NDC Implementation
Forum Madrid 2018

Payment POC

29 August, 2018
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
Sept – Oct 2017:
- Airlines workshop
- Opportunity articulated
- Redirection to address payment needs

March 2018:
- Initiation & Pre-planning
- Players identified
- High level scope described
- Rough timelines estimated

June-July 2018:
- Refine scope and Technical setup
- PSP sandbox setup
- Schema version earmarked
- Sprints defined
- PSP requirements confirmed
- Schema version selected

Aug 2018:
- Sprint 1 delivery (sandbox)
- Travel Agency Portal (TAP) redirection to PSP hosted page
- Presentation of POC at Imp Forum Madrid
- Input from live NDC implementers

Sep – Oct 2018:
- Sprint 2 delivery (sandbox)
- TAP directs customer to PSP hosted page
- PNR created, airline ticketing issued
- Take input and discuss best practices with live NDC implementers
- Report findings AIRTechZone. (Potentially) CR raised
- Input to Implementation Guide

Nov 2018:
- Sprint 3 delivery (production)
- TAP directs customer to PSP hosted page
- Agency integration
- PNR created, airline ticketing issued
- Presentation of Opportunities
- Demo at Imp Forum
The POC – Sprint 1

- **Scope**
  Redirection of the customer to a PSP payment page to provide her 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
seq
Order Creation Request() → Order Creation Request()
Order Confirmation (deferred payment) + URL
Construct Hosted Payment Page URL()
Order Confirmation (deferred payment) + Hosted Payment Page URL
Redirection to Hosted Payment Page()
Redirect back to OTA()
Order Confirmation (paid Order)
Order Change Notification()
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
The POC – Next steps

Posting findings on AIRTechZone

Live demonstration at November Imp Forum
end