



# Overview of Activity

Offers and Orders Group

14 May 2018

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# Overview

This document provides an update of the activity occurring within the Offer and Order groups including the 'Big Ticket' items and the direction the group is currently taking.

Please seek clarification from the Group Secretary or a Group Participant on the latest information.

To watch the PDMG Offer and Order Group Process click [here](#) or copy paste the following link in your browser:

<https://www.youtube.com/watch?v=JcLt6vDY4uY&feature=youtu.be>

# CR 021 Message Flows

## Overview

A working group was formed in Montreal following the first Offers and Orders Group Meetings to understand the message flows (PDMG Priority) that are being used in the industry and how Sellers and Airlines can better streamline their integrations.

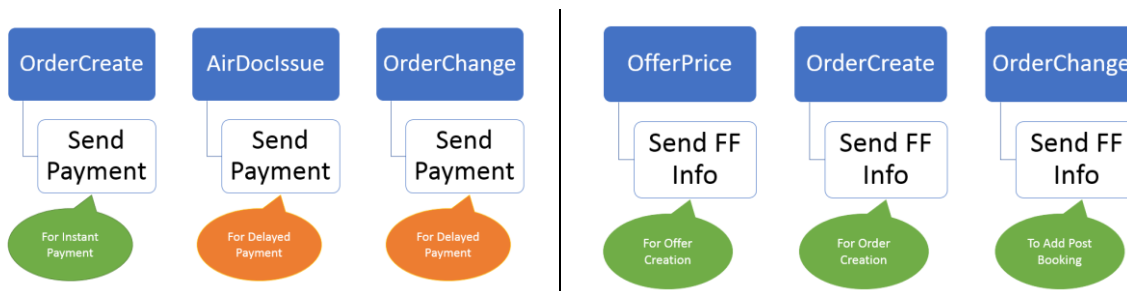
The dream state for a Seller is: ***"To simply switch endpoints and Airline Designators and simply be able to transact with another Airlines API"***

What is unique about our industry and API's is that Sellers are not just connecting to one API, but a collection of Similar APIs. The challenge is to streamline them so as not to reduce functionality or stifle innovation and unique solutions but to ensure that all parties are using the same functions within the best suited messages.



For example, today we have two ways in the standards to send payment to a booking that has been 'placed on hold'. We can either send payment using AirDocIssue or we can send payment using OrderChange.

Imagine if you were a Seller and you implement a connection to Airline BB who uses AirDocIssue to add payment for a on-hold booking. Then, when you on-board your second integration, Airline CC, you realise that in order to achieve the same functionality, you have to now also implement OrderChange, and understand when and how to use the two messages.



## Status

- The subgroup are meeting after the Imp Forum in Montreal in May 2018 to review Implementers feedback and implementations to understand what functions they are using in messages, and why.
- A report and recommendations will be drafted and presented to the Offers and Orders Group in in 2018/H2
- Implementation of recommendations will target **PADIS 19.1**

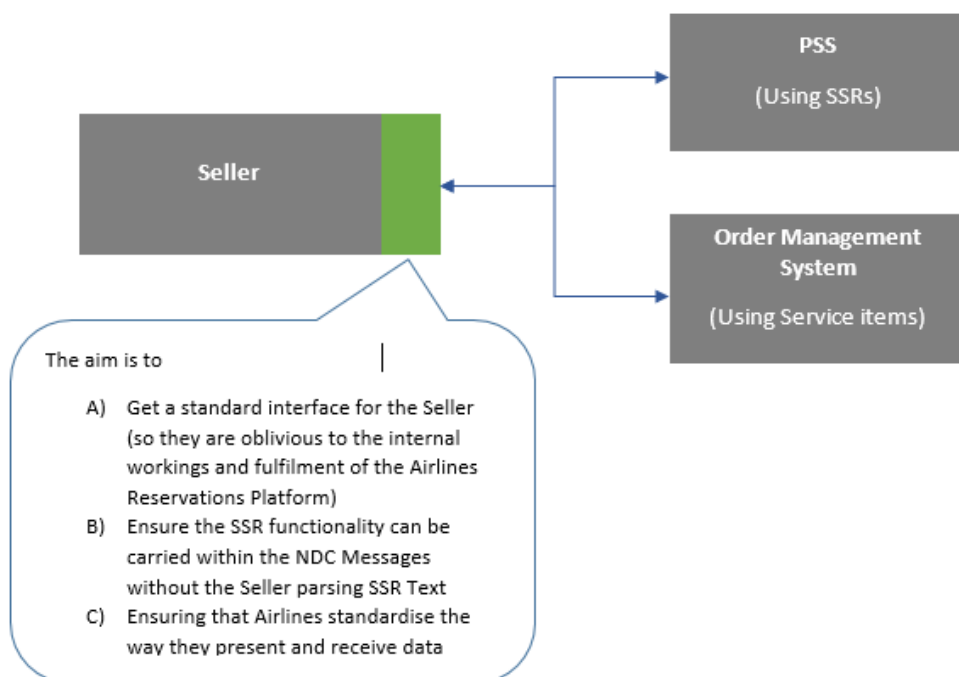
# CR 050 SSR Support in NDC Messages

## Overview

Special Service Requests (SSR) are best described as snippets or strings of information in a PSS that are formatted for programmatic use and ingestion to describe a service or additional piece of information that is required about the passenger.

Initially SSR's were used for special requests (such as a wheelchair request) at the Airport and are only sent to carriers participating in the Itinerary prior to travel. However, their flexibility has led them to be used for a variety of purposes over the years and are used to store non service related items, such as email addresses, postal address, GST information, disabled information etc.

In the move to distribution over XML using the standards set forth by the Offers and Orders Groups, the notion of a traditional 'SSR' as a formatted string does not conform to the transmission standards of today where XML, JSON or other is being used.



## Status

- Group has made progress by identifying SSR's that have the capability to be transformed into a 'Service' in the NDC Messages
- Group will continue investigations into Service related SSR's and Information SSRs
- Group will document the approach and publish documentation on how to transmit capabilities through NDC messages without the SSR string and Seller parsing.
- Implementation and Integration Documentation targeting **PADIS 19.1**

# CR 059 Service Categorisation

## Overview

The problem we have today is that Airlines will represent their products slightly differently and it's up to the Seller to understand the subtle differences between products to allow the best experience for the passenger when choosing their Offers.

For example:

“

Airline BB and Airline CC will present an Offer called 'Business' to a passenger. While this looks the same, Airline BB uses an economy configuration with a blocked off centre seat, while Airline CC has a lie flat seat.

Some points the group is reviewing:

- Information is required from the Airline 'attributes' which are shared and understood to enable the Seller to Sort and Filter based on the passengers requirements.
- Information that the Seller uses needs to have a shared 'Taxonomy' which potentially can be described in the Airline Profile service.
- Additionally, the Seller and Airline need the ability to have bilateral taxonomies if required.

## Status

- Group has been meeting to understand the scope of this work and how this will affect the shopping experience.
- The group is considering the Scope of this and how this should be tackled.
- Implementation will target **PADIS 19.1/19.2**

# CR 080 Decommission and Consolidation of Services

## Overview

The NDC schemas have been evolving over the years and the industry has achieved a stable baseline in the PADIS 17.2 release.

While certain features are well understood and used often (like AirShopping, OrderCreate), there were other features that have not been used and the function is not well understood or documented at an industry level.

The below messages were decommissioned or consolidated:

- Decommission of INVGuarantee
- Decommission of INVRelease
- Consolidation of OfferRules and FareRules to “Rules”
- Decommission of FileRetrieve and CustomerInput
- Decommission of BaggageList (consolidated to ServiceList)
- Decommission of BaggageAllowance and BaggageCharges (consolidated to ServiceList)
- Decommission of AirDocDisplay and AirDocHistory
- Decommission of AirDocNotif

Note that these messages are still available in the PADIS 17.2 release and implementers can bring their business requirements to the Offer and Order Group if there are other features you are implementing within these services that are not understood by the industry.

## Status

- Offer and Order Group voted to decommission or consolidate messages
- Outcome now pending PDMG and PADIS for final approval
- **Targeting PADIS 18.2**

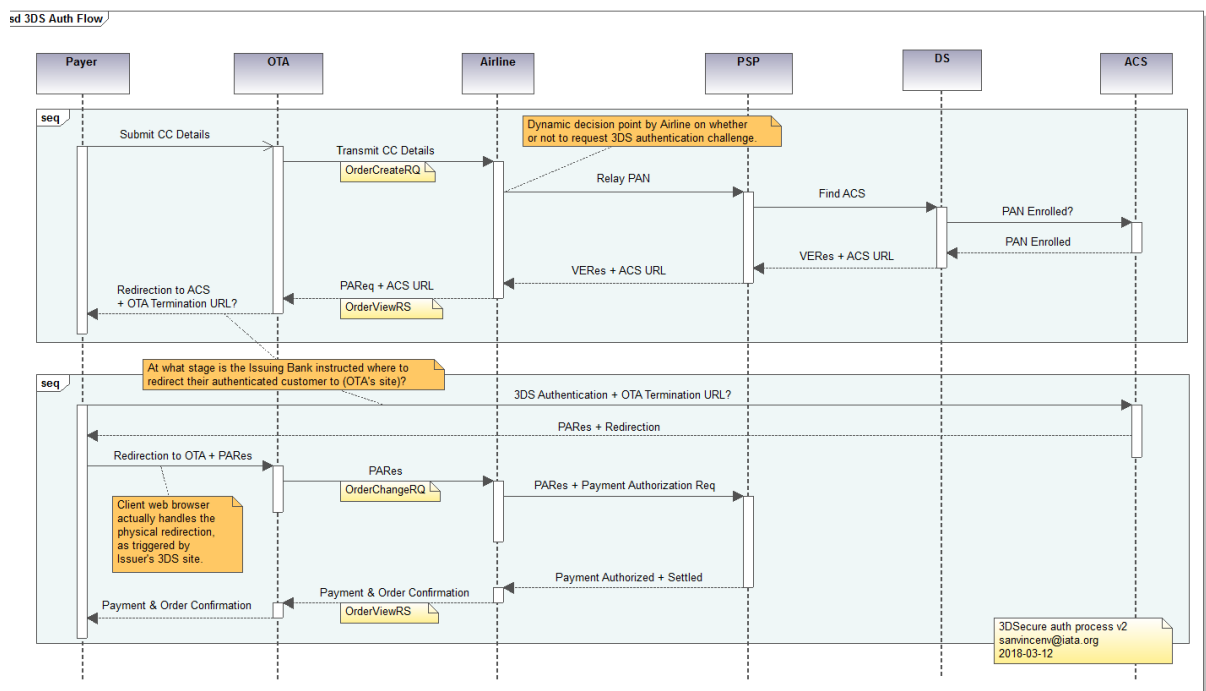
# CR 063 Support of 3D-Secure authentication flow & data capture

## Overview

Additional authentication may be required for some credit cards in internet transactions. If the credit card provided at payment time is enrolled for the 3D-Secure (3DS) process, a redirection to a bank's Access Control Server (ACS) is required to perform the user authentication and validate the payment. This step will capture additional security data that need to be transmitted to the merchant.

The payment can be delegated by the merchant to an external payment provider.

Here is a high level sequence diagram:



Generated by UModel [www.altova.com](http://www.altova.com)

Impacted messages:

- OrderCreateRQ
- OrderChangeRQ
- AirDocIssueRQ
- OrderViewRS

## Status

- Targeting PADIS 19.1 but will be presented to PADIS 18.2 as an item.



# CR 052 Payment Card data Transmission in Distribution Clean up

## Overview

The Order message transports (card) payment data that will be used by the airline to create a card authorization request (which is the first step in making a card payment transaction).

Amend data field names and descriptions by using the wording commonly employed in the card industry, in order to avoid creating confusion for the schema user.

Remove data fields that are not relevant at Order level because they refer to the response the airline has received on a card authorization request.

Examples of changes made:

- 'TokenizedCardId' renamed 'ProtectedCardNumber' and description changed
- 'SeriesCode' renamed 'CardSecurityCode'
- 'CreditCardVendorCode' renamed 'CardBrand'

## Status

- Targeting PADIS 18.2

# CR 027 Use an unused ticket as a form of Payment

## Overview

Agents today, especially those in the United States or Canada, can in some cases pass the number of an unused ticket from a cancelled Order as a form of payment towards a new booking. Interactions: Seller to OMS, Impacted Business Functions: Create Order, The resshopping functionality being already present in the messages (InExchangeForTicket elements already in OfferPriceRQ/RS), this CR will focus purely on the payment aspect

## Status

- Targeting PADIS 18.2

# Other Items

## Overview

The groups are also looking at the following items concurrently within their monthly and face to face meetings.

[ADD CR numbers to the items below]

## Regulatory Items

- Support for GST Information at time of Offer (India GST / GCC VAT)
- Support for a French Decree on the display of Refundable Taxes
- Better support for Baggage Associations (US DOT)

## Time Limits

- Analysis on all the time limits and offer guarantees, what they mean, and what we actually need.

## Other Items

- Appropriate use of the Phone Number field (free text and/or structured)
- Ability to show the discounted price alongside the original price

## Documentation

- The Offer and Order Group is looking at a way to make the sharing of documentation for these messages clearer and more accessible.

## Status

- Regulatory items are **targeting PADIS 19.1**
- All other items also **targeting either PADIS 19.1 or PADIS 19.2**

# ONE Order Standard activities

## Overview

The ONE Order vision is to move towards a single Customer Order, modernizing Airline's delivery and accounting processes. Replacing current PNR and e-ticket processes with a single Order would transform and modernize industry back-office functions and facilitate Customer Service delivery.

The ONE Order initiative has the potential to remove considerable costs from the industry, radically reduce complexity, and enable agility in the modern retail world.

Click [here](#) for the ONE Order public page or copy paste the following link inside your browser:

<http://www.iata.org/whatwedo/airline-distribution/Pages/oneorder.aspx>

## Status

- Enhancement of the ONE Order messages following the ONE Order Pilot Review Team feedback. Included in 18.2 to be presented to PADIS
- Order Group voted the ONE Order BRD Stage 2 document
- ONE Order BRD Stage 2 & 3 will be presented to PADIS on May 23rd
- Outcome now pending PDMG and PADIS for final approval