AIRLINE VOUCHERS
AN ORDER-BASED APPROACH

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VOUCHERS - IATA NDC IMPLEMENTERS FORUM | VIRTUAL | 26TH-27TH MAY 2020
PRIBAS AIRLINE SOLUTIONS IN A NUTSHELL

- A privately owned IT company with 30 years of experience
- 40 employees based in Frankfurt and Antalya
- Mission: Support and advance the NDC & ONE Order standards
- Supporting Condor on their NDC journey since 2014
- Core product: AirBroker suite, an inventory independent platform based on the ONE Order principles
CONDOOR IN A NUTSHELL

1955

1962

1973

1989

2013

2019

2020

Condor was founded on Dec 21st

Condor holds 2/3 market share of all German tourism travel

Condor is the world’s leading vacation airline

Seat only offers complement charter capacities

Formation of Thomas Cook Group Airline

Condor belongs to C&N Touristic AG (Thomas Cook AG)

NDC @ Scale certification as first Leisure Airline worldwide

Collapse of Thomas Cook AG – Condor continues to fly

Facts

- 9,5 Million passengers per year
- >100 destinations in Europe, Africa and America
- 4th time in a row Germany’s most popular leisure airline
BUSINESS NEED: REDEEM VOUCHERS VIA NDC

- Vouchers are offered since the end of 2006
- The length is limited to 16 characters and alphanumerically coded

Value voucher
- Gift voucher, compensation voucher
- Individual code
- Reduces the total price and can lead to 0 EUR total amount

Promotion voucher
- Marketing purposes, discount campaigns
- General mass code
- Limited validity period and quantity
- Reduces the total price

Currently used in direct and indirect channels: Web, Service Center, CRS
Business Need: Redeem Vouchers via NDC

Target: Enable voucher redeem for NDC partners

Why?

- Prioritization due to Corona compensation of customers via vouchers
- Our complete product range is supposed to be available through NDC
- Comparability with other distribution channels
- Satisfying customers in the best possible way
NDC WORKFLOW

Shopping

Pricing

Order Create

No „payment method“ in pricing step

Voucher as „payment method“

Voucher as „promotion“ to be consistent
OPTION A - VOUCHER AS PAYMENT METHOD

- Voucher used as additional payment
- Submitted at time of order create only

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<Payments>
  <Payment>
    <Type>CA</Type>
    <Method>
      <Cash CashInd="true"/>
    </Method>
    <Amount Code="EUR">239.98</Amount>
    <Payer>
      <ContactInfoRefs>C1</ContactInfoRefs>
    </Payer>
  </Payment>
  <Payment>
    <Type>V</Type>
    <Method>
      <Voucher>
        <Number>12345678901234567</Number>
      </Voucher>
    </Method>
    <Amount Code="EUR">0</Amount>
    <Payer>
      <ContactInfoRefs>C1</ContactInfoRefs>
    </Payer>
  </Payment>
</Payments>
```
OPTION B - VOUCHER AS PROMOTION

- Current Condor implementation
- „Promotion“-element used for voucher
- Submitted at time of pricing and create
NDC WORKFLOW CONDOR

Shopping (Flights, Ancillaries...)

Shopping Response

Pricing with Voucher

Pricing Response

Pricing response contains reduced total price

[voucher covers full amount]

Create request including only voucher

[voucher doesn’t cover full amount]

Create request including additional payment

Create response

Residual voucher value is stored in VoucherDB

www.websequencediagrams.com
BACKGROUND

- Ticketless Voucher Database
- Voucher has no dependency to PNR
- Accounting for Voucher based on Order
SUMMARY

Order based Processes

- No “purge-PNR“ problem

Voucher in Pricing Step

- Supports 3DS flow
- Vouchers work at all Touchpoints

Customer flexibility and transparency

We clearly see the value of processes based on Orders
THANKS FOR YOUR ATTENTION – QUESTIONS?

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