

Implementation Forum - 2019/1

The Servicing Challenge

19 – 21 February
IATA Office Miami



From “Servicing isn’t working” to ...

Saying what works and what doesn’t...



Advisory Forum shared what's not working

<u>Involuntary</u>	
<ul style="list-style-type: none">Automation needed in receiving notificationAcknowledge work of notification by the agent is not managedWaiving change fees in the NDC process in case of major disruption (strike, snow...)Number of steps to be reducedReconciliation of ancillaries (not only NDC related: also a pain today)	<ul style="list-style-type: none">Set Change Passes (eg)Automation reports for a problem differentLack of standardization in fare rules: it's difficult

<u>Voluntary</u>	
<ul style="list-style-type: none">Set Manage voluntary changes for part of the Passengers in the order (eg: "split PNR")Automation of some reports for change might be a problem (eg: refunds with different FOP)Lack of standardization in fare rules data makes it difficult to re-shop	

VoL

In VoL

Outside Window (SW, Group)

change of order prior to payment (Cancel / restart)

Dividing an order

Dividing an order

Residual Value

Scale

Scale

Not only IDC

automation of ...

... change prior to ...

...

UI build is a challenge
ET Prod
Agg.



Why is serving not working?
(voluntary, involuntary)

Views from agent, aggregator, airline, internal configuration issues

Vol defining scenarios

• airlines not supporting all messages,

↳ on earlier releases

• Standardisation of process

↳ NDC flow vs traditional flow

+ today's challenges
pricing
+ taxes

Why is serving not working?

[voluntary, involuntary] - agent
- aggregator
- airline

- Reshop after invol. change (I)
- invol. changes → reissue w/waiver (I)
- OrderChangeNotif → data set to indicate changes (I)
- Order history (I/V)
- OrderChangeNotif guaranteed del. (I)
- Divide Party in Order (multi-UC's) (V)
- Fare reshop re-calculation ^{breakdown} on _{per} level (V)

Points captured

INVOLUNTARY				
Servicing automation		Would be good to understand priority between notification: SKCHG/IROPS		
	Automation needed in servicing notification	Capability of message Flow issue "GDS/non-GDS type of flow"	Automation of INVOL using (Cat 32/34); Not only NDC	
			Servicing on non-disrupted sectors	
Notification	Acknowledgement of notification by the agent is not managed	Agent not getting Schedule Change "No queueing system & process" IROPS: Agent does not get any info for duty of care (today in PNR)		OrderChangeNotif guaranteed; data set to indicate changes
	Number of sellers to be notified	Accurate info/on-time for Operating Carrier : - getting the info, interpret it, informing the Agent		
Changes/Reissuing	Waiving change fees in the NDC process in case of major disruption (strikes, snow etc.)	When Airline Waiver code is used for Non-Refundable Ticket (Standard does not support)		Reissue with waiver
Changes/Reshopping			How the Seller "accept" the change prior to reimbursement	
				Reshop after INVOL change
Ancillaries	Reaccommodation of ancillaries			



Points captured

	VOLUNTARY			
Split PNR	Manage voluntary changes for part of the passengers in the order ("split PNR")	"Divided Record" Re-shopping case: Seller wants to see what's the offer is in case we divide the record		Divide Party in Order Fare reshop, recalculation breakdown on pax level
Reshopping	Lack of standardization in fare data makes it difficult to re-shop			
Change/Refund	Automation of some processes for change might be a problem (e.g. refunds with different FOP)	Refund is not adopted for automated processing		
		Change of TKT and residual Value: - want to leave open for later date, - some airlines will start refunding or have different policies	Residual Value	
			Change the Order prior to payment (Canx/restart)	
Others				Agents/Airlines not supporting all messages (on earlier releases)

Summary

Servicing topic	Servicing sub-topic	Requirement	Type of requirement
Involuntary			
Servicing automation	Notification	Automation required	1. Schema changes 2. Implementation Guide
		Agent Acknowledgement of notification - Concern on technical method of delivery (queue - ensuring agent receives the notif)	Implementation Guide
		Duty of care concern - how does a seller know where their travellers are?	Implementation Guide
		Structure of the notification (full or delta)	Schema changes
		Concern on scalability? Number of sellers to be notified	Implementation Guide
	Difference between GDS/non-GDS flows	need more info	
	Seller - Airline interaction	How does a Seller accept an airline offer?	Implementation Guide
Ancillaries	Re-accommodation of ancillaries?	1. Schema changes 2. Implementation Guide	
Servicing of non-disruptive sectors			
IROPS	Waiver process	Ability to inform a seller of a waiver code	Implementation Guide

Summary

Voluntary			
Changing a passenger's service from a party of passengers	Divide order	Split an order into multiple orders	1. Schema changes 2. Implementation Guide
	Changes to one passenger's services (who is part of a multi passenger order)	Non-homogeneous order - concern on PNR split	Implementation Guide
		What is the offer in case we change one passenger's itinerary	Implementation Guide
Standardization of fare data			1. Schema changes 2. Implementation Guide
Process	Refund	Different FOP for refund	1. Schema changes 2. Implementation Guide
		Residual value - open for use at a later date	1. Schema changes 2. Implementation Guide
	Order change	Prior to Payment	need more info
Message version	Adoption	Different version supported at industry level	need more info

Voluntary Servicing

Topic

Status

Divide Order (Order split)

To be prioritized for 20.1

Non-homogeneous Order

Supported in NDC/ONE Order

Standardization of Fare Data

Part of Offer Rules WG

Refund

CR 146 – planned for 19.2

Residual value

CR 146 & CR 133 – planned for 19.2



Involuntary Servicing

Topic

Status

Notification (automation, technical delivery method, scalability, structure of notification – full or delta)

CR 067 – planned for 19.2

Duty of care (how does a seller know where their travelers are?)

Ticket coupon status code or ONE
Order delivery status code

Waiver process &

Re-accommodation of ancillaries

Partly covered in CR 133 – planned for 19.2



The Servicing Challenge – broken down

1. Schema Capabilities

3. Airline
Implementation

5. Industry
Communication

2. Implementation
Guidance

4. Agent
Implementation

In this meeting

Say whether your challenges are:

1. A schema gap

- If the schema does not support a specific functionality

2. Lack of implementation guidance/best practices

- If the industry cannot point to best practices documented in the Implementation Guide ...

...

In this meeting

... say whether your challenges are:

3. An airline implementation topic

- Airlines action to support NDC servicing flows - align its OMS, processes, downline feeds etc.

4. An agent implementation topic

- The agent action to support NDC servicing flows - User Interface updates, back office processes etc.

In this meeting

... say what is working.