

# ONE Order

Delivery & Accounting groups  
Key outcomes

29 August 2019



# Delivery Group discussions outcomes



# Flight - passenger - ancillaries handling Opportunities

## **Simplification**

- Single view of Customer interaction and handling
- Systems integration
- DCS not needed?

## **New Partnership**

- Speed to market new products (fulfilment OK)
- Dynamic Offering
- Enhance partnership with Non-Air sales
- Ground-handlers and airport ability to sale
- Airlines benefits to sell at any touch points

## **Real time tracking**

- Reduce mismatch OMS to Delivery System
- Improve Pax experience with transparency about customer journey
- Speeding up cross-industry service tracking collaboration



# Flight - passenger - ancillaries handling Challenge

## Technical & Standard

- Granularity of services status:
  - Additional milestones
  - Coordination other standards (i.e. baggage tracking, check-in, etc...)
- Single source of truth:
  - Scalability, frequency update, cascading, response time
- Integration :
  - Workflow guidelines
  - 3<sup>rd</sup> parties API integration
- Enforcing that a "service is a service" in ONE Order

## Engagement & Transition

- Legacy mindset change
- Backward compatibility
- Engaging non-air suppliers
  - Motivation 3<sup>rd</sup> party suppliers to change systems
- Business case & adoption:
  - Cost?
  - Big vs. small airlines adoption



# Disruption management Opportunities

## Customer experience

- Compensation and refund
- Self-service
- Real time notification

## Airline

- Airline/OMS as the ONE source of truth
  - Consistent information to all parties (passenger, staff, delivery providers)
- Upsell
  - Airline, 3rd party services, Premium upgrades (ex. for an additional fee without servicing charge), etc.
- Explore and interact with new partnership
  - We should automatically give multiple options and not just one service provider
- Better response to disruptions

## Ground Handler/Delivery Provider

- Allow DP to service Orders
- Simplify processes for GH
- Better agreement frameworks with other Airlines, 3rd party provider, etc.

## Technical opportunity

- Include IROP flag (and also payment indicator)



# Disruption management Challenges

## Transition

- From Ticket/EMD to Orders
- Rebooking of passengers on other carriers that are not Order ready
- Servicing in NDC interline
- Disruption during transition phase
  - Old vs. new; will they coexist
- Ensure compliance with all existing Resolution
- Disruption in the **new** interline flow

## Scalability

- Communication between carriers
- Adoption of standards by all Delivery Provider (especially non-air)
  - Involve all actors in this way of working
  - Engagement: How to engage 3<sup>rd</sup> party?

# Accounting Group discussions outcomes



# Accounting

## Challenges

- Hybrid environment and transition time
- Adoption
  - Unwillingness to change investment
  - Risk of taking a new path
  - Value proposition
- Taxes domestic/international (VAT)
- OMS dependency

## Opportunities

1. Real-time forward looking vs backwards
2. New business models/modernization
3. One version of truth
4. Automatic reconciliation
5. Cash flow visibility
6. BIG data



# Interline

## Offer Freedom

- **More different Services to offer between ORA & POA**
- **Product Definition → Speak one language!**
- **Many different rules for Taxes in different markets, e.g. Tax on total price to be calculated and remitted by POA**
- **Trust between partners, e.g. regarding tax calculation**
- **Settlement of services in general & in case of Non-Usage**
- **SPA vs. Buyer/Seller agreement**

## Simplification of processes

- **Get rid of Rejections**
- **Servicing incl. 3<sup>rd</sup> Parties**
- **Agree on Settlement values @ Offer creation**
- **Better customer Experience**
- **IRROPS?**
- **Sub-POA & Sub-Sub POA?**
- **Solution for Settlement?**

# Interline

## Visibility & Speed

- **Faster Settlement**
- **Know what you get upfront**
- **Fast implementation of new services**
- **Scalability vs. Customization (ORA only? How about POA?)**

## Transition

- **Interaction with non-ONE Order carriers**
- **Cost of new systems & parallel worlds**
- **Where to start?**

# Settlement – Highlights

- **Advantage:** automated reconciliation and cash flow management
- **Advantage:** As long as ORA and agents have the same content in the OMS for Order ID and Payment Info ID → SwO will work
- **Future:** We see SwO for
  - Carrier – Agent
  - Carrier – Carrier
  - Carrier – Ancillary Supplier
  - Carrier – Government for taxes (OMS is the single source of truth)
- **Future:** what if the PAX payment would be allocated directly to the different service supplier?
  - Agent does not touch the money (e.g. US Agt sales mainly Credit Card)
  - Distribute money at time of sales
- **Future:** Does it enable direct settlement (bilateral settlement without IATA bank / shared ledger)?
- **Challenge:** Transition GDS sales & BSP to NDC sales & SwO (different / same agent)



Thank you

