MIDOCO in 2018

- 5.4 mio processed airline tickets
- 11 mio+ issued invoices
- 11 bn EUR in travel sales
- Team of 55, HQ in Hilden/Germany
- 3000+ Agencies 25.000+ System Users
Midoco is a highly automated Midoffice/ERP- System for TMCs, OTAs, Travel Agency Organisations and Tour Operators and is responsible for the process chain after ticketing/booking. Midocos outstanding process automation or Transaction Fee Calculation is setting standards in the travel industry. Midoco is compatible with a number of third-party backoffice systems and multiple GDSs/Booking Platforms and can easily be integrated in existing IT landscapes. As an automated system Midoco enables touchless invoicing directly after ticketing and is eliminating human error and effort.
TMCs / Travel Agencies

OTAs

Tour Operator

MIDOCO for:
• OTAs
• TMCs
• Travel Agency Organisations
• Tour Operator
• Mobile Travel Agents
The TMC context

- Corporate contracts per use case (booking/amendment/cancellation/extra stuff)
- Concurrency with other TMCs
- Contracts include conventions for payment/reporting
- Self booking tools
- Optimize the sales process (time is money)
  - Declaration of transaction fee based on business case
- Handle different booking platforms in parallel
- Corporate special tariff
TMC context continued

- respect travel guidelines per traveller
- Lowest price/Highest price reporting
- Multiple offers
- Expectation of unified reporting for all business cases
  - Based on traveller, department, project, cost centre, airline, destination aso.
  - management of catastrophic events
- Unified payment process
- Unified invoicing
- Inform about flight time changes
- Inform about VISA regulations
- Immediate help with amendments / 24x7 support
TMC Whitepaper / Midoco functionality
MIDOCO Data flow (excerpt)

- Data feeds (AIR, IUR, MIR, NDC-extended)
- Identification OrgUnit, Rules and Workflows
- Interpretation of PNR content & Remarks
- Credit Card Data Processing
- Export in various formats to third-party

Profiles
- Travelport
- amadeus
- Sabre
- Farelogix
- INTERES
- ATRIS
- Lufthansa Group
- British Airways

GDS

NDC / DCC Aggregators

Order Management / Invoicing / CRM / PCI/DSS / Bookkeeping, Reporting

Accounting

Data Analysis/Reporting

CC Provider

Resulting Services
- MIDOCO
- FCM Travel Solutions
- Lufthansa City Center

SAP

Others
- travelbasys
- travellogix
- Radius Travel
- American Express
- AirPlus
- AMERICAN EXPRESS

Travel Agency Technologies & Services
MIDOFCO for TMCs

- automated transaction fees based on company based rules
- CC payment, incl. lodge cards, corporate specific DBI fields
- Batch invoicing, Bulk invoicing
- Internal and external reporting
- Reconciliation of invoicing data (BSP + others)
- Automatic processing of flight time changes
- PCI/DSS compliant handling of CC data
- GDPR compliant handling of customer data
MIDOCO for TMCs special cases

- Invoicing per passenger
- E-Invoicing for authorities (special formats)
- VAT calculation (very country specific)
- Order split (for invoicing two parties, e.g. departments)
- Call center work (working with different brands)
- Tracking sales channels (e.g. for Hotel bookings, web bookings)
- Agent based bonus calculation
- Export of specific data formats for reportings to special customers
MIDOCO and NDC already done

- Midoco enabled 850 Agencies to process NDC/DCC bookings with... (FareLogix, Atriis, Interes)
- Remark handling for automation
- Full processing of tickets, refunds, voids, EMDs
- Payment and CC-handling for direct connect bookings
- Automated transaction fees on direct connect bookings
- ...
aggregator data flow to midoffice

- Aggregator is not limited to NDC sales (can have rail / car / other flight booking approaches etc.)
- No NDC structures at the moment, no signs of order related fields
- Aggregators instead simulate well known formats (AIR, IUR, RET)
- Aggregators offer their own internal data structures

-> there is no existing standard
areas missing (from midoffice perspective)

Missing information in NDC structures:

- ID of booking/ticketing agent
  - needed for individual addressing
  - needed for calculation of bonus
  - needed for documentation

- ID of corporate customer
  - fee calculation, invoicing rules

- ID of traveller (from Profile management)
  - needed for reporting

- DBI data
  - needed for payment of fees
  - printed on invoice
  - enrichment of airline payment
areas missing (from midoffice perspective)

Aggregators should use predefined data structures to interface
- Midoffice Systems
- Reporting systems
- Payment systems
Recommendations to airlines

- TMCs are valuable for airlines, because they bring in recurring travellers
- When TMCs start to use NDC, all the extra services can be sold in this area
- TMCs rely on GDS and aggregators
- ONE Order will only fully replace the PNR based world when everybody has access
- PCI/DSS try to figure out ways for secure CC handling (e.g. iframes, encryption does not help)
- Care about settlement (BSP is not useless in a ONE Order context), single invoices make the TMC work more expensive
Thank you!
Let’s talk about NDC and what it means to (y)our business!