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MIDOCO in 2018

5.4 mio processed airline tickets
11 mio+ issued invoices
11 bn EUR in travel sales
Team of 55, HQ in Hilden/Germany
3000+ Agencies 25.000+ System Users
Midoco is a highly automated Midoffice/ERP- System for TMCs, OTAs, Travel Agency Organisations and Tour Operators and is responsible for the process chain after ticketing/booking. Midocos outstanding process automation or Transaction Fee Calculation is setting standards in the travel industry. Midoco is compatible with a number of third-party backoffice systems and multiple GDSs/Booking Platforms and can easily be integrated in existing IT landscapes. As an automated system Midoco enables touchless invoicing directly after ticketing and is eliminating human error and effort.
TMCs / Travel Agencies

- Lufthansa City Center
- FCM Travel Solutions
- Deutsches Reisebüro
- FIRST Business Travel
- TAKE OFF
- DER PART

- TUI
- Thomas Cook
- Expedia
- lastminute.de
- CHECK24
- invia

MIDOCO for:
- OTAs
- TMCs
- Travel Agency Organisations
- Tour Operator
- Mobile Travel Agents

Tour Operator
TMC Whitepaper / Midoco functionality
ONE Order from midoffice perspective

Order aware

GDS NDC / DCC Aggregators

Airline

NDC

Settlement feed

Revenue Accounting

Settlement Plan

Midoffice

Backoffice

Not aware of order (so far)

Invoice

Various data structures

MIDOCO

Optimizing Workflows
ONE order from midoffice perspective

Midoffice data need

- Invoicing
  - Company ID
  - Traveller ID
  - Agent ID
  - DBI information (lodge card additional fields)
  - History (who has done what)
  - Order Item identification (for fee assignment)
ONE order from midoffice perspective

Midoffice data need

- Settlement
  - Reference to order/order items everywhere (data flow from aggregators, data from settlement provider)
  - Clear identification of items issued by airline
ONE order from midoffice perspective

Midoffice data need

- Reporting
  - Order item identification
  - Sorting out multiple data sources (with overlapping information)
  - DBI information
NDC/ONE order specification

- TIDS is addressed, but not present (will take a long time probably)
  - General ID for Agency/PCC
  - General ID for Agent
  - Differing Ticketing/Booking Agent
- Would be nice to store external IDs for Agents
- History is present, but no timestamps (and we do not get the data)
- Maybe not all information should be in order on airline side (from agency point of view), but needs a definition in the structure

NDC based extended data format for Mid/Backoffice is needed. This will make it easier to introduce ONE order.
Thank you!
Let’s talk about NDC and what it means to (y)our business!