SQ NDC Updates

Date: 01 Mar 2020

Summary:

Updates to SQ NDC Functionality

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

1. Alignment for input of FFP, CLID and PromoCode
2. Enhanced details during repricing
3. Support of new Forms of Payment (UATP Cards)

General Notices to Partners

1. Integration of IATA BSP API
2. Use of Price/TotalAmount value to calculate payment amount at OrderChangeRQ
3. Summary of Fare Conditions/Fare Rules Information
4. Managing Sale of Excess Baggage
5. Frequently Asked Questions
    a. Warning: PNR updated by parallel process
    b. Warning: Missing free baggage details
6. Managing NDC bookings via Singapore Airlines AGENT 360 Portal

Updates to SQ NDC Functionality

Alignment for input of FFP, CLID and PromoCode

There have been changes across all NDC verbs to align the behaviour with regard to FFP, CLID and PromoCode inputs. The following table summarizes the changes:

	PromoCode	Corporate Identifier (CLID)	Frequent Flyer Programme Number (FFP)
Association of the input	Context (all passengers/flights)	Context (all passengers/flights)	Associated to passenger
AirShopping	Can be added in input and will be stored in Offer		
OfferPrice	Can be added in input, when none is added, PromoCode used at AirShopping is reused	Can be added in input. When any information is added, it overrides all previous information stored in the Offer. When none is added, Frequent Flyer and Corporate Identifier added in AirShopping request are re-used.	
OrderCreate	No longer in input if information is already stored in Offer from AirShopping/OfferPrice		
OrderReshop	Not possible to add a PromoCode, CLID. PromoCode/CLID used in first issuance is automatically considered.		Not possible to add FFP number. FFP number in the Order is automatically considered.

SeatAvailability	Not possible to use a PromoCode in input	CLID/FFP number available in the Offer or Order will be used in the seat map display
ServiceList		Not possible to use CLID/FFP in input (a warning is returned). Existing CLID/FFP stored in Offer/Order is considered.

Target Date:
Available in Test

18 Jan 2021 in Production

Action for Partners:
Partners who wish to benefit from having Offers influenced by CLID/FFP/PromoCode should review the changes and revise their integration, as necessary. No activation is required for this enhancement.

Re-price existing Order
SQ NDC 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 also includes the tax breakdown and purchase conditions associated with the repriced Offer.

Target Date:
Available in Test and Production

Action for Partners:
Partners are encouraged to review their integration to provide users with the additional information available at repricing.

Support for New Payment Method - UATP
SQ NDC will soon support the usage of UATP cards as a Form of Payment. From an implementation perspective, UATP cards will be a sub-category of credit cards. A sample structure for usage of a UATP card is as follows:

```
<PaymentInfo>
        <Amount CurCode=SGD>1000.00</Amount>
        <TypeCode>CC</TypeCode>
        <PaymentMethod>
            <PaymentCard>
                <CardNumber>XXXXXXXXXXXXXXXX</CardNumber> -> input UATP/ Airplus card number
                    <SeriesCode>123</SeriesCode> -> CVV not required
                <CreditCardVendorCode>TP</CreditCardVendorCode> -> input vendor code as TP
                <ExpirationDate>XXXX</ExpirationDate> -> input card expiration date as MMYY
            </PaymentCard>
        </PaymentMethod>
    </PaymentInfo>
```

Target Date:
Available in Test

Mid-March 2021 in Production

Action for Partners:

Partners who wish to support the usage of UATP cards should reach out to their implementation leads for activation. They can also use the following test card details for testing purposes in PDT:

Card Type	Card Number(s)	Vendor Code	Card expiry
UATP	135410014004955 135410300004214	TP	0122
Airplus	122000000000003	TP	0122

General Updates for Partners

Integration of IATA BSP API

In order to improve the security of transactions, SQ NDC is now integrated with IATA's BSP API.

IATA's BSP API provides NDC airlines with key parameters relating to an IATA agent that is requesting ticket issuance. The parameters include:

1. Whether the agent has ticketing authority with the airline
2. Whether the agent has authority to use various Forms of Payment
3. Whether the agent is active in the BSP market
4. PCI DSS compliance

The NDC airline can then determine whether to proceed with the ticket issuance.

The IATA BSP API will be utilized in all transactions involving ticket issuance, re-issuance and refund to be settled through BSP.

It will be progressively activated for all partners and agents.

Use of Price/TotalAmount value to calculate payment amount at OrderChangeRQ

Previously, partners were advised to use the *TotalAmount/SimpleCurrencyPrice* information supplied for each passenger in OrderReshop(Reprice)RS to compute the additional amount payable at OrderChangeRQ. With the updated OrderChange implementation guide (Pg 37 and Pg 43), *Price/TotalAmount* should be used instead as this computation includes any penalty fees that are charged as well.

Price/TotalAmount is computed at a PTC level so if there are multiple passengers in the booking, the calculation of the amount to be supplied at OrderChange needs to be adjusted accordingly.

Summary of Fare Conditions/Fare Rules Information

Singapore Airlines provides partners with a variety of options to obtain information about the fare conditions/fare rules associated with each Offer/Order. Generally, different information is return at each of the 2 main phases of shopping and pricing. At the shopping stage, we aim to provides summary information which allows customers to make a more informed decision about one (or a few) Offer to proceed to the pricing stage. At the pricing stage, more detailed and precise information is then available.

The following is an overview/summary of the options such that partners are better able to assess the most suitable option for the needs of their sellers/users:

1. Prime Booking
    a. AirShopping
        i. Baggage information can be returned by activating Free Baggage Allowance (activated by default)
        ii. Penalty information can be returned by:
            1. Minirules

        a. Exchange/refund eligibility and penalty amount as per ATPCo fare information
- i. Summarized to Offer level (regardless of shopping mode)

        b. Found within <PenaltyList>

2. SQ Content
- a. Exchange/refund/no-show eligibility and penalty range (Note: Assumes ADT passenger)
  - i. Summarized to Offer level for ITI mode and FareComponent level for OWD mode
- b. Found within <PriceClassList>

iii. Additional fare rule information can be returned by:

1. SQ Content
- a. Upgrade eligibility
- b. Mileage Accrual Multiplier
- c. Seat Selection Privileges
- d. Disclaimers

b. OfferPrice

i. Baggage information can be returned by activating Free Baggage Allowance (activated by default)

ii. Penalty information can be returned by:

1. Minirules
- a. Eligibility and penalty amount for all CAT31/33 scenarios
  - i. At FareComponent level
- b. Found within <PenaltyList>

2. SQ Content
- a. Exchange/refund/no-show eligibility and penalty (Note: Assumes ADT passenger)
  - i. Summarized to Offer level for ITI mode and FareComponent level for OWD mode
- b. Found within <PriceClassList>

iii. Additional fare rule information can be returned by:

1. SQ Content
- a. Upgrade eligibility
- b. Mileage Accrual
- c. Seat Selection Privileges
- d. Disclaimers

2. Manage Booking Phase

a. OrderReshop (Shop)
- i. As per AirShopping, however only SQ Content available, no Minirules.

b. OrderReshop (Price)
- i. As per OfferPrice

Whilst each of our NDC partners and/or sellers are responsible for designing and facilitating NDC transactions, we would like to remind our partners that it is necessary to adequately inform all passengers/customers about the conditions of their booking.

Managing Ancillary Sales

Partners are reminded that when calling ServiceListRQ and SeatAvailabilityRQ for pricing of ancillary services such as paid seats and excess baggage, the pricing information supplied can apply to one or

multiple flight segments. The applicability of the purchase should be displayed clearly to customers to ensure they are aware which segment(s) their purchased excess baggage is applicable for.

Currently, Singapore Airlines does not support the sale of pre-purchase excess baggage on flights not operated by Singapore Airlines (SQ) or SilkAir (MI).

Frequently Asked Questions

Warning: PNR updated by parallel process

This warning is displayed when an Order is simultaneously changed by multiple actors. A common scenario is when an NDC agent is making a change to an Order and at same time, an airline robotic process is also updating the Order.

In the case where the two changes are incompatible, an error is returned, and the transaction does not proceed. However, if the two changes are compatible, the transaction occurs with a warning returned to the NDC agent. The purpose of the warning is to notify the NDC agent that a parallel update was made to the Order and that they can review the updated Order if necessary.

Warning: Missing free baggage details

This warning is displayed when detailed information regarding the free baggage allowance is not found. This is commonly the case for Orders where free baggage allowance is defined utilizing a weight concept. In such a scenario, the free baggage allowance is returned simply with a numerical weight without additional details, hence the warning. On the other hand, for Orders where free baggage allowance is defined by utilizing a piece concept, additional details about the restrictions on the piece (i.e. dimensions, max weight etc.) should be provided.

Error at Issuance Time: SQ ETKT: Maximum Ticket Limit Reached

This error is returned when ticket issuance has been blocked by SQ because the agent requesting for ticket issuance has already exceeded the ticket limit provided to them by SQ. They should contact their local SQ sales representative for assistance to adjust the ticket limit if required.

Managing NDC bookings via Singapore Airlines AGENT 360 Portal

To provide agents with an alternative avenue for servicing, AGENT 360 has a new Manage Booking functionality. Agents would be able to ticket via NDC partner platforms and thereafter service their orders via AGENT 360 portal.

Target date:

Apr 2021 in Production

(Once this feature is ready in Production, agents can expect to be notified by their local Singapore Airlines representatives.)

Supported features

- The servicing features available on AGENT 360 include: add ancillaries/seats, voluntary exchanges, refunding an order and splitting an order.
- Orders fulfilled via BSP settlement can be serviced on AGENT 360.
- Retrieval of PNR on AGENT 360 would be successful if the IATA agency code of the agent that created the booking matches the IATA code of the agent trying to retrieve the order.

Implications for NDC partners

- After agents import their PNRs onto AGENT 360, we recommend that subsequent servicing activities be performed within AGENT 360.
- Partners should ensure that they are able to retrieve the most updated Order information by calling OrderRetrieve and update copies of the Order stored locally.
- Should partners wish to test the E2E flow for this feature, you may reach out to your Integration Lead.

If agents have any queries about onboarding onto AGENT 360, they are encouraged to reach out to their local Singapore Airlines representatives.