Capabilities and phases

NDC Timeline

Phase 1 – Opening the new distribution channel

Spring 2019
NDC pilot in Test environment

May 2019
NDC Pilot live in Production

Oct-Nov 2018
Implementation project start

2018

Phase 2 – Building capabilities to enhance offers

Fall 2019
Launch of Phase 1

2019

2020
Launch of Phase 2

2020
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
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

• 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?