001011

Total
£154.98

Include: discounts, taxes and fees

[See full reservation](#)

[Flight Summary](#)



[Continue](#)

celeratorstorefront/ancillary



ORDER ACCOUNTING

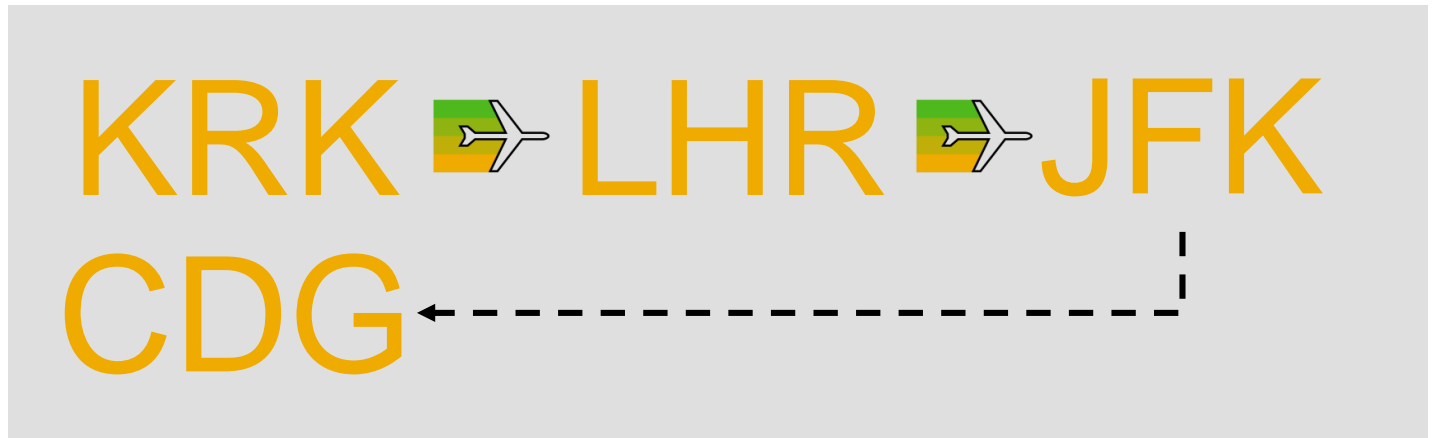
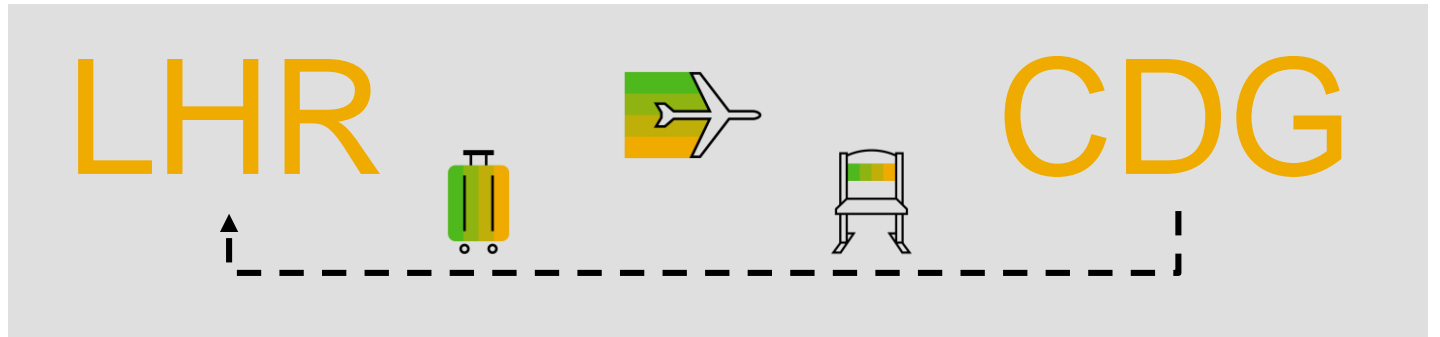
SAP CUSTOMER FINANCIAL MANAGEMENT

- Revenue Accounting
- Delivery Status
- Deferred Revenue
- Sub Ledger Posting
- Billing & Invoicing
- S/4 HANA Digital Core

Created On	Created At	Status	Status	Order ID	Σ Amount	Currency	Flight leg	Product type	
25.09.2018	13:35:03	READY_TO_DELIVER	📄	00001012	15,00	GBP	LHR-CDG	LOUNGEACCESS	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		3,00	GBP	LHR-CDG	LOUNGEACCESS	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		20,00	GBP	LHR-CDG	SEAT	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		20,00	GBP	CDG-LHR	SEAT	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		47,99	GBP	LHR-CDG	FARE	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		26,00	GBP	LHR-CDG	FARE	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		0,00	GBP	LHR-CDG	HOLD	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		47,99	GBP	CDG-LHR	FARE	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		33,00	GBP	CDG-LHR	FARE	
25.09.2018	13:35:03	READY_TO_DELIVER	📄		0,00	GBP	CDG-LHR	HOLD	
					212,98	GBP			

USE CASES

- Simple return order
- Payment with a credit card
- Payment part with loyalty miles
- Additional flight ancillaries
- Lounge access
- Web Storefront & NDC Orders
- Voluntary flight change
- Involuntary flight change



FINDINGS

- **Minimal change** to accommodate ONE Order data model
 - Mapped 18.1 Order structure and objects to a retail OMS
 - OSIN aligned to standard financial accounting model (config only)
 - SSCN aligned to revenue accounting event based revenue recognition
- Adopted **retail mindset** to products & services in a catalogue
 - ‘Flight Change’ created as product (not an attribute or fare rule)
 - Allow new products to be sold separately (Basic + flight change)
- ONE Order provides **rich data set** for reporting & analytics