EDIFACT vs NDC WORKFLOW



BASIC EDIFACT PNR WORKFLOW





Passenger name, phone number, email, secure flight, etc.

AVAILABILITY & SELL



Agency looks for availability using commands and sells the space needed.

Manual commands and graphical availability through Air tab.

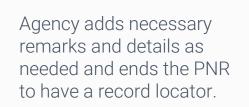
PRICING AND PRICE QUOTE

Pricing the itinerary looking for the most appropriate fare, checking rules of the fare and finally storing

\$

The PQ stays in host PNR and can be displayed, amended and used for ticketing with commands.

COMPLETING DETAILS AND ENDING THE PNR



Locator is generated and PNR can be placed on queue for QC and ticketing.

TICKETING

After printers are assigned, the ticketing agent issues the ticket with commands and using PQ stored in PNR. Sabre issues the tickets and notifies airline of it.

Agent can add commission, tour code endorsement and more qualifiers. Ticket image is available with commands.

INVOICE

The PNR is invoiced using DIN command. Ending the record does it automatically too.

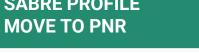
\$

\$=

Invoice number is documented in *HAC. Invoice goes to DWLIST & Back Office.

BASIC NDC PNR WORKFLOW

SABRE PROFILE



Passenger name, phone number, email, secure flight, etc.

SHOPPING

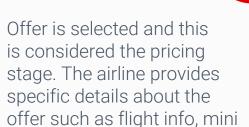


Agency does graphical shopping to receive airline offers consisting of flights, price and conditions

• No commands used, **only graphical**

- There is no sell of flights, class of service selection and subsequent pricing. Offers consist of both.
- OW or RT only. • No multi-city or interline itineraries.

SELECT OFFER



rules and ticketing time limit.

\$

• Offer expires in 20 minutes.

- If expired, a banner is shown. • No WP manual commands.
- Do not run FQ (fare quotes) to check fare rules as those are ATPCO fares. NDC is a different channel.
- The Sabre Red 360 mini rules show basic change and cancel details depending on what the airline advised in response.
- The price is not stored (PQ) in the host PNR but on graphical quotes section.

CREATE ORDER

Passenger data is pre

or entered manually.

This stage requests

the airline to create

confirmation.

also created.

a PNR/Order and return

populated from host session

• After order creation is confirmed by

airline, a Sabre order and PNR is

(hotel/car/standard air segs) and

*P6 shows the Sabre order ID but

can be overridden if agent receives

• Segment type is different and not a

standard air segment. This one is

graphical trip summary and itinerary

 Do not use Cancel PNR or every segment will be cancelled. • Deleting segments is permanent and cannot be undone. Every action

after original order creation generates automatic end

airline will need to assist

• If name change is needed, then the

transaction.

not connected to the airline PNR

The PNR is not ended so agency

can add more information

the PNR before they end it.

NDC segments show "ND" tag.

and not considered active. *IA or *HIA do not consider NDC segments. Use *I or *HI instead. Cancellation is done through

end the record as usual.



FULFILL THE ORDER

Through fulfill order

entered.

workflow the request to

the airline for ticketing is

done referencing FOP in

PNR session or manually



The PNR gets invoiced

No commission, tour code, endorsement or additional qualifiers

- to be entered Airline issues the ticket and returns the number.
- If commission is applicable, the airline could apply it.
- Credit card charging is done on the airline side. Since ticket reporting is done by the
- airline and varies per carrier, you may need to check with them if missing any ticket on ARC/BSP report.
- Enhanced DQB needs to be active.

INVOICE

- automatically after fulfillment without involvement of the agent.
- No need to DIN.
- No invoice number is shown on *HAC.
- Sabre invoices PNR right after fulfillment is done.
- DWLIST and back office will reflect transaction, but agency may need to verify if own back office is ready for NDC transactions.

NDC PNR SERVICING WORKFLOW

VOID / REFUND

Cancel Ticket/EMD

workflow is used to

and itinerary.

alternative.

Finder pages.

a different channel.

pricing step (Select Offer).

 Cancel refund not available yet, agency needs to contact airline.

graphically cancel ticket

generated automatically, check for

• NDC void period might be slightly

different on some carriers. Check

• Do not consider fares from ATPCO

to check for penalties as NDC is

• Fare rules need to be checked at the



EXCHANGE

Exchange Shop NDC

graphically to exchange

workflow is used

the order and ticket.



SEATS



Seats are requested, cancelled and fulfilled graphically from GPNR and Workflows.

WFR masks are not used but Tickets are not voided with commands and WFR masks do not graphical workflow is.

- apply. • Agency cannot exchange an EDIFACT ticket for an NDC one and • Accounting line for refund is not
 - Exchanges are applicable for one way or roundtrip just like shopping
 - Currently no qualifiers can be applied to a re-shop.
 - Subsequent exchanges up to airline. Might need to contact carrier.

 - Void exchange not available yet, agency needs to contact airline.

- 4G commands to open seat maps do not apply to NDC. • Agency does not see seats on *B
- field in PNR.

END TO END STEPS TAKEN BY THE AGENCY +USD 1356.25 USD 1356.25 ^{USO} 1356.25 USD 1356.25 UA 6076, UA 989, UA/LH 93.. USD 1356.25 UA 322, UA 46, UA/LH 9389

