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.
“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?

Speed of Adoption per Schema Release

*1st time certification only*

- **15.2**
  - 1st year: 30
  - 2nd year: 20

- **16.1**
  - 1st year: 10
  - 2nd year: 10

- **16.2**
  - 1st year: 15
  - 2nd year: 5

- **17.1**
  - 1st year: 5
  - 2nd year: 5

- **17.2**
  - 1st year: 25

- **18.1**
  - 1st year: 5

*Source:* The IATA NDC Registry 23-Aug-18
What are people certifying on each year?

Speed of Adoption per Schema Release
(1st time certifications only)

- 6 months
- 12 months
- 18 months
- 24 months

Source: The IATA NDC Registry - Aug 23, 2018

Current baseline
What are people certifying on each year?

Source: The IATA NDC Registry 23-Aug-18

Schema versions deployed by year (airlines)

1st time certifications only

Source: The IATA NDC Registry 23-Aug-18
## NDC Schema Updates

### 17.2 or previous September 2017
- 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)

### 18.1 March 2018
- 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

### 18.2 September 2018
- 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

### 19.1 (under review)
- 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

- 27, Airline
- 11, IT Provider
- 11, Seller/Agent/Meta
- 7, Aggregator
What’s on your mind (40 Madrid Imp Forum participants)
What’s on your mind (40 Madrid Imp Forum participants)
What’s on your mind (40 Madrid Imp Forum participants)

What you said was on your mind (top 7 topics)

Top 7 topics on your mind (participants view)

- Standardization
- Share experiences
- Servicing
- Schema roadmap
- Payment aspects
- Integration
- Handling hybrid

Source: Implementation Forum Participants
NDC Deployment Questionnaire 2018
What are people implementing?

Combined May, Madrid Imp Forum
Top use cases implemented (at least 10 implementers)

- **UCEnd-to-End NDC Use case - Initial Shopping Order Creation**
- **UC5 Basic Order Creation -flights plus ancillaries**
- **UC10 Full Order Cancellation**
- **UC4 Requesting an Offer for seats**
- **UC11 Shopping for and Ordering an Ancillary after an Order has been created**
- **UC1 Time Limit Personalized Shopping**
- **UC3 Updating an Offer with ancillary items**
- **UC7 Payment Ticketing using a PCI DSS Provider**
- **UC8 Payment Ticketing with Payment Time Limit applied**
- **UC2 Attribute Shopping featuring a la carte Ancillary**
- **UC6 Creating an Order from two Offers**

*Source: Implementation Forum Participants NDC Deployment Questionnaire 2018*
What are implementers doing? (40 implementers)

Scope of Deployments (Flights/Ancillaries)

- Flights only 29%
- Ancillaries only 7%
- Flights and Ancillaries 64%

Source: Implementation Forum Participants
NDC Deployment Questionnaire 2018
What are implementers doing? (40 implementers)

- Making personalized offers: Yes 46%, No 54%
- Use of Rich Media: Yes 46%, No 54%
- Airline Profile is included: Yes 27%, No 73%

Source: Implementation Forum Participants
NDC Deployment Questionnaire 2018
A few Program Updates
The NDC Leaderboard is growing

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<th>NDC Leaderboard Airlines</th>
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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
Sellers certified to date

- 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
- Jebsen Travel Limited
- Logitravel Group
- Serko Limited
- Superior Tracks Travel & Tourism – Zeeyarah.com
- Travel ICC
- Travel Planet
- Tripadvisor, LLC
- Viaflight.com (Talent Travel & Tourism)
- WTMC

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NDC Certified Implementations

- Includes 6 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
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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