

# SIA NDC Updates

Date: 25 Aug 2021

## Summary:

### Updates to SIA NDC Functionality

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

1. Airline Profile
2. One Way Display (OWD) in OrderReshop
3. Mandatory usage of two-step OrderReshop flow

### General Notices to Partners

1. Extension of Complimentary Rebooking Policy
2. Policy Change for Air Ancillaries
3. Launch of Vaccinated Travel Lane

# Updates to SIA NDC Functionality

## 1. Airline Profile

SIA NDC now supports the AirlineProfile verb. AirlineProfile serves as a mechanism for the Seller / Aggregator to request information about the shopping requests which an airline can respond to.

The response provided in AirlineProfile verb will provide Sellers / Aggregators with information about which Origin-Destination pairs can be served by SIA (including our interline and codeshare partners where applicable).

### Limitations:

The response of the verb does not consider flight frequency, nor does it evaluate inventory availability.

For example, if Singapore Airlines operates 3x weekly to LHR, SIN-LHR will be regarded a valid Origin Destination pair, even if there are no flights operating for a specific date that is requested in a subsequent shopping request.

Similarly, if Singapore Airlines operates 3x weekly to LHR, SIN-LHR will be regarded a valid Origin Destination pair, even if there is no more availability for a specific date that is requested in a subsequent shopping request.

### Feature Availability:

- Test – Available
- Production – Target Nov '21

### Action for Partners:

Partners are encouraged to integrate this verb to reduce the number of failed shopping requests due to invalid Origin-Destination pair(s).

## 2. One Way Display (OWD) in OrderReshop

We now have the capability to return different fare family options for each bound in OrderReshop (Shop). This provides greater flexibility to mix and match fare families in the event of a rebooking scenario, similar to how partners can select different fare families for each bound in AirShopping today if they are utilizing One-Way Display.

### Limitations:

Similar to AirShopping, OrderReshop has a maximum number of recommendations which is defined by SIA. We have chosen to implement a recommendation limit of 200 recommendations for the OrderReshop flow.

#### Feature Availability:

- Test – Available
- Production – Target Sep '21

#### Action for Partners:

We will progressively activate One-Way Display in OrderReshop for partners who are utilizing One-Way Display in AirShopping. Any partners requiring clarification on their shopping mode or on the activation progress of this feature may reach out to the Implementation Leads.

### 3. Mandatory usage of two-step OrderReshop flow

From September 2021, SIA NDC will mandate the usage of the two-step OrderReshop flow comprising a first OrderReshop (Shop) request to get shopping offers followed by a second OrderReshop (Price) request to get detailed pricing information.

This change is necessary for partners to benefit from the full range of OrderReshop functionality such as currency override without encountering issues. SIA is also mandating the change in advance of IATA's soon to be released NDC v21.3 schema which also endorses a two-step Reshop flow.

#### Limitations:

With the activation of the mandatory two-step OrderReshop flow, the one step OrderReshop flow (where only a single OrderReshop is called prior to OrderChange) will no longer be supported. Partners who attempt to use this flow will receive an error when they try to perform OrderChange without first performing OrderReshop (Price).

#### Feature Availability:

- Test – Mandatory
- Production – Mandatory from Sept 2021

*Note: This feature has been made available since early 2020. It has already been made mandatory in Test Systems and will be made mandatory in Production from Sept 2021.*

#### Action for Partners:

No action is required for partners already using two-step Reshop flow in test and production environment.

Partners should review their API workflows to ensure that they are up-to-date and utilizing the recommended two-step Reshop flow to minimize any issues when the activation takes place. Partners who have concerns with this activation should reach out to their Implementation Leads to discuss and plan their next steps.

## General Notices to Partners

### 1. Extension of Complimentary Rebooking Policy

Singapore Airlines will be extending our Complimentary Rebooking Policy (CRP) by another 3 months, for new ticket sales up to 31 Dec 2021. This is meant to provide customers and passengers the ability to book travel with confidence and flexibility amid the fluid and uncertain travel regulations.

The extension means that passengers will enjoy unlimited complimentary rebooking for all new tickets issued up till 31 Dec 2021. For requests made beyond 31 Dec 2021, tickets issued within the CRP eligibility period will enjoy 1 complimentary change.

### 2. Policy Changes for Air Ancillaries

To better meet evolving customer expectations and needs, Singapore Airlines will be instituting some policy changes pertaining to our air ancillaries.

SIA will now permit the transfer of air ancillaries (paid seat selection and pre-paid excess baggage) in the context of a flight change. This servicing will be handled manually by our support team. We are currently working to introduce the capability to automate the exchangeability of these ancillary services in the flight change flow on NDC. In the interim, there will be no change to the system behaviour for ancillary services after a flight change. Instead, Travel Agents / Sellers may contact [SQ\\_assistance@singaporeair.com.sg](mailto:SQ_assistance@singaporeair.com.sg) to assist in the rebooking of the ancillary services.

Additionally, SIA has also ceased the sales of add-on deals (packs of seats with excess baggage) with effect from 10<sup>th</sup> August. Add-on deals that have already been sold will be honoured.

*Note: Our local SIA representatives will also be communicating these changes directly with the travel agents/sellers in their respective countries.*

### 3. Launch of Vaccinated Travel Lanes

With effect from 8 September 2021, a [Vaccinated Travel Lane](#) (VTL) will launch from Germany into Singapore. This will allow eligible fully vaccinated travelers departing from Germany to enter Singapore for any purpose, including leisure travel, without quarantine restrictions.

Singapore citizens and permanent residents (PR) are already able to enter Germany without quarantine restrictions. That means eligible fully vaccinated passengers may travel between both countries for any purpose without quarantine restrictions, if they travel under the VTL arrangement from Germany to Singapore.

Travellers transiting through Singapore, as well as non-VTL travellers, will not be allowed to board the designated VTL flights. Passengers travelling on designated VTL flights must ensure they meet all the requirements before booking a flight.

Eligible customers who wish to travel to Singapore via the VTL must ensure that they are booked on the designated VTL flights. Customers who fly on non-VTL flights will have to undergo the prevailing quarantine restrictions in Singapore.

SIA customers with existing bookings will be notified if their flight has been designated as a VTL flight or has been cancelled due to changes in the flight schedule. Customers who do not meet the VTL requirements, or travellers transiting through Singapore and therefore not eligible for VTL flights, may opt to be re-accommodated onto non-VTL flights instead. Please note that passengers travelling on non-VTL flights must meet the entry requirements for [Singapore](#), and will have to serve quarantine.

In the event of suspension of the Vaccinated Travel Lane, Singapore Airlines will adhere to the guidance of the regulators and customers will be informed of any changes. If flights are cancelled or reverted to a non-VTL flight, all affected customers will be eligible for a refund of their tickets. This includes a waiver of cancellation fees. A refund will be accorded to the passengers' original form of payment for unutilised portion(s) of their tickets (including non-refundable tickets).

Singapore Airlines is testing out the capability to provide information about the VTL in our NDC messages. However, in the interim, Partners / sellers will need to cross-check the flight details provided in the NDC APIs with our flight schedule information to ensure that customers are booked on the correct flights for their travel purposes.

Trade partners have already received a copy of the trade communications regarding the launch of the VTL, which covers the passenger eligibility criteria and health requirements for both countries in greater detail, together with the flight schedules for the VTL flights.

The full VTL requirements, health measures, flight schedules of the VTL flights and Frequently Asked Questions can be found on [this page](#) for your reference.

For better understanding, an infographic outlining the passenger eligibility criteria for the VTL is also attached in the same email as this partner comms.