



Travel Planet

Time to change

NDC implementation with
travelplanet.click

Clearly a success story



- Savings for our customers
- Better control of the offer
 - Ancillary services
 - Mix of suppliers
 - Advise our customers
- Better control of the data
 - More flexibility for the back office
- Control the full flow of booking, and adapt to the companies' policies
- Adapt to our customers' expectations

Travel Planet Online Architecture



GDS

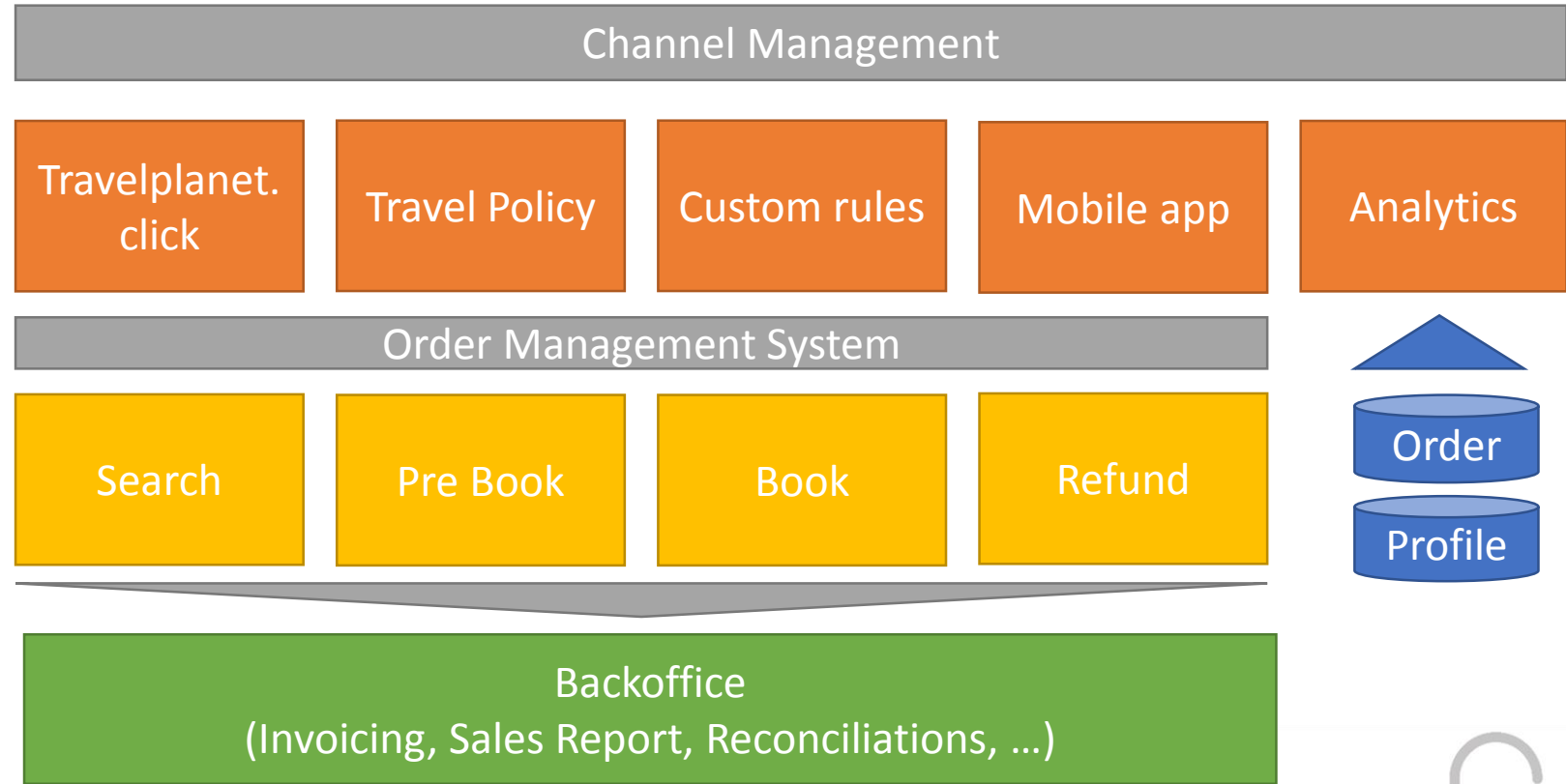
Booking.com



API Management, Aggregation & Harmonization



Traveler

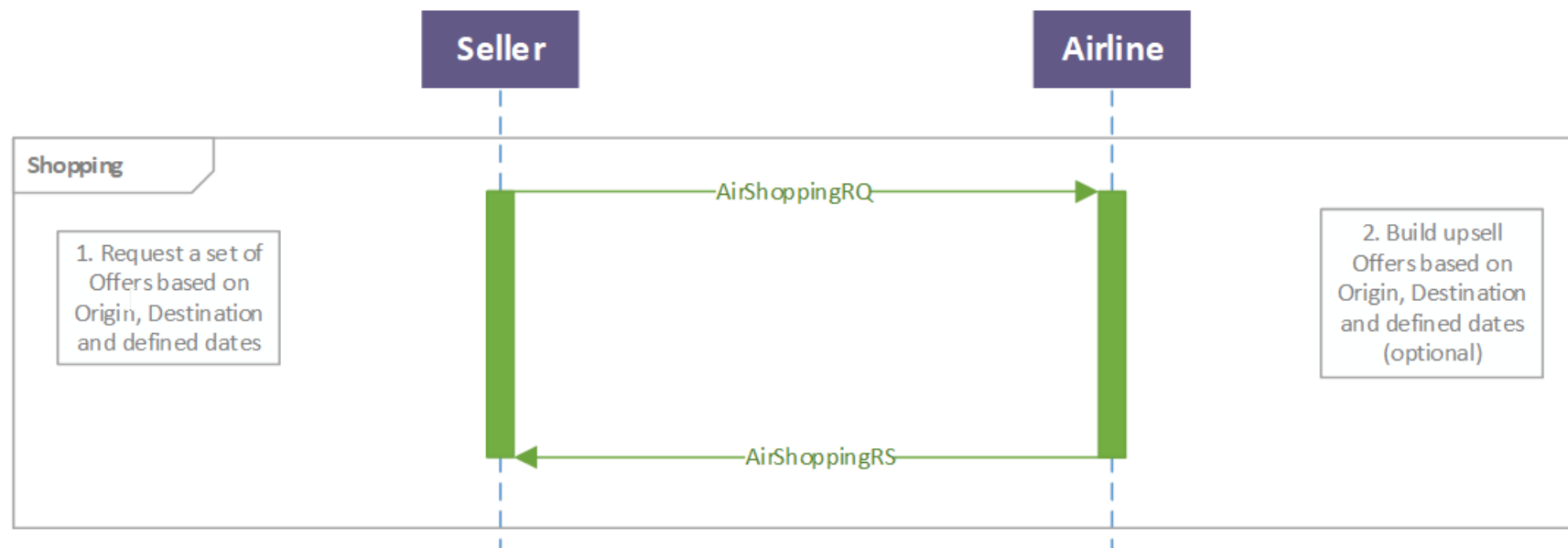


End to End example (Customer experience)



1. Search flight

1. Get Profile Data from our own database
2. Send AirShopping request and format the result to be TP compliant
3. Mix results from all suppliers and display relevant results

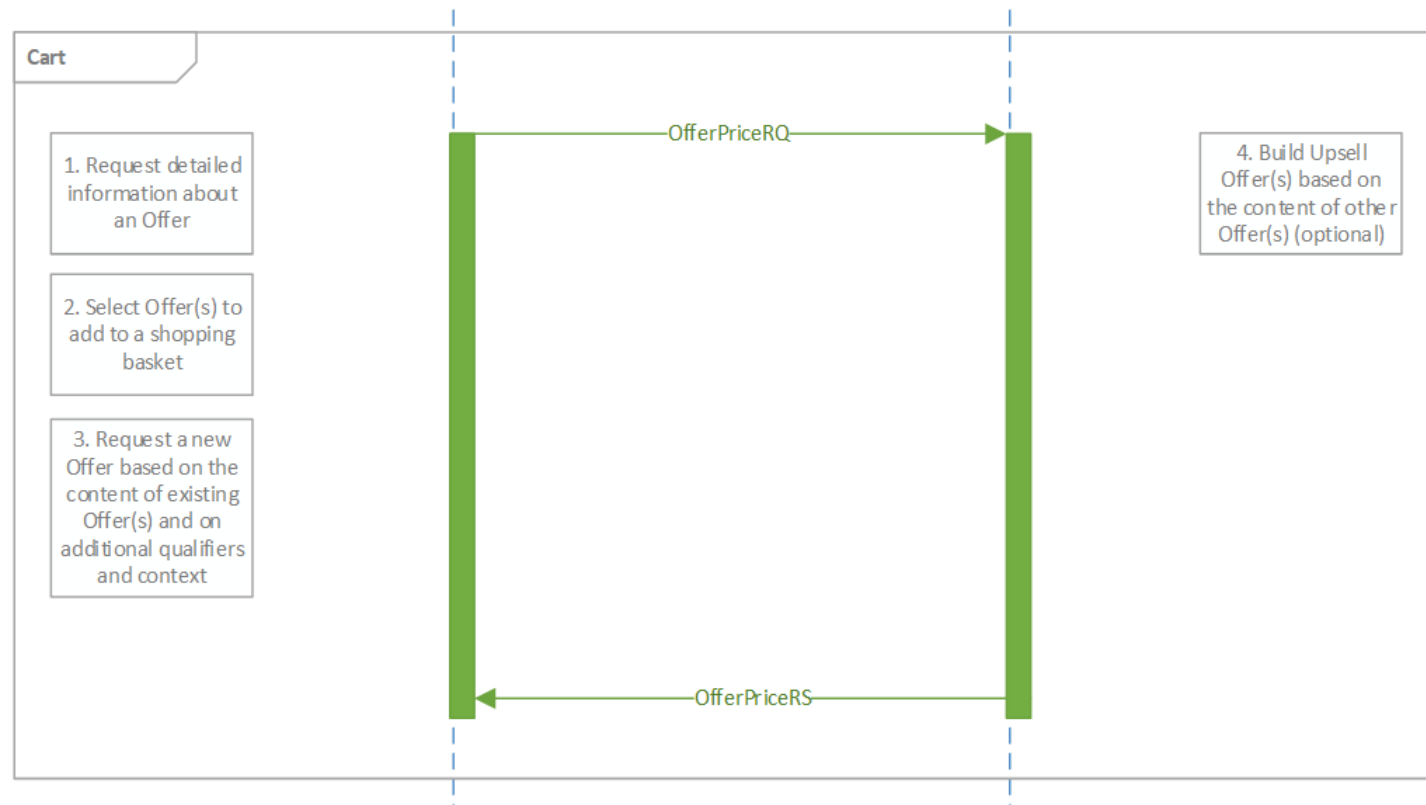


End to End example (Customer experience)



2. Select Flight

1. Possibility to select ancillaries even before booking

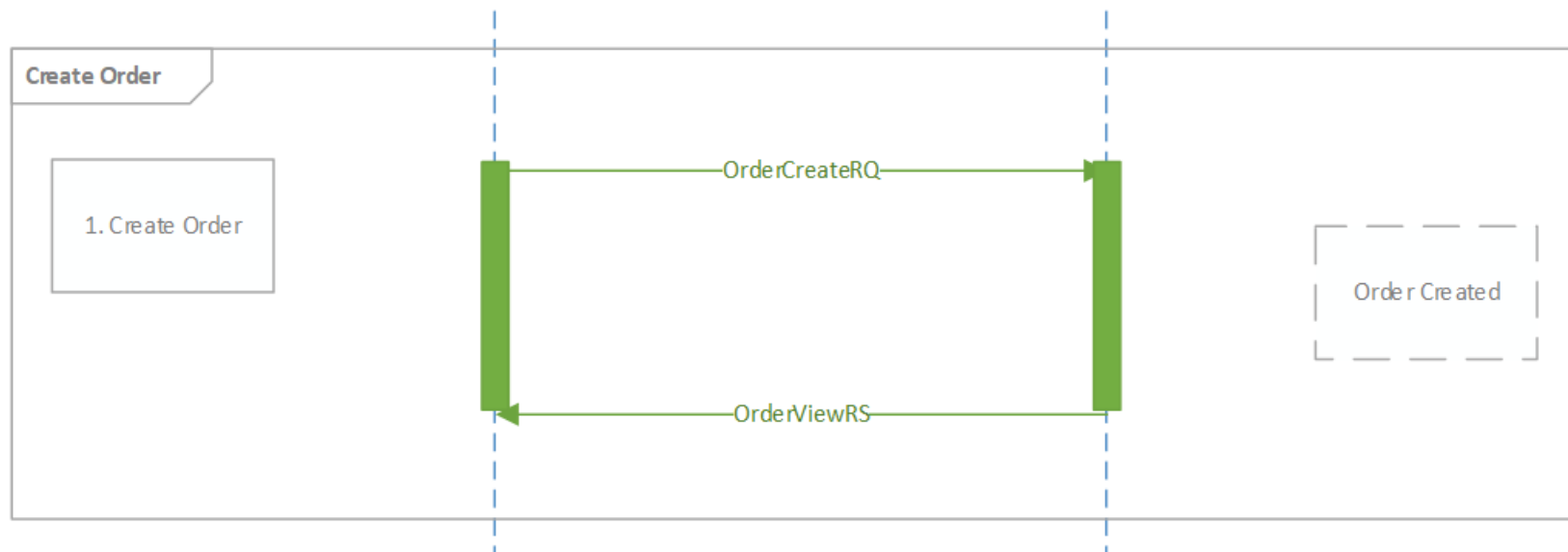


End to End example (Customer experience)



3. Push to basket

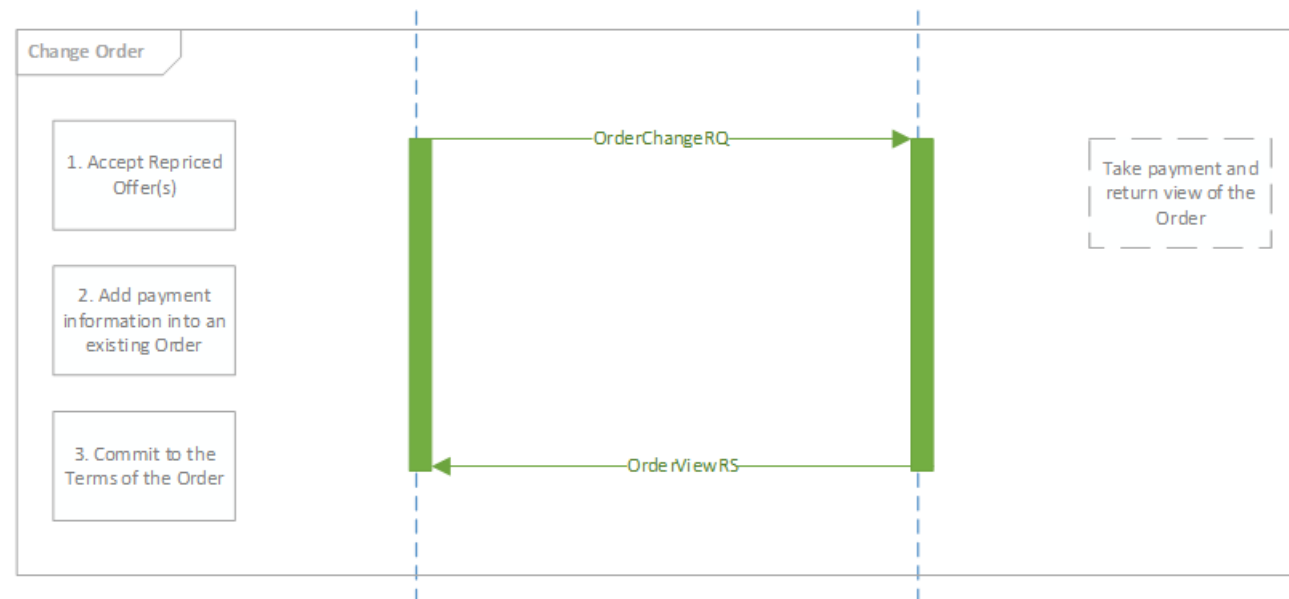
1. Possibility to mix different types of services



End to End example (Customer experience)



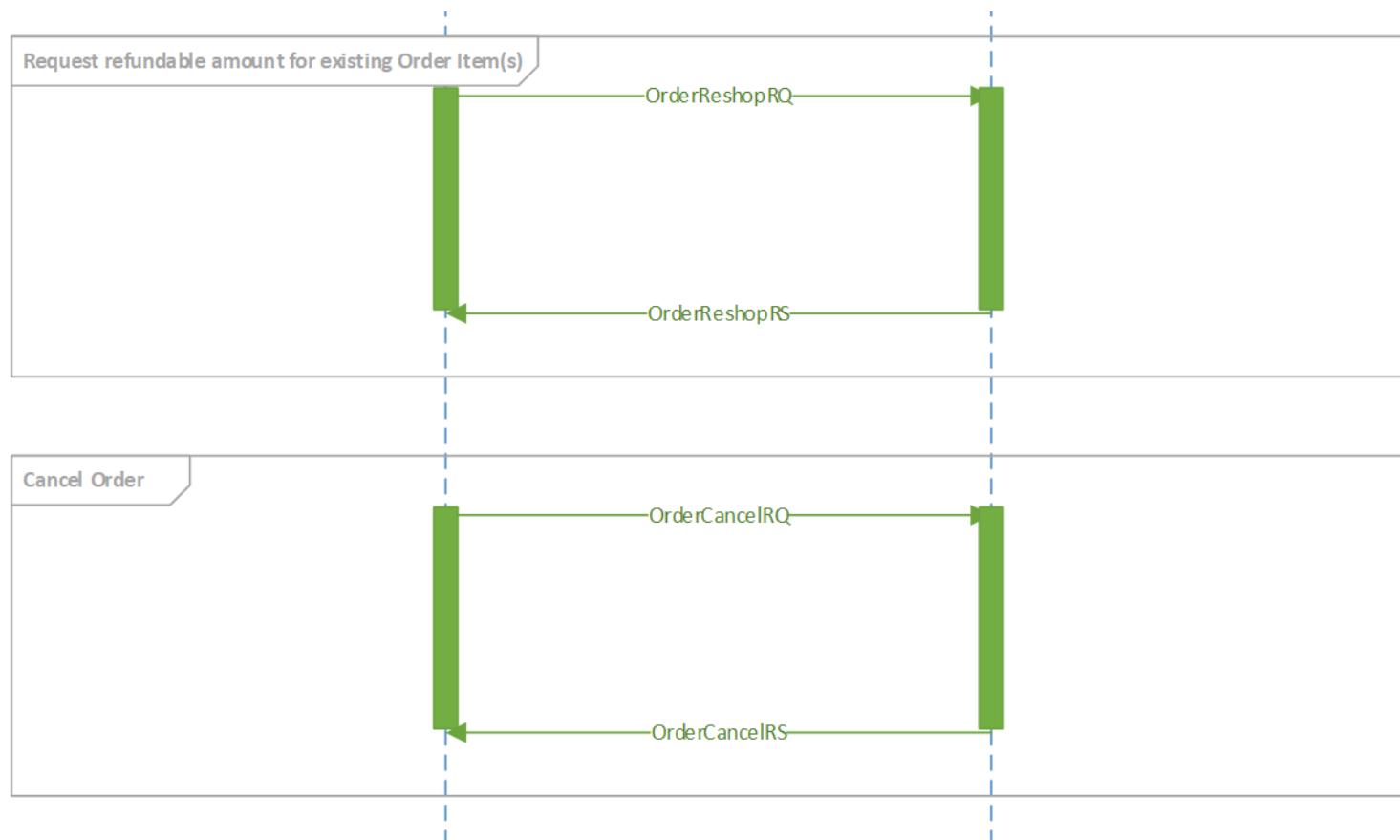
4. The arranger goes through all the validation process while the TTL is valid
5. Book the Offer and create the tickets



End to End example (Customer experience)



6. (opt) Possibility to refund the tickets



End to End example (Back Office)



- From the OMS : create an XFT invoice and send it to our invoice management system
- Compare the invoice with the BSP data
- Generate Invoice pdf and send them to the customer

Challenges



- Differences between NDC format and Reality
 - Multi-offer OfferPrice (FlightPrice)
 - Pre-booking ancillaries
 - Mandatory « optional » fields: AirShopping class of service
- Issues with error messages
 - Unclear error message: « Ticket data invalid »
 - Some undocumented error codes
 - NDC syntax error messages not always helpful
- Categorisation of the fares
 - Importance of the new NDC format with cancellation condition easily parsable
 - Extremely important as a TMC to display easy to understand content.

Wrap Up



NDC is a great tool and offers many advantages

- Flexibility
- Control the content
- Possibility to handle the full flow of booking
- Implement various suppliers in no time
 - Few months to implement the first NDC (15.2)
 - Now 2-3 weeks to implement a new supplier (17.2 and more)

Conclusion



- Suppliers are now in control of direct connections which is a great responsibility. They need to take extra care of the way their NDC is implemented and make sure it's aligned.
- The collaboration is very important between TMCs and Supplier in order to be able to serve as well as possible the end customers.

Question?



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