

SIA NDC Updates

Date: 30 May 2022

Summary:

Updates to SIA NDC Functionality

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

1. Repricing Enhancements
 - a. Repricing when no longer eligible for original Offer
 - b. Repricing when Offer context has changed
2. Fare Guarantee Time Limit
3. Increased Offer Recommendation Limits
4. OrderChangeNotification Enhancements
5. Service Catalogue Enhancements

General Notices to Partners

1. Mandatory Implementation of Servicing Functionality
2. Common Ticketing Rejections

Updates to SIA NDC Functionality

1. Repricing Enhancements

SQ NDC has released two enhancements to OrderReshop (Reprice mode) to improve the ability for sellers to obtain a valid NDC quotation which can then be utilized for payment and ticketing.

The two scenarios which would trigger the new repricing process on SQ NDC are as follows:

a. Repricing when no longer eligible for original Offer

Currently, SQ NDC provides Sellers the ability to utilize a previously stored (and possibly expired) quotation as a reference with which to obtain a new quotation. However, in some circumstances, the seller may no longer be eligible for the Offer used to generate the prior quotation.

This could be due to a range of factors such as but not limited to: advance purchase condition no longer met, sales validity condition no longer met, changes to Offers seller is provided access to etc.

In such a scenario, SQ NDC now automatically tries to generate a new Offer reutilizing wherever possible the previous Offer context.

b. Repricing when Offer context has changed

Another scenario is when the Offer context has changed after the quotation was generated. This could be due to involuntary flight changes made by the airline, voluntary changes made by airline agents, splitting of the Order etc.

In such a case, the quotation is no longer relevant to the Offer and fresh Offers need to be generated. This process is also triggered automatically.

Both the above enhanced repricing functionality are automatically utilized when required by SQ NDC when Sellers/Partners trigger the existing OrderReshop (Reprice mode) flow.

Feature Availability:

- Available in Production

Action for Partners:

These enhancements are automatically triggered as part of the existing OrderReshop API and no integration changes need to be made by our partners. However, it is highly recommended that all partners review their implementations to ensure their Sellers may fully benefit from this feature with their current user flows.

2. Fare Guarantee Time Limit

The Fare Guarantee Time Limit has been introduced in SQ NDC to return the date/time at which the stored offer (quotation) is valid. This enhancement will allow Sellers to know the exact date and time their quotation will expire so that they may either ticket before expiry or trigger repricing to obtain a valid quotation.

The Fare Guarantee Time Limit is automatically calculated by SQ NDC and is sent to partners via the various NDC messages. The calculation typically considers 2 main criteria: (1) SQ's standard quotation validity (2) Offer specific validity restrictions.

The standard quotation validity ensures that fare levels, applicable taxes and rates of exchange utilized in creating the quotation do not become outdated as these are subject to ongoing revision. Thus SQ's standard quotation validity is defined to be the end of the 4th calendar day after the creation of the quotation. Offer specific validity restrictions are typically associated with more attractive Offers that have lower fares but have requirements on the advance purchase, ticketing validity etc.

The Fare Guarantee Time Limit will return the stricter of these two conditions.

Example 1:

On 1 May 2022, Seller booked an NDC structural fare, N16SGR. The Fare Guarantee Time Limit returned to the Seller will be 5 May 2022, 00:00Z.

Example 2:

On 1 May 2022, Seller booked a tactical fare on NDC with Advance Purchase condition of 30 days. The departure date is 3 June 2022.

In this case, the quotation will expire on 5 May 2022 but the Advance Purchase condition stipulates that the Seller has to issue before 4 May 2022. With that, the Fare Guarantee Time Limit returned will be 4 May 2022, 00:00Z as it is stricter of the two (Advance purchase condition and TST expiry).

Example 3:

On 1 May 2022, Seller booked a tactical fare on NDC with Advance Purchase condition of 30 days. The departure date is 10 June 2022.

In this case, the quotation will expire on 5 May 2022 whereas the Advance purchase condition stipulates that the Seller needs to issue before 11 May 2022. With that, the Fare Guarantee Time Limit returned will be 5 May 2022, 00:00Z.

Note: Sellers/Partners may utilize the OrderReshop (Reprice mode) flow at any time to generate a latest Offer, regardless of whether the existing quotation has expired or not. If the current quotation has expired, then sellers must commit the latest Offer and store the quotation to proceed with ticketing. However, if the current quotation is not expired, sellers have the option to ignore the latest Offer and continue with the existing quotation till its expiry or to commit the latest Offer and overwrite the existing quotation.

[Feature Availability:](#)

This feature has been live in production in early April 2022.

[Action for Partners:](#)

This enhancement will require additional integration by tech partners for them to display the Fare Guarantee Time Limit on their user interface.

[3. Increased Offer Recommendation Limits](#)

To provide NDC agents with the greatest range of Offers, the recommendation limit (maximum number of shopping results) on SQ NDC has been updated.

At Shopping time (initial flight search), SQ NDC now returns up to 1,300 Offers (an increase from between 400-1000 previously). The number of offers at Reshop has also been increased.

Previously, with the lower number of offers returned, Sellers have encountered scenarios where they are unable to find their desired flight combinations for a return itinerary. This commonly occurred in itineraries where there are multiple flights per day, for example, SIN-KUL, SIN-BKK etc. As such, certain flight combinations which the passenger is looking for may not be returned as it was truncated due to the lower maximum limit.

The increased limit should reduce the occurrence of such scenarios.

Feature Availability:

This update will be made live in production progressively for all partners between May and June 2022.

Action for Partners:

This enhancement does not require additional integration and/or changes by tech partners, but partners are advised to review their implementations to ensure that no adverse impact is caused by an increase in the number of Offers.

4. OrderChangeNotification Enhancements

SQ has made two minor enhancements to its OrderChangeNotification NDC message.

a. Reason Context Code for cancellations due to lapsed Payment Time Limit

SQ NDC now returns a specific context code for notifying partners when flight(s) have been cancelled due to the Payment Time Limit (also known as Ticketing Time Limit or TTL). Prior to this enhancement, a generic code was used, and partners would not be able to immediately detect that the cancellation is due to TTL.

Feature Availability:

This feature will be made live in production in early June 2022.

Action for Partners:

Tech partners who wish to highlight the reason for cancellation to their users may update their integration based on the new context code for cancellations due to TTL. Sellers will only benefit from this enhancement if 1) their tech partner has integrated OCN and 2) their tech partners have enhanced their OCN capabilities to read the specific context code for TTL cancellation.

b. OrderChangeNotification Enhancements

SQ NDC now returns with the OrderChangeNotification message the Seller details of the Seller that had created the Order. Specifically, the AgencyID utilized during the creation of the Order is now returned in the OrderChangeNotification message. The intention of this is to facilitate the ability of partners to route the OrderChangeNotification message directly to the affected Seller.

Feature Availability:

This feature will be made live in production in early June 2022.

Action for Partners:

Tech partners who wish to highlight the reason for cancellation to their users may update their integration based on the new context code for cancellations due to TTL. Sellers will only benefit from this enhancement if 1) their tech partner has integrated OCN and 2) their tech partners have enhanced their OCN capabilities to read the specific context code for TTL cancellation.

5. Service Catalogue Enhancements

SQ NDC now has improved capabilities to manage the catalogue of services returned via the ServiceList API. SQ will no longer return irrelevant 'services' which were traditionally used as informative elements for the purpose of legacy distribution. These include (but are not limited to) the following SSRs: DOCS/DOCA/DOCO, FQTV etc. This is because the addition of these informative elements via the NDC API are already catered for using the new NDC standards.

General Notices to Partners

1. Mandatory Implementation of Servicing Functionality

SQ would like to remind all our Tech Partners of the SQ NDC development framework that defines a series of functionalities available via the NDC channel that meet the mutual needs of Airlines, Sellers and other actors in the distribution chain. The functionality covers a range of domains from shopping and pricing to payment/ticketing and servicing.

The development framework also defines a subset of these functionalities as being mandatory. These functionalities are defined as mandatory as they are essential for the end-to-end management of NDC transactions to meet the needs of our mutual customers & passengers.

Partners who have not implemented all mandatory functionality, in particular functionality required for servicing NDC Orders, are reminded that they should endeavor to integrate and implement the necessary APIs as soon as possible.

Action for Partners:

All Partners to review the latest NDC Feature List and their implementations. Where there are mandatory features which have not been implemented, they should discuss with their Implementation Leads their development plans and share their projected timeline.

2. Common Ticketing Rejections

With the expansion of the NDC channel, SQ has noticed that there are frequent queries regarding ticketing rejections which some sellers may encounter.

SQ would like to highlight that ticketing rejections on our NDC channel may be intentional and a reflection of our commercial policy.

The following are three common errors, the reason for the error and how they may be resolved:

1. Error: 'ERROR AT ISSUANCE TIME: SQ ETKT: NOT AUTHORISED'
 - a. Reason for rejection: This error implies that SQ no ticketing quota has been defined for the Seller and thus ticketing is not permitted
 - b. Resolution: The Seller should approach their local SQ account manager to setup an appropriate quota
2. Error: 'ERROR AT ISSUANCE TIME: SQ ETKT: MAXIMUM TICKET LIMIT REACHED'
 - a. Reason for rejection: This error implies that whilst a ticketing quota exists for the Seller, the Seller has exceeded the defined quota (either sales amount or sales volume)
 - b. Resolution: The Seller should approach their local SQ account manager to review options for increasing the defined quota, or the Seller may wait for the defined refresh period after which the sales amount(s)/volume(s) reset.
3. Error: 'NOT AUTHORIZED BY IATA'
 - a. Reason for rejection: This error implies that IATA returned a negative status for the Seller when SQ checked the live status of the Seller. Reasons for this include (but are not limited to) – exceeding Remittance Holding Capacity, unauthorized Form of Payment, expired PCI-DSS compliance etc.
 - b. Resolution: The Seller should approach IATA to review their agency status.