

10 Questions About NDC Readiness

Readiness	<p>Are you able to sell bookings through NDC now? Offline and online? If not, when will you be ready?</p> <p>Follow up: If we're waiting for a partner (like an online booking tool), do you know when the partner will be ready, and will you be ready when the partner is ready?</p>
Background	<p>Are you offering NDC through a direct connect or through a different channel like a GDS or Travelfusion? Can you explain the benefits of direct vs. through a GDS?</p>
Itineraries	<p>What happens if a fare or itinerary is available outside of NDC but not in NDC? Can we book that online? Offline?</p>
Itineraries	<p>Will we be able to book NDC options (say American or United) and non-NDC options (like Delta) on the same booking? Online? Offline? Are there extra charges for this?</p>
Bookings	<p>Are there limits on how many passengers we can book on one booking?</p>
Unused tickets	<p>Can we use our existing non-NDC unused tickets for NDC bookings? Can we apply unused tickets online or just offline? And if we can't, what contingencies are available to get that value?</p>
Changes	<p>How do my people change their NDC tickets? Can they change online? Offline with an agent? Can they cancel online? Offline? Are there limits on how many changes, can they change dates, change destinations?</p>
Travel management	<p>Are there any differences or gaps in my duty of care data feeds, my reporting data feeds or my travel policy and approvals? If so, how do we correct these?</p>
Seats	<p>Can we book free and paid seats in NDC? What about preferred seats that airline elites are entitled to?</p>
Extra charges	<p>What surcharges will you charge on NDC bookings or changes? Do you know if any of your partners or my partners will add extra charges?</p>
Bonus question	<p>Will my travelers earn AAdvantage loyalty points and miles in July when American restricts earnings to preferred agencies?</p>