

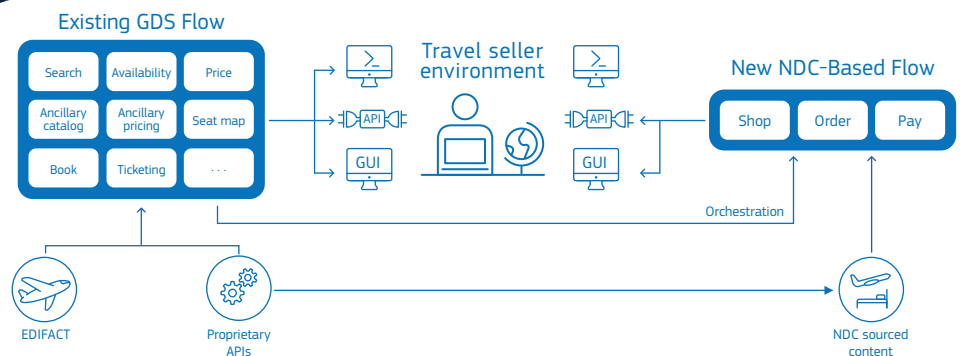
Get NDC Ready with Amadeus

What you need to know and do

NDC in a nutshell

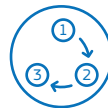
NDC (New Distribution Capability) is a messaging protocol based on XML, an important step along a journey to greater digitization for the entire travel industry. Just 3 small letters and a technical protocol. Doesn't sound much, does it? But let's be clear. NDC has the potential to change, and modernize, our entire industry. [This video sums up how!](#)

What impact will NDC have on your business?



NDC sourced content will be created by the airlines

Offers will be built by airlines and will be directly returned to you. Each offer will have a time limit. Richer and more personalised [NDC travel offers](#) will be seamlessly integrated and [displayed alongside non-NDC sourced content](#) on your preferred booking channel.



Simplified booking flow (SHOP-ORDER-PAY)

[NDC is built for the digital era](#), allowing retailing techniques in the travel sellers' channels, that are already available to many online businesses. With a booking flow that reflects consumer sites, you will use [a simple and easy flow](#) with less training required. Allowing agents to focus on their real value: as trusted travel advisors who can consistently provide the best customer service.



Your environment will change

NDC is consumed at a higher level than existing GDS flows. This means you won't be able to perform frequent GDS actions like neutral availability or listing airlines' published fares, as these these actions are not natively offered in NDC. Furthermore, the A.I.R file will include some specific NDC information. [Therefore your system will require adaptation to integrate with NDC.](#)



Reduced ADMs

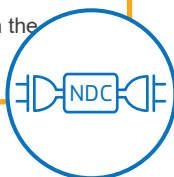
Each transaction will be validated by the airline. It will be virtually [impossible for you to receive ADMs.](#)

Quick steps to prepare for NDC with Amadeus

Amadeus Web Services users

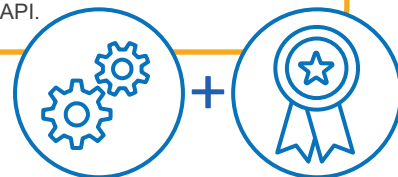
Step 1

Amadeus has developed a new set of NDC Web Service called [Amadeus Travel API](#) which will give you access to NDC sourced content. Check out the implementation guide for the Amadeus Travel API, available on the [Amadeus Web Services Development Portal](#)



Step 2

Implement and achieve certification on the new Amadeus Travel API.



Step 3

Prepare your Mid- and Back-Office systems to consume the [updated Amadeus A.I.R. file containing NDC information](#). Please ask your Account Manager for MBO release note.



Key NDC concepts

'Airline Offer' – The proposal to the travel agent which is returned by the NDC airline. It will contain air segments and could include optional services such as bags, seats etc. The offer will have an expiration time limit.

'Airline Order' – An 'Offer' when confirmed by an agent will become an 'Order'. An Order will have a payment expiration time limit.

'TravelOrder PNR' – for NDC bookings, the master reservation record will be the airline "order" and lies within the airline IT environment. Amadeus will create a synchronized copy of this information in an Amadeus PNR, called TravelOrder PNR. The TravelOrder PNR will store the elements of the airline order to make this information easily accessible to travel sellers. This will also allow the travel seller to integrate additional elements (e.g. remarks, non-air content, margins, etc.) that will not be shared with the airline.

The NDC booking will be represented as a flight segment within the TravelOrder ONR, designed to support existing end-to-end flows (e.g. integration in MBO systems) and to ease the use of existing automation tools or robotics. Thanks to the intuitive flow in the graphical booking file, the support and training required by the travel sellers to start working with NDC content will be minimal. In addition, the TravelOrder PNR will be fully compliant with PCI-DSS/GDPR regulations.



Amadeus Selling Platform Connect users

Step 1

Ensure that you are on [Amadeus Selling Platform Connect](#). If not, migrate as soon as possible to access NDC sourced content.



Step 2

Ensure you have the latest version of 'All Fares' (graphical user interface) available on Amadeus Selling Platform Connect.



Step 3

Ensure you are familiar with using All Fares with existing content. Contact your Account Manager to get access to the guidelines document.



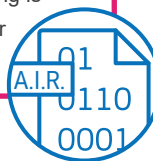
Step 5

Activate [NDC queue categories](#) 256-258 on queues 0,1 and 7 and ensure an [office email address or phone contact](#) appears in your Amadeus office profile as airlines may require this for NDC booking completion. Please refer to the Amadeus Service Hub for information on how to update office profile fields and queue categories.



Step 4

Prepare your Mid- and Back-Office systems to consume the [new A.I.R. file containing NDC information](#). Please also check with your MBO provider that everything is in place on their side. Ask your Account Manager for the latest A.I.R release note.



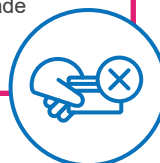
Step 6

When you search in All Fares, Amadeus will return all types of content in a [single display](#) – [classic EDIFACT content](#), [content from other APIs](#) and [offers from all eligible NDC airlines](#). You will be able to compare all offers and select the most relevant. NDC Offers and Orders will have time limits, as determined by each carrier.



Step 7

Amadeus Selling Platform Connect will support essential servicing functionalities like cancelation (void and refund), changing an NDC Order and adding an ancillary service like a seat or a bag. These functionalities will be made available on a carrier by carrier basis.



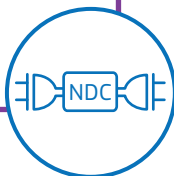
Find out how it all works by watching [this video](#).



Cytric for Corporations

Step 1

Ensure that your travel agency is ready to [consume, support and service](#) NDC-sourced content. If that is not the case, ask them to contact their Amadeus account manager.



Step 2

Once NDC-sourced content is activated for you in Cytric, when your travelers search for flight options, Cytric will return [all types of content into the same search and booking flow](#) - classic EDIFACT content, content from other sources and offers from all eligible NDC airlines. They will be able to [compare all offers](#) and select and book the most relevant, in compliance with your company's travel policy. No change to their usual booking experience, booking content via NDC on their desktops or mobiles is no different from any other content.



Step 3

Your travelers are also able to [add a seat or an ancillary service](#) while booking or to [cancel their flight before ticketing](#).

If they need to change or cancel after ticketing, your travel agency - working with Amadeus - will be able to help just as with any other type of content, since Amadeus Selling Platform Connect supports all essential functionalities. We keep adding NDC-sourced content from airlines to Cytric via the Amadeus Travel Platform.



For more info please visit
www.amadeus.com/NDC