Our view on ONE Order

**Challenges**

- 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

**Benefits**

- 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

Omni-channel Experience

Revenue and Planning Optimization

Offer Management (NDC Enabled)

Order Management (ONE Order Enabled)

Connected Enterprise Data and Orchestration

Performance Analytics

Sabre API Hub

JSON API • NDC XML

Leisure Travel Agency

Travel Management Company

Online Travel Agency

Airline.com

Airline Agent Interface

BYO toolkit

Cloud enablement

Open, flexible architecture

Stability and security

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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
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

FEB 2019

Sabre is the first PSS certified as a ONE Order Capable order management system (OMS) and delivery provider

APR 2019

Release of Offer and Order Management capabilities in April 2019 support ability to shop offers and book and pay through orders

ONGOING

Continue building on Sabre’s beyond NDC and integrated order management strategies

Customer engagements to deploy transition state

Participation in IATA working groups to drive standards
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