

The Sabre logo is displayed in white text on a red rectangular background. The background of the entire slide is a blurred city street at night with light trails from traffic and a bright sun flare in the distance.

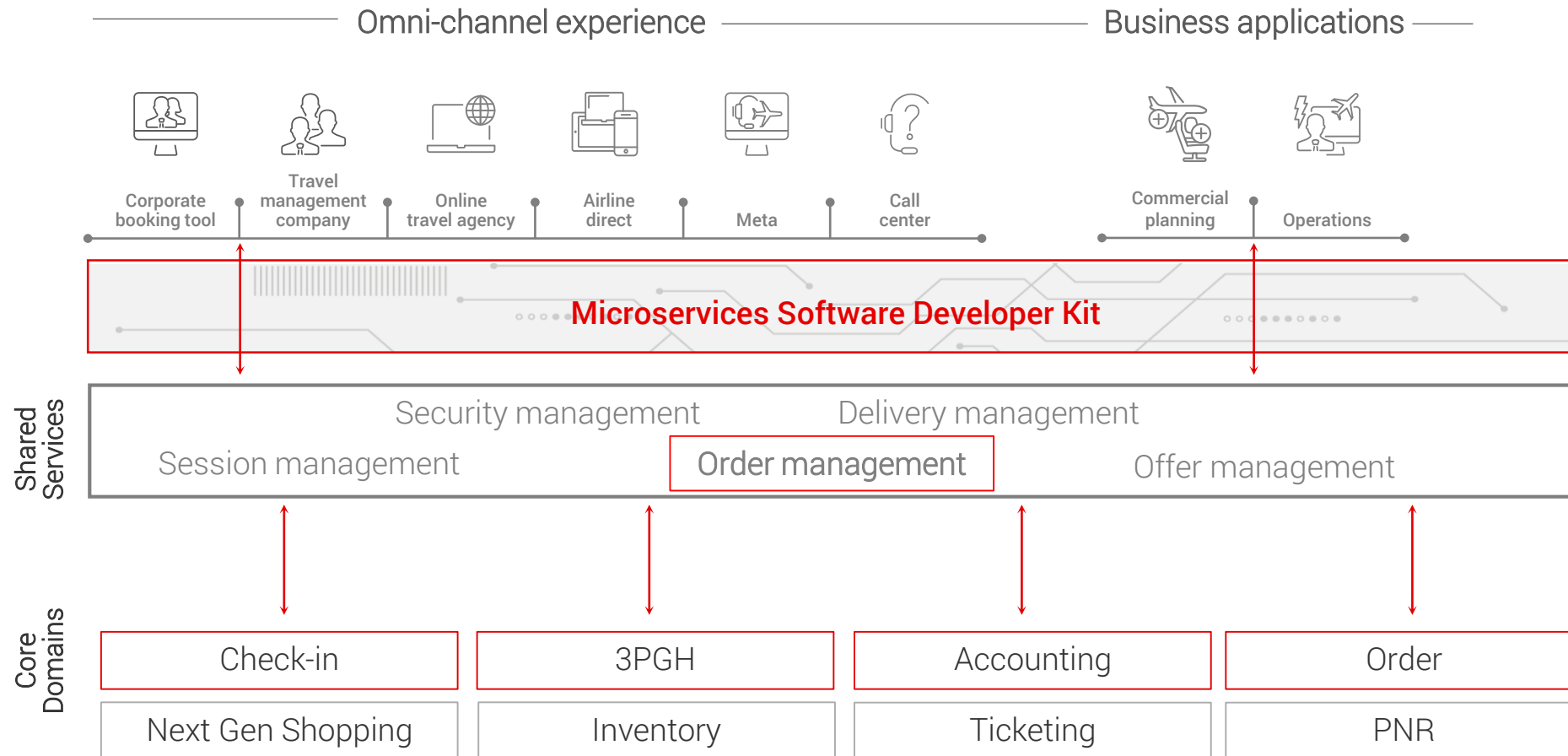
Sabre

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



Scope

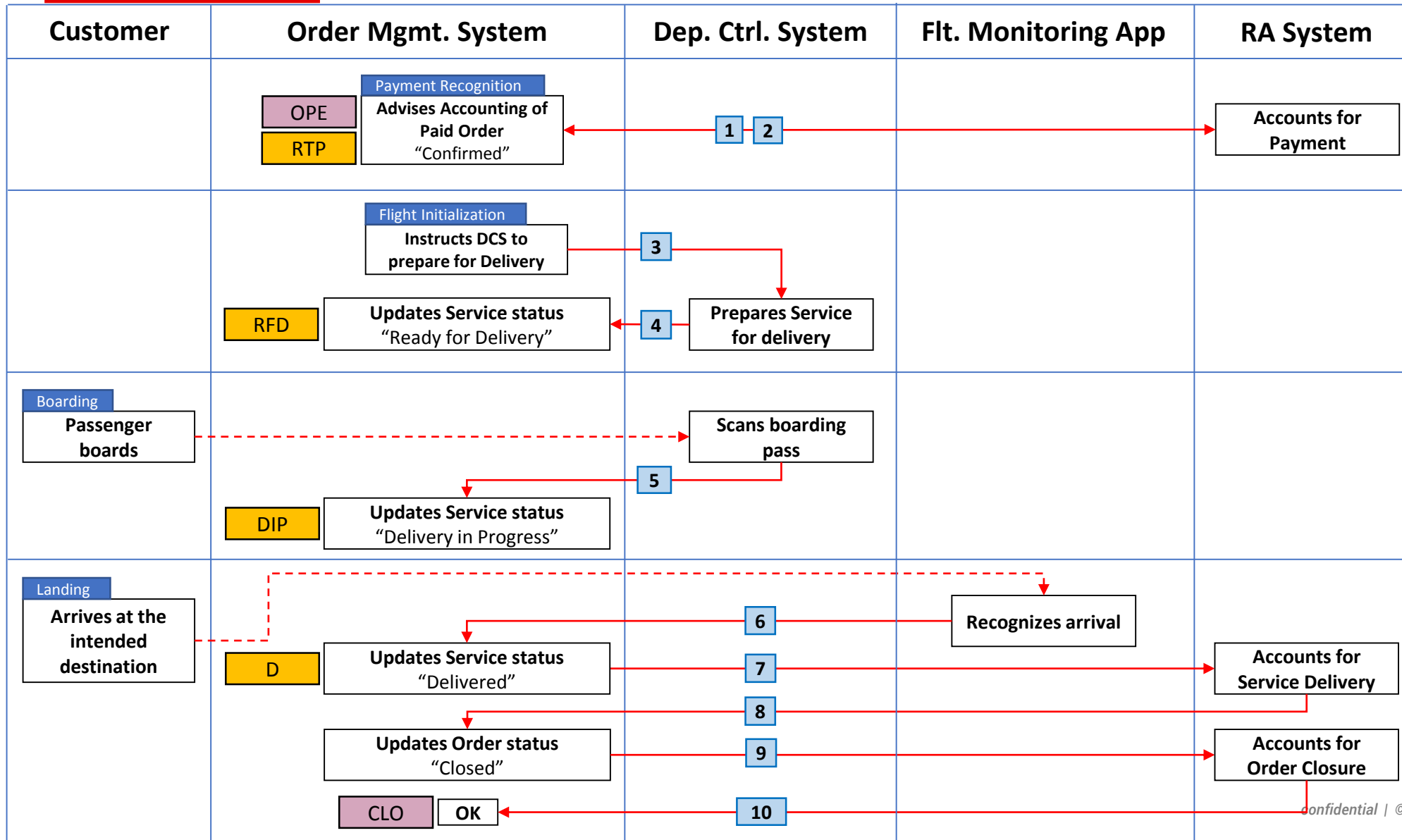
Objective:

- 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?

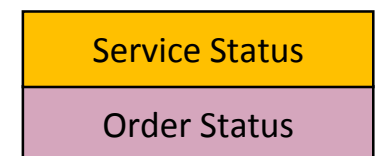
Use case:

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



- 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**