

**Moncef Khanfir**  
CEO  
Wondermiles

I will be speaking at the

# IATA WEBINAR

## AIR Tech Player Responses to COVID-19

**Topic** | Revenue Protection and Revenue Generation – including ancillaries

On 28 October 2020 | 14:00 CEST



[iata.org](http://iata.org)





# Agenda

- 
- New distribution trend
  - How to protect Airlines revenue?
  - DEMO
  - Q/A

# Cloud based Travel Management Platform

## Our mission

- ✓ WonderMiles provides a Travel Management platform that natively unifies the Travel agency service and the Corporate travel orders (travel bookings).
- ✓ WonderAgent
- ✓ WonderBooking

# Reshaping the distribution model in the business travel industry



Remove the GDS Centricity as content and Fulfillment provider and promote content disintermediation and specifically NDC paradigm



Remove the gap between the Online and Offline and extend post-sale operations to consumers.

# How to protect Airlines revenue?

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- ✓ Enhance productivity through full automation of Shopping, Fulfilling & Post-selling and full content
- ✓ Automatic detection of up-selling opportunities: Ancillaries, Hotel nights, insurance... thanks to a built-in Inference Engine

# Live demo of WonderAgent

# Thanks For Watching!

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[www.wondermiles.com](http://www.wondermiles.com)

# If Questions...

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# The „Four Ones”!



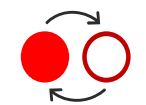
One unified multi-source booking flow



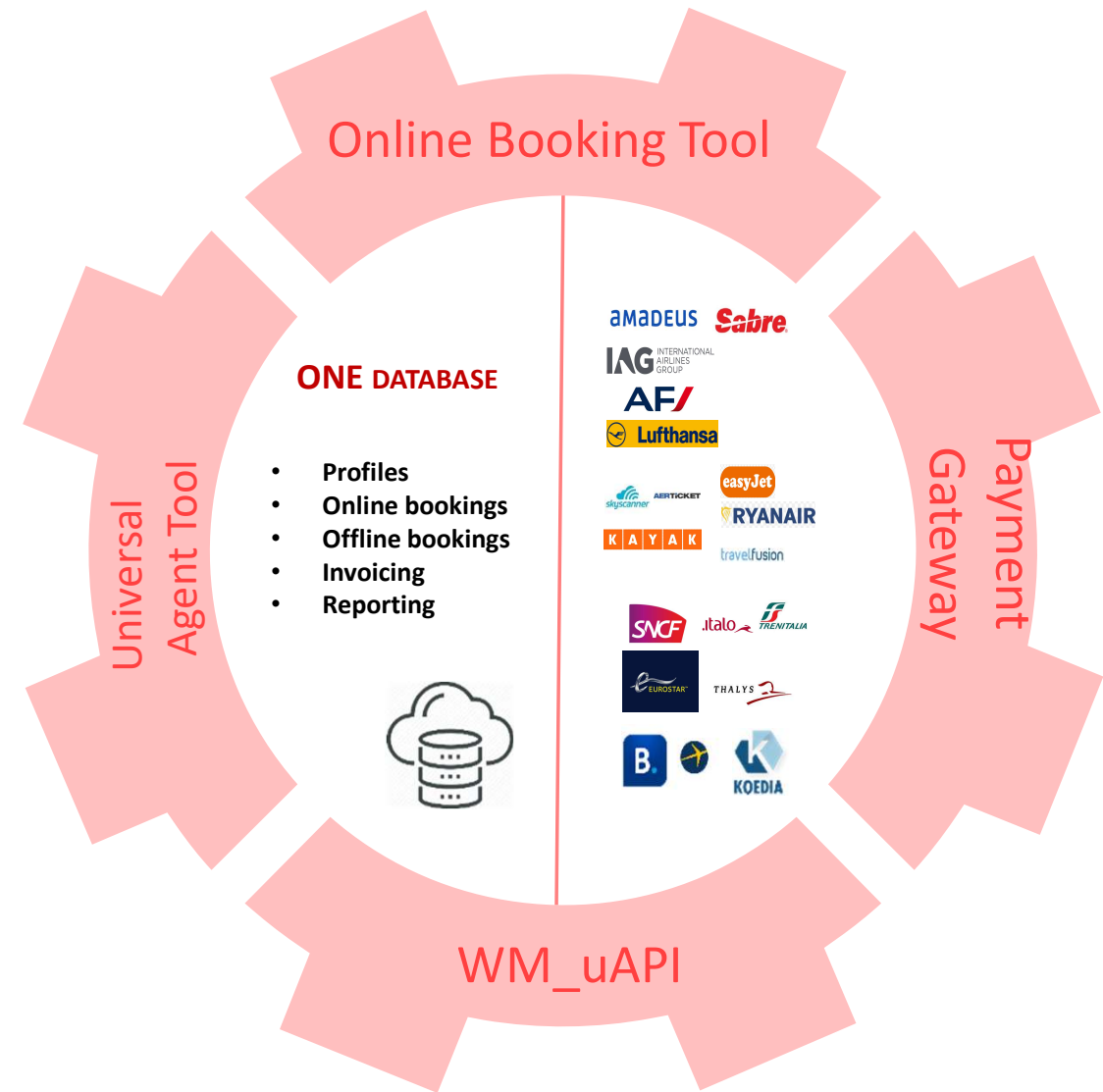
One orders (bookings) database



One profile database



One order web service to feed the Back-Office



# Removing the Gap

CONCUR Requests Travel Expense Invoice App Center

Travel Trip Library Templates Tools

**Trip Summary**  
NEW YORK, NY TO LONDON, UNITED KINGDOM  
TUE, AUG 15 - FRI, AUG 18

Select Flights or Trains

Round Trip  
NYC - LON  
Depart: Tue, 08/15/2017  
Return: Fri, 08/18/2017

Finalize Trip

Change Search

From: NYC - New York Area Airports - New York, NY  
To: LON - London Area Airports - London

Depart: 08/15/2017 dep 1 09:00 am  
Return: 08/18/2017 dep 1 09:00 pm

Search by Price

Specify a carrier  
Refundable only air fares  
Flights we do not make connections

Search

Hide matrix Print

All	American Airlines	United	Delta	Icelandair	Aeroflot	Royal Air Maroc	Westjet	Turkish Airlines	Virgin Atlantic	British Airways	Finnair
172 results	2,445.36 26 results	2,823.36 6 results	2,175.36 5 results	---	---	---	---	---	2,175.36 7 results	2,409.86 2 results	2,445 8 results
1 stop 110 results	2,448.56 1 results	---	2,190.06 55 results	793.56 10 results	1,046.36 12 results	1,074.96 6 results	1,269.26 12 results	1,492.46 6 results	---	2,435.26 4 results	2,464 2 results

Shop by Fares Shop by Schedule

Flight Number Search Sorted By: Custom

Displaying: 6 out of 172 results

United 08:35a EWR → 08:40p LHR Nonstop 7h 05m \$2,823.36

United 12:20p LHR → 03:25p EWR Nonstop 8h 05m \$2,823.36

Preferred Airline for Anybiz LMC

United 08:35a EWR → 08:40p LHR Nonstop 7h 05m \$2,823.36

United 10:05a LHR → 01:10p EWR Nonstop 8h 05m \$2,823.36

OBT



WONDERMILES Home Trips My Pools Settings

Type your query

Choose travellers Enter search criteria skip traveller names

Enter travellers

WONDERMILES

109.78  
Trip to London 29/07/2020  
Irene Ball  
Wonder Booking Company / Wonder Booking Company

215.08  
Trip to Paris 11/09/2020  
Jack Smith  
Wonder Sales Department / Wonder Booking Company

215.08  
Trip to Paris 11/09/2020  
Jack Smith  
Wonder Sales Department / Wonder Booking Company

485.56  
Trip to Rome 02/09/2020  
Brian Butler  
Wonder Booking Company / Wonder Booking Company

304.54  
Trip to Frankfurt 29/08/2020  
Jack Smith  
Wonder Sales Department / Wonder Booking Company

158.44  
Trip to Saint Petersburg 02/09/2020  
Martha Dowd  
Wonder Booking Company / Wonder Booking Company

69.00  
Trip to Rome 02/09/2020  
Thomas Churchill  
Wonder Sales Department / Wonder Booking Company

73.77  
Trip to Johannesburg 02/09/2020  
Amanda Dickens  
Wonder Booking Company / Wonder Booking Company

304.10  
Trip to Rome 06 Oct 2020  
Jack Smith  
Wonder Sales Department / Wonder Booking Company

283.11  
Trip to Rome 06 Oct 2020  
John Cheesecake  
Wonder Booking Company / Wonder Booking Company

260.53  
Trip to London 28 Sep 2020  
Diane Arnold  
Wonder Accounting Department / Wonder Booking Company

285.22  
Rome on 2021-02-09 (modif) 28 Sep 2020  
John Cheesecake  
Wonder Booking Company / Wonder Booking Company

File Go To Settings Scripts Help Service Hub

New Booking File New Command Page New Traveller Profile

Retrieve Booking File by name, reference, etc. Retains Advanced Enter GDS Commands for example: ANLO Amadeus Your Smart Plans

Command Page 1

Owned by DMSV533MG

> AN15OCT08JFK/AQR

```

** AMADEUS AVAILABILITY - AN ** JFK JOHN F KENNEDY USNY      6 MO 15OCT 0000
**THE PIERRE NY*A TAJ HTL * LOCATED ON CENTRAL PARK AND 5TH AVE
**UPPER EAST SIDE 5-STAR HTL * TO BOOK ** HATJNYC709DDMMW-1
1  QR 703  9  9  C9 DL Y9 B9 H9 R9 /DOH JFK 7 0155 0540 E0/359 13:45
  MS L9 Y9 89 M9 Q9 T9 O9 W9
2  QR 701  9  9  C9 D9 I9 Y9 B9 H9 /DOH JFK 8 0840 1525 E0/77K 13:45
  KS M9 L9 Y9 89 N9 Q9 T9 O9 W9
3  QR 743  9  9  C9 D9 I9 Y9 B9 H9 /DOH BOS E 0740 1410 E0/359
  KS M9 L9 Y9 89 N9 Q9 T9 O9 W9
B6:QR3914 Y9 B9 H9 K9 M9 L9 V9 /BOS C JFK 5 1636 1800 E0/E90 TR 17:20
  SL NL Q9 T9 O9 W9
4  QR 743  9  9  C9 D9 I9 Y9 B9 H9 /DOH BOS E 0740 1410 E0/359
  KS M9 L9 Y9 89 N9 Q9 T9 O9 W9
B6:QR3950 Y9 B9 H9 K9 M9 L9 V9 /BOS C JFK 5 1920 2042 E0/E90 TR 20:02
  SL NL Q9 T9 O9 W9
5  QR 727  9  9  C9 D9 I9 Y9 B9 H9 /DOH PHL A 0740 1445 E0/359
  KS M9 L9 Y9 89 N9 Q9 T9 O9 W9
B6:QR4204 Y9 B9 H9 K9 M9 L9 V9 /PHL E BOS C 1631 1801 E0/E90 TR
  89 H9 Q9 T9 O9 W9
B6:QR3950 Y9 B9 H9 K9 M9 L9 V9 /BOS C JFK 5 1920 2042 E0/E90 TR 20:02
  SL NL Q9 T9 O9 W9
  
```

Show in Graphs Mode

More Products

Show Booking File

Quality Monitor

No Quality Monitor items to check

GDS Mid-Office

+👤 Enter travellers ...

[add quest](#)



UP-SELLING

**Up-selling** 6 ⋮

**Michael Russell** | Trip to Paris, 12/12/2019 [show details](#) 🕒 10 Dec 2019

Bank Asia

Possible ancillaries to up-sell: **\$ 384.4**

[LOUNGE ACCESS](#) [SEATS ASSIGNMENT](#) [FAST BOARDING](#)

**Hilda Carter** | My business trip to Rome, 15/12/2019 [show details](#) 🕒 12 Dec 2019

Enigma Asc.

Possible ancillaries to up-sell: **\$ 423.1**

[LOUNGE ACCESS](#) [SEATS ASSIGNMENT](#) [FAST BOARDING](#)

**Duan Little** | Marketin meeting in London, 21/12/2019 [show details](#) 🕒 19 Dec 2019

Pepsi Co.

Possible ancillaries to up-sell: **\$ 158.6**

[LOUNGE ACCESS](#) [SEATS ASSIGNMENT](#) [FAST BOARDING](#)

[show more](#)

**Offline requests** 6 ⋮

**Jessica Woodward** 🕒 1d ago (5 Dec 2019)

Enigma Asc.

Change my flight return date Pending 🟡

[MODIFY](#) [DETAILS](#)

**Jack Kirby** 🕒 1d ago (5 Dec 2019)

Pepsi Co.

Extend my hotel stay In progress 🟢

[MODIFY](#) [DETAILS](#)

**Paul Moderato** 🕒 2h ago (6 Dec 2019)

Bank Asia

Please cancel my flight to Rome Pending 🟡

[CANCEL](#) [DETAILS](#)

[show more](#)

**Messages** 2 ⋮

🕒 22 Aug 2020 11:23

**Entry regulations for your destination**

In the current situation, the entry regulations for various destinations can change at short notice. To make sure you're well briefed, you will find the latest information for your destination [here](#).

[show more](#)

**On hold** 6 ⋮

**Michael Russell** 🕒 10 Dec 2019

Bank Asia

Trip to Paris, 12/12/2019 **\$ 384.4**

[show details](#)

[REJECT](#) [CONFIRM](#)

**Hilda Carter** 🕒 12 Dec 2019

Enigma Asc.

14 October Paris - Frankfurt 15 October Frankfurt - Paris

show all

Show filters

Best fare Lowest price Shortest flight

324 offers found

Price



\$ 38.75 \$ 50

Airlines safeness rules

Incl. Covid safeness policy 43

Times (outbound flight)

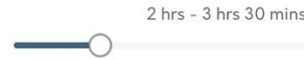
Departure: CDG (Charles de Gaulle)



Arrival: Frankfurt (Rhein-Main)



Connection time:



Times (return flight)

Departure: FRA (Rhein-Main)



6:00 CDG 1h15m direct 7:15 FRA Covid safeness policy

18:00 FRA 1h15m direct 19:15 CDG

from \$ 384.44

Wed, 14 Oct

6:00 CDG. Charles de Gaulle Airport 1h15m Lufthansa | LH 1040 | Airbus A319

7:15 FRA, Rhein-Main

Fri, 15 Oct

18:00 FRA. Rhein-Main 1h15m Lufthansa | LH 1029 | Airbus A319

19:15 CDG. Charles de Gaulle Airport

Economy Business

Light Standard Flex

- 1 carry-on bag & personal item
- No checked bag included
- No free seats selection
- Changes: €55.00 + fare difference
- Cancellations: Non-refundable
- No refund if you missed your flight

show full conditions seats view

Taking into account Covid



### Enter search criteria



Jane Richardson  
Candidate (IT Department)



Round trip  One-way  Multi-leg

Paris (PAR) All airports



Frankfurt (FRA) All airports

08.10.2020 - 09.10.2020

Economy | Business

Non-stop  At least one bag  Flexible

Departure  
around 10:00

Return  
around 18:00

[show advanced criteria](#)

Messages <sup>2</sup>

22 Aug 2020 11:23



#### Entry regulations for your destination

In the current situation, the entry regulations for various destinations can change at short notice. To make sure you're well briefed, you will find the latest information for your destination [here](#).

[show more](#)

My bookings <sup>6</sup>

No bookings

Taking into account Covid

Trip code  
**C23AU32**

My trip to Frankfurt from 2020-10-14 to 2020-10-15

show trip history show more

Complete your basket!

Total price  
**€ 384.40**

Flight to Paris on Thursday 13:30, October 14th

See Covid restrictions in Paris

Paris in yellow area

What you want to do?

If you completed your basket click **Continue** to go to the next step.

**CONTINUE**

Choose what you want to do before confirming your booking:

select all | deselect all

Check travellers data

Choose ancillaries:

for flight to Paris, Thursday 13:30, May 14th

for flight to London, Friday 12:00, May 16th

Choose seats:

for flight to Paris, Thursday 13:30, May 14th

for flight to London, Friday 12:00, May 16th

Choose extras:

for car rental in Paris, Thursday 14:30, May 14th

Enter analytical fields

If you want to add another booking to your trip click **Add booking**.

**ADD BOOKING**

Draft

show full conditions  
seats view

6:00	1h15m	7:15	Economy Flex	1 pc.	<input type="checkbox"/> <input checked="" type="checkbox"/>
CDG	direct	FRA			
18:00	1h15m	19:15	Economy Flex	1 pc.	<b>\$ 384.4</b> <small>Incl. \$ 54 taxes Incl. \$ 25 commission</small>
FRA	direct	CDG			

Public (AG231)  
Direct (NDC)  
10 Oct 2020 16:00

Wed, 14 October

6:00 CDG, Charles de Gaulle Airport

1h15m Lufthansa | LH 1040 | Airbus A319

7:15 FRA, Rhein-Main

Jon Norton 23B Mark Smith 23A

Economy Flex  
1 carry-on bag & personal item  
No checked bag included  
No free seats selection  
Changes: €55.00 + fare difference  
Cancellations: Non-refundable

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Fri, 15 October

18:00 FRA, Rhein-Main

1h35m Lufthansa | LH 1039 | Airbus A319

19:15 CDG, Charles de Gaulle Airport

Jon Norton 23B Mark Smith 23A

Economy Flex  
1 carry-on bag & personal item  
No checked bag included  
No free seats selection  
Changes: €55.00 + fare difference  
Cancellations: Non-refundable

Pay by:

XXXX XXXX XXXX 1234  
Jon Norton (My main card)

ADD INSURANCE

REMOVE

Taking into account Covid

## Covid safeness policy

# Travelling and corona



It's time to be reunited with the world. This page will show you the destinations that Lufthansa is flying to again, the hygiene measures we have introduced and what you can do to travel safely and flexibly.



Special hygiene measures



Current offers



Planning your trip



Flexible rebooking options

BACK



## Covid safeness policy

# Travelling and corona



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Current offers



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BACK



## Covid restrictions in Paris

Due to current events, exceptional measures have been introduced to combat the spread of the coronavirus.

- Due to current events, exceptional measures have been introduced to combat the spread of the coronavirus.
- Discos and large performance venues remain closed for an indefinite period
- Restaurants are open
- Bars, cafes, and terraces are closed until further notice
- Shopping centres and department stores remain open (not more than one customer per 4 m<sup>2</sup>)The parks and gardens are open, until October 30Maximum capacity of 1,000 people for major events
- Groups of 10 people in public places (outdoors and indoors) are prohibited
- Closure of sports halls and gymnasiums as of September 28, 2020
- Indoor and outdoor swimming pools are closed until further notice
- The sale of alcohol to take away and the consumption of alcohol in public places is prohibited from 10pm
- Libraries and media libraries remain open

### PUBLIC AREAS

- As of Friday, 28 August 2020, and until further notice, wearing a face mask is compulsory in public areas and enclosed spaces, throughout the city of Paris and in the Inner Suburbs of Seine-Saint-Denis, Hauts-de-Seine and Val-de-Marne, under penalty of a fine of 135 euros.
- The following persons are concerned: pedestrians and (kick) scooter users.
- Children under 11 years of age and persons engaged in physical activity such as running and cycling, and persons riding scooters and motorbikes are not required to wear a mask in the public area

### REOPENING OF CULTURAL AND LEISURE VENUES

After their closure during confinement, Parisian cultural venues are gradually reopening to the public in compliance with strict health rules.

Trade fairs and trade shows as well as events held in marquees or big tops are all cancelled until further notice

[List of all open cultural venues](#)

[show more](#)

BACK