

SCANDINAVIAN AIRLINES

IMPLEMENTATION UPDATES

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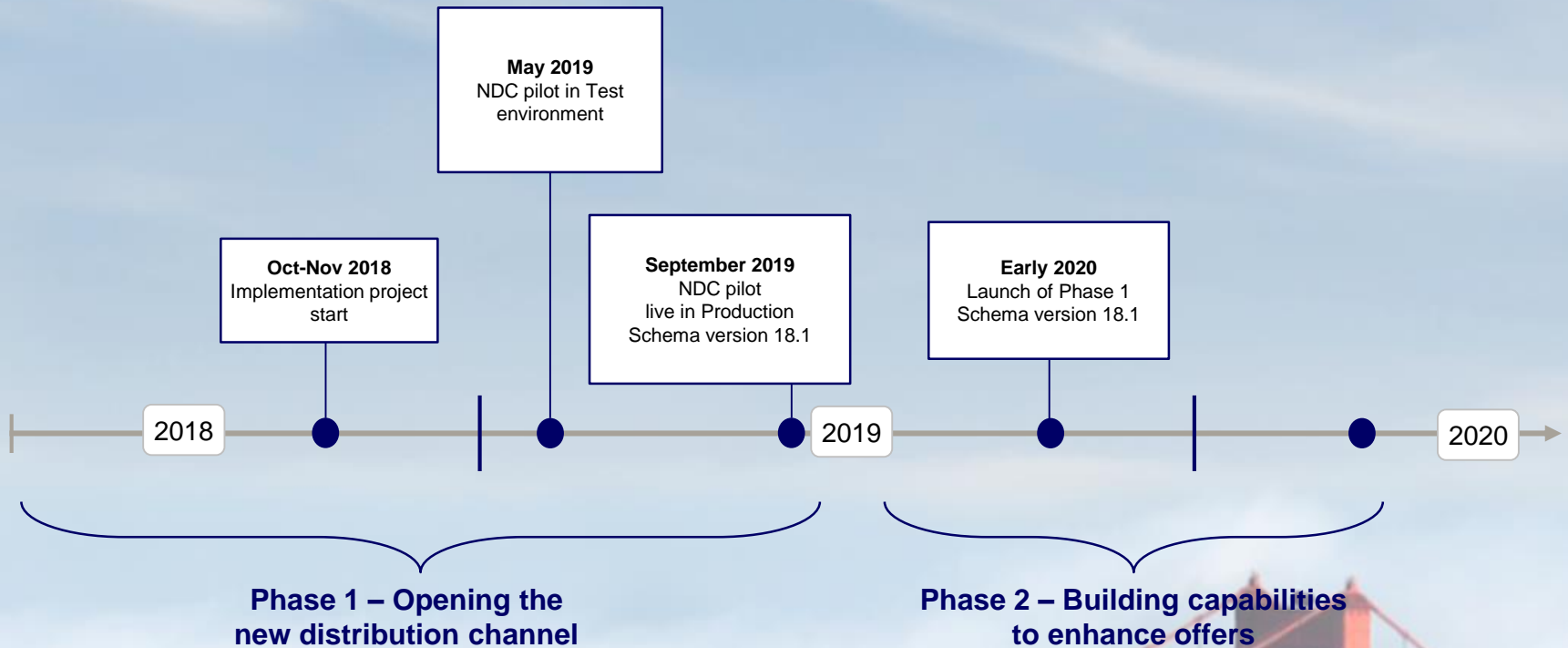
Raoul Bergström

A STAR ALLIANCE MEMBER 

SAS

Capabilities and phases

NDC Timeline



Phase 1 capabilities in focus

- Pay using Credit Cards (including Credit Card fees)
- Shopping based on passenger type
- Airline offers based on private fares (corporate fares)

Credit card fees

- Instant Payment
 - OfferPrice, where offer and BIN number are sent, is used for getting the CC fee
 - OrderCreate for fullfilment
- Delayed Payment
 - OrderCreate without form of payment
 - OfferPrice, where offer and BIN number is sent, is used for getting the CC fee
 - Order Change for fullfilment

Shopping based on passenger types

Special prices based on frequent flyer status

- Example: Free seating for certain tier levels
 - NDC 18.1 SeatAvailability is called, including the frequent flyer information and Tier level
 - The relevant seatmaps and seat offers are returned depending on the frequent flyer information
 - We will not show this in the offer response

Airline offers based on private fares

Support corporate fares by adding a corporate code

- AirShopping is used
- All fares are returned from Amadeus FlexPricer (both public and private)
- The corporate negotiated fares are returned if available
- Challenges around validation of the corporate codes, and maintenance of Corporate Agreement

Discussion points

Shopping

- Scenario: We need to show structured rules for bag allowance, as well as prices for 1st bag, 2nd bag, and so on...
- Question: How do we comply during the offer stage?, How do we define the actual allowance in a structured format?

Discussion points

Emergency contact

- Scenario: We need to add an emergency contact person when creating the order
- Question: What is the best way to do this?

Discussion points

Payment

- Cancellations with or without a refund
 - Cancel an order and don't expect a refund
 - Refund a cancelled order (which has not been refunded earlier)
- Approach considering: Using ExpectedRefundAmount in OrderCancel
- Questions: What are the options? Can we use this for partial cancellations? Can we do a cancellation without refund, and then request a refund later?

Discussion points

Identification of both Aggregators and Agents

- How would we identify both the Aggregator and the Agent?
- Approach considering: Authenticate the Aggregator, and see to it that an Agent identifier is sent along.
- Question: What options do we have?