



Distribution and Services RFP Framework for Corporate Buyers

A set of 'technical' questions

Preface

This document has been drafted to help the corporate community better understand the different developments performed by the TMCs when processing air travel. This document should be helpful for the Corporate Buyers in:

- Reviewing their business requirements in the TMC RFP process
- Understanding and identifying scope for improvement and innovation
- Drive their travel program & supplier readiness in a New Distribution Landscape

Here they will find guidance on the how they could build a Distribution and Services RFP section thanks to a set of 'technical' questions. With this guidance, corporates will be better equipped to match their own needs with that of competing TMC's technology offerings, such as content sourcing and interaction with the corporate's OBT.

Principles

- Context: TMC capabilities will be constrained/limited by the airline's NDC API content
- Focus on the 4 areas of travel buyer need: 1. Customer/ UX- user experience; 2. Control of channels/content; 3. duty of care; 4. Cost
- To make this as straightforward as possible the set of 'technical' questions has been developed to be large enough so Corporate buyers can "pick and choose" from the elements listed below based on their travel program.

Summary Content

- 1. Overall Framework**
- 2. Channel Management**
- 3. Seller Systems - Offer Management**
- 4. Seller Systems - Order Management**
- 5. Payment Management**
- 6. Servicing & Change Management**
- 7. Analytics**
- 8. Back Office Systems**

A set of 'technical' questions

General Information
<ul style="list-style-type: none"> Please describe what is your company's philosophy/approach to NDC?
<ul style="list-style-type: none"> Please describe the key points of competitive differentiation or advantage of working with your company to enable NDC?
<ul style="list-style-type: none"> Please share your NDC roadmap, what's live now and what's coming and in what timeframes?
<ul style="list-style-type: none"> See below for specific questions, please use this field to provide any additional information not covered elsewhere?

1. Overall Framework
<ul style="list-style-type: none"> Please describe how your platform sources airline content (e.g., GDSs, aggregators, etc.)?
<ul style="list-style-type: none"> What NDC schema versions do you support?
<ul style="list-style-type: none"> What is your level of IATA NDC / ONE Order Certification (if any)? (Seller or other)
<ul style="list-style-type: none"> How does your platform leverage NDC to enhance the customer experience?
<ul style="list-style-type: none"> Any additional information related to your NDC roadmap as part of an overall framework?

2. Channel Management How to access and display content
<ul style="list-style-type: none"> What entry points does your content platform support? Eg. Agent desktop/OBT mobile, chatbot, other?
<ul style="list-style-type: none"> Does your platform manage content based on multi source technology? If Yes how does this work and how do you decide which source to use?
Are you able to update offers according to: Traveler type, NDC /non-NDC content other (Offer display)
<ul style="list-style-type: none"> Are you able to compare NDC and Non NDC content side by side (Offer display)
<ul style="list-style-type: none"> Does your platform have the ability to display conditions of all air priced offer fares? Describe shortly your solution (Priced offer Display)

3. Seller Systems - Offer Management Does your platform process the following capabilities?
Shopping Options
Can your platform process the following options?
<ul style="list-style-type: none"> Calendar shopping (eg. +/- 3 days)
<ul style="list-style-type: none"> Attribute / Filtered Shopping (e.g. shop by WIFI/additional bags excluded/included)
<ul style="list-style-type: none"> Personalized shopping (e.g. loyalty, profiled preferences etc)
<ul style="list-style-type: none"> Openjaw and Multi-city shopping and more complex routings
<ul style="list-style-type: none"> Private fares (e.g. corporate fares)
Offers – Products / Services
Can your platform process the following Products & Services?
<ul style="list-style-type: none"> Codeshare flights
<ul style="list-style-type: none"> Interline flights
<ul style="list-style-type: none"> Ancillaries – Bags and bag fees
<ul style="list-style-type: none"> Ancillaries – premium seating, adjacent seats. Does your platform support seat maps including seat maps with multiple price points?
<ul style="list-style-type: none"> Non-seat ancillaries – if so, which ones?
<ul style="list-style-type: none"> Other travel products (e.g. hotels, activities, trains, car rentals) via NDC API – if so, which ones?
<ul style="list-style-type: none"> Onboarding of new airline products and services. If so, please indicate general time to onboard.
Rich Content



<ul style="list-style-type: none"> Does your platform support rich media? eg. rich media is returned by the airline's API? Or rich media is managed via a stand-alone rich content management system? Or another option? Does your TMC platform integrate with airline rich media systems?
Miscellaneous
Any additional Offer Management capabilities?
4. Seller Systems - Order Management Once the offer is accepted by the traveler, the TMC requests orders from different suppliers. In an NDC environment, the airline will create the order on the traveler's preference.
Does your platform process the following capabilities?
<ul style="list-style-type: none"> To create, retrieve, lookup, filter and view order functionalities? Profiles Database? Book and hold functionality Change itinerary or segments by traveler Add / remove services to an existing order Add / remove passengers to an existing order Change passenger details Process name changes including name correction View order history Cancel order
Any additional Order Management capabilities?

5. Payment Management Within NDC there is an opportunity to send alternative payment forms to the airline and to implement new workflows.
<ul style="list-style-type: none"> List the forms of payment supported in the main countries where your company is operating? eg. BSP Cash, EasyPay, Cards, Paypal, Direct Transfer, Lodge cards, Loyalty Programs, SwO (Settlement with Orders) etc.? Can you track, store and redeem vouchers? Can you track, store and redeem unused non-refundable tickets and if so, in which PoS's Any additional Payment capabilities?

6. Servicing & Change Management This is a process across seller systems. It is a core function of the TMC. It is primarily done in the order management, querying the airline for servicing (Voluntary rerouting) or getting messages from the airline (Involuntary rerouting)
<ul style="list-style-type: none"> Can you service NDC bookings end to end and in real time? Describe your Involuntary Change Management process within an NDC booking? Describe your traveler voluntary rerouting including linkage to suppliers within an NDC booking? Does the traveler receive airline notifications - Irregular operations, service requests, etc. How do your tools and services that enable NDC bookings support risk management/duty of care?

7. Analytics Analytics functionality fed by offer and order databases
Do your analytics functionalities include?
<ul style="list-style-type: none"> Analytics of offers, orders, e.g rate evolution card scheme... Specific NDC analytics that you can provide to the customer Integrate with re-shopping tools, e.g. Fairfly, Yapta, TripBam
Any additional Analytics functionalities?

8. Back Office Systems Reporting
<ul style="list-style-type: none"> Within an NDC environment, describe the process of configuring your TMC's software to reflect specific travel policy. What options are available for customization and messaging by our travel manager?



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| <ul style="list-style-type: none">• Do your reporting capabilities provide information including NDC benchmarking, analytics, and other industry comparisons? |
| <ul style="list-style-type: none">• Do your reporting capabilities provide ancillary reporting? |

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