ONE Order

Overview and Program update

February 2019
ONE Order standard – what is it in a nutshell?

- **A single Order Record**
  combining information already existing on PNR and E-Ticket/EMD
- **An Order based data communication messaging Standard**
  facilitating retail-style architectures for fulfillment and accounting

- **Travel Agents**
  *Direct connect or via an Aggregator*

- **Order Management System (OMS)**

- **Delivery Providers**
  *Entitlement and delivery status*

- **Accounting Systems**
  *Order sales information and status*

- **OMS Airline (POA)**
  *Entitlement and delivery status*

- **Airline Direct Sales**
  *IBE or ATO/CTO*

- **Other Messages**

**NDC Messages**

**ORA: Offer Responsible Airline**

**POA: Participating Offer Airline (i.e. interline partners)**
ONE Order - program roadmap

- 2015: Industry case for change
- 2016: Industry Standard
  - IATA Resolution 797
  - Data exchange standard messages
- 2017: Release 18.2
- 2018: Industry Capability
  - Pilots
  - Certification
- 2019: Implementation
- 2020+:
ONE Order – 2019 priorities

- **Industry Awareness & education:**
  - Awareness campaign, education workshops, conference presentation
  - Continuous airline engagement on ONE Order and support in their retailing transformation strategy
  - Expand education with Delivery Providers (Airports, Ground Handlers, 3rd party service providers) and NDC Sellers (travel agents, TMC, buyers)

- **Standard maturity & implementation support**
  - Continue the work on improving the standard with more functionalities
  - Publication of ONE Order Transition study with business value creation and guideline on the implementation steps

- **Certification program well established**
ONE Order - Pilots participants

H2- 2017
- amadeus
- BRITISH AIRWAYS
- INTERES
- NIIT (technologies)

H1- 2018
- SAP
- IAG INTERNATIONAL AIRLINES GROUP
- ISO Software Systems
- Condor
- Sabre

H2- 2018
- JR Technologies
- InselAir
- UNITED
- navitaire (an amadeus company)

H1- 2019
- Other Airlines and System providers
- Pilots under development
- ONE Order Certification Program
# ONE Order Certification – Status

## ONE Order Registry

This registry lists the companies having gone through the ONE Order certification program.

- **Airlines**: Any airline that deploys and supports ONE Order communication messaging and capability
- **Vendors and IT providers**: Any vendor that offers ONE Order solutions and services (ONE Delivery Provider, Accounting can become ONE Order capable)

Please see the ONE Order Registry Disclaimer and Terms of Use [here](#).

### Search Registry

<table>
<thead>
<tr>
<th>Company Type</th>
<th>Certification/Registration Type</th>
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### Category

<table>
<thead>
<tr>
<th>Category</th>
<th>Types</th>
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<tr>
<td>Delivery</td>
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<tr>
<td>Accounting</td>
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### Schema Version

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### Company Name

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<tr>
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<tr>
<td>SAP SE</td>
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### Search Results (4 companies)

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Thank you