

# SQ NDC Updates

Date: 04 Dec 2020

## Summary:

### Updates to SQ NDC Functionality

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

1. End-to-End utilization of CLID for Corporate transactions
2. Re-price existing Order (held booking)
3. OrderReshop for Complex Itineraries

### General Notices to Partners

1. Revision to fare conditions content returned to partners
2. Implementation of enhanced refund logic
3. Fraud prevention for mismatched FFP number
4. Extension of ATC Dynamic Waiver to NDC channel

## Updates to SQ NDC Functionality

### End-to-End utilization of CLID for Corporate transactions

SQ NDC now supports the end-to-end utilization of a Corporate ID for corporate bookings. The Corporate ID can now be input at AirShopping/OfferPrice in order to be able to retrieve any applicable merchandising techniques which have been activated for the corporate client (such as flight or ancillary discounts).

If the corporate ID is valid, the information is retained and will be used at all stages of the booking flow (OfferPrice/SeatAvail/ServiceList) to retrieve the best offers and at OrderCreate to attach the corporate ID details to the PNR.

The option to send Corporate ID information only at OrderCreate still exists if the corporate client does not wish to retrieve any targeted offers, and just wants to submit the information for revenue tracking and offline corporate benefit purposes only.

Additionally, in order to streamline implementation, the Corporate ID is now passed within the <Party> structure under <Corporation> whereas previously it was necessary to pass it for each passenger in the booking utilizing <LoyaltyProgramAccount>.

The same Corporate ID will automatically be inserted as an OSI element without the need to input it under <InstructionsList>.

Note: Once this functionality is activated in Production, the existing mechanism to insert the SSR CLID (via <LoyaltyProgramAccount> at a passenger level) will no longer be supported. If the existing mechanism is still used, a warning will be returned although Order creation will not be affected.

#### Target Date:

Available in Test

18 Jan 2021 in Production

#### Action for Partners:

All partners who have integrated the insertion of CLID at OrderCreate should revise their implementations accordingly. Partners who wish to benefit from having Offers influenced by the CLID should integrate the usage of CLID in AirShopping and OfferPrice. No activation is required for this enhancement.

### Re-price existing Order

SQ NDC now supports the re-pricing of flights on a held booking for which the price may be expired. The re-pricing is done via OrderReshop by including the OrderID as well as <RepriceOrder/> within <UpdateOrder>.

The response will contain the updated pricing which can then be confirmed via OrderChange.

During the re-pricing, if the same pricing is still the best available, the pricing it will be returned in the response. If the pricing is no longer available, a new pricing will be provided.

Note: In order for the re-pricing to be done, the itinerary must be unchanged from when the Order was created, and it must not have been ticketed. It is not possible to alter the context of the Order during

the re-pricing (add/modify/remove – currency, CLID, FQTV, promocode, FOP). It is still possible to change the intended FOP (and thus add or remove OB fees) in a subsequent re-pricing step.

Target Date:

Available in Test

End Dec 20 in Production

Action for Partners:

Partners are strongly encouraged to integrate this flow to support the re-pricing of held bookings. This functionality will be activated by default for all partners.

### OrderReshop for Complex Itineraries

SQ NDC now supports performing 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:

Available in Test

Jan 2021 in Production

Action for Partners:

Partners should request for activation of this feature via their Implementation Leads.

Partners who currently support complex itineraries during shopping are to integrate this flow in order to ensure all bookings can be serviced as necessary.

Partners who are planning to integrate/in the process of integrating complex itineraries during shopping should cater for this flow as part of servicing.

## General Updates for Partners

### Revision to fare conditions content returned to partners

For enhanced clarity, SQ will be altering some of the fare conditions content returned to partners in the NDC messages.

### Change fees and cancellation fees at Shopping

In AirShoppingRS, change fees and cancellation fees can be returned via (1) Minirules (derived from ATPCo filing) (2) Static file (stored offline)

Previously, the fees returned via the static file represented the maximum amount of the penalty. At pricing time (OfferPriceRS), a more precise amount is returned and this amount could be lower than the maximum amount stated at AirShoppingRS. This behaviour also applies for OrderReshopRS (Shopping).

There is no change to the fees returned by Minirules which are already precise.

We will be revising the text to return a range of fees instead.

Note: The range of fees are returned assuming it is a regular adult (ADT) passenger. Deviations may apply for other passenger types.

#### *Target Date:*

Dec 2020 in Production

### Mileage Accrual at OfferPriceRS

At OfferPriceRS, mileage accrual information is returned as a proportion of the base distance of the segment flown. i.e. A given Offer might result in the passenger accruing 150% of the base distance flown.

We will be enhancing this information to return the absolute number of miles eligible instead. For example, for an Offer eligible for 150% accrual with 1500 miles as the base amount, we will return  $150 * 1500 = 2,250$ .

Note: This enhancement is only applicable to partners who have integrated our dynamic content service.

#### *Target Date:*

Dec 2020 in Test

Jan 2021 in Production

### Implementation of enhanced refund logic

SQ NDC has recently enhanced its processing of refund requests. This change does not require any changes by partners.

When processing refunds, SQ now considers the various forms of payments utilized throughout the lifecycle of the Order and ensures that:

1. Refunds are not sent to expired credit cards

2. The amount refunded to any form of payment is not more than the amount paid by that form of payment

As an example:

1. An Order priced at \$100 is created and paid for with credit card 4000XXXXXXXX1234 and is then reshopped and exchanged for an Order priced at \$150 with an additional collection of \$50 via Cash.
2. When the Order is refunded (assuming no penalty fee), \$100 will be refunded to credit card 4000XXXXXXXX1234 and \$50 to Cash.

Additionally, in some exchange scenarios, some portion of the original ticket are eligible for refund to the passenger. In such a case, an EMD containing residual value for refund may be issued. SQ NDC will automatically trigger the refund of such EMDs according to the logic described above as well.

This change implies that partners utilizing BSP settlement will be able to support both credit card and cash transactions simultaneously.

Note: Credit card transactions regardless of settlement type are still subject to 3DS as described in our last communication.

Target Date:

Available in Test

Dec 2020 in Production (Enhanced refund logic)

Jan 2021 in Production (Automated refund of RSVR EMD)

### Fraud Prevention for mismatched FFP number

In order to minimize any risk of fraud, at the time an Order is created, SQ NDC performs a check to ensure that the passenger details input as part of the request match the details in the corresponding frequent flyer account.

In a scenario where the details do not match, the Order creation is stopped and an error is returned. The Order creation is prevented as the usage of the FFP number may already have influenced or biased the Offers created.

Target Date:

Available in Test

Jan 2021 in Production

### Extension of ATC Dynamic Waiver to NDC channel

SQ will be extending the usage of the Amadeus Ticket Changer – Dynamic Waiver product to the NDC channel. ATC Dynamic Waiver allows SQ to systematically define sets of tickets which should be eligible to receive a waiver of a cancellation penalty (in the case of refund) or a penalty fee (in the case of exchange).

The conditions of the waiver can also be defined by SQ – whether the waiver applies in all cases, in cases where the same fare is rebooked and/or in cases where the routing has changed. As and when required

such as in the case of disruption over a specific duration or at a specific airport, SQ will define eligibility criteria and perform the necessary setup of ATC Dynamic waiver. It will then automatically apply on eligible transactions processed via the NDC channel and the responses in the OrderReshop flow should directly reflect the outcome after applying the waiver.

At present, no information indicating that a waiver has been applied is returned during the Reshop stage, although after an exchange, information about the waiver is captured in the Fare Endorsement box.

The existing process where SQ informs our trade partners about our waiver policy regarding specific events through trade circulars is unchanged. In addition, where applicable we will also include information about any ATC Dynamic Waiver which have been setup.