Modern Airline Retailing

Airlines in control of their products, money & data

Digital Identity

Customer Identity in Retailing

Customer Identity in Service Delivery

Digital Identity of Value Chain Partners

Selling with Offers

Product and Partnership Management

Offer and Channel Management

Payment Management

Fulfilling with Orders

Order Management

Order Accounting & Financial Management

Delivery using Orders

Passenger Services Conference Industry Standards

Modern Airline Retailing – Industry Standards

Airlines in control of their products, money & data

Digital Identity

Selling with Offers

Fulfilling with Orders

Reference Business Architecture for Passenger Distribution with Offers and Orders - RP #1786a

Digitalization of Admissibility - **Recommended Practice 1701p**

NDC - **Resolution 787** and resulting schemas & guidance

Product Management - **Recommended Practice 1730**

ONE Order - **Resolution 797** and resulting schemas & guidance

Settlement with Orders - **Resolution 750a** and resulting schemas & guidance

Contactless/biometric

Richer Offers

Order to replace ticket, PNR, EMD

Standard Retailer and Supplier Interline Agreement (SRSIA) - Recommended Practice #1780s

Passenger Service Conference Project Plan – Critical Path by end of 2026!

- Offer Management – Order Management

- Product Taxonomy

- Supplier Catalogue

- Tax Data in Offer and Order

- Complex Order Servicing

- Seller Risk Management

- Interline Offer and Order data exchange

END

29 October 2024