SQ NDC Updates

Date: 16 Jul 2021

Summary:

Updates to SQ NDC Functionality

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

1. Currency override in post-booking flow (SeatAvailability and ServiceList)
2. Expanded Catalogue of Free Services

General Notices to Partners

1. Activation of Automated Processing for Advice Status Codes
2. Clarification regarding display of Fare Rules and Conditions
3. Test Environment Capture and Restore Activity

Upcoming Developments

1. AirlineProfile
2. Advanced Order Servicing
3. Seller Remuneration Handling

Updates to SQ NDC Functionality

1.   Currency Override in post-booking flow (SeatAvailability and ServiceList)

SQ NDC now fully supports currency override when adding ancillaries in a post-booking flow. With this enhancement, it is now possible for ancillary services to be priced in a specified currency and for the Seller to then either store the pricing information and book the service without payment or to book the service with immediate payment.

There is no change in the sequence of messages for adding ancillary services with currency override to an Order as compared to when the default currency is to be used. However, some additional elements should be specified by the partner to trigger pricing, booking and ticketing in the correct currency.

As SQ NDC does not support partial payment, partners should ensure that all OrderItems to be paid together are priced in the same currency.

Note: Currency override was already supported in a prime booking flow and no change is required for existing implementations of that flow.

Booking non-Seat Services (ServiceList)

Partners should specify an override currency within <OverrideCurrCode>. No change is required for OrderChangeRQ.

Example:

```
<ResponseParameters>
        <PricingParameter>
                <OverrideCurCode>USD</OverrideCurCode>
        </PricingParameter>
</ResponseParameters>
```

Note: If OfferPrice is called after ServiceList, the currency override utilized in OfferPrice will overwrite that in ServiceList. If no currency override is specified in OfferPrice, the previously specified currency will be removed and the default currency will be used.

Booking Seats (SeatAvailability and OrderChange)

Partners should specify an override currency within <OverrideCurrCode>, in addition, the specified currency will need to be provided in OrderChangeRQ together with the desired seat Offer IDs.

Examples:

```
<ResponseParameters>
        <PricingParameter>
                <OverrideCurCode>USD</OverrideCurCode>
        </PricingParameter>
</ResponseParameters>
```

```
<Metadata>
    <Other>
        <OtherMetadata>
            <CurrencyMetadatas>
                <CurrencyMetadata MetadataKey="MD1" refs="PRICE1-SEG1">
                    <Name>USD</Name>
                </CurrencyMetadata>
            </CurrencyMetadatas>
        </OtherMetadata>
    </Other>
</Metadata>
```

Designation	Location	Remarks
CurrencyMeta datas	/Request/Metadata/Other/OtherMetadata/CurrencyMetadatas /	
Name	/Request/Metadata/Other/OtherMetadata/CurrencyMeta datas/CurrencyMetadata/Name	The currency code
@refs	Request/Metadata/Other/OtherMetadata/CurrencyMetadatas/ CurrencyMetadata/@refs	The concatenation of seat OfferIDs

Limitations:

When currency override is applied in post-booking flow, ServiceList booking and SeatAvailability booking must be committed by separate OrderChange calls.

Sample message sequence:

1. OrderRetrieve -> ServiceList -> *OfferPrice** -> OrderChange
   This sequence adds a chargeable non-seat service to the Order with pricing specified in the override currency
2. OrderRetrieve -> SeatAvailability -> OrderChange
   This sequence adds a chargeable seat to the Order. The Seller can choose to process payment for all unpaid items in the Order by providing a form of payment in this OrderChange, or in a subsequent OrderChange

*OfferPrice step may not be required if there is no need to define quantity of chargeable service. For example, piece-pricing concept for US routes (BULK/HEAV/PIEC etc) does not require an OfferPrice step.

Feature Availability:
- Test – Available
- Production – Available

Action for Partners:

Partners who wish to provide their sellers / customers with the ability to shop for ancillaries with currency override in post-booking is made should integrate this feature. Activation is not required.

2.   Expanded Catalogue of Free Services

SQ NDC now has an expanded catalogue of Free Services which Sellers may book on behalf of their customers. This is to ensure that the passenger's requested needs are met. There is no change to the sequence of messages – ServiceList should be called with the 'CFS' indicator and OrderChange is to be used to book the service.

Partners are recommended to integrate the addition of free services in a post booking flow (after the creation of the Order). This is to avoid errors due to temporary unavailability of a free service.

Additional Services available:

1. Passenger Assistance

a. BLND – to request the Airline's assistance to aid the Passenger as they are visually impaired.
b. DEAF - to request the Airline's assistance to aid the Passenger as they are hearing impaired.
c. WCHR – to request the Airline's assistance to aid the Passenger as they require a wheelchair.
d. MAAS – to request the Airline's assistance to meet the Passenger and render assistance. *Note: This service must be requested with free text information to describe the assistance required by the Passenger. Requests without descriptive information will be rejected by the Airline.*

2. Passenger Information
    a. SEMN – for Sellers to provide the Airline with information about the traveler's identity as a seaman.

Feature Availability:
- Test – Available
- Production – Target end-July

Action for Partners:
Partners who wish to provide their sellers / customers with the ability to request the additional free services should update their existing integrations where necessary.

General Notices to Partners

1.   Activation of Automated Processing for Advice Status Codes

In our communications to partners dated 25th May 2021, SQ had described the upcoming feature to automatically process advice status codes for all NDC Orders (PNRs).

On 31st July, SQ will activate the feature for automated processing of advice status codes for all our NDC partners. Partners who wish to activate this feature sooner or who wish to opt out of this activation may approach their implementation leads to discuss alternatives.

2.   Clarification regarding display of Fare Rules and Conditions

We have received various queries regarding the use and display for fare rules / conditions for NDC Offers / Orders.

The following serves as a clarification regarding the information that is available in the NDC APIs and our recommended implementation:

Currently, SQ NDC can return fare rules / conditions from the following sources:

1. At AirShopping / OrderReshop (Shop):
    a. Static summarized range of penalties maintained by SQ (Change, Cancellation, No-show; applicable only for standard leisure travel fare product)
        i. Within <PriceClassList>
    b. Itinerary level summary of ATPCo Cat31/33 penalties from Amadeus Minirules (Change and Cancellation only)
        i. Within <PenaltyList>
2. At OfferPrice / OrderReshop (Price):
    a. Dynamic penalties maintained by SQ (Change, Cancellation, No-show; applicable only for standard leisure travel fare product)
        i. Within <PriceClassList>
    b. Full ATPCo Cat31/33 penalties from Amadeus Minirules (Change, Cancellation, No-show)
        i. Within <PenaltyList>

It is recommended that partners integrate the Amadeus Minirules product (which is returned based on a fixed set of codified scenarios) as it is more precise and will directly reflect the expected penalty that will be applied in any calculations performed via OrderReshop.

Additional fare rules/conditions associated to frequent flyer and seat selection privileges are maintained by SQ and not available from ATPCo.

SQ would like to reiterate that regardless of the exact implementation choice of each NDC partner, customers should be provided with the information about their choice / selection in a clear and transparent fashion before a confirmed booking and payment are made.

3.   Test Environment Capture and Restore Activity

There will be a scheduled capture and restore activity taking place in the SQ NDC test environment during the weekend of 24 – 25 July. Details of the activity are in the table below.

Maintenance Window	24 JUL 2021 (SAT) 0700 GMT – 25 JUL 2021 (SUN) 2359 GMT 24 JUL 2021 (SAT) 1500 SGT – 26 JUL 2021 (MON) 0759 SGT
Product(s):	Amadeus **Test** System (PDT / UAT)
Environment:	PDT / UAT
Summary of Change:	Amadeus Test System Capture-and-Restore
Description of Change:	Regular capture-and-restore activity for Amadeus Test System. Data in the test environments will be fully purged and replaced with a new snapshot from Amadeus Production system dated 12 Jun 2021.

Please take note of the following:

- Partners will not have access to the test environment during this activity.
- All test bookings that have been created before 24 July will be purged. Partners undergoing UAT are encouraged to submit the completed test scripts by 20 Jul (Tues) for SQ verification. Otherwise, test cases will need to be recreated after the activity is completed.
- Please expect the test system to be unstable for a few days after the activity is completed. Please resume intensive development and testing work after 27 Jul (Tues).

Upcoming Developments

1.   AirlineProfile

SQ NDC will soon be implementing the AirlineProfile message which partners will have the option to integrate. AirlineProfile provides Aggregators / Sellers with a standardized process via which they can request for information about the shopping requests which an Airline will be able to respond to. This information then allows them to refine their integrations to minimize (if desired) unnecessary shopping traffic and ensure healthier look-to-book ratios.

This development is expected to be ready in test environments before the end of the 3rd quarter of 2021 and more details will be communicated to partners when ready.

2.   Advanced Order Servicing

To continually improve and enhance the functionality of the NDC channel for our NDC partners (Aggregators and Sellers), SQ NDC expects to deliver additional advanced Order servicing capabilities in the 2nd half of 2021.

The highlights of this work include:

1. OrderReshop on unpaid Orders
   This flow allows Sellers to perform OrderReshop on an unpaid Order - rebooking part of the itinerary whilst ensuring inventory is not lost for unchanged portion of the itinerary and providing a new pricing.
2. Deferred payment during OrderReshop flows
   This flow allows Sellers to perform OrderReshop on a paid Order and commit only the rebooking of the segments in OrderChange. Document exchange (re-validation or re-issuance) and payment (if required) to be confirmed at a later date by the seller.

These developments will be phased, with progressive delivery in the test environment beginning at the end of the 3rd quarter of 2021 and continuing through the end of the year.

3.   Seller Remuneration Handling

SQ NDC has plans to cater for mechanisms to remunerate Sellers transacting via the NDC channel.

In the first phase, we plan to develop the capability to communicate the amount of remuneration Sellers can expect to receive for each paid Order directly in the NDC messages.

Remuneration will only be applicable for sellers that are using BSP settlement.

This first phase is planned for delivery in the test environment towards the end of the year with subsequent capabilities planned for 2022.