2018 Implementation Forum – 2

IATA Offices Madrid

28 – 29 August, 2018

Competition Law Compliance

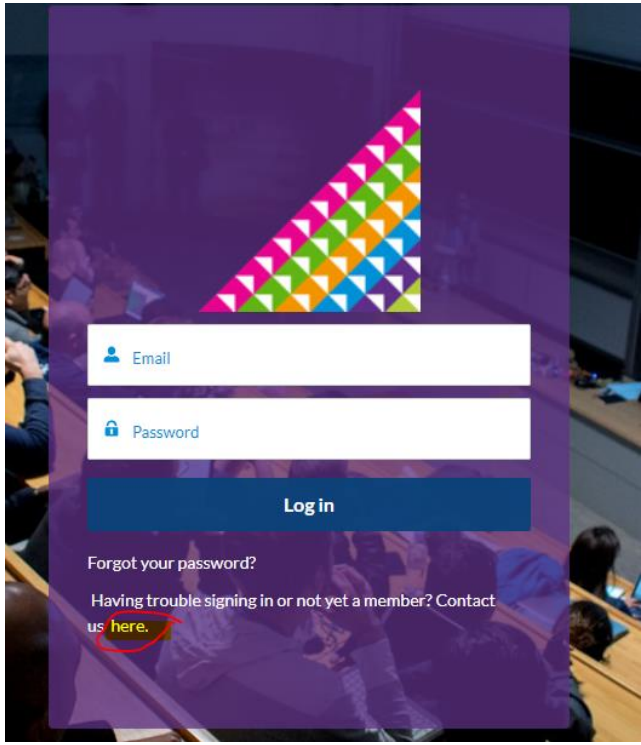
This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, nor will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. The meeting also has no authority to discuss or reach agreement on the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters, or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.

Implementation Forum

"Provide an opportunity to raise questions around implementation, encourage conversations among peers when implementing NDC, and review the different technical solutions and workflows."

Meeting checklist



- Are you connected to AIRTechZone
- Send your updated deployment documents
- Respond to give your feedback on the meeting

Implementer Presentations

- Iberia, Finnair, Aeroflot, United Airlines, Singapore Airlines, Lufthansa Group, American Airlines
- Click Travel, WTMC
- Skyscanner, Azmeel International Agency
- Sabre
- ISO Software (ONE Order)
- Maureva (Payment POC)

Getting our hands dirty

- Deep dive into the implementation aspects

  This session will be driven by the posts on AIRTechZone - post questions and share responses and experiences directly on AIRTechZone before the session.

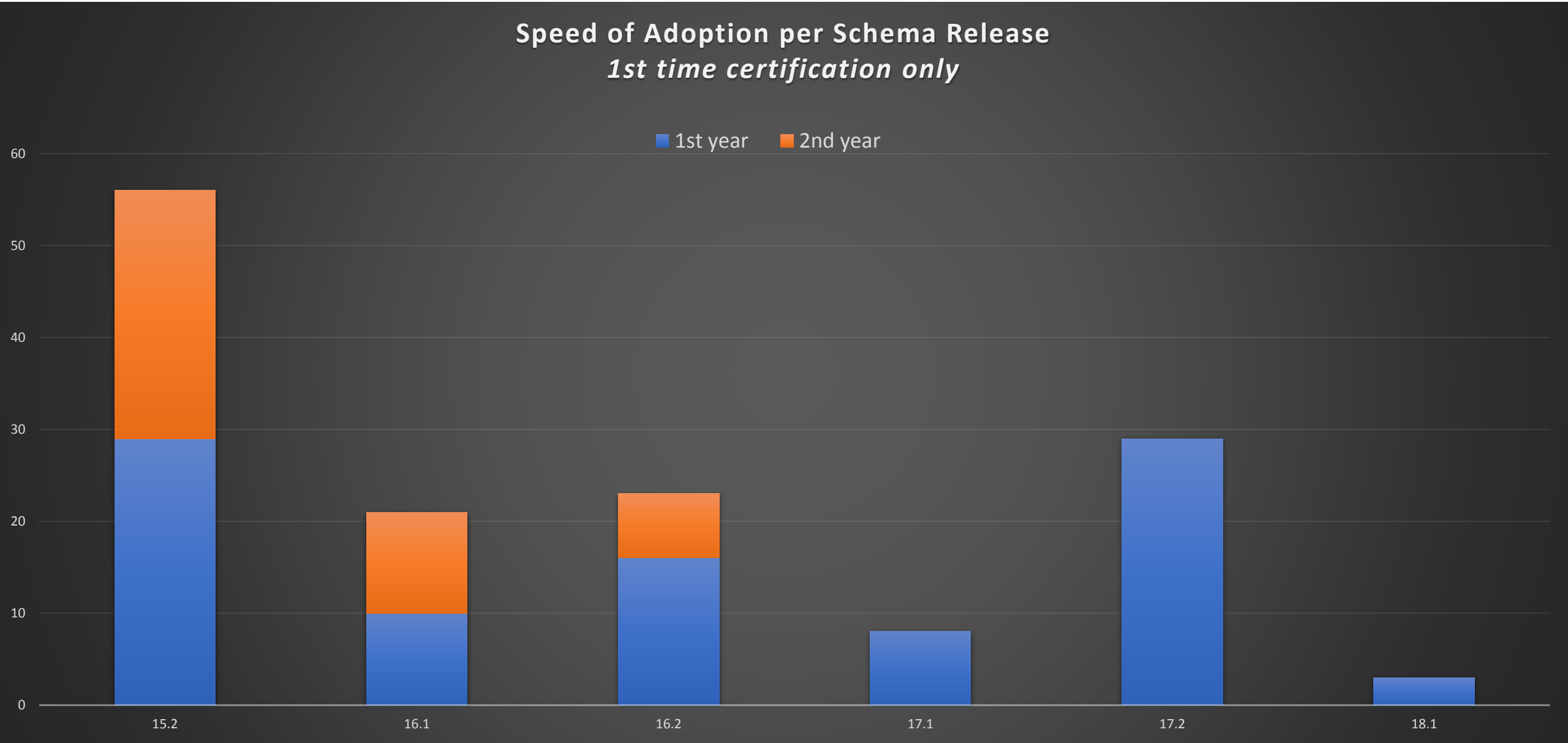
  - AA topics

Bringing it all together

- Round table on proposed solutions discussed to the top scenarios.
- Next steps, Meeting Close

What are people certifying on each year?

***Source**: The IATA NDC Registry 23-Aug-18*



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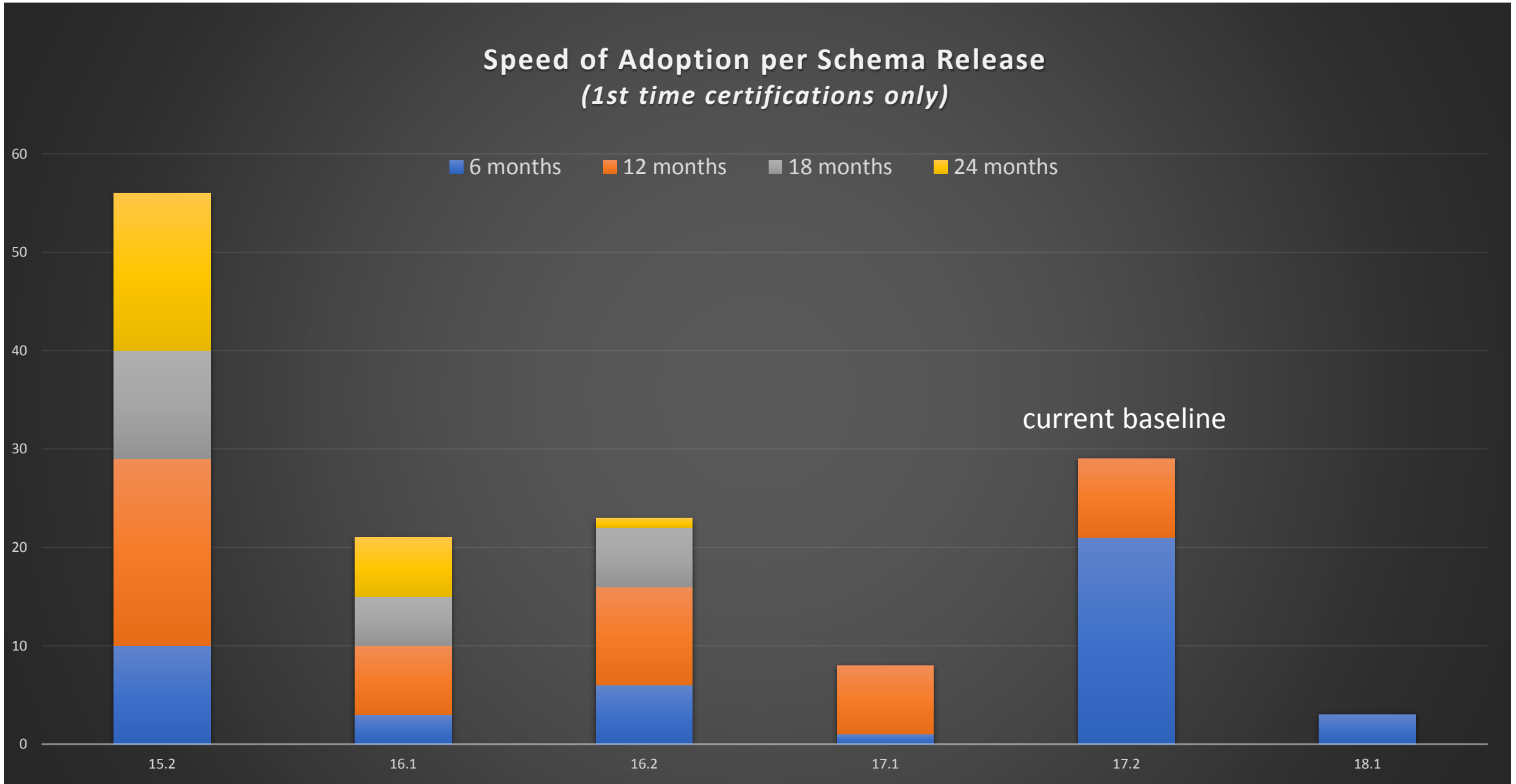

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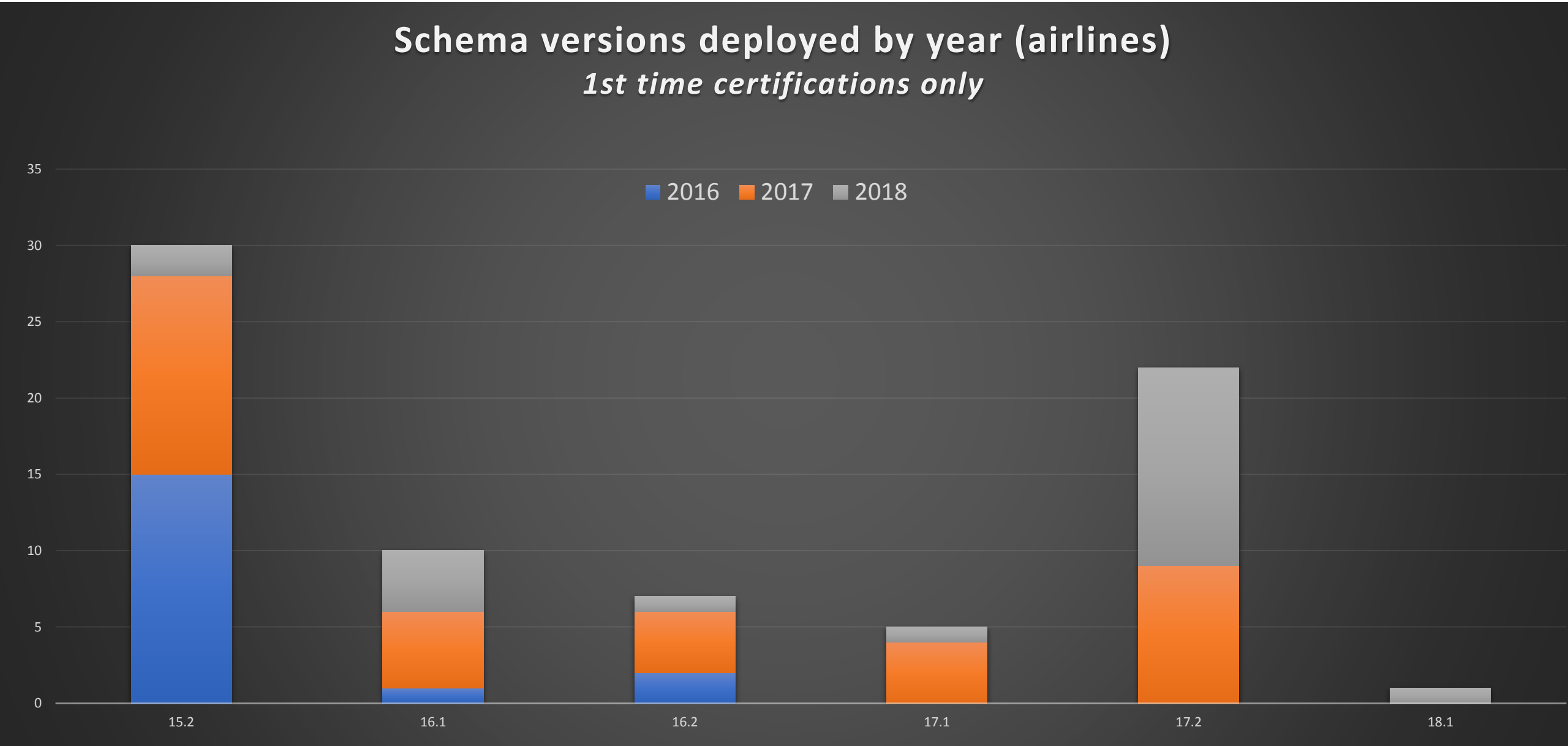


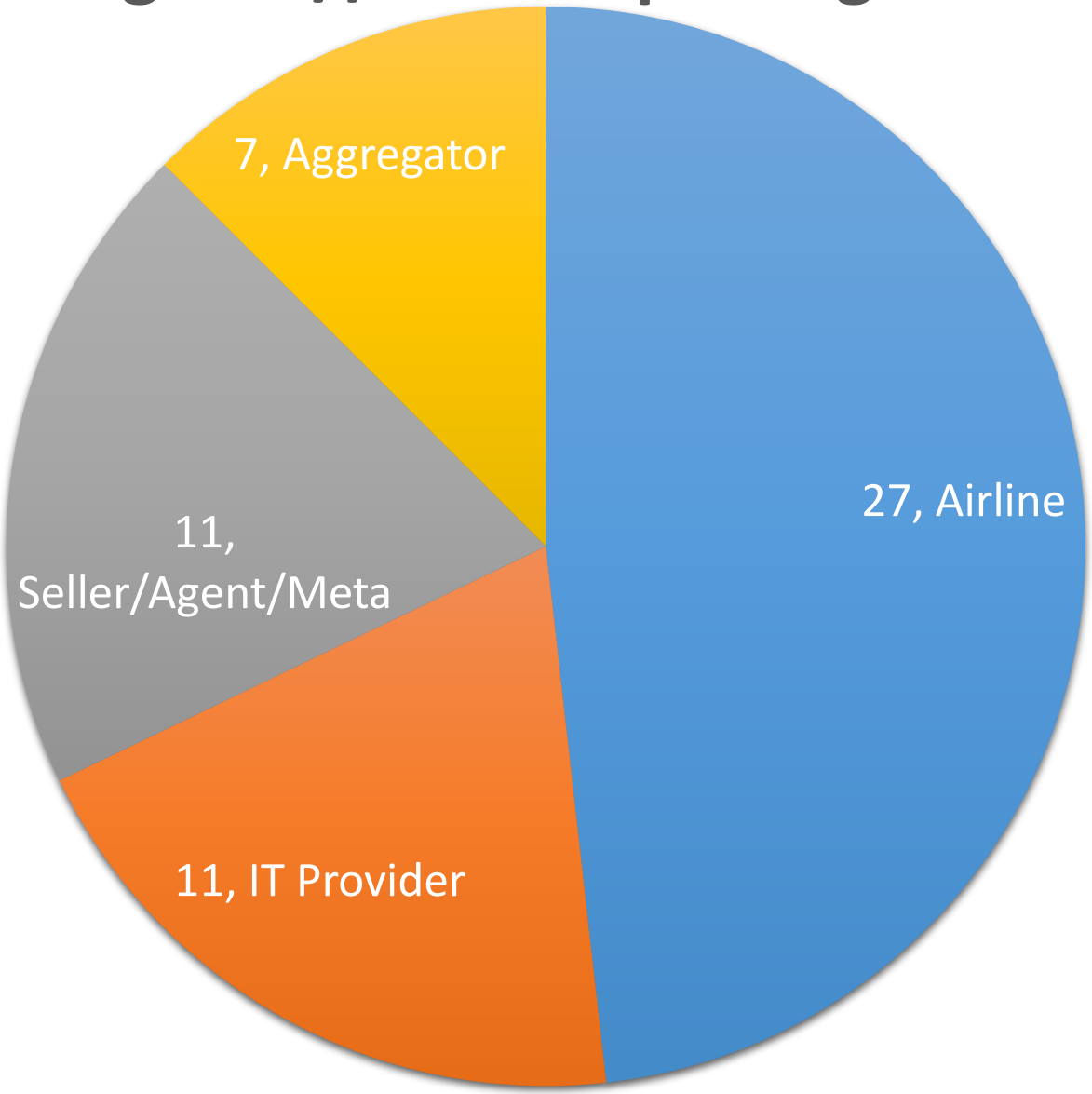
NDC Schema Updates

17.2 or previous September 2017	18.1 March 2018	18.2 September 2018	19.1 (under review)

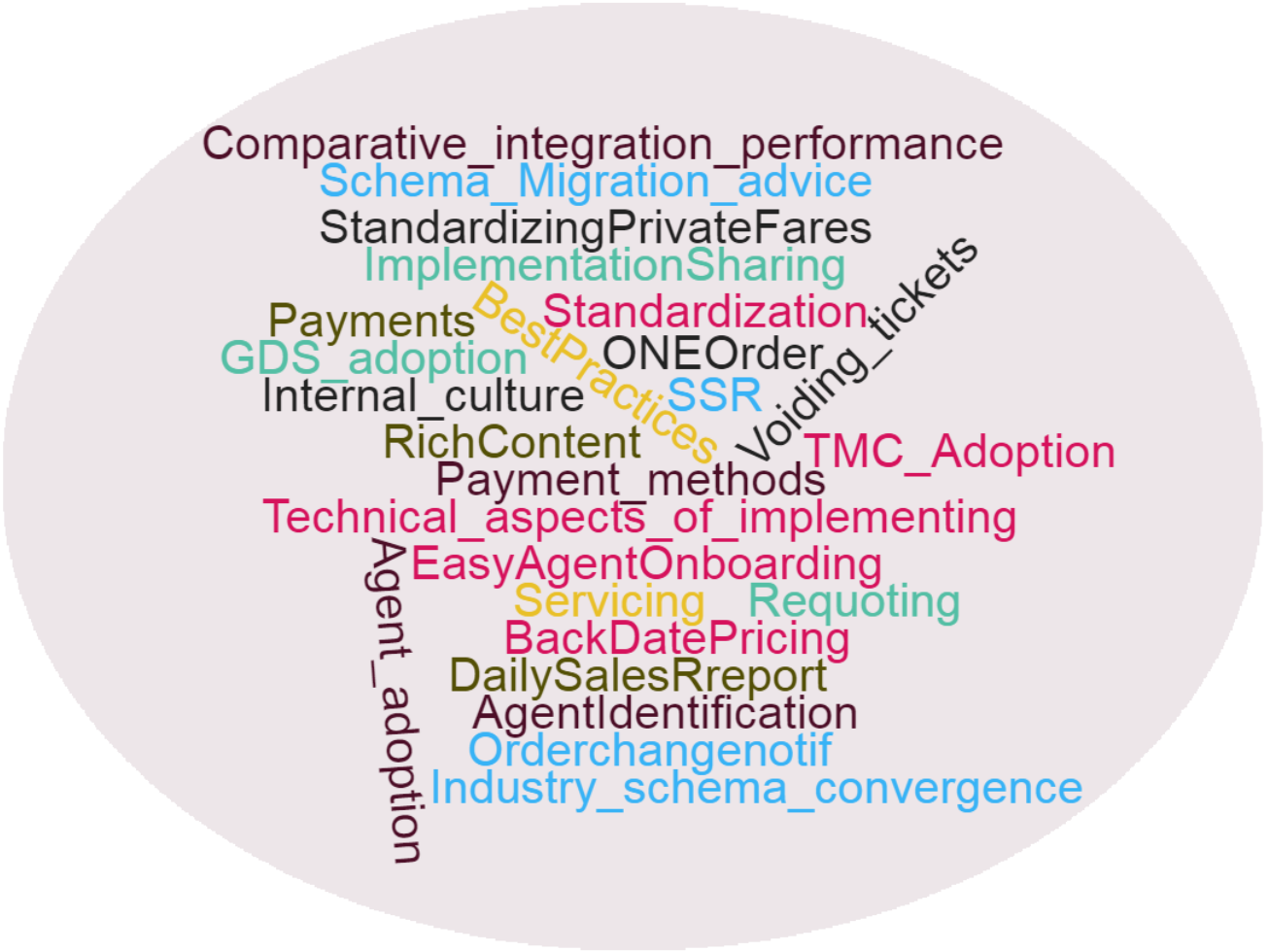
• Offer/Order Restructuring
• Shopping Basket, Seat enhancements, Reshop and Reprice enhancements, cleanups
• BSP/ARC settlement
• Non-guaranteed Customer card transaction
• Customer reference for Corporate Card txns
• Partial Payment, Multiple payment forms
• Multi-currency payment,
• Easy Pay
• Paying with “Loyalty miles”
• Support information for Fraud Detection (ongoing)
	• 1st wave changes based on AIDM
	• Ability to distinguish between Corporate vs Personal card for the purpose of surcharge (where applicable)
	• Payment card error
	• Specifying O&D with transfer preferences
	• Add imprint to Airline Profile
	• Allow services to be sold per flight
		• Completion of AIDM changes
		• 1st ONE Order schemas
		• Payment enhancements
		  ◦ Support 3DS
		  ◦ Terminology alignment
		  ◦ Reconciliation of authorizations (ID)
		• Migration support
		  ◦ Unused tickets a FOP
		• Commercial
		  ◦ Optional Commission & %
		• Schemas rationalization
		  ◦ Removal of duplicate messages
			• **Schemas rationalization**
			  ◦ **Removal of AirDocIssue**
			• **Cleanup of Timelimits**
			• **Support for French Decree and India GST**
			• **Migration support**
			  ◦ **Support for Tickets in OSIN**
			• **Payment enhancements**
			  ◦ **Card encryption**

Who’s in the room? What’s on your mind?

Implementation Forum Madrid (Aug 2018)
56 Delegates // 39 Unique Organizations



What's on your mind (40 Madrid Imp Forum participants)



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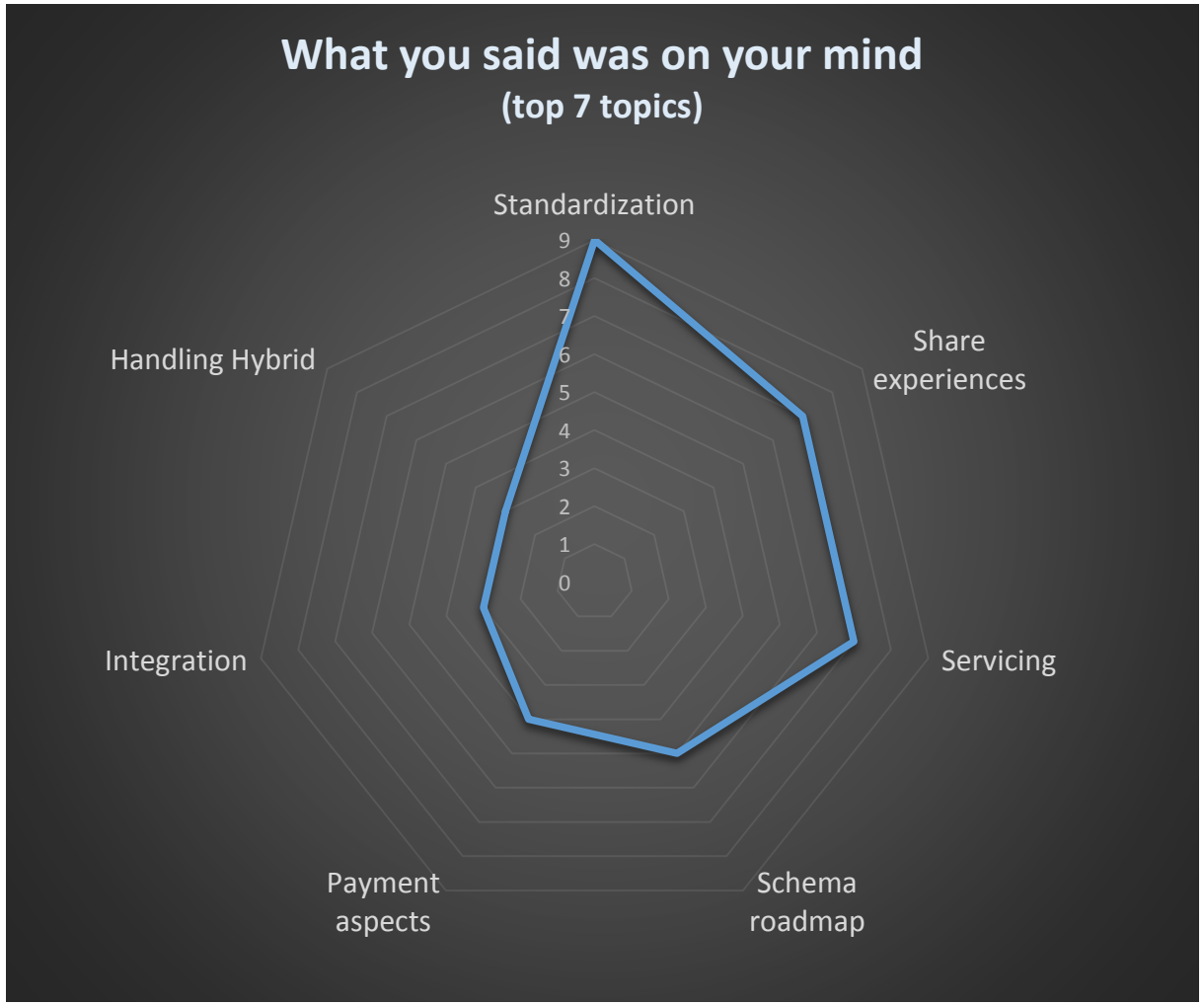
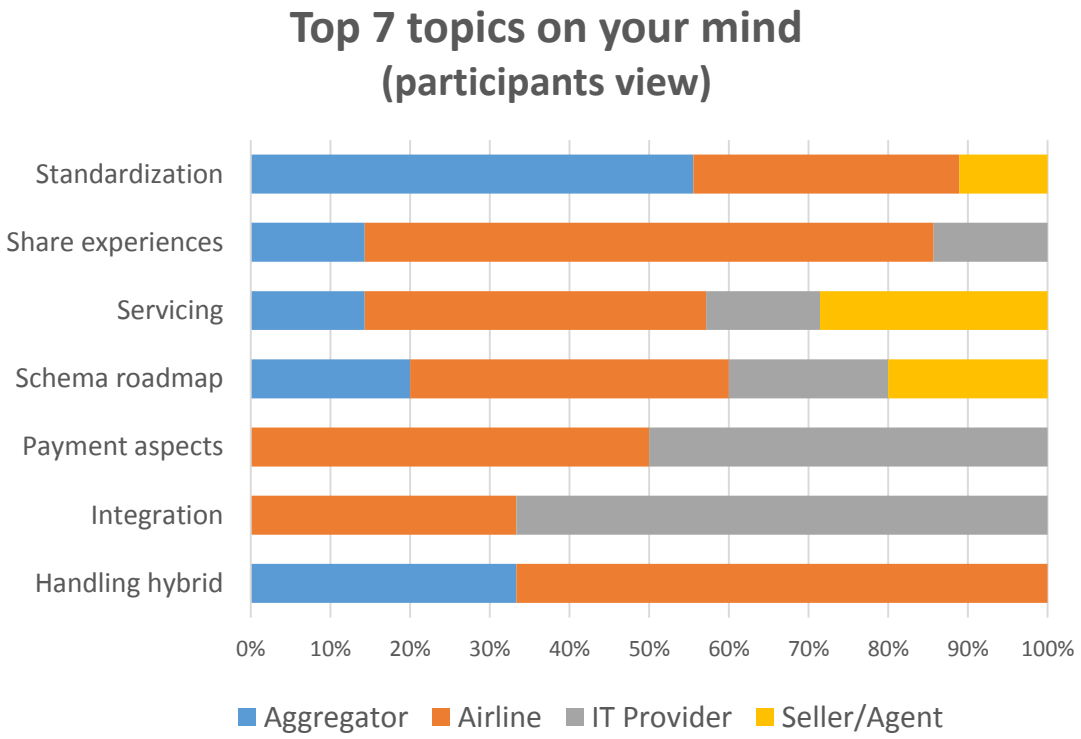
NDC Deployment Questionnaire 2018





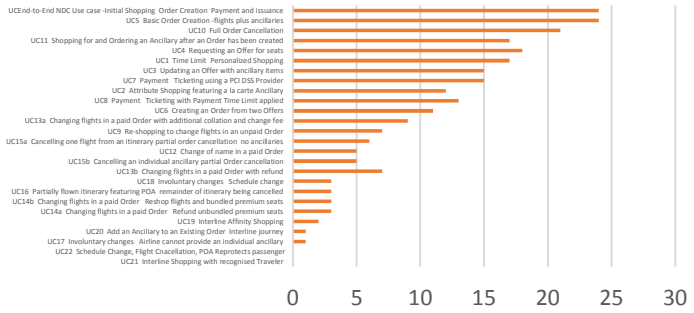
What are people implementing?

Combined May, Madrid Imp Forum

What are implementers doing? (40 implementers)

***Source**: Implementation Forum Participants NDC Deployment Questionnaire 2018*

Use cases implemented



Top use cases implemented (at least 10 implementers)

What are implementers doing? (40 implementers)

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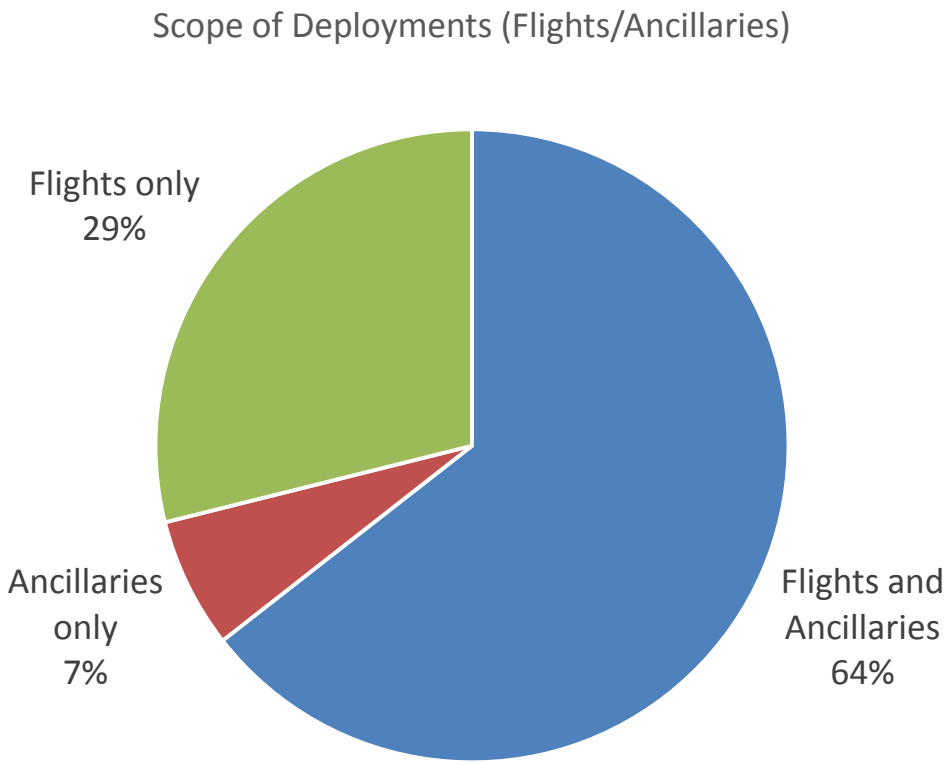

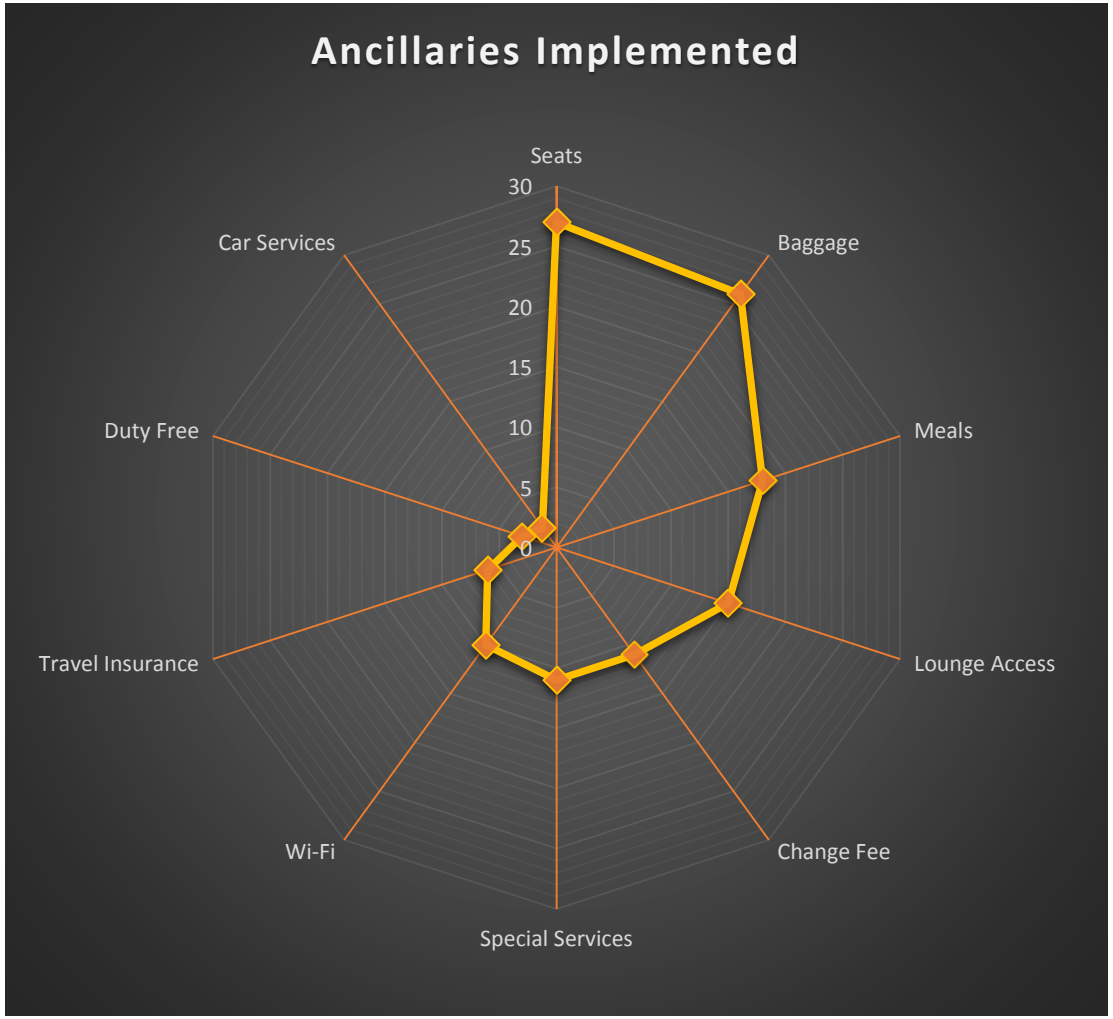

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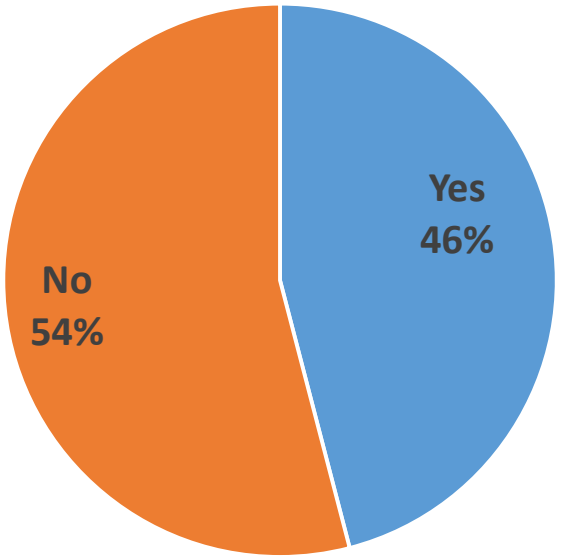
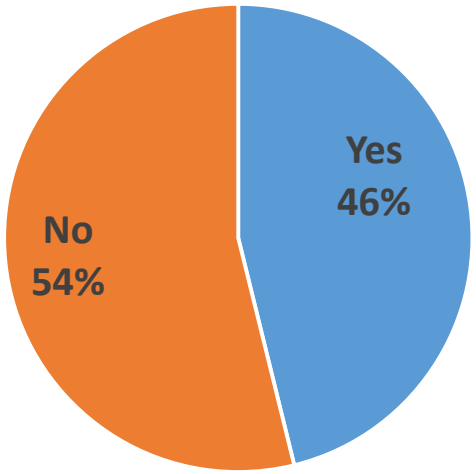
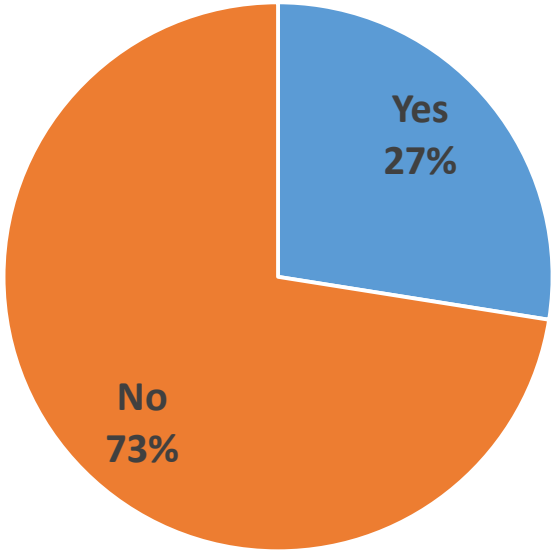
Making personalized offers



Use of Rich Media



Airline Profile is included



A few Program Updates

The NDC Leaderboard is growing

NDC Leaderboard Airlines

NDC Live Implementations

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NDC Certified Deployments

Level 3 Airlines as of 14/8/2018

- Aegean Airlines
- Aer Lingus
- PJSC Aeroflot
- Air Austral
- Air Canada
- Air China
- Air France
- American Airlines
- APG Airlines
- Austrian Airlines
- British Airways
- Brussels Airlines
- Cathay Pacific Airways
- China Airlines
- China Eastern
- China Southern
- Colorful Guizhou
- Condor
- CORSAIR
- Emirates
- Etihad
- Ethiopian Airlines
- EVA Air
- Finnair
- Flybe
- flydubai
- FlyEgypt
- GOL
- Jiangxi Air
- Hainan Airlines
- Hong Kong Airlines
- Iberia
- Iberia Express
- InselAir
- KLM Royal Dutch Airlines
- Korean Air
- Lufthansa
- Norwegian Air Shuttle
- Olympic Air
- Onur Air
- Qatar Airways
- Qantas Airways
- Rotana Jet
- Saudi Arabian Airlines
- Shandong Airlines
- Shenzhen Airlines
- Sichuan Airlines
- S7 Siberia Airlines
- SilkAir
- Singapore Airlines
- SunExpress Germany
- SunExpress Turkey
- SWISS
- T’way Air
- TAP Air Portugal
- Thomas Cook Airlines Manchester
- Turkish Airlines
- United Airlines
- Virgin Atlantic
- Vueling Airlines
- WestJet
- Xiamen Airlines

System Providers certified & capable to date

-

57

- 43 IT Providers - Capable
- 14 Aggregators - Certified
- Includes 4 Start ups

- Aaron Group
- Airlines Technology
- AirGateway
- Amadeus
- APG
- ATPCO
- Atriis Technologies
- Beijing Asia Technology Co
- Birdres Technologies
- Conztanz
- Caravelo
- Datalex
- DXC Technology
- Farelogix
- Hitit
- IBS
- Indra
- Infiniti Software Solutions
- Information Systems Associates
- InteRES
- ISO Software Systeme
- ITA Software by Google
- Iween Software Solutions
- JR Technologies
- KAYAK Software Co
- Maureva
- Marco Polo Technology
- Navitaire
- On Travel Solutions
- Openjaw
- Polarium Co
- Pribas
- PROS
- Quadlabs Technologies
- Reserve
- Sabre
- SAP Hybris
- Shanghai Aqueduct Information Technology
- Shree Partners
- "Sirena-Travel" JSC
- SITA
- Skyscanner
- TOPAS
- TPConnects
- Travelfusion
- Travel Planet
- Travelport
- Travelsky
- Verteil Technologies
- WTMC
- Wintelia Technology Co
- XML Travelgate

Sellers certified to date

-

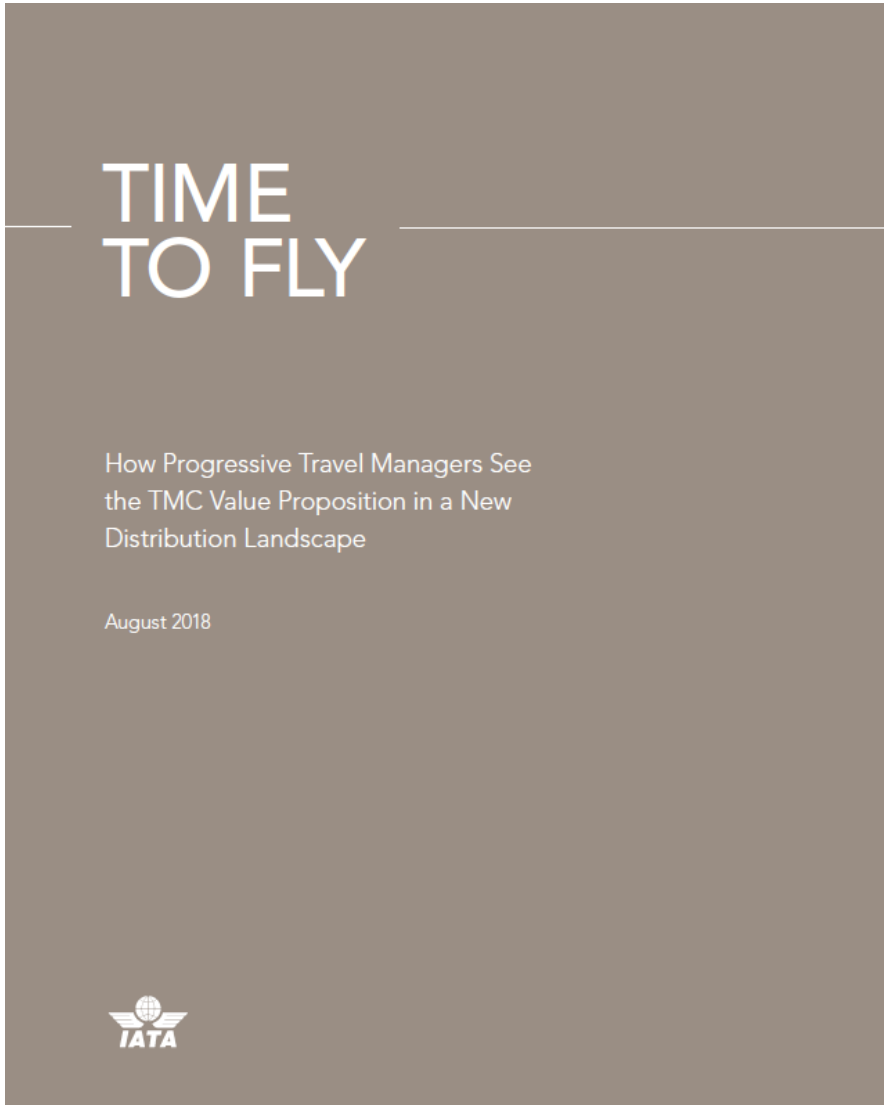
19

NDC Certified Implementations

- Includes 6 TMCs

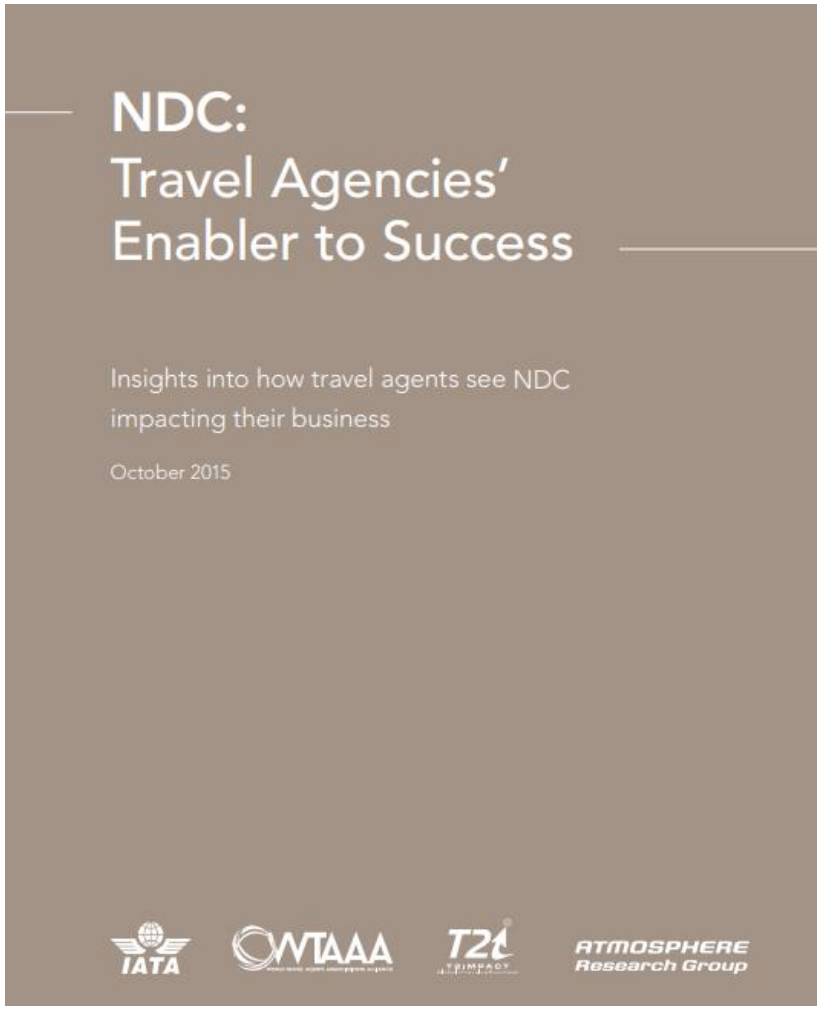
- AL Maghseel International LLC
- China Air Service Ltd.
- Chongqing Yunshang International Travel Service Co.,Limited
- Click Travel
- Club Travel
- Corporate Travel Management
- Ctrip.com International Ltd.
- Dnata
- Flyazmeel.com (Azmeel International Agency Tours & Travel)
- Hogg Robinson Group
- JebsenTravel Limited
- Logitravel Group
- Serko Limited
- Superior Tracks Travel & Tourism – Zeeyarah.com
- TravelCC
- Travel Planet
- Tripadvisor, LLC
- Viaflight.com (Talent Travel & Tourism)
- WTMC

TMAG travel buyers envision future TMCs



- Total management: TMCs taking a more strategic role
- Real-time: TMCs leveraging the combination of deeper supply chain relationships, more dynamic technology & better data to support the corporation & buyer along the journey, in real-time
- The power of personalization: Personalization applied at corporate & individual levels to improve engagement & service satisfaction

Travel Agents see NDC as an enabler



- Customer service: To help them be more customer focused
- Efficiency: To make selling airline ancillary products more efficient
- Competitiveness: To better compete with airline websites

AIR SYMPOSIUM

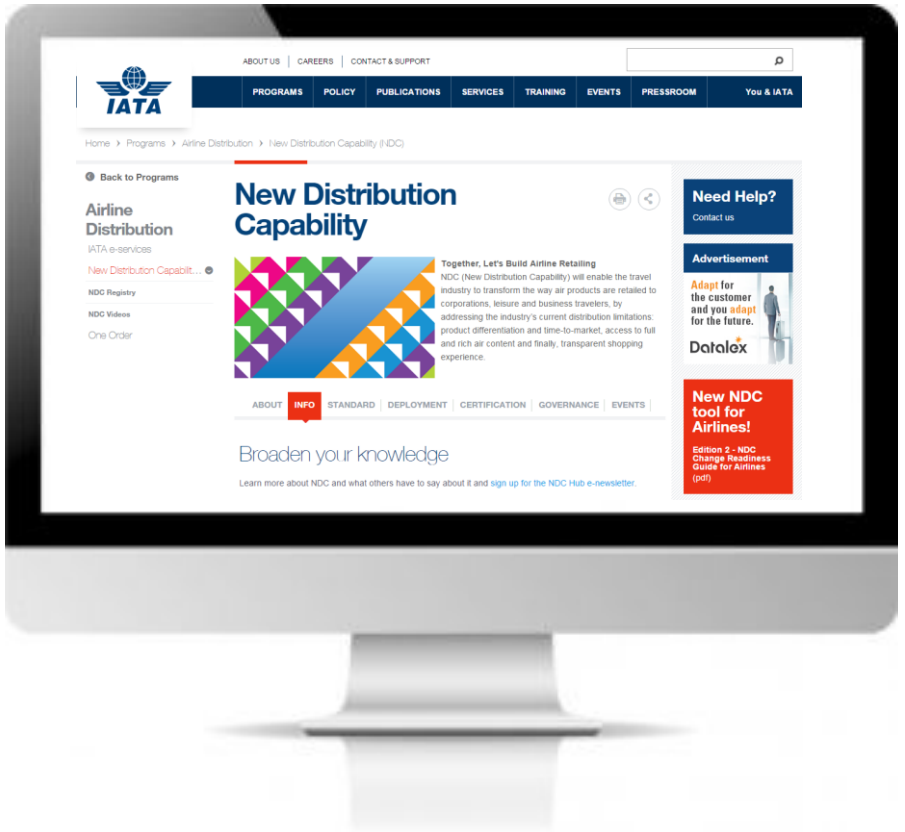
Airline Industry Retailing

Together, Let's Build Airline Industry Retailing!

23-25 October 2018, Rome, Italy

Register on www.iata.org/airs

NDC Tools & Comms Channels



NDC Certification Registry

- Up-to-date list of all companies that are considered NDC Certified/Capable

Dedicated NDC Microsites

- For Airlines, Business Travel and Developers

Change Readiness Guide for Airlines

- A support tool for airlines planning their NDC enablement from defining the vision and strategy to initiating the program

Info tab on iata.org

- To access white papers, dedicated microsites, case studies and guidelines around the NDC standard

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