

SIA NDC Updates

Date: 01 Jun 2023

Summary:

Updates to SIA NDC Functionality

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

1. Involuntary Refund on NDC

Upcoming Features on SIA NDC

1. SQ NDC on IATA NDC version 21.3

Updates to SIA NDC Functionality

1. Involuntary Refund on NDC

As part of Singapore Airline's continual efforts to improve and digitalize our distribution, SQ NDC now supports involuntary refunds. For SQ NDC bookings affected by an SQ initiated schedule change and where passengers opt to no longer travel, agencies can now initiate the refund via NDC using the standard OrderReshop flow.

SQ NDC will detect that the booking has been impacted by an SQ initiated involuntary change and it will automatically apply a different calculation method for the refund process. Penalties associated to cancellation will be waived automatically and unused fares and/or taxes will be eligible for refund.

Action for Partners:

This feature will be automatically activated for all partners with effect from 1 June 2023. There are no changes to the OrderReshop/OrderCancel flow to be used – the key difference being that the result of the refund calculation returned in the API will reflect the waiver of penalties.

Upcoming Features on SIA NDC

1. SQ NDC on IATA NDC version 21.3

Singapore Airlines is committed to the continual modernization of airline distribution and will be supporting IATA's new 21.3 version of the Enhanced and Simplified Distribution standards covering the NDC messages.

SQ has been actively working with our service provider as well as IATA at an industry level to ensure the release of version 21.3 brings greater convergence to ease integration whilst also unlocking new capabilities on NDC such as waivers during exchange and waitlisting functionality.

Existing and prospective partners can look forward to gaining access to the new NDC version in our sandbox and test environments in the 4th quarter of 2023.