New Distribution Capability (NDC)

Together Let's Build Airline Retailing

2018 NDC Implementation Forum – 1 Meeting Highlights

Meeting Venue Information:

800 Place Victoria (11th floor)
Montreal, Quebec
Canada H4Z 1A1

May 2018 Imp Forum highlights

- 32 organizations, 48 participants; consolidated meeting feedback from participants: https://www.surveymonkey.com/results/SM-ZKGMTVWDL/.

- Came away with an understanding of the intentions of LeaderBoard airlines on their use of time limits. There were recommendations for a consolidation of the payment and ticketing time limits.

- 8 message flows covering 15 use cases were reviewed. There was consensus and clarification on 6 out of 8 flows, with suggestions for alternate ways of implementing others. Additional scenarios were also raised where flows needed to be clarified.

- Airlines present accepted a recommended best practice to provide full details of the seat map in the SeatAvailabilityRS (and not just the available seats). This would allow sellers/agents to 'draw' the layout and support customer seat selection in the agent interface.

- There's a need to document use cases involving cancellation with no refund and the use of unused tickets as a FOP.

- Sellers highlighted the need to focus on ways to improve the customer experience. For example, how much data should be provided in the initial shopping phase, making use of rich content. This was balanced by views from some developers in the room that volume of data shouldn't be a constraint as messages can be compressed to an acceptable size. A call for statistics from implementers!

◥ ONE Order pilots presented their progress and findings - no ONE Order show stoppers for RBD-less/Ticket-less/PNR-less scenarios (Sabre, Interes). IATA presented the upcoming ONE Order major milestones.

High level next steps on big topics:

◥ **Time Limits**: Refine implementation guide with clarified use of time limits in implementations.

◥ **Holding/guaranteeing inventory:** Get a better understanding of a passengers commitment to purchase before Order creation - i.e. airline guaranteeing inventory and/or price.

◥ **Message flows**: Communicate the widely agreed / implemented flows; continue discussions on scenarios with alternate flows.

◥ **Data returned in AirShoppingRS**: Discuss a recommendation for core/minimum set of data to help consumers (different levels of details are being returned by airlines). Get Non Functional Requirement (NFR) statistics for transmission of AirShoppingRS (message size, data compression etc.) and propose best practices for delivery of large messages.

◥ **Agent Identification**: Request IATA's help to streamline agent onboarding, and to find a solution for each airline to identify the same agent.

◥ **Order Change Notification**: Progress discussions with agents and airlines on best practices for 1) data transmission, 2) technical delivery mechanism and 3) integration into agent processes and workflow (queues)

Meeting presentations and participants posted on AIR Tech Zone.

Thank you!

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