

Implementation Forum - 2019/#2

Table Breakouts

20 May 2019



Discussion – Full, Partial Shopping responses

1. What is your experience with full or partial offers?
2. Are there any other implementation considerations not presented?
3. What best practices would you recommend based on your implementation experience?

Discussion – Airline Profile

1. (In what context) is the Airline Profile really required?
2. What are the considerations for implementing an Airline Profile?

Discussion - Rules

1. What is your experience with the rules being returned in Shopping Responses?
2. What would you recommend as implementation best practices?

Servicing

Servicing involves changes to a customer's Order, triggered either by the customer or by the airline.

In NDC, involuntary servicing involves advising the travel agent of the change so they may manage the impact to their customer.

Servicing through 2 lenses

1) The Standard

Schema
Capabilities

Implementation
Guidance

Use of OrderReshp, OrderChange, OrderChangeNotif,
OrderCancel and OrderHistory

2) The Implementation

3. Airline
Implementation

4. Agent
Implementation

Align their internal systems and processes to be
able to do NDC servicing.



@Scale, servicing capabilities – an extract

- 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



Discussion – Servicing Topics “Split”

1. What is the problem, really?
2. What are the concrete use cases?
3. What is your experience implementing a split scenario?

Discussion – Servicing Topics

1. Ability for a seller to request to refund or reuse the amounts paid.
2. Ability for a seller to request to refund or reuse the amounts paid.
3. Penalties collection in a reshop scenario. How are they to be collected,
4. PRM regulatory support. As a seller, how do I ask for (e.g.) a wheelchair (up to aircraft stairs, up to seat, with or without a lift, with wet or dry batteries)?
5. Order Touchpoints
 - Can multiple entities pay for parts of the same order?
 - Has anyone implemented this agency delegation of an order to another IATA agent or non IATA agent? (use Case: One agent does shopping to ticketing and another agent services.)