Will NDC and One Order mean anything in a B2B Payments World?

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Quick Bio:

• 4 Years with Enterprise Rent-A-Car GDS & Systems Management
• 2 years with PricewaterhouseCoopers Systems and Process Audit
• 11 years in the airline industry – Flight Attendant to CCO
• 6 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
• A really decent human being
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

• **It is a Transformation** – Airlines can migrate away from commodity-based seat selling to personalized retailing
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
Thank You!

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