Iberia NDC

Madrid, 24-25 September 2019
Iberia NDC for Managed Travel
Iberia is working using an agile methodology, adding business value to its NDC proposition in an incremental way.

The key is to define an MVP, deliver it, and then gradually enrich it.

• Iberia is developing its first capabilities for Managed Travel specifically by achieving the following milestones by the end of October:
  • Release of NDC v17.2 and Level 4 certification by end of this year.
  • Identification of the CorporateSender to identify TMCs and their clients.
  • Marking the CLID in the Order/TKT.
  • Adding AMEX as form of payment.
  • Iberia Plus Frequent Flyer
  • Enabling the servicing capabilities available also for Corporate sales.

• By the end of the year we will also add Corporate Net/Discounted Fares and we will constantly improve the servicing capabilities to allow automation of post-sale management.
Servicing: Iberia Implementation
Post-Sale Management

Iberia’s MVP of servicing capabilities was based on the analysis of the most frequent operations required for published and leisure fares.

We will now enrich those functionalities to cater for the needs of TMCs.

- The currently available servicing capabilities are:
  - **Cancellation** and automatic **refund** of whole or partially flown orders. The cool-off period is 24hrs post-issuance (100% refund).
  - **Cancellation** of one or more passengers from a multi-pax order with **partial refund** (underlying **split**).
  - **Add ancillaries** (seats and bags) post-booking.
  - **Change** passenger **contact details** (mail, phone, etc.).
  - **Change** up to 3 **characters** of a pax name and/or surname.
  - **Change hour** or **date** of part or of all of the segments.
  - **Change** to a different **class/cabin**.
  - **Change** any of the above for one or more of the passengers from a multi-pax order (underlying **split**).

- The following capabilities in the development roadmap are:
  - **Notify involuntary changes** through OrderChangeNotif
  - **Change** of **on-hold** bookings.
  - **Change** of **partially flown** orders.
  - **Change** **routes**.
  - **Allow multiple changes** through the API
¡Muchas Gracias!