

Introduction to Delivery under Offers and Orders

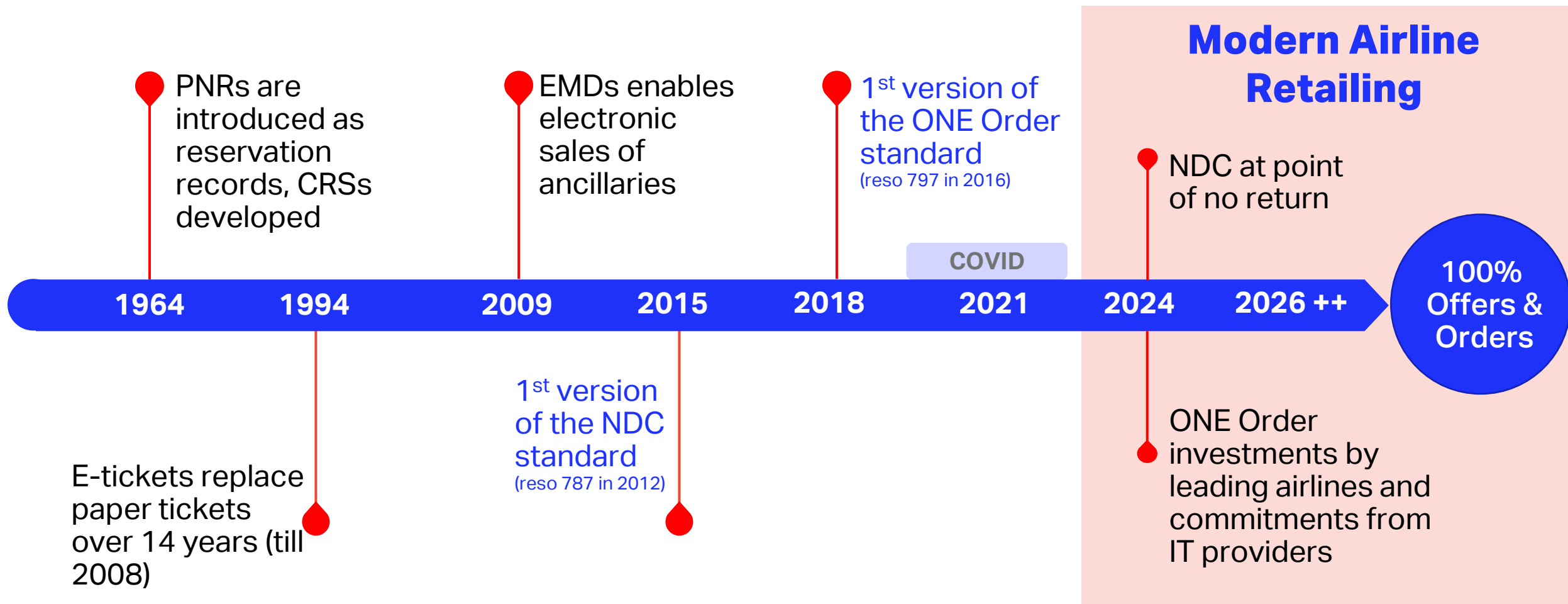
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IATA



Our industry artifacts are over half a century old!



2024 Consortium Paper stimulated industry debate



Consortium Members



IT Providers

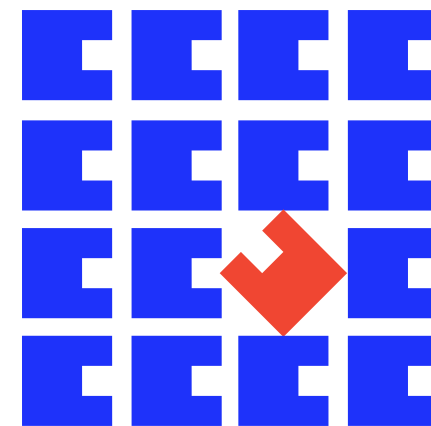


Ground Handlers



Highlights of the White Paper

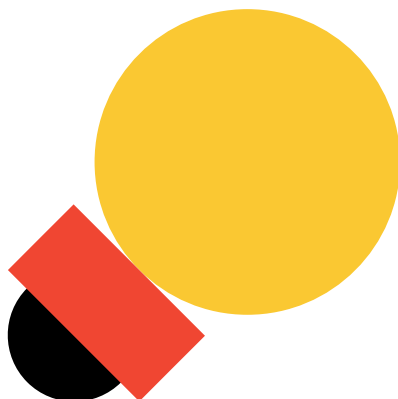
- ✓ Vision for a future customer journey with Offers/Orders/Delivery and One ID
- ✓ Rethinking the traditional 'check-in'
 - ✓ 'Ready to Travel' status – admissibility and entitlement
 - ✓ No need for Boarding Pass
- ✓ Order with all the journey-relevant information
 - ✓ Real-time data flow
 - ✓ Accessible by the Delivery providers and suppliers



Definitions for new concepts

Delivery with Orders

Delivery with Orders describes the framework under which products and services are delivered to the customers, **their statuses constantly being tracked and recorded and finally accounted for** throughout the customer journey, using Orders as per the ONE Order standards messages and IATA Reference Architecture RP1786a.



Delivery Provider

The entity that physically delivers the service to the customer. This can be the same as the Supplier or Service Provider but is distinguished by the execution of the service.

Responsibilities:

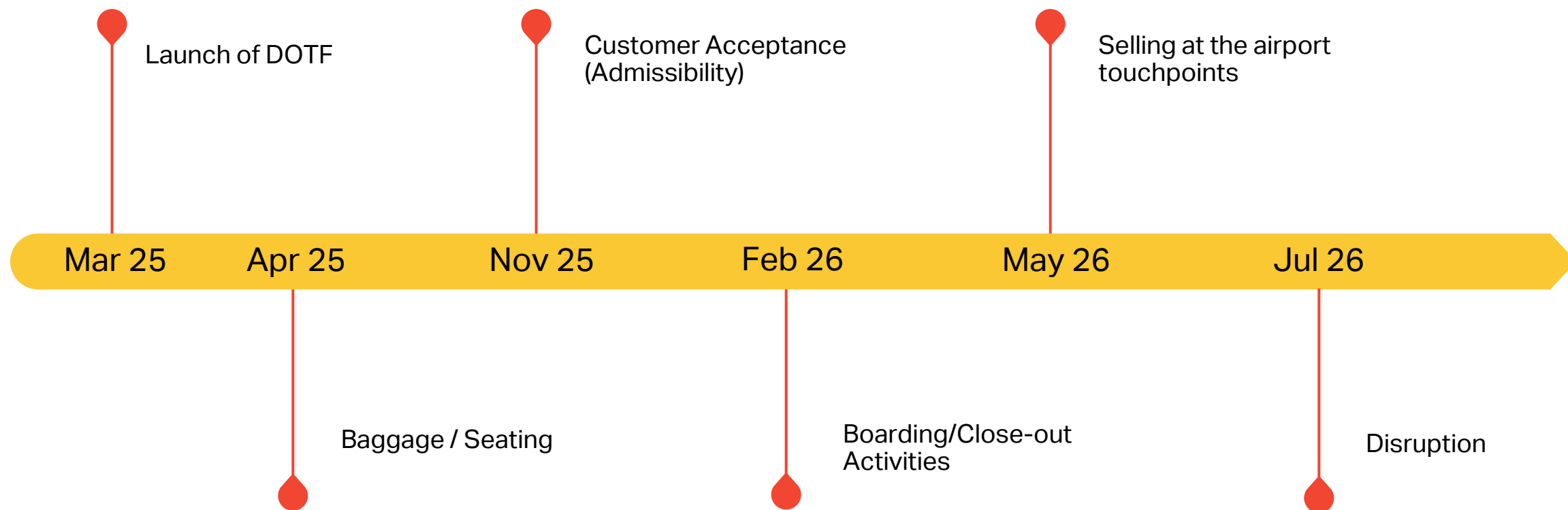
Operationally delivers the flight, baggage handling, lounge service, etc.

Coordinates closely with the Retailer and Supplier for real-time updates and service execution

Example:

A ground handling agent that delivers baggage to the aircraft is a Delivery Provider.

Delivery on Orders Task Force



The DOTF will document **key business processes** and **use cases for the end-state** in an Offers and Orders environment.

This work will be done by coordinating with various industry stakeholders, and it aims to be finalized by the end of 2026.

Thank you

