



# Implementation Forum

*Together, Let's Build Air Retailing*

## Participant Preparation Document

September 2019

At the Implementation Forum, participants will have the opportunity to showcase their NDC and ONE Order journey.

This document is to support implementers to prepare to share during the meeting. It is also used to help IATA understand the audience - **IATA will not share individual information with other stakeholders.**

Please answer all questions that apply to your deployment and submit to IATA by the date requested.



Name: \_\_\_\_\_

Email: \_\_\_\_\_

Organization: \_\_\_\_\_

You are an:

Airline       IT Provider       Aggregator       Agent/Seller

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## Deployment Drivers

1. What has changed with NDC?

2. Please describe your NDC Strategy.

3. What are the main drivers for your implementation?

- Anticipated ROI
- Request from Partner
- Lead the industry
- Value of industry standard
- Future proof the business
- Eliminate or reduce ongoing challenges
- Customer Experience
- Innovation
- Other, please specify \_\_\_\_\_

## Scope of deployment

4. What is the latest schema version you have implemented?

Pre 17.2       17.2       18.1       18.2       19.1

Comments: \_\_\_\_\_

5. What does your deployment cover?

Offer Management       Order Management       Post Booking Ancillaries

Other, please specify \_\_\_\_\_

6. What is the scope of your NDC deployment?

- Flights only     Flights and Ancillaries     Interline

Comments:

7. What type of Ancillaries are included in your deployments?

- Baggage     Seats     Change Fees     Meals  
 Travel Insurance     Wi-Fi     Lounge Access     Car Services  
 Duty Free     Special Services (Wheel Chair, Meet & Assist)  
 Other, please specify \_\_\_\_\_

9. Does your deployment cover retailing using Rich Content? (Pictures, Videos, Sound, etc.)

- Yes     No

10. Does your deployment cover the use of an Airline Profile?

- Yes     No

11. Does your deployment cover personalized offers (special tailored offers for specific customers)?

- Yes     No

12. What distribution channels are included in your NDC deployment?

- Travel Agencies Direct     NDC Aggregator     GDS     Metasearch  
Other, please specify \_\_\_\_\_

13. What type of sellers are involved?

- IATA Travel Agents     Non-IATA Travel Agents     Online Travel Agents  
 Travel MetaSearches     Travel Management Companies  
Other, please specify \_\_\_\_\_

14. How many sellers are connected to your platform?

- Less than 10     Between 10-100     Between 100-500     More than 500     N/A

Comments:

15. Is your API open to the general public?

- Yes     No     N/A

16. Do you have a screenshot or URL to demonstrate your deployment?

- N/A     No     Yes

## Payment and Revenue Accounting

### 18. What method of payments do you support in your NDC deployment?

- Cash/Easy Pay       Credit Card       Bank Transfer       PayPal       Loyalty  
Other, please specify \_\_\_\_\_

### 19. Are you using the notion of Order ID in your revenue accounting solution?

- Yes       No

### 20. Do you consider your revenue accounting system capable of managing sales coming from your NDC solution in a fully automated way?

- Yes       No

Please elaborate: \_\_\_\_\_

## For airlines only (21-22)

### 21. Are you reporting your NDC transactions to the BSP?

- Yes       No

Please elaborate on how you collect payment from the Travel Agent:

### 22. Are you reporting NDC CC sales to the BSP?

- Yes       No

Please elaborate:

## Ticketing (only applicable to airlines)

### 23. Are you using the FCMI values of 3, 4, or 5, as provided in the new ticketing standards for NDC sales?\*

- Yes       No

### 24. Are you using the characters "OP" within the fare calculation area, or any other data element?\*

- Yes       No

\*\* For more information on FCMI and OP, please see the [NDC Revenue Accounting Guide](#) and the [BSP DISH Revision 22.2 Publication](#).

25. Are you allowing agents or branch agents to view your own issued documents, if they have been involved in an NDC sale?

Yes     No

## Topics from Previous Implementation Forums

26. In your implementation, have you had to use augmentation points? If yes, to fulfil what functionality?

Yes  
 No

27. Does your live deployment make use of time limits? If so, which one(s)?

N/A     Payment Time Limit     Offer Time Limit     Price Guarantee Time Limit  
 Inventory Guarantee Time Limit

## Additional Questions

28. Did you encounter any major issue implementing the schema?

Yes     No

If yes, did you report those via a change request to the industry groups?

N/A     Yes     No     I don't know how to report a change request

As of the 18.2 version of the schema, the online [Implementation Guide](#) is now online.

29. What was your overall experience with the NDC Implementation Guide?

Very useful     Useful but lacking information     I did not know/use the implementation guide

30. Are there any areas of your NDC implementation that were particularly challenging? If yes, how did you resolve the challenges?

Yes  
 No

31. Are there any aspects of your NDC implementation that you would like to discuss with IATA?

Yes  
 No

## My live implementation includes:

[Extracted from Annex 3 of [NDC@Scale: Roadmap to Critical Mass](#)]

### A. SHOP

#### Basic NDC Capabilities

- 1: Shopping for flights and ancillaries
- 2: Shopping by common ancillary (e.g. Seat, extra bags)
- 3: Shopping including seat selection
- 4: Shopping based on calendar
- 5: Shopping for lowest fare + or – x days
- 6: Shopping based on passenger type (e.g. infant, senior, military, resident..)
- 7: Shopping by Multi city / Open jaw itineraries
- 8: Airline offers based on private fares (corporate fares, tours, etc.)
- 9: Airline offers with localisation (offers in local language)
- 10: Describing offer rules

#### Enhanced Capabilities

- 11: Shopping by other ancillaries - Third party content (e.g. travel insurance, lounge pass, meal, wifi...)
- 12: Shopping for airline-specific products
- 13: Shopping with airline loyalty program
- 14: Shopping for groups (e.g. Tour operator specificities scenarios)
- 15: Shopping including non-air ancillaries (e.g. hotels, cars, rail)
- 16: Affinity shopping (new search parameters)
- 17: Airline dynamically built and/or personalized offers
- 18: Airline providing bundled offers (e.g. supporting pick 1 of 3)
- 19: Airline offers with rich content
- 20: Airline offers including discounted benefits and/or promotions
- 21: NDC Interline shopping

### B. ORDER/SERVICE PAY

#### Basic NDC Capabilities

- 22: Basic order creation
- 23: Order creation of airline bundle
- 24: Order changes initiated by the customer – e.g. itinerary, contact details, upgrade, adding an ancillary
- 25: Order changes initiated by the customer - remove passenger from order in multi-passenger scenarios
  
- 26: Order changes initiated by the customer - name correction
- 27: Order changes initiated by the customer - seat selection
- 28: Order changes initiated by the airlines with notifications – e.g. flight schedule, flight cancellation, passenger upgrade or downgrade
- 29: Order changes resulting in an Order Cancellation without refund
- 30: Order changes resulting in an Order Cancellation with refund
- 31: Retrieve an Order
- 32: Cancel an Order
- 33: Pay using cash (BSP, ARC, etc.)
- 34: Pay using Credit cards
- 35: Deferred payment (Order on hold)
- 36: Implementation of 3D-Secure

#### Enhanced Capabilities

- 37: Order creation for groups
- 38: Order changes for groups
- 39: Implementation of Order History
- 40: Pay using Debit cards
- 41: Pay using airline loyalty
- 42: Pay using mixed payment instruments (e.g. cash + loyalty points or voucher redemption)
- 43: Pay using alternate payment instruments (e.g. PayPal, WeChat)
- 44: Pay using real time bank transfer
- 45: Pay using IATA EasyPay
- 46: Implementation of crypto currencies

#### Others, please specify