

SQ NDC Updates

Date: 25 May 2021

Summary:

Updates to SQ NDC Functionality

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

1. Support for Mixed Cabin Class Search
2. Updated processing of Contact Information
3. Minimum time before departure flag in AirShopping
4. Support of New Payment Method (IATA EasyPay Cards)
5. Automated Processing of Advice Status Codes

General Notices to Partners

1. New Fare Family

Updates to SQ NDC Functionality

Support for Mixed Cabin Class Search

SQ NDC now supports the specification of cabin class criteria at a bound level instead of at an itinerary level. For example, if a passenger wishes to travel on a return from SYD-LON-SYD, it is now possible to specify for each bound (SYD-LON, LON-SYD) a different cabin class. This can be done by specifying the desired cabin class at bound level within <FlightRequest> instead of at itinerary level within <ShoppingCriteria>

Note: It is recommended to utilize this shopping option only in One-Way Display shopping mode.

Examples:

AirShoppingRQ – Regular

Designation	Location	Remarks
CabinTypeCriteria	Request/ShoppingCriteria/CabinTypeCriteria	Cabin class criteria to be used in the request
CabinTypeName	Request/ShoppingCriteria/CabinTypeCriteria/CabinTypeName	Can be "ECO", "PRE", "BUS" or "FIR"

```
<ShoppingCriteria>
  <CabinTypeCriteria>
    <CabinTypeName>ECO</CabinTypeName>
  </CabinTypeCriteria>
</ShoppingCriteria>
```

AirShoppingRQ – Mixed Cabin

Designation	Location	Remarks
CabinTypeCriteria	Request/FlightRequest/OriginDestRequest/PreferredCabinType	Cabin class criteria to be used for the bound
CabinTypeName	Request/FlightRequest/OriginDestRequest/PreferredCabinType/CabinTypeName	Can be "ECO", "PRE", "BUS" or "FIR"

```
<FlightRequest>
  <OriginDestRequest>
    <OriginDepRequest>
      <IATA_LocationCode>AAA</IATA_LocationCode>
      <Date>2099-01-01</Date>
    </OriginDepRequest>
    <DestArrivalRequest>
      <IATA_LocationCode>ZZZ</IATA_LocationCode>
    </DestArrivalRequest>
    <PreferredCabinType>
      <CabinTypeName>ECO</CabinTypeName>
    </PreferredCabinType>
  </OriginDestRequest>
  <OriginDestRequest>
    <OriginDepRequest>
      <IATA_LocationCode>ZZZ</IATA_LocationCode>
      <Date>2099-12-31</Date>
    </OriginDepRequest>
    <DestArrivalRequest>
      <IATA_LocationCode>AAA</IATA_LocationCode>
```

```

    </DestArrivalRequest>
    <PreferredCabinType>
      <CabinTypeName>BUS</CabinTypeName>
    </PreferredCabinType>
  </OriginDestRequest>
</FlightRequest>

```

Limitations:

This option is not available for complex itinerary searches (i.e. shopping requests with more than 2 bounds).

This option is not available at OrderReshop, however, Orders created through this shopping flow can still undergo the standard Reshop process.

Feature Availability:

- Test – Available
- Production – Available

Action for Partners:

Partners who wish to provide their sellers / customers with the ability to flexibly select different cabin classes for different bounds should integrate this feature. No activation is required.

Updated Processing of Contact Information

SQ NDC will be implementing some changes to the processing and storage of contact information in NDC Orders.

The following is a summary of how contact information can be provided via NDC:

1. Travel Agency Contact Information (**NEW**)
 - a. Sellers should input their own contact information under the <TravelAgency> section within <Party>

Designation	Location	Remarks
TravelAgency	OrderCreateRQ/Party/Sender/TravelAgency	Travel Agency acting as Seller sending the request
EmailAddress Text	OrderCreateRQ/Party/Sender/TravelAgency/ContactInfo/EmailAddress/ EmailAddressText	Travel Agent's Email Address

2. Passenger Contact Information (**UPDATED**)
 - a. Sellers should input passenger contact information under <ContactInfoList> within <DataLists>
 - b. If ContactTypeText is utilized and populated with "Notification"
 - i. A passenger association must be provided, if none is provided it will result in an error
 - ii. An industry compliant SSR CTCE/CTCM is created to be used for traveler notification in the case of irregular operations.
 - iii. Multiple of such contact information can be created and associated to a single passenger.
 - c. If ContactTypeText is left blank
 - i. An Amadeus PNR AP element is created to store the contact information.

- ii. This AP element will be passenger associated if passenger association is provided through populating *IndividualRefID* in the OrderCreate request.
- iii. This AP element will be associated to the entire Order if no association is provided.

Designation	Location	Remarks
ContactInfo	OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo	Contact Information
LabelText	OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/ContactTypeText	Classification for a set of contact information (e.g. Notification etc.)
IndividualRefID	OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/IndividualRefID	Passenger Association of the contact information
EmailAddress	OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/EmailAddress	Email Address
Phone	OrderCreateRQ/Request/DataLists/ContactInfoList/ContactInfo/Phone	Phone Number

3. Contact Information entered as Free Text Information (**Unchanged**)
 - a. Sellers / Partners may choose to provide additional contact information as Free Text under InstructionsList.
 - b. There is no special handling for free text information and it will be stored as an OSI element regardless of the content of the free text.

Additional Information regarding Airline E-Ticket Receipt:

Currently, SQ NDC automatically triggers an airline electronic ticket receipt to the email address contact information provided (assuming default configuration is adopted by the Partner and/or Seller).

1. Email addresses that are associated to the entire booking will receive all the e-tickets for each passenger in the PNR. This will apply for email addresses supplied in *TravelAgency/ContactInfo/EmailAddress* and *ContactInfoList/ContactInfo/EmailAddress*.
2. Email addresses that are associated to a specific passenger will receive only the e-ticket information belonging to the same passenger in the PNR.

Examples:

Travel Agent's Contact Information:

```
<TravelAgency>
  <AgencyID>12345678</AgencyID>
  <ContactInfo>
    <EmailAddress>
      <EmailAddressText>TRAVELAGENCY@MAIL.COM</EmailAddressText>
    </EmailAddress>
  </ContactInfo>
</TravelAgency>
```

Passenger's Contact Information (For Notification):

```
<ContactInfo>
  <ContactTypeText>Notification</ContactTypeText>
  <IndividualRefID>PAX1</IndividualRefID>
  <Phone>
    <LabelText>Mobile</LabelText>
```

```
        <PhoneNumber>3392946493</PhoneNumber>
    </Phone>
    <EmailAddress>
        <EmailAddressText>PAXNOTIF@MAIL.COM</EmailAddressText>
    </EmailAddress>
</ContactInfo>
```

Passenger's Contact Information (For General Usage, Passenger Associated):

```
<ContactInfo>
    <IndividualRefID>PAX1</IndividualRefID>
    <Phone>
        <LabelText>Mobile</LabelText>
        <PhoneNumber>3392946493</PhoneNumber>
    </Phone>
    <EmailAddress>
        <EmailAddressText>PAXGENERAL@MAIL.COM</EmailAddressText>
    </EmailAddress>
</ContactInfo>
```

Passenger's Contact Information (For General Usage, non-associated):

```
<ContactInfo>
    <Phone>
        <LabelText>Mobile</LabelText>
        <PhoneNumber>3392946493</PhoneNumber>
    </Phone>
    <EmailAddress>
        <EmailAddressText>PNRGENERAL@MAIL.COM</EmailAddressText>
    </EmailAddress>
</ContactInfo>
```

Feature Availability:

- Test – May 2021
- Production – Jun 2021

Action for Partners:

Update OrderCreateRQ with the following:

1. Submit travel agency / aggregator email information in *Party/Sender/TravelAgency/ContactInfo* (multiple emails are supported).
2. Submit passenger contact information (associated to pax) for general usage.
3. Submit passenger contact information (associated to pax) with Notification label in *ContactInfo* for notifications.

To ensure that all contact information provided is stored and utilized in the most relevant manner, we strongly encourage all partners to revise their integrations to provide contact information as per the guidance above.

Additionally, please note that when the changes are implemented, some mechanisms which were once acceptable for input of contact details will no longer be supported (i.e. an error will be returned). Specifically, contact information of type "Notification" must be passenger associated.

If you are unable to adopt the above format or wish to retain the existing process for inserting contact information, please highlight it to your implementation leads.

Minimum Time Before Departure Flag in AirShopping

SQ NDC has been enhanced to perform a check at AirShopping time to evaluate if some Offers contain flight segments that are too close to their departure times. During the check, if it is determined by the airline that some flight segments are too close to their departure times and are likely to encounter errors during OrderCreation, they are flagged in the AirShopping response as *'TooCloseToDeparture'*. This information is returned as part of the description of the offer.

Once an Offer has been marked as too close to departure, OfferPrice will return an error to inform the Seller/Customer upfront that the Offer cannot be processed, instead of returning an error at OrderCreate.

Example:

```
<Offer>
  <OfferID>CTD-SULG-6859766420542384510-1</OfferID>
  <OwnerCode>6X</OwnerCode>
    <OfferExpirationDateTime>2020-12-18T16:56:59Z</OfferExpirationDateTime>
  <BaggageAllowance>
    <PaxJourneyRefID>FLT1</PaxJourneyRefID>
    <PaxJourneyRefID>FLT2</PaxJourneyRefID>
    <PaxRefID>PAX1</PaxRefID>
    <BaggageAllowanceRefID>FBA1</BaggageAllowanceRefID>
  </BaggageAllowance>
  <PenaltyRefID>PEN1</PenaltyRefID>
  <PenaltyRefID>PEN2</PenaltyRefID>
  <PenaltyRefID>PEN3</PenaltyRefID>
  <Desc>
    <DescID>D36</DescID>
    <DescText>TooCloseToDeparture</DescText>
  </Desc>
  <JourneyOverview> ... </JourneyOverview>
  <OfferItem>... </OfferItem>
</Offer>
```

Feature Availability:

- Test – Available
- Production – Jun 2021

Action for Partners:

If partners would like this flag to be returned, please inform your implementation leads and they will perform the necessary activation. To improve the Seller/Customer experience, SQ recommends that partners avoid presenting Offers that are flagged as too close to departure as doing so would result in downstream errors.

Support of New Payment Method (IATA EasyPay Cards)

SQ NDC will soon support the usage of IATA EasyPay cards as a Form of Payment under BSP settlement. From an implementation perspective, EasyPay cards will be a sub-category of credit cards. A sample structure for usage of a EasyPay card is as follows:

```
<PaymentInfo>
  <Amount
CurCode="{#Project#oPrimeBooking_OP_CurrCode}">{#Project#oPrimeBooking_OP_Total}</Amount>
  <TypeCode>CC</TypeCode>
  <PaymentMethod>
    <PaymentCard>
      <CardNumber>XXXXXXXXXXXXXXXX</CardNumber> -> input IATA EasyPay card number
      <SeriesCode>123</SeriesCode> -> SeriesCode is not required
      <CreditCardVendorCode>EP</CreditCardVendorCode> -> input vendor code as EP
      <ExpirationDate>XXXX</ExpirationDate> -> input card expiration date as MMY
    </PaymentCard>
  </PaymentMethod>
</PaymentInfo>
```

Feature Availability:

- Test – May 2021
- Production – Jun 2021

Action for Partners:

Partners who wish to support the usage of EasyPay cards should reach out to their implementation leads for activation. Your implementation leads will also advise the availability of EasyPay in the respective markets. The following test card details can be used for testing purposes:

Card Type	Card Number(s)	Vendor Code	Card expiry
EasyPay	5164700100000005 (use SIN OID)	EP	0122
EasyPay	161100000000003 (use HKG OID)	EP	0122

Automated Processing of Advice Status Codes

In most scenarios, when booking flight segment(s) via Altea NDC, the status code received in response is 'HK'. This represents a confirmed status.

However, other status codes are possible in Altea and might arise because of external factors. A subset of these status codes is known as advice status codes. These advice status codes are a result of existing processes to facilitate legacy distribution channels where the Agent acknowledges the change initiated by the airline.

Advice Code	Description	Status Code after automated processing
HX	Holding cancelled	Segment removed from PNR
NO	No action taken	Segment removed from PNR

KK	Confirming	HK - Confirmed
KL	Confirming from waitlist	HK - Confirmed
TK	Confirming, advise passenger of new times	HK - Confirmed
UC	Unable flight closed, have not waitlisted	Segment removed from PNR
UN	Unable, flight does not operate	Segment removed from PNR

In these situations, completion of the NDC user journey is hindered as there is no equivalent mechanism for queueing and acknowledgement.

The Altea NDC capabilities have been enhanced to process advice status codes automatically when OrderRetrieve is called. Altea NDC checks and performs automated processing of the Order before responding with OrderViewRS.

Examples

Re-timing of Flight

An unpaid Order has been created with a one-way trip from SIN to BKK. When the SIN-BKK flight is re-timed, the status code of the flight changes from HK to TK.

Without automated processing, issuance of tickets will fail as the flight segment is in TK status.

However, with automated processing when the partner retrieves the Order, the status code is updated to HK and OrderViewRS returns the latest Order information with the updated flight timing. Tickets can then be issued.

Re-accommodation by Airline

A paid Order has been created with a one-way trip from SIN to BKK. Due to operational reasons, the airline re-accommodates the passenger onto an alternative flight. The status code for the original flight is changed from HK to UN and a new flight is added into the Order with TK status.

Without automated processing, attempts at changing the Order will fail as 2 segments with various status codes exist.

With automated processing, the following takes place when the partner retrieves the Order. The original segment is removed, the status code of the new segment is updated to HK and OrderViewRS returns the latest Order information with details of the new segment. Rebooking and reissuance to alternative options can now be done if the passenger is dissatisfied with the proposed flight.

Limitations

The automated processing only updates the status code of the segments. It does not perform any re-pricing, and does not trigger any additional exchange of documents that is not already supported.

Feature Availability:

- Test – Jun 2021
- Production – Jul 2021

Action for Partners:

None required.

General Updates for Partners

New Fare Families

Overview

Singapore Airlines has revamped its Economy Class fare types to cater to traveler groups with different needs effective from 22 Apr 2021. Q and N fares will be moved to the new Economy Value fare type, while the V and K fares will remain under the current Economy Lite fare type. The change fees for Economy Standard fares will also be revised.

The information returned in the API reflects these changes. There is no change to the structure / format in which fare rules are returned.

Summary of Key Changes to Ticket Conditions

1. Change, Cancellation and No-show fees

- a. The short-haul cancellation fee for Economy Standard fares – M, H, W will be reduced.
- b. Economy Value fares Q and N (formerly under Economy Lite) will offer lower change fees for long-haul and will now allow cancellation with a fee.
- c. Economy Lite fares V and K will feature new restrictions to ticket changes. Changes and cancellations will be prohibited, and the no-show change fee will no longer be applicable as a result.

2. Baggage Allowance

- a. Baggage allowance for Economy Class fare types will be streamlined into 2 main categories:
 - i. 30kg for the Economy Flexi and Standard fare types (Y, B, E, M, H, W).
 - ii. 25kg for the Economy Value and Lite fare types (Q, N, V, K).

3. KrisFlyer Membership Tier Privileges

- a. There are no changes to the seat selection privileges and additional baggage allowance entitlement for PPS, supplementary card holders and Elite Gold.
- b. The current 25% tier bonus on actual miles flown will be maintained for all tiers for Elite Silver, Elite Gold and PPS members. The tier bonus will not be applicable for Economy Value, Lite and group tickets (Q, N, V, K and G fare types).