avianca

aviancadirect functionalities

| Group | Capabilities ARMi | Functionalities | Avianca link* (NDC API) | Portal agencias | |
				IATA(B2T)	IATA (NDC)
Shop	Shop for flights	Roundtrip search	✓	✓	✓
		One-way search	✓	✓	✓
		Cabin search	✓	✓	✓
		Low fare search	✓	✓	✓
		Time window search	✓	✓	✓
		Flight search by preference	✓	✓	✓
		Availability and flight information	✓	✓	✓
		Multiple passengers (up to 9)	✓	✓	✓
	Shop for or with ancillaries	First, second and third baggage	✓	✓	✓
		Baggage up to 23kg and 158cm	✓	✓	✓
		Carry on baggage	✓	✓	✓
		Sport equipment (ski, golf, buceo, surfboard, windsurf, kite surfboard)	✓	✓	✓
		Surfboard up to 32kg	✓	✓	✓
		Pet in cabin	✓	✓	X
		Pet in flight	✓	✓	✓
	Seat options	Seat map and seat selection	✓	✓	✓
	Special services (non-chargeable)	Blind, deaf, emotional support, medical assistance, wheelchair	✓	✓	X
	Multi City/open jaw Itineraries	Open jaw	✓	✓	✓
		Multi-destination	✓	✓	✓
	Returns flights operated by other airlines	Codeshare flights search	✓	✓	✓
	Personalize Offers Based on Passenger Type, Loyalty Programs or Other	Type of passenger (ADT / CHD / INF / DIS ** / SRC**)	✓	✓	✓
	Construct bundled offers	Upsell /Bundles	✓	✓	✓
	Offer conditions and restrictions	Fare conditions and restrictions	✓	✓	✓
	Personalize offers based on passenger type, loyalty programs or other	Corporate discount	✓	✓	✓
	Airline offers with localization	Currency and language conversion	✓	✓	✓
	Rich media included in offers	Rich content	✓	N/A	X
Pay	Pay using settlement platform	Cash payment	✓*	✓	✓
	Pay using customer card	Credit card payment (according to market)	✓	✓	✓

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Group	Capabilities ARMi	Functionalities	Avianca link* (NDC API)	Portal agencias IATA (B2T)	Portal agencias IATA (NDC)
Order	Cancel full order	Booking cancellation	✓	✓	✓
		Void tickets	✓	✓	✓
	Order creation with instant payment	Issuance of docs. E-TKT	✓	✓	✓
		Issuance of docs. EMD	✓	✓	✓
	Create order without Payment	Time limit (deferred payment)	✓	✓	✓
	Seller-Initiated change to an order requiring a reshop	Voluntary changes(Dates/fares/route changes allowed)	✓	✓	✓
	Notification of airline Initiated changes on an order	Involuntary changes notification	✓	✓	✓
	Order information upon request	Check order information	✓	✓	✓
Setup	Sandbox testing environment	Sandbox	✓	✓	✓
Others	Others	Form of payment EMD	X	✓	X
		Groups procedures	X	X	X
		Tax Information	✓	✓	✓
		User management	✓	✓	✓
		Access permissions	✓	✓	✓
		Involuntary and voluntary refunds [1]	✓	✓	✓
		Voluntary refunds [2]	✓	X	✓
		Sales Report	✓	✓	✓
		BSP Report [3]	✓	✓	✓
		ARC Report [3]	✓	N/A	✓
		Split PNR	✓	✓	✓

✓	Available
X	Subject to development
*	Except in CO market
**	Type of passenger DIS available for EC market / SRC available for EC and PA market
Others	1. Through BSP / ARC
	2. Automatic through NDC UI
	3. Exchanges /VOID / Refund

Find out more about **the development of our Capabilities** in the Airline Retailing Maturity (ARM) index certification

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