

IATA Implementation Forum Lufthansa Group NDC Implementation

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LHG NDC implementation is following the basic principles of NDC

The idea of NDC is that the airline is designing the offer the moment it is requested and that offer and order control is with the airline.

This allows LHG to introduce

- Continuous/Additional Price Points
- Additional Ancillary Services
- Individualize Offers and Bundles

- Simplified booking process for the Sales Partners, as all offer creation, pricing and fulfillment processes are done on airline side

The full shopping, booking and servicing process is offered today via the LHG NDC API

- Shopping, Pricing, Booking (Offer / Order)
- Search profiles (e.g. best price shopping for OTAs)
- Branded Fares
- Fulfillment (deferred payment supported)
- Reshopping/OrderChange
- Auto Exchange / Auto Refund
- PNR Split
- Queue management for involuntary changes
- Agency GUI
- Servicing processes
- PCC bridging
- Mid- Backoffice integration

Offer Management: Powerful shopping process to create relevant offers and guarantee high performance.

Scope

- AirShopping RQ: Enhanced Shopping Parameters (best price, bag included, offers with rebooking/cancellation flexibility), efficient best price profile (e.g. OTA setup) vs. full scope shopping request.
- OfferPriceRQ: Upsell capabilities, pricing of original offer

Principles

- Shopping always starts with AirShoppingRQ
- New shopping parameters that reflect traveler needs (e.g. shop for an offer that is changeable instead of shopping for a specific RBD)
- AirShopping allows to reduce the number of offers returned via the search parameters. The OfferPrice will give the airline the opportunity to upsell according to pre-selected offer in the second shopping step.
- No legacy elements (RBD, FBC) as input parameters

Order Management: LHG is aiming to give the sales partner flexibility to use the preferred order process and at the same time simplify the order and change flow.

Scope:

- OrderCreate: Flexible to choose if tickets/payments is done immediately or in a second step (controlled via FOP input)
- OrderReshop: Same principals as AirShopping, just based on an existing order
- OrderChange: Will orchestrate all ticketing and EMD relevant actions automatically
- OrderCancel: Void/Refund will be done automatically.

Principles:

- Orchestration of document related actions done on airline side in case of changes.
- Cancelling an order will automatically trigger the void/refund.
- Instant and delayed payment is supported
- Support ticketing on neutral and airline stock

The identification of sales partners is key in order to fully leverage offer and order control on airline side. IATA support required for industry solution.

- Registration and authentication of sales partners
- Content differentiation / merchandising
- Unique Agency ID needed also for non IATA agents, industry standard needed.
- Transparency on booking volumes

Backup

List of NDC 17.2 messages used by LHG

In Production since 13.11.2017

- AirShopping RQ/RS
- OfferPrice RQ/RS
- OrderCancel RQ/RS
- OrderCreate RQ / OrderView RS
- OrderList RQ/RS
- OrderRetrieve RQ / OrderView RS
- ServiceList RQ / RS
- SeatAvailability RQ/RS

In Production since 06.03.2018

- OrderReshop RQ /RS
- OrderChange RQ / OrderView RS

Planned

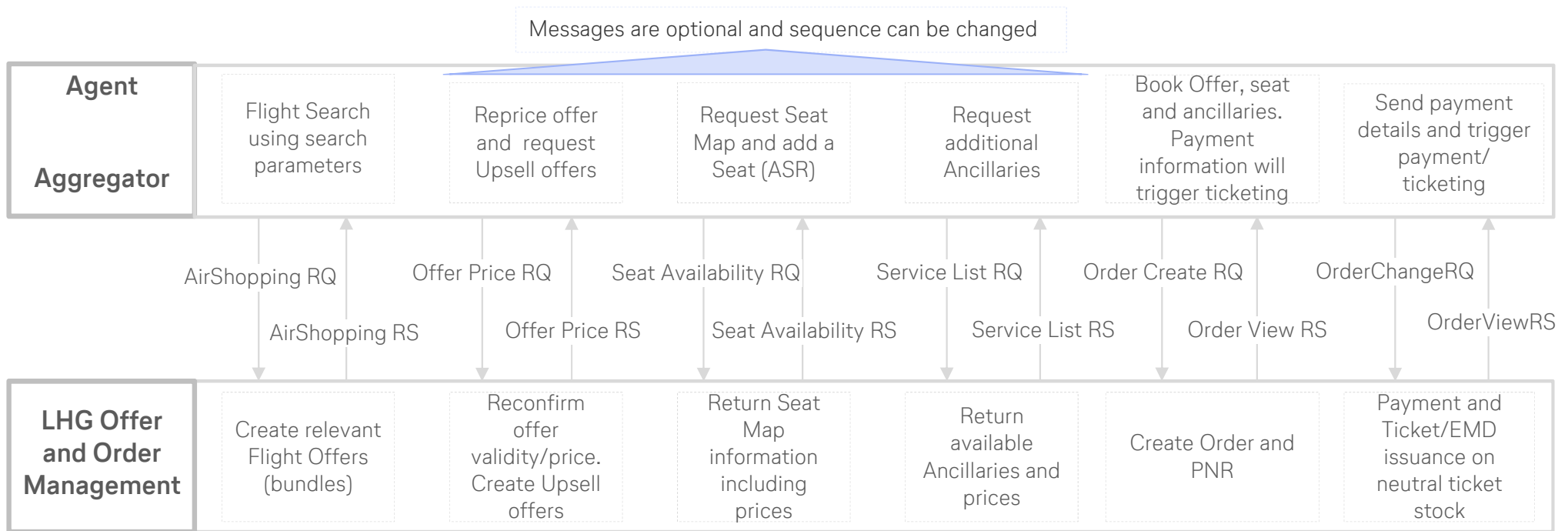
- OrderChangeNotif / Acknowledgement

November 2017

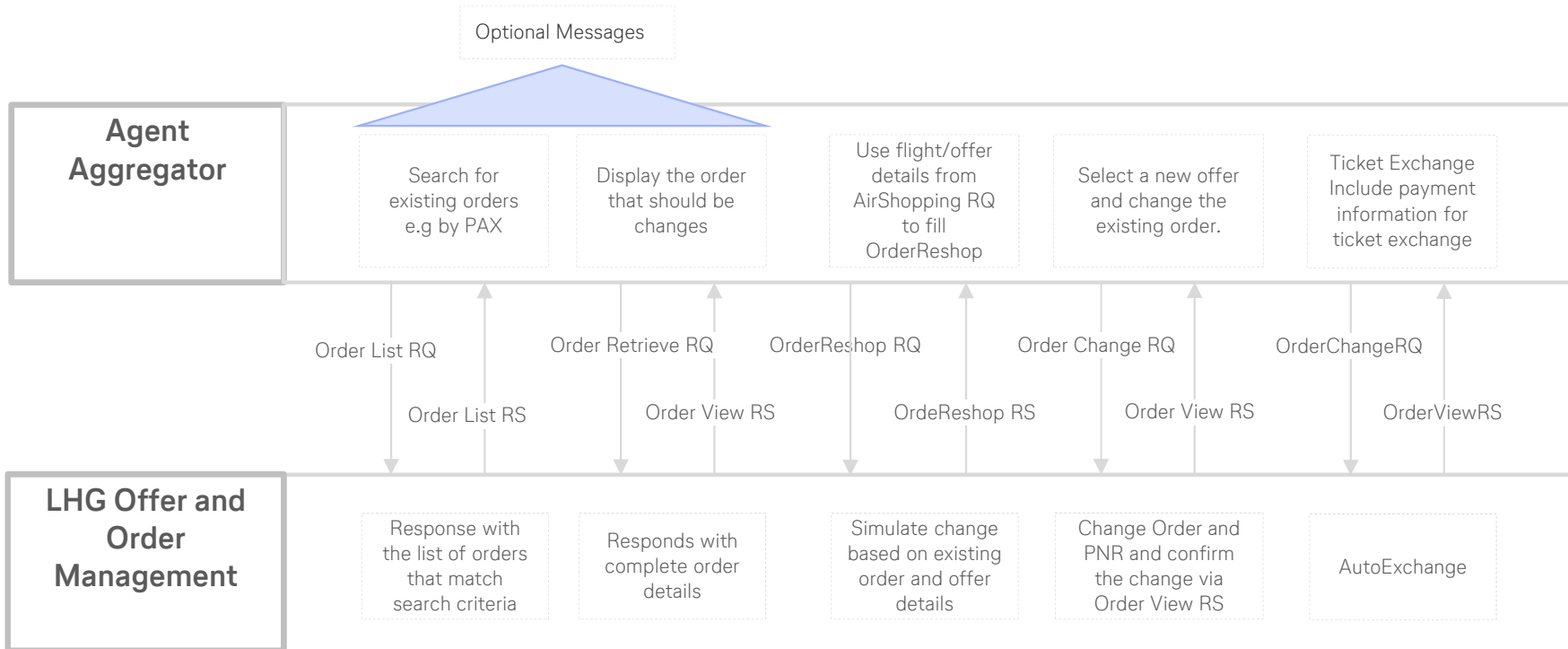
March 2018

tbc

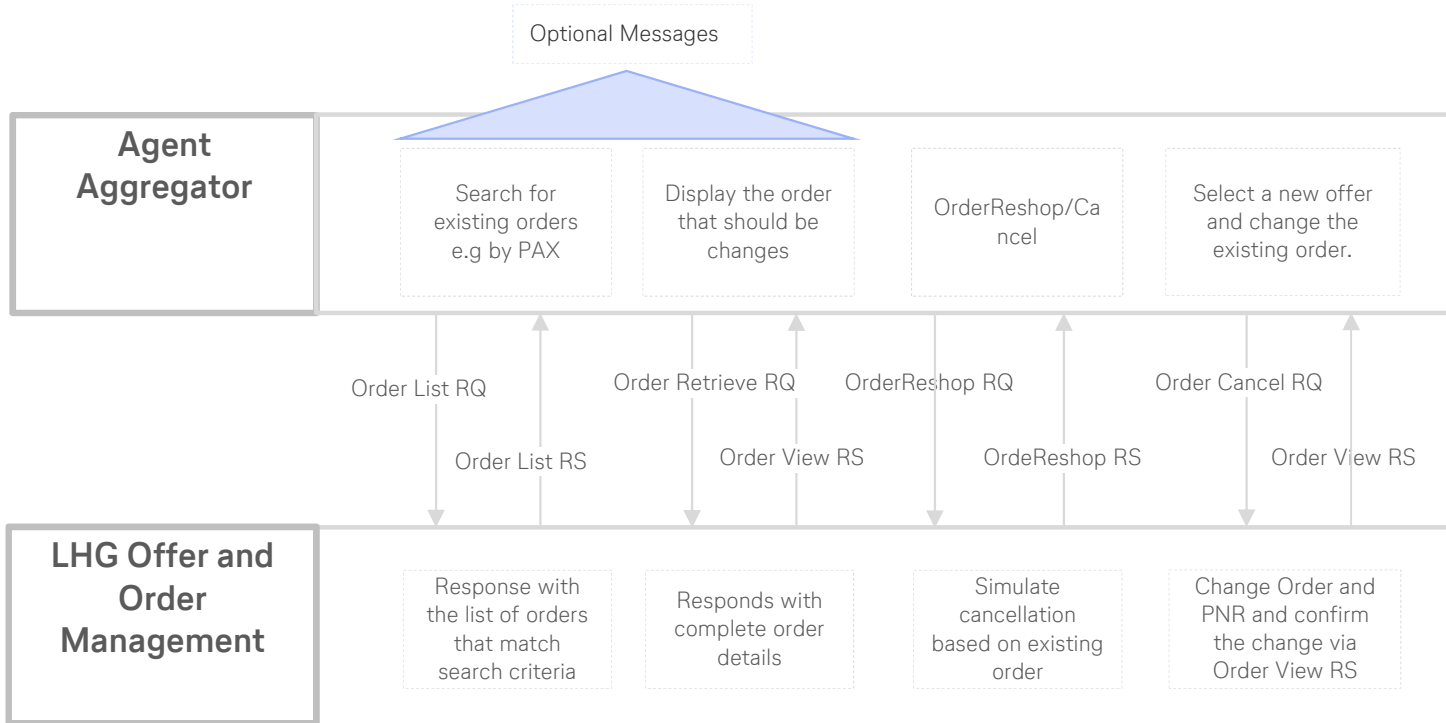
Standard Initial Booking Flow



Reshop Workflow



Cancel Workflow





Thank you very much
for your attention