

SQ NDC Updates

Date: 13 Nov 2020

Summary:

Updates to SQ NDC Functionality

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

1. Itinerary mode for complex itinerary in AirShopping
2. Fare calculation and Fare endorsement in OrderViewRS
3. OrderChangeNotif for Services
4. Offering Free Services
5. Bug fixes
 - a. Align OrderCreate and OrderRetrieve Journey Details
 - b. Return Old Ticket Document number

General Notices to Partners

1. Launch of Covid-19: Air Travel Bubble Flights between Singapore and Hong Kong
2. Lifting of seat segregation measures
3. Migration to Strong Customer Authentication
4. Migration to dynamic content service

Upcoming Developments

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

1. Re-price existing Order (held booking)
2. OrderReshop for complex itineraries

Updates to SQ NDC Functionality

Itinerary mode for complex itinerary in AirShopping

To support a wider range of shopping scenarios, Altea NDC now automatically performs an itinerary mode shopping search when a complex itinerary is received in the shopping request (shopping request where >2 bounds are requested), even if the default configuration for the partner is to utilize one-way display mode.

Note: One-way display shopping for complex itineraries is not supported at this time.

Action for Partners:

No activation is required for this enhancement. Partners who are currently configured for one-way display shopping and have complex itineraries enabled should now see the relevant shopping results instead of an error. All other partners are not affected.

Fare calculation and Fare endorsement in OrderViewRS

To provide agents and aggregators with additional information about their Orders, the SQ NDC API now returns information regarding the fare calculation as well as the fare endorsement. The information is returned as free text in the XPath: OrderViewRS/Order/OrderItem/FareDetail/Remarks/Remark

Action for Partners:

The return of this information is configurable by partner. SQ has activated it for all partners by default, if you wish to de-activate it, please reach out to your implementation lead. Partners to integrate the additional information if required for sellers/customers.

OrderChangeNotif for Services

The SQ NDC API has been improved to deliver an OrderChangeNotif message to partners in a greater range of scenarios. Specifically, the OrderChangeNotif will now be triggered if certain services such as seat selection and/or excess baggage are added, modified or removed externally. This includes changes made directly by the airline (either systematically, or by an airline agent) as well as changes made by the passenger via self-service options on our website.

OCN for changes in ancillary services are sent with the status code '9'. In the scenario where a flight service and an ancillary service are affected simultaneously, the status code associated with the change in the flight segment is prioritized and sent.

Action for Partners:

For partners with an existing OrderChangeNotif implementation, this has been activated in PDT. For partners in the process of implementing OCN, they should specify that they wish to receive OCN for ancillary services as part of the OCN questionnaire.

Note: Target PRD date – 30 Nov

Offering Free Services

The SQ NDC API can now provide partners and/or sellers with the capability to offer customers free services which can be booked. One example of such free services is IATA standard meal options (MOML etc.)

The relevant services will be made available via ServiceListRQ/RS when the parameter 'CFS' is sent in ServiceListRQ and these can be booked via OrderCreate in a similar fashion to booking ancillaries such as seats or bags.

Note: Like other ancillary services, if an attempt to book an ancillary service as part of the prime booking flow fails, the entire OrderCreate attempt fails and flights are not booked as well.

Action for Partners:

SQ will activate this feature upon request by partners, this can be done via your respective implementation leads. After activation, partners to integrate the feature.

Bug fixes

Align OrderCreate and OrderRetrieve Journey Details

Previously, under some circumstances, there was a slight mis-alignment in the journey details provided in the OrderViewRS following OrderCreate and the OrderViewRS following OrderRetrieve.

In such cases, the OrderViewRS following OrderCreate would incorrectly return one bound as two separate journeys instead of one. This issue was not present in subsequent OrderRetrieveRQ/OrderViewRS.

This has now been rectified and OrderViewRS should return consistent journey details.

Action for Partners:

This fix has been activated for all partners. If there are any further issues, partners should reach out to their respective implementation leads.

Return Old Ticket Document Number

The SQ NDC API now returns information regarding the old ticket document(s) following OrderChange where an exchange occurs and at any subsequent OrderRetrieve. The old ticket document(s) will be returned with status 'E' – exchanged.

Action for Partners:

This feature has been activated for all partners by default. Partners to integrate the new feature.

General Updates for Partners

Launch of Covid-19: Air Travel Bubble Flights between Singapore and Hong Kong

1. Singapore has established a bilateral Air Travel Bubble (ATB) arrangement with Hong Kong. Eligible customers may travel to either city for any purpose, including for leisure, and do not have to undergo quarantine measures.
2. A summary of the Air Travel Bubble eligibility criteria and health measures as well as details of the scheduled Air Travel Bubble flights can be found in the additional document attached.
3. More details are available from Singapore Airlines at the following links:
 - a. [Singapore-Hong Kong ATB page](#)
 - b. [Covid-19 Information Centre](#)
 - c. [Frequently Asked Questions](#)
4. Additional details on regulatory requirements are also published by the Singapore Government at <https://safetravel.ica.gov.sg>.

Lifting of seat segregation measures

1. Previously, due to regulatory requirements from the Civil Aviation Authority of Singapore, it was necessary for Singapore Airlines to put in place several passenger segregation measures relating to onboard seating.
 - a. As such, on a number of flights, seat selection options were not available or limited.
2. In line with a revision in the regulatory requirements of the Civil Aviation Authority of Singapore, SQ will be removing segregation measures that had been put in place previously.
 - a. These segregation measures had resulted in passengers being unable to perform seat selection on some flights during the prime booking flow.
 - b. The removal is already effective and passengers should now be able to perform seat selection in the prime booking flow without restriction.

Migration to Strong Customer Authentication

1. As you may be aware, the European Banking Authority has announced a deadline and the process for completing the migration to strong customer authentication (SCA) for e-commerce card-based payment transactions in European Economic Area (EEA). This deadline is set to 31 December 2020 (UK Sep 2021).
2. In line with regulatory requirements and to ensure a more secure payment process for customers, sellers and the airline, Singapore Airlines intends to mandate 3DS authentication for all in-scope transactions.
3. As such, partners who intend to continue utilizing credit card as a form of payment are strongly encouraged to integrate 3DS.
 - a. For more details on the process of integrating, please reach out to your respective implementation leads.

Migration to dynamic content service

1. As part of our ongoing efforts to improve the NDC channel, we have integrated a dynamic content service (Content as a Service or CaaS) as part of our NDC APIs.
 - a. The dynamic content service helps to ensure that relevant and necessary content is returned. Currently, this covers:

- i. Fare condition information
 - ii. Regulatory and airline disclaimers
 - iii. Full details of mileage accruable
 - b. We expect to expand the scope of content covered gradually over time to ensure our partners are served with relevant and up-to-date information
- 2. CaaS is already the default option for all new partners in our test systems, however, some existing partners have not made the necessary changes for migration.
- 3. SQ strongly encourages all partners to complete the migration to ensure that correct, up-to-date content is received.
 - a. For further clarifications or details, please reach out to your respective implementation leads.

Upcoming Developments

The following enhancements are currently undergoing validation by SQ in test systems and will shortly be made available to partners.

Re-price existing Order

The ability to perform a re-pricing on a held booking for which the price may be expired. The held booking will be re-priced, if the same pricing is still available, the pricing will become valid again and available for payment. If the pricing is no longer available, a new pricing will be provided reflecting the new price with change in fare and/or taxes.

Target Date in Test Environment: Dec-2020

OrderReshop for Complex Itineraries

The ability to perform a reshop involving complex itineraries (itineraries with 3 or 4 bounds). This includes:

1. One-way/return trip modified to a complex itinerary
2. Complex itinerary modified to a one-way or return trip
3. Complex itinerary modified to another complex itinerary

Target Date in Test Environment: Dec-2020