

# Travelport

- Successfully delivering IATAs NDC 2020 vision

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Confidential

# NDC

1

**Actively connecting with 12 airlines**

2

**Discovery with over 40 airlines**

3

**Pilots underway globally**

4

**Tech readiness with airlines**

5

**A Journey. Not a race: getting it right**



## Leader Board



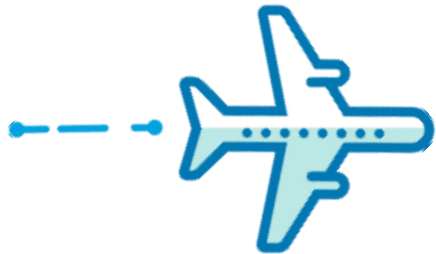
21 airlines committed to transact 20% of their third party sales via an IATA NDC API by 31 December 2020





# Why is API distribution important to airlines

API



Control

Improved  
sales capability

Commercial  
model  
flexibility

# Improved Sales Capability



Know customer at time of Search



Fares to offers



Agility



Ancillary Sales



Dynamic pricing



Differentiation



Personalization

**NDC**

**Helping you today**



Multi-year complex transition commercial and technology journey:  
Aggregators and airlines will have to manage both ATPCo and NDC worlds for years

**NDC**



## **Multi-source content strategy**

Complex connections are hidden from our agents

‘Normalizing’ the variety of airline APIs

“we’ll manage  
NDC so you  
don’t have to”

**NDC**

**New NDC content from airlines**

Agent User Interfaces

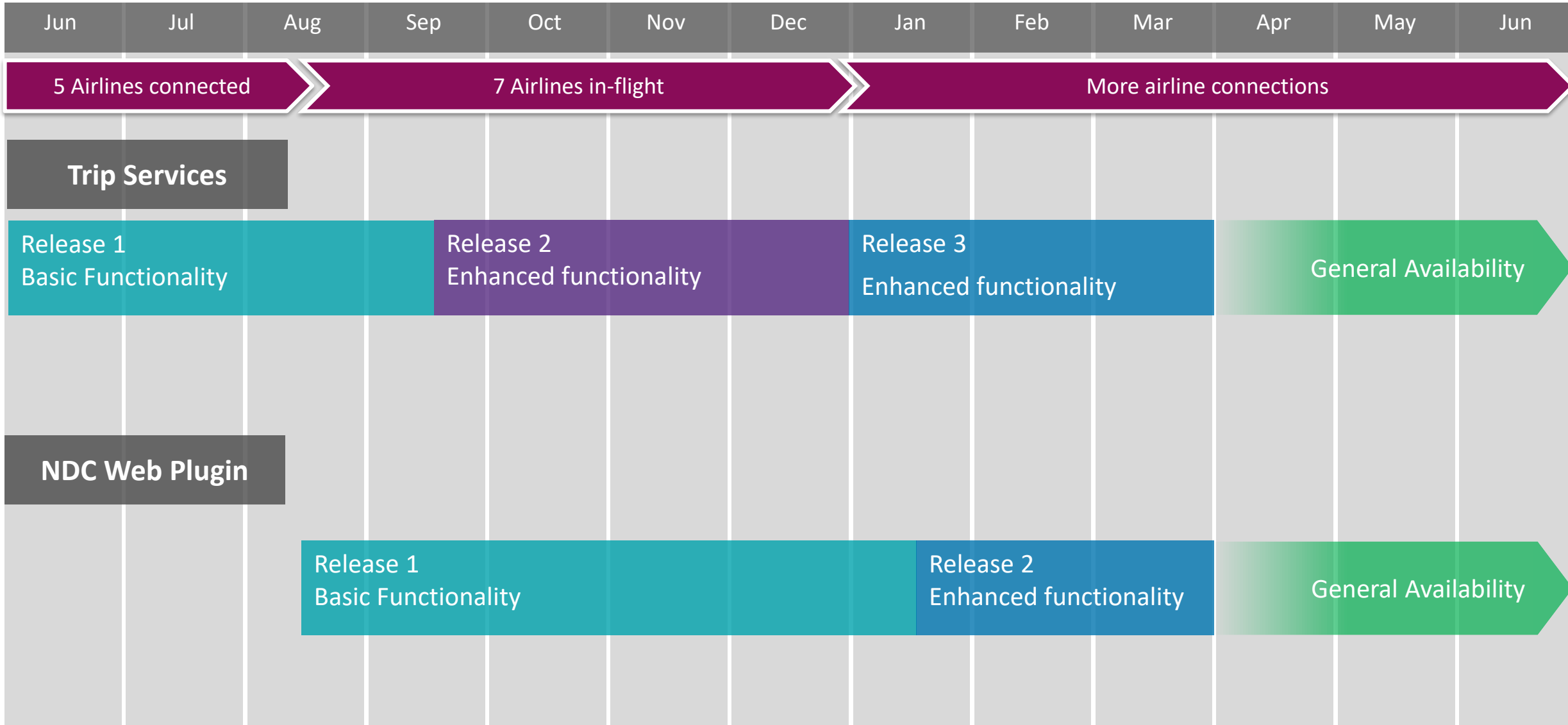
**Travelport Smartpoint**

APIs for OTAs | Corporate  
Booking tools

**Travelport Trip Services**

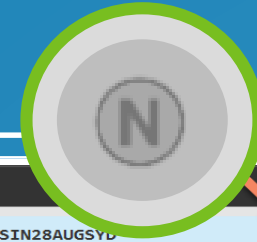


# NDC Roadmap



NDC

WHAT DOES IT LOOK LIKE?



Travelport Smartpoint - Application Window 1

PNR: FSSYD20AUGSIN28AUGSYD

NO B.F. TO DISPLAY - CREATE OR RETRIEVE FIRST

TTL OF 30 PRICING OPTIONS AND 86 ITINERARY OPTIONS RETURNED

PRICING OPTION 1	TOTAL AMOUNT
ADT	TAX INCLUDED
1 TR 13 0 20AUG SYD SIN	2045 0315 # TU 789 02TR24
2 TR 2 0 28AUG SIN SYD	0130 1110 WE 788 02TR24

Travelport Point of Sale

NDC Air Search

- Sydney - Singapore**

From	To	Date	Time
✈ SYD	✈ SIN	20 Aug	
- Singapore - Sydney**

From	To	Date	Time
✈ SIN	✈ SYD	28 Aug	

Itinerary Modifiers

Airlines: QF

Buttons: Search, Reset

Booking File

Created on by

Travelers

Booked Travel

ADT	TAX INCLUDED
1 QF 81 0 20AUG SYD SIN	1010 1650 TU 333 014SA
2 QF 82 0 28AUG SIN SYD	2110 0700 # WE 332 014SA2

MQ QCT P O

**Familiar workflow  
intuitive access to NDC**

Search for offers  
'N' icon appears automatically

Launch the NDC Web Plugin from the existing Availability or Fare Shop flow, if NDC offers are applicable an 'N' icon will appear.

The end-to-end booking process is integrated into Smartpoint, meaning no new formats to learn

# NDC

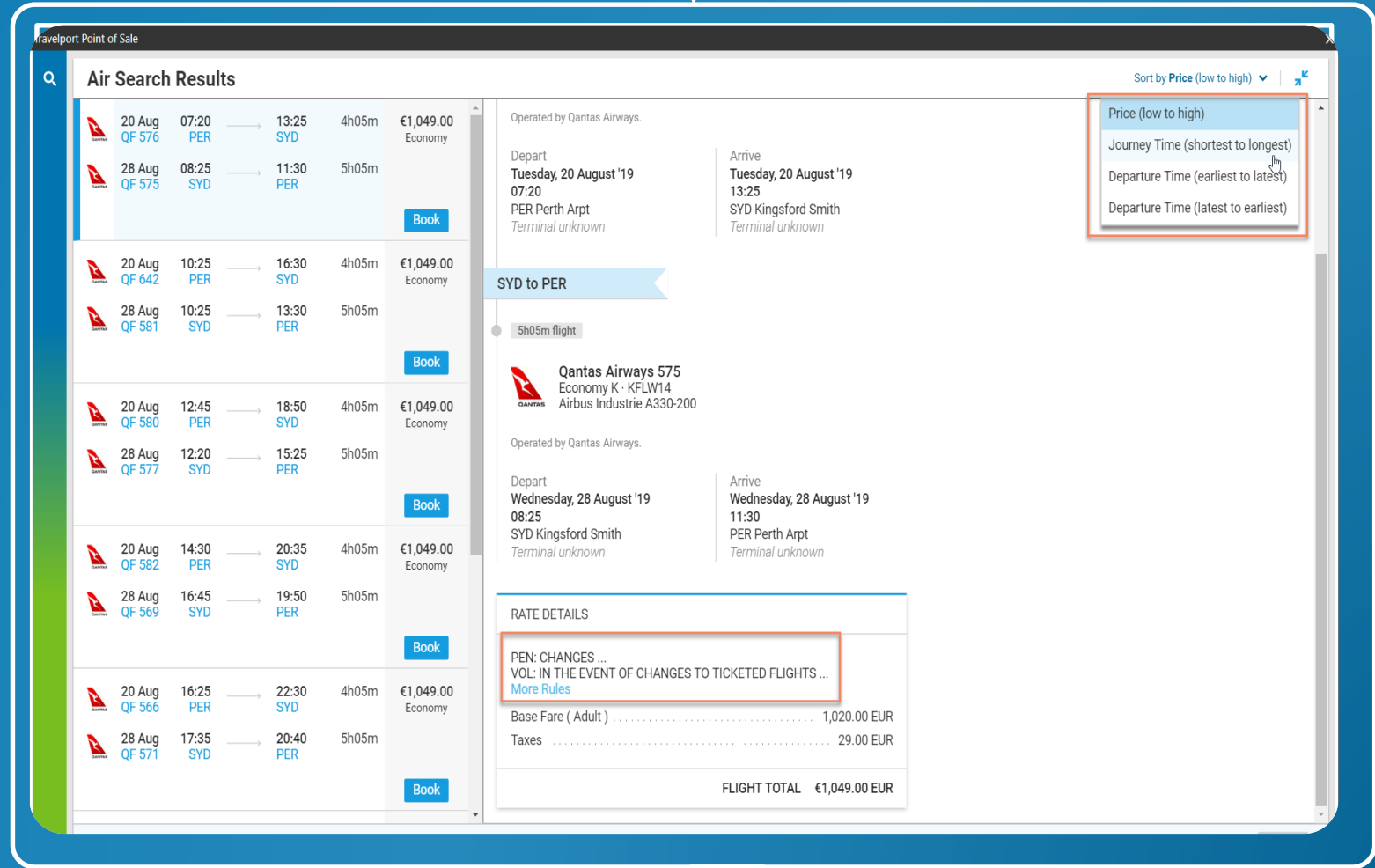
## WHAT DOES IT LOOK LIKE?

### Search Results

### Filtering Options and Fare Rule Display

Filtering options on shop display to ensure ease of navigation through offers.

Mini fare rule information displayed (if supported by the airline)



The screenshot displays the 'Air Search Results' page in the Travelport Point of Sale system. It features a table of flight options, a detailed view of a selected flight, and a 'RATE DETAILS' section. Two red boxes highlight specific elements: a dropdown menu for sorting options and a fare rule warning.

Flight	Class	Depart	Arrive	Duration	Fare	Book
20 Aug QF 576	PER	07:20 SYD	13:25 SYD	4h05m	€1,049.00 Economy	Book
28 Aug QF 575	SYD	08:25 SYD	11:30 PER	5h05m		
20 Aug QF 642	PER	10:25 SYD	16:30 SYD	4h05m	€1,049.00 Economy	Book
28 Aug QF 581	SYD	10:25 SYD	13:30 PER	5h05m		
20 Aug QF 580	PER	12:45 SYD	18:50 SYD	4h05m	€1,049.00 Economy	Book
28 Aug QF 577	SYD	12:20 SYD	15:25 PER	5h05m		
20 Aug QF 582	PER	14:30 SYD	20:35 SYD	4h05m	€1,049.00 Economy	Book
28 Aug QF 569	SYD	16:45 SYD	19:50 PER	5h05m		
20 Aug QF 566	PER	16:25 SYD	22:30 SYD	4h05m	€1,049.00 Economy	Book
28 Aug QF 571	SYD	17:35 SYD	20:40 PER	5h05m		

**Sort by Price (low to high)**

- Price (low to high)
- Journey Time (shortest to longest)
- Departure Time (earliest to latest)
- Departure Time (latest to earliest)

**Qantas Airways 575**  
Economy K - KFLW14  
Airbus Industrie A330-200

**RATE DETAILS**

PEN: CHANGES ...  
VOL: IN THE EVENT OF CHANGES TO TICKETED FLIGHTS ...  
[More Rules](#)

Base Fare ( Adult ) ..... 1,020.00 EUR  
Taxes ..... 29.00 EUR

**FLIGHT TOTAL €1,049.00 EUR**

# NDC

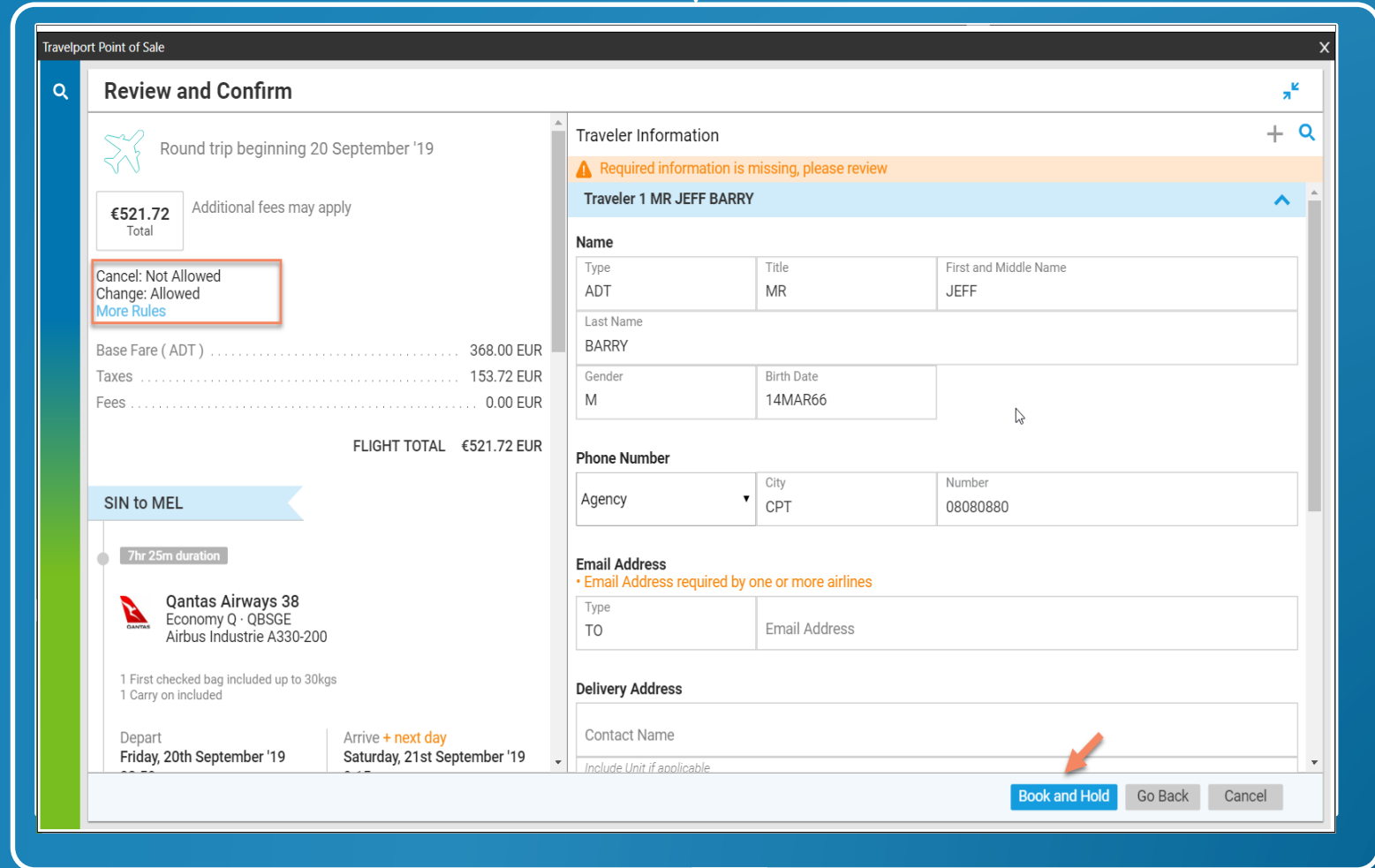
## WHAT DOES IT LOOK LIKE?

Quick & Easy  
booking creation

Review, Book & Hold options

Details of the offer are displayed for review prior to holding or booking.

Changes can be easily made if required through easy to navigate GUI screens.



The screenshot shows the 'Review and Confirm' screen in the Travelport Point of Sale system. The main content area displays flight details for a round trip starting on 20 September '19. The total price is €521.72, with a note that additional fees may apply. A red box highlights the cancellation policy: 'Cancel: Not Allowed' and 'Change: Allowed', with a link to 'More Rules'. The flight details include a base fare of 368.00 EUR, taxes of 153.72 EUR, and no fees. The flight is operated by Qantas Airways 38, Economy Q - QBSGE, on an Airbus Industrie A330-200. The itinerary shows a 7hr 25m duration from SIN to MEL, departing on Friday, 20th September '19, and arriving on Saturday, 21st September '19. The baggage allowance includes 1 first checked bag up to 30kgs and 1 carry-on. The right-hand panel contains traveler information for 'Traveler 1 MR JEFF BARRY'. A warning message states 'Required information is missing, please review'. The traveler's name is JEFF BARRY, title MR, gender M, and birth date 14MAR66. The phone number is 08080880. The email address field is empty, with a note that an email address is required. The delivery address field is also empty. At the bottom right, there are three buttons: 'Book and Hold' (highlighted with a red arrow), 'Go Back', and 'Cancel'.



# NDC

## WHAT DOES IT LOOK LIKE?

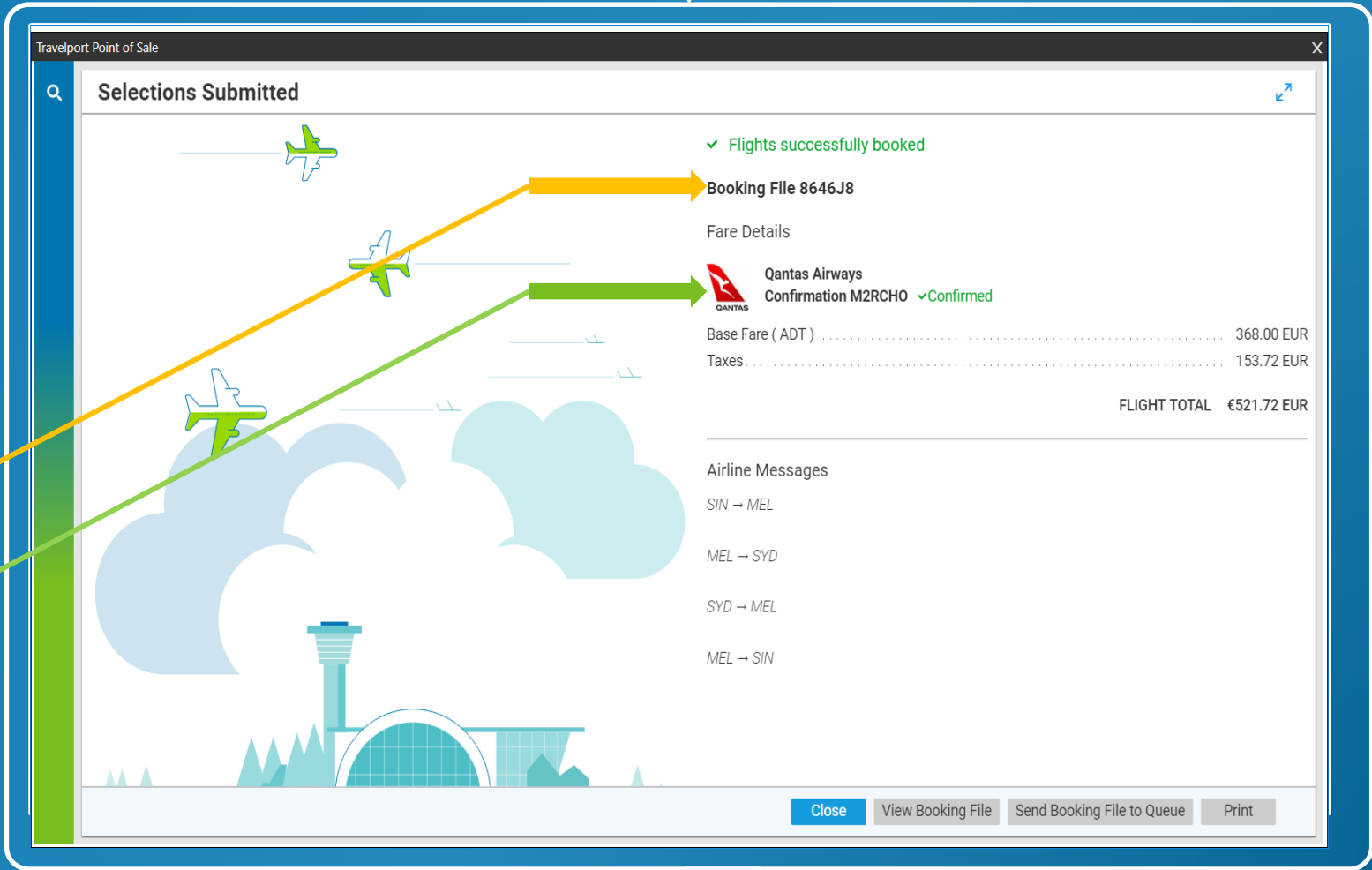
### Confirmation

Clear confirmation with airline & GDS vendor locators

Confirmation screen shows the offer that has been booked in the airlines system.

With **GDS booking reference**

With **airline vendor locator**



# NDC

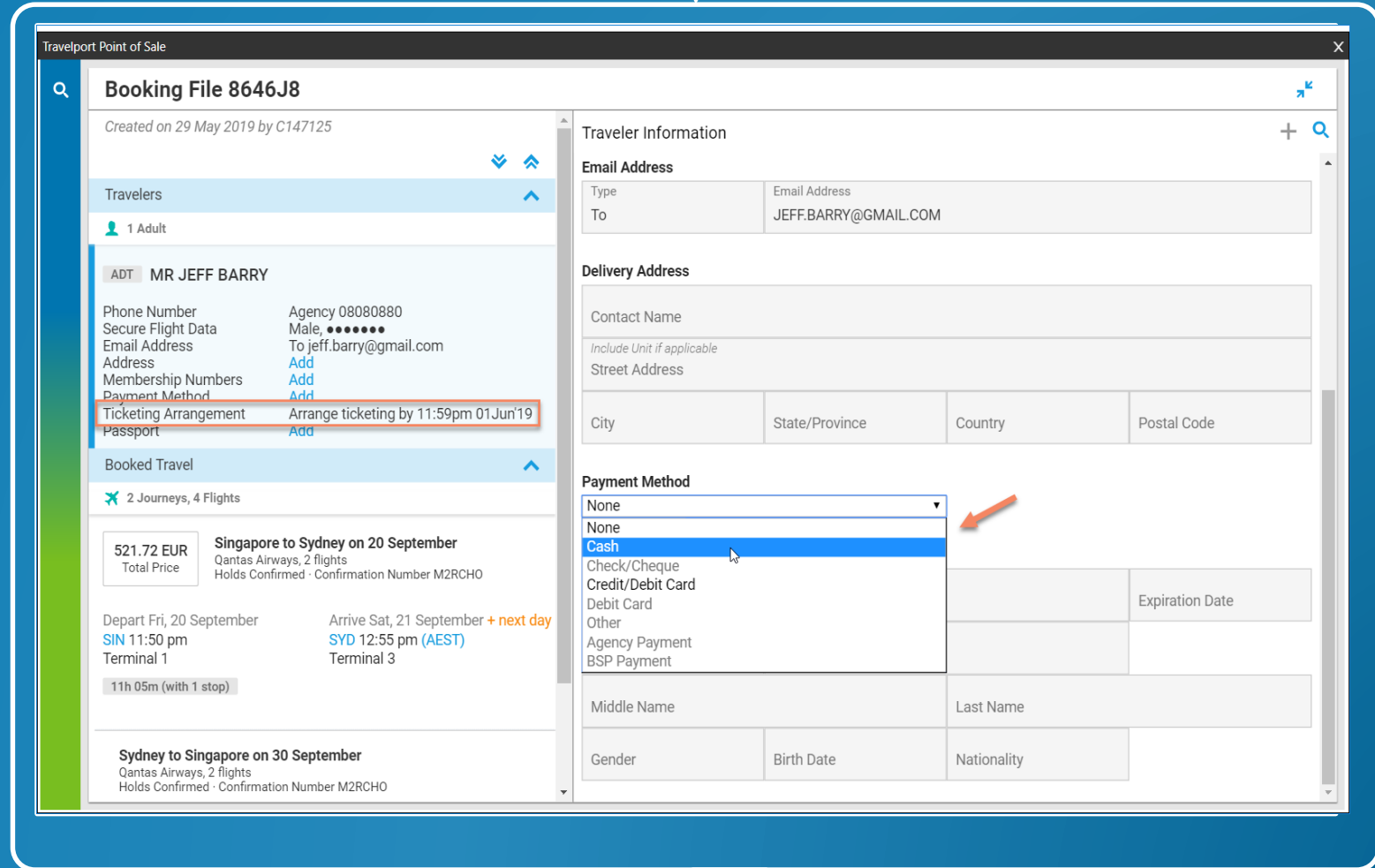
## WHAT DOES IT LOOK LIKE?

### Ticketing & payment

#### Familiar payment options

Payment options as supported by each airline dynamically displayed in GUI.

The ticketing time limit is displayed in the host ticketing field as per usual, plus there is a handy reminder of the time limit in the GUI view of the PNR.



The screenshot shows the Travelport Point of Sale interface for a booking file (8646J8) created on 29 May 2019. The traveler is MR JEFF BARRY. The interface displays traveler information, delivery address, and a payment method dropdown menu. The dropdown menu is open, showing options: None, Cash, Check/Cheque, Credit/Debit Card, Debit Card, Other, Agency Payment, and BSP Payment. An orange arrow points to the 'Cash' option. The 'Ticketing Arrangement' field is highlighted with a red box, showing 'Arrange ticketing by 11:59pm 01Jun'19'. The 'Booked Travel' section shows two journeys: Singapore to Sydney on 20 September and Sydney to Singapore on 30 September.

# NDC

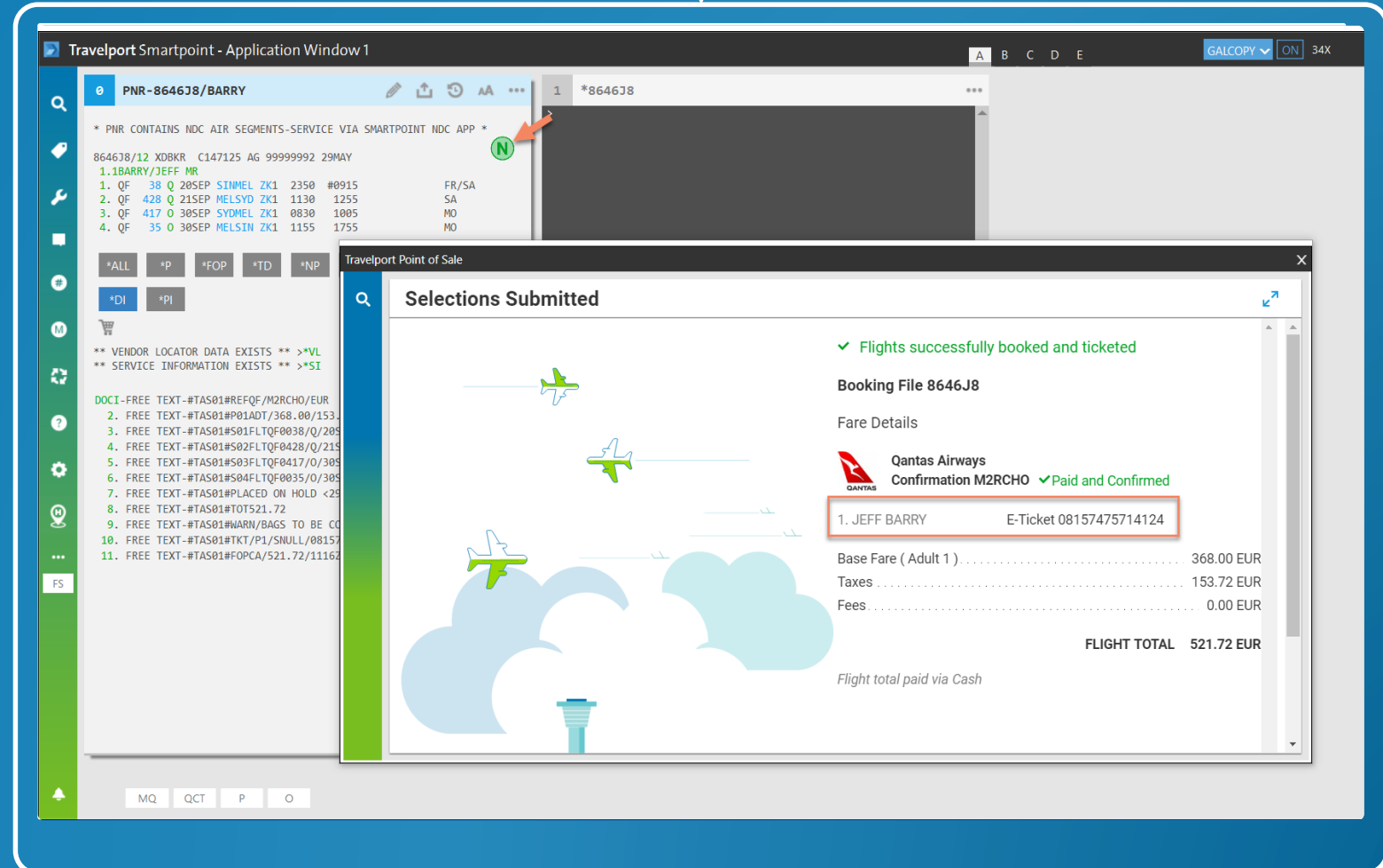
## WHAT DOES IT LOOK LIKE?

Quick and easy  
ticketing

Confirmation window with  
e-Ticket details

A confirmation screen with ticket details is displayed with the E-Ticket number

The N icon in the booking file will change to green giving a quick visual indication of ticketing status.



The screenshot shows the Travelport Smartpoint interface. The main window displays a booking file for PNR-8646J8/BARRY. A green 'N' icon is highlighted in the booking file, indicating that the ticketing is successful. A 'Selections Submitted' pop-up window is overlaid on the main interface, showing the following details:

- Flights successfully booked and ticketed**
- Booking File 8646J8**
- Fare Details**
  - Qantas Airways Confirmation M2RCHO **✓ Paid and Confirmed**
  - 1. JEFF BARRY E-Ticket 08157475714124
- Base Fare (Adult 1)** ..... 368.00 EUR
- Taxes** ..... 153.72 EUR
- Fees** ..... 0.00 EUR
- FLIGHT TOTAL** 521.72 EUR
- Flight total paid via Cash*

# NDC

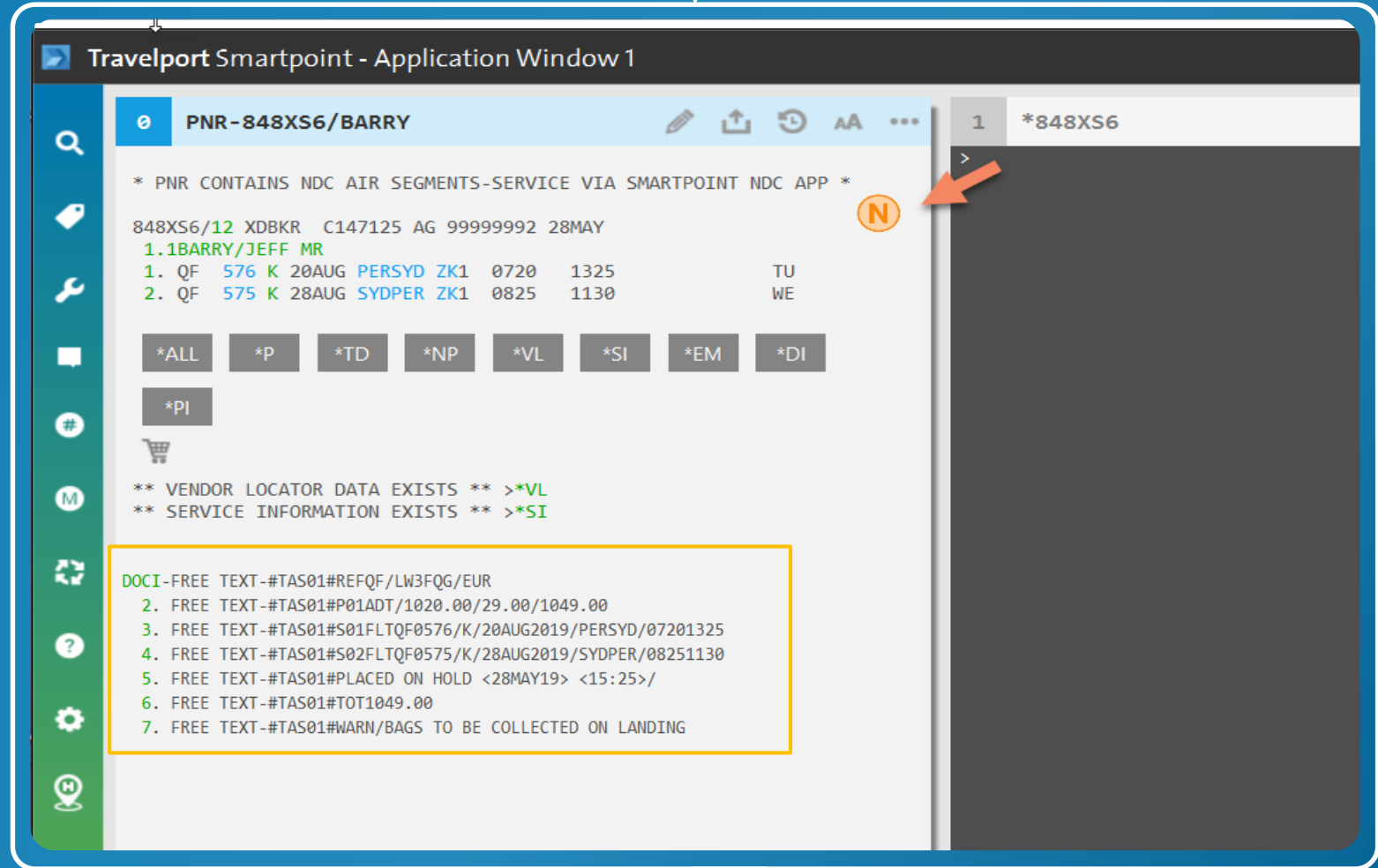
## WHAT DOES IT LOOK LIKE?

### Mid-office reporting

Total alignment to your existing mid office systems

NDC creates a ZK passive segment in the GDS. NDC segment information added in DI lines

- Clear PNR status through the NDC icon - colour depending on booking status;
- Amber = order created but not ticketed
  - Green = order created and ticketed
  - Grey = order cancelled



Travelport Smartpoint - Application Window 1

PNR - 848XS6/BARRY

\* PNR CONTAINS NDC AIR SEGMENTS-SERVICE VIA SMARTPOINT NDC APP \*

848XS6/12 XDBKR C147125 AG 99999992 28MAY

1.1BARRY/JEFF MR

1.	QF	576	K	20AUG	PERSYD	ZK1	0720	1325		TU
2.	QF	575	K	28AUG	SYDPER	ZK1	0825	1130		WE

\*ALL \*P \*TD \*NP \*VL \*SI \*EM \*DI

\*PI

\*\* VENDOR LOCATOR DATA EXISTS \*\* >\*VL  
 \*\* SERVICE INFORMATION EXISTS \*\* >\*SI

DOCI-FREE TEXT-#TAS01#REFQF/LW3FQG/EUR

- FREE TEXT-#TAS01#P01ADT/1020.00/29.00/1049.00
- FREE TEXT-#TAS01#S01FLTQF0576/K/20AUG2019/PERSYD/07201325
- FREE TEXT-#TAS01#S02FLTQF0575/K/28AUG2019/SYDPER/08251130
- FREE TEXT-#TAS01#PLACED ON HOLD <28MAY19> <15:25>/
- FREE TEXT-#TAS01#TOT1049.00
- FREE TEXT-#TAS01#WARN/BAGS TO BE COLLECTED ON LANDING

The screenshot shows a Travelport Smartpoint application window for PNR 848XS6/BARRY. It displays flight segments for QF 576 and QF 575. A yellow box highlights a list of free text messages, including a warning about bags to be collected on landing. An orange arrow points to a yellow 'N' icon in the top right corner of the main content area, which represents the NDC status.



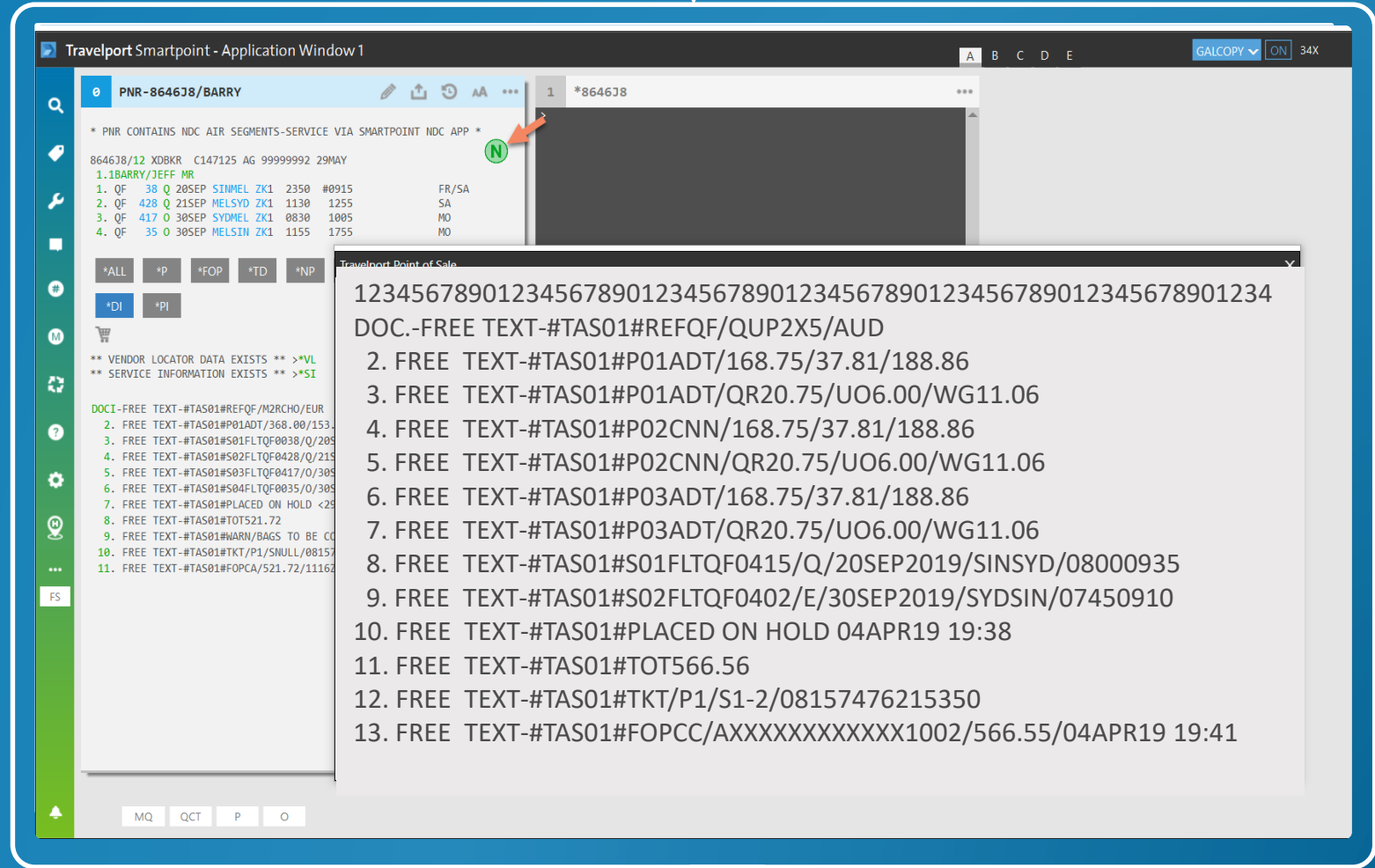
# NDC

## WHAT DOES IT LOOK LIKE?

Mid-office reporting

e-Ticket & payment details

The DI lines are updated with the E-Ticket information and payment information so you can easily transfer into your own mid and back office reporting tools.



The screenshot shows the Travelport Smartpoint interface for application window 1. The main window displays flight details for PNR 8646J8/BARRY, including a table of segments and various status messages. A pop-up window titled 'Travelport Point of Sale' is overlaid on the right, displaying a list of 13 free text entries. An arrow points from the 'N' icon in the main window to the pop-up window.

Segment	Class	Carrier	Flight	Origin	Destination	Class	Fare Basis	FA	SA	MO
1.	QF	38	Q	20SEP	SINMEL	ZK1	2350	#0915	FR/SA	
2.	QF	428	Q	21SEP	MELSYD	ZK1	1130	1255	SA	
3.	QF	417	Q	30SEP	SYDMEL	ZK1	0830	1005	MO	
4.	QF	35	Q	30SEP	MELSYD	ZK1	1155	1755	MO	

Free Text Entries:

- 12345678901234567890123456789012345678901234567890123456789012345678901234
- DOC.-FREE TEXT-#TAS01#REFQF/QUP2X5/AUD
2. FREE TEXT-#TAS01#P01ADT/168.75/37.81/188.86
3. FREE TEXT-#TAS01#P01ADT/QR20.75/UO6.00/WG11.06
4. FREE TEXT-#TAS01#P02CNN/168.75/37.81/188.86
5. FREE TEXT-#TAS01#P02CNN/QR20.75/UO6.00/WG11.06
6. FREE TEXT-#TAS01#P03ADT/168.75/37.81/188.86
7. FREE TEXT-#TAS01#P03ADT/QR20.75/UO6.00/WG11.06
8. FREE TEXT-#TAS01#S01FLTQF0415/Q/20SEP2019/SINSYD/08000935
9. FREE TEXT-#TAS01#S02FLTQF0402/E/30SEP2019/SYDSIN/07450910
10. FREE TEXT-#TAS01#PLACED ON HOLD 04APR19 19:38
11. FREE TEXT-#TAS01#TOT566.56
12. FREE TEXT-#TAS01#TKT/P1/S1-2/08157476215350
13. FREE TEXT-#TAS01#FOPCC/AXXXXXXXXXXXXX1002/566.55/04APR19 19:41

# NDC

## WHAT DOES IT LOOK LIKE?

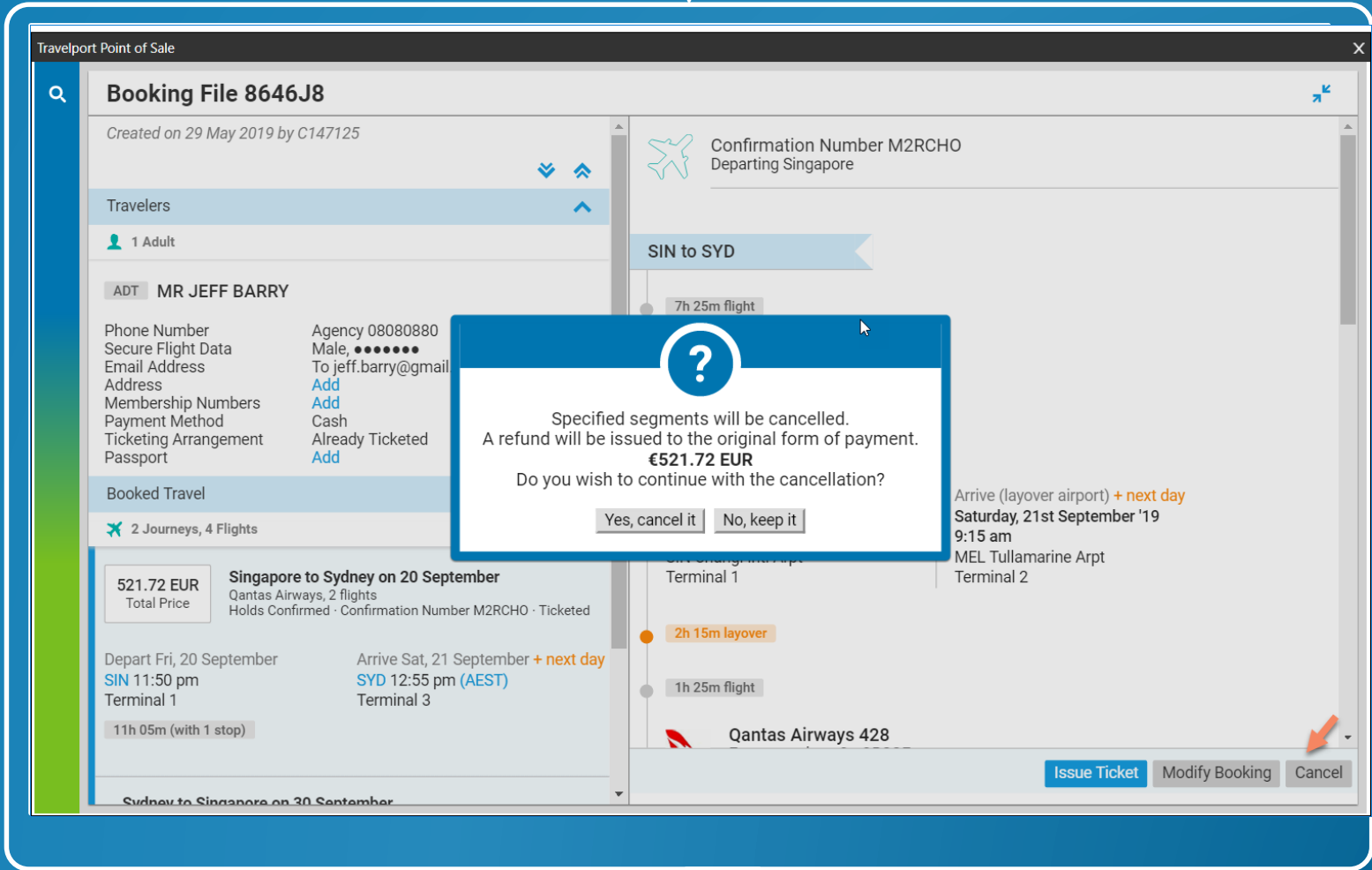
Customer servicing

Cancelling an NDC offer

The offer can be cancelled pre and post ticketing by selecting Cancel.

The functionality provided will depend on what the airline is supporting.

For credit card payments the refund will be returned to the credit card – for cash payment the refund will be returned via BSP



The screenshot shows the Travelport Point of Sale interface for a booking file (8646J8). A modal dialog box is displayed in the center, asking for confirmation to cancel specified segments. The dialog text reads: "Specified segments will be cancelled. A refund will be issued to the original form of payment. €521.72 EUR. Do you wish to continue with the cancellation?" with "Yes, cancel it" and "No, keep it" buttons. The background interface shows flight details for a Singapore to Sydney itinerary on 20 September, including a 2h 15m layover in Melbourne. The total price is 521.72 EUR. At the bottom right, there are buttons for "Issue Ticket", "Modify Booking", and "Cancel".

# What we can expect to see over the next 6+ months



- Leading airlines connected to GDS's, enabling agents to access NDC content
- Technology becomes less of an inhibitor enabling utilisation of capabilities
- More airlines announcing their NDC ambitions
- Agents and Corporates discussing new deals and content
- More sticks and carrots to encourage NDC usage
- Success reliant on collaboration

**Travelport** 