

SIA NDC Updates

Date: 29 Nov 2021

Summary:

Updates to SIA NDC Functionality

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

1. Enhanced Servicing Capabilities
 - a. Modifying Unticketed Orders
 - b. Modifying Ticketed Orders without Payment Processing or Document Exchange
2. Additional Data for One-Way Display in OfferPrice Upsell
3. Additional Data returned in OrderCancelRS
4. AirlineProfile and AirShopping Optimization

General Notices to Partners

1. Vaccinated Travel Lane Information in NDC API Response (**Updated**)

Updates to SIA NDC Functionality

1. Enhanced Servicing Capabilities

a. Modifying Unticketed Orders

SQ NDC now has the capability for Partners/Sellers to re-shop an unpaid Order by modifying one or some bounds while retaining the unchanged flights, without processing payment.

The existing OrderReshop flow is to be used with the first OrderReshopRQ/RS used to perform the shopping step and a second OrderReshopRQ/RS used to perform the pricing step.

OrderChange can then be utilized to commit any change(s) to the Order before subsequently performing ticket issuance. Where applicable, any associated payment time limit for the updated Order will be returned as well.

This capability should provide Sellers with greater flexibility to service unticketed Orders.

Limitations:

This capability is not supported for complex itineraries (itineraries with 3 or more bounds).

This capability can only be used if at least one bound is retained/unchanged. If partners wish to change all bounds (in which case no existing inventory is retained), they may create a new Order or repeat this flow.

This capability does not allow Sellers to retain part of a bound. As an example: for a SYD-LHR bound comprising SYD-SIN followed by SIN-LHR, it is not possible to retain SYD-SIN only whilst removing/changing SIN-LHR.

Feature Availability:

- Test – Target 15 Dec 2021 (by activation only)

Action for Partners:

Partners who wish to utilize this functionality or who wish to provide their Sellers with this functionality should enhance their existing implementations. For activation, please reach out to your respective Implementation Leads. Please cater for approximately 2 weeks for activation of this functionality.

b. Modifying Ticketed Orders without Payment Processing or Document Exchange

SQ NDC now has the capability for Partners/Sellers to modify ticketed Orders whilst deferring payment processing and document exchange. This capability allows Partners/Sellers to perform in two separate steps: (i) modification of the booked flight segments and (ii) processing of payment and update/exchange of tickets.

There is no change to the existing OrderReshop flow as this functionality is to defer the payment processing and document exchange which is only executed at OrderChange. The flow to be used starts with a first OrderReshopRQ/RS used to perform the shopping step and a second OrderReshopRQ/RS used to perform the pricing step.

In case a Partner/Seller wishes to commit the rebooking to the Order without processing payment and document exchange, an additional input is required at OrderChange. This input is to be provided via the <ActionCode> within the <Request> specifying 'DEFERRED_PAYMENT_IN_EXCHANGE'. SQ NDC

will then execute the rebooking of the segments without the payment processing and document exchange.

The Partner/Seller will then need to finalize the changes later with payment processing and update/exchange of tickets via a second OrderChange message. The second OrderChange message should include payment details (if any payment collection is required) and the input <ActionCode> within the <Request> specifying 'SERVICING_PAY_AND_ISSUE'.

In cases where there is a change in fare components and/or a re-issuance of electronic ticket(s) and/or there are amounts to be paid, a new PaymentTimeLimit will be applied to the Order. Any payment and/or document exchange must take place before the PaymentTimeLimit to avoid cancellation triggered by SQ.

In cases where the documents in the Order are eligible for revalidation, no PaymentTimeLimit will be applied to the Order. Sellers are reminded that they must still complete the process to trigger the update of the ticket(s) to ensure a seamless process for the passenger.

Like deferred payment for the prime booking flow, during the time elapsed between the (re)booking of the segments and the exchange of the document(s), the price previously quoted may become invalid or require fresh confirmation. In such a case, the Seller/Partner should use the Reprice functionality of OrderReshop to confirm the price before proceeding with OrderChange. Note: This Reprice step will only be necessary in cases where a re-issuance is required (and thus a PaymentTimeLimit is present).

Note: This capability only provides Sellers the functionality to defer the payment and/or exchange of documents. Currently, it does not provide the Seller the capability to revert the change in booked segments, nor does it provide the Seller the capability to rebook again to a different itinerary until the deferred payment process has been completed.

Limitations:

Feature Availability:

- Test – Available
- Production – Target 15 Dec 2021

Action for Partners:

Partners who wish to provide their Sellers with the capability to execute a deferred flow during the exchange process should integrate this new capability.

2. Additional Data for One-Way Display in OfferPrice Upsell

SQ NDC now support One-Way Display (OWD) mode for OfferPrice Upsell queries. Additional data will be provided in the response to provide partners with the price per bound in this flow. This enhancement will allow more flexibility for round-trip with different fare families, improve price transparency and create a seamless flow, particularly for Massive Search users expecting upsell Offers at OfferPrice.

The additional information is returned within <FareDetail> associated to a Journey in addition to the standard <FareDetail> associated to each Passenger.

Limitations:

Only Price information is returned associated to the Journey.

Feature Availability:

- Test – Available
- Production – 15 Dec 2021

Action for Partners:

Partners may use the additional information provided as required if they are currently utilizing OWD.

3. Additional Data returned in OrderCancelRS

SQ NDC has been enhanced to provide additional information to Sellers in the OrderCancelRS (OrderViewRS in response to OrderCancelRQ).

Specifically, OrderCancelRS now returns the following additional information:

1. Ticket(s)
 - a. Including associated coupon status(es)
 - b. Settlement Authorization Code associated with the ticket in case of a refund
2. Refunded amount associated to each of the Forms of Payment for the refund

The cancellation penalty which is currently returned will continue to be returned in OrderCancelRS.

In case the OrderCancelRQ triggers a void instead of a refund, the applicable and relevant information regarding the ticket(s) is returned as well.

Limitations:

Due to schema constraints in IATA's 18.1 version, the refunded amount associated to each of the Forms of Payment is always returned under the <CashMethod> node. In cases where the refund is in fact sent to a credit card, an additional <PaymentCardMethod> node is returned to provide further information about the credit card.

Feature Availability:

- Test – Available
- Production – 3 Dec 2021

Note: This feature will be activated by default for all partners. If you would prefer not to have this additional information returned, please contact your Implementation Lead to disable this feature.

Action for Partners:

Partners may use the additional information provided as required.

4. AirlineProfile and AirShopping Optimization

SQ NDC now has 2 additional enhancements to help Sellers and Airlines manage shopping traffic on the NDC channel.

SQ NDC now offers an additional verb AirlineProfile (based on IATA's 20.2 NDC Schemas) which allows Sellers/Partners to request for a list of valid Origin and Destination pairs relevant to the NDC airline. Sellers may expect that the Airline will be able to generate a valid shopping response for the Origin/Destination pairs included in the AirlineProfile.

SQ NDC now also has an optimized shopping process which will check the Origin/Destination pairs in shopping requests against the AirlineProfile prior to initiating a full shopping query. If the Origin/Destination pair is known to be irrelevant to the NDC airline (i.e. it is not present in the AirlineProfile), the error "NO ACTIVE ITINERARY IN THE AIRLINE PROFILE" will be returned along with the error code "367".

Feature Availability:

- Test – Available
- Production – Target 1 Dec 2021

Action for Partners:

Partners should integrate the AirlineProfile API to be able to request from the Airline, information about which Origin/Destination pairs the airline is able to provide Offers for.

Partners should review their existing implementations for AirShopping to recognize and handle scenarios where an irrelevant OD has been requested for the NDC airline.

General Notices to Partners

1. Vaccinated Travel Lane Information in NDC API Response

The NDC API now returns the following information as a disclaimer for flights to / from all countries with announced special travel arrangements (Vaccinated Travel Lanes, For Eligible Passengers Only flights and Australian Department of Foreign Affairs and Trade flights) to remind Sellers / Travelers about the available special travel arrangement options and which flights they are applicable to. Sellers are reminded to check the eligibility of passengers before travel. This can be found in <PriceClassList>.

A sample copy of the disclaimer is included for reference. It is also available in Test Systems.

“Starting 7 September 2021, you can enjoy quarantine-free travel between Singapore and Germany if you meet all Vaccinated Travel Lane (VTL) requirements. Only flights SQ331 (MUC-FRA) and SQ325 (FRA-SIN) are designated VTL flights. To board a designated VTL flight, passengers must meet all VTL requirements. More information can be found at https://www.singaporeair.com/en_UK/sg/travel-info/vaccinated-travel-lanes/. Full fare rules and conditions, and KrisFlyer terms and conditions apply.”

Note: Text is for illustrative purposes only. Exact wording is subject to change based on regulatory and operational requirements for each of the respective countries.

General Information on Vaccinated Travel Lane (current as at 29th November)

The Singapore Airlines Group offers Vaccinated Travel Lane flights to Singapore from the following countries: Australia, Canada, Denmark, France, Germany, Italy, the Netherlands, South Korea, Spain, Switzerland, the United Kingdom, and the United States. Additionally, VTL flights from India, Indonesia and Malaysia will commence from 29 November 2021, Thailand from 14 December 2021, as well as Cambodia, Maldives, Sri Lanka, and Turkey from 16 December 2021.

Only passengers who meet the eligibility criteria will be allowed to board VTL flights and can enjoy quarantine-free access to Singapore. Travel restrictions to VTL countries may apply. For more information, please visit https://www.singaporeair.com/en_UK/sg/travel-info/vaccinated-travel-lanes/.

SIA customers with existing bookings will be notified if their flight has been designated as a VTL flight. Customers who do not meet the VTL requirements 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. Customers may request to rebook or seek a refund of the unused portion of their ticket. Those who booked directly with us may use our Assistance Request Form from 9am on 27 November 2021 to submit their request. The SIA Group supports all measures to reopen Singapore to quarantine-free international travel, and restoring Changi Airport’s position as a major air hub. With the easing of restrictions on VTL transfers via Changi Airport, the SIA Group now offers even more options to international travelers through Singapore.