

SCANDINAVIAN AIRLINES

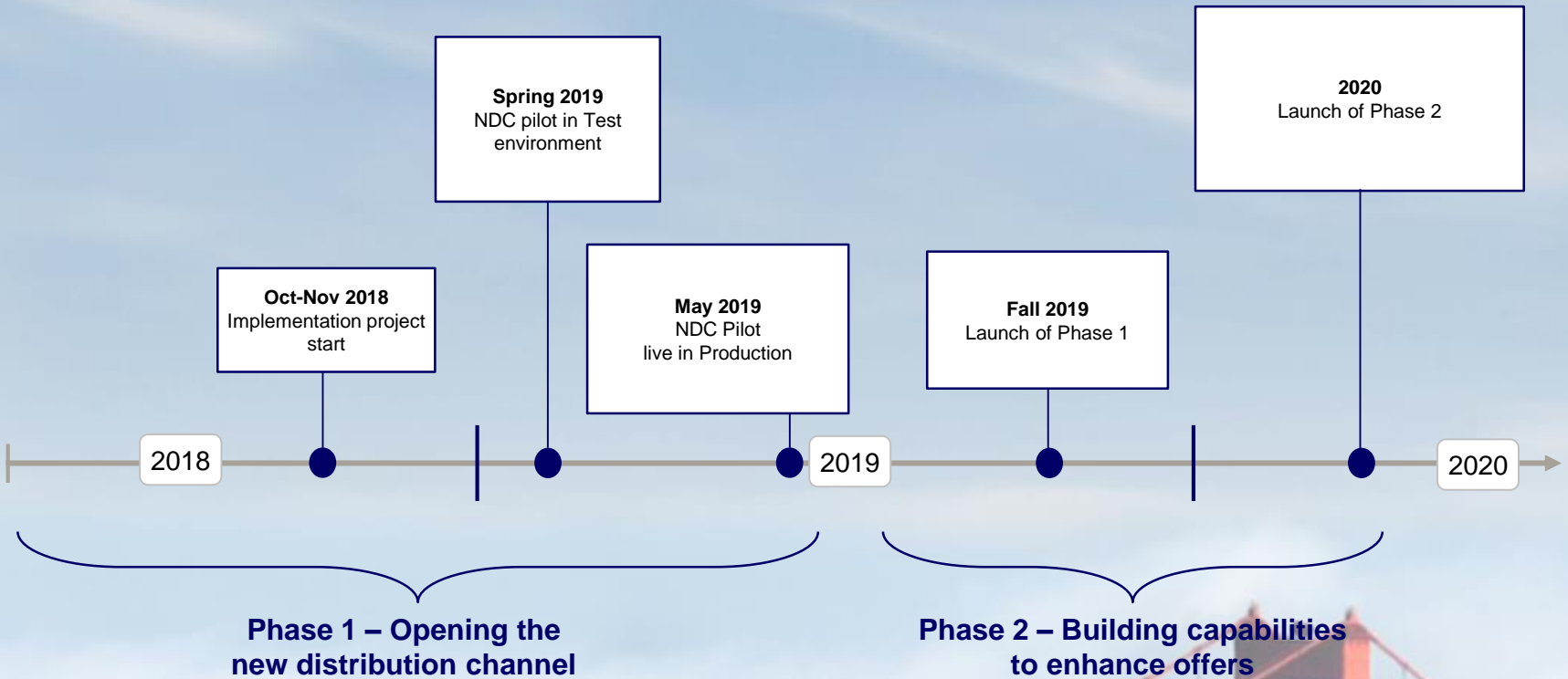
STATUS ON NDC IMPLEMENTATION

19.02.2019



Capabilities and phases

NDC Timeline



Capabilities and phases

Phase 1 : Base booking functionality

- Shopping
- Order Management – Booking, Payment, Ticketing
- Order Management - Servicing (Change and Cancel)
- Limited ancillary offering (Bag and Seat)

Phase 1 capabilities

Shopping

- Shopping for flights and ancillaries
- Shopping by common ancillary - (e.g. Seat, extra bags)
- Shopping including seat selection
- Shopping based on calendar (fare + or - days)
- Shopping based on passenger type (e.g. infant, senior, military, resident...)
- Airline offers based on private fares (corporate fares, tours, etc.)
- Describing offer rules

Phase 1 Capabilities

Order/Service/Pay

- Basic order creation
- Order changes initiated by the customer – e.g. itinerary, contact details, upgrade, adding an ancillary
- Order changes initiated by the customer - remove passenger from order in multi-passenger scenarios (split order)
- Order changes initiated by the customer - name correction
- Order changes initiated by the customer - seat selection
- Order changes initiated by the airlines with notifications – e.g. flight schedule, flight cancellation, passenger upgrade or downgrade
- Order changes resulting in an Order Cancellation without refund
- Order changes resulting in an Order Cancellation with refund
- Retrieve an Order
- Cancel an Order
- Pay using cash (BSP, ARC etc.)
- Pay using Credit cards
- Implementation of 3D-Secure
- Order creation for groups
- Order changes for groups
- Implementation of Order History
- Pay using Debit cards

Coming activities in the near future

- Implementation of order flows, payment, servicing
- Payment supporting credit cards
- First pilot partner integration in Test environment
- Preparation for public launch of Phase 1

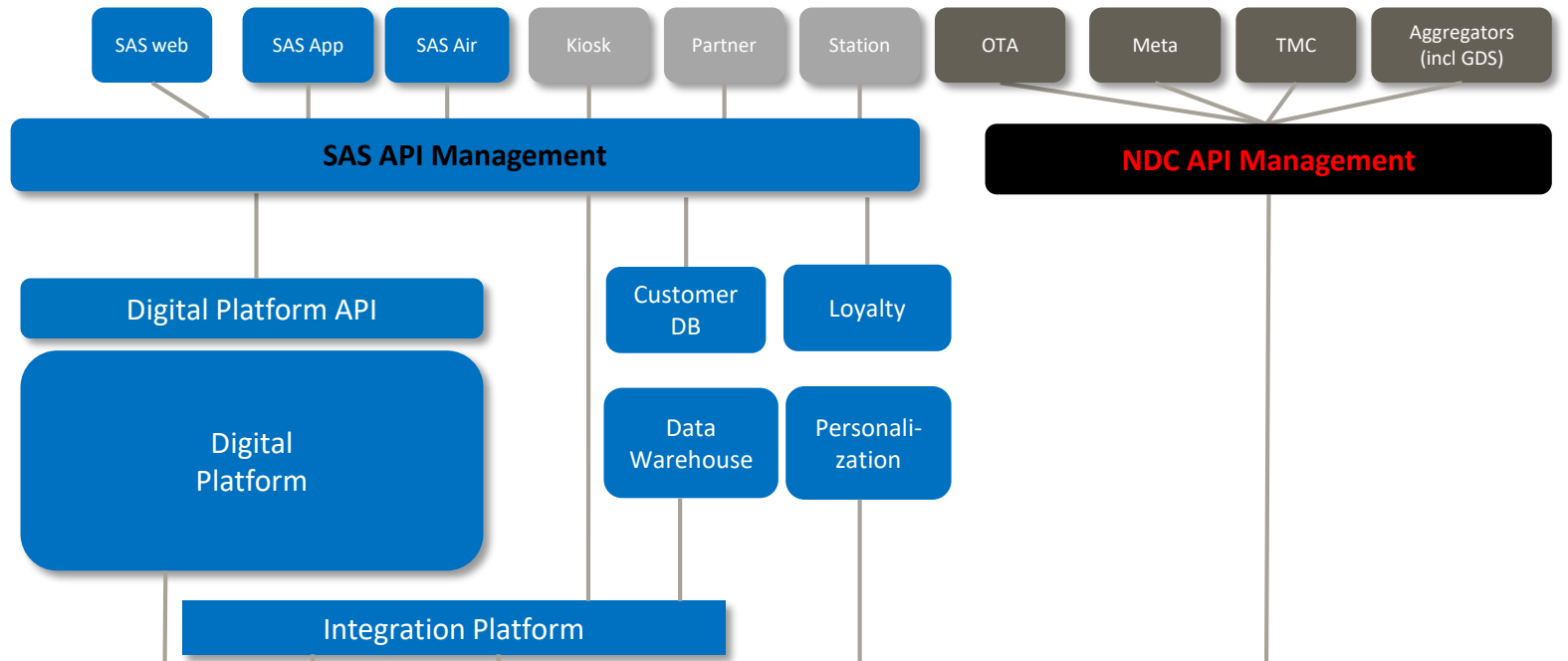
Capabilities and phases

Phase 2 : Personalization and extended functionality

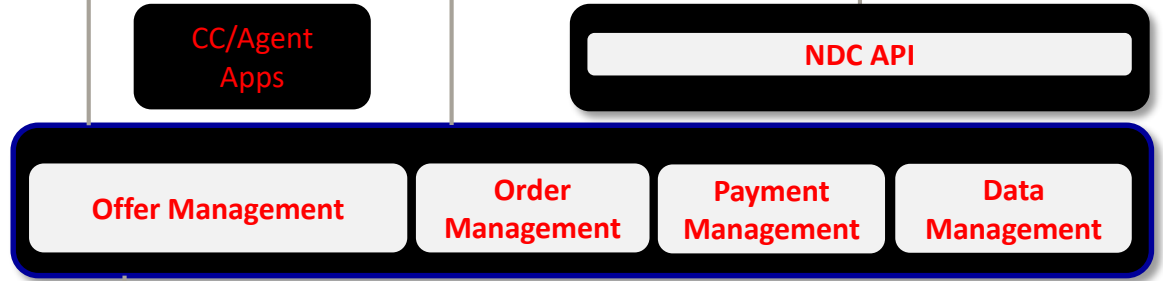
- Personalization
- Corporate bundles
- Promotions
- Discounts

Target Architecture

Customer Touch-points



Business



ATPCO



PSS



Challenges

- Payment
 - How to handle reporting back to Agents (RET file creation)
 - PCI-DSS
- Multi-step shopping
- Identification of Agents/Aggregators
 - Identification of agent (even when using an Aggregator)
 - Office ID structure

Challenges, continued

Discussions Topics

- Payment
 - Agent compliance with PCI-DSS
 - Approach considering: Demanding PCI-DSS compliance from agents
 - Question: What are the options? Proxy? Redirection?
- Shopping
 - Scenario: MIA GVA MIA (Return trip). Outward and compatible inward flights needed
 - Approach considering: Aug Points, two calls to AirShopping
 - Question: what are the options? Aug points? New parameters? Automatic selection?
- Seats left
 - Scenario: during shopping how can I provide an indication of how many seats are left (availability or capacity)
 - Where in the schema can we add this information?