

British Airways – NDC Capability

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NDC Industry and Innovation



What have we been working on?

2019 Q4 – Top 3 capabilities

- To change or cancel a passenger within a multi passenger order – (Split / Divide PNR)
- Name Correction
- Lodge Cards

2020 Q1 – Top 3 capabilities (in progress)

- Disruption
- Servicing of Held Bookings
- Fare Guarantee



Split PNR – Supported scenarios and limitations

Supported scenarios:

- Split and cancel
- Split and change date
- Split and upgrade

Limitations

- One split per request. We cannot split into multiple bookings simultaneously
- No other OrderChange operations in conjunction with a split, e.g. Issuing a ticket, adding an ancillary product
- We cannot split...
 - Only a young adult or child passenger into a new booking, as they cannot travel alone. They can be split with an adult.
 - All passengers into a new booking
 - A booking with only one passenger
 - A card payment booking, where a payer is a passenger, and within the cooling off period
 - A booking with free seats. They must be cancelled prior.
 - Any passengers without at least one contact detail



Split PNR – What is the process?

OrderRetrieve

```
<success />
<Response>
  <Order OrderID="UH5PGC" Owner="BA">
    <BookingReferences>
      <BookingReference>
        <ID>UH5PGC</ID>
        <AirlineID>BA</AirlineID>
      </BookingReference>
    </BookingReferences>
    <TotalOrderPrice>
      <SimpleCurrencyPrice Code="GBP">6110.88</SimpleCurrencyPrice>
    </TotalOrderPrice>
    <OrderItems>
      <OrderItem OrderItemID="UH5PGC-T4-FS1-FS2">
        <PriceDetail>
          <TotalAmount>
            <SimpleCurrencyPrice Code="GBP">1527.72</SimpleCurrencyPrice>
          </TotalAmount>
          <BaseAmount Code="GBP">1296.00</BaseAmount>
          <TaxAmount Code="GBP">0.00</TaxAmount>
        </PriceDetail>
      </OrderItem>
    </OrderItems>
  </Order>
</Response>
```

OrderChange

```
<Query>
  <OrderID Owner="BA">UH5PGC</OrderID>
  <OrderServicing>
    <Delete>
      <OrderItemID>UH5PGC-T4-FS1-FS2</OrderItemID>
      <OrderItemID>UH5PGC-T5-FS1-FS2</OrderItemID>
    </Delete>
  </OrderServicing>
</Query>
```



Before Splitting a Booking – OrderView

```
-----  
  <Name>BA</Name>  
</Document>  
<Success/>  
<Response>  
  <Order OrderID="ME9CFK" Owner="BA">  
    <BookingReferences>  
      <BookingReference>  
        <ID>ME9CFK</ID>  
        <AirlineID>BA</AirlineID>  
      </BookingReference>  
    </BookingReferences>  
    <TotalOrderPrice>  
      <SimpleCurrencyPrice Code="GBP">273.76</SimpleCurrencyPrice>  
    </TotalOrderPrice>  
    <OrderItems>  
      <OrderItem OrderItemID="ME9CFK-T4-FS1-FS2">  
        <PriceDetail>
```



After Splitting a Booking – OrderView

```
<Response>  
  <Order OrderID="MEB75Q" Owner="BA">  
    <BookingReferences>  
      <BookingReference>  
        <ID>MEB75Q</ID>  
        <AirlineID>BA</AirlineID>  
      </BookingReference>  
      <BookingReference>  
        <ID>ME9CFK</ID>  
        <AirlineID>BA</AirlineID>  
      </BookingReference>  
    </BookingReferences>  
  </Order>  
</Response>
```

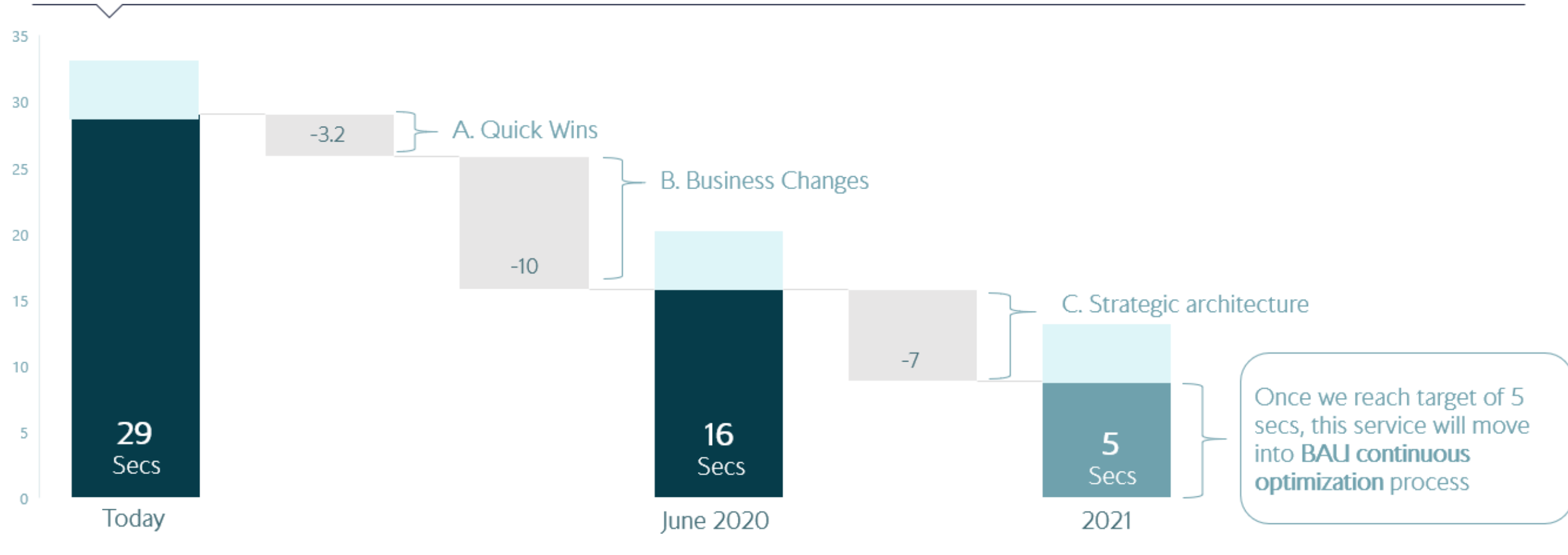


What else are we looking at?



API Performance enhancements

Order Create – “Average” response time (Instant Ticketing)



Where can I find out more?

<https://ndc.ba.com/>

The screenshot shows a web browser window displaying the British Airways NDC API 17.2 helpdesk. The browser's address bar shows the URL: `british-airways-ndc-helpdesk.atlassian.net/wiki/spaces/A1/pages/487915521/AirShopping+--+Scenario+One`. The browser's tab bar includes several open tabs: Apps, Home - IAG Bookin..., Home - NDC Align..., Digital Business Tra..., Iberia staging, ATC Eligibility, Home - NDC Techni..., IAG Intranet, Portal Jiras, IAG SelfService(hols), and International Air Tra... The left sidebar of the helpdesk is titled "British Airways NDC API 17.2" and contains a navigation menu with sections: Overview, Forms Configurations, Space Settings, and PAGES. Under PAGES, there are sub-sections: NDC API Helpdesk, Getting Started, AirShopping Overview (with sub-items: AirShopping RQ, AirShopping RS, and AirShopping - Samples), and AirShopping - Samples (with sub-items: AirShopping - Scenario One, AirShopping - Scenario Two, AirShopping - Scenario Three, AirShopping - Scenario Four, and AirShopping - Scenario Five). The main content area is titled "Scenario One" and contains a "Parameters" section with a list of seven items: 1. Direct Agent, 2. One-way journey, 3. All passenger types, 4. Adult with FQTV number, 5. Economy, 6. Calendar offer +/- 3, and 7. Direct flights only. Below the parameters is an "AirShoppingRQ" section with a "Collapse source" link. It displays an XML snippet for an AirShoppingRQ request, including the SOAP envelope structure and the request body with fields like Name, IATA_Number, AgencyID, and OriginDestinations.

Scenario One

Parameters

1. Direct Agent
2. One-way journey
3. All passenger types
4. Adult with FQTV number
5. Economy
6. Calendar offer +/- 3
7. Direct flights only

AirShoppingRQ [Collapse source](#)

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:get="http://www.iata.org/
<soapenv:Header/>
<soapenv:Body>
  <AirShoppingRQ Version="17.2" PrimaryLangID="EN" AltLangID="EN" xmlns="http://www.iata.org/IATA/EDI
    <Document>
      <Name>BA</Name>
    </Document>
    <Party>
      <Sender>
        <TravelAgencySender>
          <IATA_Number>000000</IATA_Number>
          <AgencyID>Test_Agent</AgencyID>
        </TravelAgencySender>
      </Sender>
    </Party>
    <CoreQuery>
      <OriginDestinations>
```



@Scale

Lessons learned:

- **The process is too open to interpretation**
- **Self certification is a problem, as we will naturally be less critical of ourselves than others**
- **Gathering evidence is a bit arduous**
- **Order History is not yet fit for purpose**

Why have we gone for @Scale?

- **This shows our confidence in our NDC implementation, and our ability to support our sellers both now and in the future**
- **For those who may have been hesitant about connecting without some industry “seal of approval”**
- **It is a necessary step towards Business Travel Ready, which we are aiming to achieve in 2020**



A question to the TMCs – Rich Content

How relevant is rich content to you, and in what way are you expecting an airline to deliver this content to you?

Help us get it right!



BRITISH AIRWAYS

