

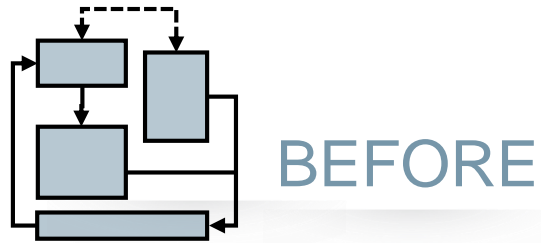
Sabre

ONE Order Vision

Vanessa González

22 MAY 2019

Our view on ONE Order



- Multiple and rigid booking, ticketing, delivery and accounting methods
- Legacy systems and processes
- Multiple IDs for passengers to reference, complicates passenger experience and service

Limits airline ability to retail and deliver what passengers expect today



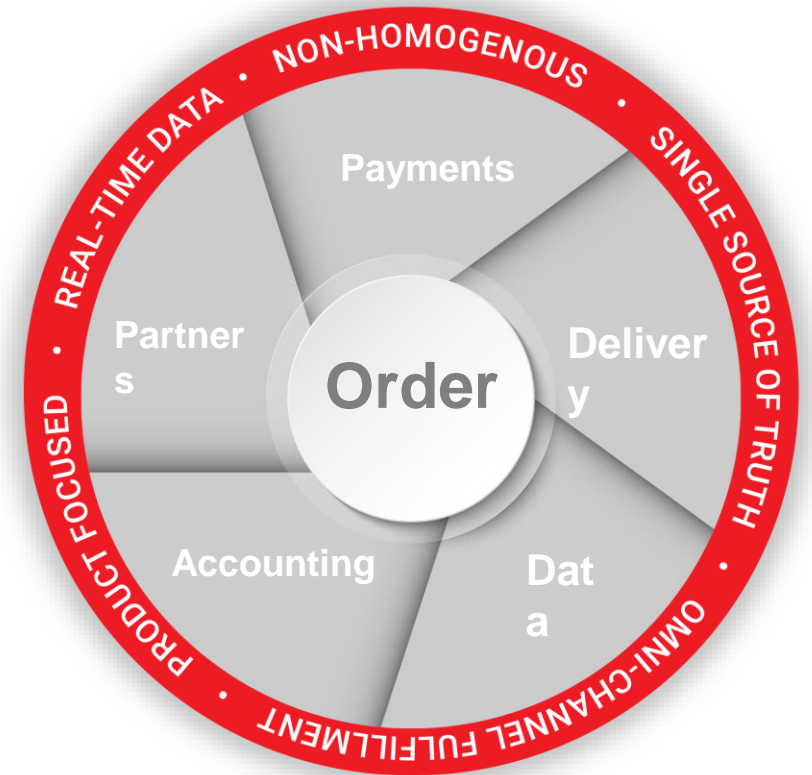
- Flexible, product-focused system architecture for ease of change
- Simplified delivery, accounting, and synchronization of data between parties
- Single identifier for all journey-related purchases to improve customer experience and service

Framework for transforming how airlines retail and fulfill end-to-end travel products and services

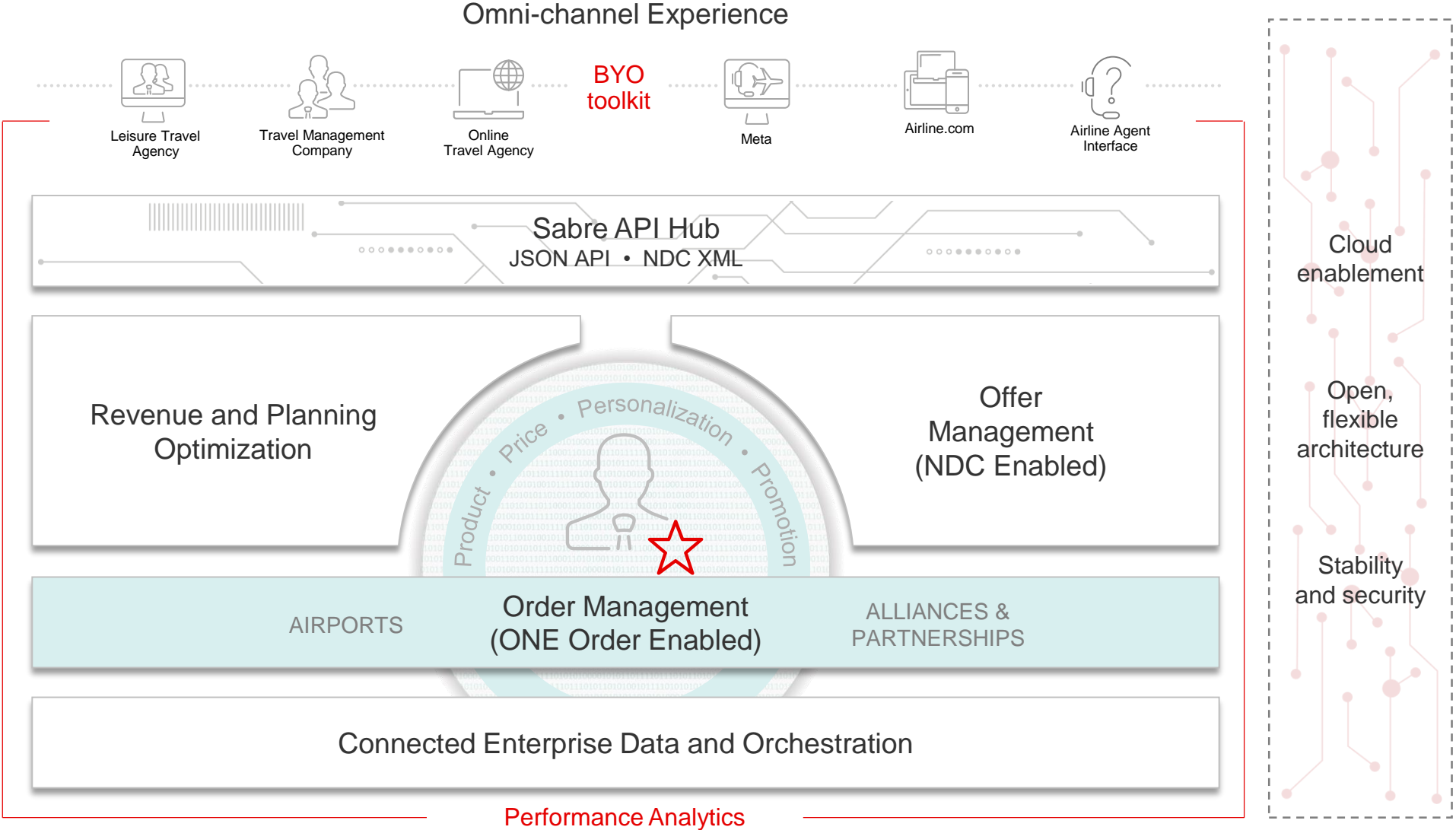
ONE Order is a component of Sabre's integrated order management vision

Going *beyond* ONE Order to realize value across the entire business of travel

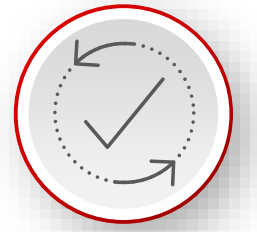
- Seamless fulfillment of **next generation retailing** and distribution
- Shift from a transaction based system to a **product focused, customer-centric** model
- Direct links to **diverse delivery providers** (i.e. Insurance, Sport Events, Rideshare, etc.)
- **End-to-end re-accommodation** during irregular operations



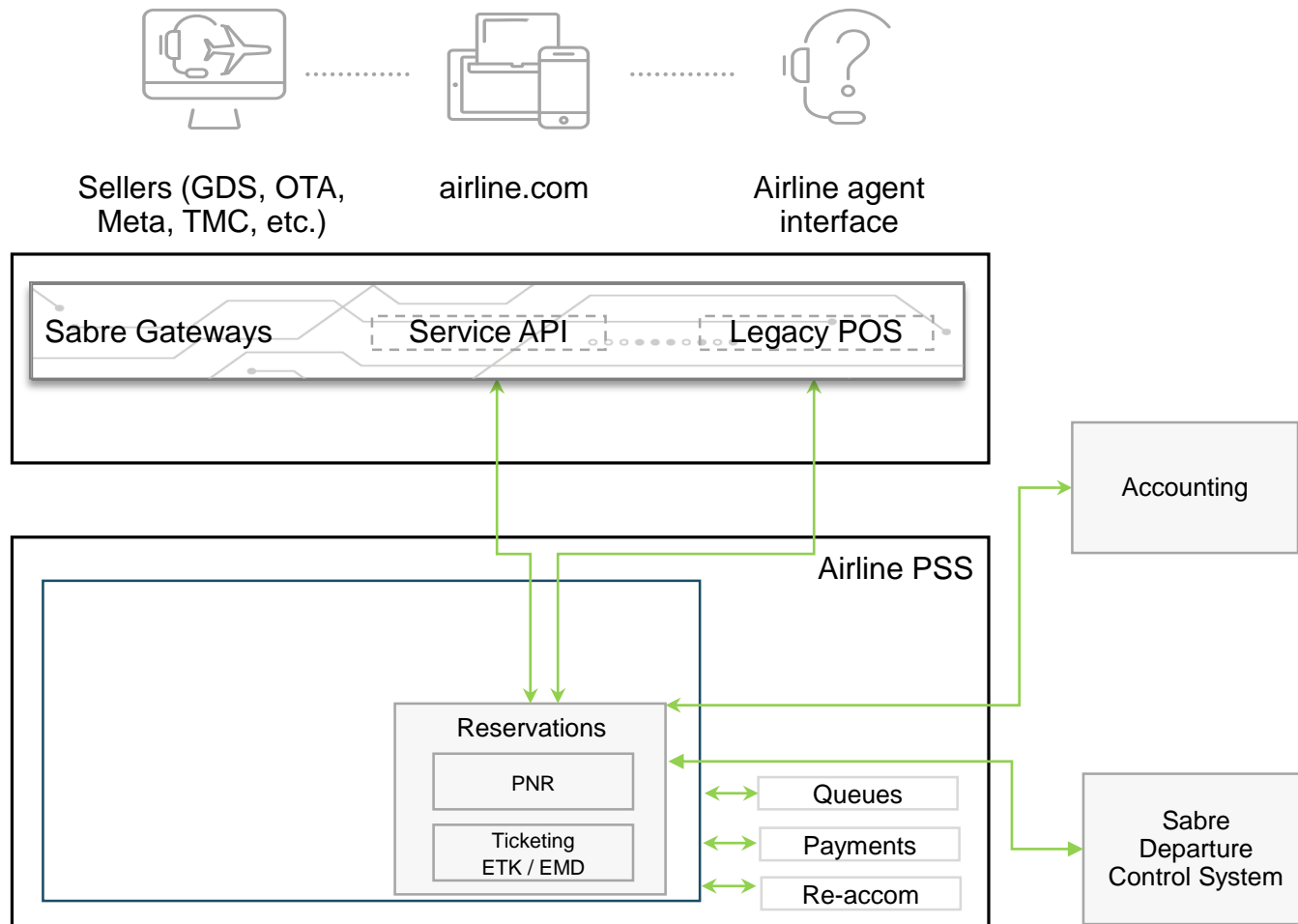
Sabre Platform: Intelligent retailing, distribution and fulfillment



PNR – Current State



Current implementation of reservations with **PNR, ETK and EMD**



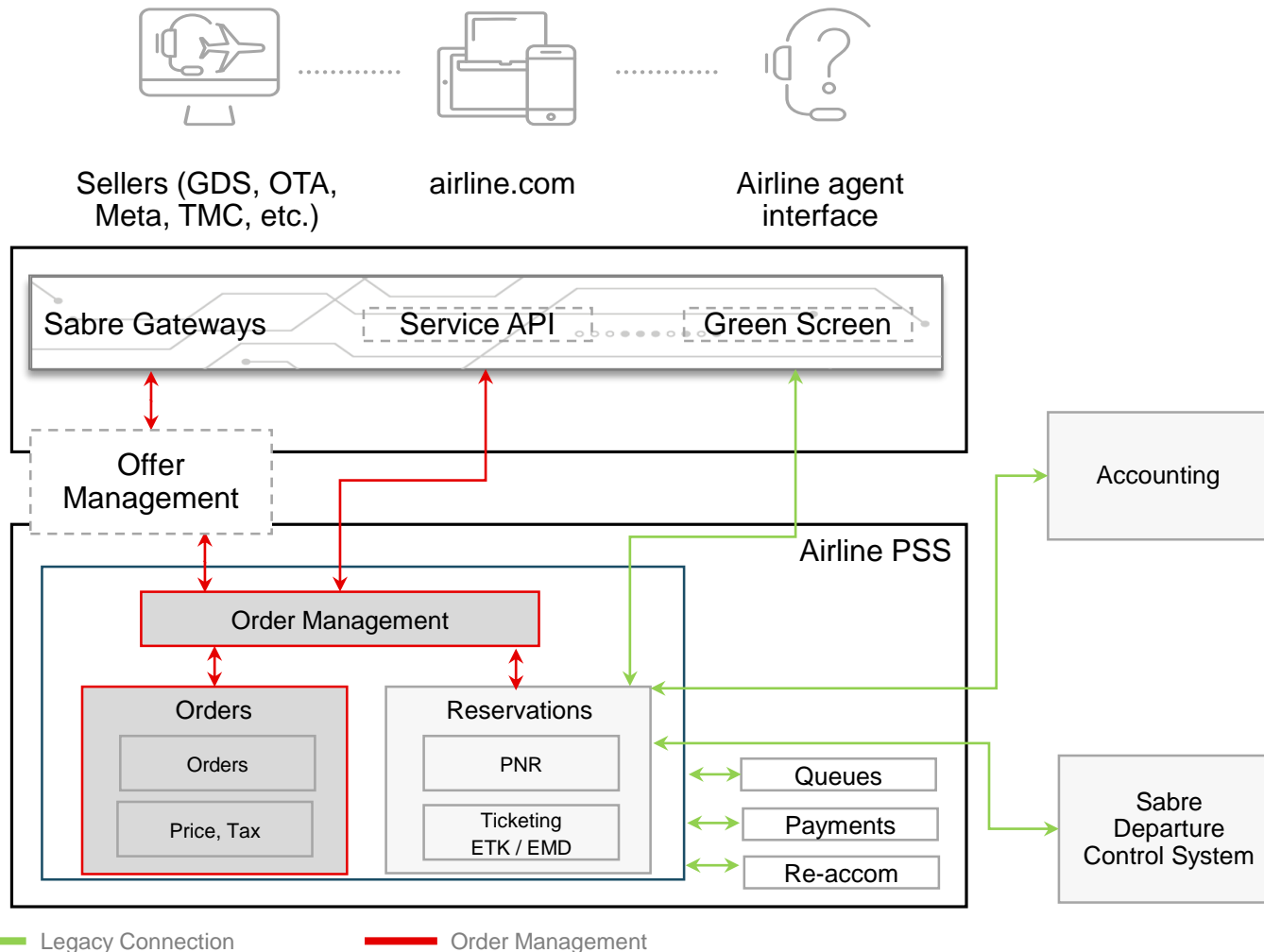
Capabilities

- Separate data records for PNR, ETK and EMD
- Limited Publish/Subscribe capabilities
- Sabre departure control and service recovery systems work with reservations
- Airline accounting and delivery systems driven with reservations

PNR and Order – In Progress



Order encapsulates Reservation



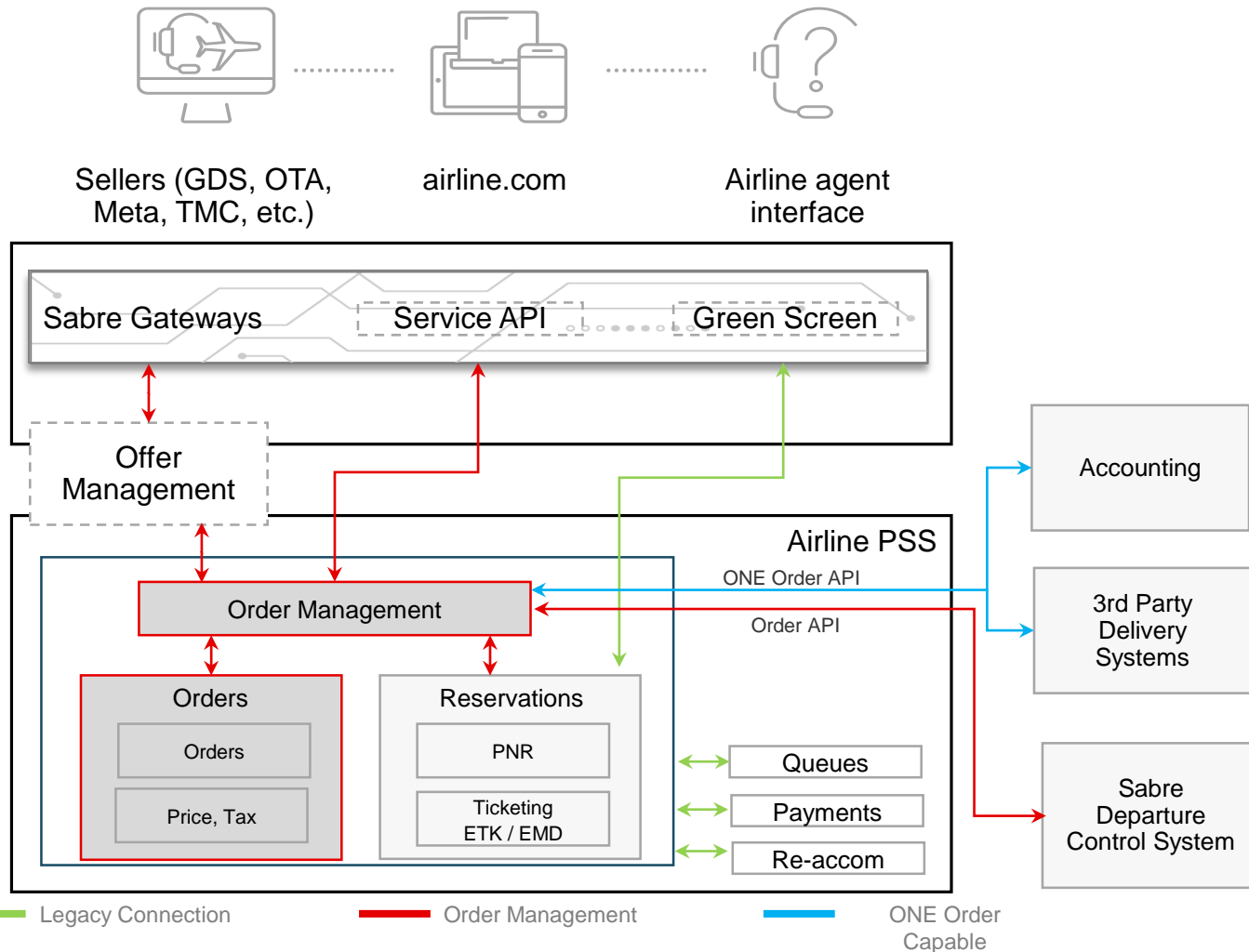
Capabilities

- Offers integrated into booking workflow
- Order is created along with reservation
- Ancillaries can be purchased and fulfilled using Order Management System
- Access to both Order and reservations normalized through Order Management System
- Interline and codeshare partners supported via Edifact/TTY
- Accounting and Departure Control Systems can continue to support Reservations

Order or PNR – Transition State



PNR only generated for **exceptions**



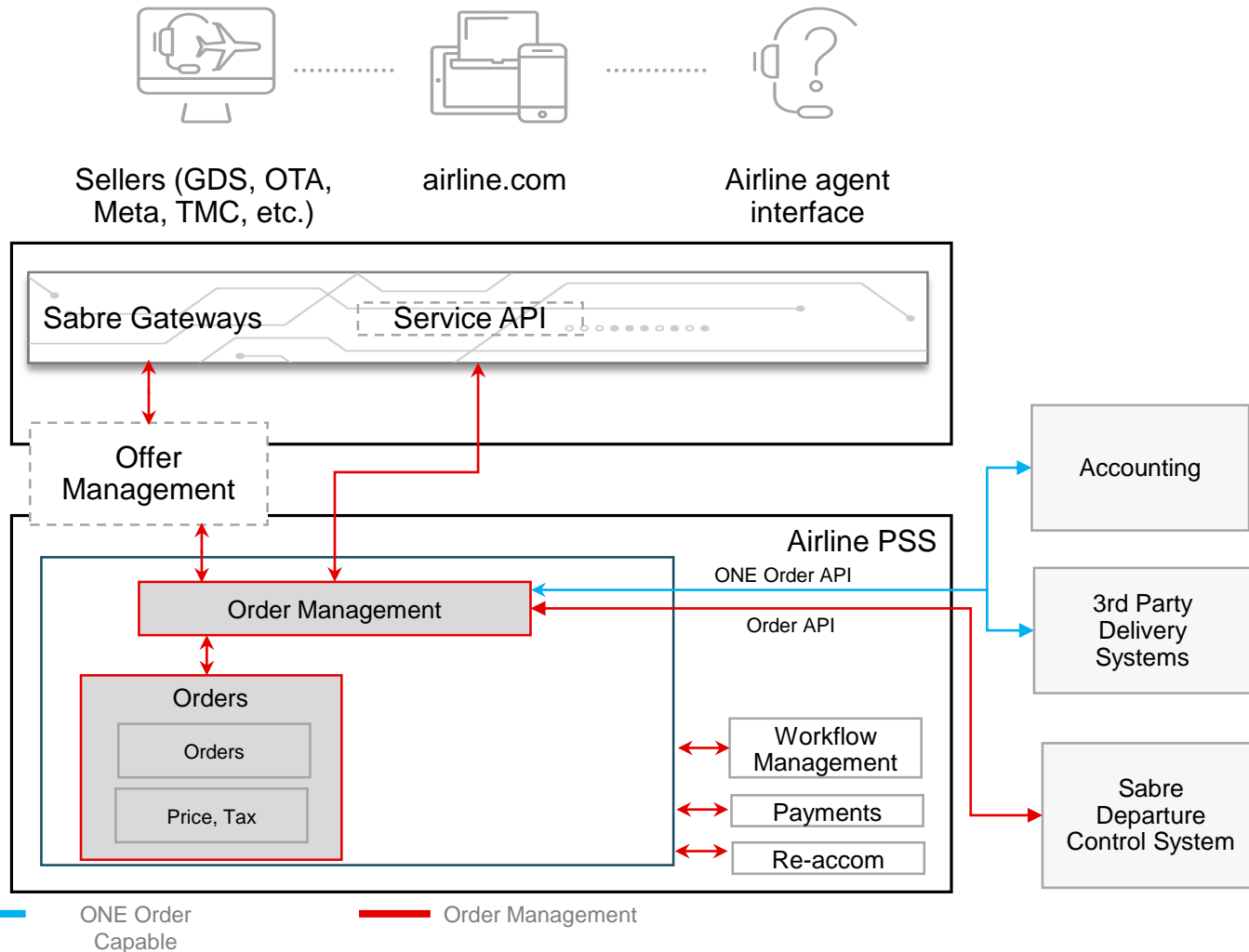
Capabilities

- Accounting, Delivery and Departure Control feeds normalized via Order Management System
- Ability to create reservation from Order for servicing (if needed)
- Integrate with 3rd party delivery providers through ONE Order APIs
- Order Management System rules will decide whether booking is created as an Order or a reservation
- Interline and codeshare partners supported via Edifact/TTY using reservations

Order – End State



Orders as the only source of truth



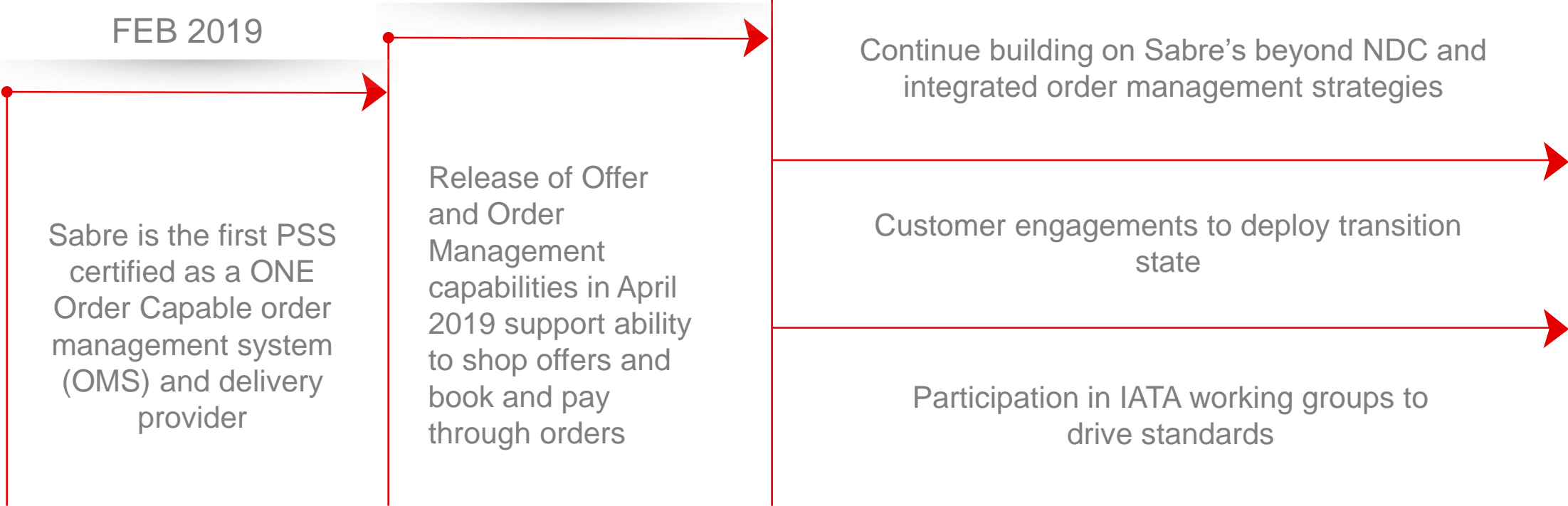
Capabilities

- All servicing (Accounting, Delivery and Departure Control) will be enabled through Orders
- Interline partners to utilize ONE Order standards
- All downline systems consume new Order Change Events
- No need to reconcile accountable documents (ETKs, EMDs) to itineraries
- Real time data feeds using Publish/Subscribe model

Sabre's progress towards integrated order management



ONGOING



Challenges



Business adaptability is needed to transform the industry

Standards are not standards

Unknown length of 'transition' period


Opportunities



Create value through each transition stage

Internal/external access to a single source of truth

Omni-channel experience allows delivery of consistent status throughout order lifecycle



Sabre[®]