

NDC Implementation Forum Madrid 2018

Payment POC

29 August, 2018

AIR

Airline Industry Retailing



MAUREVA

Introduction – the need expressed

- September 2017 Payment workshop with airlines - need expressed:

“Ability for airline to share payment pages so that the customer can be redirected to use the payment method that the airline offers. This gives the airline an option to have a consistent approach for all the other FOP.”

and

“...think through the process flow with the experience of the customer in mind. And also, how to handle payment failure.”

Introduction – POC in a nutshell

- Nichole is ready to pay for her order. The OTA redirects her to a 3rd party payment page where she can submit her payment details. In a few seconds she receives confirmation of successful payment and a confirmed order.
- The implementation of payment redirection includes interaction with players outside the NDC standard scope.
- The purpose is to obtain implementation findings of payment redirection in an NDC context and provide feedback on data requirements / gaps in schemas.

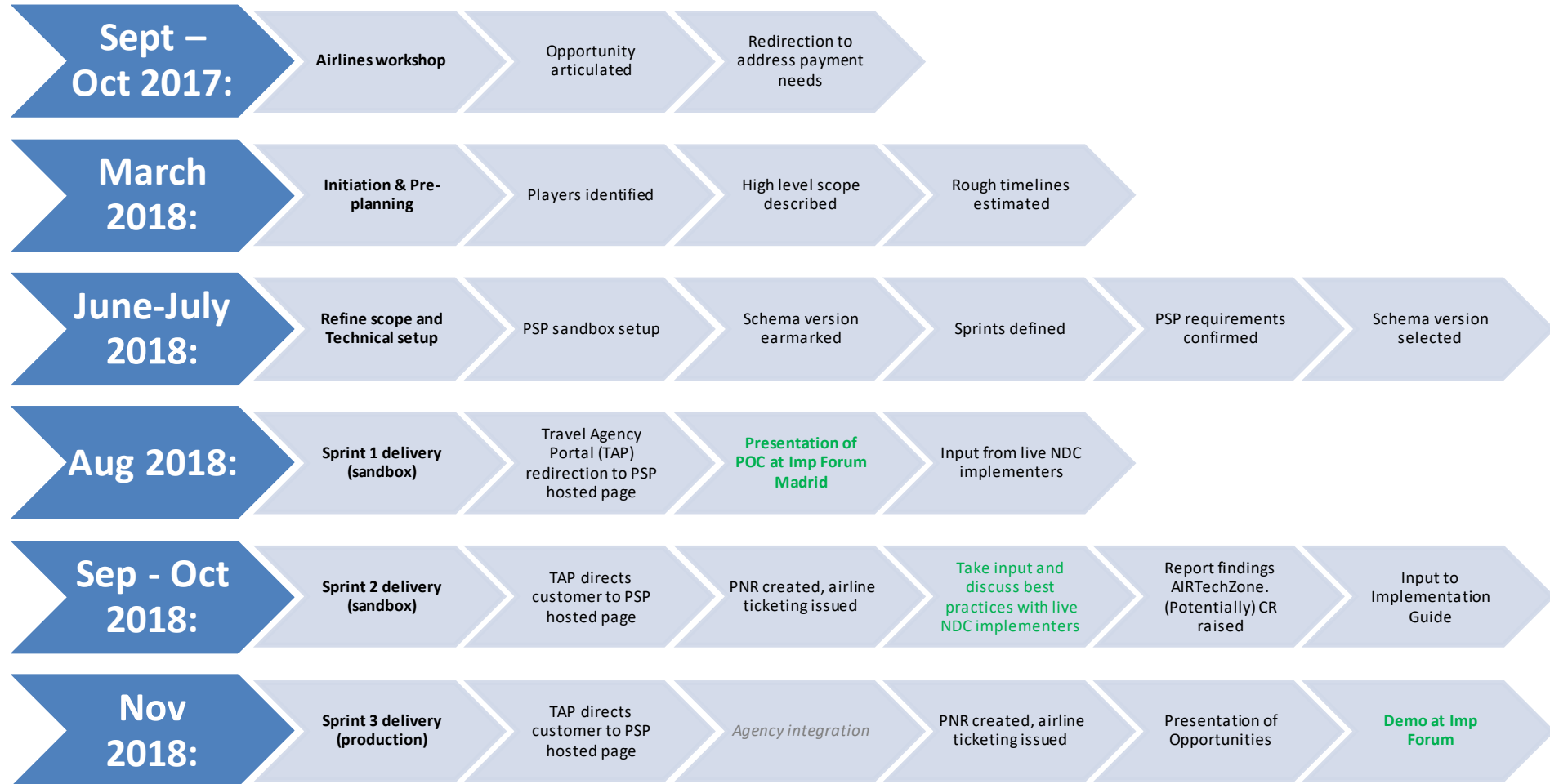
The POC

The POC - Players

- **Maureva:**
 - POC coordination with Travel Agent Portal, PSP, Airline
 - Coordination of technical Integration
 - Solution provider for Air Austral
 - Solution provider for Travel Agent Portal
- **Air Austral**
 - Airline partner
- **Ingenico:**
 - PSP



The POC - Timelines



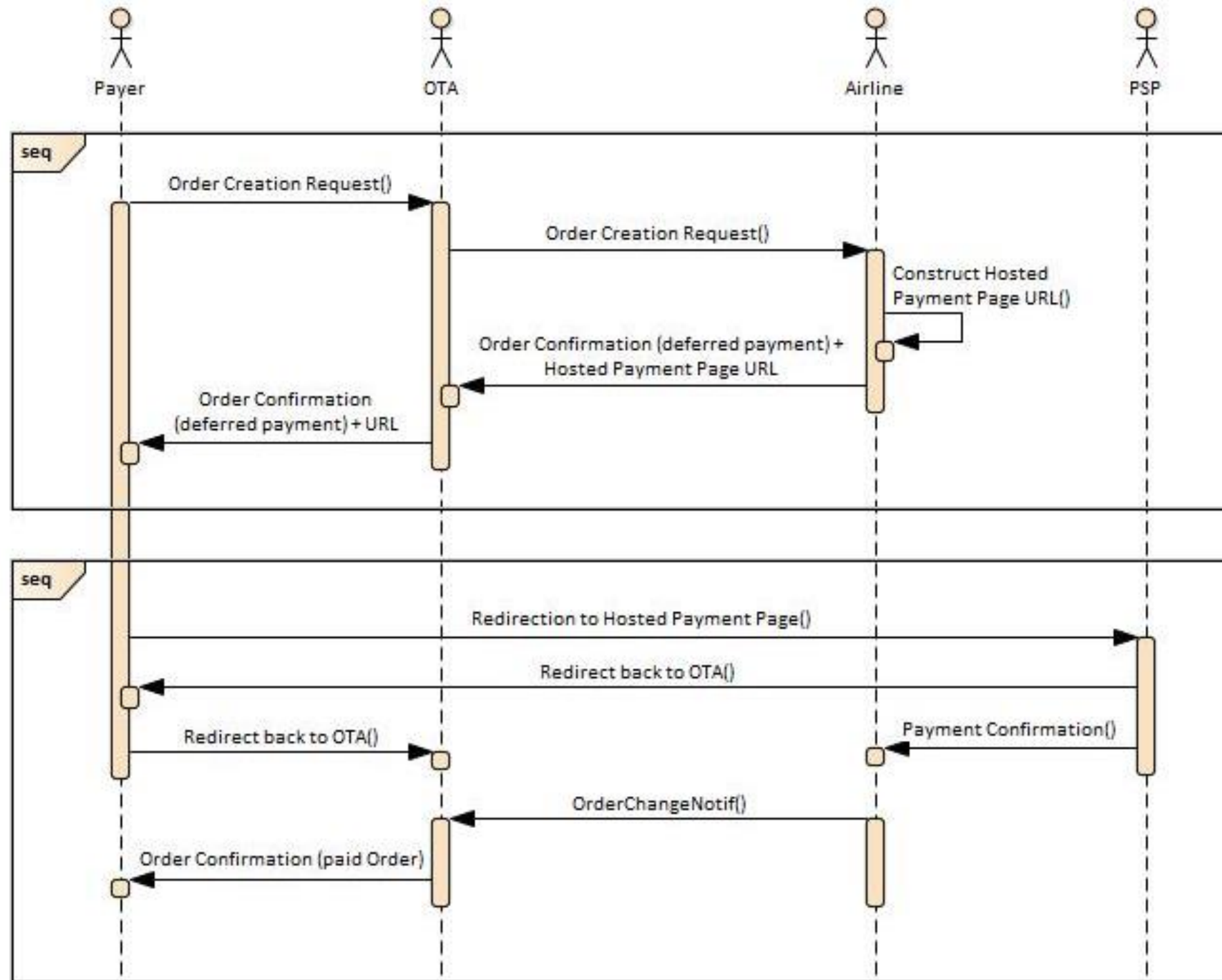
- **Scope**

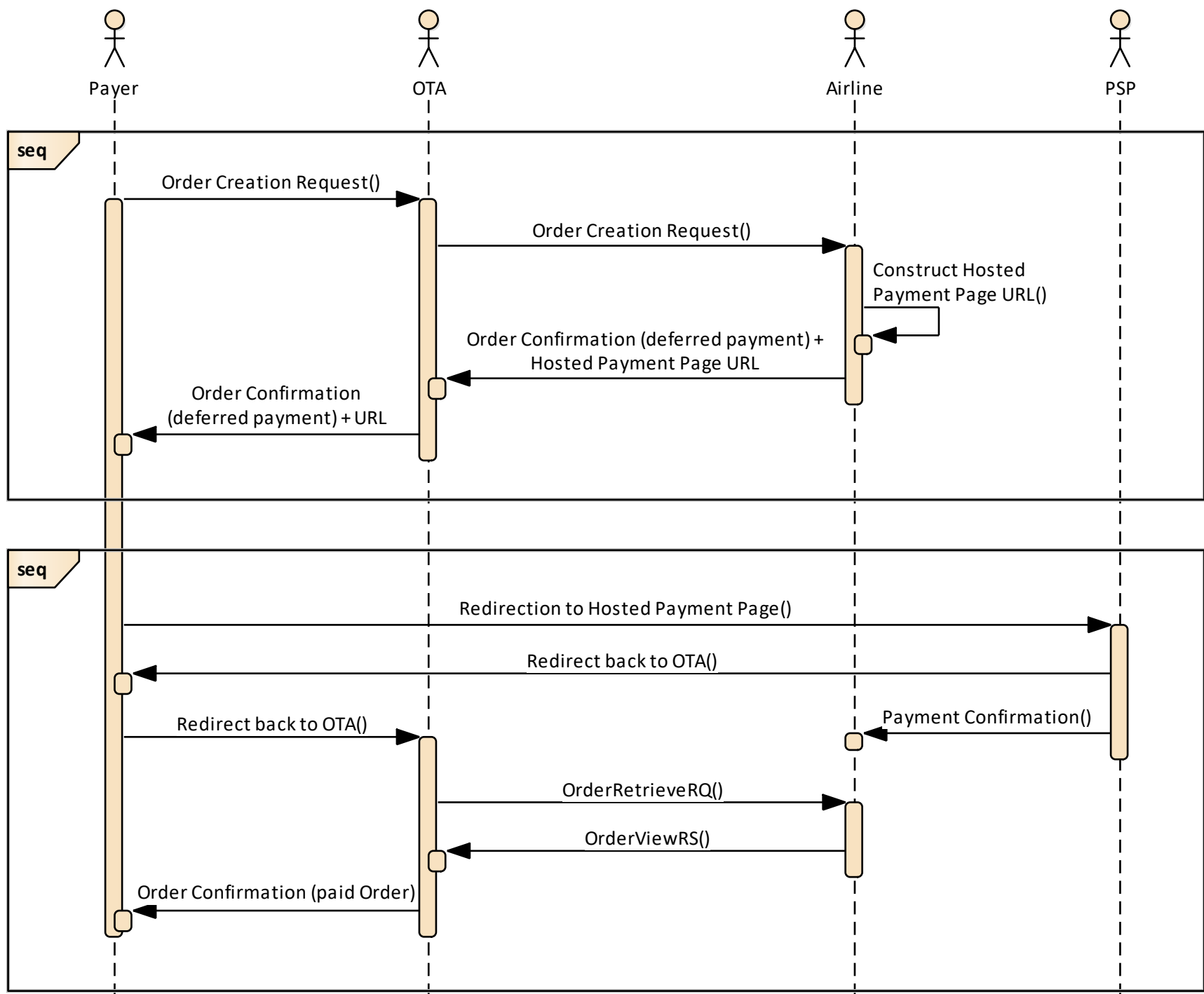
Redirection of the customer to a PSP payment page to provide hers payment details. Only 'happy flows' are within the scope.

1. one merchant – customer directly communicating with airline
2. OTA redirecting customer to airline so that airline's merchant ID is used for transaction

- **Outcomes**

- From PSP perspective both scenarios are handled in the same way
- Payment element in schema needs improvement





Payment time limit has direct correlation to the time of the hosted capture page.

It is important to communicate how long the price is valid for.

Airlines to realize the impact of PSP services on the price of the final order, e.g. currency exchange, calculation of surcharges and how it affects the flow

Expand FOP

What airlines need to consider during setup

- Keep control over redirection URL creation
- OTA may decide when to send redirection URL to customer

Thoughts on handling payment failures in redirection

- Second attempt to process payment for the same order

Other topics

- Handling of error messages
- Synchronous versus asynchronous behavior

Opportunities

- Demonstrates a way an airline may expand their accepted FOP
- Demonstrates a way to implement alternate FOP
- Tangible input on payment redirection for Standards Groups

Posting findings on AIRTechZone

Live demonstration at November Imp Forum

end