

# Introducing ONE Order



## What is ONE Order?

ONE Order is an industry-led initiative intended to replace the multiple and rigid booking, ticketing, delivery and accounting methods with one single and flexible order management process. It leverages the data communications advances made possible by implementation of the New Distribution Capability and removes inefficiencies inherited from paper-based industry processes.

## ONE Order Status

In October 2016, the Passenger Services Conference adopted a Resolution on a standard for the ONE Order initiative. Full adoption of ONE Order is a multi-year, multi-stage process that will engage many participants in the travel value chain including airlines, travel agents, global distribution systems, passenger service system suppliers, airline e-commerce platforms and others.

## Benefits of ONE Order

### ONE REFERENCE

- ONE Order will result in the gradual disappearance of multiple reservation records as well as e-ticket/EMD concepts to be replaced by a single reference Order.
- A new standardized and expandable reference will become the single access point for customer orders by third parties (interline partners, distribution channels, ground handling agents and airport staff, among others).

### ONE PROCESS

- ONE Order will facilitate product delivery and settlement between airlines and their partners with one simplified and standardized order management process.
- All parties will follow this single process to service the customers throughout his/her entire product purchase and delivery experience.

### ONE INDUSTRY

- ONE Order will enable 'network airlines' and ticketless carriers to interact and provide combined services to customers.
- Through a new streamlined process, both airline communities will be able to manage customers in a seamless and homogeneous manner despite having different business models and operational environments.

## Who will benefit from ONE Order? And how?

### Traveler >SIMPLICITY

Travelers will no longer need to juggle between different reference numbers and documents. With a single reference number they will be easily recognized by all service providers.

### Travel Agent >EFFICIENCY

Travel agents will be able to follow an identical process to book flights and products from all airlines, regardless of the airline's business model or technology capability. This will expediate the service they provide, and will increase productivity.

### Airline >COST-EFFECTIVENESS

Airlines will no longer need to resort to timely and expensive reconciliation exercises between different references. This consolidation will help airlines to streamline their reservation management and financial processes, remove the dependencies on industry specific accounting solutions and simplify interlining delivery and accounting processes.

### Technology Vendor >DE-SPECIALIZING AIRLINE INDUSTRY

Technology vendors will be able to take advantage of the latest technologies and methods provided by Order Management Systems. Legacy formats and corresponding messages will evolve to standardized logically-structured orders and flexible XML and JSON messaging.