

SIA NDC Updates

Date: 05 Aug 2022

Summary:

Updates to SIA NDC Functionality

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

1. Revision of Sales Confirmation Process (and Void Window)
2. Adjustment of SPRF Reporting File Timing
3. Support for domestic credit card transactions via BSP in Korea

General Notices to Partners

1. Complimentary Rebooking Policy applicability after 31 Jul
2. Ticket Re-validation & Penalty Collection in ARC

Updates to SIA NDC Functionality

1. Revision of Sales Confirmation Process (and Void Window)

SQ NDC has made some revisions to the sales confirmation and reporting process with effect from 4 Jul 2022 to better improve agency operations and mid/back office processing.

All NDC sales are first confirmed by SQ's reservation system (at which point they can no longer be voided by agencies) before being consolidated and sent to IATA's BSP for processing a short duration later. Prior to 4 Jul 2022, all SQ NDC sales globally were confirmed daily at a fixed time. This resulted in the effective local sales confirmation time varying depending on the point of sale which in turn meant some variance between EDIFACT and NDC transactions in terms of when they can be voided and when they could be expected to be reported in the BSP.

Since 4 Jul 2022, a new process has been put in place by SQ such that the sales confirmation process still happens once daily, but at midnight local time*. Thereafter, during the daily reporting process, all confirmed transactions are sent to NDCLink and subsequently to each country BSP for processing.

This would mean that agencies should see a streamlining of the void window and reporting cycle to be better aligned with other local transactions processed by the BSP.

**Note: For countries spanning multiple timezones, Midnight local time is defined with respect to the reference city used by SQ for each country.*

2. Adjustment of SPRF Reporting File Timing

Effective 21 July, SQ has made some optimization to the management of ARC transactions. SQ NDC transactions are now sent to ARC daily at 03:00AM Eastern Standard Time. This ensure that the NDC transactions reach ARC in time for them to be processed and included in the morning BOS file which is preferred by agencies.

No changes were made to the contents of the SPRF file.

3. Supporting domestic credit card transactions via BSP in Korea

Effective 16 June, SQ now supports the processing of credit card transactions via BSP in Point of Sale Korea. If the credit card utilized for payment is a domestically issued credit card, it will be processed as a domestic transaction and thus may avoid certain foreign transaction fees.

General Notices to Partners

1. Complimentary Rebooking Policy applicability after 31 Jul

SQ's complimentary rebooking policy ended on 31 July 2022. For tickets issued on/before 31 July 2022, and which have not been re-issued after 31 July 2022, they still enjoy an additional one-time waiver of rebooking fees, with payment of any applicable fare difference.

For ticket issued on/after 1 Aug 2022, booking change fees will apply for some fare types. Sellers are reminded to review the fare conditions before bookings.

2. Ticket Re-validation and Penalty Collection in ARC

SQ would like to clarify the expected processing for exchanges in ARC – specifically with reference to ticket re-validation and penalty collection.

For Point of Sale US transactions processed through ARC, in addition to the standard validations which are applied to determine if an exchange is eligible for a re-validation (instead of a re-issuance), an additional check is done to determine if there is penalty collection to be done. In case there is/are penalties to be collected, then the exchange will be processed with a re-issuance of the ticket instead with the penalty amount collected on the re-issued ticket instead of a penalty EMD. This is to cater for ARC specificities regarding the reporting and processing of penalty EMDs.