PARTNERSHIPS FOR TRANSFORMATION

Surain Adyanthaya, Senior Vice President of Strategy, PROS

Eva-Maria Roe, Head of Airlines Solution, IBU Travel & Transportation, SAP

George Khairallah, CEO, JRTechnologies

Anne-Flore Agard, Vice President; Head of Manufacturing, Retail & Transport Market – France Head of Global Airlines Market, Atos

OPENING THE PLAYING FIELD

Henry Coles
Head of Airline Distribution Standards, IATA

Andrew Webster
Digital Business Transformation Manager – Shop Order Pay
International Airlines Group

Interline today

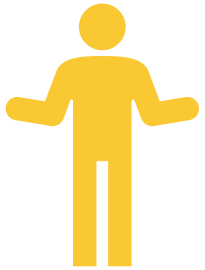
Plan → Shop → Order → Deliver → Settle

Reference data

Standards and MITA

Schedules → Fares and availability → Reservations, Ticketing → DCS, Check-in, Baggage → Proration, Interline Billing

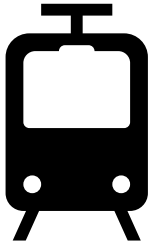
Settlement Systems



Customer complexity

Limited control and data

Limited ancillaries



Limited partners

One size fits most?

IATA

The future of interline vision

Plan → Shop → Order → Deliver → Settle

Reference data

Product catalogue standards

Standards and MITA

Offer and Order Management standards

Settlement Systems

Settlement with Orders

Seamless customer experience

Full control, real-time data

Integrated ancillaries

New partners

Flexible framework agreement

IATA

The new Standard Retailer and Supplier Interline Agreement (SRSIA)

Main agreement + Defined options

- Definitions
- Retail and Supply
- Obligations to Customer
- Legal provisions

Products	Offers	Orders
Billing and Settlement	Passengers	Baggage
Customer interactions	Voluntary changes	Involuntary changes
Capacity	Indemnity	Term and termination

How do we get there?

Plan → Shop → Order → Deliver → Settle

Standards

- Product catalogue
- Offer management
- Order management
- Airport, Disruption
- Settlement
- New framework agreement
- Transition standards

- Reference data
- Advocacy, Pilot activity and Industry engagement
- Settlement platforms

Requires exploration

Under development

IATA

NDC INTERLINING IS HERE!

Sébastien Nicolas
Manager, Revenue Management and Pricing, Lufthansa Group

Nick Stott
Solution Architect, Edelweiss Air

New interline framework
Edelweiss Air/SWISS proof of concept

Sébastien Nicolas – Manager Revenue Management - Lufthansa Group
Nick Stott – Solution Architect – Edelweiss Air

Shopping

Retailer Edelweiss

WK OMS
Pricing
OfferID WK654321
ZRH–PMI CHF222.00
PMI–ZRH CHF67.20

Air Shopping RQ →

← **Air Shopping RS**

Supplier SWISS

LX OMS
Pricing
OfferID LX987123
ZRH–PMI
PMI–ZRH CHF67.20

Booking

Retailer Edelweiss

WK OMS
Order
Order ID **945WK111111111**
ZRH–PMI
PMI–ZRH

WK OMS
Pricing
OfferID WK654321
ZRH–PMI CHF222.00
PMI–ZRH CHF67.20

WK inventory system
PNR
ZRH-PMI
PMI-ZRH

Inventory
1 seat

Order Create RQ →

← **Order View RS**

Supplier SWISS

LX OMS
Order
Order ID 724LX999999999
ZRH–PMI
PMI–ZRH

Pricing
OfferID LX987123
ZRH–PMI
PMI–ZRH CHF67.20

LX inventory system
PNR
ZRH-PMI
PMI-ZRH

Inventory
1 seat

Booking

Retailer Edelweiss

WK OMS
Order
Order ID 945WK111111111
ZRH–PMI
PMI–ZRH

WK inventory system
PNR
ZRH-PMI
PMI-ZRH

Inventory
1 seat

Accounting
Posting
ZRH-PMI
PMI-ZRH

Order Change RQ →

OSIN ↓

Supplier SWISS

LX OMS
Order
Order ID 724LX999999999
ZRH–PMI
PMI–ZRH

LX inventory system
PNR
ZRH-PMI
PMI-ZRH

Inventory
1 seat

OSIN ↓

Accounting
Posting

PMI-ZRH

Delivery

Retailer Edelweiss

WK OMS
Order
Order ID 945WK111111111
ZRH–PMI Delivered
PMI–ZRH

WK inventory system
PNR
ZRH-PMI
PMI-ZRH

WK Delivery

Accounting
Posting
ZRH-PMI
PMI-ZRH

SDN

Supplier SWISS

LX OMS
Order
Order ID 724LX999999999
ZRH–PMI
PMI–ZRH Ready to deliver

LX inventory system
PNR
ZRH-PMI
PMI-ZRH

LX Delivery
PMI-ZRH Ready to deliver

Accounting
Posting
PMI-ZRH

Post-delivery

Retailer Edelweiss

WK OMS
Order
Order ID 945WK111111111
ZRH–PMI Delivered
PMI–ZRH Delivered

WK inventory
PNR
ZRH-PMI
PMI-ZRH

WK Delivery

Accounting
Posting
ZRH-PMI
PMI-ZRH

SSCN

SSCN

SSCN

SSCN

Supplier SWISS

LX OMS
Order
Order ID 724LX999999999
ZRH–PMI
PMI–ZRH Delivered

LX inventory
PNR
ZRH-PMI
PMI-ZRH

LX Delivery
PMI-ZRH Delivered

Accounting
Posting

PMI-ZRH

Settlement

Retailer Edelweiss

WK OMS
Order
Order ID 945WK111111111
ZRH–PMI Delivered
PMI–ZRH Delivered

WK inventory
PNR
ZRH-PMI
PMI-ZRH

WK Delivery

Accounting
Posting
ZRH-PMI
PMI-ZRH Paid

Supplier SWISS

LX OMS
Order
Order ID 724LX999999999
ZRH–PMI
PMI–ZRH

LX inventory
PNR
ZRH-PMI
PMI-ZRH

LX Delivery
PMI-ZRH Delivered

Accounting
Posting
PMI-ZRH Received

Clearance notification ←

Remittance transfer notification ←

IATA Settlement Manager

Clearance RQ/RS ↔

Settlement transfer notification →

SWISS

Pilot
2020

edelweiss

IATA

30 Change requests

Offer
Order
Integration
Interline

Interline ancillaries
$3.3b
Revenue opportunity

New interline framework agreement

Settlement with Orders

A global standard across existing alliances and partnerships

PROJECT LEMONADE – AIR THINK TANK 2019

Timmo Rol, Chief Technology Officer, Corporate Travel Management

Herve Prezet, Head of Industry & Expertise, Amadeus

Rogier Van Enk, Vice President Digital Revenue & Distribution, Finnair

Project Lemonade

Airline Industry Retailing (AIR)

Think Tank

IATA

Vision

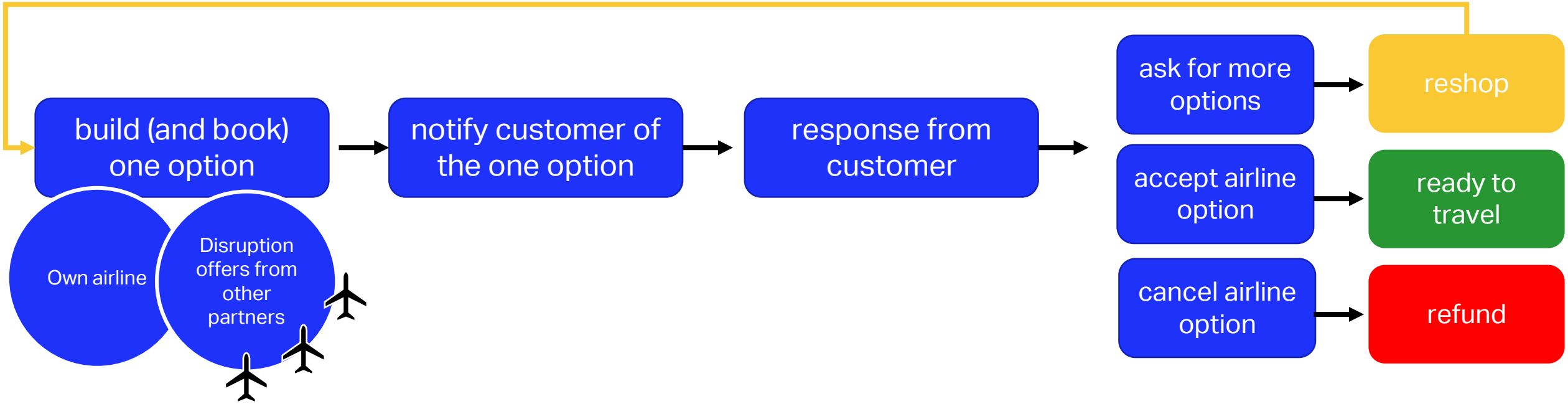
Project lemonade seeks to extend the industry capability around re-accommodation of passengers in irregular operations to allow

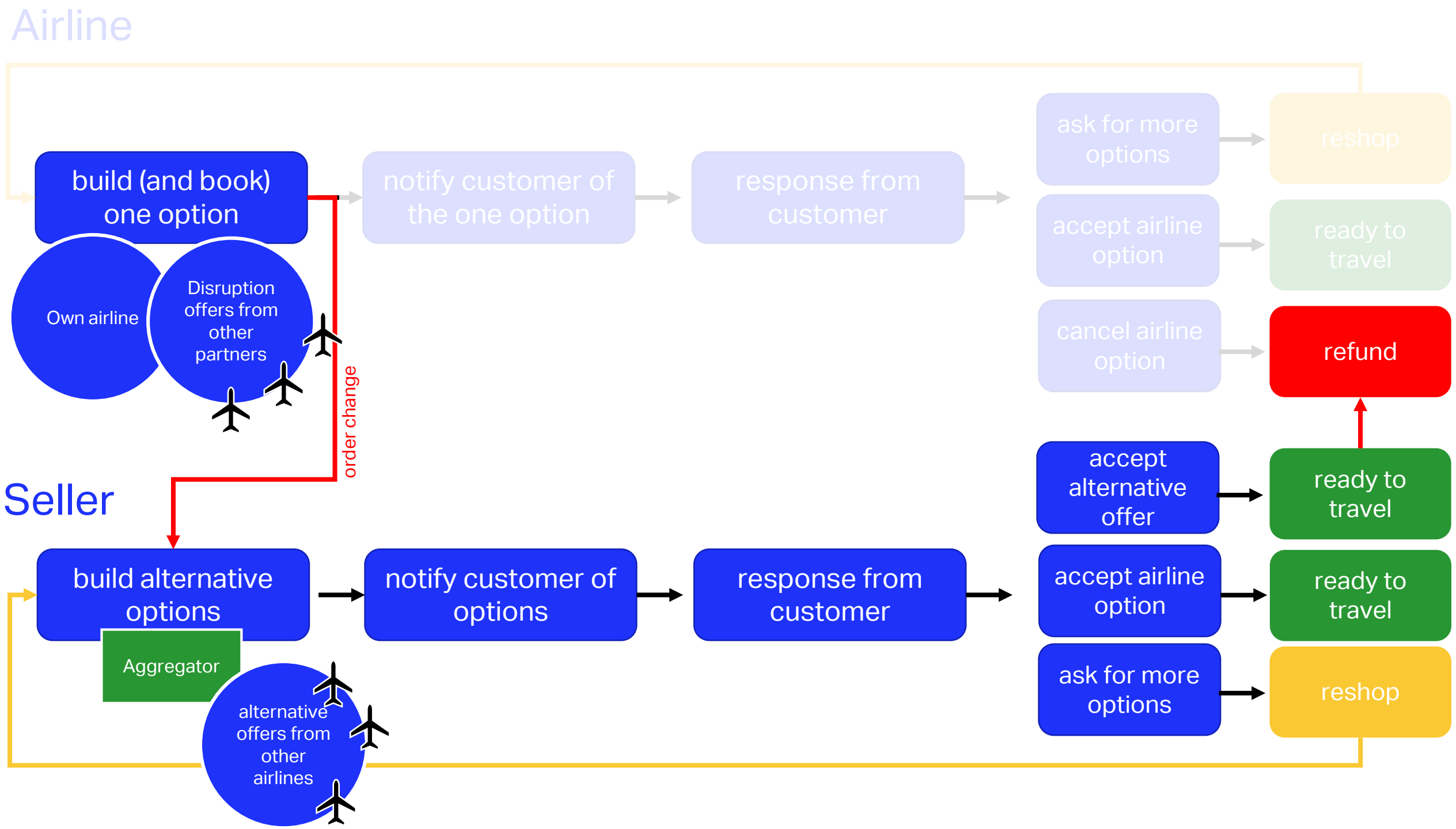
- Re-routing to occur on a broader range of operators, and to covers all services and ancillary products
- New operating carriers to have dynamic control of the conditions under which they accept disrupted passengers
- All stakeholders to have access to real-time information
- Sellers are able to provide options directly

Solution

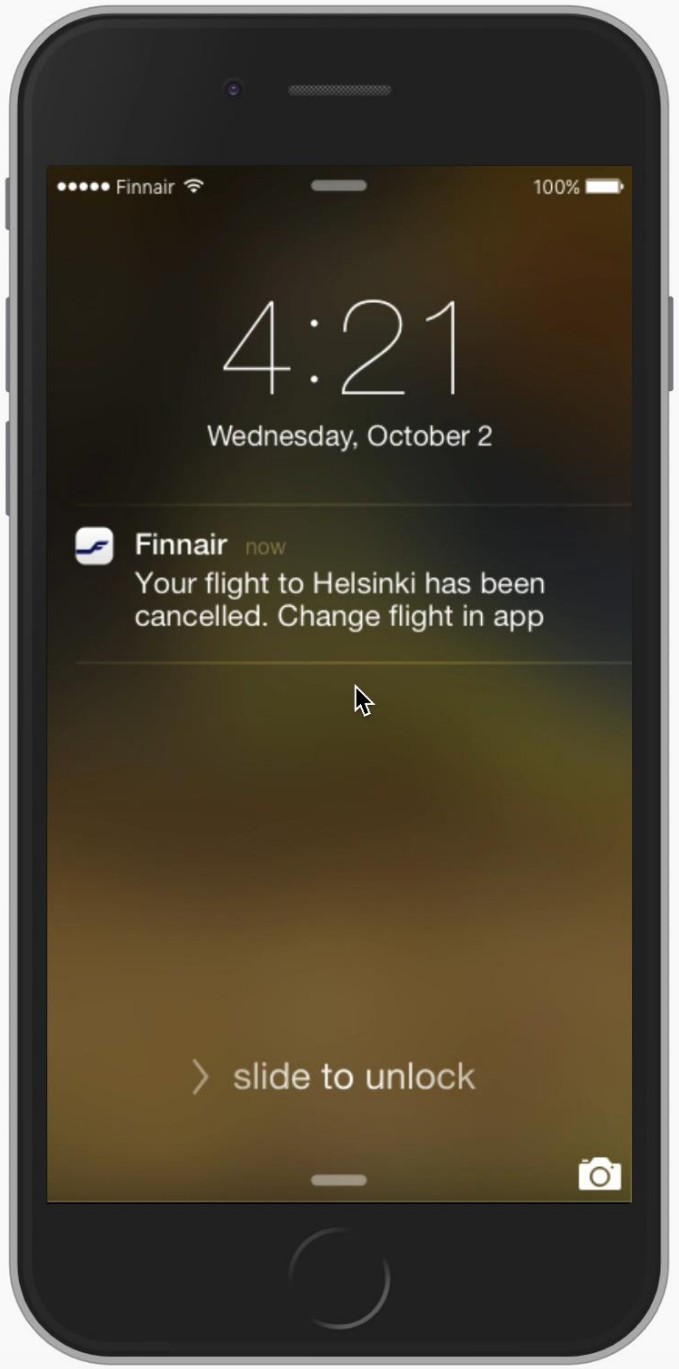
- “Disruption Offer” requests and responses between airlines.
- A confirmed re-routing option is communicated to customers (and in parallel to seller / travel agent) with the option to request additional alternatives from the airline, who may use other suppliers.

Airline

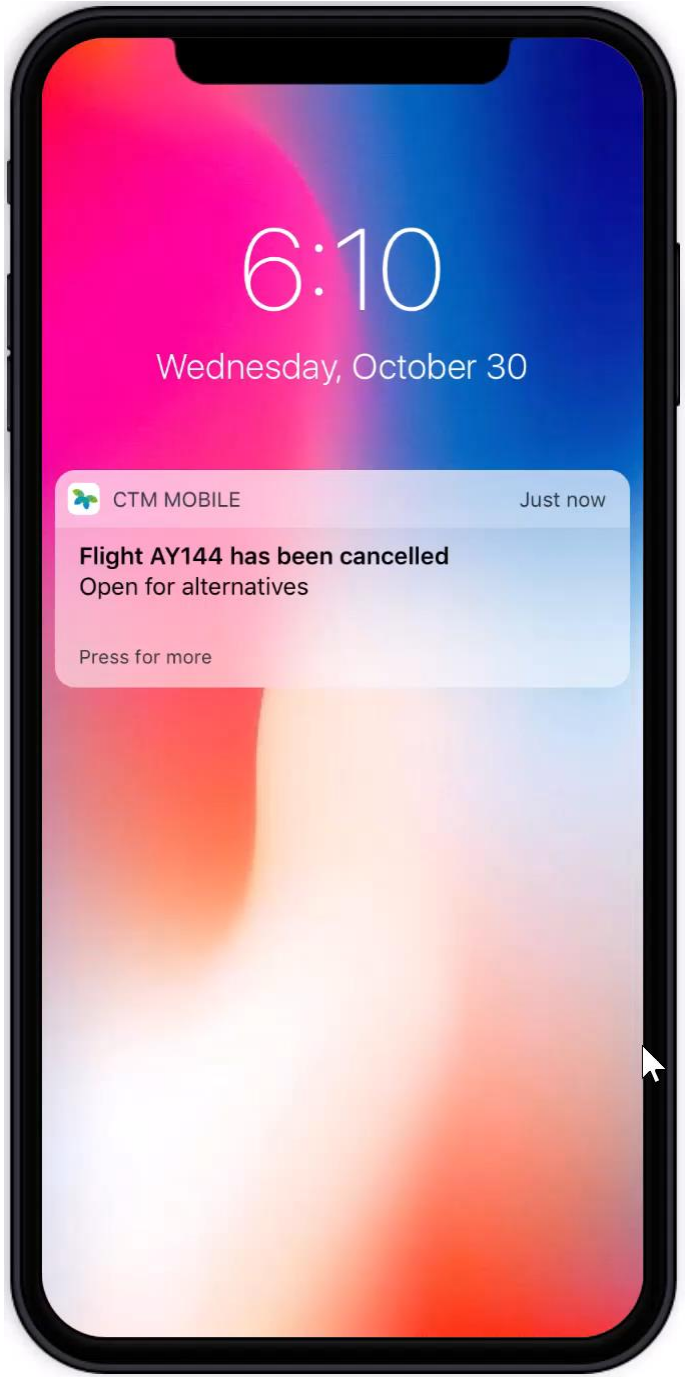

build (and book) one option
Own airline
Disruption offers from other partners
notify customer of the one option
response from customer
ask for more options
accept airline option
cancel airline option
reshop
ready to travel
refund


Airline
build (and book) one option
Own airline
Disruption offers from other partners
order change
notify customer of the one option
response from customer
ask for more options
reshop
accept airline option
ready to travel
cancel airline option
refund
Seller
build alternative options
Aggregator
alternative offers from other airlines
notify customer of options
response from customer
accept alternative offer
ready to travel
accept airline option
ready to travel
ask for more options
reshop

Airline

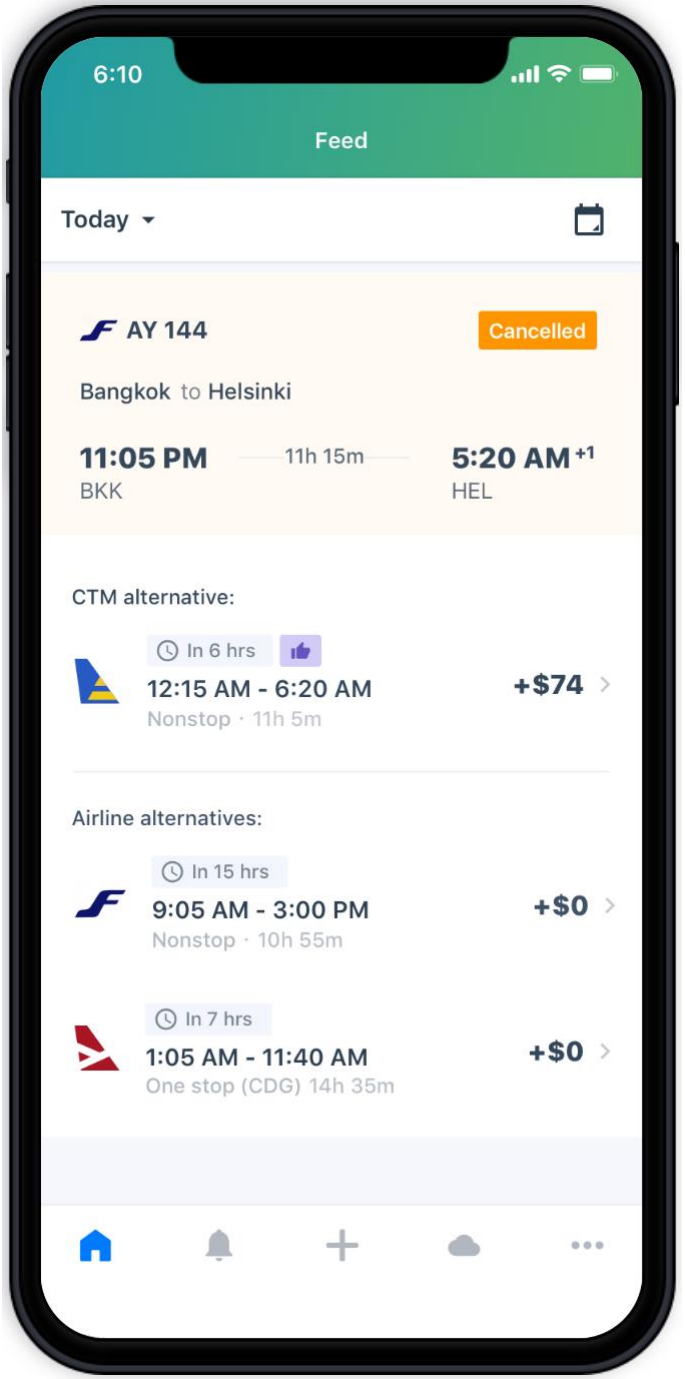

Finnair
100%
4:21
Wednesday, October 2
Finnair now
Your flight to Helsinki has been cancelled. Change flight in app
slide to unlock

Seller



*Visionary functionality shown, this workflow is not currently available in CTM Mobile app.

Seller



*Visionary functionality shown, this workflow is not currently available in CTM Mobile app.

Thank you

Airline Industry Retailing (AIR)

Think Tank

AIR

SCAN ME

IATA