Summary

- 21.3 is the next convergence version – September 2021
- Examples of Implementers using the 21.3 migration to prepare better for a world of Offers and Orders
- 4 scenarios where OrderHistory is used by a System Provider to enhance service to their travel agents and by extension, to the customer
- Examples of value from offer and order management capabilities and through new order settlement processes
- Observations on how different servicing scenarios and capabilities are being implemented, and the continuous improvements anticipated
- Raising the awareness of the changes with Interlining with offers and orders, envisioning what combined offers look in the front end
- Technical overview of what will be coming in the standard for payment
- How certification is transitioning
- Video channel launched

2 July 2021
Some next steps – quick links

To get involved in discussions in the standard setting working groups standards@iata.org
To access the Implementation Guide – https://guides.developer.iata.org

To come and get certified today ndccertification@iata.org
To learn about the new certification https://retailing.iata.org/armi/
For company specific questions on transitioning to the ARM index armi@iata.org

To understand more about how Settlement with Orders works https://www.iata.org/swo/
To speak with someone about your Settlement with Orders journey swo@iata.org

Implementation resources, access to the video channel, TMC Adoption accelerators
To join the breakout, share about your technical Implementation or provide feedback this meeting page AIRTechzone.iata.org
Type in the chat which city you are connecting from
Who registered (186 delegates)

- Project Manager: 27%
- Not applicable: 23%
- Business domain expert: 23%
- System Provider: 37%
- Airline: 51%
- Implementation/Developer: 14%
- Decision maker: 13%
- Seller: 5%
- Industry Body: 7%

Type in the chat which city you are connecting from

2 July 2021
This meeting is being conducted in compliance with the Provisions for the Conduct of the IATA Traffic Conferences. Pursuant thereto, this meeting will not discuss or take action to develop fares or charges, nor will it discuss or take action on remuneration levels of any intermediaries engaged in the sale of passenger air transportation. The meeting also has no authority to discuss or reach agreement on the allocation of markets, the division or sharing of traffic or revenues, or the number of flights or capacity to be offered in any market. Delegates are cautioned that any discussion regarding such matters, or concerning any other competitively sensitive topics outside the scope of the agenda, either on the floor or off, is strictly prohibited.

The foregoing applies equally to email discussions, instant messaging and social media discussions whether directed to announced participants or other parties not present in the meeting. Participants are reminded that live streaming of this meeting to parties not present in person is not permitted except as indicated by and with the express permission and knowledge of the Chairperson and IATA and only in the event that specific participation on a given item from a party not present in person is required. Unauthorized recording of the meeting is prohibited.

2 July 2021
Airline Retailing Implementation Forum New Terms of Reference

https://airtechzone.iata.org/community/events/#ToR
IATA: On the radar, certification and more
SAP: An IT Provider’s journey towards simplified settlement in Airline Retailing
Sabre: Involuntary Servicing with Offers & Orders
FlightRoutes24: How OrderHistory is bringing value
IBS: Interlining with Offers and Orders, an IT Provider perspective
Accelya: An IT Provider’s journey to 21.3
Agenda, IATA Hosts & SMEs

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- Certification
- Payment in the schema
- The Video Channel
Airline Retailing using Offers and Orders

Includes the following IATA Programs:

- NDC
- ONE Order
- Settlement with Orders
- Dynamic Offer Creation
- Future of Interline
Airline Retailing Maturity (ARM) index

Capabilities Verification
- Capabilities enabled by the IATA standards

Partnerships Deployment
- Scalability across the retailing value chain

Value Capture Compass
- Maturity of capturing potential value
For whom?

<table>
<thead>
<tr>
<th>Airlines</th>
<th>Sellers</th>
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<tbody>
<tr>
<td>• Capabilities Verification</td>
<td>• Capabilities Verification</td>
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<tr>
<td>• Partnerships Deployment</td>
<td>• Partnerships Deployment</td>
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<tr>
<td>• Value Capture Compass</td>
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System Providers

- Capabilities Verification
ARM Index Program Transition Timeline

- **Jun - Jul**: NDC@Scale Airlines begin transitions
- **Aug - Sep**: NDC / ONE Order Combined Players begin transitions
- **Oct**: All Certified Players: Notification of Changes
- **Nov - 2022**: Companies with multiple NDC certifications begin transitions
- **Publicly launch**: ARM index at DDR Symposium
- **Continue transitions based on certification renewal dates**

 Volunteers welcome anytime
## Certified Company Transition Process

<table>
<thead>
<tr>
<th>COMPANY A</th>
<th>IATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request transition plan</td>
<td>Provide transition plan (happens automatically with renewals starting October)</td>
</tr>
<tr>
<td>Review needed application form, supporting documents and data</td>
<td>Review application form, supporting docs and data</td>
</tr>
<tr>
<td>Submit application form with required supporting docs and data</td>
<td>Request Partners confirm capabilities and provide Satisfaction Scoring</td>
</tr>
<tr>
<td>Review reports to gain insights for consideration</td>
<td>Public in ARM index registry</td>
</tr>
<tr>
<td>Provide individual ARM index Reports</td>
<td>IATA LinkedIn Group and HUB newsletter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Begin</th>
<th>Build</th>
<th>Review</th>
<th>Complete</th>
<th>Announce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide transition plan</td>
<td>Review application form, supporting docs and data</td>
<td>Request Partners confirm capabilities and provide Satisfaction Scoring</td>
<td>Public in ARM index registry</td>
<td>IATA LinkedIn Group and HUB newsletter</td>
</tr>
</tbody>
</table>
Want more information?

For Resources and Documentation:
https://retailing.iata.org/armi/

For company specific questions:
armi@iata.org
Payment Enhancements Sneak Peek

David Scannell
Standards Manager, IATA
Delivered Enhancements

Post 17.2 Enhancements

- Payment Functions added
  - Payment Method Preference
  - Payment Method Acceptance
  - Payment Processing
- Redirect Support added
- Basic SCA functionality added
  - Airline Initiated Authentication (3DS1.x) validated
  - Seller Initiated Authentication (3DS2.x)

Post 20.2 Enhancements

- Common Types Introduced
- Further SCA functionality added
  - Seller Initiated Authentication (3DS2.x) supported
  - Backport examples provided
- Simplified Payment Error Codes
  - Defined statuses to aid “payment recovery” process
Upcoming Enhancements

- Payment Capabilities Tidy Up
  - Extend Information domain
  - Streamline Processing domain
    - Clearer Payment Statuses
    - Clearer Payment Types
- Support for Alternative Forms of Payment
  - Extension of Payment Info domain
  - Extension of Redirection capability
- Improved Implementation Guidance
  - Payment Concepts
  - Payment Capabilities
  - Payment Use Cases
Thank you!

General Contact: standards@iata.org
Personal Contact: scannelld@iata.org
Video Channel Demo

This page features a video on the journey of implementing an NDC solution in the airline industry, highlighting the importance of adopting NDC technology. The video showcases the benefits of NDC implementation, such as improved customer experience, enhanced booking flexibility, and increased revenue opportunities. The video is accompanied by a slide presentation that provides additional insights and data to support the points made in the video.

**Speaker:**
**Title:**
**Company:**

**Presentation Highlights:**
- Increasing NDC Adoption in Business Travel
- Involuntary Servicing Airline Implementations

**Involuntary Servicing Airline Implementations**
- NDC offerings expand the number of flights available to passengers
- Updated products and services are being released by airlines
- Involuntary services are gaining momentum
- Support for ticketing and booking is required
- Levels of guidance and support are being provided to airlines
- Expanding involuntary contract of carriage
- Providing value rebates and compensation
- Airlines have the ability to offer compensation

**Conclusion:**
- The success of NDC implementation relies on collaboration between airlines and customers.

---

IATA

**Team:**
**Title:**
**Company:**

**Presentation Highlights:**
- NDC offers expanded opportunities for airlines
- Improved customer experience
- Enhanced booking flexibility

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21 2 July 2021
Q&A

Certification Transition
Payment
Video Channel
Agenda, IATA Hosts & SMEs

IATA: On the radar, certification and more

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Settlement with Orders
Settlement with Orders
Simplified settlement in Airline Retailing

STEP 1
**Distribution:**
Order processing

STEP 2
**Finance:**
- Order sales Accounting
- SwO Remittance & Settlement processing, Accounting for collection tracking

STEP 3
**Banks:** Transfer of funds processing & Accounting
Settlement with Orders
Last Step in E2E Airline Retailing

Eva-Maria Roe, Head of Airline Solutions, SAP
Sameer Deshpande, Head of Travel Operations, SAP
Business Value Can Be Summarized Into Three Major Areas

NEW PROCESSES REQUIRED TO

- Enhance Customer Experience
- Develop New Revenue Streams
- Improve Operational Efficiency
Enabling the Intelligent Airline with **End-to-End Processes**

Infrastructure layer (including cloud infra, on-prem infra, telecom devices, personal devices)
Imagine If…
SAP ONE Order Certification 2019

SAP Customer Experience

- WEBSITE
- IATA NDC
- OFFER MANAGEMENT
- ORDER MANAGEMENT
- ORDER | PRODUCT | PRICE | INVENTORY | CUSTOMER

SAP S/4HANA

- ORDER ACCOUNTING
  - BILLING AND RECEIVABLE (BRIM)
  - INVOICING
  - CUSTOMER FINANCIAL MANAGEMENT
  - FLIGHT RECORD
  - UNIVERSAL LEDGER
  - REPORTING/PROFITABILITY MANAGEMENT

First Vendor Certified for Order Management System and Order Accounting
Exploring the value of ONE Order

Where to Start? – Finding The Benefits For Your Airline

- Adopt retailing capabilities
- Increase business insight
- Improve customer experience
- Increase revenue
- Increase innovation
- Improve agility
SAP Certification 2021 – Settlement with Orders

SAP First System Provider to be Certified for Settlement with Orders

SETTLEMENT WITH ORDERS:
Payment clearance capture and notification
Payment summary management
Value of New Order Settlement Process for Airlines

**E2E Solution from Offer Management to Settlement**

- Complete order-based framework all along the value chain from Offer & Order management to Settlement and Accounting – End-to-End

**Improved Cash Management and Visibility**

- Great improvement in Cash Management: remittance date notification at the time of sending the
- Enhanced visibility

**Reconciliation between Airlines & Sellers (or Airline Partners)**

- Automatic reconciliation at the time of remittance and settlement – bank movement can be matched back

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KEY LEARNINGS

- NO DEVELOPMENT
- CONFIGURATION
- INTEGRATION
AIRLINE RETAILING MEANS AIRLINES ARE SIMPLY ADOPTING GENERAL PROCESSES
EMPOWER TRAVELERS & AIRLINES WITH FREEDOM
Thank you.

Contact information:
Eva-Maria Roe
eva-maria.roe@sap.com
Sameer Deshpande
Sameer.deshpande@sap.com
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Observations from an implementation
Involuntary Servicing with Offers & Orders

JP Olmos
NDC Product Management

Jul 2021
Agenda

01 Today - Aggregator perspective
02 Today - IT Provider perspective
03 Expectations for 21.3
Today - Aggregator perspective

Key capabilities (includes TMC Accelerator #6 topics)
- Customer notified ✔
- Customer can accept changes ✔
- Customer can search for new itinerary ✔
- Customer can cancel their trip ✔
- Multi-pax/split ❌

Key scenarios (includes TMC Accelerator #6 topics)
- Schedule change, un-flown or partially flown
  - Time, flight number, equipment type ✔
- Planned cancellation, un-flown or partially flown
  - With or without proactive re-accommodation ✔
- Flight cancellation, operational window ❌

Airline implementation nuances
- Voluntary changes in the context of, or right after, an involuntary change
  - Waiver codes ✔
  - Code-less implementation thanks to "aware OMS"
- Follow-up action representation
  - Rarely explicit, and only via augmentation points ❌
- Schedule changes involving codeshare flight
  - OCN not observed ❌

Data handling
- Ancillary updates not included in the OrderChangeNotif
  - Seller needs to display the Order and look for ancillary Order Items and Ticket Doc Info data, to make sense of what happened to the ancillaries ❌
- Rule updates such as Order/OrderItem/Ticket validity not present in the OrderChangeNotif or even in OrderView
  - Seller unable to accurately prioritize unused Ticket re-use based on expiration date ❌

Versions
- 17.2 & 18.1
Today - IT Provider perspective

Versions

- 18.1

Key scenarios (includes TMC Accelerator #6 topics)

- Schedule change, un-flown or partially flown
  - Time, flight number, equipment type
- Planned cancellation, un-flown or partially flown
  - With or without proactive re-accommodation
- Flight cancellation, operational window

Key capabilities (includes TMC Accelerator #6 topics)

- Customer notified
- Customer can accept changes
- Customer can search for new itinerary
- Customer can cancel their trip
- Multi-pax/split

Implementation

- Voluntary changes in the context of, or right after, an involuntary change
  - Code-less implementation thanks to "aware OMS"
- Follow-up action representation
  - Not explicit in OCN; detailed in Sabre imp. Guide
- Schedule changes involving codeshare flight
  - OCN triggered

Data handling

- Ancillary updates not included in the OrderChangeNotif
  - Seller needs to display the Order and look for ancillary Order Items and Ticket Doc Info data, to make sense of what happened to the ancillaries
- Rule updates such as Ticket validity present in OrderView but not in OrderChangeNotif
  - Seller unable to accurately prioritize unused Ticket re-use based on expiration date
Expectations for 21.3

Building for improved data handling in OrderChangeNotif

• Involuntary changes to ancillaries should be included in the OrderChangeNotif
• Changes in rules, entitlements, or Order/OrderItem/Ticket validity, that occur as a result of an involuntary change, should be included in the OrderChangeNotif
• As other products or content types are released by airlines, such as bundles or packages, changes to those bundles or packages should also be included in the OrderChangeNotif

Building an “aware (and explicit) OMS”

• Airlines are not single-system entities, but rather an ecosystem of applications that live in multiple environments and are hosted by multiple providers. As a result of this complexity, changes occurring in one part of the ecosystem may not be recognized automatically by the other parts without some investment and heavy lifting
• However, the pay-off of said investment consists of streamlined/efficient processes, cleaner implementations, and reduced technical debt, all of which can contribute to an implementation that reduces friction and therefore enables adoption
• Specifically, explicit change reason and follow-up actions without augmentation, are encouraged

Other improvements

• Inclusion of OrderHistory to assist Sellers in making sense of changes, especially in scenarios with multiple subsequent changes

Timeline

• Although no committed dates exist, we’re expecting the first implementers to upgrade mid-to-late 2022, based on the roundtable updates during the latest SOSBAF session
Agenda, IATA Hosts & SMEs

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- Pre-recorded with 4 scenarios and screenshots then live Q&A and a poll
IATA Airline Retailing Implementation Forum

Implementation of OrderHistory

July 2021
FlightRoutes24 Poll

Do you have plans to implement OrderHistory in the future?

- Yes
- No
- I’m not sure

2 July 2021
Scene 1: Display the estimated time

Scene 2: Allow customers to view the order history by themselves

Scene 3: Detect the abnormality of the order in time, and notify the customer or deal with it in advance.
Q & A

IATA Airline Retailing Implementation Forum

Contact us:
bd@flightroutes24.com

https://www.flightroutes24.com
Agenda, IATA Hosts & SMEs

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**IBS**: Interlining with Offers and Orders, an IT Provider perspective

**Accelya**: An IT Provider’s journey to 21.3

- **An interview**
Interlining with Offers and Orders, an IT Provider perspective

ibssoftware
Agenda, IATA Hosts & SMEs

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**Accelya**: An IT Provider’s journey to 21.3

- Including their perspectives on what to consider when migrating
ACCELYA’S PERSPECTIVE ON 21.3

Why

- A high-standard structure
- Empowering industry with a strong baseline version
- Able to support previous augmented features using a standard method
- Enhancement on API features and Code set documents
- Much more reliable and robust than any previous version

Considerations

- Maintain both versions for next few years
- Ongoing discussion with IATA on open CRs
- Post-Covid impact on the industry

Concern:
- Timeline
- Airline and Seller participation
- Resource
- Industry readiness
Benefits

• **Technical**
  - Gave us opportunity to reconstruct the Internal Offer and Order modules
  - Backward compatible
  - Returns of Common Types
  - Enhance Structured messages (compared to our current 17.2 implementation)
  - Defect fixes from previous version

• **Business**
  - Industry’s most comprehensive and up to date NDC solution
  - Supports current business requirements
  - Closer to the One Order concept
  - Offer to revenue solution

• **Implementation**
  - Enhanced Implementation guidance
  - Standardized implementation plan
21.3 Migration Key items

- Idea, decision and formation of the migration strategy
- Communication and Joint discussion
- Analysis and Development
- Documentation and Training

Visibility

Announcement

Implementation and rollout

Going Live

Balancing on industry readiness

Next ?
NDC 21.3 Migration Journey
Use Cases

Phase 1
- Basic Order Creation
- Pay for an Offer or Order
- Order History (cut hold due to instability of the API)
- Servicing (Void and Refund)
- Prototype (V3.3 supports in V7.2)

Phase 2
- Preference, Qualifier - Servicing and Reshop Capabilities
  - Seats & ancillary services
  - Passenger Servicing
  - Preference and Qualifier for Shopping, booking etc.
  - Servicing (Reshop capabilities for exchange)

Phase 3
- OCN
- Order Quote?
  - Order change notification with new OEA
  - OrderQuote API Implementation

Phase 4 (wP)

wip
Thank you

Contact Info –
Santo Islam
Santo.islam@accelya.com
+1 646 841 7012
Agenda, IATA Hosts & SMEs

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**Accelya**: An IT Provider’s journey to 21.3
Implementation Forum breakout

Where organizations with live retail deployments bring specific implementation questions or topics to share from their experience.

Topic: Your 21.3 Migration Preparation

July 6, 3pm CET
Thank you to our presenters

SAP
Sabre
FlightRoutes24
IBS
Accelya

IATA Hosts

Shaunelle, Implementation
Vanni, Architect
Jojo, Planning champion

Thibaut, Settlement with Orders
Kitty, Certification
David, Standard Development

2 July 2021
Thank you

Next meeting:
Dec 2, 2021

Please scan to give us your feedback on the meeting

ndc@iata.org
armi@iata.org
standards@iata.org
swo@iata.org