ONE Order Pilot

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Evolving to a microservices architecture with plug-and-play connection to the core that will support ONE Order

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**Omni-channel experience**

- Corporate booking tool
- Travel management company
- Online travel agency
- Airline direct
- Meta
- Call center

**Business applications**

- Commercial planning
- Operations

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**Shared Services**

- Security management
- Delivery management
- Session management
- **Order management**

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**Core Domains**

- Check-in
- 3PGH
- Accounting
- **Order**
- Next Gen Shopping
- Inventory
- Ticketing
- PNR
Objective:
- Analyze potential gaps between existing delivery use cases if integrated to ONE Order schemas
- Compare capabilities of current PNL to ONE Order ServiceDeliveryNotif
  - What is used in PNL today? → Is ServiceDeliveryNotif fit for purpose?

Use case:
1. Single airline, single flight service, no ancillaries
2. Immediate notification to Accounting at time of Order purchase/payment
3. Service delivery support and notifications
4. Order closure and revenue recognition
Message Flow

Customer
Order Mgmt. System
Dep. Ctrl. System
Flt. Monitoring App
RA System

1. Payment Recognition
OPE
Advises Accounting of Paid Order "Confirmed"

2. Flight Initialization
Instructs DCS to prepare for Delivery

3. Updates Service status “Ready for Delivery”
RFD

4. Prepares Service for delivery

5. Scans boarding pass
DIP

6. Recognizes arrival
D

7. Updates Service status “Delivered”

8. Updates Order status “Closed”
CLO

9. Accounts for Service Delivery

10. Accounts for Order Closure
OK

Service Status
Order Status

1. OrderSalesInfoNotif
2. Acknowledgment
3. SvcDeliveryNotif
4. Acknowledgment
5. SvcStatusChangeNotif
6. SvcStatusChangeNotif
7. SvcStatusChangeNotif
8. Acknowledgment
9. OrderClosingNotif
10. Acknowledgment
Insights from the Pilot

1. Relevant data for the ONE Order world has been captured in SvcDeliveryNotif
   - Passenger names and services is relevant data
   - Order ID replaces Ticket and EMD numbers

2. A decision was made in 2017 to relegate Checked-in from a status (sent & shared) to a milestone (stored, not necessarily sent) in the ONE Order standard. Sabre recommends Checked-in to be reinstated as a status as it preserves interoperability of the delivery process of flight and associated services

3. SvcDeliveryNotif does not require service status. This is reasonable for first message instances as the Delivery Provider may assume that any services contained in this message are good to go, or “ready to proceed”

4. In the case of SvcDeliveryNotif for flight services specifically, Sabre would prefer to send a single message per flight, instead of one message per passenger

5. The integration of flight monitoring applications to the Order Management System has two key benefits:
   - Enables automated, real-time confirmation that flight services have been delivered for the passengers on each flight. Could explore the equivalent for baggage and other services
   - Allows for revenue to be recognized immediately after the service delivery is confirmed
What’s Next?

1. Leverage learnings from NDC
2. Increase dialogue on the actual capabilities
3. Engage airlines in additional pilots
4. Achieve clarity on end-to-end implications of multiple ONE Order use cases
5. Invite additional constituents in the value chain to the ONE Order discussions