SQ NDC Updates

Date: 20 Jul 2020

Summary:

Updates to SQ NDC Functionality

The following improvements are now available through the SQ NDC connection for usage by partners:

1. Improvements to OrderViewRS
   a. Residual Amounts
   b. References for EMD(s)
   c. Order Total Price
2. PaxID Alignment Option
3. OrderSplit
4. Minirules Information in Offer and Order
5. Currency specification at Reshop
6. Adjustment of Payment Method for an unticketed Order
7. Merchandising Promotion Code (Q2)

General Updates to Partners

Additionally, SQ would like to provide the following general updates to our partners:

1. Network adjustments in view of Covid-19
2. Seat selection adjustments in view of Covid-19
3. Template for reporting production issues

Upcoming Developments

We also have the following enhancements tentatively planned in the upcoming month:

1. Improvements for stopover/connection information
2. Secured Flight information
3. Free Services
4. Fare Type Indicator
5. Payment Time Limit at Pricing time
6. Streamlining of 3DS flow

More information on these enhancements will be made available once ready.

Updates to SQ NDC Functionality

Improvements to OrderViewRS

Residual Amounts

OrderViewRS now includes information on residuals values which may be present in the Order (for example, following an exchange scenario)

The residual amount will be returned under Price/TotalAmount and the ServiceDefinition will contain 'RSVR'.

References for EMD(s)

OrderViewRS now returns relevant references for EMD(s) where applicable. Two types of references are possible:

1. <InConnectionWithInfo> is used to provide the link between an EMD coupon and the associated ETKT coupon
2. <ServiceReferences> is used to provide the link between an EMD coupon and the Service(s), such as seat requests/excess baggage, which it may be associated to.

Order Price

OrderViewRS now returns the total value of the Order with a breakdown of the Base Amount as well as the total Taxes.

Action for Partners:

No explicit activation is required by partners for these improvements as the additional information will be automatically returned in OrderViewRS. Partners should review their integrations to determine if the new information would be beneficial for themselves/customers and if so to perform any necessary changes.

PaxID Alignment Option

Currently, the PaxIDs that are returned at the OrderViewRS following OrderCreateRQ are aligned with the PaxIDs present through the Offer (Shopping/Pricing) process. However, subsequent OrderViewRS resulting from OrderRetrieveRQ or OrderChangeRQ will use a different set of PaxIDs that are consistent after the initial Order creation.

It is now possible for partners to request that the PaxIDs returned in all OrderViewRS to be consistent, regardless of whether it was initiated via OrderCreateRQ, OrderRetrieveRQ or OrderChangeRQ.

Note: If this option is enabled, the PaxIDs returned at the OrderViewRS following OrderCreateRQ may not be consistent with those used through the Offer process (AirShopping/OfferPrice).

Action for Partners:

This capability is activated on a per partner basis at the request of the partner. To request the activation of this capability, please reach out to your integration lead who will perform the necessary change in a test environment for your integration and testing prior to rollout in production.

OrderSplit

It is now possible to request an explicit split of passengers within an Order with the usage of the OrderChangeRQ message.

The OrderViewRS following the split request will contain the information of both the 'parent' and 'child' Orders/PNRs.

Additional details on the implementation of OrderSplit can be found in the latest version of the OrderChangeRQ Implementation Guide.

Action for Partners:

This capability has been activated for all partners in the test environment. It is mandatory that partners integrate this capability to facilitate servicing in multi-passenger scenarios as the current Order structure does not support non-homogeneous Orders.

Minirules Information at Offer and Order

Altea Minirules information can now be supported at the following steps:

1. AirShoppingRS
2. OfferPriceRS
3. OrderViewRS
4. OrderReshopRS (Pricing)

The activation of Minirules at each of the transaction stages can be controlled on a partner basis. The following are the default settings:

Transaction Step	Default Minirules Setting
AirShoppingRS	Disabled
OfferPriceRS	Enabled
OrderViewRS	Disabled
OrderReshopRS	Enabled

Action for Partners:

The default settings for minirules at each of the transaction steps are indicated above. Should a partner wish to enable/disable minirules in deviation from the above default settings, they should reach out to your integration lead who will perform the necessary change in a test environment for your integration and testing prior to rollout in production.

Note: Partners who already have existing changes implemented differing from the default minirules settings will continue to retain their existing settings.

Currency specification at OrderReshop

It is now possible to specify the preferred transaction currency at OrderReshop. If a specific currency had already been specified at AirShopping/OfferPrice/OrderCreate, it will need to be re-specified at OrderReshop, if not the default currency will still be used.

Do note that the default currency will always be that of the Point of Sale (POS) and that only specific currencies are accepted by SQ at each POS.

Action for Partners:

Partners to note the markets where SQ authorized currency is not the same as the local (default) currency. For example, in PH, pricing is typically done in PHP but for direct card settlement, SQ only accepts transactions in USD hence partners must specify the transaction to be completed in USD if not the request will encounter errors.

Adjustment of Payment Method for an unticketed Order

The SQ NDC API now provides partners with the functionality to adjust the payment method for an unticketed Order even if such adjustment would cause a change in the total pricing of the Order.

An example of such scenario is as follows:

1. Pricing of an offer without credit card fees (OB fees) and creation of the Order without payment
2. Adjusting the payment method to specify the use of a credit card
3. Re-pricing of the Order to include credit card fees
4. Processing payment and performing ticket issuance

The adjustment of payment method and re-pricing to compute the new price (including/excluding applicable fees) is done via OrderReshopRQ and the payment and issuance is done via OrderChangeRQ.

Action for Partners:

To integrate if they would like this option to be available to sellers.

Merchandising Promotion Code

SQ NDC API allows for the input of a promotional code (alpha-numeric string) to be evaluated for discounts. If the promotional code is valid, the discounted price will be returned along with the original price.

Note: This feature was already made available in Q2 and is being included here for additional information.

Action for Partners:

To integrate if they would like this content to be available to sellers.

Minor Adjustments to Functional Checklist

There have been adjustments to the functional checklist in view of the changes listed above, as well as to correct errata from the previous version. A list of changes to the checklist can be found in the change log.

General Updates for Partners

Network Adjustments in view of Covid-19

In view of the ongoing impact of Covid-19, SIA is operating a reduced flight schedule which is subject to changes. Thus, it is possible that routes which were previously operated now return no search results. For our latest flight schedules and more information about regulatory-approved itineraries, please visit our website at https://www.singaporeair.com/en_UK/sg/media-centre/news-alert/?id=k88gnin9.

Seat selection adjustments in view of Covid-19

In view of the Covid-19 pandemic, as well as in response to governmental regulations and precautions for health and safety, SIA will be implementing a series of adjustments to its seat selection process. These include but are not limited to the usage of the following:

1. Blocking of seat(s) for the purposes of passenger segregation. Seats that are blocked and unavailable for selection can be identified in the following ways:
    a. CharacteristicCode=='1' (Restricted seat - General)
    b. OccupationStatus=='P' (Protected seat)
    c. OccupationStatus=='Z' (Seat blocked for other reasons)

    In the above scenarios, partners should expect SeatAvailabilityRS responses which are similar to the current, albeit with some seats which are unavailable for selection. The characteristic codes and occupation statuses will be aligned with PADIS codesets 9825 and 9865 respectively.
2. Restricting the seats available for selection by each passenger depending on whether they are flying a direct routing or via a transit point.
    a. To prevent the selection of a seat that would not be suitable given regulatory restrictions, SQ has put in place rules to restrict the selection of seats prior to the confirmation of the itinerary and creation of an Order. Hence, all seats will be returned as unavailable for selection.
    b. Immediately after an Order has been created, an evaluation will be performed to determine which seats are suitable for selection and subsequent call of SeatAvailabilityRQ will return possible seats that are available for selection.
    c. The above implies that seat selection will no longer be available in the prime booking flow whilst these restrictions are in effect and can only be done via the manage booking flow.
    d. Given the fluid nature of the current situation, the nature and duration of these restrictions is unknown. SIA is also concurrently endeavoring to improve our NDC functionality whilst still ensuring the health and safety of passengers and will provide additional updates as necessary.
3. Seat re-assignment of passengers
    a. To comply with regulatory requirements and to ensure the health and safety of passengers and staff, SIA may from time to time re-assign a passenger to a different seat.
    b. If a seat needs to be re-assigned, a notification will be sent to the contact information available in the booking.
    c. If payment had been made for a seat that was re-assigned, SIA will pro-actively refund passengers. Processing time will be required, but passengers need not take any action.

Template for reporting production issues

To speed up the resolution of any issues encountered in production, SQ highly recommends that partners report issues using our suggested template. Reporting should be done via email to ndc_support@singaporeair.com.sg with the email subject '<Partner Initials> PRD - <Short Description of Failure> (for example: TMC PRD – OrderCreate failures).

The email should also provide the following information:

1. Brief Problem Description
   a. Description of the scenario/sequence of steps leading to the error or issue (i.e. Deferred payment flow followed by OrderChange to make payment etc.)
      i. If possible to include Origin/Destination, Dates or Flights for which the error is occurring
   b. Please also describe the severity of the problem (i.e. Completely unable to make any transactions, 10% of transactions failing, completely unable to add ancillaries but able to make flight bookings etc.)
2. The Office IDs which are affected (***SQ08**)
3. Affected APIs (AirShopping, OfferPrice etc.)
4. Version (16.1/18.1 etc.)
5. Error Message encountered
   a. SessionID
   b. Timestamp
   c. If possible to attach message traces (XML logs)
6. When issue was first encountered and whether the issue is still ongoing
7. Contact details for clarifications (if different from the sender)