SAP CUSTOMER EXPERIENCE
ONE Order Pilot

Andy Kidd
November 2018
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
ORDER ACCOUNTING

SAP CUSTOMER FINANCIAL MANAGEMENT

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