NDC meets ONE Order
a blueprint for digitalized airline distribution

22. May 2019, HD/B, Roman van Alten
Montreal
The Scope
The Objectives

- Establish clean ONE order-based processing of NDC offers
- Include 3rd party ancillary services
- Build up essential know-how for Lufthansa Group
- Gain transparency about process dependencies
- Transport >200 passengers within Lufthansa EU Kont network

As the first airline worldwide Lufthansa received the ONE Order certification
The Implementation
The Messages used for Certification

- ServiceDeliveryNotifRQ
- ServiceStatusChangeNotifRQ
- OrderSalesInformationNotifRQ
- ServiceStatusChangeNotifRQ
Order Confirmation shows Order ID and Flynet Voucher Code

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<th>Flight</th>
<th>Date</th>
<th>Departure</th>
<th>Arrival</th>
<th>Baggage Allowance</th>
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<td>MXP</td>
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</table>
The Lessons learnt -

**Operational** challenges to be worked through

**Partner** engagement, both airline and technology provider, is needed to leverage the standard at a large scale

**Investment** to enable the potential returns – need a long term view

**Transition** planning looking at the best return for the effort involved is key
Thank you