



# ONE Order Pilot – “NDC meets ONE Order”

August 28th 2019, IATA ONE Order Meeting, Geneva, Sebastian Holfert, André Siggel

# Agenda

**01** ONE Order Pilot –  
“NDC meets ONE Order”

**02** Lessons learned &  
Roadmap



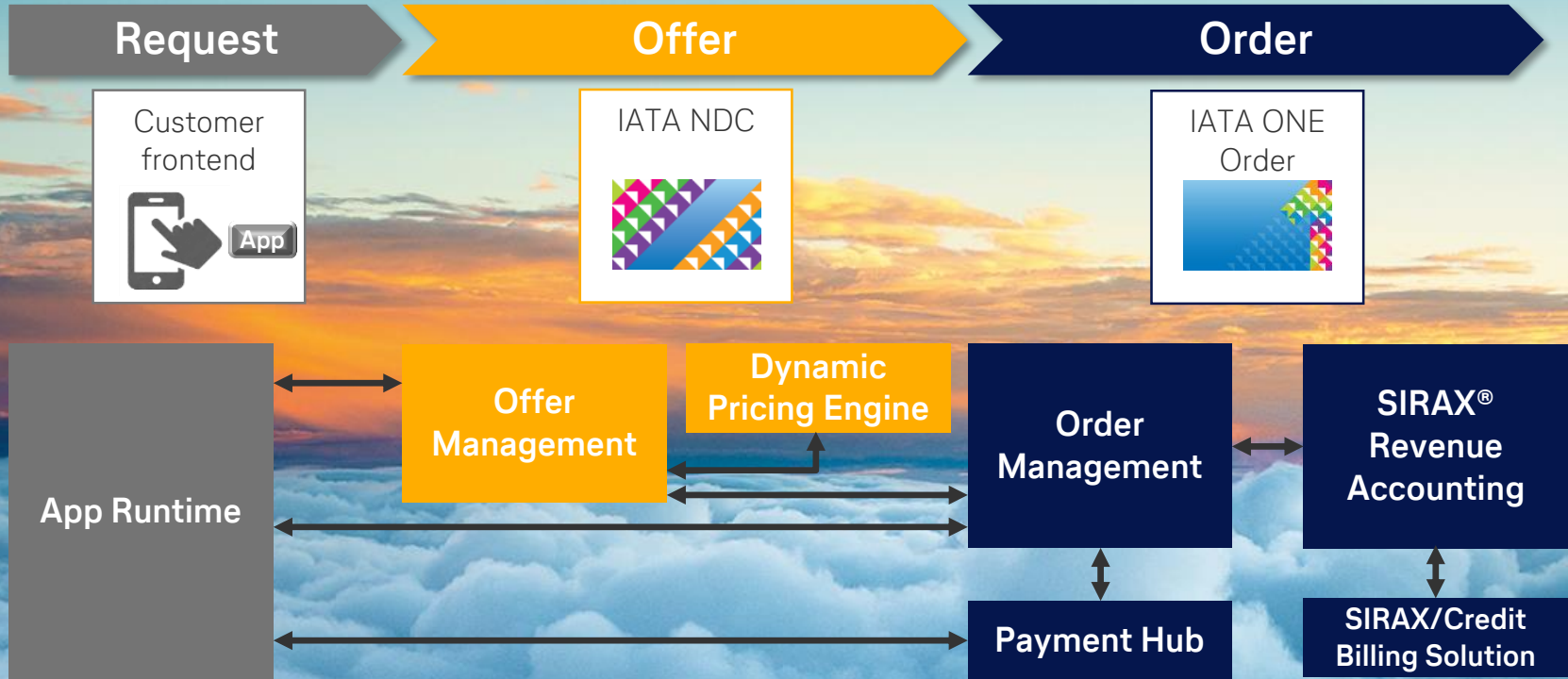
# ONE Order Pilot – “NDC meets ONE Order”

# 01



# ONE Order Pilot – “NDC meets ONE Order”

## Scope of the Pilot



# ONE Order Pilot – “NDC meets ONE Order”

Involved Parties



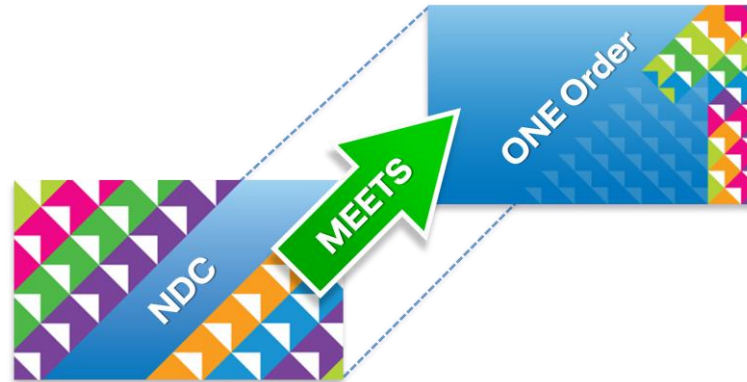
**Lufthansa**



JR Technologies

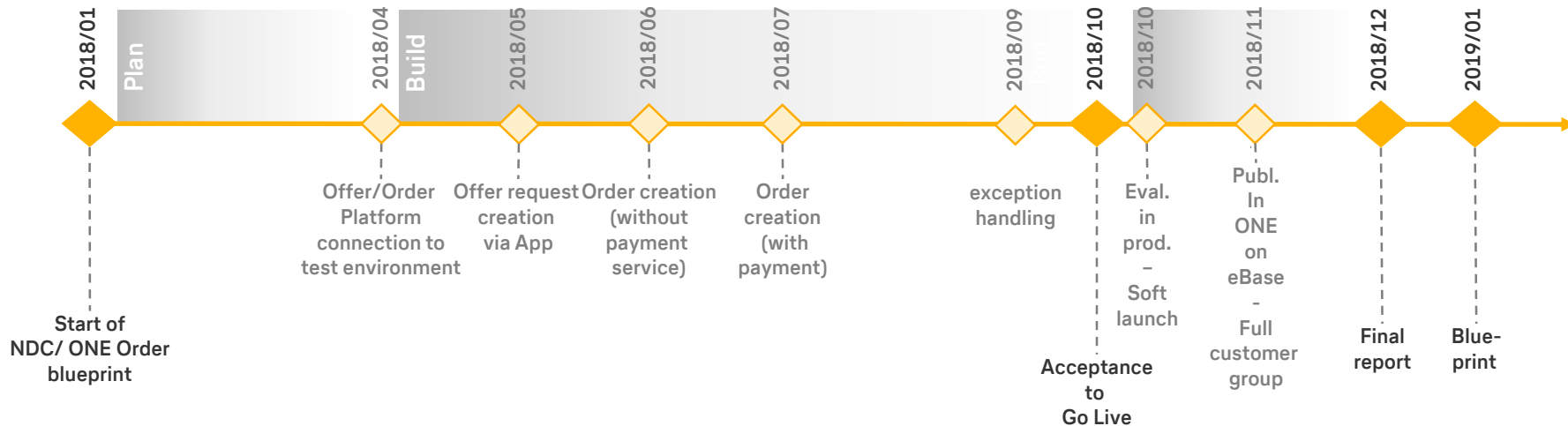


**Lufthansa Systems**



# ONE Order Pilot – “NDC meets ONE Order”

Create an end-to-end offer and order process flow in 12 month ...



## ...with

- ✓ >200 passenger transported within LHG EU Kont network
- ✓ 3rd party ancillary service included (WiFi voucher, lounge)
- ✓ clean ONE Order-based processing of NDC offers

## ...having

- ✓ built up essential innovation know-how for LH Group (LSY, LGBS)
- ✓ explored opportunities of true dynamic pricing
- ✓ gained transparency about process dependencies

# ONE Order Pilot – “NDC meets ONE Order”

## Introduction Dynamic Pricing Engine

Continuous pricing independent from booking classes and filed fares

Semi-automatic dynamic pricing approach:

Price = base\_price<sub>i</sub>

- f<sub>j</sub> (days.before.dep)
- f<sub>k</sub> (dep.time)
- f<sub>l</sub> (bkg.loadfactor)
- ...

Request specified by

- flight number, origin & destination, departure date & time, etc.

Linear incr. (flat)

Exponential incr. (flat)

Stepwise incr. (flat)

Sigmoid incr. (flat)

Function type

sigmoid

alpha

1.5

beta

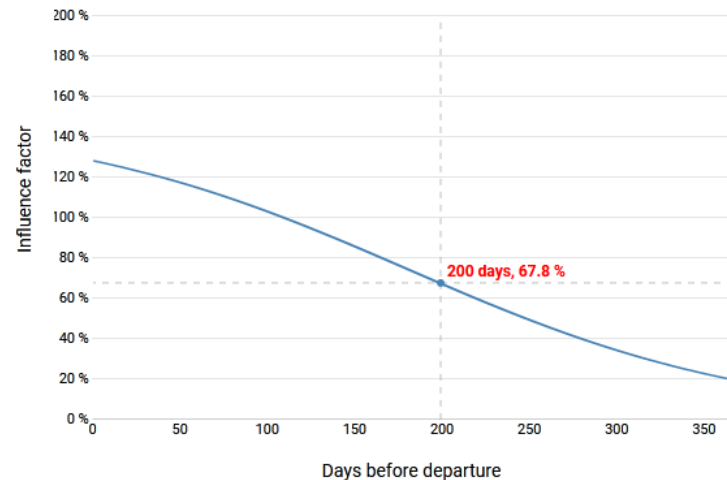
-0.015

x0

180

Remark

Sample S- shaped increase when approaching departure.



# ONE Order Pilot – “NDC meets ONE Order”

## Introduction Revenue Accounting area

Real time processing of NDC and ONE Order sales transactions in SIRAX®

Uplift (usage) processing based on SSCN messages from Order Management System

### Support of IATA industry standard formats:

- OrderSaleInformationNotificationRQ (OSIN)
- ServiceStatusChangeNotificationRQ (SSCN)

Consideration of dynamical priced values provided by the Order Management System



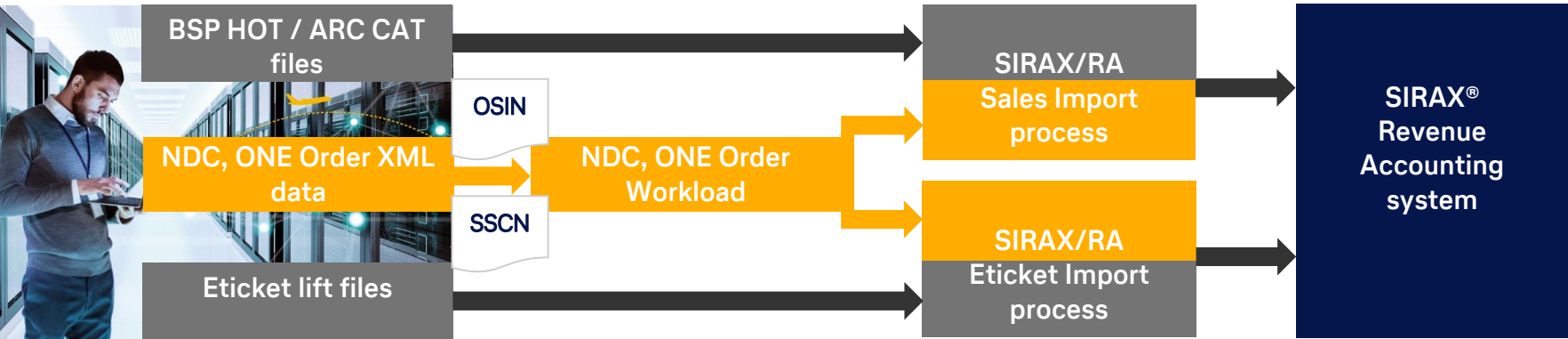


# ONE Order Pilot – “NDC meets ONE Order”

## Overview Revenue Accounting area



- Integration into the existing SIRAX/RA system landscape
- Post-Import process
  - Skip Proration and tax calculation – dynamical priced values
  - Uplift processing triggered by SSCN message



# ONE Order Pilot – “NDC meets ONE Order”

## IATA Certifications



- ONE Order certification Accounting Flights & Ancillaries



- IATA Supporting NDC label for SIRAX®



# Lessons learned

# &

# Roadmap

# 02



# Lessons learned & Roadmap

## Basic assumptions

The key challenge for airlines will be the inevitable transition phase, where legacy structures (tickets, EMD's, PNRs) and Orders will need to be processed in parallel

- **Lufthansa Systems will offer an overall integrated solution:**
  - Legacy world in the SIRAX/RA module
  - Orders in the new SIRAX/ONE Order module
- **ONE Order module will enable:**
  - Posting of Orders
  - Combined reporting of Orders and tickets/EMDs
  - Settlement of Orders (incl. MISC-billing for 3rd Party services)

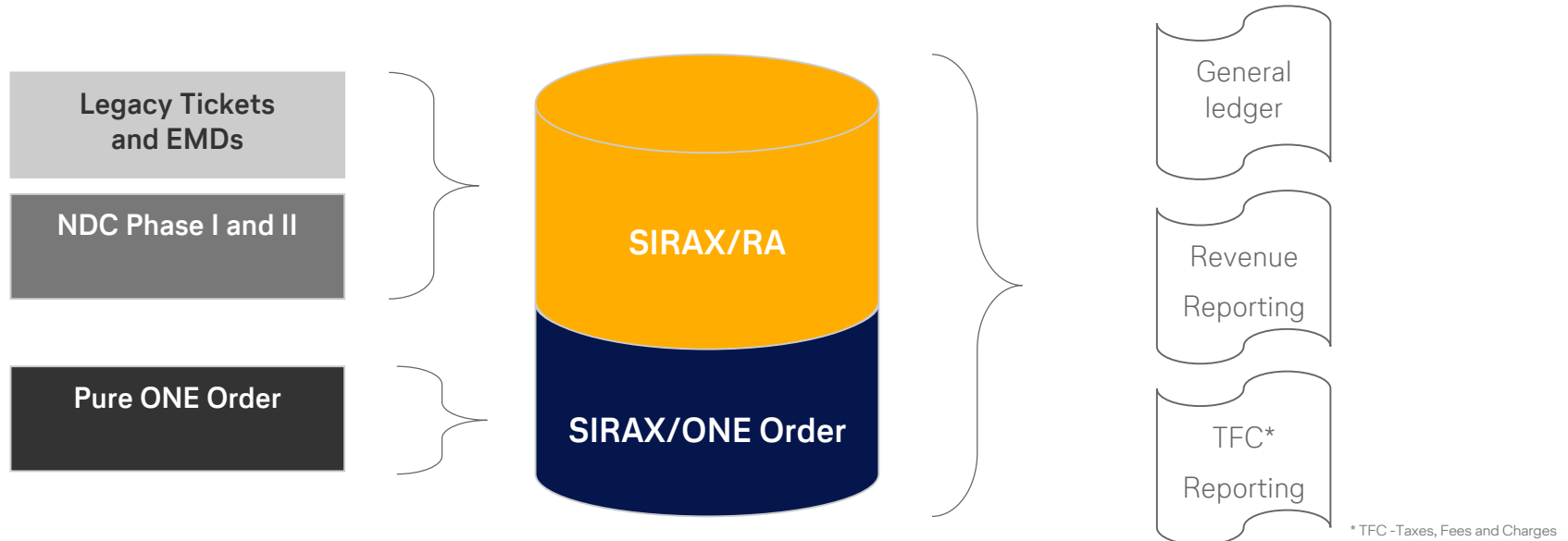


Prototyping with pilot customers and agile implementation will allow the product to mature and be in line with the emerging industry standard

# Lessons learned & Roadmap

Overall integrated accounting solution in the transition phase

Handling of all data constellations in the transition phase, with parallel processing of legacy documents and Orders



# Thank you for your attention

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