NDC Implementation Forum

Opening

Montreal, 15 – 16 May, 2018
Competition Law Compliance

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.
Who’s in the room?
NDC Imp Forum Participants (May 2018)
48 Participants // 34 Organizations

Airline, 19
Aggregator, 4
Agent, 6
IT Provider, 16
Others (please specify), 3
“Provide an opportunity to raise questions around implementation, encourage conversations among peers when implementing NDC, and review different technical solutions and workflows.”
Implementers Forum - What

- Present Implementations and Demos
- Encourage discussions
- Share experiences and pain points
- Share solutions
- Ask questions
- Find common solutions
- Discuss best practices
2017 Implementation Forum Outcomes

- Change Requests raised
- Implementation Guide updates
- Education and Clarification of topics
- Demonstrate recommended message usage and flows
- Use Case Sample Instances
- Some topics need additional feedback before converging on best practices
Examples of CRs raised from Imp Forum

- 052: Payment Card data elements cleanup
- 059: Service Categorization
- 063: Support for 3DS
- 737: AirShoppingRQ Naming Conventions
- 738: AirShoppingRQ SegMaxTimePreferences
- 739: AirShoppingRQ TransferPreferences
- 742: AlaCarteOffers FlightRefs
- 743: Implementation Guide Update ItinReshop
- 744: Implementation Guide Update OrderID
- 746: OrderReshopRQ Add Offers
- 747: OrderReshopRQ UpdatePassengerDetails
- 757: Recovery process when no response returned in OrderCreate flow
# CERTIFICATIONS 7 MONTHS AFTER STANDARD IS RELEASED

- **Foundation standard (2015):** 14
- **Incremental changes from Early Adopters (2016):** 8
- **Restructured Offers/Orders, Enhanced Servicing capabilities (2017):** 23
A new structural baseline

Industry feedback:

- A robust standard as a new baseline
- Provides functionalities to go for critical mass
- A solid base to invest in

17.2
The new industry baseline
Who’s in the room? Again…

25/34 responses
Air related ancillaries

- Meals: 24%
- Seats: 31%
- Baggage: 29%
- Change Fee: 13%
- Other: 3%

Non Air related ancillaries

- Duty Free: 8%
- Car Services: 5%
- Others: 0%
- Travel Insurance: 10%
- Lounge Access: 29%
- Wi-Fi: 24%
- Special Services: 24%
- Others: 0%
Implementation Guide Usefulness

- 8: Very useful
- 8: Useful but lacking information
- 5: Did not know or use the Guide
The agenda
1. Setting the Scene

- Welcome and reminder of IATA antitrust guidelines
- Who's in the room
- The wider NDC Implementation community
2. Implementer Presentations

Part 1 Implementation Experiences

- Finnair, Avianca, Amadeus, Skyscanner
- DNATA (Stella Travel Services)
- Airlines Technology
- Navitaire

Part 2 Implementation of Time Limits

Part 3 Implementation of Message Flows – Shopping and Ordering Focus

This session will focus on presentations and discussions around flows related to shopping, making a payment (instant or deferred) and creating an Order.

- Lufthansa Group, American Airlines, British Airways

Part 3 cont’d, Implementation of Message Flows – Servicing Focus

This session will build on the previous sessions with a focus on flows related to changes to an Order (Servicing). Implementers will have an opportunity to share their implementation of the OrderChangeNotif/Acknowledgement messages (Airline → Seller).
Part 4 NDC and ONE Order Pilots

- Interes will present their NDC and ONE Order Pilot findings
- Sabre will present their ONE Order Pilot findings

Part 5 Payment in NDC Implementations

- Participants share their experience on payment aspects of NDC - focus on 3DS

Part 6 NDC in Action - Demos

- Datalex
- INNFinity
3. Getting our hands dirty
We will deep dive into the implementation of various scenarios and discuss different technical solutions and workflows being implemented. Participants will have an opportunity to raise technical questions such as "how do I do this in the NDC 17.2 schema".

4. Bringing it all together
- Round table on proposed solutions discussed to the top scenarios.
- Next steps
- Meeting Close
A few NDC Program Highlights
55
NDC Certified Deployments

Level 3 Airlines as of 12/4/2018

- Aegean Airlines
- Aer Lingus
- PJSC Aeroflot
- Air Austral
- Air Canada
- Air China
- Air France
- American Airlines
- APG Airlines
- Austrian Airlines
- British Airways
- Brussels Airlines
- Cathay Pacific Airways
- China Eastern
- China Southern
- Colorful Guizhou
- Condor
- Emirates
- Etihad
- Ethiopian Airlines
- EVA Air
- Finnair
- Flybe
- flydubai
- FlyEgypt
- GOL
- Jiangxi Air
- Hainan Airlines
- Hong Kong Airlines
- Iberia
- Iberia Express
- InselAir
- KLM Royal Dutch Airlines
- Korean Air
- Lufthansa
- Norwegian Air Shuttle
- Olympic Air
- Qatar Airways
- Rotana Jet
- Saudi Arabian Airlines
- Shandong Airlines
- Shenzhen Airlines
- Sichuan Airlines
- S7 Siberia Airlines
- SunExpress Germany
- SunExpress Turkey
- SWISS
- TAP Air Portugal
- Thomas Cook Airlines Manchester
- Turkish Airlines
- United Airlines
- Vueling Airlines
- WestJet
- Xiamen Airlines
System Providers certified & capable to date

- 54

- 40 IT Providers - Capable
- 14 Aggregators - Certified
- Includes 4 Start ups

- Aaron Group
- Airlines Technology
- AirGateway
- Amadeus
- APG
- ATPCO
- Atriis Technologies
- Beijing Asia Technology Co
- Birdres Technologies
- Conztanz
- Caravelo
- Datalex
- DXC Technology
- Farelogix
- Hitit
- IBS
- Indra
- Information Systems Associates
- InteRES
- ISO Software Systeme
- ITA Software by Google
- Iween Software Solutions
- JR Technologies
- KAYAK Software Co
- Maureva
- Marco Polo Technology
- Navitaire
- On Travel Solutions
- Openjaw
- Pribas
- PROS
- Reserve
- Sabre
- SAP Hybris
- Shanghai Aqueduct Information Technology
- Shree Partners
- "Sirena-Travel" JSC
- SITA
- Skyscanner
- TOPAS
- TPConnects
- Travelfusion
- Travel Planet
- Travelport
- Travelsky
- Verteil Technologies
- WTMC
- Wintelia Technology Co Ltd
- XML Travelgate
Sellers certified to date

- AL Maghseel International LLC
- China Air Service Ltd.
- Click Travel
- Club Travel
- Ctrip.com International Ltd.
- Dnata
- Flyazmeel.com (Azmeel International Agency Tours & Travel)
- Hogg Robinson Group
- Logitravel Group
- Superior Tracks Travel & Tourism – Zeeyarah.com
- TravelCC
- Travel Planet
- Tripadvisor, LLC
- Viaflight.com (Talent Travel & Tourism)
- WTMC

15 NDC Certified Implementations

- Includes 5 TMCs
Airlines that weight 30% of total IATA PAX have ambitions to contribute to an industry goal of having 20% of their indirect sales powered by an NDC API by 2020.
## NDC Leaderboard Airlines

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