



AIRLINE VOUCHERS AN ORDER-BASED APPROACH

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VOUCHERS - IATA NDC IMPLEMENTERS FORUM | VIRTUAL | 26TH-27TH MAY 2020

 pribas

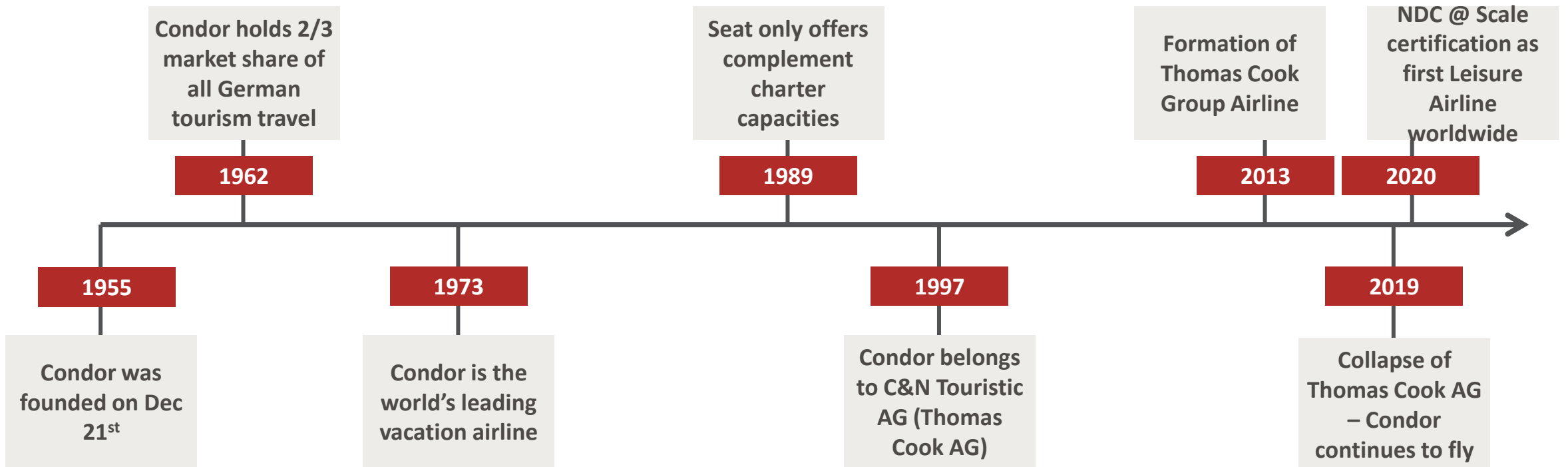
 Condor

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

CONDOR IN A NUTSHELL

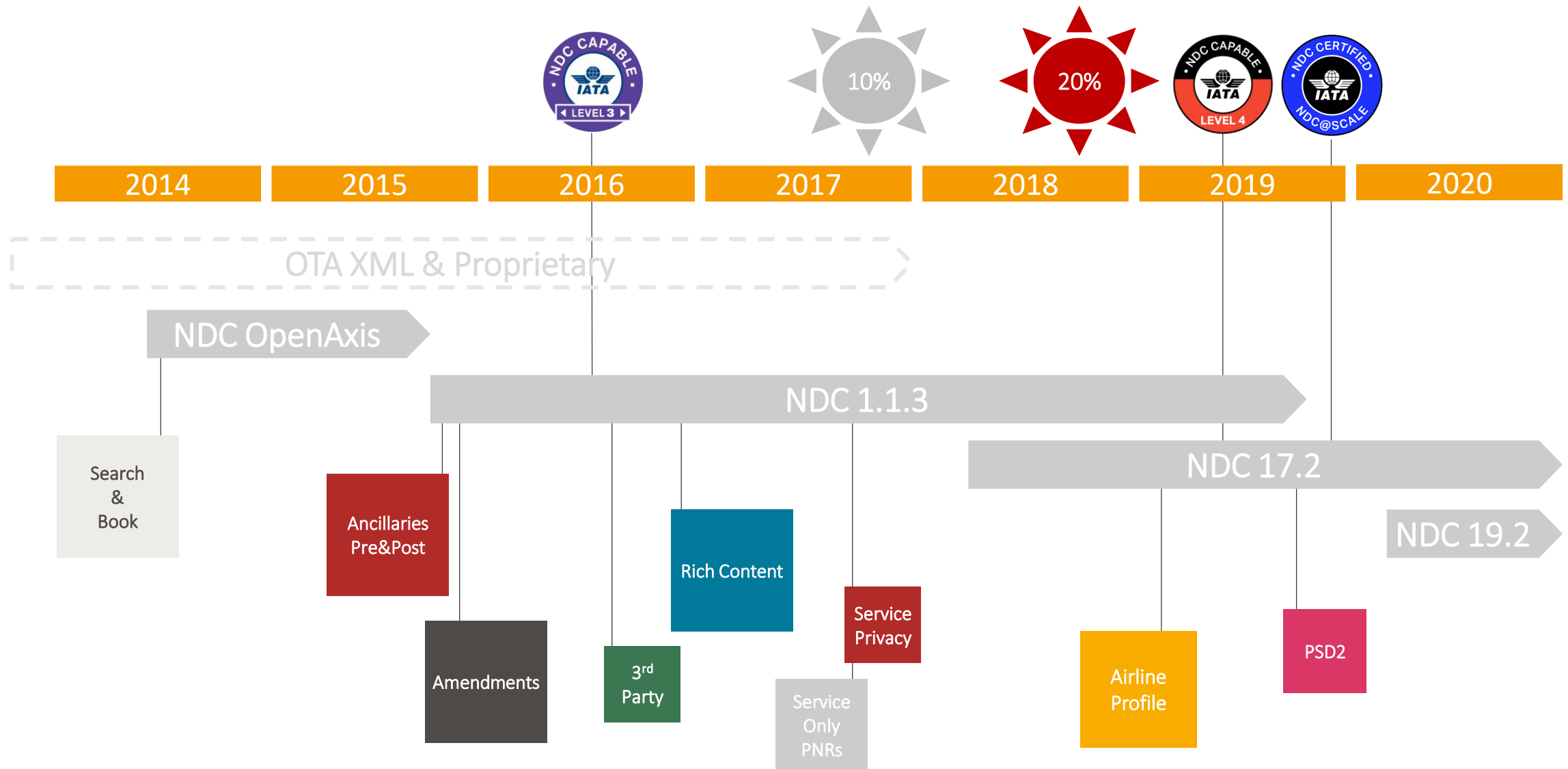


Facts

- 9,5 Million passengers per year
- >100 destinations in Europe, Africa and America
- 4th time in a row Germany's most popular leisure airline



NDC@CONDOR



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

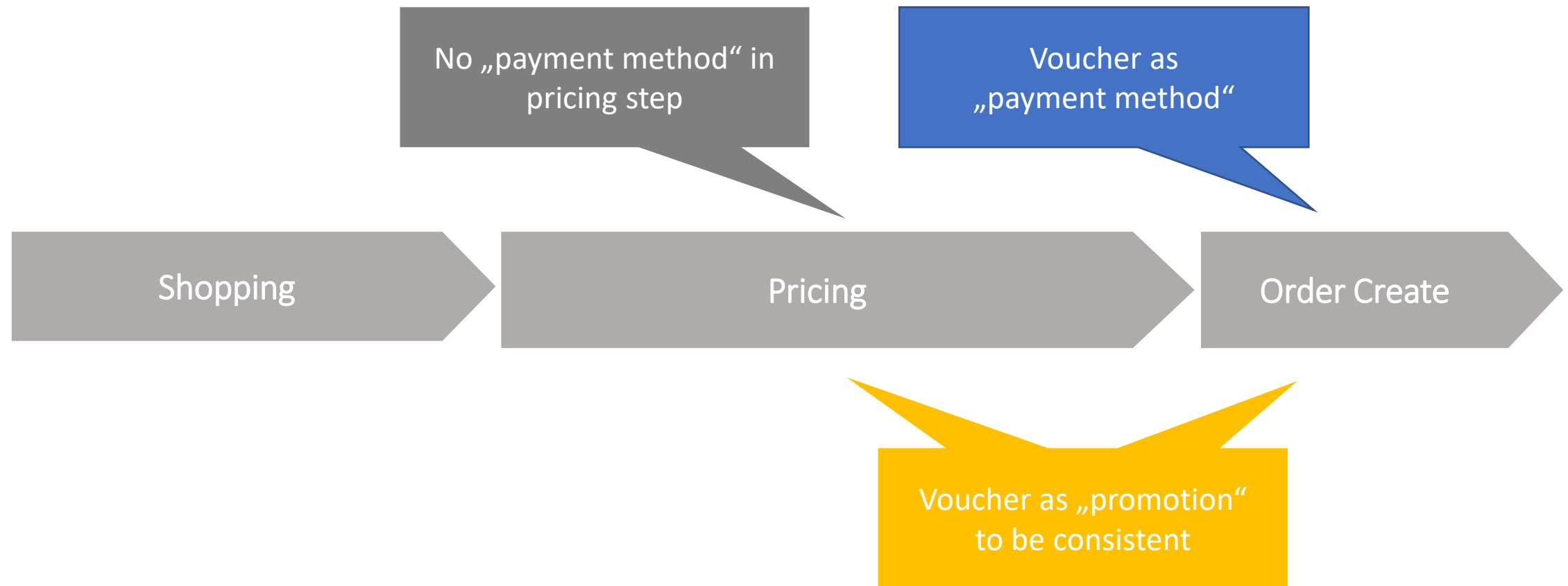


Target: Enable voucher redeem for NDC partners

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



OPTION A - VOUCHER AS PAYMENT METHOD



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

```
<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

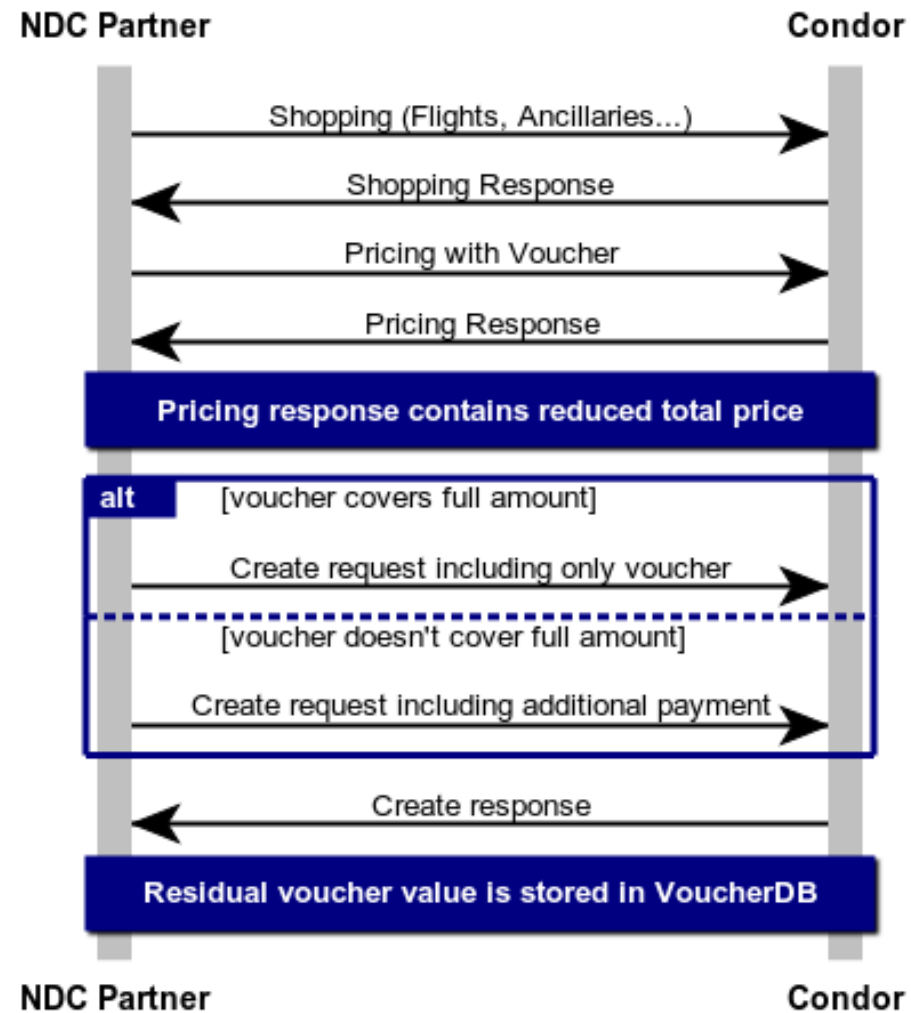
Pricing

```
<Qualifier>
  <PromotionQualifiers>
    <Code>VOUCHER</Code>
    <Remarks>
      <Remark>12345678901234567</Remark>
    </Remarks>
  </PromotionQualifiers>
</Qualifier>
```

Create

```
<Promotions>
  <Promotion>
    <Code>VOUCHER</Code>
    <Remarks>
      <Remark>12345678901234567</Remark>
    </Remarks>
  </Promotion>
</Promotions>
```

NDC WORKFLOW CONDOR

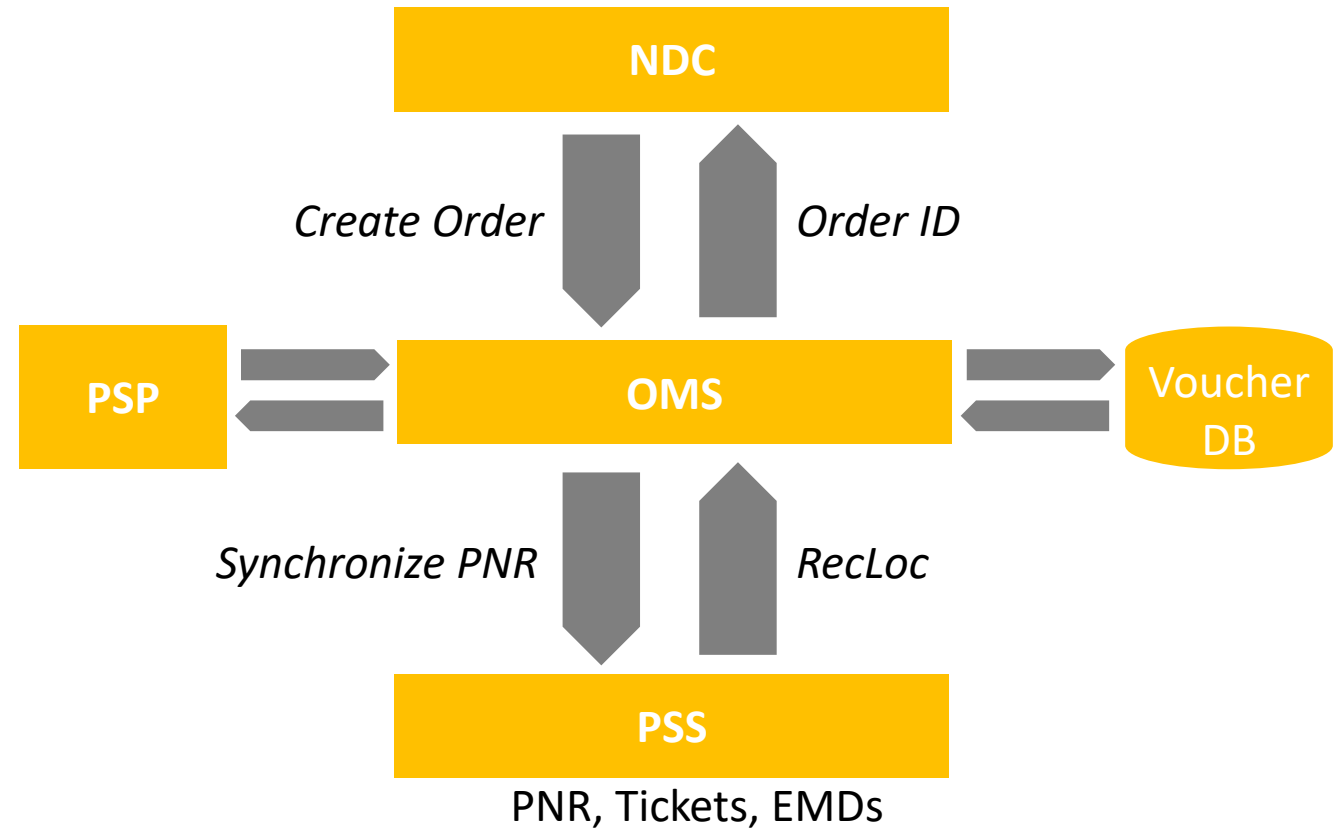


www.websequencediagrams.com

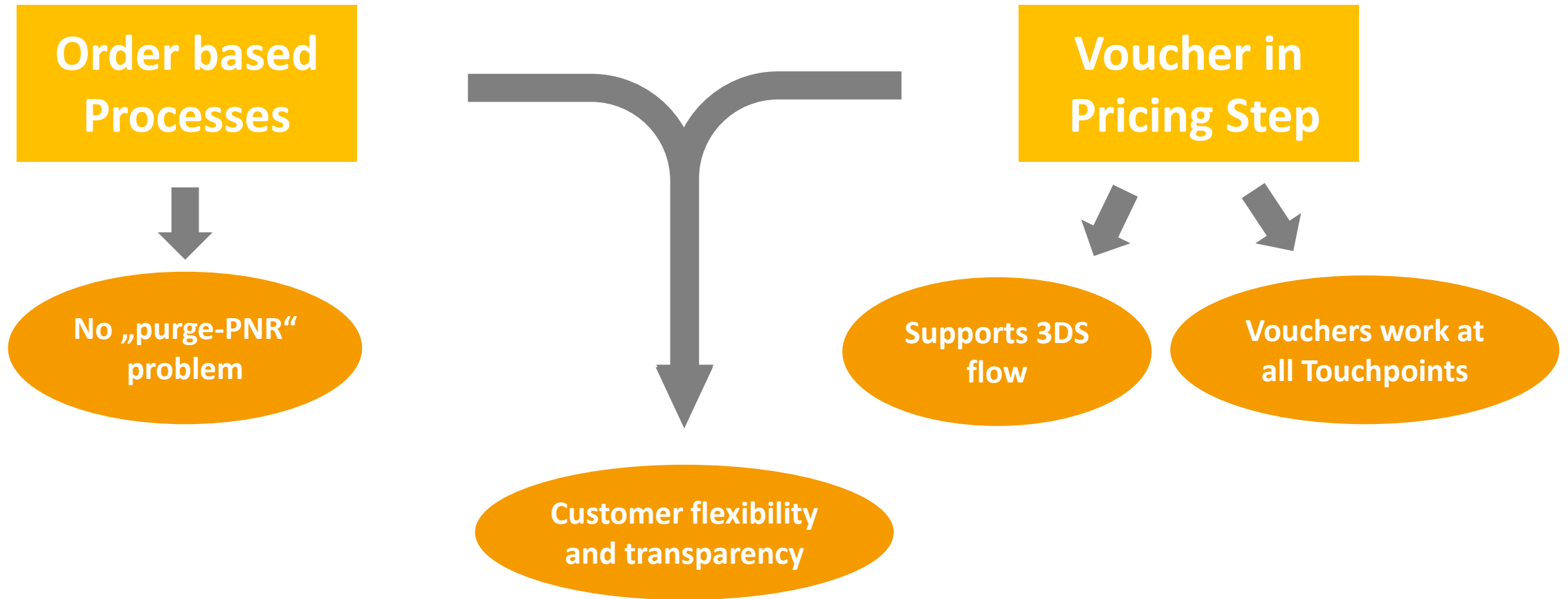
BACKGROUND



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



SUMMARY



We clearly see the value of processes based on Orders

THANKS FOR YOUR ATTENTION – QUESTIONS?



Contacts

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