



# Overview of Activity

Joint Report from the  
Offers and Orders Group  
2018 H2

Published August 2018

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# Overview

This document provides an update of the activity occurring within the Offer and Order groups including the 'Big Ticket' items and the direction the group is currently taking under direction from the PDMG Priorities.

More information can be found in the Standard Settings Workspace.

To watch the PDMG Offer and Order Group Process click [here](#) or copy paste the following link in your browser:

<https://www.youtube.com/watch?v=JcLt6vDY4uY&feature=youtu.be>

# PDMG Priorities

The below PDMG priorities are being worked on by the Offer and Order Groups.

- **Servicing, including Disruption** *(in progress)*
  - Address schema gaps reported for servicing topics
  - Clear documentation / best practices for handling Disruption
- **Message Flows** *(in progress CR021)*
  - Publish message flows for top use cases
  - Perspective from a Customer Point of view
- **Payment**
  - 3DS flows and redirection *(completed CR063)*
  - Schema element cleanup to use meaningful payment terms under the umbrella of AIDM alignment *(completed CR052)*
  - Determine Seller2Payer context e.g. in person, phone, messaging (Priority is dependent on timelines for regulation requirement in 2019) *(in progress CR022)*
  - Consistent way to communicate accepted FOP *(in the backlog)*
  - Distinguishing the payer as agent vs. customer for all FOP *(in the backlog)*
- **Data for Agency Reporting (mid/back office)** *(requires more input from Agents before proceeding)*
  - Understand the flows and pain points from an agent perspective. What are the concrete gaps?

**With the following items closely behind:**

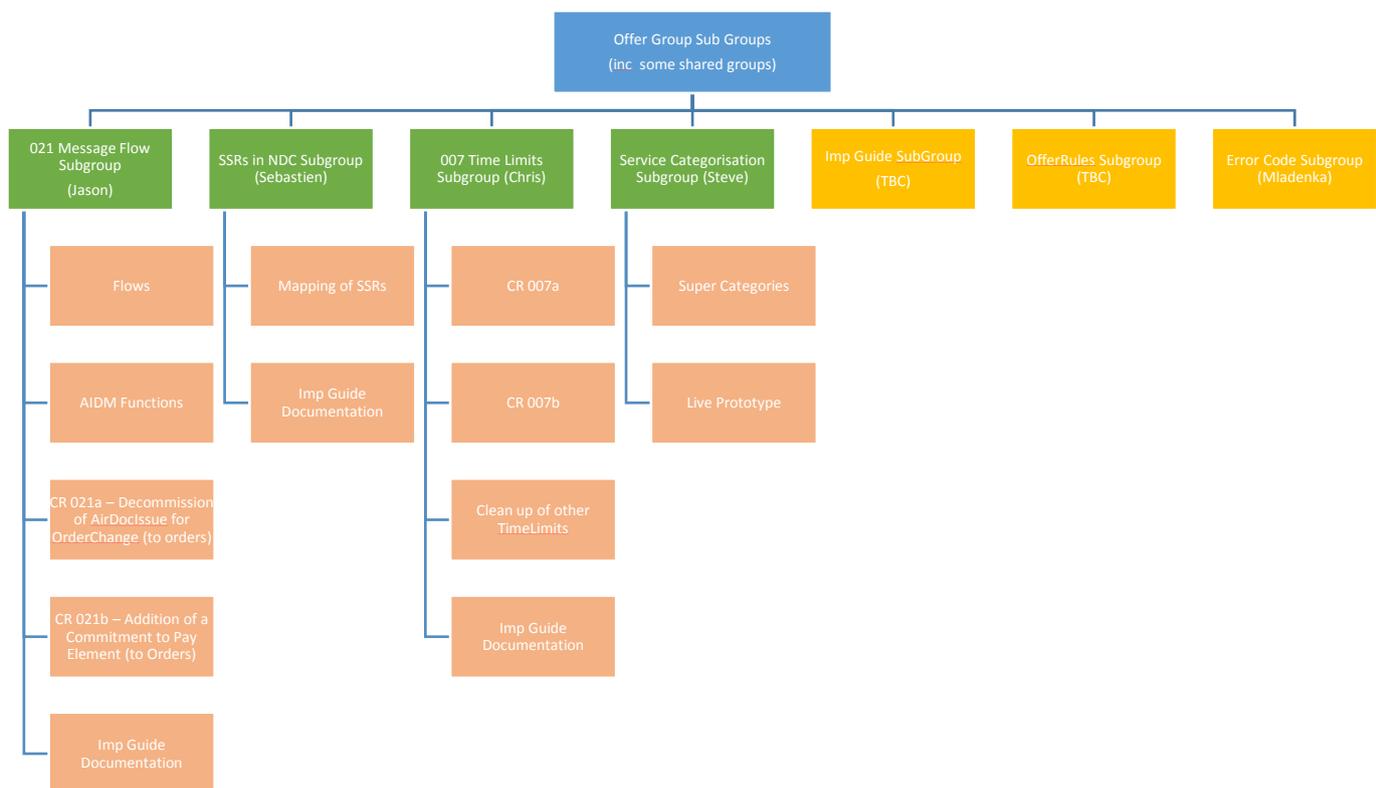
- Support for comparison of airline offers (work on the Types) *(in progress CR059)*
- Rich Media *(awaiting implementer feedback)*
- Making Offer Rules consumer friendly *(in progress)*

# Offer Group and Subgroups

The Offer group has been breaking tasks up into various specialised groups to concentrate on the change requests within the backlog.

Below gives you an idea of the subgroups that the Offer Group has established and some high-level outputs that the groups are working on.

Once a subgroup has completed their task, that group will be disbanded, and another subgroup will be initiated (if required) for another purpose. At current, the Time Limits, SSR in NDC, and Message Flow subgroups are progressing well with their work and are on track to complete their assigned tasks this year.



# Offer Rules

## **Overview**

A pain point for many implementers is the inability to programmatically understand the Rules or Conditions of the Offer that is being presented to them so that the Offer can be understood and appropriately presented to the Customer.

The Offer Group has created a subgroup called "Offer Rules" which will commence work on this item.

## **Status**

- Group has been established. Scope is currently being defined
- Group to commence work this year.

# CR 021 Message Flows

## Overview

A working group was formed in Montreal following the first Offers and Orders Group Meetings to understand the message flows (PDMG Priority) that are being used in the industry and how Sellers and Airlines can better streamline their integrations.

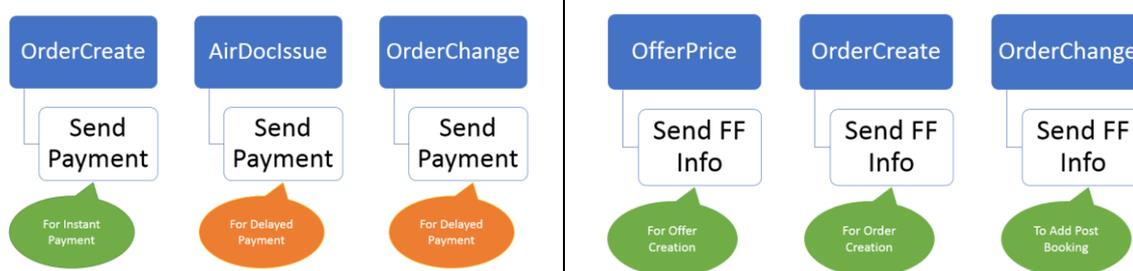
The dream state for a Seller is: ***"To simply switch endpoints and Airline Designators and simply be able to transact with another Airlines API"***

What is unique about our industry and API's is that Sellers are not just connecting to one API, but a collection of Similar APIs. The challenge is to streamline them so as not to reduce functionality or stifle innovation and unique solutions but to ensure that all parties are using the same functions within the best suited messages.



For example, today we have two ways in the standards to send payment to a booking that has been 'placed on hold'. We can either send payment using AirDocIssue or we can send payment using OrderChange.

Imagine if you were a Seller and you implement a connection to Airline BB who uses AirDocIssue to add payment for an on-hold booking. Then, when you on-board your second integration, Airline CC, you realise that in order to achieve the same functionality, you have to now also implement OrderChange, and understand when and how to use the two messages.



## Flows Status

Flow Name	Topic	Related Imp Guide Use Case	Drafted by Group	Validated by Imp. Forum	Target Delivery
End to End Scenario	General	<ul style="list-style-type: none"> <li>UC End to End NDC Use Case</li> <li>UC6 Creating an order from two Offers</li> </ul>	✓		18.2
Deferred Payment	Payment	<ul style="list-style-type: none"> <li>UC8 Payment Ticketing with Payment Time Limit Applied</li> </ul>	✓		18.2
Payment with Redirection	Payment	<ul style="list-style-type: none"> <li>UC7 Payment Ticketing using a PCI DSS Provider</li> </ul>			
Shop for and ordering ancillaries after Order	Ancillaries	<ul style="list-style-type: none"> <li>UC11 Shop for an Ordering an Ancillary after Order</li> </ul>	✓		18.2
Shop for and ordering ancillaries before Order	Ancillaries	<ul style="list-style-type: none"> <li>UC2 Attribute Shopping featuring a la carte items</li> <li>UC5 Basic Order Creation</li> <li>UC4 Requesting an Offer for Seats</li> <li>UC3 Updating an Offer with Ancillary Items</li> </ul>	✓		18.2
Change of Itinerary	Change	<ul style="list-style-type: none"> <li>UC13a changing flights in a paid order with adcol and fee</li> <li>UC13b Changing flights in a paid Order with refund</li> </ul>	✓		18.2
Full Order Cancellation	Change	<ul style="list-style-type: none"> <li>UC10 Full Order Cancellation</li> <li>Cancelling Unpaid Order</li> </ul>	✓		18.2
Schedule Led Search	General	<ul style="list-style-type: none"> <li>Requested by PDMG</li> </ul>			19.1
Inventory Guarantee	General	<ul style="list-style-type: none"> <li>Requested by PDMG</li> </ul>			19.1
Addition of Personal Info	General				19.1

## Status

- The subgroup has met twice in Montreal and Madrid and is planning to meet after this Imp ~~Forum~~Forum in Madrid and again in Singapore.
- A report and recommendations are being drafted and are well in progress.
- Implementation of recommendations will target **PADIS 19.1** and the **Online 18.2 Implementation Guide**

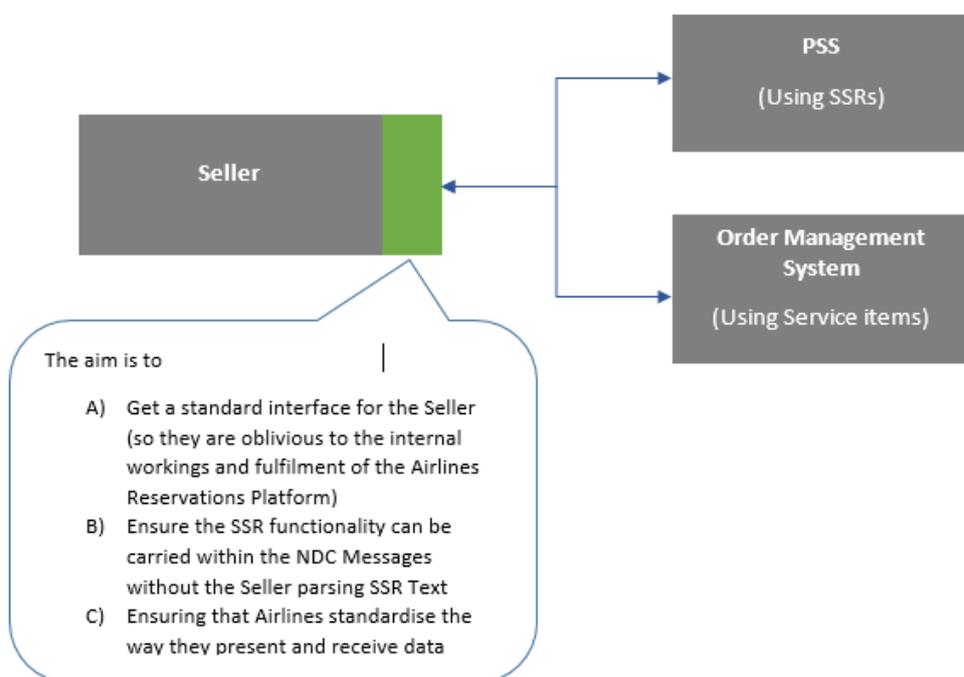
# CR 050 SSR Support in NDC Messages

## Overview

Special Service Requests (SSR) are best described as snippets or strings of information in a PSS that are formatted for programmatic use and ingestion to describe a service or additional piece of information that is required about the passenger.

Initially SSR's were used for special requests (such as a wheelchair request) at the Airport and are only sent to carriers participating in the Itinerary prior to travel. However, their flexibility has lead them to be used for a variety of purposes over the years and are used to store non service related items, such as email addresses, postal address, GST information, disabled information etc.

In the move to distribution over XML using the standards set forth by the Offers and Orders Groups, the notion of a traditional 'SSR' as a formatted string does not conform to the transmission standards of today where XML, JSON or other is being used.



## Status

- Group has made great progress in mapping SSR's today with how they would be transmitted in NDC messages. For example, SSR BIKE will be defined as a Service in NDC and the SSR 'text' will not be sent through the NDC message.
- Sub group set to complete work for the **18.2 Implementation Guide** with recommendations to be added to **PADIS 19.1** or **PADIS 19.2** (i.e. some gaps between SSR and NDC capabilities)

# CR 059 Service Categorisation

## Overview

The problem we have today is that Airlines will represent their products slightly differently and it's up to the Seller to understand the subtle differences between products to allow the best experience for the passenger when choosing their Offers.

For example:

“

Airline BB and Airline CC will present an Offer called 'Business' to a passenger. While this looks the same, Airline BB uses an economy configuration with a blocked off centre seat, while Airline CC has a lie flat seat.

## Madrid Meeting

- Group met in Madrid in July and had a full day on defining the problem that needs to be solved.
- Great progress made as to how we should tackle this challenge and how we are going to solve the problem a hand.
- Group has defined the major categories of products and services that need to be better defined and has started to review the structure for how this information should be presented and requested.
- For responding to the Seller, the schemas need to be able to support specific structures like today (e.g. flight, bag etc) for items like Lounge, Medical and also the ability for the Airline to use generic structures for other products or services that they can describe in the message.

## Status

- IATA to take the feedback from the Group and attempt to model a prototype solution for review by the group to meet again.
- Group member to attempt a Prototype in Production with another party to understand how this can actually work
- Recommendation from the Group to then be formalised. Targeting **PADIS 19.2** or **PADIS 20.1** as this is such a big piece of work.

# ONE Order Standard activities

## Overview

The ONE Order vision is to move towards a single Customer Order, modernizing Airline's delivery and accounting processes. Replacing current PNR and e-ticket processes with a single Order would transform and modernize industry back-office functions and facilitate Customer Service delivery.

The ONE Order initiative has the potential to remove considerable costs from the industry, radically reduce complexity, and enable agility in the modern retail world.

Click [here](#) for the ONE Order public page or copy paste the following link inside your browser:

<http://www.iata.org/whatwedo/airline-distribution/Pages/oneorder.aspx>

## Status

- ONE Order BRD Stage 2, Stage 3 and Message schemas voted by PADIS (13 Aug 2018)
- Notice of Amendment issued to all IATA & A4A members (15 Aug 2018)
- Declaration of Effectiveness planned for 1 Sep 2018

# CR 027 Use an unused ticket as a form of Payment

## Overview

Agents today, especially those in the United States or Canada, can in some cases pass the number of an unused ticket from a cancelled Order as a form of payment towards a new booking. Interactions: Seller to OMS, Impacted Business Functions: Create Order, The resshopping functionality being already present in the messages (InExchangeForTicket elements already in OfferPriceRQ/RS), this CR will focus purely on the payment aspect

## Status

- Implemented in 18.2

# CR 052 Payment Card data Transmission in Distribution Clean up

## Overview

The Order message transports (card) payment data that will be used by the airline to create a card authorization request (which is the first step in making a card payment transaction).

Amend data field names and descriptions by using the wording commonly employed in the card industry, in order to avoid creating confusion for the schema user.

Remove data fields that are not relevant at Order level because they refer to the response the airline has received on a card authorization request.

Examples of changes made:

- 'TokenizedCardId' renamed 'ProtectedCardNumber' and description changed
- 'SeriesCode' renamed 'CardSecurityCode'
- 'CreditCardVendorCode' renamed 'CardBrand'

## Status

- Implemented in 18.2

# CR 063 Support of 3D-Secure authentication flow & data capture

## Overview

Additional authentication may be required for some credit cards in internet transactions. If the credit card provided at payment time is enrolled for the 3D-Secure (3DS) process, a redirection to a bank's Access Control Server (ACS) is required to perform the user authentication and validate the payment. This step will capture additional security data that need to be transmitted to the merchant.

The payment can be delegated by the merchant to an external payment provider.

Impacted messages:

- OrderCreateRQ
- OrderChangeRQ
- AirDocIssueRQ
- OrderViewRS

## Status

- Implemented in 18.2

# CR 007a - Changes to Time Limit Fields in Order Messages

## Overview

Currently there are two fields within OrderViewRS which, from a business requirements perspective, do the same thing. These are:

- PaymentTimeLimitDateTime
- TicketingTimeLimitDateTime

Orders are a concept within Enhanced Distribution and Tickets are soon to be replaced with Orders. The PaymentTimeLimitDateTime was selected as the field to use and this CR is to remove the TicketingTimeLimitDateTime.

Item	Action	Example XPath
TicketingTimeLimitDateTime	Remove	OrderViewRS/ Response/ Order/ OrderItem/ TicketingTimeLimitDateTime
PaymentTimeLimitDateTime	Move from Order level to OrderItem level	OrderViewRS/ Response/ Order/ PaymentTimeLimitDateTime

## Status

- Target release 19.1

# CR 039 Add ticket information to OrderSalesInformationNotificationRQ

## Overview

The issue is having a gap on the interface Order Management System and Revenue Accounting System which cannot handle Tickets/Electronic Miscellaneous Documents.

Currently the airline world is based on Tickets/EMDs and also in the NDC environment the basis are Tickets/EMDs.

The Ticket/EMD world will be replaced when implementing the full ONE Order world.

The CR is for time period between current and full ONE Order world. There is no direct migration path from current to final world, therefore this CR is needed.

The objective of the change request is to enhance the OrderSaleInformationNotificationRQ message format with the ticket information.

With this approach the OrderSaleInformationNotificationRQ can also be used for NDC sales (ticket/EMD based).

## Status

- Target release 19.1

# CR 058 NDC Credit Card Encryption

## Overview

Advise dynamically NDC consumers to use a given public key to encrypt some credit card details (cc number and security code).

Public key and associated details would be sent for payment card options in AirShoppingRS, OfferPriceRS, OrderReshopRS, OrderViewRS (unpaid orders, pay later scenario).

Encrypted payment data would be received in messages containing payment data: OrderCreateRQ, OrderChangeRQ.

## Status

- Target release 19.1

# CR 110 Ability to handle multiple types of contacts

## Overview

In the 17.2 schema

1. there is no generic structure in the data structure to be able to pass multiple addresses.
2. the current data structure doesn't allow the Airline to specify which purpose they are for.

Proposal to introduce concept of

1. Contact type
2. Contact purpose

Possible values for each of these elements might include

<b><i>Contact type</i></b>	<b><i>Contact purpose</i></b>
Home	Emergency
Billing	Destination
Work	Departure
Mobile	Government
Etc	Etc

## Status

- Target release 19.1

# Other Items

## Overview

The groups are also looking at the following items concurrently within their monthly and face to face meetings.

## Regulatory Items

- 065 Support for GST Information at time of Offer (India GST / GCC VAT)
- 064 Support for a French Decree on the display of Refundable Taxes
- 038 Better support for Baggage Associations (US DOT)

## Time Limits

- 007a & 007b Analysis completed and changes out for a vote

## Other Items

- 021a Vote to use OrderChange instead of AirDocIssue, and to decommission AirDocIssue

## Implementation Guide

- Will be a common website for Enhanced Distribution including NDC and ONE Order messages for release 18.2
- Will include a "Common Data" chapter where the common data used throughout the messages will be explained
- There will be a Business Feature section with specific end-to-end scenarios and corresponding message samples
- The Groups (Offers and Orders) will be asked to validate the content of the webpage.
- The target release date is end of Sep 2018.

## Status

- Regulatory items are **targeting PADIS 19.1**
- All other items also **targeting either PADIS 19.1 or PADIS 19.2**

# Airline Participation in the Standard Setting Workspace and Raising a Change Request

Please contact a member of the Standards Group to raise any issues or concerns with the standard for them to investigate and resolve, or send an email to the standards inbox at [standards@iata.org](mailto:standards@iata.org)

If you are an Airline or Strategic Partner and would like to contribute to the standard setting activity, please register to take part in standard settings by signing up to the Standard Settings Workspace, via [link](#). If you are unable to complete sign up, please email [standards@iata.org](mailto:standards@iata.org) for assistance.