INDUSTRY STANDARD FOR NDC READINESS

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL'S

Minimum Marketable Product (MMP) framework for travel industry use

Setting the Standard for Managed Travel

American Express Global Business Travel (Amex GBT) has been working diligently to bring New Distribution Capability (NDC)-sourced content to our customers. To provide them with the service they expect, and access to content that supports their programs, we've created the **Minimum Marketable Product (MMP) framework**.[1] This framework describes capabilities needed for NDC to work successfully for business travel. It's based on our collaboration with clients, airlines, and technology providers and includes learnings from early deployments of NDC-sourced content. Plus, this framework is being accepted by many airlines and technology providers. It currently includes 162 use cases that airlines, distribution systems, and online booking tools need to fulfill before bringing NDC content into the Amex GBT marketplace.

As the world's leading B2B travel platform, we're focused on making this change as seamless as possible for the impacted audiences across the travel ecosystem.

How the MMP Framework is Structured

The framework is a list of managed travel capabilities needed by those who use and manage business travel programs. It's structured to reflect the customer journey. This starts with shopping, ancillaries and add-ons, booking, fulfillment and payment, servicing, and operations. The importance and relevance of individual criteria could vary based on the user.

The MMP Framework in Action

We are using this framework with airlines and technology providers to enable NDC content within our marketplace. The framework will continue to evolve as we apply new learnings and evaluate capabilities in the travel ecosystem.

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1 The Minimum Marketable Product (MMP) framework is based on industry analysis by American Express Global Business Travel and published in June of 2023. Use cases are subject to change.

Minimum Marketable Product (MMP) Framework

Stakeholder	Description
Shopping - Search	
Traveler, Travel Arranger	Search for one-way flights only
	Search for round trip options only
	See all relevant flight options in a single search, including traditional content and NDC content
	Specify departure time in the shopping request, so that only relevant results are returned
	Specify cabin in the shopping request, so that only relevant results are returned
	Restrict search to only nonstop/direct flights, so that only relevant results are returned
	Flexibility to search for open-jaw flight options
	Search flights based on multiple destinations
	Specify the maximum number of connections on flight search
	Search by attributes so only relevant options are returned e.g., inclusion of a bag
	Search by metro codes to get a full list of options for origin/destination city e.g., NYC, LON
	Search multiple airports within a specified radius of origin/destination
	Search for refundable fares only with no penalty
	Specify airlines to include or to exclude from a search
Travel Manager	Prevent bookings to sanctioned locations or on airlines not permitted by company policy
	Display company's negotiated fares and subscription rates alongside best public fares
Travel Arranger	Search for multi-passenger bookings
Shopping - Results	
Traveler, Travel Arranger	Identify the marketing airline in the search results
	Flight number is displayed in the flight results
	Identify the operating airline in the search results
	Aircraft type to be included in the flight results
	When refundable-only fares are searched, the results should only include fully refundable options
Travel Manager, Traveler	Flight results should show details of free baggage allowance
	Only results for the requested cabin should be returned
	Display of connection airports to be able to select the best flight option
	Airline brand names should be displayed so fares can be easily identified
	Display of the fare conditions so the appropriate fare can be selected
	Penalty information needs to be displayed so it's clear of the cost to change or cancel
	Mileage and estimated flight time information to be included in the flight details for each sector - relates to Frequent Flyer accrual
	Display of the fare rules so the fare conditions are clear
	Attributes to be returned so it is clear what is included in the fare
Travel Arranger	Fare basis to be included in the flight results
	Public vs. corporate fares need to be clearly identified so fares can be correctly selected according to company policy
	RBD associated to each flight option to be returned
	Select different branded fares on the outbound and return as different flexibility may be required
	All available branded fares within a cabin returned, not just the cheapest, within company policy
	Handle Frequent Flyer number on shopping to return personalized offers
	Personalized offers returned based on corporation and/or Frequent Flyer status
	Taxes and surcharges displayed separately to the base fare
	Interline options available to be selected

Stakeholder	Description
Shopping - Pricing	
Traveler, Travel Arranger	Branded fares should be displayed so fares can be easily identified
	After selecting a flight, full details of flexibility of the fare should be available
	After selecting a flight, details of seat attached to the fare to be available
	After selecting a flight, baggage allowance to be available
	All available branded fares for a selected flight returned, not just the cheapest
Travel Manager, Traveler, Travel Arranger	All attributes associated to each branded fare to be returned so it is clear what is included in the fare
	All applicable fees to be included e.g., credit card and aggregator fees
	A structured summary of fare rules should be returned for the selected flight (changeable/refundable, with and without penalty) so the appropriate selection can be made
	Penalty information needs to be displayed for selected flight so it's clear of the cost to change or cancel
Travel Manager	RBD associated to selected flight returned
	Total tax information of selected flight displayed separately to the base fare
	All taxes related to the selected flight displayed separately with the tax codes
	Fare basis to be included in the pricing results
	Public vs. corporate fares need to be clearly identified so fares can be correctly selected according to company policy
	Total cost returned for mixed branded fare selections
	Any applicable OB fees displayed at time of pricing so the total cost is known
Ancillaries	
Traveler, Travel Arranger	View seats maps, per segment, with details of costs
	View seats maps, per segment, with details of costs based on Frequent Flyer status
	Select and book a free seat
	Select and book a paid seat
	Request special assistance at time of booking e.g., wheelchair
	Request specific meal requests
	Book extra baggage allowance, with details of costs
	Pre-pay for Wi-Fi on the selected flight
Travel Manager, Traveler, Travel Arranger, TMC	Breakdown of bundles to be provided so it's clear what is included and and available for use in downstream systems
Booking	
Traveler, Travel Arranger	Add a hotel segment to a reservation that already contains an NDC order
	Add a car segment to a reservation that already contains an NDC order
	Add a rail segment to a reservation that already contains an NDC order
	Add NDC content to a reservation that already contains non-NDC, non-air segments
	Add non-NDC air segment to a reservation that already contains an NDC order
	Add NDC order to a reservation that already contains a non-NDC air segment
Travel Manager, Traveler, Travel Arranger	Book different branded fares on each leg according to company policy e.g., restricted on outbound, flexible on return
	Include required traveler passport information at time of booking
	Include required Frequent Flyer number info at time of booking
	Include TSA Redress Control Number and Known Traveler Number at time of booking for required countries
	Include date of birth and gender details as part of the booking for required countries
Travel Manager	Support for tracking codes in bookings so all NDC bookings count towards Corporate Travel Program

Stakeholder	Description
Booking - Continued	
Travel Manager, TMC	NDC reservation reference, "Order ID," to be captured for reference
	Add passive segments to a reservation that contains NDC
	Reservation to contain all relevant data to feed into downstream systems e.g., Reporting
	Distinguish between an NDC and non-NDC air segment
Travel Manager, Traveler, Travel Arranger	Book more than one NDC order in a single reservation
Travel Arranger	Book more than one traveler in the same reservation
Fulfillment and Payment	
Travel Manager, Traveler, Travel Arranger	Use a personal credit card for payment of an NDC order
Travel Manager, TMC	Distinguish between an NDC and non-NDC air segment at ticketing
	Invoice data must be included in the interface record for capture in downstream systems e.g., Reporting
	NDC ticket details to be captured and included in interface records for downstream systems e.g., Reporting
	BSP/ARC settlement files to be provided for reconciliation
	Compliance with mandatory PSD2 requirements (EU only)
Travel Manager	Support deferred payment, required for individuals with approval flows
	Use a lodge card for payment of an NDC order
	DBI data fields to be supplied when payment is via AirPlus
	Use a virtual credit card for payment of an NDC order in line with company policy
	Pay for an NDC order via cash or invoice payment options
Travel Manager, TMC	Purchase additional products and services, and correctly receive associated tickets, according to company policy
Servicing	
Traveler, Travel Arranger, Travel Manager, TMC	Cancel and void a paid NDC order
	Cancel and refund a paid NDC order in line with fare conditions
	Make a one time exchange upon traveler request
	Cancel an order and retain the ticket for future use
	Make multiple exchanges of an NDC order
	Modify an NDC order which has been partially flown
	NDC orders affected by airline-driven (involuntary) schedule changes to be modified without incurring a fee using a waiver code
	Modify an itinerary, exchanges for different branded fares on each leg e.g., restricted on outbound, flexible on return
	Cancel an NDC that has previously been exchanged and process refund where fare conditions allow
	Delete an NDC order from a reservation, post-ticketing, so it does not impact any other segments in the reservation
	Add undisclosed or unspecified gender when creating a booking
	Add a non-binary title when creating a booking
Traveler, Travel Arranger, TMC	When modifying an NDC order, filter by departure time to reduce rebooking options
	When modifying an NDC order, filter by cabin so only relevant cabin options are returned
	Add/modify the Frequent Flyer number post booking, pre-ticketing, without contacting the airline
	Delete an NDC order from a reservation, pre-ticketing, so it does not impact any other segments in the reservation
	Delete a non-NDC segment from a reservation that also contains an NDC order, pre-ticketing
	Modify a non-NDC segment in a reservation that also contains an NDC order, pre-ticketing
	Notifications to be provided for all airline-driven (involuntary) schedule changes

Stakeholder	Description
Servicing - Continued	
Traveler, Travel Arranger, TMC	Latest (current) ticket information to be provided for NDC orders e.g., ticket status, coupon status
	Price an exchange and see all details and potential costs
	Request special assistance (pre-ticketing) e.g., wheelchair
	Include date of birth and gender details after booking has been created if required by the airline
	Modify/add specific meal requests after booking creation, pre-ticketing
	Modify/add specific meal requests after booking creation, post-ticketing
	View seats maps, post booking creation, with details of costs
	Add a free seat, post booking creation, pre-ticketing, without contacting the airline
	Add a free seat, post booking creation, post-ticketing, without contacting the airline
	Add a paid seat, post booking creation, pre-ticketing, without contacting the airline
	Add a paid seat, post booking creation, post-ticketing, without contacting the airline
	Modify a free seat, post booking creation, pre-ticketing, without contacting the airline
	Modify a free seat, post booking creation, post-ticketing, without contacting the airline
	Modify a paid seat, post booking creation, pre-ticketing, without contacting the airline
	Modify a paid seat, post booking creation, post-ticketing, without contacting the airline
	Delete a non-NDC segment from a reservation that also contains an NDC order, post-ticketing
	Modify a non-NDC segment in a reservation that also contains an NDC order, post-ticketing
	Request special assistance (post-ticketing) e.g., wheelchair
	Add/modify the Frequent Flyer number post booking, post-ticketing, without contacting the airline
Traveler, Travel Arranger, Travel Manager	Submit the TSA Redress Control Number in the booking flow for US travel
	Submit the TSA PreCheck/Global Entry number for US travel
	Submit the TSA Redress Control Number, post-ticketing, for US travel
	Submit the TSA PreCheck/Global Entry number post-ticketing for US travel
Traveler, Travel Arranger	Add Frequent Flyer details into a booking to collect airline points where available
Travel Manager	Track and use unused tickets for future bookings
Traveler, Travel Arranger, TMC	Fare rules to be available for booked NDC orders
	When modifying an NDC order, filter by arrival time to return more applicable rebooking options
	When modifying an NDC order, filter by number of connections to reduce results returned to more applicable options
	When modifying an NDC order, filter by attribute to only see results based on relevant qualifiers
	When modifying an NDC order, filter by airline to reduce rebooking results based on customer requirement
Traveler, Travel Arranger, Travel Manager	Ability for Frequent Flyer status benefits to be recognized and offered
	Cancel a partially flown NDC order and process a partial refund
Traveler, Travel Arranger, TMC	Add/modify the passport information post booking, pre-ticketing, without contacting the airline
	Add/modify seats post booking, without contacting the airline
	Add/modify the passport information post-ticketing, without contacting the airline
Travel Arranger, TMC	Clone an itinerary when multiple colleagues are traveling together and have the same itinerary
	All modifications to NDC bookings to be reflected in interface records for capture in downstream systems
	Void a ticket and retain segments for future use
Travel Manager	Undertake name changes to an NDC order, pre-ticketing
	Undertake name changes to an NDC order, post-ticketing
Operational Set-up	
TMC, Client	Flexibility to book and ticket from different PCCs
	Flexibility to book and ticket from different IATAs

More Information

If you want to speak with someone from Amex GBT contact globalcommunications@amexgbt.com.

Acronym Key

NDC	New Distribution Capability
RBD	Reservation Booking Designator
OB	Outbound Baggage
BSP	Billing and Settlement Plan
ARC	Airline Reporting Corporation
GDS	Global Distribution System
PSD2	European regulation for electronic payment services
DBI	Data-Based Individualization
TSA	Transportation Security Administration
PCC	Pseudo City Code
IATA	International Air Transport Association