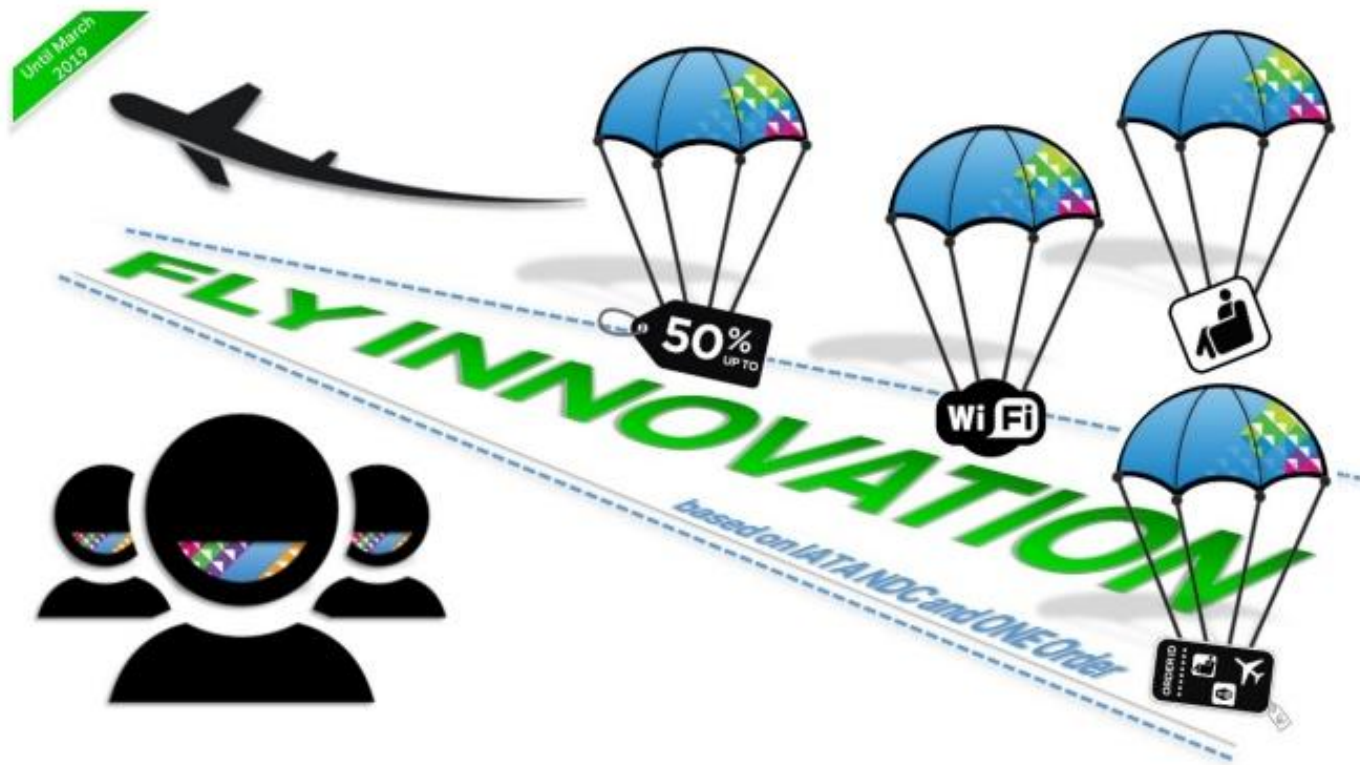


NDC meets ONE Order a blueprint for digitalized airline distribution

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



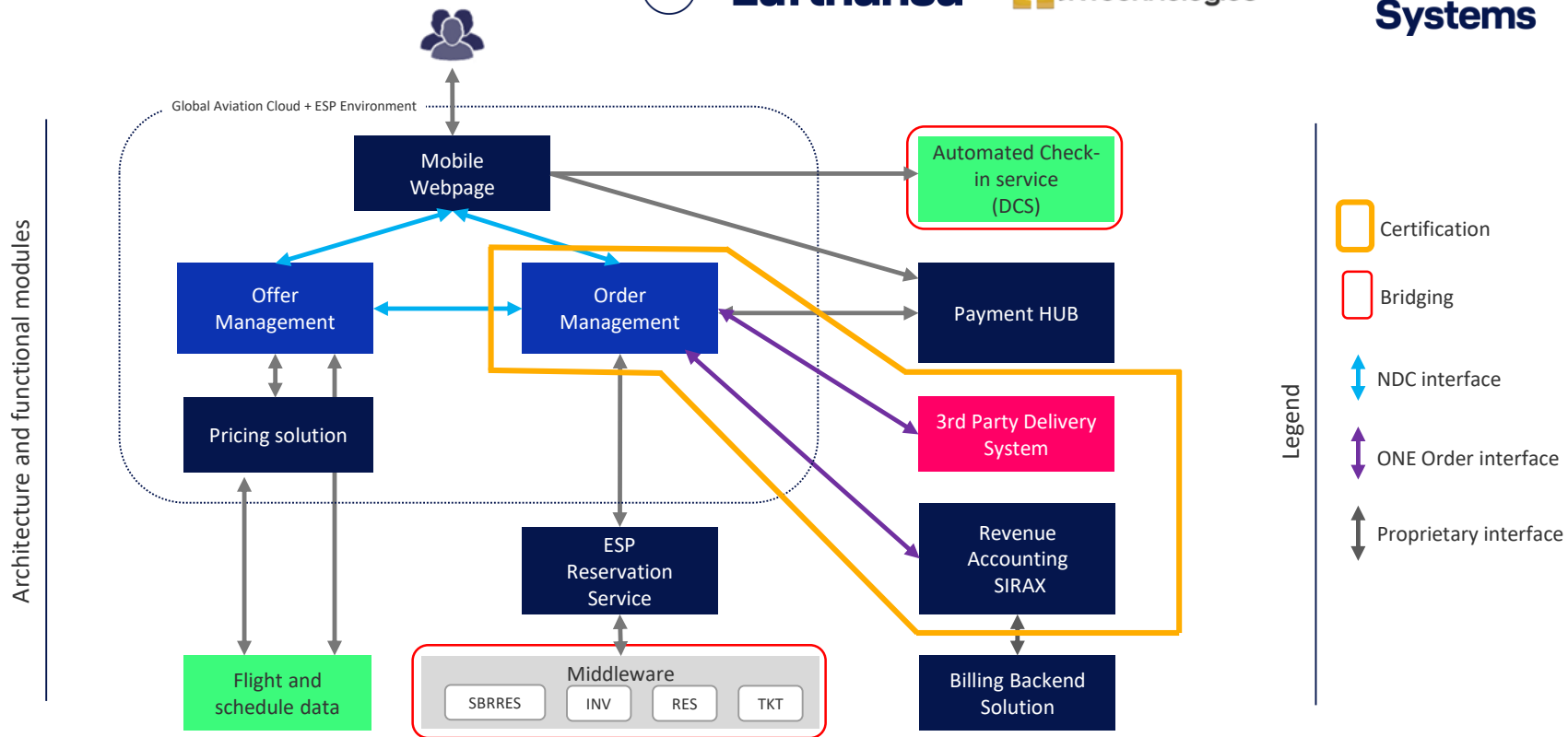
The Implementation



Lufthansa



Lufthansa Systems



The Messages used for Certification

- ServiceDeliveryNotifRQ
- ServiceStatusChangeNotifRQ
- OrderSalesInformationNotifRQ
- ServiceStatusChangeNotifRQ



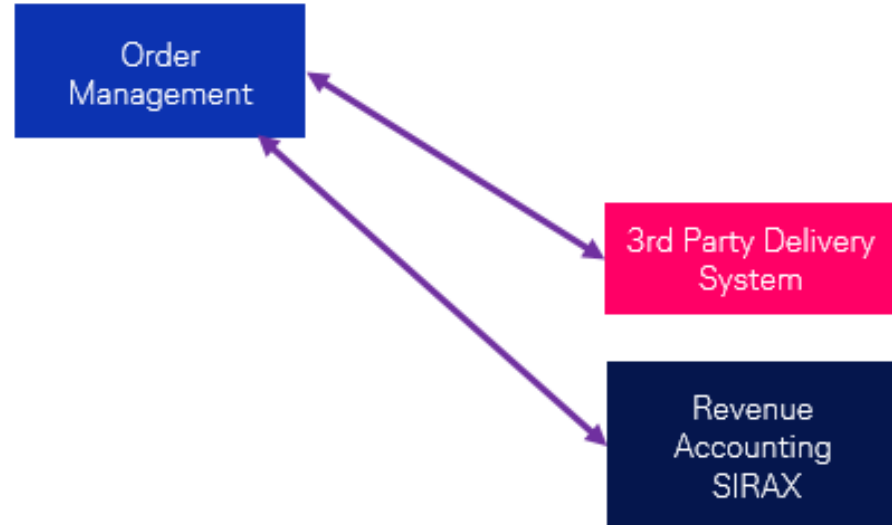
Lufthansa



JR Technologies



**Lufthansa
Systems**



Order Confirmation shows Order ID and Flynet Voucher Code



Lufthansa

1st ORDER FLOWN

Passenger / Itinerary Receipt

Schroeder Kurt Travel data for / Reisedaten für		A123456K8 Order-ID / Ordernummer				
LH 252*	26Oct18 12:30	FRA	✈	MXP	Confirmed	24XDMW3W
Flight / Flug	Date / Datum Departure / Abflug	From / von		To / nach	Status / Status	Flynet Voucher
LUFTHANSA	0 PC, Carry-on only	26Oct18		27Oct18		
*operated by / operated by	Baggage Allowance / Freigepäck0	Not valid before / Nicht gültig vor		Not valid after / Nicht gültig nach		
LH 253*	28Oct18 14:30	MXP	✈	FRA	Confirmed	243ZR9CZ
Flight / Flug	Date / Datum Departure / Abflug	From / von		To / nach	Status / Status	Flynet Voucher
LUFTHANSA	0 PC, Carry-on only	28Oct18		29Oct18		
*operated by / operated by	Baggage Allowance / Freigepäck0	Not valid before / Nicht gültig vor		Not valid after / Nicht gültig nach		



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



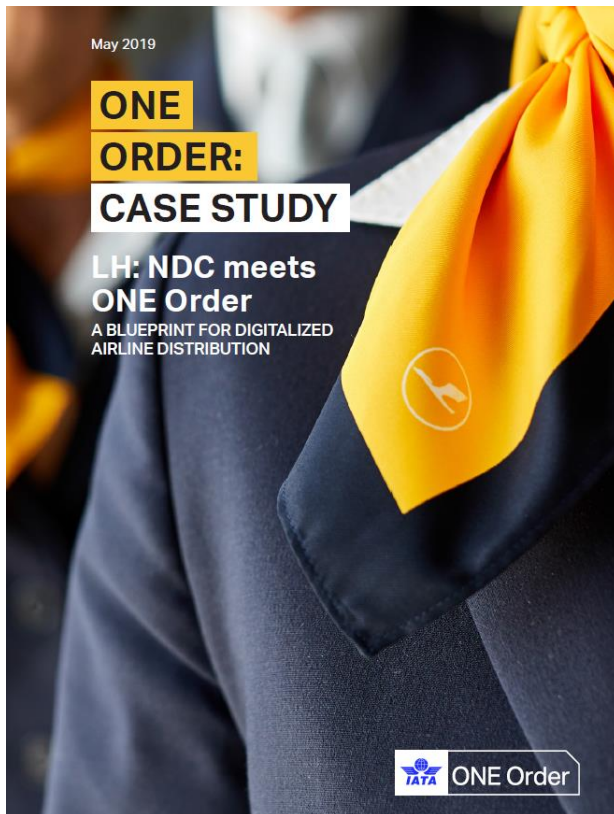
Transition planning looking at the best return for the effort involved is key


More information

May 2019

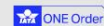
**ONE
ORDER:
CASE STUDY**

**LH: NDC meets
ONE Order**
A BLUEPRINT FOR DIGITALIZED
AIRLINE DISTRIBUTION



 **ONE Order**

2 ONE Order: Case Study | LH: NDC meets ONE Order



ONE Order

ONE Order aims to modernize the order management process in the airline industry. This industry initiative led by IATA intends to replace the multiple and rigid booking, ticketing, delivery and accounting methods.

The ONE Order standard enhances the capability of communications between airlines, delivery providers and accounting systems and is open to any third party, intermediary, IT provider or non-IATA member, to implement and use.

It introduces concepts such as delivery status and internal values in order to replace current paper based mechanisms used for delivery tracking and accounting purposes. ONE Order eliminates the current booking and ticketing records and combines the content of those into a single retail and customer focused order.

Full information can be found at: www.iata.org/oneorder

Lufthansa Group

The Lufthansa Group is a globally operating aviation group with a total of more than 500 subsidiaries and affiliated companies. The company portfolio consists of network airlines, point-to-point airlines and aviation service companies.

The multi-hub strategy offers passengers a comprehensive route network along with the greatest possible flexibility for their journey. In the 2018/19 winter flight timetable, the route network comprised 244 destinations in 81 countries, served via the international hubs in Frankfurt, Munich, Zurich and Vienna.

As a leading European airline group, the aim of the Lufthansa Group is to take on a key role in shaping the global aviation market and to remain the first choice for shareholders, customers and employees in the future.

The airlines form the core of the Lufthansa Group. The differentiated portfolio of Network Airlines and Eurowings, which offers direct connections, makes it possible to serve all relevant market segments, representing an attractive offering on relevant geographic markets both for premium customers and for more price-sensitive travelers.

Full information can be found at: www.lufthansa.com

Thank you