Passenger Data

Direct Booking    |    David Scannell
Skyscanner **Search** – Basic principles

**Search Flights**
- Return: One Way
- Multi-city
- Sort: Filter
- 10+ direct flights per day
- Average duration: 3h 0m
- 1 adult, Economy Class

**Select Itinerary**
- Trip Details:
  - Tuesday 22 May
  - London Heathrow to Helsinki Vantaa
  - 16:10 - 18:05
  - 18:40 - 23:35
- Total prices: $1,034

**Select Provider**
- Trip.com: $1,034
- Finnair: $1,044
- bravoFly: $1,084

How Skyscanner Quality Rating works:
- We rate providers based on user feedback about price reliability, fees, customer service, and the ease of use of the provider’s site.

Find out more
The Input Form Challenge

Some Examples
### Skyscanner Book — Passenger & Payment Inputs

#### Meeting Order Requirements

**Traveller data**

- OrderCreateRQ messages can require different passenger information depending on market, route, payment type and even traveller documentation.
- Differences make it difficult to determine how a seller can:
  - Present to the traveller as an input form
  - Retrieve from a traveller profile (if they’re logged in)
- Two key challenges are to determine:
  - What a traveller must provide to order a given offer at time of sale?
  - How the seller should prompt a traveller to add this to their booking (and their profiles) without breaking their flow?

**Data Considerations**

- As policy, Skyscanner should only collect information about a traveller that is necessary to create the booking being made.
- The traveller must opt in to sharing this data with a third party
- This opt in is provided before submission of an OrderCreateRQ
- If a traveller opts to create an account, more data can be added to their profile later
Markets: All  
Language: Any  
Route: Majority  

**Challenge 1:** Name requirements vary by partner. Validation is next to impossible. Skyscanner have opted for the approach here where middle is “optional”. Mapping on the back end is very difficult.

**Challenge 2:** Gender and title? What is needed?
- Gender AND Title
- Gender OR Title
- Gender
- Title
- Neither

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Example 1
Example 2

Market: RU  
Language: Any  
Route: LED-MOW  
Challenge: Non-Passport identification requirements for domestic travel. Different documents require different data  
Other Examples: Domestic China
Example 3

Market: ES
Language: Any
Route: SIN-IAD
Challenge: Provide Additional details due to TSA. Additional input sometimes varies
Other Examples: APIS countries
What is needed, when is it needed?

Collating traveler data
Passenger & Payment Details

Traveller Data Collection Challenges

The Basic Order

- Are there “minimum” passenger data requirements for creating an order?
  - Title
  - Name (and name split)
  - Gender
  - Contact Details
  - Payment details
  - ???

The “Enhanced” Order

- Are there common scenarios for additional data requirements?
  - Passport details
  - Other PII data
  - Travellers with special requirements

- When should this data be added?
  - Time of booking
  - Time of payment
  - Time of ticketing
  - Time of departure
Thank You