

# SIA NDC Updates

Date: 18 Jan 2023

## Summary:

### Updates to SIA NDC Functionality

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

1. 'Void then Refund' Mode
2. Inclusion of Voided transactions for ARC Reporting
3. New OrderChangeNotif Reason Codes
4. Improvement in representation of XF Tax in OrderReshop

### Upcoming Features on SIA NDC

1. Involuntary Servicing Features
2. Continuous Pricing in NDC

### General Notices to Partners

1. Revision to process for managing Production Incidents
  - a. Overview of support process
  - b. Template for incident reporting

# Updates to SIA NDC Functionality

## 1. 'Void then Refund' Mode

SQ NDC currently provides all agencies and partners with the option to select between two parameters when processing OrderReshop for the purposes of cancelling a booking. The two parameters are 'Reshop Cancel' and 'Void then Refund'.

In the 'Reshop Cancel' mode, OrderReshop cancellation transactions always return the result of a refund calculation. This will include any associated cancellation penalties regardless of whether the transaction is still eligible for void.

In the 'Void then Refund' mode, OrderReshop cancellation transactions will return a void calculation if the ticket is still eligible for voiding and will return a refund calculation otherwise. Accordingly, the calculation returned in case the ticket is still eligible to be voided will not include any cancellation penalties.

The current default parameter for partners and agencies is 'Reshop Cancel' mode. However, starting 01 Feb 2023, SQ NDC will be updated to use 'Void then Refund' mode as a default instead.

### Action for Partners:

Should you or your agencies wish to retain the current 'Reshop Cancel' mode instead, please reach out to your Implementation Lead to indicate your preference by 31 Jan 2023.

## 2. Inclusion of voided transactions for ARC Reporting

Currently, when transactions are voided on the SQ NDC channel in ARC Points of Sale, the data of these transactions are not sent to ARC – this means neither the issuance nor the subsequent void of that transaction are visible on the ARC IAR Portal and in the ARC reporting files.

From 19 Jan 2023, SQ NDC will send both the ticket issuance data and the subsequent ticket void data to ARC. This will allow for a more complete report including tickets issued and then voided.

### Action for Partners:

No activation is required for this enhancement.

## 3. New OrderChangeNotif Reason Codes

In line with updated IATA NDC standards, SQ NDC is pleased to share that we will be implementing two new reason codes that may be sent with the OrderChangeNotification message.

These reason codes are '112' and '113' which indicate that the Order has been modified due to a voluntary change from customer done directly with the airline and that the Order has a No-Show passenger, respectively.

These reason codes provide more context and information about the type of change made and the reason/origin of the change, hence ensuring that Sellers and Partners are better able to handle these situations.

### Action for Partners:

These new reason codes will be implemented for all partners with a live implementation of OrderChangeNotif as of 15 Jan 2023 on 01 Feb 2023. For partners who do not have a live implementation of OrderChangeNotif yet, activation of these reason codes will be part of the OCN implementation process.

#### 4. Improvement in representation of XF tax in OrderReshop

The XF tax code is used by airports in the United States of America to represent Passenger Facility Charges. Whilst the tax code used for each airport is the same, the amount of the tax varies from airport to airport. To better represent the tax for Sellers and passengers, SQ NDC has implemented a minor change to better represent XF taxes to include the applicable airport of the tax.

The applicable airport will be returned under the existing <Tax> element within the <Tax>/<CollectionPoint>/<AirportCode> node.

This change is planned for deployment in Production systems on 31 Jan 2023.

##### Action for Partners:

Integrate the additional information for display to Sellers or passengers.

## Upcoming Features on SIA NDC

### 1. Involuntary Servicing Features

Singapore Airlines recognizes that managing involuntary scenarios is critical to deliver the seamless experience desired by our flying passengers as well as our trade partners and agencies. In view of this, we are pleased to share that we will be rolling out enhancements to the SQ NDC platform which will allow our trade partners to service and manage bookings that have been affected by involuntary airline changes in an automated fashion directly on the NDC channel.

Subject to our existing commercial policy for involuntary servicing, the SQ NDC channel will provide agencies and partners with 3 options after an airline-initiated involuntary change:

1. Acceptance -  
The passenger is satisfied with the alternative option provided by the airline and does not require any further changes.
2. Rebooking -  
The passenger is not satisfied with the alternative option provided by the airline and wishes to rebook for travel on other flights.
3. Refund -  
The passenger is not satisfied with the alternative option provided by the airline, no longer wishes to travel, and would like to request for a refund.

The processing of these involuntary servicing actions/flows will be done automatically by the SQ NDC platform which will recognize bookings that have been impacted by an involuntary airline change and process them, waiving additional charges and penalties as necessary according to our commercial policy.

#### Target Timeline:

In test systems by end of Q1 2023 (end Mar 2023). Subsequently, the functionality will be released to production systems after validation and piloting by agency partners.

### 2. Continuous Pricing in NDC

Singapore Airlines (SIA) will introduce Continuous Pricing on a trial basis, from 31 January 2023 on a selected number of routes. During the period of this trial, only bookings made on both the Singapore Airlines website, as well as via the Singapore Airlines App will get to enjoy these continuous pricing fares.

Like most airlines in the world, SIA is currently constrained as to the number of pre-determined price points that we can offer to our customers. Continuous Pricing will allow SIA to move away from these pre-determined price points and draw upon all possible price points to offer to our customers, resulting in a smoother transition from one price point to another.

With Continuous Pricing, customers will likely see more frequent, albeit smaller fare changes, depending on a few factors such as function of supply and demand, as well as real-time market conditions. This will allow the airline to be more competitive in our fare offers.

Taking onboard learning points from the trial, SIA intends to deploy Continuous Pricing on more routes and to roll-out Continuous Pricing to fares offered through our trade partners using IATA NDC technology in the second quarter of 2023. A more NDC-specific set of advisories will be shared 4 to 6 weeks before Continuous Pricing goes “live” on the NDC channels.

## General Notices to Partners

### 1. Revision to process for managing Production Incidents

Singapore Airlines is committed to ensuring our SQ NDC platform provides our trade partners with robust and comprehensive functionality. As part of continual efforts to improve, we will be implementing a revised process for our partners to report technical issues with our Production APIs.

#### Overview of Support Process

To ensure adequate support for our trade partners, Singapore Airlines has established both a technical support process as well as a servicing and offline transaction support process.

The servicing and offline transaction support process where our Sellers may contact our dedicated NDC offline support team at [SQ\\_Assistance@singaporeair.com.sg](mailto:SQ_Assistance@singaporeair.com.sg) will remain unchanged. Sellers who encounter technical difficulties or limitations in the NDC API may reach out to our support team for offline assistance to perform the necessary transaction related actions on their behalf.

From 1<sup>st</sup> Feb 2023, the technical support process will be further refined to ensure appropriate support and attention is placed on issues occurring in Production/Live systems vs. Test Systems.

From 1<sup>st</sup> Feb 2023:

- For issues in Production/Live Systems, partners should write to [icarecentre@singaporeair.com.sg](mailto:icarecentre@singaporeair.com.sg), with [AM\\_AlteaCoverage@singaporeair.com.sg](mailto:AM_AlteaCoverage@singaporeair.com.sg) in copy
- For issues in Test Systems, partners should continue to write to [NDC\\_Support@singaporeair.com.sg](mailto:NDC_Support@singaporeair.com.sg), with your respective Implementation Lead(s) in copy
- For all incident reporting, partners should endeavour to adhere to our incident reporting template which ensures that necessary information to facilitate a swift investigation/resolution and provided

*Note: Failure to adhere to our guidelines and process for incident management may result in delayed response and resolution*

#### Template for incident reporting

The following is the incident reporting template partners should adhere to when reporting incidents. Adherence to the template helps to ensure that issues are correctly categorized and addressed.

##### Email Subject:

Subject: AlteaNDC:<Partner Initials>:<Environment Impacted>:<Service Impacted>:<Short desc of failure>

Example: "AlteaNDC:PRT:PRD:OrderReshop:Unable to process shopping during OrderReshop"

##### Email Body:

Partner's LSS User ID – Example: WSSQ\*\*\*

Partner's endpoint – Example: [https://nodeA1.production.webservices.amadeus.com/1ASIW\\*\\*\\*SQ/](https://nodeA1.production.webservices.amadeus.com/1ASIW***SQ/)

Issue description: Description of the issue, please provide pre-condition(s), the action attempted, the expected response and the error encountered.

Example: Executed AirShopping followed by SeatAvailability successfully for a return trip between SIN and NCE, then tried calling OfferPrice expecting to confirm the total price of the entire Offer, but it returned an error "711: EDIFACT OUT OF SYNC"

Ongoing Issue: Yes/No

Timestamp & SessionID of first known issue occurrence of issue – Example: 2019-08-02T09:48:14.059Z(UTC+0), 0B9AU26F15

Timestamp & SessionID of last known occurrence of successful NDC call – Example: 2019-08-02T09:48:14.059Z(UTC+0), 0B9AU26F15

Timestamp of observed recovery: if ongoing issue is indicated as yes, skip this.

Contact Number for clarifications: Optional - if the Partner has specific operations support contacts, it may be included.

*Attachment:*

Wherever possible, partners should provide the XML logs of the affected action(s) and the relevant API messages preceding it.

Example: For errors during OrderChange for an exchange flow, partners should provide OrderChangeRQ/RS as well as the preceding OrderReshopRQ/RS.