

United NDC capabilities, roadmap are driven by agency needs



NDC Level 3 certified
 (NDC 17.2)

NDC service	Status
Flight shopping, ancillary shopping	✓
Booking, payment, ticketing	✓
Reservation servicing	✓
Post-booking merchandising	✓
Non-instant payment	✓
Combined flight+ancillary shopping	March 2019
Notifications on involuntary changes	March 2019
ARC/BSP settlement support	2Q19

Agency services

United NDC services

Flight shopping



- Priced itinerary shopping
- Public & private ATPCO-filed fares
- Fare, cabin upsell offers
- Combined flight+ancillary
- Commissions calculation
- Fast, scalable shopping
- Rich content, disclosures
- Schedule-led search, inventory hold
- Enumeration, search depth & breadth controls

Ancillary shopping



- Seat selection, purchase
- Dynamic bundles
- Loyalty benefits
- Corporate bundles
- Post-booking ancillaries
- Paid and loyalty cabin upgrades
- Rich content, disclosures

Booking & ticketing



- United-hosted PNR, United-issued ticket
- United payment services
- Non-instant ticketing
- ARC/BSP settlement and reporting, front-end commissions handling
- All United points of sale, currencies
- Access to Sales waivers & favors

Reservation servicing



- Reservation retrieval
- Flight reshop (reprice)
- Ticket exchange, cancel, refund
- United travel waivers
- Involuntary notifications
- Access to residual value
- Flight reshop shopping
- Irrops, schedule change handling via NDC