Ancillary handling in OSDM

Odile Angeras
Amadeus Rail Product Management

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Why ancillary?

<<Ancillary services are just the ability to unbundle particular services from the ticket price. Ancillary services can be thought of as an a la carte kind of travel service >> (1)

_ **Benefits** of proposing ancillary services

- for the traveler: buy only what's needed or personalize his/her travel
- for the provider: be competitive (cheap raw fares or combined offers) + optimize revenues (monetize services)
- For the agencies: sell more content

_ **Importance of standardizing** the ancillary offering/booking flow in multimodal or competitive landscape

- In multimodal context: the traveler needs are similar, whatever the mode of transport: seat, luggage, meals, other services linked or around the travel
- Partnership Air+Rail or Rail + Rail: providers must speak the same language to distribute each others' content, or propose packages
- In competitive landscape: travelers/travel sellers must be able to compare offers from different providers on a common basis (comparison on the value of the product, not only on the price)
- Translation of services: multilingual is easier if based on coded values (rather than free text)
  same for automating filtering, ordering on offers based on services

_ (1) https://www.tts.com/blog/the-evolution-of-ancillary-services-in-the-travel-industry/

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Ancillaries in OSDM – Amadeus vision

_ Where we want to go

_ We would like to find a common taxonomy with classification, amongst carriers

- To facilitate interoperability and cross distribution amongst carriers
- Ancillary services can be linked to the traveler type, fare etc
- Ancillary services can sometimes be booked independently from the admission (e.g. pax with Railcard who don't need an admission wants to book a meal)

_ There should be only 1 unified flow to handle ancillaries

- to facilitate integration and certification

_ Ancillaries should not be mixed with human persons: they are to be treated as a service not as a passenger

- E.g.: the bike or a wheelchair doesn't have a birth date or a civility

_ Similarly, a passenger should not be identified as an ancillary:

- e.g. A PRM with wheelchair should not be reduced to his Wheelchair

_ We should not confuse the service and the reference to the service

- E.g. The traveler searches for wifi onboard, he'
  In the search response he could get a list of references that include Wifi: e.g. Wifi low debit, wifi unlimited, Wifi+extra luggage bundled offer

_ It should be possible to:

- search travels that (must or preferably) include certain services
- Filter by service types

Current - Ancillaries in OSDM API v3.0.2

Passenger Type (aka. Traveler Type)

Code	Description	Transportable	Bulk (Offline)	Online Request	Online Reply
YOUNG_CHILD	Young child defined by the carrier depending on the age		X		X
CHILD	Child defined by the carrier depending on the age		X		X
YOUTH	Youth defined by the carrier depending on the age		X		X
ADULT	Adult defined by the carrier depending on the age		X		X
SENIOR	Senior defined by the carrier depending on the age		X		X
FAMILY_CHILD	Child associated with a family traveling together		X	X	X
ACCOMP_PRM	Accompanying Person for PRM		X		X
PRM_CHILD	Handicapped young child accompanied by one person where the usual child according to the age price would be zero and the accompanying person would also be free		X		X
WHEELCHAIR	Passenger with wheel-chair			X	
PERSON	Used in requests together with date of birth and in replies in case of products that might include a change of passenger type along the route			X	X
PRM	Person with reduced mobility - to be used in case of accompanying person or dog, date of birth must be provided additionally			X	
DOG	A dog	X	X	X	X
PET	A pet but not a dog	X	X	X	X
LUGGAGE	Over-size luggage	X	X	X	X
BICYCLE	A bicycle	X	X	X	X
PRAM	A pram	X	X	X	X
ACCOMP_DOG	An accompanying dog for a PRM	X	X	X	X
CAR	A car for car-carriage trains	X	X	X	X
MOTOCYCLE	A motorcycle for car carriage trains	X	X	X	X
TRAILER	A trailer for car carriage trains	X	X	X	X

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Current - Ancillaries in OSDM API v3.0.2

Ancillary category

Code	Description
PAYMENT_VOUCHER	Payment voucher to be used to pay
PRODUCT_ACCESS	Access to retrieve a product (e.g. electronic newspaper,..)
MERCHANDISE_PRODUCT	
LUGGAGE	Allowance for extra luggage
LUGGAGE_TRANSFER	Service for luggage transport
ON_BOARD_SERVICE	Access to service on board
STATION_SERVICE	Access to some station service, Lounge access,...
FOOD_ON_BOARD	
DRINKS_ON_BOARD	
WIFI	Access to WiFi
PARKING	parking of cars

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Current - Ancillaries in OSDM API v3.0.2

Currently some service types appear both as available services on board (amenities) and as ancillary category. It can be confusing

We would recommend to have a clear classification of Services that can be referred to as
- available on board (=amenities),
- Selectable (for free or by paying)
- Bundled or not (to a type of passenger, to an admission, to a fare etc)

Service Facilities

OSDM code	Description	TAP-TSI code list	TAP-TSI code
COUCHETTE_WHEELCHAIR	Couchette with wheelchair space		
N/A	Second class couchette with wheelchair space	B.4.9039	65
VEHICLE_TRAINSPORT	Facilities for vehicle transport etc. Not bicycles. Cars, boats, trailers, motorbikes		
	- food -		
RESTAURANT	Restaurant facility		
BAR	A bar is available	B.4.9039	47
N/A	Restaurant service in 1st class only	B.4.7161	22
COLD_BUFFET	Cold buffet service	B.4.7161	21
HOT_BUFFET	Hot buffet service	B.4.7161	23
MEAL_INCLUDED	Meal service included		
BUFFET	Buffet	B.4.7161	31
MEAL_AT_SEAT	Meal is provided at the seat	B.4.7161	38
MEAL_SELF_SERVICE	Self service meals	B.4.7161	39
TROLLEY_FOOD_SERVICE	Trolley service (beverage and food cart)	B.4.7161	25
SNACK	Snack	B.4.7161	26
BREAKFAST	Breakfast	B.4.7161	5
DINNER	Dinner	B.4.7161	6
LUNCH	Lunch	B.4.7161	8
BUFFET_MACHINE	Buffet machine available	B.4.9039	50
MINI BAR	Mini-bar available	B.4.9039	34

How are ancillaries handled in Air distribution?

In Air GDS distribution:

- Airlines push coded ancillaries to the GDS with associated fares/rules
- The traveler can choose for a catalog of services
- Booked ancillary is coded in the PNR
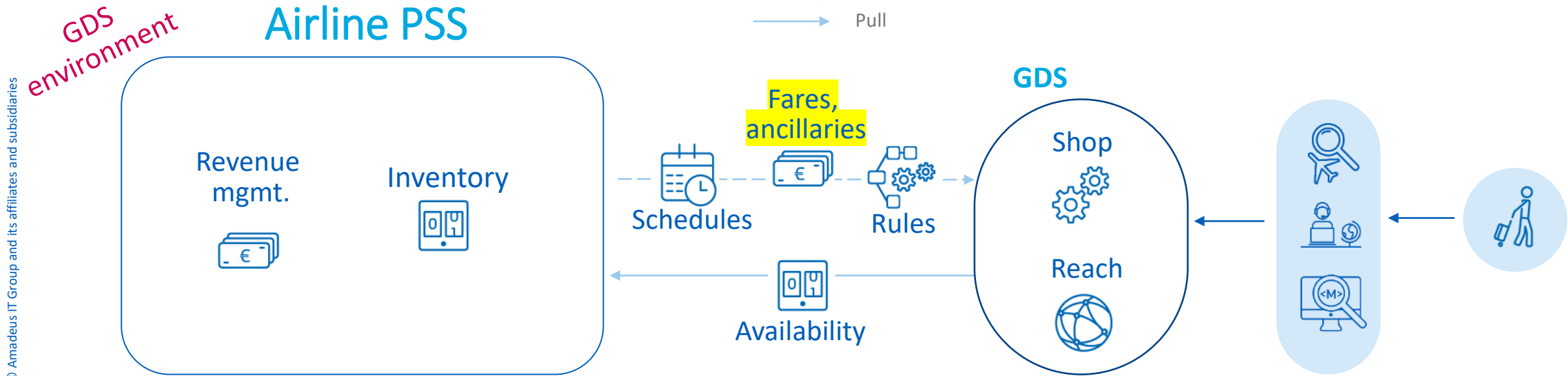
EMD (Electronic Miscellaneous Document) Issuance

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Payment & Ticketing

- **Same or different FOP** as the itinerary can be used
- Materialized in EMD (**Electronic Miscellaneous Document**), either associated to e-ticket (**EMD-A**) or in standalone (**EMD-S**)
- **Multi-coupon** EMD supported
- Ancillary EMD can be issued **together** with the e-ticket or **later**

```
EMD-1728200004007      TYPE-A                                    SYS-1A  LOC-YMTY4R
INT-I         FCI-0  0        POI-LON      DOI-24MAR15       IOI-91496716
PAX- TEST/TEST                                                           ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0AA  6X LHRCDG  S-O
 DESCRIPTION-BAGGAGE EXCESS WEIGHT
 PRESENT TO-
 PRESENT AT-
 ICW-1722400008561C1          (A)
 EXCESS BAGGAGE-    1 N RATE PER UNIT-GBP          0
 SERVICE REMARKS-
FARE   F    GBP          5.30
                                        BR   0.793966000

EXCH VAL GBP       5.30      RFND VAL
TAX-
TOTAL       GBP          5.30
/FC LON 6X PAR5.30GBP5.30END
FP CASH
FOID-
```

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How are ancillaries handled in Air distribution?

In Air NDC distribution IATA has defined a taxonomy for services

- https://guides.developer.iata.org/v213/docs/airline-taxonomy-concept

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THANKS

Questions?

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