Midoco Midoffice

Jörg Hauschild, managing director
Automation Architecture

- amadeus
- sabre
- travelport
- farelogix
- evolvi
- atriis
- bridge-it
- airgateway

Communication Layer
- Workflow Layer
- Service Layer

Features
- Open Architecture
- Web Services

Features
- Order Management
- Invoicing
- CRM
- PCI/DSS
- Bookkeeping
Two points to discuss

1. Technology - we need a stable process for data delivery between the IT player of the TMC and a mid/backoffice system for automation

2. Content – we need structured and standardized data in the message
Technology

1. We need a stable process for data delivery between *the IT player of the TMC* and a mid/backoffice system for **automation**
PULL Import

Disadvantages
- N Queueing Processes for every third party system
- Delivery delay due to pull process frequency
- Process Error

Diagram:
- Time
  - Time at data transfer
  - Time until next data transfer
- QUEUE
  - NDC BOOKING SYSTEM
  - Fetch data
  - Queue Data
- MID-OFFICE
  - Processing
  - PULL
PUSH Import

Advantages
- One delivery process for all third party systems
- Reduced Error
- Real time processing
- No queues
2. we need structured and standardized data in the message
Missing data elements for automation – Midoco observations

1. Profile, who is the invoicing company?
   • GDS solution: RM element with $\text{RM*DEBTOR:”123456”}$

2. Booking channel for automated service fee calculation
   • GDS solution: RM element with $\text{RM*TAF:online}$
Automated invoice with all relevant information for the customer and the backoffice system:
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Sales Tax ID</th>
<th>%</th>
<th>Net amount</th>
<th>VAT amount</th>
<th>Gross amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Tax Certificate for</td>
<td></td>
<td>0.00</td>
<td>634.51 GBP</td>
<td>0.00 GBP</td>
<td>634.51 GBP</td>
</tr>
<tr>
<td>Deutsche Lufthansa AG</td>
<td>DE 122 652 565</td>
<td>0.00</td>
<td>120.00 GBP</td>
<td>0.00 GBP</td>
<td>120.00 GBP</td>
</tr>
<tr>
<td>Travel Management Partner</td>
<td></td>
<td>0.00</td>
<td>17.77 GBP</td>
<td>3.55 GBP</td>
<td>21.32 GBP</td>
</tr>
</tbody>
</table>

The sales tax is calculated for a third party designated in the name and on behalf of the respective traffic and service provider.

* We provide the above services on behalf of the listed service providers.