Fulfilment with Orders (ONE Order) Pilots

One Reference. One Process. One Industry.

ONE Order is an industry-led initiative intended to simplify the airline reservation, delivery, and accounting systems by gradually phasing out the current booking (PNRs) and ticketing records (e-tickets and electronic miscellaneous documents, or EMDs) combining their content into a single retail and customer centric order.

The main usage of ONE Order is in product and service accounting, delivery and fulfilment. All entities involved in travel, from the customer to the third-party service providers, will access the single record to get the required insight and make necessary updates to any given trip.

At the airline level, the move to ONE Order is a large-scale transformation project encompassing airline internal processes change, re-engineering of commercial and back-office IT platforms and re-thinking organizational structure. At the industry level, full adoption of ONE Order is a multi-year, multi-stage process that engages many participants in the travel value chain including airlines, passenger service system suppliers, airline e-commerce platforms, travel agents, global distribution systems and others.

2017 – 2019: Ten pilots testing that the ONE Order standard is fit for purpose.

The standard has been tested and validated in simple end to end use cases, proving that real-time delivery tracking and accounting of any type of service is possible.

- ✓ **On delivery side**, The Order concept and messages have been mapped with the current DCS standard and flow.
- ✓ **On accounting side**, two approaches have been tested in different scenarios:
  - ✓ Scenario 1 – continue the use of the existing Revenue Accounting system
  - ✓ Scenario 2 – interact with the ERP/ Financial Accounting

  The outcome has been conclusive for both scenarios: for scenario #1 the conclusion is that Revenue Accounting systems can function with Orders "as is", and for scenario #2, the Orders concept can be easily adapted on the Financial Accounting systems as today, the messages support most of the information but not all of it.

Here is a high-level overview of the Fulfilment with Order (ONE Order) pilots:

Year	Partners	Description
2017	amadeus BRITISH AIRWAYS	In cooperation with Amadeus, British Airways has piloted ONE Order delivery and accounting concepts and schemas in a live production environment for a specific charter flight. This pilot also reviewed the incorporation aspects of ONE Order into the Revenue Accounting system with the aim of demonstrating the co-existence of Orders and e-tickets, one of the key enablers of the transition to ONE Order.

	INTERES NIIT technologies	In cooperation with Altea-hosted German airline, this pilot's objective was to verify if a PNR-less approach can be achieved while continuing to use the existing, non-NDC and non-ONE Order capable, Passenger Service System (PSS) and the Departure Control System (DCS) as well as the existing Passenger Revenue Accounting System (PRAS) and to gain know-how on how transition could be approached.
2018	APG Airlines	In partnership with APG Airlines, Centrecom, NiiT and Orchestra as IT Provider have piloted ONE Order concepts and schemas in the area of interline and code-share. The main objectives of the pilots were to have a better understanding of the ONE Order concepts and workflows and have a first evaluation of the IT impacts on the APG Distribution Platform to implement ONE Order.
	navitaire an AMADEUS company	The aim of this pilot was to integrate Navitaire's Travel Commerce Plus Order Management System (OMS) and SkyLedger (the Navitaire Revenue Accounting System) using ONE Order messaging standards. The initial use case tested via this pilot was focussed on Orders that included non-flight ancillaries and covered a basic end-to-end booking to accounting flow.
	Sabre	This pilot's objective was to analyse potential gaps between existing use cases in the area of passenger delivery processes if integrated to ONE Order schemas or a simple scenario: 1 passenger, 1 flight. More specifically, it focussed on comparing the ONE Order delivery schemas to the industry standards in place today.
	ISO Software Systems Trust in IT-engineers Condor	In cooperation with ISO-Gruppe, this pilot focused on evaluating, from a data perspective, Condor's selling workflows and associated downstream account processing using ONE Order Accounting Messages. The focus was on business cases in which Condor's reservation system connected directly to an accounting system.
	SAP IAG INTERNATIONAL AIRLINES GROUP	In cooperation with IAG, SAP developed a proof-of-concept project to showcase its Commerce and Revenue products solutions, integrated using the latest IATA ONE Order message standard. The 4 months project was implemented using SAP Commerce and Travel Accelerator to deliver the Order Management capabilities and SAP Sales Revenue Billing for the Order Accounting. The pilot looked at 8 separate use cases that covered basic end-to-end booking and accounting flows for card

		and miles payment, flight and ancillary products and voluntary and involuntary changes scenarios.
	JRTechnologies InselAir	The goal of the InselAir ONE Order pilot project was to provide the industry with feedback regarding the ongoing development of the ONE Order standards and business processes by using InselAir's NDC based and compliant Offer and Order Management Systems, provided by JR Technologies, through the full life cycle of passenger travel using only the NDC and ONE Order communications and business process standards. The scope of the pilot was to prove that a complete Offer-Order-Payment-Fulfilment-Reconciliation passenger life cycle could be handled only utilizing NDC and ONE Order messages between the passenger, the airline, and several system providers.
2019	UNITED	The objective of this pilot was to measure the legacy complexities in the airline's business against the expectations of simplicity from consumers. The project focused on the end-to-end journey and experience of a customer who shopped for a United US domestic flight and booked this through an order. Without a Ticket or a PNR, the passenger checked-in on the mobile phone with a boarding pass delivery, went through TSA, scanned the boarding pass and boarded. The settlement and data warehouse part of the journey were out of scope for this pilot.
	Lufthansa JRTechnologies Lufthansa Systems	In partnership with Lufthansa Systems and JR Technologies, Lufthansa piloted ONE Order concepts and schemas in the area of delivery and accounting. The main objective of the pilot was to establish a seamless end-to-end ONE Order based processing and fulfilment of NDC offers. This included a wi-fi voucher as a third-party ancillary service and demonstrated the ability to act within a legacy independent system environment, still connecting to regular operations of scheduled flights.

2020: Two interline pilots moving towards a world of offers and orders only.

Airline distribution processes evolved in an era before computers. Processes were based on distinct activities: schedule and fare publication, reservations, pricing, ticketing, and delivery. The reliance on these processes to facilitate interline negatively impacts the customer, prevents airlines from achieving commercial objectives, and creates cost and complexity.

Those two interline pilots proved that the complexities linked to the use of different PNRs, tickets and EMDs in interline itineraries can be removed.

2020	BRITISH AIRWAYS vueling AMADEUS navitaire an AMADEUS company	In this proof-of-value, British Airways and Vueling in partnership with Amadeus and Navitaire focused on overcoming interline disruptions between the ticket and the ticketless carrier using the NDC schemas. The three months agile project enabled a much faster, wider and accurate proposition for disrupted customers. Now live in production, Vueling is able to seamlessly rebook British Airways passengers in 3 clicks and in less than 3 minutes without needing to learn technicalities of ticketing and complexity of traditional interoperability processes.
	SINGAPORE AIRLINES scoot AMADEUS navitaire an AMADEUS company TravelSky 中国航空结算有限责任公司 Accounting Centre of China Aviation	Singapore Airlines, in partnership with its low-cost carrier subsidiary Scoot, Amadeus, Navitaire and the Accounting Centre of China Aviation (ACCA) piloted NDC and ONE Order standards in production with real passengers. The main objective was to simplify and enhance interline and interoperability across carriers in the Singapore Airlines Group. The pilot delivered end-to-end interline capabilities, covering Offer (shopping and price definition), Order (single Order ID, payment and sales accounting) and Delivery (through check-in and revenue recognition). It ran concurrently with regular airline operations and passengers with Orders were managed together with passengers with PNRs and ETKTs without interference. Finally, new Order accounting flows were tested with real-time communication to revenue accounting and upfront establishment of internal values and settlement amounts, removing need of proration.