SIA NDC Updates

Date: 30 July 2024

Summary:

Updates to SIA NDC Functionality

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

1. Shopping for itineraries with stopovers
2. Shopping for direct or non-stop flights
3. Enhanced repricing parameters in prime booking flow
4. Exchange with waiver of change penalty fees
5. Refund with waiver service request in NDC

General Notices to Partners

1. Processing refunds for coupons in 'Checked-in' status
2. Clarification regarding identifying seats eligible for booking in Seat Selection

Updates to SIA NDC Functionality

1. Shopping for itineraries with stopovers

Currently, SQ's OD build for connections is 96 hours. When Sellers shop for itineraries with stopovers in SIN which are less than 96 hours, SQ will consider it as a connection. This might cause a mismatch between the inventory assessed at shopping and sell time, blocking Sellers from creating their order.

SQ has released an enhancement to AirShopping which allows sellers to search and receive offers that contain a stopover or a longer connection duration, at their specified midpoint.

Sellers can now specify their ConnectionCriteria in their Airshopping search. This includes:

- MaximumConnectionQty: For stopovers, the value must be '1'
- MaximumConnectionDuration: Seller can specify either '1D', '2D' or '3D' for their stopover duration.
- StationCriteria: Seller can specify their stopover destination eg. SIN
- ConnectionCriteriaRefID: to associate the stopover connection to the desired OD segment

Sample AirshoppingRQ input for a FRA-SYD round trip search, with a 3Day stopover in SIN on the outbound journey:


```xml
<cns:ConnectionCriteria>
<cns:ConnectionCriterialID>1</cns:ConnectionCriterialID>
<cns:MaximumConnectionDuration>P0Y0M3DT00H00M</cns:MaximumConnectionDuration>
<cns:MaximumConnectionQty>1</cns:MaximumConnectionQty>
<cns:StationCriteria>
<cns:Station>
<cns:IATA_LocationCode>SIN</cns:IATA_LocationCode>
</cns:Station>
</cns:StationCriteria>
</cns:ConnectionCriteria>
 </cns:FlightRelatedCriteria>
        <cns:FlightRequest>
          <cns:FlightRequestOriginDestinationsCriteria>
            <cns:OriginDestCriteria>
              <cns:CabinType>
                <cns:CabinTypeCode>5</cns:CabinTypeCode>
                <cns:PrefLevel>
                  <cns:PrefLevelCode>Preferred</cns:PrefLevelCode>
                </cns:PrefLevel>
              </cns:CabinType>
              <cns:ConnectionCriteriaRefID>1</cns:ConnectionCriteriaRefID>
              <cns:DestArrivalCriteria>
                <cns:IATA_LocationCode>SYD</cns:IATA_LocationCode>
              </cns:DestArrivalCriteria>
              <cns:OriginDepCriteria>
                <cns:Date>2024-05-01</cns:Date>
                <cns:IATA_LocationCode>FRA</cns:IATA_LocationCode>
              </cns:OriginDepCriteria>
          <cns:OriginDestCriteria>
              <cns:CabinType>
                <cns:CabinTypeCode>2</cns:CabinTypeCode>
```

```
        <cns:PrefLevel>
          <cns:PrefLevelCode>Preferred</cns:PrefLevelCode>
        </cns:PrefLevel>
      </cns:CabinType>
      <cns:DestArrivalCriteria>
        <cns:IATA_LocationCode>FRA</cns:IATA_LocationCode>
      </cns:DestArrivalCriteria>
      <cns:OriginDepCriteria>
        <cns:Date>2024-06-01</cns:Date>
        <cns:IATA_LocationCode>SYD</cns:IATA_LocationCode>
      </cns:OriginDepCriteria>
    </cns:OriginDestCriteria>
   </cns:FlightRequestOriginDestinationsCriteria>
</cns:FlightRequest>
```


Feature Availability:

Available in test and production systems only in NDC version 21.3.

Action for Partners:

Partners who wish to permit travel sellers the use of this stopover functionality should review their implementation and make the necessary changes to AirshoppingRQ in NDC version 21.3.

2. Shopping for direct or non-stop flights

SQ has released an enhancement to enable sellers to specifically search for only direct or non-stop flights in their AirshoppingRQ.

- <u>Direct flights</u> are flights where the passengers do not change planes between origin & destination and keep the same flight number throughout. However, these flights may have stops to refuel or pick-up/drop-off passengers.
- <u>Non-stop flights</u> are flights that do not stop at all between their origin & destination.

Sellers must specify the following in their AirshoppingRQ:

- MaximumConnectionQty: For direct or non-stop flight(s), the value must be '0'
- ConnectionCriteriaRefID: to associate the direct/non-stop flight search to the desired OD segment

Offers with either direct flight(s) or non-stop flight(s) for the specified segments are returned in the response. If there are no offers, an error message "NO ITINERARY FOUND FOR SEGMENT 1" is returned instead.

Feature Availability:

Available in test systems only in NDC version 21.3. (PRD date TBC)

Action for Partners:

Partners who wish to permit travel sellers the use of this enhanced search for Direct or Non-Stop Flights, should review their implementation and make the necessary changes to AirshoppingRQ in NDC version 21.3.

3. Enhanced repricing parameters in prime booking flow

SQ has released an enhancement for repricing unticketed orders in Prime Booking. Sellers can now add or change certain parameters while repricing unticketed orders. This includes:

- Change of Currency (Currency Override)
- Addition of Frequent Flyer Number*
- Addition of Corporate ID /CLID*
- Addition or change of Promocode
- Addition or change of Corporate Access Code

Similar to how parameters are passed through in today's AirshoppingRQ, the same parameters can now be added into the OrderQuote API when repricing the order. Partners should insert the OrderCriteria (CLID*, Promocode & Corp Access Code), PaxList (Frequent Flyer Number)* or ResponseParameters (Currency Override) into the OrderQuoteRQ as needed.

Sample to update CLID/ Promocode/ Corp Access Code:

```
<cns:OrderCriteria>
  <cns:ProgramCriteria>
    <cns:ProgamContract>
      <cns:ContractID>CORPID</cns:ContractID>
    </cns:ProgamContract>
       <cns:ProgramOwner>
         <cns:Carrier>
           <cns:AirlineDesigCode>SQ</cns:AirlineDesigCode>
         </cns:Carrier>
       </cns:ProgramOwner>
   </cns:ProgramCriteria>

<cns:ProgramCriteria>
   <cns:ProgramAccount>
    <cns:AccountID>SQTESTCORP</cns:AccountID>
   </cns:ProgramAccount>
       <cns:ProgramOwner>
         <cns:Carrier>
           <cns:AirlineDesigCode>SQ</cns:AirlineDesigCode>
         </cns:Carrier>
       </cns:ProgramOwner>
   </cns:ProgramCriteria>

    <cns:PromotionCriteria>
      <cns:PromotionID>NDCDISCCODE</cns:PromotionID>
       <cns:PromotionIssuer>
        <cns:Carrier>
        <cns:AirlineDesigCode>SQ</cns:AirlineDesigCode>
        </cns:Carrier>
       </cns:PromotionIssuer>
     </cns:PromotionCriteria>
   </cns:OrderCriteria>
```

Sample to update Frequent Flyer Number:


```xml
<cns:PaxList>
  <cns:LoyaltyProgramAccount>
     <cns:AccountNumber>8888888888</cns:AccountNumber>
        <cns:LoyaltyProgram>
          <cns:Carrier>
             <cns:AirlineDesigCode>SQ</cns:AirlineDesigCode>
          </cns:Carrier>
        </cns:LoyaltyProgram>
  </cns:LoyaltyProgramAccount>
       <cns:PaxID>PAX2</cns:PaxID>
           <cns:PTC>ADT</cns:PTC>
</cns:PaxList>
```


Sample to update currency:


```xml
<cns:ResponseParameters>
   <cns:CurParameter>
      <cns:CurCode>SGD</cns:CurCode>
   </cns:CurParameter>
</cns:ResponseParameters>
```


Partners should also use in OrderChangeRQ "AcceptRepricedOrder" to confirm the newly priced order. The newly priced order can continue to be kept on hold if form of payment is not added in OrderChangeRQ. Alternatively, if a form of payment is provided, instant payment and ticketing of the newly priced order can be triggered.

Feature Availability:

Available in test and production systems only in NDC version 21.3.

*Addition of CLID and Frequent Flyer Number are only available in test systems

Action for Partners:

Partners who wish to permit Travel Sellers to use this functionality should review their implementation and make the necessary changes to their OrderQuote API in their repricing flow for Prime Booking in 21.3.

4. Exchange with waiver of change penalty fees

Currently, Sellers entitled to make changes to their NDC bookings with approved penalty waivers can do so by contacting SQ_assistance to make changes to their booking offline.

With a recent enhancement to Altea NDC, Sellers will now to be able to make changes with penalties waived for all exchangeable tickets if applicable.

To utilize this functionality, partners should first perform OrderReshop (as existing). Once a new OfferItem is selected, the waive penalty indicator with value “true” should be passed in the OrderQuoteRQ to price the new offer with all penalty fees waived.

```xml
<cns:OrderCriteria>
  <cns:FareCriteria>
    <cns:NoPenaltyInd>true</cns:NoPenaltyInd>
    <cns:PrefLevel>
      <cns:PrefLevelCode>Required</cns:PrefLevelCode>
    </cns:PrefLevel>
  </cns:FareCriteria>
</cns:OrderCriteria>
```

The following criteria and conditions apply:

1. This feature applies to voluntary changes made to exchangeable tickets only
2. Changes with penalty waiver cannot be made to tickets that have already been modified/reissued prior (for both with and without penalty waiver)
3. Travel Sellers remain responsible for getting the required approvals before proceeding to waive penalties for exchanges.
    a. Note: failure to adhere to this criterion will result in ADMs issued by SQ and feature may be disabled for Seller to prevent further misuse.

Feature Availability:

Available in test and production systems only in NDC version 21.3. (date TBC)

Action for Partners:

Partners who wish to permit Travel Sellers to use this enhancement should review their implementation and make changes as required.

5. Refund with Waiver Service Request in NDC

Currently, when a refund is triggered in SQ NDC, the applicable cancellation penalty fee will be calculated and applied automatically. Travel Sellers are unable to waive the penalty fee or input a waiver code, even if waivers have been sought from SQ separately. Travel Sellers will have to go offline for SQ to service the full refund outside of NDC.

SQ has created a proprietary Refund with Waiver API which is designed to manage the refund of NDC bookings in scenarios where Sellers would like to have the applicable cancellation penalty fee waived. It allows NDC Sellers to submit a service request to SQ for penalty fee waiver consideration and if approved, to have the booking be processed for full refund automatically. The approval process is asynchronous as the SQ Sales Operations team will review each refund with waiver case received on a case-by-case basis.

While the ticket will be refunded by the system (if approved), for amounts not settled Directly with SQ (e.g. settled via BSP/ARC/ASD), Sellers should still adhere to the prevailing local standard operating procedure, and submit a Refund Application/Notice in the respective portals with the SQ waiver code to be processed separately by SQ.

Flow:

1. For a given NDC booking made via a Tech Partner, Sellers can submit a refund with waiver service request directly via the tech partner’s NDC platform (for partners who have integrated this feature). Seller will be able to specify the waiver reason, explanation and provide any supporting documents.

2. SQ will return a success response to partners, containing the case reference number of the service request (in Figure 1, the case reference number is S-2024-07-13744516). If Seller wants to enquire about the status of the service request submitted while it is being reviewed, they can reach out to SQ separately with the case reference number.


```json
{
    "status": "SUCCESS",
    "code": "CSLAAA0000",
    "message": "The refund with waiver service request has been submitted successfully and is pending review by SQ's Sales Operations team. You will be notified via email of the outcome once the request has been reviewed and processed. In the meantime, if you would like to contact SQ regarding this query, please quote the case reference number for a smooth servicing experience.",
    "data": {
        "directServiceRequestID": "17216328459541234567 8",
        "timestamp": "2024-07-22T07:20:49.283594593Z",
        "case": {
            "referenceNumber": "S-2024-07-13744516",
            "description": "Created"
        }
    }
}
```


Figure 1: Sample Refund with Waiver Success Response

3. After the service request is submitted, it will be reviewed by the SQ Sales Operations team. Please note this is an asynchronous process as the SQ Sales Operations team will review each request case-by-case. If the service request is approved by SQ, all tickets in the booking will be closed with ticket coupon status updated to “refunded”. SQ will send an email notification to the Travel Seller, informing them of the service request outcome.

SINGAPORE AIRLINES

Dear KrisConnect NDC Partner,

Please be advised that we have approved and processed the request below successfully.

PNR/ET	5LMXEA
Case reference number	S-2024-07-09758929
Service request type	Refund with penalty fee waiver
Status	Approved; Processing Success
Waiver Code	747949
Comments	BSP Cash Reissue Offline Direct CC Test

E-Ticket Number	Reissued From	Settlement	FOP	Currency	Refund Amount
6182452629069	6182452628934	Direct	CC	SGD	1199.00
6182452628934	-	BSP	CA	SGD	2815.20

E-Ticket Number	Reissued From	Settlement	FOP	Currency	Refund Amount
6182452629070	6182452628935	Direct	CC	SGD	1199.00
6182452628935	-	BSP	CA	SGD	2815.20

For tickets settled via BSP/ARC/ASD, please adhere to prevailing SQ standard operating procedures for your market, and submit a Refund Application/Notice in the relevant portal with the waiver code indicated above.

For tickets settled via Direct Credit Card, the refund has been processed back to the respective Credit Card(s) used.

Thank you.

Best regards,
KrisConnect NDC

Figure 2: Sample Success Email to Travel Agents

a. For amounts not settled Directly with SQ (ie. BSP/ARC/ASD), Seller should still adhere to the prevailing local standard operating procedure, and submit a Refund Application/Notice in the respective portals with the SQ waiver code to be processed separately by SQ.

b. For amounts settled with SQ via Direct Credit Card, the amounts will be automatically refunded back to the respective Credit Card used.

4. While the NDC Order is still retrievable, the latest status of the Order can be retrieved by calling OrderRetrieve. If preferred, SQ can provide a supplementary Refund Status API to partners, which allows partners to query the status of NDC e-tickets (ETs) which have been submitted via the Refund with Waiver API.

Scope:

- Travel Sellers must be authorized to retrieve and manage the NDC booking to be able to submit the refund with waiver request successfully.
- Bookings must be created via the SQ NDC channel.
- Bookings must be fully unflown
- Bookings which have gone through exchanges are in scope
- The service will allow a PNR to be submitted or in the event the PNR has been purged, ET to be submitted.

- The Refund with Waiver API request will need to be encrypted when being sent to SQ (SQ will provide more details during the integration process).
- It is optional and can be indicated as required in the request for a refund notice to be triggered from SQ to the passenger upon successful refund processing.

Limitations:

- Bookings created outside of SQ NDC channel.
- Partially flown bookings are out of scope.
- Bookings with PH and K3 tax codes are out of scope.
- For a live PNR with multiple ETs, the tickets cannot be submitted separately for full refund (the entire PNR must be refunded together).
- Once a service request has been submitted for SQ's review via the Refund with Waiver API, it cannot be withdrawn and the refund cannot be reversed.
- Only one (1) NDC booking or one (1) NDC ET can be submitted in each Refund with Waiver API request.
- The NDC ET submitted must be issued in the NDC channel.
- For bookings which are not settled Directly with SQ (eg. Billing and Settlement Plan (BSP), Airline Reporting Corporation (ARC) etc.), travel agents are still required to submit a Refund Application/Notice via the respective portals for SQ's further processing separately. Travel agents can do so upon receipt of the status email which will contain details required for the submission.

Feature Availability:

Available in test and production for all partners from August 2024.

Action for Partners:

Implementation of a new API is required, please contact your SQ NDC Engagement Lead for the technical specifications and more information. A dedicated Integration team will guide partners through the integration process.

For more information or any queries, you may also contact the Integration team directly at SQDirectServicesAPI_Integration@singaporeair.com.sg.

General Notices to Partners

1. Processing refunds for coupons in 'Checked-in' status

When passengers check-in online or in-person at the airport, ticket coupons in the bookings will be changed from open to 'checked-in' status. In such cases, Travel Sellers are advised against processing refunds for the booking via NDC. If Seller opts to refund a booking with coupons marked as 'checked-in', only coupons which are eligible for refunds will be calculated in OrderReshopRQ. Coupons which are still in 'checked-in' status will not be calculated into the total refund amount, hence agents will not be able to get the full expected refund amount for their order.

Our recommendation to partners:

1. When Seller submits an order for refund, status for all coupons in the order should be displayed as open in OrderRetrieveRS before sending the OrderCancelRQ.
2. If there are any coupons which are in 'checked-in' status
    a. Either the agent should be prompted with a warning informing them to check the refundable amount which excludes certain coupons before proceeding
    Or
    b. Refund should be disabled

To check coupon status using "status"* in OrderRetrieveRS:


```xml
<ns2:TicketDocument>
  <ns2:TicketDocNbr>6182452825701</ns2:TicketDocNbr>
  <ns2:Type>T</ns2:Type>
  <ns2:NumberofBooklets>1</ns2:NumberofBooklets>
  <ns2:DateOfIssue>2024-08-01</ns2:DateOfIssue>
  <ns2:CouponInfo>
    <ns2:CouponNumber>1</ns2:CouponNumber>
    <ns2:CouponReference>SEG1</ns2:CouponReference>
    <ns2:FareBasisCode>
      <ns2:Code>W33SGRZ</ns2:Code>
    </ns2:FareBasisCode>
    <ns2:Status>CK</ns2:Status>
    <ns2:AddlBaggageInfo>
      <ns2:CheckedFree MaxBagWght="30K"/>
    </ns2:AddlBaggageInfo>
  </ns2:CouponInfo>
  <ns2:ReportingType>BSP</ns2:ReportingType>
</ns2:TicketDocument>
```


*"CK": Checked in; "I": Original issue (open for use); "RF": Refunded
Reference: IATA Padis Codeset 4405

Action for Partners:

Partners to review their implementation of the refund feature to avoid cases where sellers are not able to get a refund for the full order as intended.

2. Clarification regarding identifying seats eligible for booking in Seat Selection

Our SQ NDC team has noticed an increase in queries regarding the following error message “SPECIFIC SEAT REQUESTED NOT AVAILABLE - RESTRICTED". This error is typically returned in the OrderCreateRS when the Seller has selected a seat which passenger in the booking is not eligible to book.

As a result, SQ would like to provide a clarification regarding how partners can identify seats which are allowed or restricted for Sellers to book in the SeatAvailability API.

The following are the commonly utilized CharacteristicCodes used by SQ returned in the SeatAvailabilityRS.

Characteristic Code	Description
1	Restricted Seat - General
9	Center Seat
1A	Seat not allowed for Infant
A	Aisle
B	Seat with Bassinet Facility
CH	Chargeable
E	Exit/Emergency Seat
FC	Front of Cabin/Compartment
H	Seat with facilities for handicapped/incapacitated passenger
I	Seat suitable for adult with an infant
K	Bulkhead seat
L	Leg space seat
O	Preferential seat
OW	Overwing seat(s)
W	Window seat

In particular, CharacteristicCode ‘1’, ‘1A’, ‘B’ and ‘E’ have associated restrictions:

a. Seats with CharacteristicCode ‘1’ are not available for selection.
b. Seats with CharacteristicCode ‘1A’ are not available for selection by a passenger with an associated infant
c. Seats with CharacteristicCode ‘B’ are not available for selection unless the passenger has requested for a bassinet seat using the specific bassinet flow
d. Seats with CharacteristicCode ‘E’ are not available for selection by children and infants and in addition must adhere CAAS regulations on flight safety guidelines.

Action for Partners:

Partners who have integrated the seat selection flow to review their implementations and ensure only allowed seats are available for Sellers to book.