According to Ingenico ePayments’ data, most travelers in LATAM arrive or depart from these top five airports:

- **PTY** Tocumen International Airport | Panama City, Panama
- **SCL** Comodoro Arturo Merino Benítez International Airport | Santiago, Chile
- **LIM** Jorge Chavez International Airport | Lima, Peru
- **BOG** El Dorado International Airport | Bogota, Colombia
- **GRU** Sao Paulo – Guarulhos International Airport | Guarulhos, Brazil

We work with some of LATAM’s biggest airlines, visiting all of these destinations, by helping them reach more customers around the world. Make sure that you’re targeting all of your international travelers throughout their journey, with the most payment methods and comprehensive acquiring coverage available.

Visit: [www.ingenico.com/epayments](http://www.ingenico.com/epayments) to learn more
What Does the Future Look like for E-Commerce Payments: Will NDC impact your processes?

Ryan M. Harris, CISA
Commercial and Finance Projects Manager
Quick Bio:

• 2 years with PricewaterhouseCoopers
• 11 years in the airline industry
• 4 years involvement with IATA NDC and One Order initiatives
  • Passenger and Airport Data Interchange Standards (PADIS) Board member
    • IATA PADIS liaison to the Open Travel Alliance (OTA)
  • Passenger Data Management Group (PDMG) member
  • Chairperson of NDC Change Management committee
  • Passenger Services Conference (PSC) voting delegate
• A really decent human being
InselAir’s NDC and One Order Activity:

- Active within the IATA NDC and One Order standards groups since 2014
- Successful IATA NDC Pilot, in conjunction with JR Technologies and SITA
  - Initial Offer/Order management system created in October 2015
  - First completed NDC-originating Order in December 2015
  - First fulfilled (lifted) NDC-originating Order in February 2016
- Full production NDC Offer/Order management system, expected May 2018
- NDC Mobile Pilot with CellPoint Mobile, expected Q3 2018
- IATA One Order Pilot project to be initiated in June 2018 with JR Technologies
Why NDC and One Order?

The Problems:

• Today’s business processes are largely still ticket/coupon-based, even though paper tickets have been out for almost a decade

• Most airline sales and fulfilment processes are controlled by the limits of dated technology, forcing the business to conform to the systems instead of the systems conforming to the business

• The industry wants to leverage Big Data in real-time during the sales process, regardless of channel, to personalize the offer to the passenger and mitigate commoditization
What is NDC and One Order?

New Distribution Capabilities (NDC) and One Order:

• **It is a Technology** – XML-based messaging using internet communication protocols

• **It is a Philosophy** – Airlines retaking control of offers, personalized to the passenger regardless of the sales channel, making all channels “direct” channels

• **It is an Evolution** – Channel-agnostic personalization by transitioning from itinerary-based PNR/E-Ticket/EMDs to passenger-based Offers/Orders, and greater airline efficiency by eliminating “paper-based” business processes

• **It is a Revolution** – Airlines communicate directly to Passengers, Agents, and other Airlines from a single data source, regardless of sales channel
So, how are payments and revenue affected?

1) Simplification of FOP integration through standardized XML payment messages
2) Single payment integration/configuration point for multiple direct and “indirect” distribution channels, including BSP/ARC
3) Elimination of Interline Prorate processes
4) Elimination of Revenue Integrity processes
5) Transformation from reactive Revenue Management to proactive, real-time Yield Management at the time of sale
6) Supports real-time fraud mitigation throughout the sales process, not just at the time of payment
The End!

Questions
Comments
Concerns
Insults

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