Understanding the GDS
Global Distribution Systems

Presented by Kyle Kraft
How airlines distribution works | Global Distribution Systems | New Distribution Capabilities (NDC)

Produced by Altexsoft.com

https://www.youtube.com/watch?v=kysFEvbzEgA

REFERENCE: https://www.altexsoft.com/blog/travel/history-of-flight-booking-crrs-gds-distribution-travel-agencies-and-online-reservations/
GDS – large flight aggregator collecting over 400 airlines inventory and distribute to travel agencies via their API (Application Programming Interface).

GDS extended service offerings to include
- Hotel, Rail, Cruise, Car Rental and Airport Transfers
How does the GDS work?

Connects to the airline’s CRS (Central Reservation System)

- CRS software manages the seat reservations on airline sites
- Two additional 3rd Parties support GDS’
  - ATPCo – Airline
  - Main global source of fare information is distributed across GDSs and OTA (Online Travel Agents) and Price Aggregators
  - Innovata, OAG (Official Airline Guide) – provides scheduling services including flight schedules, routing and flight code information
Quick Recap YouTube Video

- **Airlines lack of valuable** customer data to enrich their ancillary and personalization offerings
  - Select seat, upgrade class of service, take additional luggage, secure priority boarding and order a better meal

- Airlines working towards servicing directly with travelers – LF and low cost carrier Ryanair

- **IATA** – International Air Transportation Association created a new API standard titled NDC (New Distribution Capabilities)
  
  Currently 65 Airlines have built/building their own API’s and working with GDS’s to support abilities to present ancillaries and personalization through all points of sale

- **OTA** – Online Travel Agents

  ![Logos for Booking.com, Expedia, and travelocity](image_url)
Question #1

Do you think the information presented by an OTA (Online Travel Agent) reflects the same information presented in your solutions today?

Defense Travel System – DTS
ConcurGovernment
E2Solutions/GetThereGovernment

The data is the same; however FILTERING is included with

- GOVERNMENT PERFERRED PROGRAMS and
- POLICIES defined by your entity
Global Distribution System - GDS
Benefits to NDTA Attendees

- Extensive content for Shop and Book
- Support the travel experience
- Partnering across the value chain
GDS TRANSFORMATION
Air reservation is completed and automated to folder for processing

QC PNR (personal name record)
Policy and price validation
Update Reporting fields
Ticket is issued

Invoice and e-Ticket receipts distributed
Question and Answer
Question #2

What does GDS represent?

Global Distribution System
What is a GDS’s role?

A network/platform that enables travel agencies and their clients to access travel data, shop for and compare reservation options and book travel.
What US Government preferred programs can be shopped and booked via GDS?

Air – Contract City Pair
Hotel – DoD preferred, FedRooms, other preferred programs
Car – US GOV preferred
Amtrak – GOV preferred
Session Summary

- A GDS – Global Distribution System
- A network/platform that enables travel agencies and their clients to access travel data, shop for and compare reservation options and book travel
- Real-time access for travelers to shop and book travel elements
- Travel Agencies/Travel Management Company (TMC) – manages the travel reservations, meets travel policies, reporting mandates, issues airline tickets and provides customer service to the traveler or travel arranger.
- Supporting role for the Government Travel Manager’s responsibility for each of your programs – policies, care of traveler, travel budget, efficiencies, quality, etc.
Terminology

API Application Programming Interface
ATPCo Airline Tariff Publishing Company
CRS Computer Reservation System
GDS Global Distribution System
IATA International Air Transportation Association
NDC New Distribution Capability
OTA Online Travel Agents
TMC Travel Management Company
THANK YOU