



# Airline Retailing-driven Financial Transformation

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# What does it mean?

- 1** Customer-centric architecture that is mapped to customer journey and experience  
Order is all that the Customer needs throughout their travel
- 2** Seamless omni-channel - Offer, Order, Payments, Fulfilment that extends into Finance  
Products and offerings that don't create surprises at time of Settlement and Reconciliation
- 3** Emphasizes highly accurate data upfront with OOMS  
Eliminates reverse engineering or second-guessing orders during Financial Processing

# Journey from Revenue Accounting to Order Accounting

1

## Simplification, Not Elimination

- Accounting of values as 'sold'
- Need for accounting that is accurate, auditable and can be reconciled
- Efficient cash flow management
- Financial data can be used to drive AI/ML strategies

2

## Expansion of Services

- Beyond tickets and EMDs to Orders
- Partner Accounting brings new challenges related to settlement and reconciliation
- Accounting as per IFRS rules of Principal vs Agent

3

## Transition to Orders World

- Planned transition to orders world from existing tickets and EMDs
- Big Bang vs Incremental
- Hybrid world where "off-PSS" ancillaries can be sold, but how do you account, settle and reconcile





The Airline-First Software Platform

500+

**TEST CASES**, COVERING VARIOUS BUSINESS SCENARIOS

95%

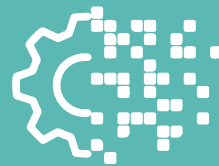
**TEST CASE SUCCESS RATE**



**OFFER-ORDER-SETTLE**, FLOW OF DATA FROM OFFER TO SETTLE PROVIDED FOR SEAMLESS ACCESS TO ORDERS



**CORE IATA ARMi** CAPABILITIES-BASED TEST CASES



**ACCOUNTING & SETTLEMENT** PLATFORM BACKED BY MICROSERVICES ARCHITECTURE, WITH REAL-TIME PROCESSING



**AWS MIDDLEWARE**, SUCCESSFULLY DEPLOYED FOR NDC MESSAGE TRAFFIC AND MONITORING

# Use cases: What did we learn along the way?

1

## OMS DEPENDENCY

Simplification is possible but a lot depends on how OMS provides the data



2

## FULFILMENT

Servicing and fulfilment are key to overall success



3

## ORDER CHANGES

Standards need to support easier identification of changes



4

## SETTLEMENT

Settlement world today is based on e-tickets and EMDs





Thank You



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