



ONE Order

Certification Program Overview

November 2018



ONE Order Certification - Objectives



To provide transparency on existing ONE Order deployments:
Airlines & Vendors



To validate the capability of supporting IT providers



To drive innovation and monitor progress

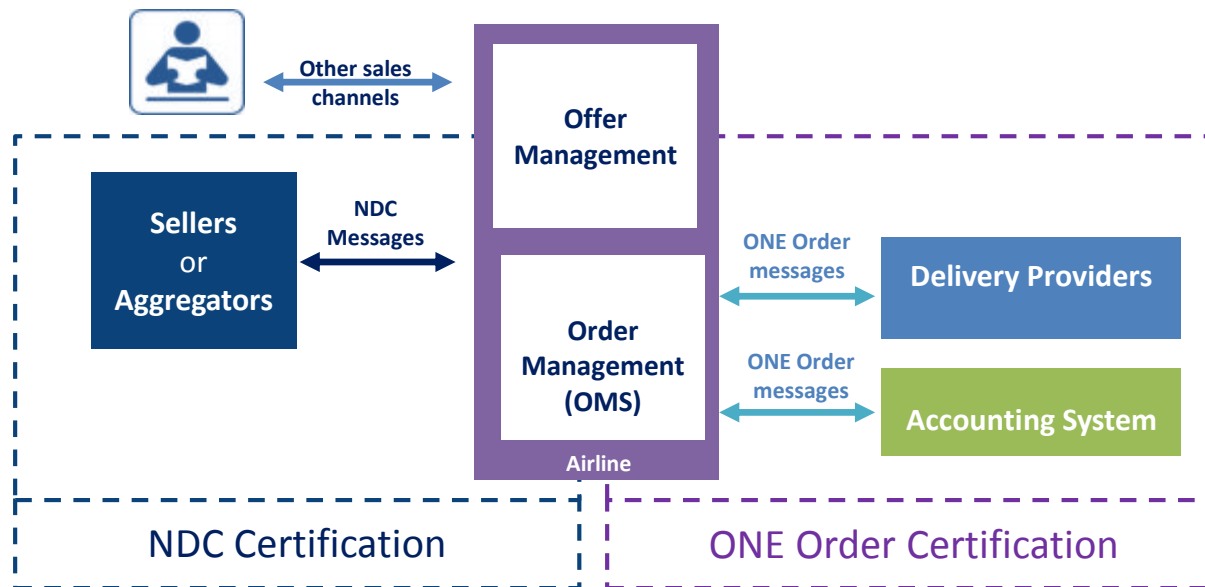


To support adoption



ONE Order Certification - Scope

- Monitor Order Management interactions with Accounting & Delivery Providers
- ONE Order Certification is independent of distribution channel



ONE Order Certification - Who?

ONE Order Certified

Airlines

Any Airline that deploys and supports ONE Order capabilities using an OMS for at least one of the categories: Service Delivery & Accounting

ONE Order Capable

IT Solution Providers

Airline OMS
Solution Provider



Service Delivery
Solution Provider



Accounting
Solution Provider



ONE Order Certification - Types

IT Solution Providers

Airline OMS Solution Provider:
Service Delivery AND/OR Accounting



Service Delivery Solution Provider:
Service Delivery



Accounting Solution Provider:
Accounting



ONE Order Certification - Types

Airlines

Certification categories : Service Delivery & Accounting



Airline certified for “Service Delivery” for either ancillaries and/or flights



Airline certified for “Accounting” for either ancillaries and/or flights

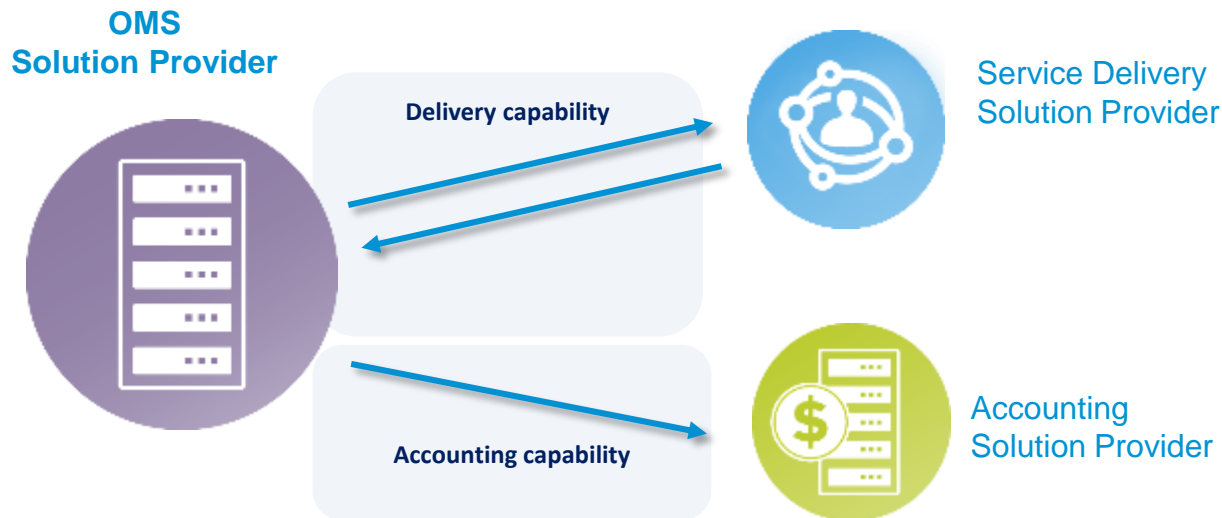


Airline fully certified for BOTH Delivery and Accounting



ONE Order Certification - What?

1. The capability to receive and send ONE Order messages
2. The ability to manage Orders in Delivery and Accounting processes



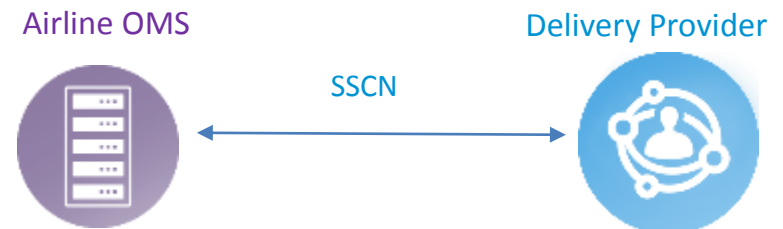
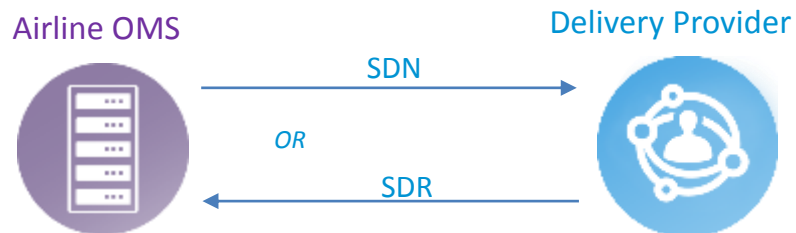
ONE Order – Service Delivery

Initial service delivery notification

- ⑩ Push the services from the OMS to the Delivery Provider via the ServiceDeliveryNotif (SDN)
- ⑩ Pull the services for delivery from the OMS to Delivery Provider via ServiceDeliveryRequest (SDR)

Delivery status tracking

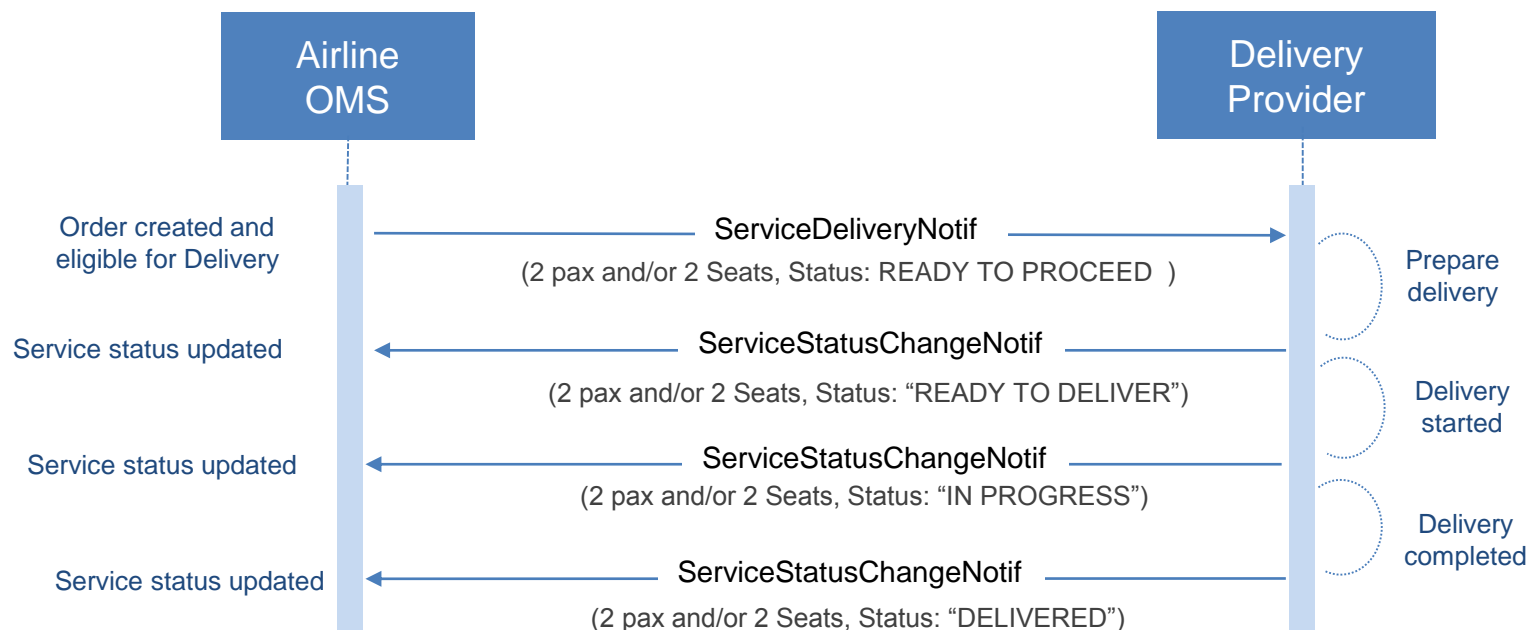
- Inform the airline OMS about any delivery status change via ServiceStatusChangeNotif (SSCN)



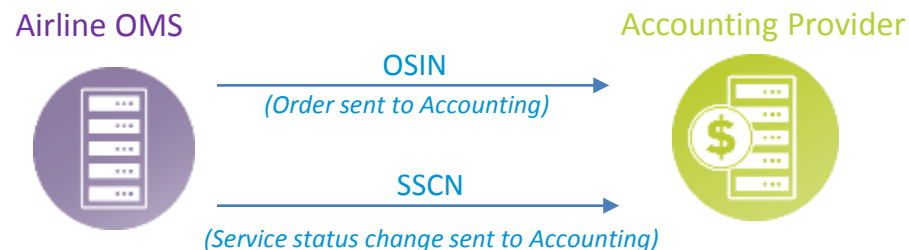
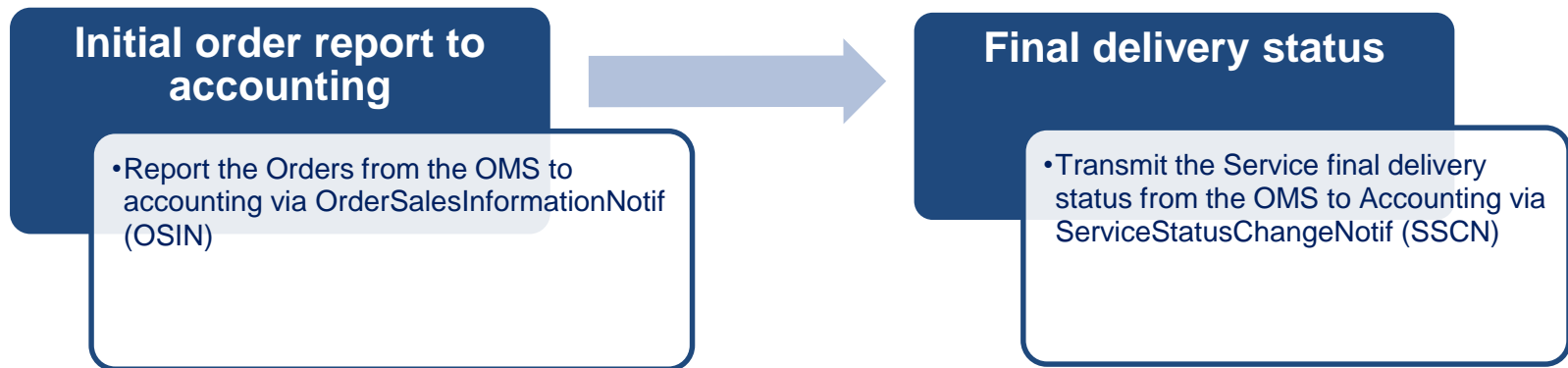
Example - Service Delivery Flights & Ancillaries

Use case illustration

- 2 Passengers and/or
- 2 Ancillaries (e.g. seats)
- GVA-LHR



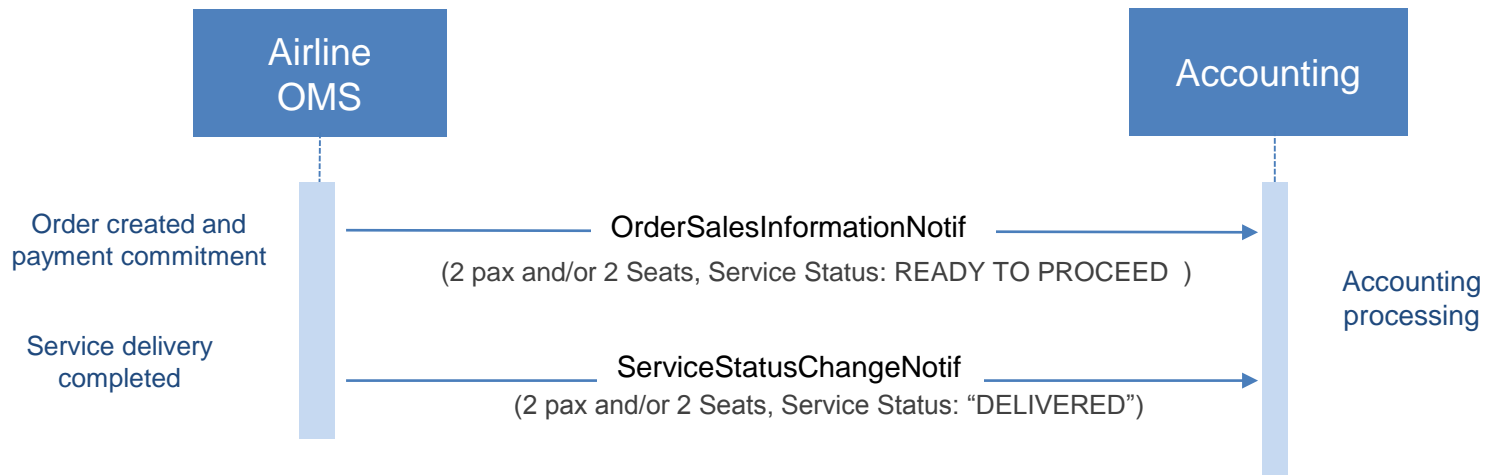
ONE Order - Accounting



Example – Accounting Flights & Ancillaries

Use case illustration

- 2 Passengers and/or
- 2 Ancillaries (e.g. seats)
- GVA-LHR



ONE Order Certification - Process

Step 1

Airlines & Providers

- Apply for certification
- Produce certification statement
- Describe implemented Use Cases
- Capture ONE Order Messages
- Send trace to IATA

Step 2

IATA

- Certification Authority
- Validate traces against Use Cases

Step 3

Benefits

- Official Notification
- Publication on **ONE Order Certification Registry (JAN 2019)**
- Use of **IATA ONE Order Certified/Capable Logo**

Note: All fees for new Certifications are currently waived until 31st December 2019



Interested? Find Out More At:

Web: <http://www.iata.org/oneorder>

Email: oo certification@iata.org

