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**Avianca**   
Airlines  
years  
**everything  
for your love**

# AVIANCA NDC Implementation

Miami NDC Implementation Forum – Feb 2019

# NDC Solution

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## Direct Connect

Is the optimized solution **to provide direct access to the airline content**

Multi-functional team: **IT, Distribution, Revenue Accounting, Commercial, eCommerce, Legal, Communications**

**Business requirements** were identified and included on an RFP. More than five providers participated and **Amadeus was selected with the Altea NDC product**

- Main objectives:
  - Offer the best product available to our clients
  - Keep the pace innovating with the best players in the industry



# Avianca received certification level 3 by IATA (Offer and Order Management)



**Avianca** 

A STAR ALLIANCE MEMBER 

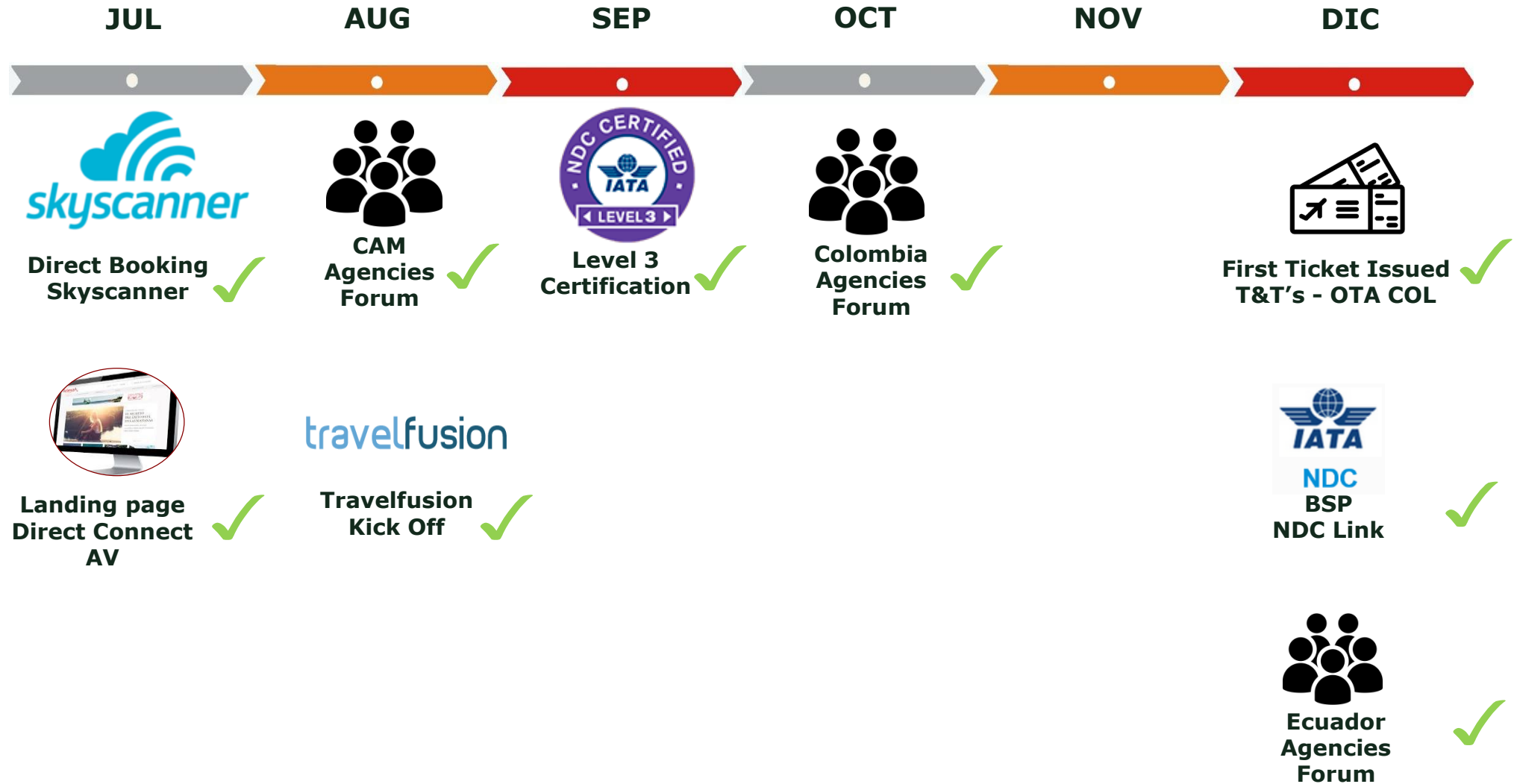
Company Type	Airline
Website	<a href="http://www.avianca.com">www.avianca.com</a>
Certification/Registration Type	NDC Certified
Level	3 - Offer & Order Management
Original Certification or Registration Date	Sep 2018
NDC Deployment Partners	Amadeus IT Group S.A. : IT Provider; Skyscanner Ltd : Aggregator;



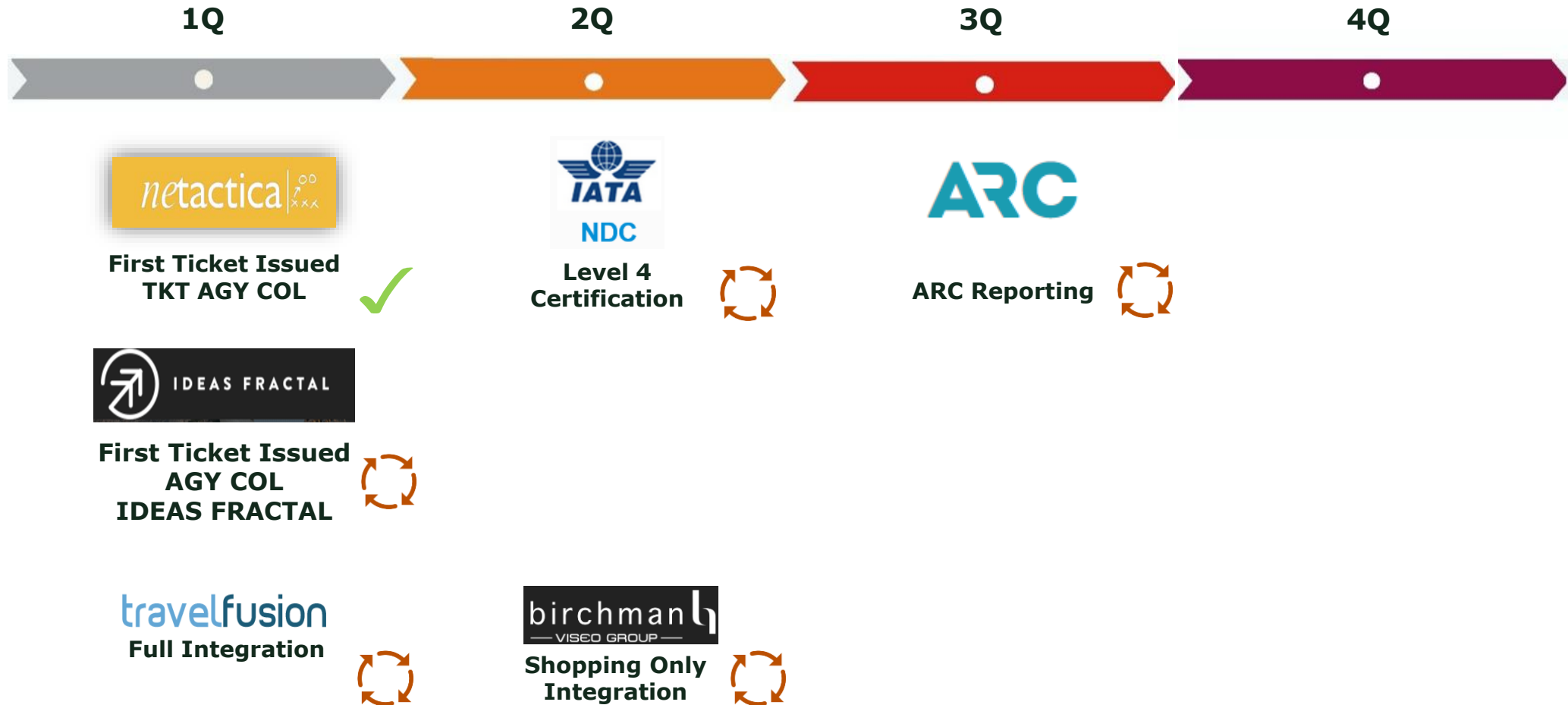
- SkyScanner implementation enabled Avianca to obtain the certification
- Avianca is working with Amadeus to implement version 18.1 to start enabling changes and refunds in order to obtain Level 4 certification for servicing



# Timeline 2018 - Milestones



# Timeline 2019 - Milestones



# Challenges – Implementation process



- **BSP (NDCLink) and ARC (Direct Connect) Reconciliation and settlement process** for IATA agencies



- Different **Payment Gateways** to be used: Aggregator, Agencies, APP
  - Integrated and Non-Integrated markets
  - Different currencies: USD, COP, EUR, GBP
  - Five different Issuing Plates: AV/134, TA/202, LR/133, T0/530 & 2K/547



- **Servicing**
  - Certification Level 4 - OrderChangeNotif/OrderReshop/OrderChange
  - Support desk



- **Adoption**
  - Avianca is the first airline implementing NDC in Latin America Region
  - Enhance/promote NDC Education to travel agencies
  - More airlines on board are needed in order to encourage the adoption



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# Thank you

Questions? Contact: [karen.hasbun@avianca.com](mailto:karen.hasbun@avianca.com) 7