Delivery
Group discussions
outcomes
## Flight - passenger - ancillaries handling

**Opportunities**

<table>
<thead>
<tr>
<th>Simplification</th>
<th>New Partnership</th>
<th>Real time tracking</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Single view of Customer interaction and handling</td>
<td>• Speed to market new products (fulfilment OK)</td>
<td>• Reduce mismatch OMS to Delivery System</td>
</tr>
<tr>
<td>• Systems integration</td>
<td>• Dynamic Offering</td>
<td>• Improve Pax experience with transparency about customer journey</td>
</tr>
<tr>
<td>• DCS not needed?</td>
<td>• Enhance partnership with Non-Air sales</td>
<td>• Speeding up cross-industry service tracking collaboration</td>
</tr>
<tr>
<td></td>
<td>• Ground-handlers and airport ability to sale</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Airlines benefits to sell at any touch points</td>
<td></td>
</tr>
</tbody>
</table>
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
  - 3rd 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 3rd 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 3rd 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. 3rd 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