



ONE Order Fact Sheet

What is ONE Order?

- ONE Order is an industry-led initiative aiming to simplify the airline reservation, delivery and accounting systems by gradually phasing out the current booking (PNRs) and ticketing records (e-tickets and electronic miscellaneous documents, or EMDs).
- ONE Order combines those multiple records into a single retail and customer-focused order.
- It leverages the data communications advances made possible by implementation of the New Distribution Capability and removes inefficiencies inherited from paper-based industry processes.

ONE Order Status

- In October 2016, the Passenger Services Conference adopted a Resolution on a standard for the ONE Order initiative.
- In September 2018, the first ONE Order message schema was released; pilots to test the standard had commenced at the end of 2017.
- In January 2019, the ONE Order certification registry was launched to provide transparency on existing ONE Order deployments; validate the capability of supporting IT providers; drive innovation and monitor progress; and support adoption.
- The move to ONE Order is a large-scale transformation project encompassing airlines' internal processes and procedures and their organizational structure. Full adoption of ONE Order is a multi-year, multi-stage process that will engage many participants in the travel value chain including airlines, passenger service system suppliers, airline e-commerce platforms, travel agents, global distribution systems and others.

What are the Benefits of ONE Order?

ONE Reference

ONE Order will result in the gradual disappearance of multiple reservation records as well as e-ticket/EMD concepts to be replaced by a single reference Order.

A new standardized and expandable reference will become the single access point for customer orders by third parties (interline partners, distribution channels, ground handling agents and airport staff, among others).

Simplified Airline Ecosystem

ONE Order will modernize the airline ecosystem to align with digital processes for fulfilment, servicing, delivery and accounting with orders. Thanks to these, ONE Order will facilitate product delivery and settlement between airlines and their partners with simplified and standardized order management processes.

All parties will follow the same process to service their customers and their services throughout the whole lifecycle from booking to delivery.

Expanded partnership

ONE Order will enable network airlines and ticketless carriers to interact and provide combined services to customers. Through an agile creation and fulfilment of any products, airlines will be able to connect with wider industries enabling greater interoperability.

Who will benefit from ONE Order? And how?

Travelers >Simplicity

Travelers no longer will need to juggle between different reference numbers and documents when checking-in or making changes to their itinerary. With a single reference number, they will be easily recognized by all service providers.

Travel Agents >Efficiency

Travel agents will be able to follow an identical process to book flights and products from all airlines, regardless of the airline's business model or technology capability. This will expedite the service they provide and will increase productivity.

Airlines >Cost-Effectiveness

Airlines no longer will need to resort to time-consuming and expensive reconciliation exercises between different references. This consolidation will help airlines to streamline their reservation management and financial processes, remove the dependencies on industry specific accounting solutions and simplify interlining delivery and accounting processes. Airlines will be also able to sell, account for, and track the delivery of new flight and non-flight products and services in a seamless way, bringing them closer to other retailers.

Travel Buyers / Corporates and TMCs >Duty of Care

Duty of care requirement of managed travel will be simplified by enabling access to the same delivery information of flight and non-flight services (e.g. lounge access) in the order. ONE Order may enable considerable simplification of back office processes by providing combined and structured data of the complete journey information.

Technology Vendors >De-Specializing the Airline Industry

A key benefit to the technology providers will be the ability to remove complexity and overlap from systems and the overall system environments, making them more cost effective to operate and maintain. With the efficiency gains, technology providers will have the capacity to shift their focus towards innovation and efficient delivery, keeping step with airline requirements and demands. Further, technology vendors will be able to deliver real-time information to travelers and their travel applications. This translates into data consistency and accelerated reporting. By de-specializing the airline industry and bringing it closer to an Amazon-style retail architecture of orders, order items and services, opportunities for new IT providers of order management and delivery management solutions will emerge, driving industry competition and innovation further.

Accounting Providers >Service Focus

With regards to accounting processes, ONE Order will streamline and simplify accounting functions and processes by moving from accounting of electronic documents towards accounting of payment for services ordered. At the same time, ONE Order will enable the accounting of ancillary services to a flight offering, such as airport parking, lounge access or fast track security, in a more retail-oriented manner, without the use of current accountable documents (EMDs).

Delivery Providers >Streamlined Relationships

Delivery Providers, such as ground handlers, will benefit from obtaining complete and structured information about the passengers and their associated services to be delivered. New delivery providers, such as car services, parking or lounge operators, can streamline their relationship with airlines in terms of delivery and accounting processes without the use of paper-based constructs and processes.