Industry-Defined **End State** Scope

IATA RP 1786a – adopted by PSC in November 2023 - https://go.updates.iata.org/Business-Architecture
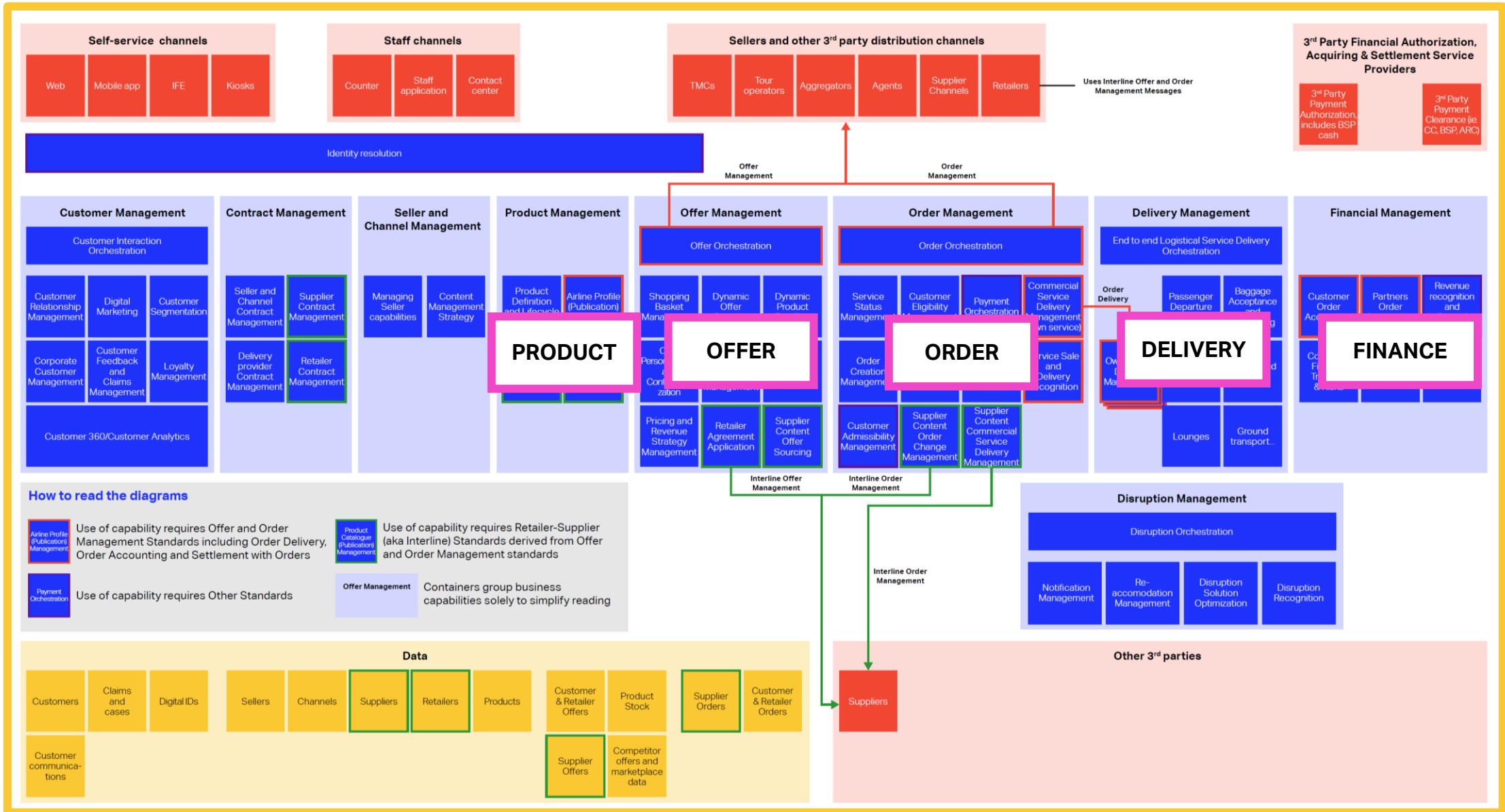
RP1786a

OOSD - a new Acronym has emerged

IATA RP 1786a – adopted by PSC in November 2023 - https://go.updates.iata.org/Business-Architecture

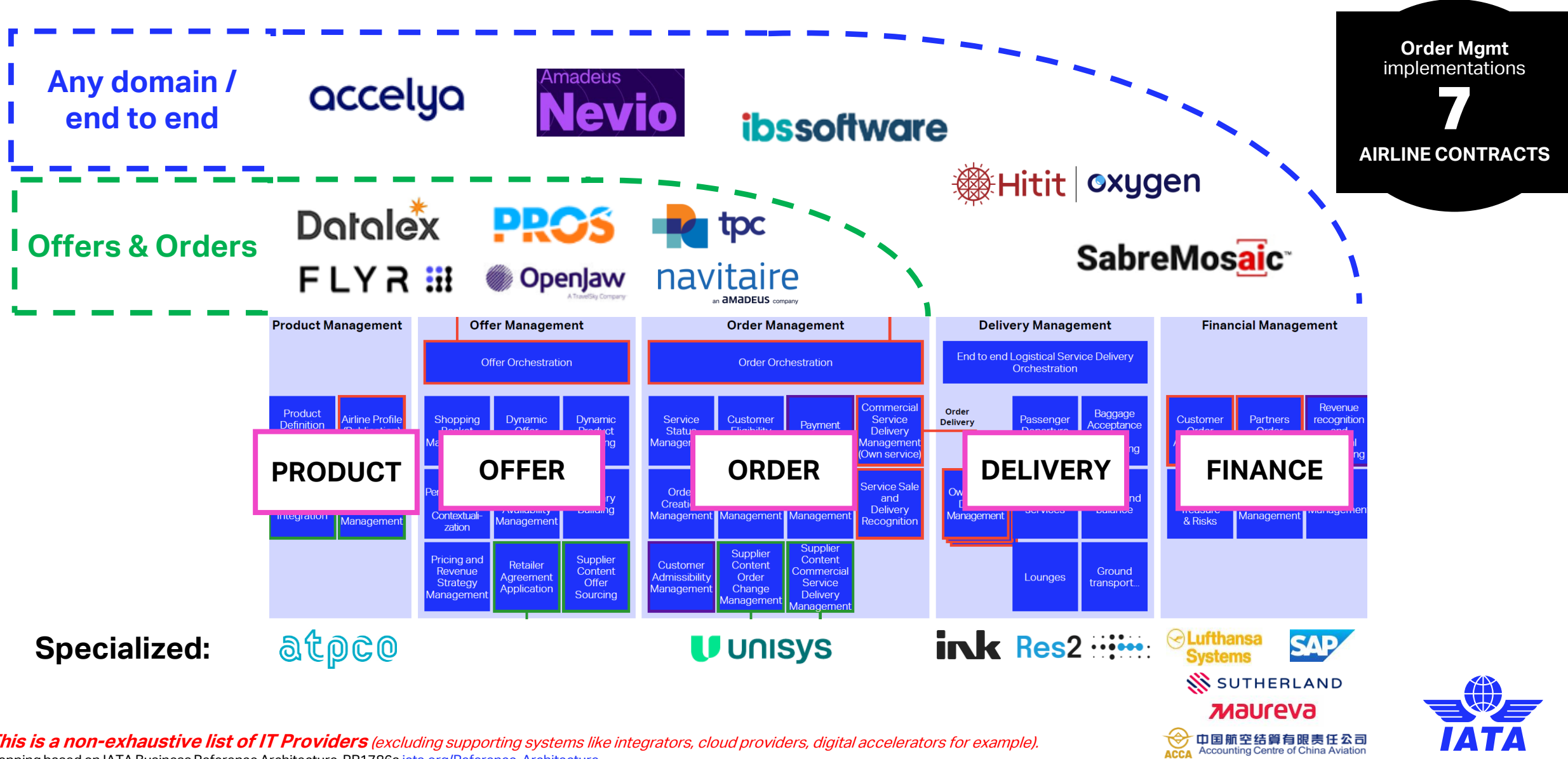**RP1786a**

PRODUCT **OFFER** **ORDER** **DELIVERY** **FINANCE**
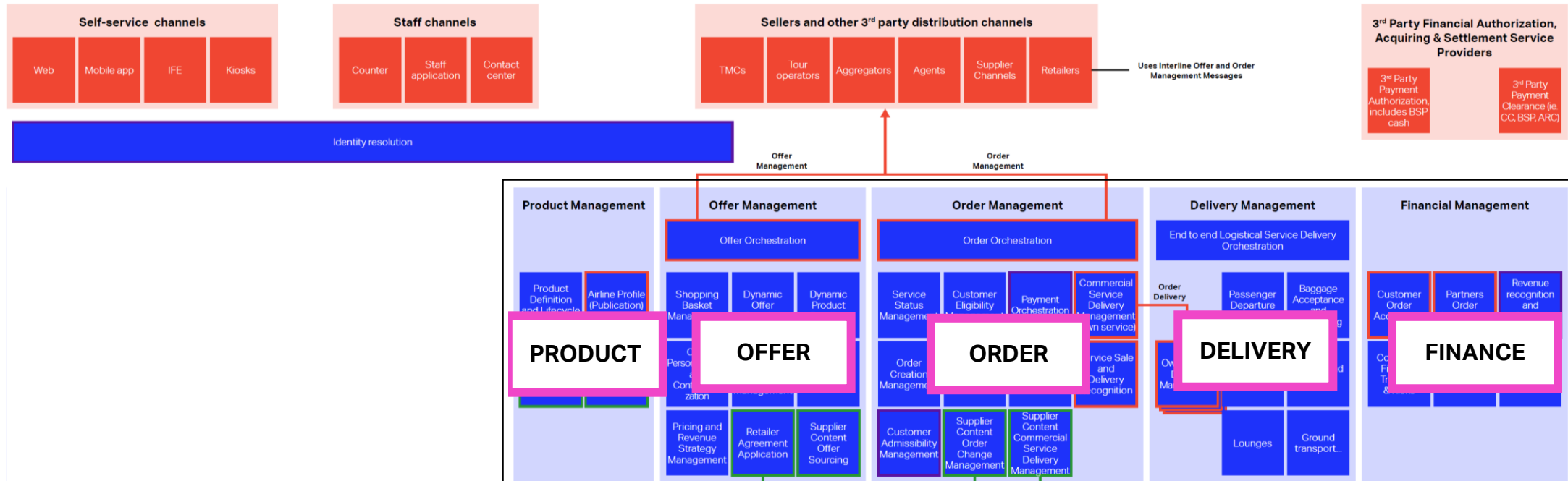
OOSD

(Product) **O**ffer **O**rder **S**ettle (Account & Settle) **D**eliver

Providers are **developing modular** solutions

Any domain / end to end

accelya

Amadeus Nevio

ibssoftware

Hitit | oxygen

Offers & Orders

Datalex

PROS

tpc

FLYR

OpenJaw
A TravelSky Company

navitaire
an aMaDEUS company

SabreMosaic

Order Mgmt implementations
7
AIRLINE CONTRACTS

Product Management	Offer Management	Order Management	Delivery Management	Financial Management
	Offer Orchestration	Order Orchestration	End to end Logistical Service Delivery Orchestration	
Product Definition / Airline Profile (Publication)	Shopping Basket Management / Dynamic Offer / Dynamic Product Pricing	Service Status Management / Customer Eligibility / Payment / Commercial Service Delivery Management (Own service)	Order Delivery / Passenger Departure / Baggage Acceptance	Customer Order / Partners Order / Revenue recognition
PRODUCT	**OFFER**	**ORDER**	**DELIVERY**	**FINANCE**
Integration / Management	Personalization / Contextualization / Availability Management / Delivery Building	Order Creation Management / Management / Management / Service Sale and Delivery Recognition	Own Delivery Management / Services / Balance	Treasure & Risks / Management / Management
	Pricing and Revenue Strategy Management / Retailer Agreement Application / Supplier Content Offer Sourcing	Customer Admissibility Management / Supplier Content Order Change Management / Supplier Content Commercial Service Delivery Management	Lounges / Ground transport…	

Specialized:

atpco

UNISYS

ink   Res2

Lufthansa Systems   SAP

SUTHERLAND

maureva

中国航空结算有限责任公司
ACCA   Accounting Centre of China Aviation

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Initial steps to Native Orders*

FINNAIR COMPANY oneworld

Suomi

Finnair company | Investor relations | Sustainability | Media centre | Careers | Contact Finnair

Home / Media centre / News

Press releases

Media centre

Press releases

Finnair becomes the first airline globally to cre...

13.5.2025

Finnair becomes the first airline globally to create a 'Native Order', powered by Amadeus technology

New technology

As part of the clean sheet start, Flyr has looked to the latest trends in technology to future-proof its operations. A key element of this is the fact that Flyr is the first pure NDC One Order airline.

Source: 2022
https://simpleflying.com/flyr-norwegian-lessons-learned/

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* Orders as master system of Record

A Native Offers & Orders Airline: **Riyadh Air**

Source: IATA IT Readiness & Transition pathways – October 2023
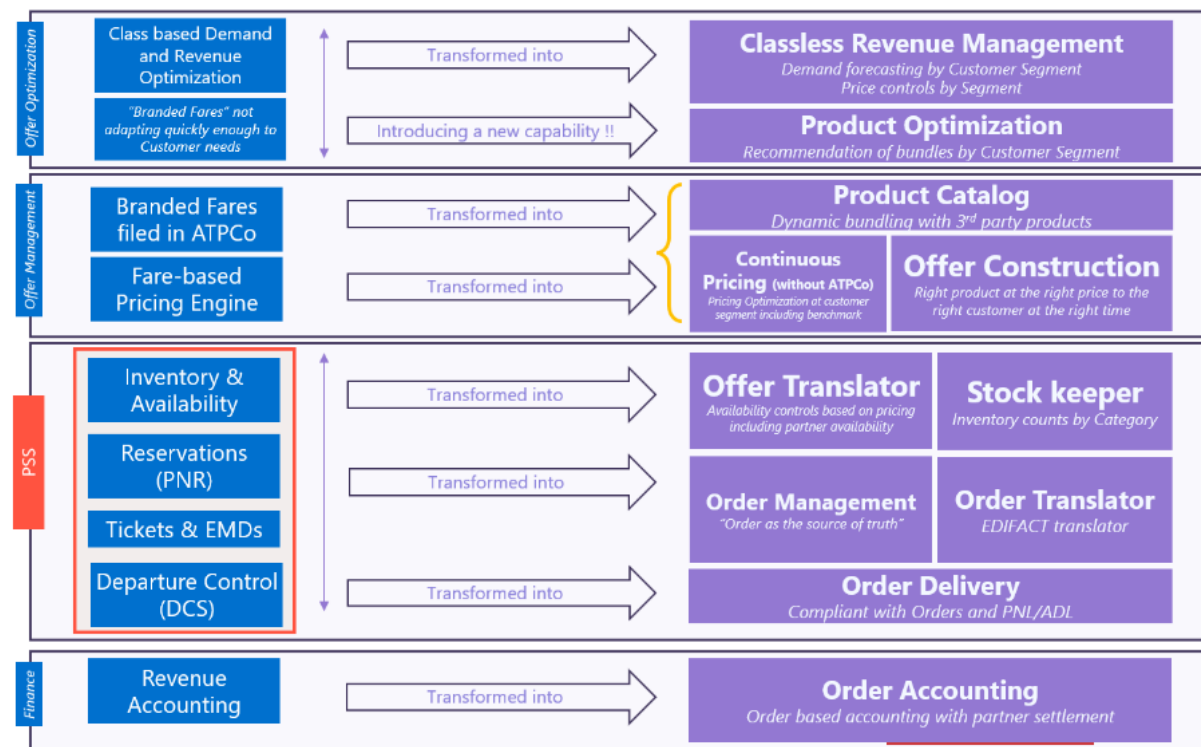
Source: Courtesy of Riyadh Air's Management - 2025

Providers confirm that **Momentum** is building

2024

39 POCs & PILOTS

10 PRODUCTION PILOTS

Each IT Provider replied on average to **7** AIRLINE RFI/RFP

2025

48 POCs & PILOTS across **15** IT providers

20 PRODUCTION PILOTS

Top **5** IT Providers each replied on average to **13** AIRLINE RFI/RFP (6 & 7 respectively)
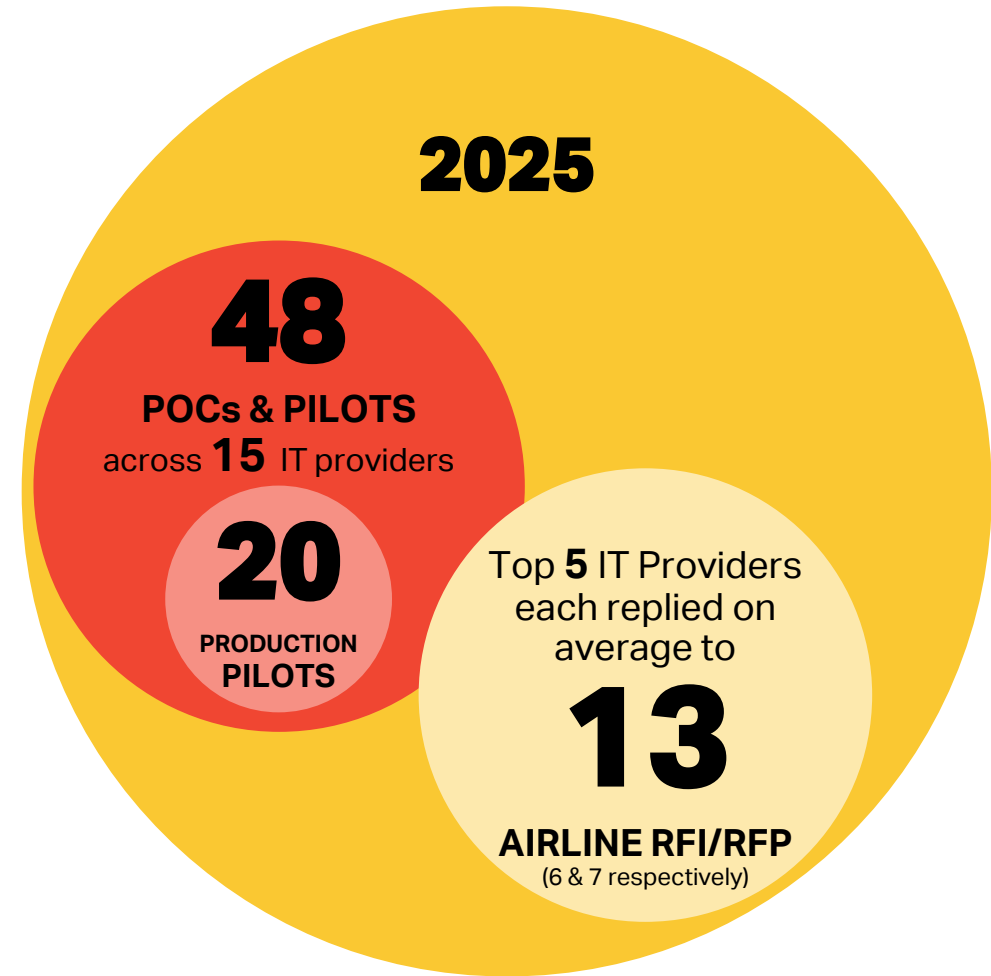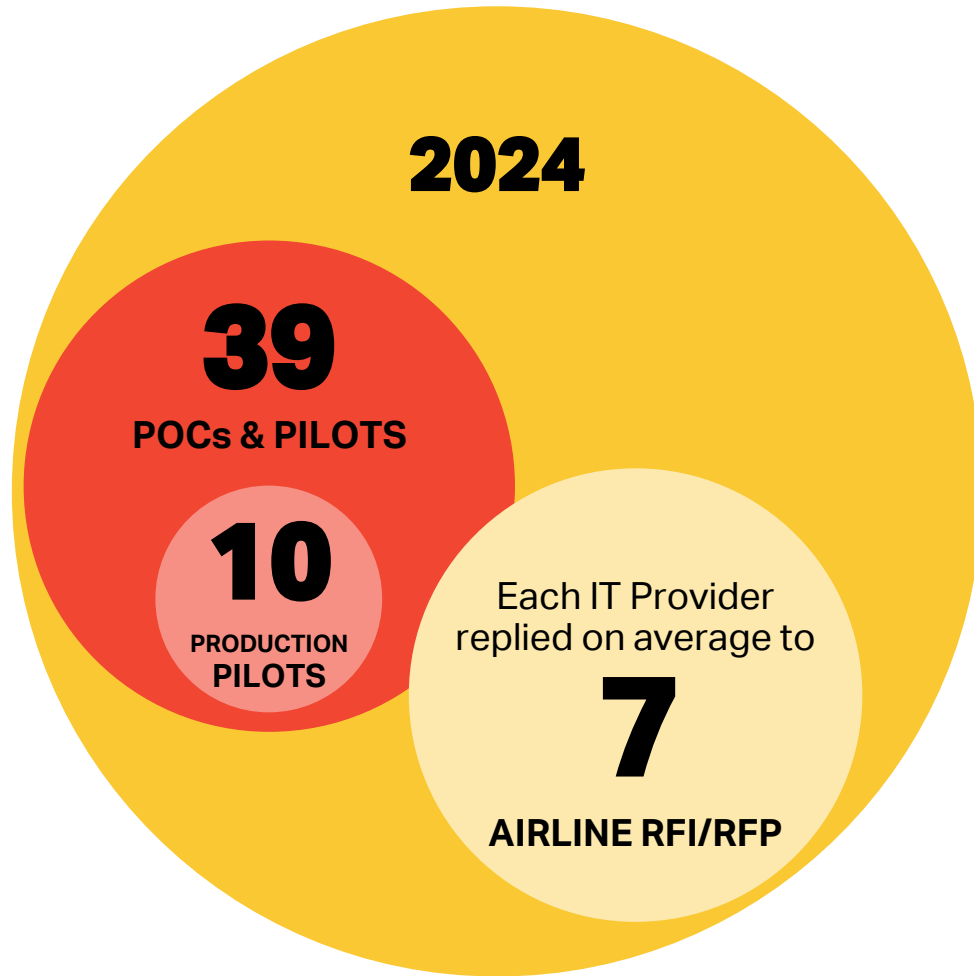
Source: IATA 2025 Surveys covering **20** IT providers and **14** Consortium "first-mover" airlines . Answers are self reported.

Reporting periods: Jan 2023-May 2024 and Jan 2024-May 2025. A POC/Pilot represents an Airline-IT Provider pair engaged in a POC/Pilot – one IT Provider often runs several POCs, and one airline could be part of several POCs. POCs/Pilots in progress or completed.

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Providers expected **Go-Lives dates**

	First Runner IT providers (25%)*	Majority of IT providers (75%)*				
	2025	**2026**	**2027**	**2028**	**2029**	**2030**
Product Catalogue as master (without filed fares)	✓ (First Runner)	✓ (Majority)				
Offer: Bundling (without filed fares)		✓ (First Runner / Majority)				
Offer: Continuous Pricing (price point not from filed fare level)		✓ (First Runner)	✓ (Majority)			
Offer: Stock Keeper (without legacy inventory)		✓ (First Runner)	✓ (Majority)			
Order as master for selling (PNR & ticket secondary/not used)		✓ (First Runner)	✓ (Majority)			
Order as master for Accounting (no ticket nor EMD)		✓ (First Runner)	✓ (Majority)			
Order as master for Delivery		✓ (First Runner)		✓ (Majority)		
O&O-based Partnerships (incl. interline)		✓ (First Runner)		✓ (Majority)		

* Per domain. All presented data are per domain. IT providers who are, e.g., ready in 2025 in general may differ from row to row.

Source: IATA 2025 Surveys covering **20** IT providers.

2025 Surveys **confirm Roadmap** to O&Os

7 O&O airline contracts signed

First use cases with Orders   **Leaders live with Orders**

Majority of Consortium Airlines piloting & under RFI/RFP

Airline readiness

Set-up and Pilots	Leading Airlines Live with Orders *** First Digital Payment strategies	Leaders mainstream	Industrialization

2024-25	2026-27	2028-29	>2030

IT Vendor readiness

Testing	Core Solutions** Ready	Industrialization with enhanced modules (i.e Delivery, Interline, Disruption , etc…)

Systems built & live implementations

Beginning of legacy decommissioning

| ← First runners (25%)   Majority (75%) → |

Disclaimer: Roadmap based on current knowledge, with added projections and high-level dependencies. It will evolve. Timelines may vary by airline size, business models, and regional factors.
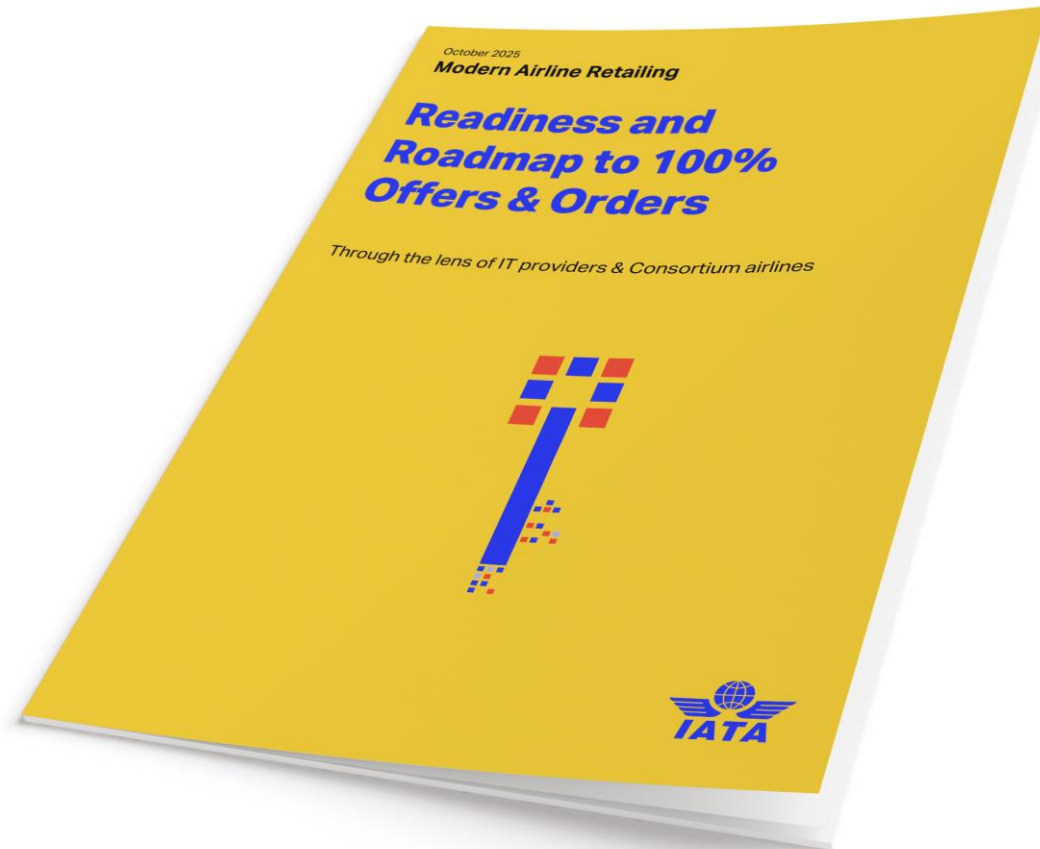* Core Standards: NDC, ONE Order for Accounting and Delivery, SRSIA framework for Interlining with Offers & Orders
** Core solutions: Offers & Orders including accounting and legacy system translators
*** Order as master record

Source: IATA 2025 Surveys covering 20 IT providers and 14 Consortium "first-mover" airlines

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Thank You!

Modern Airline Retailing

Readiness and Roadmap to 100% Offers & Orders

Through the lens of IT providers & Consortium airlines

https://go.updates.iata.org/MAR-IT-readiness-2025