Implementation Forum - 2019/#2

A Summary

~Montreal

20 - 22 May 2019
An overview

**Implementer presenters**: Duffel, Pribas, Expedia, Amadeus, Sabre, SAP, Interes, Farelogix, AC, BA, LHG, QF, SAS

**Participation**: 53 participants, table breakouts

**Key Topics Included**: Servicing scenarios, including split, OrderChangeNotif, @scale capabilities, Full vs. Partial Offers, Airline Profile, Agency delegation, Agent ID in shopping, 3DSecure2, ONE Order transition, 19.2 preview
Themes

1. **Shopping and Performance:**

2. **Servicing**
   - *Split use cases . OrderChangeNotif . @Scale scenarios*

3. **Agency Delegation**
   - *Book vs. ticket . permission to view, update*

4. **Leveraging future features**
   - *e.g. 3DSecure*

5. **ONE Order Transition**

* Work item being raised to Standard Setting Groups
Summary / takeaways

Standard update:
- Imp Guide 19.1 is live, will contain release changes, the goto for deprecation plans
- **Some implementers priorities:** error codes (104); payment charges (136), standalone payment schema – implementers action to send use cases and examples

Shopping and Performance
- **Full vs. Partial Shopping responses:** a look at the complexity for an aggregator; action to raise a work item / change request (CR) to look at a standard implementation to support both
- **Performance:** insights from IT Provider; an airline may want all requests; Implementation Guidance needed re push or pull; (internal airline) governance of the data; consistent level of granularity; Airline Profile not priority implementation yet; airline profile vs. dynamic offers; leveraging the standard features **and** software/hardware to address performance
- **Rules:** embedding rules in an offer; relevance of min/max; advance purchase; current agent mindset
Summary / takeaways

Servicing

- Leaderboard insights on implementing some @scale capabilities

- Why OrderChangeNotif isn’t yet implemented: security concerns; standard gaps; other priorities; no other airline; guidance on level of details to be sent; compliance to GDPR; Dependence on queues

- Split – a means to an end; Reflect on why agents request it explicitly today; be customer centric; look at use cases E2E – see further slides.
Summary /takeaways

**Canadian TMC example:** of millennials demanding a better experience, leading to leveraging NDC + AI, machine learning; 50% reduction in implementation timelines

**Use of TIDS:** Solving identification of non-IATA agents; Platform to improve onboarding experience underway; Conversion of existing (agent) numbers → TIDS; triggered discussion about offers based on agent ID.

**Agency Delegation:** Airline OMS to manage. Airline to communicate instruction for accessibility, viewership, permission to update – to be discussed

**3DSecure:** ‘watch this space’; see ATZ and Implementation Guide for updates

**Leveraging future features:** regulatory or critical features; approach under review; 3DS2 a priority

**Specific airline updates:** TMC, Handling CC fees as a service, Handling Baggage, LB examples implementing servicing scenarios

**Interline:** provide update on the work underway in 2019 to ATZ
Full/Partial ShoppingRS – views from implementers

Presentation: Multiple workflows, large HTTP responses, impact on response times, business rules with the airline etc. vs. integrators need to understand which offers can be combined and the impact of combining offers together.

Airlines have different reasons for returning full vs. partial offers

Challenge is with the integrators to handle the complexity of the requirement for both full and partial offers.

Next step: Raise work item to review how the standard could increase the quality of the requests and responses.
Airline Profile – views from implementers

Presentation: demonstrated how the Airline Profile (AP) helps to improve the relevance of the NDC requests to the airline.

Discussion on reasons the AP isn’t widely implemented:
• airlines focusing on other functionality;
• some airlines want to receive all requests,
• maintaining the profile is a challenge – dependent on OAG type scheduling
• internal airline governance on the AP data (routes)
• need implementation guidance on pull vs. push and agreed level of granularity

Airline profile being considered by some Alliances
Rules – views from implementers

• An Airline presentation: demonstrated how Offer and Order Rules (e.g. min/max, adv. purchase) are communicated as part of the offer. Rebooking, refunds etc. are part of the offer like a service.

• Noted that rules like advance purchase, min/max are important to agents today.

• Mindset shift of agents to understand that the NDC offer is with the airline.

• Noted the standard setting work to make the rules machine readable as of 19.2 (CR145a, 147m).
Servicing through 2 lenses

1) The Standard

- Schema Capabilities
- Implementation Guidance

Use of OrderReshop, OrderChange, OrderRetrieve, OrderChangeNotif, OrderCancel and OrderHistory

2) The Implementation

- Airline Implementation
- Agent Implementation

Align their internal / downstream systems and processes to be able to do NDC servicing.
1. Order - Basic order creation
2. Order - creation of airline bundle
3. Service - Order changes initiated by the customer – e.g. itinerary, contact details, upgrade, adding an ancillary
4. Service - Order changes initiated by the customer - multi-passenger scenarios
5. Service - Order changes initiated by the customer - name correction (and name change)
6. Service - Order changes initiated by the customer - seat selection
7. Service - Order changes initiated by the airlines with notifications – e.g. flight schedule, flight cancellation, passenger upgrade or downgrade
8. Service - Order changes resulting in an Order Cancellation without refund
9. Service - Order changes resulting in an Order Cancellation with refund
10. Service – Retrieve an Order
11. Service – Implementation of Order History
About ‘Split’ – views from implementers

Examples where a ‘split order’ is NOT needed

- Data privacy [split order]
  1. Cancellation for 1 Pax
  2. Change for 1 Pax (voluntary)
  3. Change for 1 Pax (involuntary, e.g., ticketing)
  4. Cancellation for 1 Pax (involuntary)
  5. Groups with feeder flights

Examples where implementing a ‘split order’ IS recommended

- Business requirement to split
  
  - Split should be the consequence of business function
    with rule, not tech constraint
  
  - Divide order (PAX within privacy)
  
  - Split to different cost centers

- Order should be serviced w/o split, when
  
  - Reduce number in party
  
  - Only one Pax in a multi Pax order is changing his journey

(1) Interest of functionality: “link order together” (in case of disruption, seating...)

Examples of Use Cases where implementing a ‘split order’ IS recommended
‘Split’ – views from implementers

The constraint is not with the order - the Order allows passengers to have different flight and other services.

The complexity lies with the need to synchronize with PNRs and tickets in the implementation.

Note the shift in mindset needed – split is a consequence of a business function with NDC/ONE Order, not a technical constraint.

Implementers to think about an implementation of servicing that takes into account the next step, ONE Order. Implementers voiced that the standard shouldn’t be compromised for the sake of adoption.

End game → be customer-centric

Next steps:

- Understand agent use cases (non-homogenous vs. split)
- Review where the standard should have the agent ask for a split in the request. Take into account E2E cases, e.g. multiple subsequent changes, including schedule change impacting 1 of n passengers.
ORDER CHANGE NOTIF BARRIERS

Consistent way to send the notification

Role of aggregators to help the adoption of notification

Need to know

- What level of details are not allowed to be sent
- Need to comply w/ GDPR
- e.g. Not allowed to send HALAC mech.

Industry Consideration

- No Standard
- AGENT ONBOARD CALL CENTER
- OrderChange Notif: M.A.
- Other services: 
  - AO automated scheduled
  - AO other airline 
  - e.g. messageypass, but missing acknowledgement
  - AO

Currently: depends on airline - partly because not everyone is on a system that supports OrderChange Notif

No replacement for graphs be Times + DTS are very dependent on automation
Servicing (invol) challenges – views from implementers

1) The Standard

Looking for standard and guidance of transmission mechanism for OrderChangeNotif

Guidance around level of details to be sent to comply with GDPR – e.g. of not being allowed to send HALAL meals

Some data elements in OrderChangeNotif are mandatory but not being used

If waiver codes are used – approach needs to be streamlined; e.g. some uses of waiver break ‘NDC flow’

2) The Implementation

Role of aggregator to help adoption of notification

Automation driven from existing queues (TMC OTA impact)

No automated schedule changes

Other priorities
Breakouts

1) Technical Deep Dive

Review of servicing use cases to demonstrate 19.2 changes

Walkthrough of 3DS flow

Constraints of JSON for NDC

Use of existing elements such as statuses help to transition to 19.2 features (and ONE Order).

Keep order centricity in servicing

Best practice recommendations for 1) airline to use ID of the pax and 2) airline OMS audit to support OrderHistory API

2) ONE Order

Shared first insights from the ONE Transition Study

Amadeus, InteRES, Sabre, SAP presented their views and approach on their role to support airlines transitioning to ONE Order

LHG presented their ONE Order Pilot
Agency delegation - views from implementers

Context: consolidator setup, back-office/front office; The permission to book vs. ticket managed by the agent; Quality Control roles also handled by agents (/robotics)

In NDC: challenge controlling the viewership and permissions of order elements

Note, change in mindset needed since airline handles ticketing in NDC.

Requirement in a nutshell - airlines (OMS) needs to know the following:
- Which agent can access (view) various order elements
- Which agent can service (update) various order elements

Next step: Formalize the requirement and submit work item for review.

Use cases shared — standard vs. best practices

Story 1: As a seller agent I need the ability to ask the airline OMS to transfer full ownership of an order to another seller agent (Order Change?)
  e.g. Booking agent making an order change to transfer ownership to the consolidator or ticketing agent. Booking agent has no control over the order anymore

Story 2: As a seller agent I need the ability to ask the airline OMS to grant full ownership to another seller agent whilst still maintaining ownership (co-ownership) (Order Change?)
  e.g. Booking agent making an order change to transfer ownership to the consolidator or ticketing agent whilst still retaining control over the order

Story 3: As a seller agent I need the ability to ask the airline OMS to transfer part ownership (order item) to another seller agent (Order Change?)
  e.g. Booking agent making an order change to transfer ownership to the consolidator or ticketing agent for only one order item (segment or service)
  e.g. Agents books flight and tickets. Agent adds a service, but wants the airline to process the EMD (Other payment method) for the service

Story 4: As a seller agent I need the airline OMS to ensure I am notified of any order that has been transferred to me (Order Change Nofif?)
  e.g. Booking agent making an order change to transfer ownership to the consolidator. Consolidator gets an Order Change Nofif to let them know of ownership

Story 5: As a seller agent I need the airline OMS to ensure I am notified of any order that has been transferred away from me (Order Change Nofif?)
  e.g. Booking agent making an order change to transfer ownership to the consolidator. Booking agent gets an Order Change Nofif to let them know of ownership has been relinquished. Might be good protection against accidental transfer / fraudulent transfer
Additional Observations

– Implementing existing legacy processes alongside their NDC processes, such as handling PNR constraints for non-homogeneous scenarios, handling SSRs etc.

– Priorities are on implementing servicing scenarios, especially involuntary e.g. notifications of Order changes using XML processes instead of email.

– Airlines to focus more on standardized implementations

– Opportunity to use new standard features coming in 19.2 e.g. rules, .

– Some agents started updating their customer facing interfaces (desktop, apps) to allow more complex and self-serve change requests.

– Agents APIs servicing roadmaps based on their airline partner servicing roadmaps
Observations

You participated and had additional observations?

Send them via email to ndc@iata.org
Next Imp Forums

Agent, TMC focus

No parallel sessions!

Consistent implementations

Order Management

Schedule change E2E

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