

# Amadeus Altéa NDC

Retailing, your way - on any channel



"Amadeus as IT provider  
is NDC-Capable Level 4"  
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**Amadeus Altéa NDC** enables Altéa airlines to enhance traveler retailing experiences by distributing advanced merchandising offers through third parties. Thanks to complete Offer & Order Management Systems integration, Amadeus Altéa NDC supports end-to-end NDC booking flows, from shopping to purchasing to servicing.

## New Distribution Capability (NDC) from IATA's perspective

NDC is a travel industry-supported programme launched by IATA, for the development and market adoption of a new, XML-based data transmission standard.

NDC has been established to solve the following key industry challenges:

- Product differentiation and time-to-market
- Access to full and rich air content
- Transparent shopping experience
- Consistent merchandising offering to travellers across channels

IATA also provides the only official industry certification program in support of NDC standard, the NDC Certification Program.

## Amadeus: a key player in industry evolution

Amadeus is committed to NDC and actively working with IATA to further standardise messages, data flows and support format evolution.

We are also participating in many initiatives to support the roll out of NDC such as: Simplifying the Business Programme, various working groups (e.g. NDC Interline), Hackathons and contributing to the official implementation guide for the NDC schema.

Amadeus has been supporting NDC capability with several major airlines in the GDS context since 2014 and we are now extending our focus towards Altéa airlines with the Amadeus Altéa NDC solution.

In May 2019, Amadeus and Altéa NDC received "NDC Capable" Level 4 certification as IT Provider under the IATA NDC Certification Program.

This status recognizes that Amadeus supports deployments using Offer and Order management messages whose schemas are compliant with the standard NDC message schema, version PADIS Publication 18.1.

## Amadeus Altéa NDC enables your airline to:

- Reach more distribution channels
- Deliver a consistent shopping experience
- Apply advanced merchandising techniques to your offers

## Key features

### NDC-XML messages using IATA NDC verbs

- \_ AirShopping: shopping with ancillary and Offer ID handling
- \_ OfferPrice: flight pricing from Offer ID
- \_ OrderCreate: order booking/payment and issuance
- \_ OrderRetrieve: order view
- \_ OrderReshop: search for a new offer
- \_ OrderChange: perform changes
- \_ OrderCancel: cancellation, void or refund
- \_ OrderChangeNotification: notify changes to NDC seller
- \_ ServiceList: ancillary catalogue

### Offer Management

- \_ Storage of the shopping query results at shopping time via 'Offers' and 'Offer items'
- \_ Guarantee of fare conditions and prices
- \_ 'Book from offer' process using Offer ID

### Order Management

- \_ Order creation when finalising the shopping flow, using existing processes (e.g. booking, payment, document issuance)
- \_ 'Order' concept specific to NDC (macro record linking both ticket/PNR) using Order ID
- \_ Order Servicing: refund, cancellation or exchange of flights
- \_ OrderChangeNotification: notify changes to NDC seller

### Amadeus NDC Connect

- \_ Seamless integration of Altéa NDC with the Amadeus Travel Platform

## Key benefits

### Increase efficiency with the latest IATA industry standards

- \_ Benefit from a single source of merchandising offers
- \_ Provide designated third parties with access to your content
- \_ Deploy innovative capabilities (e.g. dynamic pricing, advanced personalisation)

### Deploy consistent offers across channels

- \_ Extend advanced merchandising distribution reach
- \_ Propose unique offers across multiple channels
- \_ Boost traveler touchpoints and generate sales opportunities at scale through the seamless integration of Altéa NDC content into the Amadeus Travel Platform and Travel Seller interfaces

### Differentiate your offer

- \_ Enhance retailing across channels with rich product information (e.g. fare families, ancillary services, rich media)

### Implement a modular and flexible solution

- \_ Benefit from a native solution for shopping performance, scalability and evolution gains
- \_ Leverage consistent end-to-end integration in the Altéa Passenger Service System

Amadeus provides solutions which facilitate the entire travel journey, improving the traveller's experience whilst helping airlines manage their own business more effectively. We are at the heart of the global travel industry, working with our customers and partners to shape the future of travel.

Visit [amadeus.com/airlines](https://amadeus.com/airlines) or contact your Amadeus Account Manager to learn more.

Let's shape the future of travel.