ONE Order

Together Let’s Build Air Retailing

ONE Order Capability Application – Order Management Systems (OMS) Providers, Delivery Providers, Accounting Providers

* ONE Order - Capable (Delivery, Accounting)

**ONE Order Capability Application**

This ONE Order Capability Application must be submitted together with the Supporting Documents described below to the following email address: [oocertification@iata.org](mailto:oocertification@iata.org).

Please review the **ONE Order Certification Program Terms and Conditions** attached as Appendix A to this application, for further details on the application requirements, certification process and benefits in respect to each type of ONE Order Certification mentioned below.

1. **Date of ONE Order Capability Certification Application**

|  |  |  |
| --- | --- | --- |
| **Day** | **Month** | **Year** |
|  |  |  |

1. **Applicant Contact Details**

|  |  |
| --- | --- |
| *Company Name* |  |
| *Name of Contact Person* |  |
| *Title* |  |
| *E-mail Address* |  |
| *Telephone Number* |  |
| *Company Address* | Street:  Postal Code:  City – State/Province - Country: |

1. **Certification Information**

|  |  |
| --- | --- |
| **Type of IT Provider**  (please check the applicable box) | **Category of certification requested**  (please check the applicable box(es)) |
| **□ Order Management System (OMS)** | **□ Delivery**  **□** ONE Order Delivery - Flights  **□** ONE Order Delivery – Ancillaries  **□** ONE Order Delivery – Flights & Ancillaries  **□ Accounting**  **□** ONE Order Accounting – Flights  **□** ONE Order Accounting – Ancillaries  **□** ONE Order Accounting – Flights & Ancillaries |
| **□ Delivery Provider** | **□ Delivery**  **□** ONE Order Delivery - Flights  **□** ONE Order Delivery – Ancillaries  **□** ONE Order Delivery – Flights & Ancillaries |
| **□ Accounting Solution Provider** | **Accounting**  **□** ONE Order Accounting – Flights  **□** ONE Order Accounting – Ancillaries  **□** ONE Order Accounting – Flights & Ancillaries |
| **ONE Order Schema version(s) in relation to which certification is sought**  (please check the applicable box(es)) | **□** PADIS Publication 18.2 |
| **Names of messages to be certified** | *[Please list the names of all messages, from the list of messages set out below at Appendix B of this Certification Application.]* |
| **Date of deployment**  Date of first transaction in live deployment – if applicable  Or date of the transaction available in test system | *[Please use the YYYY/MM/DD format]* |
| **Is the entity currently an IATA Strategic Partner in good standing?**  (Please refer to the Directory of Strategic Partners at: [http://www.iata.org/about/sp/Pages/partners.aspx](http://www.iata.org/about/sp/Pages/partners-directory.aspx)) | **□** Yes  **□** No |

1. **Short Summary of the Applicant**

*[Please summarize in several sentences the background of the entity requesting certification, including its the name, type of business, market involvement, products/solutions offered, etc.]*

1. **Short Summary of Other Entities Participating in the ONE Order Deployment**

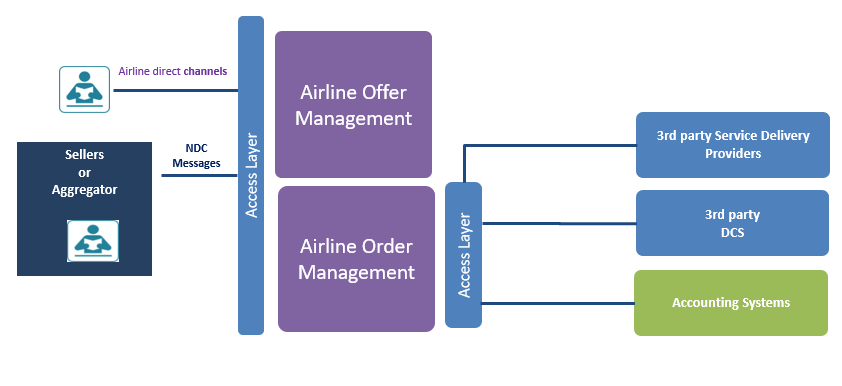
*[Please summarize in several sentences the other entities involved, including names, type of business, market involvement, products/solutions offered, etc. Please also indicate their role in the pilot/deployment, e.g. Airline, Accounting Provider, Delivery Provider, etc.]*

1. **Summary of the ONE Order Deployment Project**

*[Please describe in which context and for which purpose ONE Order messages are being used.]*

1. **High Level Integration Architecture**

*[Please provide a document capturing key use cases as set out in the Enhanced and Simplified Distribution Guide (available at* [*https://airtechzone.iata.org*](https://airtechzone.iata.org/)*)* *and their integration in your IT landscape. Taking as a reference the below architecture for a ONE Order Airline, please specify which actor is playing which role and how they integrate in your ONE Order environment.]*



1. **Supporting Documents**

The Supporting Documents listed below must be submitted for each corresponding certification type, together with this ONE Order Capability Application (fully completed, dated and duly signed).

**For ONE Order Delivery - Flights:**

* Delivery Management traces (ONE Order Delivery messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Delivery messages in the Enhanced and Simplified Distribution Guide available at[https://airtechzone.iata.org](https://airtechzone.iata.org/)
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Delivery - Ancillaries:**

* Delivery Management traces (ONE Order Delivery messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Delivery messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Delivery – Flights & Ancillaries:**

* Delivery Management traces (ONE Order Delivery messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Delivery messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Accounting - Flights:**

* Accounting Management traces (ONE Order Accounting messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Accounting messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Accounting - Ancillaries:**

* Accounting Management traces (ONE Order Accounting messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Accounting messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/)
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Accounting – Flights & Ancillaries:**

* Accounting Management traces (ONE Order Accounting messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Accounting messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

1. **ONE Order Registry Data**

The following information will be displayed on the ONE Order Registry, available at: [www.iata.org/oneorder-registry](http://www.iata.org/oneorder-registry). Please complete every section fully and accurately.

|  |  |
| --- | --- |
| **Company Name** |  |
| **Company Website Address** |  |
| **Deployment Partners** | *[If applicable, please list all Airlines, Delivery Providers or Accounting Providers that are participating in Applicant’s deployments (“****Deployment Partners****”) and their role in the deployment. Deployment Partners listed here will be displayed as part of Applicant’s entry in the ONE Order Registry.]*  *[Applicant must provide proof of written consent from each Deployment Partner to have its name included as part of the Applicant’s entry in the ONE Order Registry. An email from the relevant Deployment Partner clearly confirming their consent is sufficient.]* |
| **Product Name** | *If applicable* |
| **Contact Details** | *Name of the contact person:*  *E-mail address:* |
| **Logo** | **□** YES  **□** NO |

By duly executing this ONE Order Capability Application, the Applicant hereby confirms and agrees as follows:

* The individual signing this ONE ORDER Capability Application is a legal representative of the Applicant, with the power to make the statements set out herein and to enter into a legal agreement on behalf of the Applicant.
* It accepts the **ONE Order** **Certification** **Program** **Terms and Conditions** in Appendix Aas applicable to the relevant ONE Order Capability category for which this Application is submitted. IATA reserves the right, at its sole discretion, to modify or end the ONE Order Certification Program Terms and Conditions at any time, and to alter, discontinue or cancel the ONE Order Certification Program, in whole or in part, at any time, with reasonable prior notification.
* The information contained in this ONE Order Capability Application, and in all Supporting Documents submitted in connection with same, is true and accurate.
* It consents that information contained in this ONE Order Capability Application will be published on the ONE Order Registry, available at: [www.iata.org/oneorder-registry](http://www.iata.org/one-order-registry).
* IATA is not responsible for the accuracy and reliability of any information supplied by external sources, including information supplied as part of this Capability Application.
* It will abide by the ONE Order Certification Program Label Guidelines, as provided to the Applicant upon completing certification, and as updated by IATA from time to time.
* It will only use approved language, as issued by IATA from time to time, to describe the scope and meaning of its ONE Order Capable designation.
* IATA validates the content of the Applicant’s ONE Order messages for compliance with the use(s) described in Annex A, but not the quality or other aspects of the Applicant’s activities or products, stand-alone or in comparison with those of other entities, nor does it validate, certify or endorse any commercial products that may be derived from the usage of ONE Order messages validated under any type of certification under the ONE Order Certification Program. Furthermore, by maintaining the ONE Order Registry, IATA does not take any position with respect to the relative quality or other aspects of the activities or products of other entities that are not certified under the ONE Order Certification Program.

[APPLICANT’S FULL CORPORATE NAME]

Per: ………………………………………….

Name of Signatory:

Title:

Date:

**Appendix A: ONE Order Certification Program Terms & Conditions (“Terms and Conditions”)**

These Terms and Conditions are a legal and binding agreement between Applicant (also referred to as “entity”) and the International Air Transport Association ("**IATA**"), an association incorporated by a Special Act of the Parliament of Canada, with its head office located at 800 Place Victoria, PO Box 113, Montreal, Quebec, Canada H4Z 1M1, governing the terms and conditions for ONE Order Certification.

By completing and submitting the attached ONE Order Capability Application, Applicant agrees that it will be bound by these Terms and Conditions. The individual agreeing to these Terms and Conditions on behalf of the Applicant represents that they are authorized to bind the Applicant as a party to these Terms and Conditions. If the Applicant does not agree to all of the below Terms and Conditions, do not complete and submit the attached ONE Order Capability Application.

**ONE Order Capable**

1. **What Do We Certify?**

The purpose of the ONE Order Certification Program is to confirm the scope of a particular entity’s capability to receive and send ONE Order messages and its ability to manage orders in this scope (delivery and/or accounting processes). The Program validates that the structure of the Applicant’s ONE Order messages accurately follows the relevant version of the applicable ONE Order schemas.

IATA validates the content of the Applicant’s ONE Order messages in compliance with the use case(s) described in Annex A but not the quality or other aspects of the Applicant’s activities or products, stand-alone or in comparison with those of other entities, nor does it validate, certify or endorse any commercial products that may be derived from the usage of ONE Order messages validated under any type of certification under the ONE Order Certification Program. Furthermore, by maintaining the ONE Order Registry, IATA does not take any position with respect to the relative quality or other aspects of the activities or products of other entities that are not certified under the ONE Order Certification Program.

1. **ONE Order Capability Categories and Types Available**

IT providers that offer Order Management, Delivery and/or Accounting products based on the ONE Order standard can apply for the **ONE Order Capable** designation, for a particular version, or several available versions, of ONE Order schemas, for either the Delivery capability, the Accounting capability, or both.

Different combinations of the following ONE Order messages are evaluated for each designation type, on the basis of the applicable schemas, together with the corresponding functional use cases (as further detailed below in Section 3 – “Application Requirements”):

* The Delivery schemas enable airlines to communicate and exchange data with the Delivery Provider in order to ensure and support the delivery and servicing of online or interline sold Services, including:
  + The delivery and servicing of Flight Services
  + The delivery and servicing of Ancillary Services (flight and/or non-flight)
  + The delivery and servicing of both Flight and Ancillary Services (flight and/or non-flight)
* The Accounting schemas enable airlines to report to their accounting system the online and interline sold Services to support accounting related processes, including:
  + The accounting of Flight Services
  + The accounting of Ancillaries Services (flight and/or non-flight)
  + The accounting of both Flight and Ancillaries Services (flight and/or non-flight)

Eligible entities that are parties to the same ONE Order deployment (“**Deployment Partners**”) but wish to be recognized separately for their ONE Order capabilities (i.e. be listed separately in the ONE Order Registry) must complete and submit separate ONE Order Certification/Capability Applications in connection with the deployment in question, together with the required Supporting Documents. Each such entity may, as part of its Certification/Capability Application, submit the names of its Deployment Partners, together with proof that such Deployment Partners agree to have their names published as part of the entity’s ONE Order Registry entry.

1. **Application Requirements**

IT Providers can be granted the ONE Order Capable designation as part of a live deployment or in their test environments.

The following table sets out the minimum requirements (mandatory messages) that must be submitted for assessment, together with the description of the corresponding functional uses cases.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category of Certification** | **Type of Certification** | **Schemas** | **Minimum Required Messages *(to be submitted for certification)*** | **Additional Messages** |
| **Delivery** | Delivery of Flights | PADIS Publication 18.2  PADIS Publication 19.1  Future PADIS Publications | ServiceDeliveryRQ  ServiceDeliveryRS  *And/or*  ServiceDeliveryNotifRQ  ServiceStatusChangeNotifRQ | UpdateServiceNotifRQ |
| **Delivery** | Delivery of Ancillaries (flight and/or non-flight) | PADIS Publication 18.2  PADIS Publication 19.1  Future PADIS Publications | ServiceDeliveryRQ  ServiceDeliveryRS  *And/or*  ServiceDeliveryNotifRQ  ServiceStatusChangeNotifRQ | UpdateServiceNotifRQ |
| **Delivery** | Delivery of Flights & Ancillaries | PADIS Publication 18.2  PADIS Publication 19.1  Future PADIS Publications | ServiceDeliveryRQ  ServiceDeliveryRS  *And/or*  ServiceDeliveryNotifRQ  ServiceStatusChangeNotifRQ | UpdateServiceNotifRQ |
| **Accounting** | Accounting of Flights | PADIS Publication 18.2  PADIS Publication 19.1  Future PADIS Publications | OrderSalesInformationNotifRQ  ServiceStatusChangeNotifRQ | OrderClosingNotifRQ |
| **Accounting** | Accounting of Ancillaries (flight and/or non-flight) | PADIS Publication 18.2  PADIS Publication 19.1  Future PADIS Publications | OrderSalesInformationNotifRQ  ServiceStatusChangeNotifRQ | OrderClosingNotifRQ |
| **Accounting** | Accounting of Flights & | PADIS Publication 18.2  PADIS Publication 19.1  Future PADIS Publications | OrderSalesInformationNotifRQ  ServiceStatusChangeNotifRQ | OrderClosingNotifRQ |

**Certification Uses Cases**

The following use cases must be submitted together with the corresponding message traces for the certification category requested:

**Service Delivery**

A detailed description of the following steps:

Step 1: Delivery preparation process

This step ensures that the Delivery Provider has all necessary information to proceed with delivery of the required services.

* The Delivery Provider can either pull this information proactively from the airline: ServiceDeliveryRQ sent from Delivery Provider to the airline OMS

*OR*

* The airline can push the information to the delivery provider: ServiceDeliveryNotifRQ sent from the airline OMS to the Delivery Provider.

It is requested that the Applicant also include screenshots from the OMS that show the initial Order (including the service(s) and status(es) transmitted to the Delivery Provider for delivery.

Step 2: Delivery tracking status

This step ensures that when the service status changes, the Delivery Provider informs the OMS via a ServiceStatusChangeNotifRQ message.

It is requested that the Applicant also include screenshots from the OMS that show each of the updates occurring on the Order following the interactions with the Delivery Provider (update of the delivery service status).

For a detailed list of possible status codes sent from the DP to the airline OMS, please refer to the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).

**Accounting**

A detailed description of the following steps:

* The order details are sent from the airline OMS to the Accounting system when a new liability (payment commitment has been made by a customer) has been taken. This reporting of the order to the accounting system is supported by the OrderSalesInformationNotifRQ message.

The final delivery status of the service(s) should be communicated to the accounting system via the ServiceStatusChangeNotifRQ message.

Please refer to Appendix C for further illustrations of these use cases.

1. **ONE Order Capability Certification Process**
2. Applicant must submit a duly completed and signed ONE Order Capability Application and relevant Supporting Documents to [oocertification@iata.org](mailto:oocertification@iata.org), as follows:

**For ONE Order Delivery - Flights:**

* Delivery Management traces (ONE Order Delivery messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Delivery messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Delivery - Ancillaries:**

* Delivery Management traces (ONE Order Delivery messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Delivery messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation .
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Delivery – Flights & Ancillaries:**

* Delivery Management traces (ONE Order Delivery messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Delivery messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Accounting - Flights:**

* Accounting Management traces (ONE Order Accounting messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Accounting messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Accounting - Ancillaries:**

* Accounting Management traces (ONE Order Accounting messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Accounting messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

**For ONE Order Accounting – Flights & Ancillaries:**

* Accounting Management traces (ONE Order Accounting messages, subject to the minimum required messages under “Application Requirements” in Section 3 of the ONE Order Certification Program Terms and Conditions, Appendix A). Please refer to the definition of ONE Order Accounting messages in the Enhanced and Simplified Distribution Guide available at:[https://airtechzone.iata.org](https://airtechzone.iata.org/).
* Use case(s) description including screenshots from the solution(s) that were used to support this ONE Order capability designation
* Company logos to be posted on the ONE Order Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

1. IATA will review that the ONE Order Capability Application has been fully completed and that all relevant Supporting Documents have been provided. In the event of an incomplete Application Form and/or missing Supporting Documents, IATA representatives will contact the Applicant to obtain missing details/documents.
2. Supporting Documents provided by the Applicant, including relevant ONE Order message traces and use case(s) description, are verified against the relevant ONE Order schemas by IATA technical subject matter experts (SMEs) to determine whether the requested certification designation may be granted. Before submitting the relevant ONE Order message traces for IATA verification, it is recommended that the Applicant perform a private validation exercise of the ONE Order messages in question against the relevant official published ONE Order schema(s). The Applicant must submit a minimum of one (1) trace for each required ONE Order message.
3. In the event IATA’s verification of the ONE Order message traces submitted by Applicant yields any inconsistencies/errors when verified against the relevant ONE Order schemas, the Applicant will receive an Error Report detailing same, and will be asked to resubmit corrected ONE Order message traces. Errors may arise in:
   1. Traces for ONE Order messages considered “minimum required messages” for certification, further to Section 3 above (“**Mandatory Messages**”); or
   2. Traces for ONE Order messages submitted by Applicant in addition to the Mandatory Messages (“**Additional Messages**”)
4. The ONE Order Capability designation will not be granted until the traces and functional use case(s) submitted for Mandatory Messages (as listed in Section 3, Appendix A) are successfully verified by IATA against the relevant ONE Order schemas and applicable Enhanced and Simplified Distribution Guide available at[https://airtechzone.iata.org](https://airtechzone.iata.org/) for these schemas. Where no errors arise in relation to Mandatory Messages, but some errors arise in relation to Additional Messages, the Applicant will receive the requested certification, but only the ONE Order Messages submitted for certification which did not reveal any errors will be published on the ONE Order Registry. When the Applicant submits the required corrections to the errors discovered, the remaining affected messages will also be added to the Applicant’s file on the ONE Order Registry.
5. The following Applicant information is posted on the ONE Order Registry:
   1. Name
   2. Logo and Website
   3. Original ONE Order Capability Date
   4. Current Category and Type of ONE Order Capability
   5. Name of Messages Certified
   6. Schema Version of the Messages Certified
   7. Date of Certification of Messages Certified
   8. Date of Expiration of Messages Certified
   9. Deployment Partners (if disclosed)
   10. Special Remarks
   11. Date of Last Change to Certification
   12. Type of Last Change to Certification (i.e. as a result of Supplemental ONE Order Capability Certification, or New ONE Order Capability Certification)
   13. ONE Order Capability Expiration Date
   14. Contact Details
6. Once IATA has granted the Applicant’s requested ONE Order Capability designation, and posted the relevant information in the ONE Order Registry, the Applicant may request at any time to add further Additional Messages to an existing ONE Order Capability designation, or to replace a previously certified Mandatory Message or Additional Message with the same message under a different ONE Order schema version (in either case, a “**Supplemental ONE Order Capability Certification**”), so long as the category of the capability remains the same. For a Supplemental ONE Order Capability , the Applicant must follow the regular process for a New ONE Order Capability designation, including filling in a Capability Application and submitting required Supporting Documents for all messages for which a Supplemental Capability is being requested.
7. If and once a Supplemental ONE Order Capability Certification is granted, the messages submitted for validation under the Supplemental ONE Order Capability Certification are added to the Applicant’s initial ONE Order capability designation, with the date of their certification indicated. The date of the initial ONE Order Capability Certification in connection with which a Supplemental ONE Order Capability Certification is granted remains the reference date for the purpose of calculating the due date for the Applicant’s overall annual Renewal of ONE Order Capability Certification (as defined below).
8. On a yearly basis from the date of the initial ONE Order capability designation, the certified entity must confirm the status of its certification (“**Renewal of ONE Order Capability Certification**”). Renewal of ONE Order Capability Certification must be done with respect to all messages listed in connection with the respective certification type on the certified entity’s ONE Order Registry file, on the date of each Renewal of ONE Order Capability Certification. To process a Renewal of ONE Order Capability Certification, each certified entity must complete the relevant form provided by IATA and submit same to IATA, together with any required Supporting Documents, if applicable, as well as required fees, where applicable.
9. The certified entity has two (2) months from each Renewal of ONE Order Capability Certification date to submit the required documents for a Renewal of ONE Order Capability Certification. Failure to submit the required documents within this timeline will result in the cancellation for the respective certification type, including for all messages associated with same, and marking of the entity’s ONE Order Capability status as expired in the ONE Order Registry, along with eventual removal of the entity’s file from the ONE Order Registry.
10. Where a certified entity wishes to upgrade its certification to a new category of ONE Order capability certification (as described Section 2 – Certification Categories and Types Available, above) it must follow the same process as required for a new certification (“**New ONE Order Capability Certification**”).
11. The ONE Order Capability certifications are valid as at the date on which the initial ONE Order capability certification is granted for each individual message, as reflected in the relevant ONE Order Registry entry. By completing the yearly Renewal of ONE Order Capability Certification process, the Applicant confirms that the relevant messages for which it has received certification have not been modified in any way since the date of initial certification. IATA does not re-verify the messages in question at any time after the initial certification process. The date of the latest Renewal of ONE Order Capability Certification is reflected in the “Certification Expiration Date” column of the entity’s ONE Order Registry entry.
12. **Pricing**

All fees for new ONE Order Capability Certifications are currently waived until 31st December 2019. IATA reserves the right to change these conditions and to charge fees for New ONE Order Capability Certifications and/or renewals at any time in its sole discretion. Certified entities will be provided with reasonable notice of any fee changes.

1. **Benefits**
2. **Certificate** - Receive a Certificate confirming the type of ONE Order capability certification granted.
3. **Recognition** - Permission to display in association with the certified entity the ONE Order logo applicable to the type of ONE Order capability certification that has been granted, in accordance with the IATA ONE Order Certification Program Label Guidelines.
4. **Exposure** – ONE Order Certified and Capable entities and relevant information are listed on the ONE Order Registry.
5. **Language** – IATA will provide standard wording for use by certified entities, to enable same to provide a consistent, clear explanation of the meaning of the type of certification granted to the certified entity.
6. **Visibility** – IATA may advertise selected (in its sole discretion) ONE Order Capable entities at certain designated meetings
7. **Intellectual Property**
8. **Ownership** – All right, title and interest in and to the ONE Order Certification Program and the ONE Order schemas, including, without limitation, all intellectual property rights and any accompanying written or printed materials, are owned by IATA. Nothing contained in these Terms and Conditions shall be construed as granting or transferring any ownership or license rights in or to the ONE Order Certification Program or the ONE Order schemas to the Applicant, other than as expressly stated herein. Use/integration of the ONE Order schemas by the Applicant is subject to the IATA PSC Data Exchange Specifications License (available at: <https://www.iata.org/whatwedo/airline-distribution/ndc/Pages/download-form.aspx>).
9. **Trademarks** – “IATA”, the IATA logo, “ONE Order”, the ONE Order logo, the ONE Order Certified logos, the ONE Order Capable logos and other IATA logos and product/service names (“**IATA Trademarks**”) are trademarks of IATA and are protected by applicable laws of certain countries. Nothing contained in these Terms and Conditions shall be construed as granting or transferring any ownership or license rights in or to any IATA Trademarks, other than as expressly stated herein. Use of the applicable ONE Order Certified logo or ONE Order Capable logo by an entity that is granted ONE Order Certification shall be at all times subject to the IATA ONE Order Certification Program Label Guidelines then in effect. In the event that the entity’s certification status expires, the entity shall immediately cease use of the ONE Order Certified logo or the ONE Order Capable logo (as applicable). Should a certified entity wish to use the “ONE Order” trademark/name or any other IATA Trademark in relation to its ONE Order-related programs, products or services, the entity must obtain prior written permission from IATA, which may be withheld in IATA’s sole discretion.
10. **Waiver and Limitation of Liability**
11. ONE ORDER CERTIFICATION, THE ONE ORDER REGISTRY AND ALL ASSOCIATED BENEFITS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT WARRANTY OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, QUALITY, PERFORMANCE, ACCURACY, COMPLETENESS AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS.
12. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, REVENUE, GOODWILL, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR ANY OTHER PECUNIARY LOSS (EVEN IF IATA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), HOWEVER CAUSED, AND REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF, OR RELATED TO, ONE ORDER CERTIFICATION, THE ONE ORDER REGISTRY OR THESE TERMS AND CONDITIONS.
13. **Miscellaneous**
14. **Amendment** –IATA reserves the right, in its sole discretion, to modify these Terms and Conditions at any time, and to alter, discontinue or cancel the ONE Order Certification Program at any time, with reasonable prior notification.
15. **Severability** –If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or unenforceable, such provision shall be omitted and the remaining terms shall remain in full force and effect.
16. **No Waiver** –The failure of IATA to exercise or enforce any right or provision of these Terms and Conditions does not constitute a waiver of such right or provision.
17. **Governing Law, Jurisdiction and Venue** – These Terms and Conditions shall be governed by the laws of the Province of Quebec, Canada, and the laws of Canada applicable therein, as if these Terms and Conditions were a contract wholly entered into and wholly performed within the Province of Quebec, without reference to choice of law provisions. The parties to these Terms and Conditions irrevocably consent to personal jurisdiction and venue of the courts of competent jurisdiction sitting in the judicial district of Montreal, Quebec, Canada to resolve any dispute arising from, or in connection with, these Terms and Conditions.
18. **Assignment** – These Terms and Conditions may not be assigned or otherwise transferred by Applicant without IATA’s prior written consent.
19. **Entire Agreement** – These Terms and Conditions (together with the attached application and the IATA ONE Order Certification Program Label Guidelines) constitute the entire agreement and understanding between the parties regarding the subject matter thereof. No modification or waiver of these Terms and Conditions shall be binding unless it is in writing and signed by both parties. These Terms and Conditions supersede any and all prior agreements between the parties regarding the subject matter hereof.

**Appendix B: List of ONE Order Message Names by version**

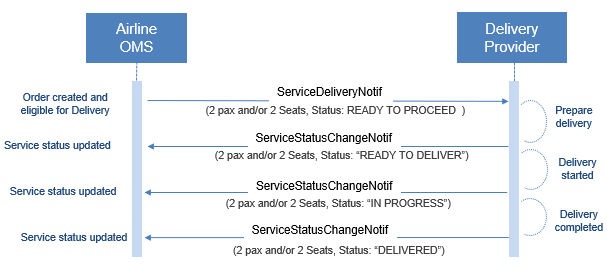
|  |  |
| --- | --- |
| 18.2 | ServiceDeliveryRQ.xsd  ServiceDeliveryRS.xsd  ServiceDeliveryNotifRQ.xsd  ServiceStatusChangeNotifRQ.xsd  OrderSalesInformationNotifRQ.xsd  OrderClosingNotificationRQ.xsd  UpdateServiceNotificationRQ.xsd |

**Appendix C: Use cases illustration**

**Service Delivery**

Delivery and Servicing of Flights

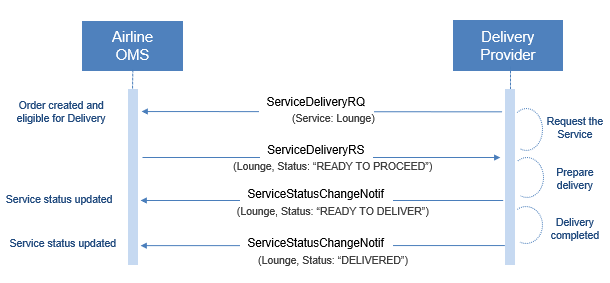
Example: Order created for 2 passengers for a given flight segment.



Delivery and Servicing of Ancillaries (flight and/or non-flight)

Example:

* Service: lounge access
* The Lounge IT System (acting as a Delivery Provider) requests this service from the airline OMS to further provide lounge access to the passenger

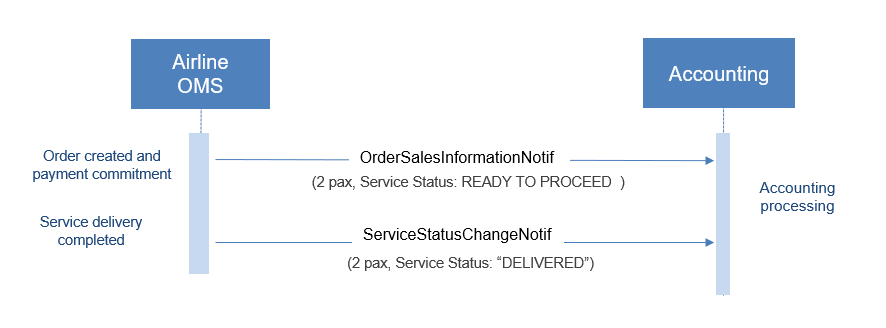


**Accounting**

Accounting of Flights

Example:

* An Order that includes 2 passengers traveling from GVA-LON is created and payed
* This Order is reported from the Airline OMS to the Accounting system via the OrderSalesInformationNotif message
* Once the passengers have flown and the Order has been delivered, the final status is communicated to Accounting system via the ServiceStatusChangeNotif message



Accounting of Flights Ancillaries (flight and/or non-flight)

Example:

* A lounge access has been booked and paid by a passenger. This is reported from the Airline OMS to the Accounting system via the OrderSalesInformationNotif message
* Once the passenger uses this lounge access (hence the Service status is updated to: DELIVERED) this final status is communicated to accounting system via the ServiceStatusChangeNotif message

