What about post booking processes?

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End to end value chain - Overview

Suppliers
- Product and Service
  - Attributes (including Price), Availability
- Product Segments
  - air, accommodation, ground transport

Booking Tool
- Content Aggregator
- Search, Book and Service
- Pre-Trip Approval

Post Booking
- Mid/Back Office
- Accounting
  - Settlement (ARC/BSP)
  - Credits (refunds etc)
  - Debits (orders, service fees, commissions)
  - Reporting
- Documentation
  - Itineraries, Invoices, Statements

Buyers
- Documentation
  - Itineraries, Invoices, Statements
- Reporting
  - Cost Savings, Outstandings
- Duty-of-care
  - Passenger Location
Tools and Workflow used by TMCs - traditional

**Suppliers**
- Product and Service
  - Attributes (including Price), Availability
- Product Segments
  - air, accommodation, ground transport

**Booking Tool**
- GDSs
- Agent Desktops
- Online Booking Tools

**Post Booking**
- Mid/Back Office
- Accounting
  - Settlement (ARC/BSP)
  - Credits (refunds etc)
  - Debits (orders, service fees, commissions)
  - Reporting
- Documentation
  - Itineraries, Invoices, Statements

**流程**
- Filed fares
- Passives “non GDS”
- PNRs
- AIR, MIR, IUR
Tools and Workflow used by TMCs - present

**Suppliers**
- Product and Service
  - Attributes (including Price), Availability
- Product Segments
  - air, accommodation, ground transport

**Booking Tool**
- Content Aggregator
- GDSs
  - Agent Desktops
- Online Booking Tools
  - Web services

**Post Booking**
- Mid/Back Office
- Accounting
  - Settlement (ARC/BSP)
  - Credits (refunds etc)
  - Debits (orders, service fees, commissions)
  - Reporting
- Documentation
  - Itineraries, Invoices, Statements

**Flow**
- Filed fares
- Passives
  - "non GDS"
- Offer/Order
  - air (NDC), accommodation, ground transport
- PNRs
- Web services
- Orders
- Web services
Data Flow and Data Entry Points

Suppliers

Product and Service
Attributes (including Price), Availability

Product Segments
air, accommodation, ground transport

Booking Tool
Content Aggregator

GDSs
Agent Desktops
Online Booking Tools

Online Booking Tools
Agent Desktops

Post Booking
Mid/Back Office

Accounting
Settlement (ARC/BSP)
Credits (refunds etc)
Debits (orders, service fees, commissions)
Reporting

Documentation
Itineraries, Invoices, Statements

Order (OrderViewRS)
Type
new or change

Segment information
Traveller name
Cost break-down

Accounting Data
Company specific details
company, department, cost centre

User defined reporting fields
reason for travel, project code

Policy Exceptions and Corporate Savings

Efficient post booking processes regardless of booking channel and content source
Accounting Documentation
CTM Technology

CTM Content Factory

Front End Applications

Lightning OBT  CTM Smart Portal  Leisure OBT  Wholesale  Loyalty OBT

Configuration Algorithm

CTM Content Factory

Supplier Profiles  Content Normalisation  Business Rules

CTM Technology

Direct APIs

NDC  GDS  Aggregators  Internal

Content Services

LCCs, Expedia, Routehappy etc  QF, SQ, LH, BA etc  Sabre  Airline, hotel, car and other content  In-House Content Management
CTM Lightning

**NDC Booking flow.**

Flights with a campaign offer will appear with an indicator icon.

<table>
<thead>
<tr>
<th>Flight</th>
<th>Hotel</th>
<th>Confirm</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYD → ADL</td>
<td>Tullamarine Airport</td>
<td>Tue 19th Jun, 7:00 am</td>
</tr>
</tbody>
</table>

1. Sydney (Kingsford Smith) Airport (SYD) to Adelaide Airport (ADL), 19 Jun 2018

<table>
<thead>
<tr>
<th></th>
<th>Economy No Baggage</th>
<th>Economy Restricted</th>
<th>Economy Economy</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIRGIN</td>
<td>6:45 am</td>
<td>2h, 16m Nonstop</td>
<td>N/A</td>
<td>139AUD</td>
</tr>
<tr>
<td>Qantas</td>
<td>7:00 am</td>
<td>2h, 16m Nonstop</td>
<td>N/A</td>
<td>199AUD</td>
</tr>
</tbody>
</table>

50% Bonus Status Credit

QF QDP Campaign offer
Once the fare is selected, further campaign details are available along with FF earn.
Campaign offer is available to view in booking summary page

**Booking Summary #1234567**

**SYD-MEL**
Qantas QF405

<table>
<thead>
<tr>
<th>DEPART</th>
<th>ARRIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30am</td>
<td>8:05am</td>
</tr>
<tr>
<td>Sydney (Kingsford Smith) Airport, Sydney 2nd December</td>
<td>Tullamarine Airport, Melbourne 2nd December</td>
</tr>
</tbody>
</table>

**POLICY BREAK INFORMATION**
Flight times unsuitable/specific time required

**PNR**
DB0XYG

**SEATS**
AIRBUS 330-300 – SEAT Not Assigned

**BONUS**
Earn an additional 50% status credits T&C

**NOTE**
This flight departs from an international terminal, please allow additional time to check-in.
CTM Lightning

NDC Booking flow.

Mid Office Capture Both Booking Types with Source Designator and send consolidated customer Itinerary

Campaign confirmation added to customer itinerary remarks

Content source indicator
Data Flow and Data Entry Points

**Data Flow**

**Suppliers**
- Product and Service Attributes (including Price), Availability
- Product Segments: air, accommodation, ground transport

**Bookings Tool**
- GDSs: Agent Desktops, Online Booking Tools
- Online Booking Tools: Agent Desktops

**Post Booking**
- PNRs: Accounting Data
- Orders: Accounting Data

**Accounting**
- Settlement (ARC/BSP)
- Credits (refunds etc)
- Debits (orders, service fees, commissions)
- Reporting

**Documentation**
- Itineraries, Invoices, Statements

**Data Entry Points**

**Order (OrderViewRS)**
- Type: new or change
- Segment information
- Traveller name
- Cost break-down

**Accounting Data**
- Company specific details: company, department, cost centre
- User defined reporting fields: reason for travel, project code
- Policy Exceptions and Corporate Savings

Efficient post booking processes regardless of booking channel and content source.
Data Flow and Data Entry Points

Post Booking

Mid/Back Office

Suppliers

Filed fares, AV, schedules

Passives

“non GDS”

PNRs

PNR data + Accounting data

Offer/Order

PNRs

PNR data + Accounting data

Booking Tool

Content Aggregator

TMC

EDIFACT

NDC

MBO

GDS

OTHER

Key:

Ticket Credits

Search, filter and view all available ticket credits

82

$14,187

Available

Ticket type

Travel Tracker

Keep track of active travellers and potential travel risks from today onwards

Ticket Credits

Travel Tracker

CTM SMART Ride

Any of your travellers arriving at the same destination within an agreed time window will receive an SMS or email indicating other colleagues with whom they could potentially share a taxi or car rental booking.

This largely unrecognised aspect of travel has been a significant expense for organisations; taxi spend generally equates to approximately 5-7% of an organisation’s T&E expenses.

As an example of the functionality, you can set your time windows such that anyone landing in the same airport within 20 minutes (or whichever time window CLIENT feels is appropriate) of each other is sent a SMART Ride sharing message. This message contains the same, phone number and flight details of other travellers landing at the same airport within the 20 minute time window.

It comes down to maths. Let’s say CLIENT experiences 500 instances of employees arriving on the same flight OR within 15 minutes of one another. Based on 50% take-up and an average taxi or car hire expenditure, this represents significant savings to your travel program for...
Key Design Principles

Consistent data flow for new and changed orders
- A post booking tool connects to booking tools (not suppliers’ distribution platforms)

Data Entry at the logical step in the process
- Booking vs accounting data

Consistent post booking automation
- Independent of content source or booking tool and method
XML schemas for Post Booking Processing

Direct Air (NDC)
Meta Data+ OrderViewRS + Accounting Data

Direct accommodation and ground transport
Meta Data+ BookingRS + Accounting Data

Key Meta Data Elements
External Booking ID
- Used to cross reference segments from various content sources into a single booking in the Post Booking Tool

Routing Relocs
- For the aggregator to declare the relocs/order id’s that are expected to be linked via the External Booking ID. This enables a Post Booking Tool to hold automation processing until all sources containing the EBN have been received
## Blockers and Solutions

*Blockers as outlined in “TMC NDC Adoption Blockers – a summary”*

<table>
<thead>
<tr>
<th>Blocker</th>
<th>Post Booking Solution</th>
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<tbody>
<tr>
<td>1. Missing data from airlines for downline processes</td>
<td>Booking Tool pushes OrderViewRS to Post Booking Tool for new amended orders. This always includes Original Ticket Number which is used for exchanges</td>
</tr>
<tr>
<td>4. Inability to service an order when a TMC is supported by multiple NDC API users</td>
<td>By having the Booking Tool push OrderViewRS to the Post Booking Tool the “artificial” dependency is removed</td>
</tr>
</tbody>
</table>
| 5. Existing queue capabilities and processes depending on passives need to be rebuilt | Use a Post Booking Tool with:  
  • “direct connect” capabilities for air (NDC), accommodation and ground transport, ie not relying on “passives”  
  • integration capabilities for duty-of-care solutions etc |
| 6. Lack of automated involuntary servicing processes implemented by airlines | • Nice to have rather than “blocker” to distinguish between voluntary and involuntary changes.  
  • Changes are handled by Booking Tool pushing OrderViewRS  
  • Can use a user defined field to record change reason for reporting and post booking automation and notification |
| 8. Refund processing is not streamlined across the value chain, preventing downstream automation | Process Automated Refunds in the Settlement file received from ARC/BSP (provided NDC orders are settled via ARC/BSP) |
| 9. Need for streamlined implementation processes when TMC requests multiple changes to an Order on the same day (exchange/void) scenario | Booking Tool pushes OrderViewRS to Post Booking Tool for amended orders |
Thank You!