Understanding IATA NDC and ONE Order

Abram Richman
Senior Solution Architect, Datalex

11th Ancillary Merchandising Conference
The main goals of NDC are:

- Provide customers access to more products regardless of channel
- Reduce time to market for new products
- Reduce cost by simplifying the sales and order management process
- Increase revenue by making targeted relevant offers
- Provide real-time dynamic pricing to increase yield
Offer Management With NDC

11th Ancillary Merchandising Conference
The main goals of ONE Order are:

- Provide a single source of truth for the customer’s journey

- Share the ONE Order between agencies, airlines, partner airlines, fulfillment partners and financial systems.

- Provide industry standard messages for:
  - Service Providers
  - Financial Systems
Order Management Landscape Before One Order

Agency → GDS

GDS PNR and Ticket / EMD Issuance

ORO CRS/PSS → GDS

CRS PNR and eTicket / EMD Image

ORO CRS/PSS ← GDS

CRS PNR and eTicket / EMD Image

GDS ← ORO CRS/PSS

Reservations

Tickets and EMDs

Amendments and Status Changes

POA CRS/PSS → GDS

CRS PNR and eTicket / EMD Image

GDS ← POA CRS/PSS

Reservations

Tickets and EMDs

Amendments and Status Changes
Order Management With NDC and One Order

11th Ancillary Merchandising Conference
11th Ancillary Merchandising Conference