

SIA NDC Updates

Date: 28 Jan 2022

Summary:

Updates to SIA NDC Functionality

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

1. Enhancements related to E-ticket Endorsement Box
 - a. Additional data returned automatically in Endorsement Box
 - b. Ability to add freetext manually to Endorsement Box

General Notices to Partners

1. Launch of ARC settlement in US market

Upcoming Developments

1. Request new pricing for Unticketed Orders with modified context
2. Order List

Updates to SIA NDC Functionality

1. Enhancements related to E-ticket Endorsement Box

SQ NDC now supports storing and input of additional data in the E-ticket endorsement box to improve mid/back-office processes. New information can be added (a) automatically or (b) manually as free text to the endorsement box.

The new information will be returned within <Remarks> under <FareDetail> at OrderViewRS.

a. Additional data returned automatically in endorsement box

In addition to fare/ticketing endorsements, the IATA agency code of the Seller that issued tickets will be automatically populated in the endorsement box. The Corporate Identification (CLID) will also be automatically populated if a CLID is added during the Offer creation process.

Feature Availability:

- Available in Production

Action for Partners:

Partners can choose to display information from the endorsement box on their platform.

b. Manual input of free text in endorsement box

Besides the automatically populated elements, Sellers can also choose to add information to the endorsement box via a free text field. Free text can be added at both the OrderCreate and OrderChange steps.

OrderCreateRQ / OrderChangeRQ
<pre><InstructionsList> <Instruction ListKey="FE" refs="PAX1"> <FreeFormTextInstruction> <Remark>FREETEXT1</Remark> //free text input here// </FreeFormTextInstruction> </Instruction> </InstructionsList></pre>

Sample endorsement box content:

Form of Payment 1: **CASH 146.30 SGD**
Restrictions: **REBOOKING NOT PERMITTED / NON REFUND / NO
SHOW TKT CONSIDERED USED 32305545 A8K7Z
TEST123-TEST999**

Endorsement box content	Source
REBOOKING NOT PERMITTED / NON REFUND / NO SHOW TKT CONSIDERED USED	Automatically added fare endorsements
32305545	Automatically added ticketing IATA agency code
A8K7Z	Automatically added CLID
TEST123	Free text added at OrderCreate (held booking without payment)
TEST999	Free text added at OrderChange (tickets issued)

Technical features to note:

- Free text can be added multiple times until ticket has been issued. Free text will be concatenated each time there is an addition. Truncation of free text occurs when the 127-character limit of the endorsement box is used up
- Contents of the endorsement box cannot be deleted after being added
- Free text cannot be added once ticket has been issued. In revalidation scenarios, the contents of the endorsement box will not change since no new e-ticket was issued
- In reissuance scenarios, the reissued ticket will not inherit free text that was added to the initial ticket. Free text will have to be added once again for the reissued ticket
- The same free text will apply to all tickets issued within the same PNR

Feature availability:

- Available in Production

Action for Partners:

Partners who wish to provide Sellers with the ability to add free text should enhance their existing implementations.

General Notices to Partners

1. Launch of ARC settlement in US market

Singapore Airlines intends to launch ARC settlement in the US market on 10 February 2022.

ARC Cash and Credit Card forms of payment will be supported on SQ NDC. 3D-Secure is also supported for ARC Credit Card transactions.

Onboarding of ARC-accredited agents to their respective GDS/ Tech Partners commences on the week of 7 February 2022. Thereafter, successfully onboarded agents may start accessing SQ NDC content and transact sales in the live environment.

Sellers who are interested to learn more about SQ NDC, its offerings and ARC settlement may reach out to their local account managers or to the KrisConnect team at krisconnect@singaporeair.com.sg.

Action for Partners:

Aggregator partners who are interested to onboard their US agents should reach out to their respective Integration Leads for more detailed next steps.

GDS partners will separately be engaged by their respective Integration Leads for agency onboarding.

Upcoming Developments

1. Request new pricing for Unticketed Orders with modified context

Currently, SQ NDC already supports the repricing of an unticketed Order in circumstances where the pricing may have expired. During this re-pricing process, SQ NDC will evaluate if the original Offer context is still valid and if so, it will generate a new priced Offer which Sellers may then accept and provide payment for ticket issuance.

However, in scenarios where the Offer context has changed (For example if one of the flights was subject to involuntary changes by the airline), it may no longer be possible to present the Seller with a new priced Offer.

SQ NDC will soon support the pricing for an Unticketed Order that has an updated context, in such a scenario, SQ NDC will provide Sellers with a new priced Offer based on the current Order context. Sellers may then directly accept the new priced Offer and proceed with payment and ticketing.

2. OrderList

SQ NDC will soon provide a new NDC API message 'OrderList' which provides our NDC partners the capability to request a list of SQ NDC Orders created by them.

This capability will be gradually evolved to afford NDC partners greater flexibility and criteria when requesting such a list.