

# Implementation Forum - 2019/#2

Industry Distribution Programs  
(NDC and ONE Order)

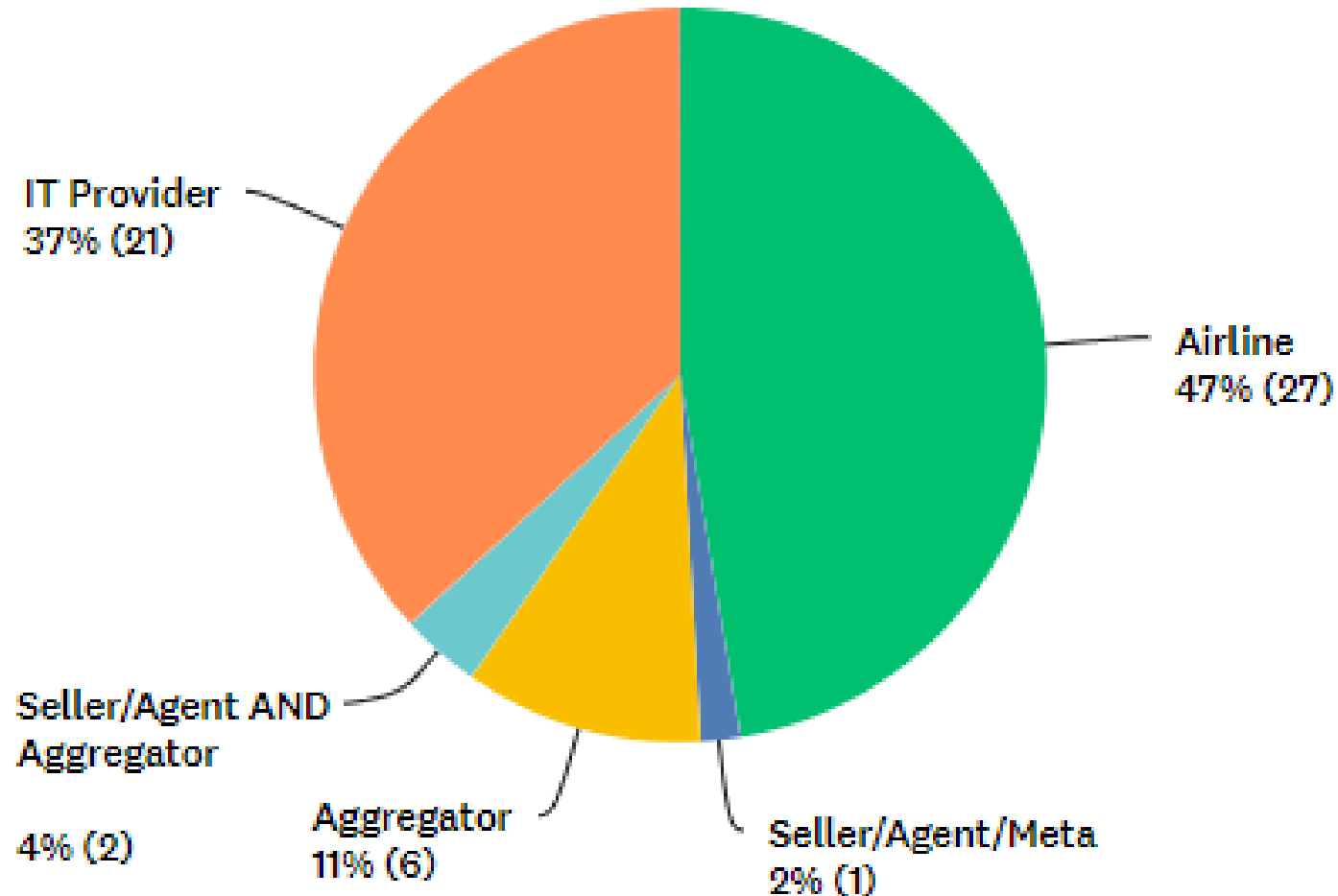
20 – 22 May  
IATA Office Montreal



# Where you came to be at the Implementation Forum



# Imp Forum Montreal - Who is in the room (57 delegates)



## By table

1. What are you responsible for in your organization's NDC or ONE Order Implementation?
2. Have you been involved in an NDC implementation with a TMC?

# 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.



# Agenda – Day 1

## 1 Welcome and Introductions

- Welcome, IATA Antitrust Provisions
- Who's in the room

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## 2 The Standard Stream – 2019 outlook

- What's coming, part 1 (Offers, Payment)
- The Implementation Guide

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## 3 Zooms - agent / aggregator topics

- Working with “full” and “partial” offers in AirShopping: an aggregator's perspective

[Table Breakout]

- Handling large volumes in NDC Shopping – an airline IT Provider's perspective

[Table Breakout]

- Round up – IATA

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## 4 Agent topics - Airline experiences

- Lufthansa Group – how we use rules to support the agent/customer relationship
- SAS – Implementation updates – moved to day 2
- Air Canada – Learnings from a TMC implementation – moved to day 2

6

**\* End of Day 1 \***

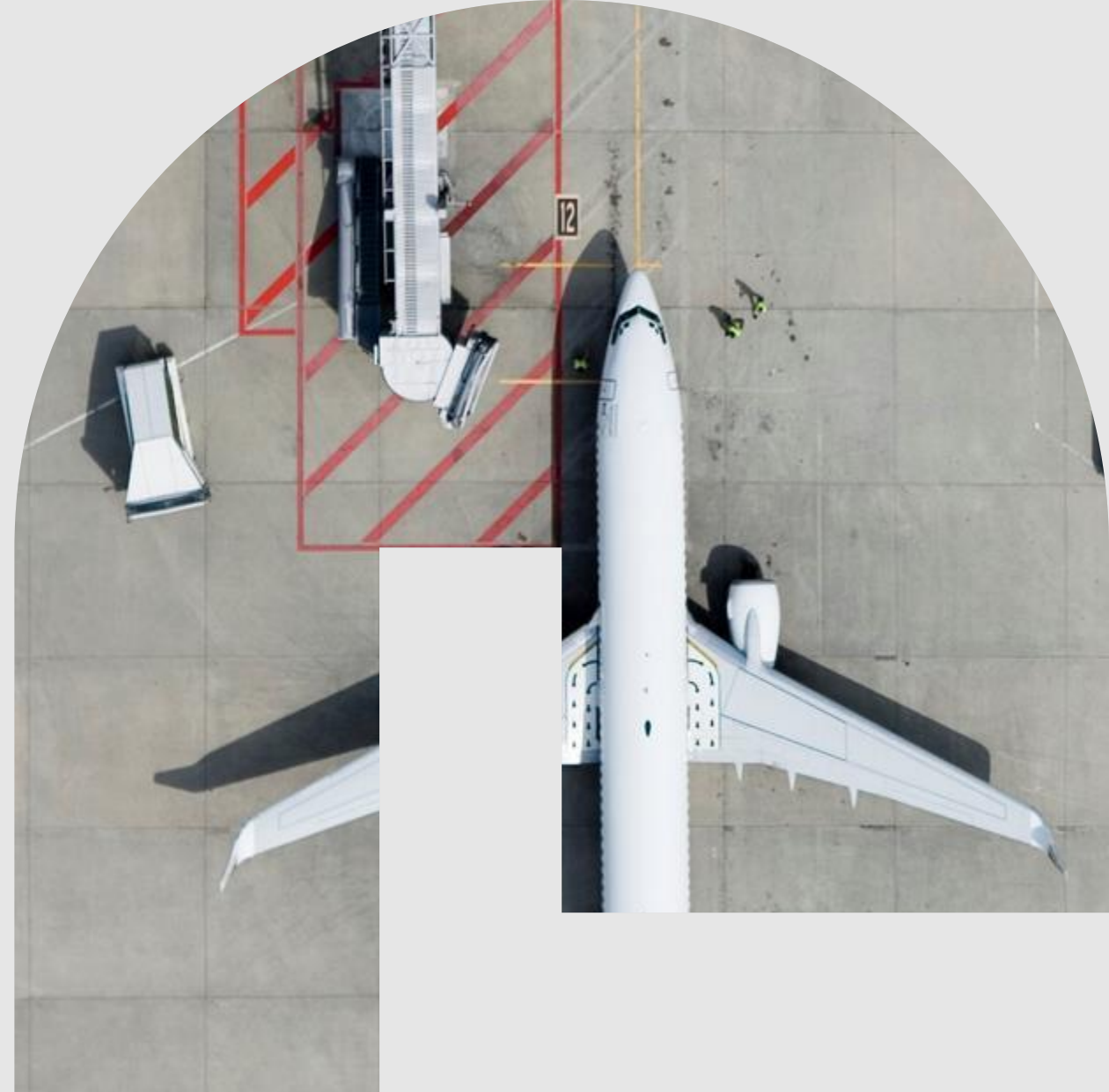
10:00

13:30

18:00

**Dinner**

18:30



# Agenda – Day 2

## 1 Setting the Servicing Scene

9:30

## 2 The Standard Stream – 2019 outlook

– What's coming, part 1 (Servicing)

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## 3 Implementing Servicing Capabilities

– Implementation considerations for various servicing capabilities

Includes:

- Voluntary changes after an Involuntary, complex because of the business rules
- Servicing of a held booking
- Implementing a split scenario
- Name correction, name change
- Order changes resulting in an Order Cancellation with/without refund
- Others

[includes Leaderboard insights and table breakouts]

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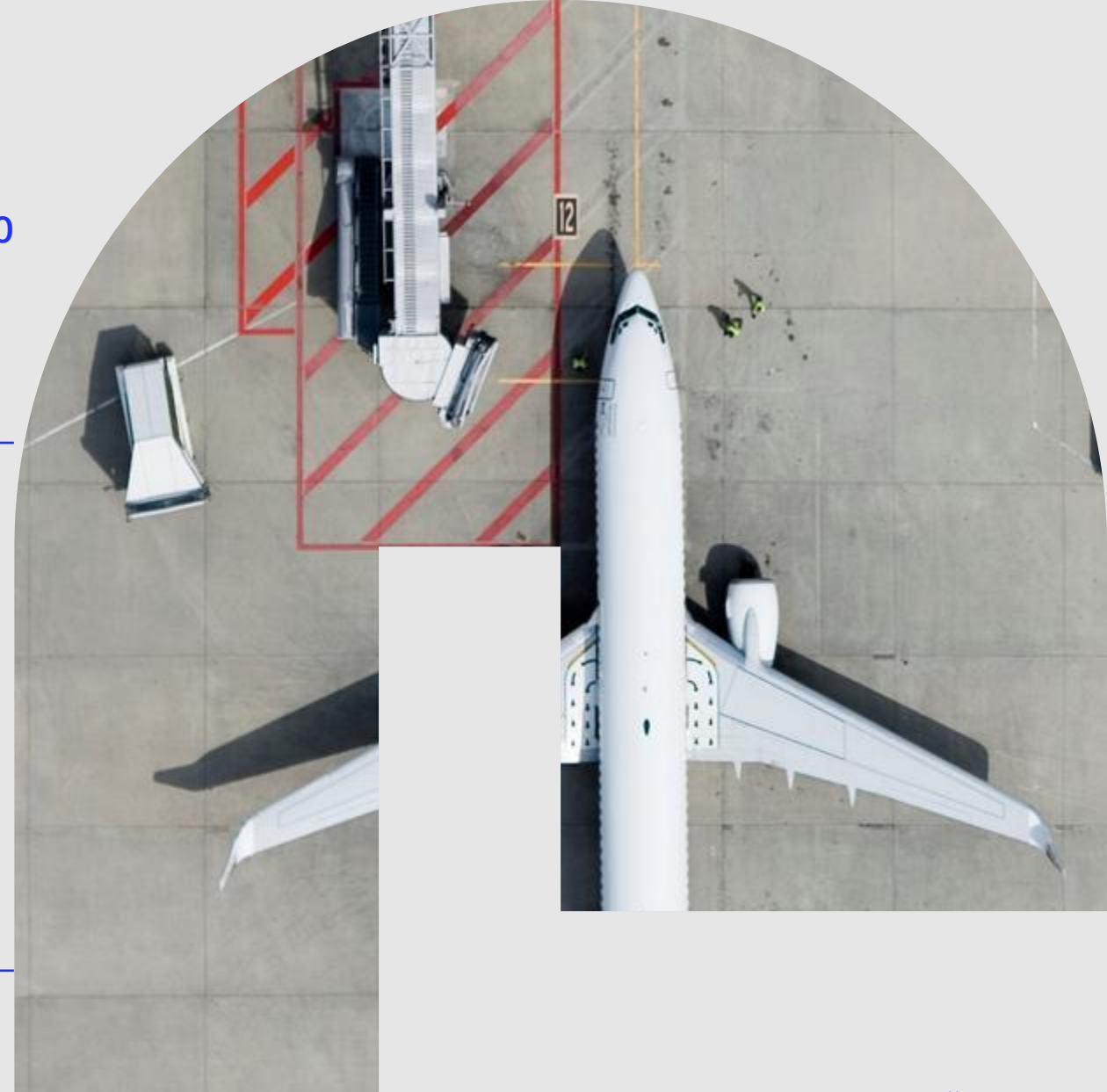
## 4 Implementation Experiences

- Virgin Atlantic, Qantas, Amadeus
- Round table

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\* End of Day 2 \*

18:00



# Agenda – Day 3

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## Zooms - other topics

9:00-10:30

- Order touchpoints
- 3DSecure 2.0
- "On your mind – topics from the floor"

[room rearranged]

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## Parallel Sessions

10:50-15:30

- Technical deep dive
  - [Topics proposed by participants]
  - 19.2 servicing schema changes
  - 3DSecure 2.0 – schema deep dive
  - Restoring Common Types
  - Performance topics
- ONE Order Transition
  - IATA
  - SAP, Amadeus, Sabre, Interes, LHG

[room restored]

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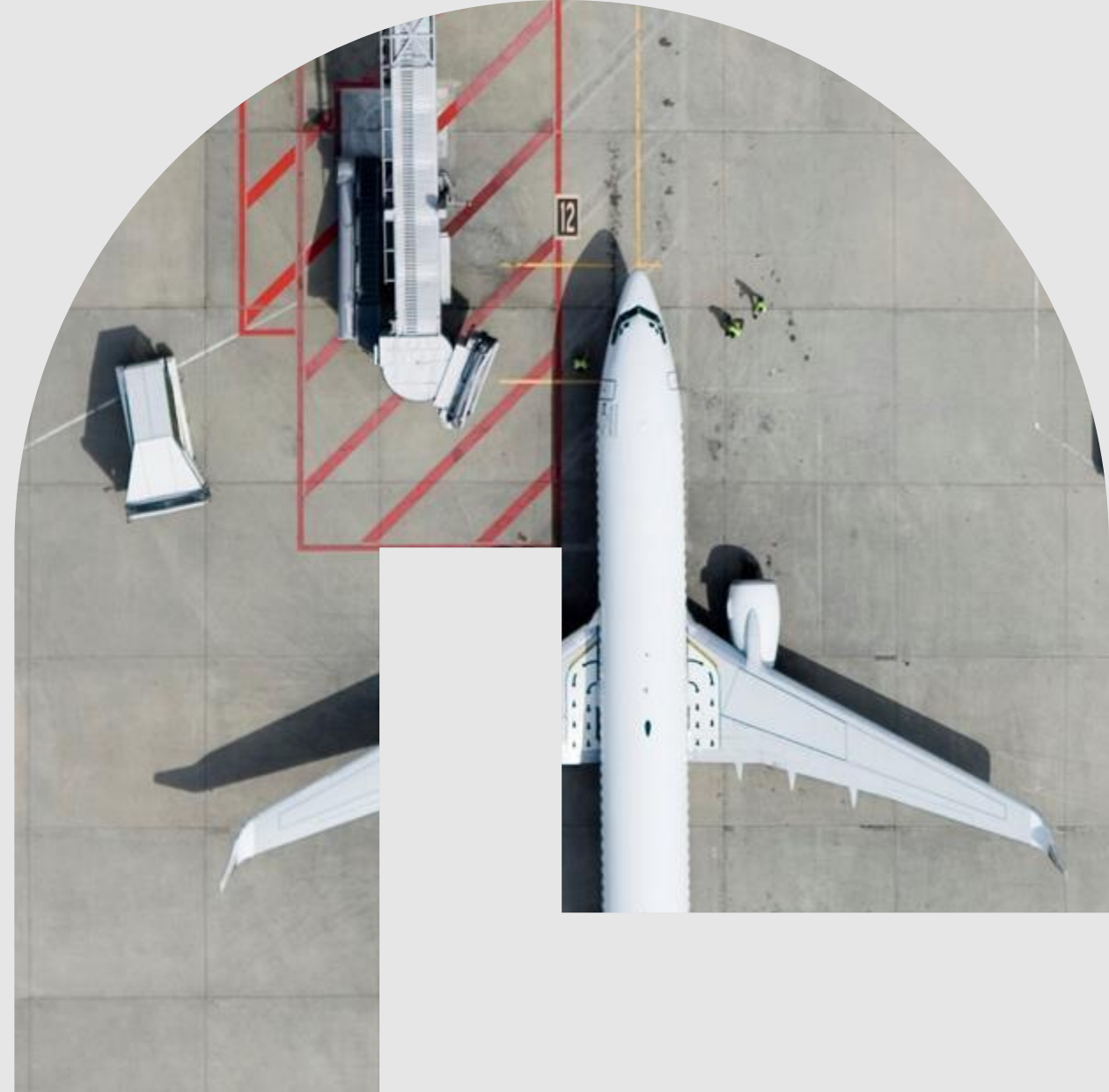
## Regroup

15:30

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\* Meeting Close \*

16:30





# Lunch, Dinner

Lunch:

**Nom Nom Cantine:** [901 Du Square-Victoria St Montréal, QC  
H2Z 1R1](#)

Dinner:

**Holder Restaurant-Bar:** 407 McGill, local #100-A, Montréal,  
QC, H2Y 2G3

