



What about post booking processes?

IATA Implementation Forum, 25 June 2020



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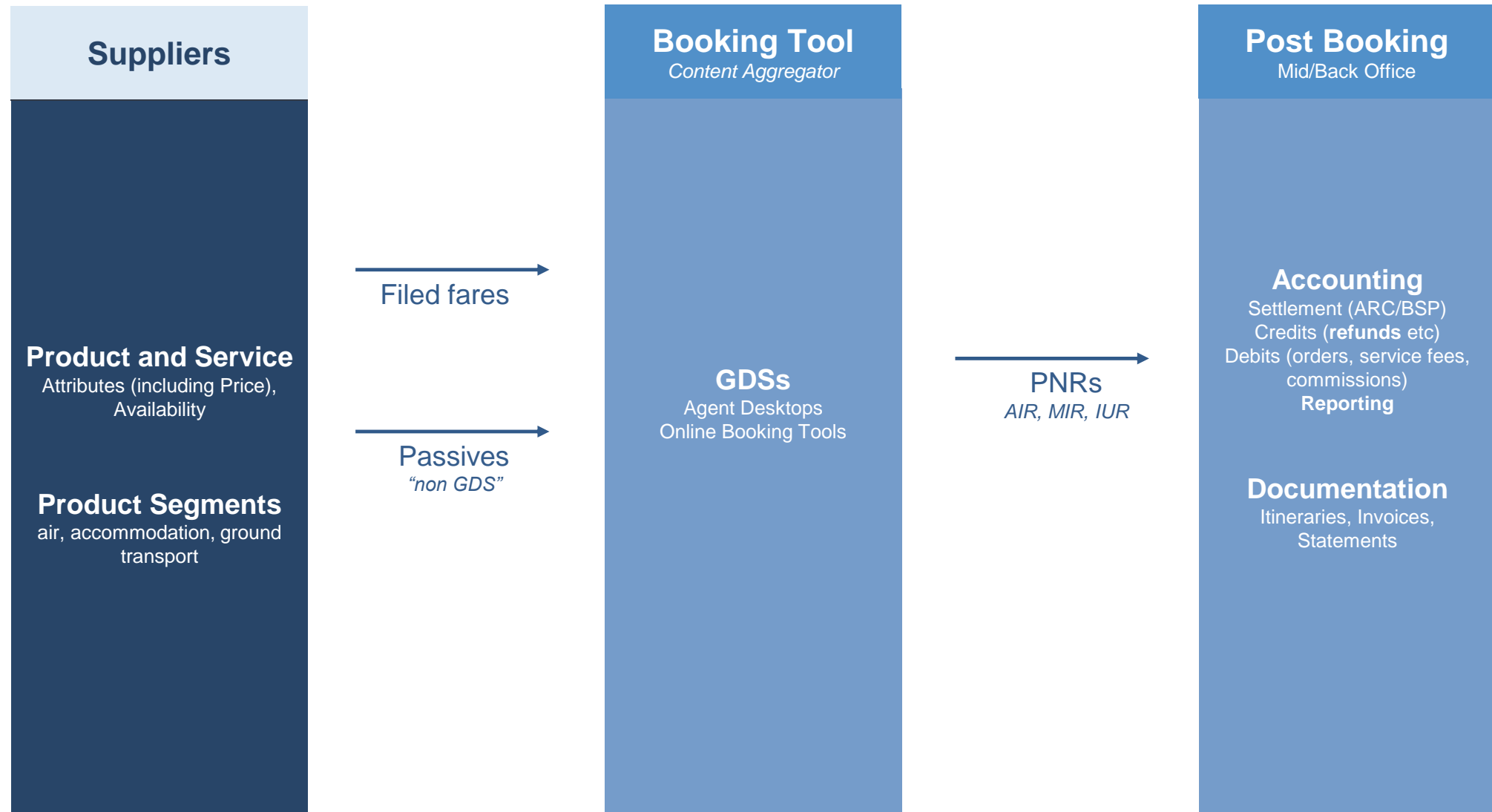
Chief Technology Officer AU/NZ



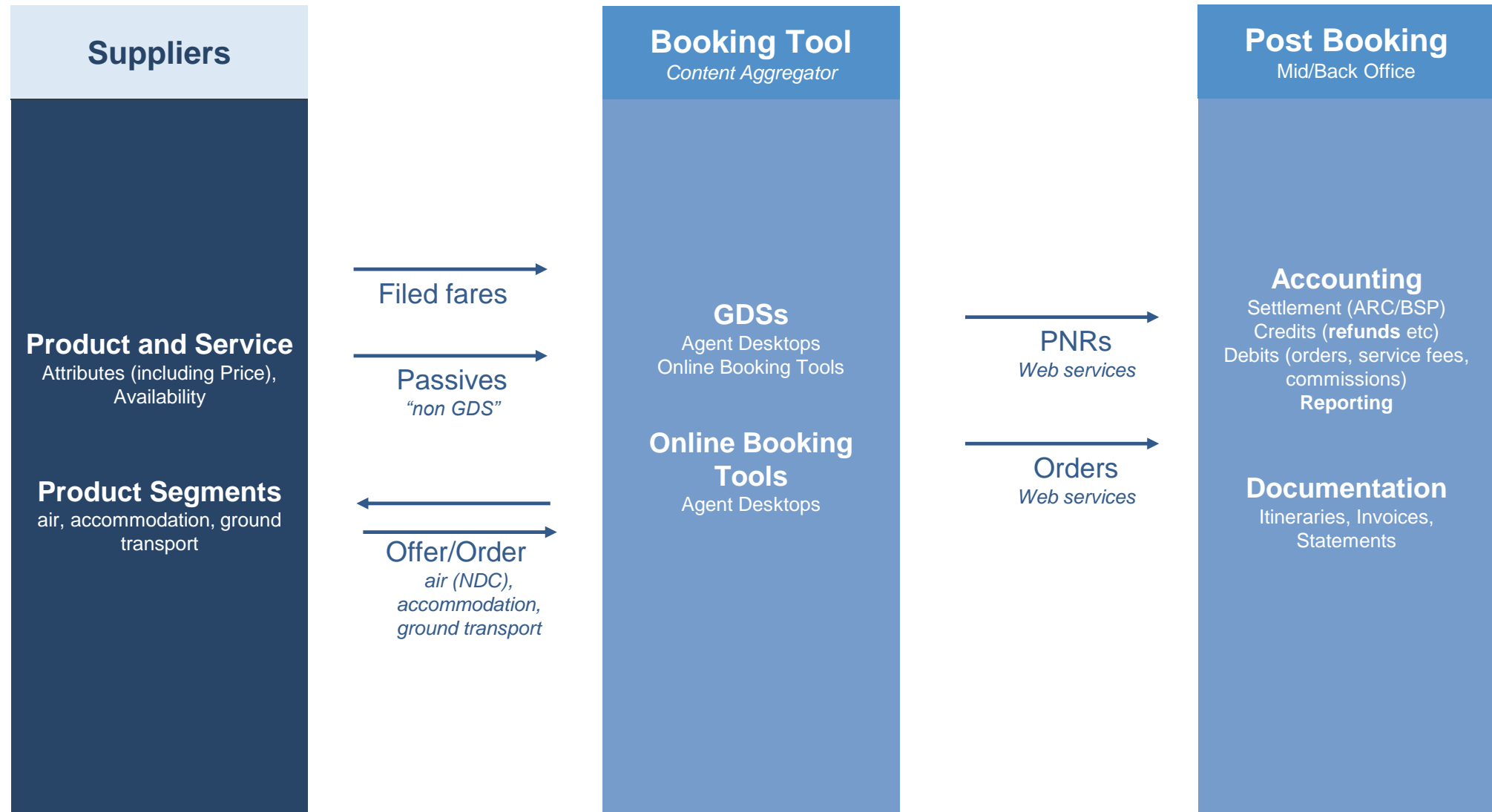
End to end value chain - Overview



Tools and Workflow used by TMCs - traditional

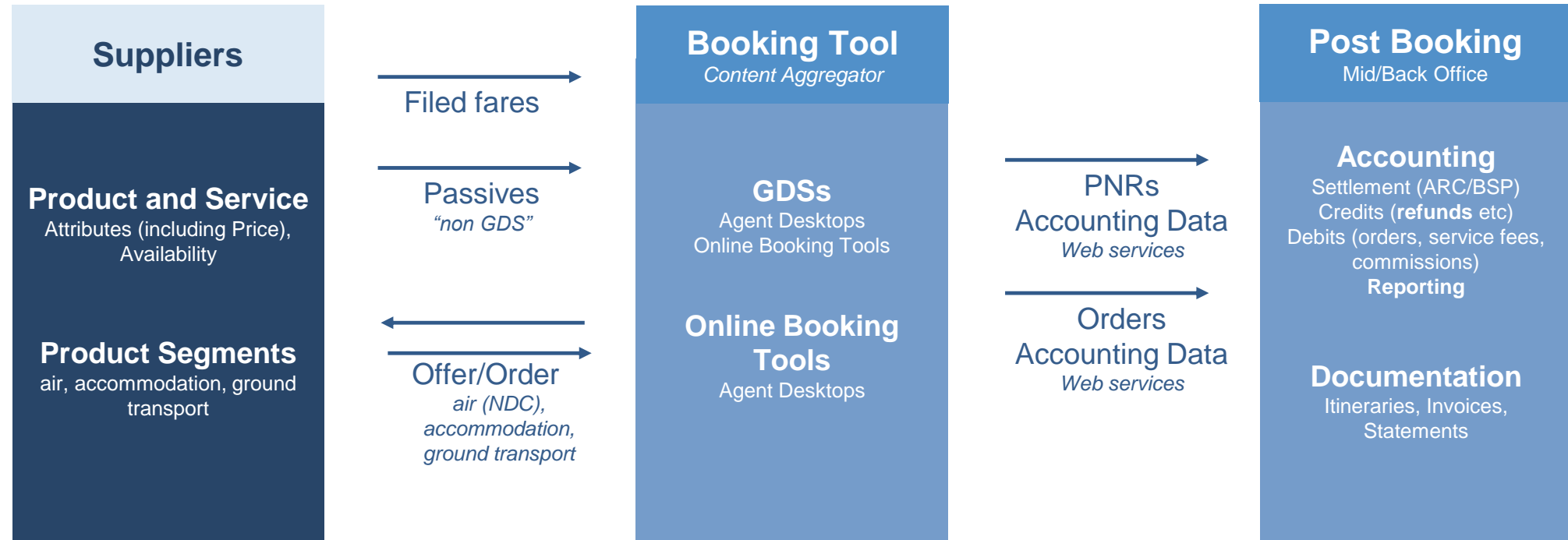


Tools and Workflow used by TMCs - present



Data Flow and Data Entry Points

Data Flow



Data Entry Points

Order (OrderViewRS)

Type
new or change

Segment information

Traveller name

Cost break-down

+

Accounting Data

Company specific details
company, department, cost centre

User defined reporting fields
reason for travel, project code

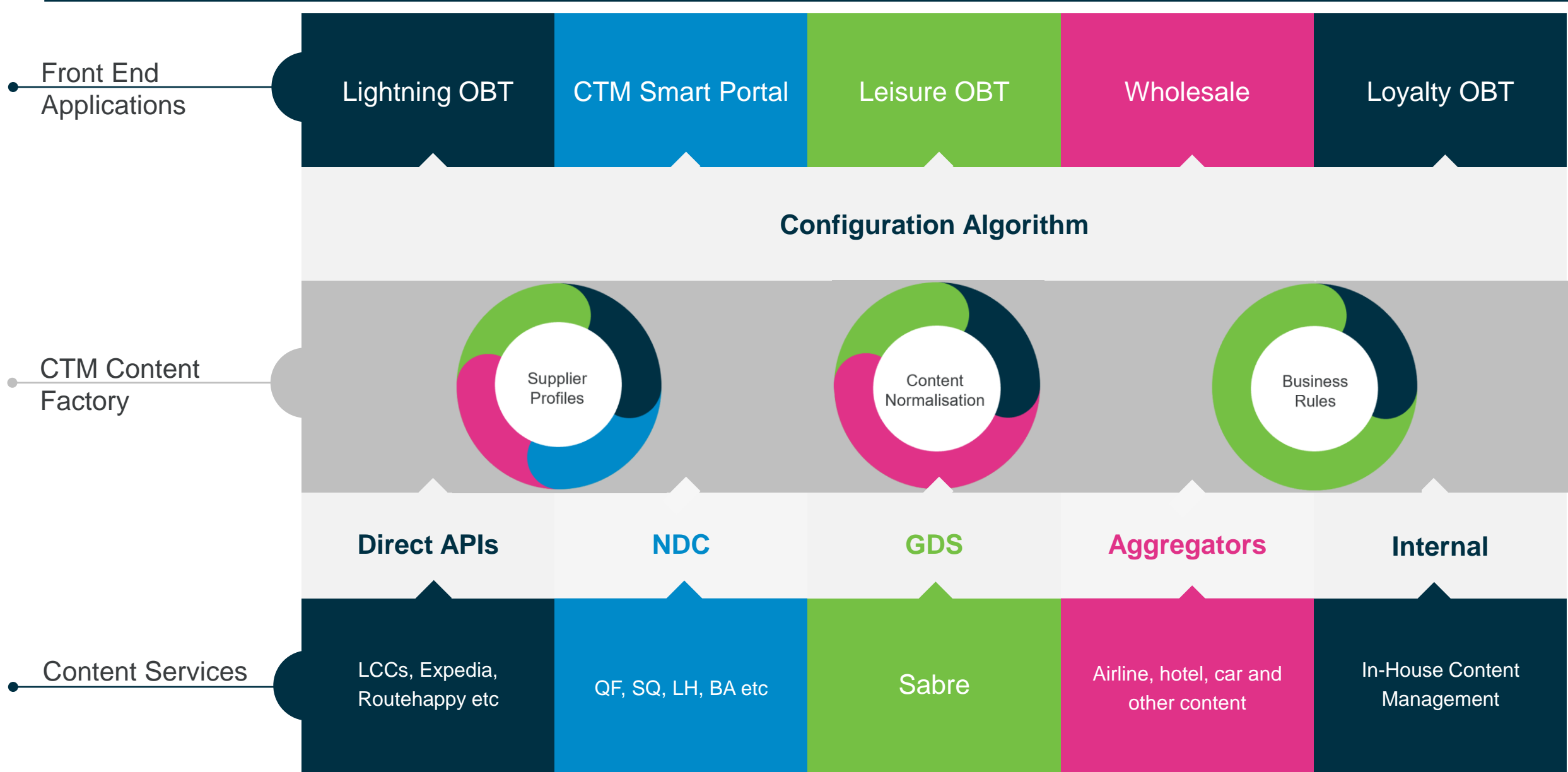
Policy Exceptions and Corporate Savings

=

Efficient post booking processes
regardless of booking channel
and content source

Accounting
Documentation

CTM Content Factory



NDC Booking flow.

Flights with a campaign offer will appear with an indicator icon.

✈️

Flight

→

🏨

Hotel

→

✓

Confirm

1. SYD → ADL
TUE 19TH JUNE

2. ADL → SYD
WED 20TH JUNE

📍 Sydney (Kingsford Smith) Airport

📍 Tullamarine Airport

📅 Tue 19th Jun,

🕒 7:00 am

Search

1. Sydney (Kingsford Smith) Airport (SYD) to Adelaide Airport (ADL), 19 Jun 2018

All

🌅 12AM - 12PM

🌃 12PM - 7PM

🌙 7PM - 12AM

Sort

Filter

View cheapest fares

All prices shown in AUD ⓘ

	Economy No Baggage	Economy Restricted	Economy Economy	Business
<div><div><div><div>Virgin</div><div>SYD 6:45 am</div><div>2h, 10m Nonstop</div><div>MEL 8:25 am</div></div><div><div>N/A</div><div><div>Go</div><div>🛫 9+</div><div>139AUD</div><div>+ 1 other fare</div></div><div><div>Flexi</div><div>🛫 9+</div><div>415AUD</div><div>1 fare only</div></div><div><div>Business</div><div>🛫 6</div><div>782AUD</div><div>1 fare only</div></div></div><div><div>VIRGIN • VA402</div><div>93% on time</div><div>Fastest trip</div><div>Show trip details & all 4 fares</div></div></div></div>				
<div><div><div><div><div>🎁 50% Bonus Status Credit</div><div><div>Qantas</div><div>SYD 7:00 am</div><div>2h, 10m Nonstop</div><div>MEL 8:40 am</div></div><div><div>N/A</div><div><div>Restricted</div><div>🛫 9+</div><div>199AUD</div><div>1 fare only</div></div><div><div>Flexi</div><div>🛫 9+</div><div>478AUD</div><div>1 fare only</div></div><div><div>Business</div><div>🛫 9+</div><div>888AUD</div><div>1 fare only</div></div></div><div><div>QANTAS • QF735</div><div>95% on time</div><div>Preferred</div><div>Fastest trip</div><div>Show trip details & all 3 fares</div></div></div></div></div></div>				

🛒 Cart

There are no items in your cart.

Total 0.00

✓ FLIGHTS 0.00

✓ HOTELS 0.00

✓ CARS 0.00

All prices shown in AUD ⓘ

Passenger Itineraries ▶

QF QDP
Campaign
offer
→


Once the fare is selected, further campaign details are available along with FF earn.



NDC Booking flow.

Campaign offer is available to view in booking summary page


Booking Summary #1234567

SYD-MEL
Qantas QF405

821.22 AUD

DEPART

6:30am



Sydney (Kingsford Smith) Airport, Sydney
2nd December

POLICY BREAK INFORMATION

Flight Times unsuitable/specific time required

PNR

O8DXYG

SEATS


AIRBUS 330-300 – SEAT Not Assigned

BONUS

Earn an additional 50% status credits [T&C](#)

ARRIVE

8:05am



Tullamarine Airport, Melbourne
2nd December

CLASS

Flexi (Flex)

RATES

HFAS

NOTE

This flight departs from an international terminal, please allow additional time to check-in

Campaign confirmation



NDC Booking flow.

Mid Office Capture Both Booking Types with Source Designator and send consolidated customer Itinerary

Content source indicator

Booking No. 7813627
Client:
No. of Pax: 2
Debtor:
[HUTCHINSON BUILDERS](#)
Itinerary:
Book. Date:
Dep. Date: 2
Cons1: Hutchinson

[Booking Upload](#)
[Copy Booking](#)
[Cancel Booking](#)
[Add Diary Note](#)

Booked

[Booking File](#)
Summary
[Profile](#)
[References](#)
[Passengers](#)
[Life Cycle](#)
Content Import
[Calypso Content Import](#)
[Expedia Content Import](#)

Help
Knowledge Base

Booking Summary

Passengers

Passenger Source	Passenger Name	Age	Memberships	Email Address
101417P4_NDC_F1_AKUF				
CSLUCY_SABRE_Y4XA				

Page << 1 >>

Edit Passengers

To Profile >

Client Code

PNR 1
ORDER 2

Debtor

Department

Cost Centre

Booked By

Travel Arranger Name

Travel Arranger Email

[MR 1](#)
CSLUCY (OF4_SABRE)
101417P4 (NDC_F1)
[HUTCHINSON BUILDERS \(HUTCH\)](#)
[HUTCHINSON BUILDERS \(HUTCH\)](#)
[246](#)
NIKI
Niki

Itinerary Summary

Final TKT/Confirm Date

Final Inv./Deposit Date

Departure Date


Return Date

Time Received

Campaign confirmation added to customer itinerary remarks

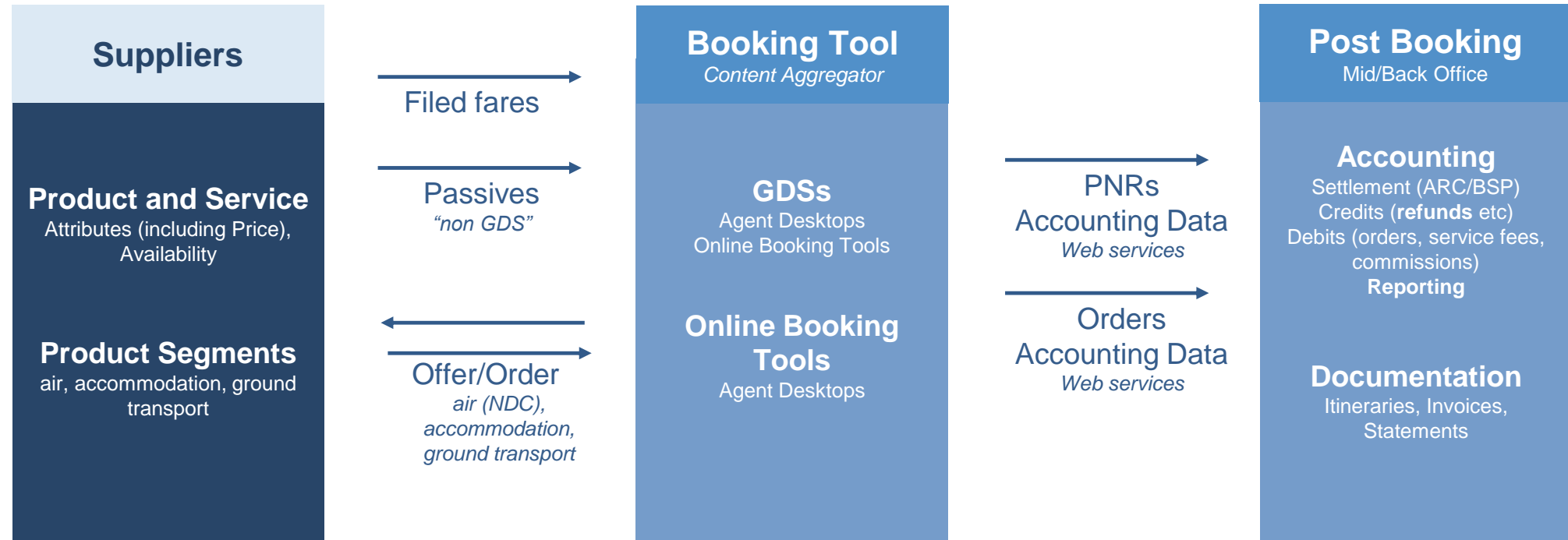
Itinerary Remark

QF OFFER - 50% BONUS STATUS CREDIT



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Accounting
Documentation

Search for a booking

Booking #, PNR, or traveller name

Travel dates

24/06/2020 - 24/06/2021

Search

Showing results for Wed 24 Jun 2020 - Thu 24 Jun 2021

All bookingsAwaiting approvalsApprovedDeniedExpired

1 - 4 of 4

Adam TicknerExpired

PNRMEKTRS

TripSYD → ADL

Travel DatesTue, 11 Aug 2020 - Tue, 11 Aug 2020

Rebecca GrantApproved

PNRDQOMXK

TripSYD → MEL

Travel DatesThu, 01 Oct 2020 - Sat, 10 Oct 2020

Rebecca GrantApproved

PNRSCGSIQ

Trip

Travel Dates

Rebecca Grant

PNR

Trip

Travel Dates

Rebecca Grant



CTM SMART Ride

Any of your travellers arriving at the same destination within an agreed time window will receive an SMS or email indicating other colleagues with whom they could potentially share a taxi or car rental booking.

This largely unrecognised aspect of travel has been a significant expense for organisations; taxi spend generally equates to approximate 5-7% of an organisation's T&E expenses.

As an example of the functionality, you can set your time windows such that anyone landing in the same airport within 20 minutes (or whichever time window CLIENT feels is appropriate) of each other is sent a SMART Ride sharing message. This message contains the name, phone number and flight details of other travellers landing at the same airport within the 20 minute time window.

It comes down to maths: let's say CLIENT experiences 500 instances of employees arriving on the same flight OR within 15 minutes of one another. Based on 50% take-up and an average taxi or car hire expenditure.

gives significant
your travel program for

DashboardTrack

Ticket Credits

Search, filter and view all your available ticket credits

AirlinePassengerDepartmentCost Centre

Search

Showing 25 results for: Today

Australia

Brisbane, QLD8

Melbourne, VIC12

Perth, WA213

Sydney, NSW25

Brazil

Aracaju1

Brasilia9

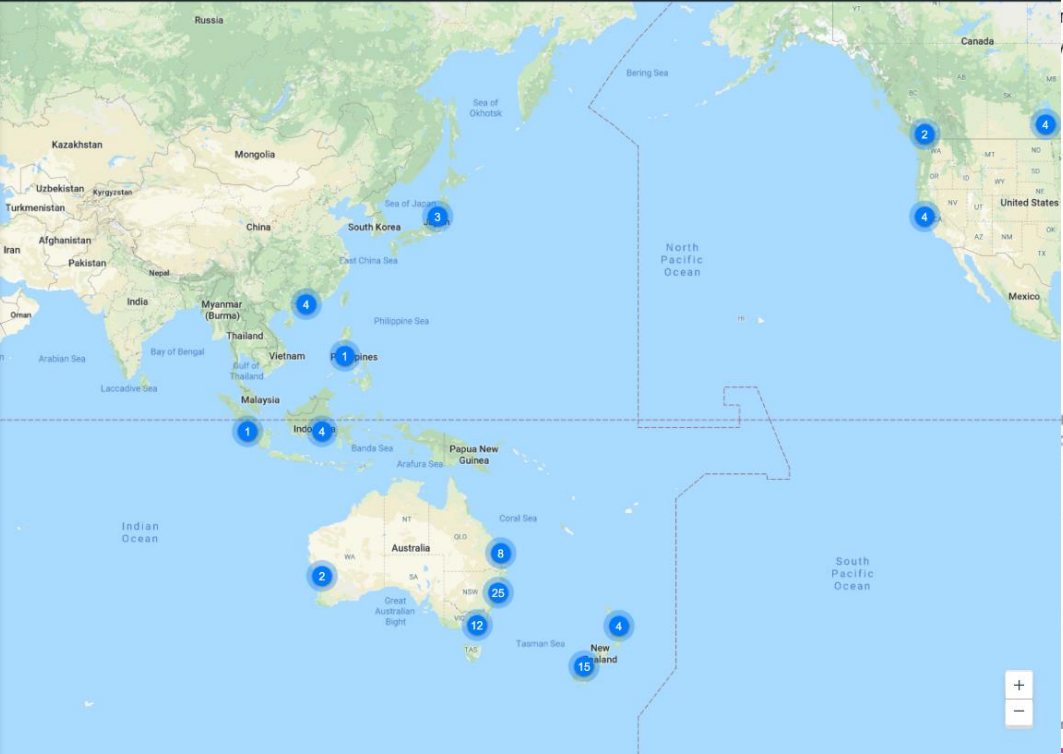
Rio de Janeiro20

Sao Paulo132

82 Available

\$14,187 Total value

Expiry	Value	Airline	Passenger
11 Apr, 2019	\$168.74	Virgin Australia	WILKS/CHRISTOPHER MR
21 Apr, 2019	\$250.00	Air New Zealand	HOGAN/CHRIS MR
21 Apr, 2019	\$132.03	Virgin Australia	CARPENTER/SOPHIE MS
26 May, 2019	\$228.74	Qantas Airways	CARPENTER/SOPHIE MS
26 May, 2019	\$121.86	Virgin Australia	GRAHAM/CLAUDIA MRS
6 May, 2019	\$313.32	Qantas Airways	BROWN/ROBERT MR
6 May, 2019	\$201.68	Qantas Airways	BROWN/ROBERT MR
6 May, 2019	\$250.00	Regional Express	ATS/TONI MRS
6 May, 2019	\$285.00	Regional Express	ATS/TONI MRS
6 May, 2019	\$131.00	Regional Express	WATSON/KYLIE MS



Rental booked?

Yes

Yes

No

Yes

No

Key Design Principles



Consistent data flow for new and changed orders

- A post booking tool connects to booking tools (not suppliers' distribution platforms)



Data Entry at the logical step in the process

- Booking vs accounting data



Consistent post booking automation

- Independent of content source or booking tool and method

XML schemas for Post Booking Processing

Direct Air (NDC)

Meta Data+ OrderViewRS + Accounting Data

Direct accommodation and ground transport

Meta Data+ BookingRS + Accounting Data

Key Meta Data Elements

External Booking ID

- Used to cross reference segments from various content sources into a single booking in the Post Booking Tool

Routing Relocs

- For the aggregator to declare the relocs/order id's that are expected to be linked via the External Booking ID. This enables a Post Booking Tool to hold automation processing until all sources containing the EBN have been received

```
<?xml version="1.0" encoding="UTF-8"?>
<t:NGAOrder xmlns="http://www.iata.org/IATA/EDIST/2017.2"
  xmlns:schemaLocation="http://tramada.com/NGAOrder_Schema_30OCT19.xsd"
  xmlns:t="http://tramada.com" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <t:RecipientRoutingInformation>
    <t:BookingSource>CTM</t:BookingSource>
    <t:RecipientAgencyIdentifier>XL6B</t:RecipientAgencyIdentifier>
    <t:RecipientCompanyIdentifier>XYZ COMPANY</t:RecipientCompanyIdentifier>
    <t:RecipientTravelerIdentifier>18987466</t:RecipientTravelerIdentifier>
    <t:ExternalBookingNumber>FBCD5DE7-33E5-AAAB-8999-7D987655AA87</t:ExternalBookingNumber>
    <t:RoutingRelocs>
      <t:RoutingReloc>QF081A12B3C45</t:RoutingReloc>
      <t:RoutingReloc>SQ345AE4567LQ</t:RoutingReloc>
      <t:RoutingReloc>EXP5769087625</t:RoutingReloc>
    </t:RoutingRelocs>
  </t:RecipientRoutingInformation>
  <OrderViewRS TransactionIdentifier="60a38e2dad4c4eb387531fea941a155d"
    Version="17.2" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
    <t:NGAOrderReferences>
      <t:NGAOrderReference>
      <t:NGAOrderReference>
      <t:NGAOrderReference>
      <t:NGAOrderReference>
    </t:NGAOrderReferences>
    <t:NGAOrderInstructions>
  </t:NGAOrder>
```

Blockers and Solutions

Blockers as outlined in “TMC NDC Adoption Blockers – a summary”

Blocker	Post Booking Solution
1. Missing data from airlines for downline processes	Booking Tool pushes OrderViewRS to Post Booking Tool for new a amended orders. This always includes Original Ticket Number which is used for exchanges
4. Inability to service an order when a TMC is supported by multiple NDC API users	By having the Booking Tool push OrderViewRS to the Post Booking Tool the “artificial” dependency is removed
5. Existing queue capabilities and processes depending on passives need to be rebuilt	Use a Post Booking Tool with: <ul style="list-style-type: none">• “direct connect” capabilities for air (NDC), accommodation and ground transport, ie not relying on “passives”• integration capabilities for duty-of-care solutions etc
6. Lack of automated involuntary servicing processes implemented by airlines	<ul style="list-style-type: none">• Nice to have rather than “blocker” to distinguish between voluntary and involuntary changes.• Changes are handled by Booking Tool pushing OrderViewRS• Can use a user defined field to record change reason for reporting and post booking automation and notification
8. Refund processing is not streamlined across the value chain, preventing downstream automation	Process Automated Refunds in the Settlement file received from ARC/BSP (provided NDC orders are settled via ARC/BSP)
9. Need for streamlined implementation processes when TMC requests multiple changes to an Order on the same day (exchange/void) scenario	Booking Tool pushes OrderViewRS to Post Booking Tool for amended orders



Thank You!