

# Shop-Order

The Shop-Order Strategic Partnerships Area of Involvement is one of the five management boards established by Resolution under the Passenger Standards Conference, which combines the activity of the Passenger Services Conference and Passenger Tariffs Conferences.

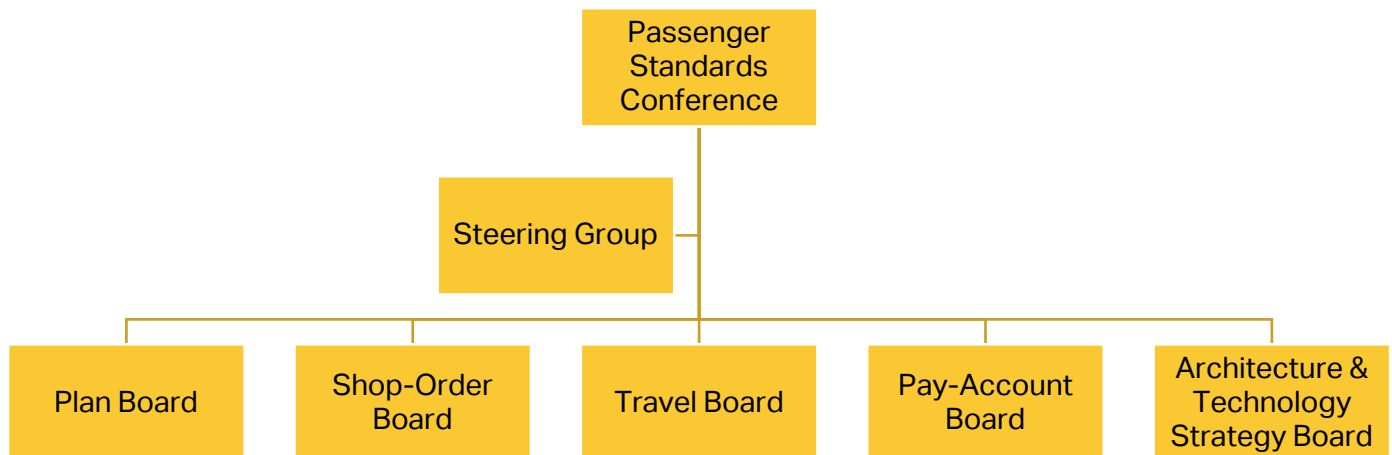
Each Management Board is an airline-only group overseeing the strategy and direction of standards development and implementation within a specific business domain. The Board has the autonomy to create and disband groups to work on specific areas of standards.

Each Board will also have an Advisory Forum, where senior delegates from Strategic Partners can meet with Board member airlines to discuss issues around standards development and implementation.

The Shop-Order Board manages the development of standards concerning any interaction between airlines and any other parties for the purpose of offering products and services, confirming when such products or services are entitled to be received, and monitoring or reporting on the consumption of what has been ordered.

This includes but is not limited to fare construction, currency, reservations, ticketing, and offer and order management standards.

Strategic Partners must join the Shop-Order, Plan Standards and Pay-Account areas of involvement in order to attend the Passenger Standards Conference.



The Shop-Order Board oversees standards touching many areas of distribution and will establish Groups to develop proposals for standards touching business process and data exchange in these areas.

- Offers and Order Management (NDC and ONE Order)
- Pricing

- Reservations
- Ticketing
- Delivery

## Designed for

- Airlines
- Travel management companies
- Online travel agencies
- Corporate buyers
- Global distribution systems
- Technology providers

## Meetings & Working Groups

Strategic Partners involved in the Shop Order Area of Involvement may send senior level delegates to the Advisory Forum of the Shop Order Board as well as also send technical experts to any groups created by the Board where specific standards are developed.

Groups under each Board may be created or disbanded by the Board at any time, but an up to date list of active groups is available online. Access to meetings and working groups are subject to individual group terms of references.

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### INTEGRATION GROUP

The Integration Group is responsible for the practices by which offer, and order management integrate into current reservations and processes.

**Members of the group should have experience in ticketing, reservations, revenue management, EDIFACT, XML, ONE Order, NDC, e-Commerce, fulfillment, and accounting.**

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### OFFER AND ORDER GROUP

The Offer and Order Group is responsible for the offer and order management processes and associated business requirements (relating to IATA Resolutions 787 and 797) by which parties request and provide offers and confirm the creation of orders; or access and change order information.

**Members of the group should have experience in development or product management of current NDC**

implementations and understand xml data structures and message orchestration. Members should also have expertise in existing fulfilment processes (reservations, ticketing), and understand downstream impacts to accounting processes (sales accounting, interline billing) and delivery processes (ticketing, DCS).

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### DELIVERY GROUP

The Delivery Group is responsible for the delivery processes related to airline and delivery partners.

**Members of the group should have expertise in delivery processes and should also understand upstream impacts to distribution and accounting.**

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### PRICING AUTOMATION GROUP

The Pricing Group is responsible for fare construction, currency, mileage, fare and baggage selection.

**Members of the group should have experience in revenue management and pricing, rate desk, fare filing, distribution and/or e-commerce.**

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### RESERVATION GROUP

The Reservations Group is responsible for processes by which parties confirm the creation of Passenger Name Records (PNRs); or access and change the PNR level. In addition, the processes by which parties can request or exchange information around reservation booking designator availability.

**Members of the group should have experience in call centers, IT, message development (AIRIMP, EDIFACT, XML), distribution, distribution systems, e-commerce and/or business analysis.**

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### TICKETING GROUP

The Ticketing Group is responsible for processes by which parties request or confirm the issuance of

tickets and Electronic Miscellaneous Documents (EMDs); or access and change tickets and EMDs.

**Members of the group should have experience in ticketing, operations and disruption, revenue management, EDIFACT messaging and/or distribution.**

Note: in addition to the groups listed above, Strategic Partners will also have access to the Architecture and Technology area of involvement, including all groups within it. For additional information, please refer to the Architecture and Technology product sheet.

## CONTACT

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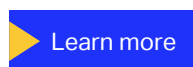
## Additional Strategic Partnerships' Benefits

### Branding

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships logo
- Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

### Publications

Partners may purchase publications at a preferential rate.



### Courses

Strategic Partners may attend, at a reduced fee, IATA training courses.

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).

