

SIA NDC Updates

Date: 31 Oct 2024

Summary:

Updates to SIA NDC Functionality

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

1. Order List API
2. Addition of Frequent Flyer Number post-booking

General notices to partners

1. Addition of FQTV and CLID during Prime Booking
2. Clarification regarding selected seats after flight changes

Updates to SIA NDC Functionality

1. Order List API

SQ NDC has released a new API message, Order List, which provides our NDC partners with the capability to retrieve a list of their SQ NDC orders. Sellers can make use of this API to request for a list of SQ NDC Orders created by them which was not previously available. This feature will come in useful when Sellers would like an overview of the orders they have created, or when they are unsure whether an order has been successfully created.

To introduce greater flexibility into the search process, the request includes an optional 'Surname' filter, allowing Sellers to filter only for orders that contain a passenger whose last name matches the surname filter.

Do note that there are ringfencing measures put in place to ensure that Sellers retrieve solely their own orders, so only bookings created with the IATA number inserted in OrderListRQ will be returned in the response. The cross retrieval of bookings across platforms is also not supported, i.e. if agent A creates a booking on platform X, they will not be able to retrieve it on platform Y.

Feature Availability:

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

Action for Partners:

Partners who wish to permit Travel Sellers to make use of this functionality should integrate the Order List API.

2. Addition of Frequent Flyer Number post-booking

SQ NDC has released an enhancement to allow sellers to add in the passenger's Frequent Flyer Number after the booking has been created. This applies to both unticketed and ticketed bookings.

Sample OrderChangeRQ input to insert the FFN for a passenger:

```
<cns:ChangeOrderChoice>
  <cns:UpdatePax>
    <cns:New>
      <cns:PaxRefID>PAX2</cns:PaxRefID>
    </cns:New>
  </cns:UpdatePax>
</cns:ChangeOrderChoice>
<cns>DataLists>
  <cns:PaxList>
    <cns:Pax>
      <cns:LoyaltyProgramAccount>
        <cns:AccountNumber>8998015566</cns:AccountNumber>
```

```
<cns:LoyaltyProgram>
  <cns:Carrier>
    <cns:AirlineDesigCode>SQ</cns:AirlineDesigCode>
  </cns:Carrier>
</cns:LoyaltyProgram>
</cns:LoyaltyProgramAccount>
<cns:PaxID>PAX2</cns:PaxID>
</cns:Pax>
</cns:PaxList>
</cns:DataLists>
```

This functionality can only be utilised for passengers without an existing FFN in the order. As there are system checks in place to ensure the validity of the FFN, the FFN will be captured in the order only if it is valid.

Feature Availability:

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

Action for Partners:

Partners who wish to permit Travel Sellers to make use of this functionality should review their implementation and make changes to their OrderChangeRQ in NDC version 21.3.

General Notices to Partners

1. Addition of FQTV and CLID during Prime Booking flow

Sellers who intend to input both FQTV and CLID while creating a new booking should include both FQTV and CLID either during the Airshopping request or during the OrderCreate request.

The CLID/FQTV input at OrderCreate will only be considered if there was no CLID/FQTV input at Airshopping. If there was already a CLID/FQTV input at Airshopping and a CLID/FQTV is also input at OrderCreate, the CLID/FQTV input at OrderCreate will be ignored.

Action for Partners:

Partners should review the implementation of their prime booking flow to avoid cases where sellers input the CLID/FQTV separately in AirShopping and OrderCreate and one input is ignored.

2. Clarification regarding selected ancillaries after flight changes

When sellers make any voluntary changes to flights (eg. flight number, flight date), previously selected ancillaries (paid and unpaid) may either be (a) cancelled or (b) booked on the new flight but EMD may be disassociated. Sellers should reach out to SQ for offline servicing to rebook the ancillary or re-associate the EMD.

Sample v21.3 OrderRetrieveRS for free seat after flight date change, resulting in cancellation of seat due to unavailability on new flight:

Before:

```
<OrderServiceAssociation>
  <SeatOnLeg>
    <Seat>
      <ColumnID>A</ColumnID>
      <RowNumber>54</RowNumber>
      <SeatProfileRefID>RQST_1</SeatProfileRefID>
    </Seat>
    <SeatAssignmentAssociations>
      <PaxSegmentRef>
        <PaxSegmentRefID>SEG1</PaxSegmentRefID>
      </PaxSegmentRef>
    </SeatAssignmentAssociations>
  </SeatOnLeg>
</OrderServiceAssociation>
<PaxRefID>PAX2</PaxRefID>
<ServiceID>SEAT352</ServiceID>
<ServiceRefID>SEG1_PAX2</ServiceRefID>
<StatusCode>CONFIRMED</StatusCode>
</Service>
```

After:

```
<OrderServiceAssociation>
  <SeatOnLeg>
    <Seat>
      <ColumnID>A</ColumnID>
      <RowNumber>54</RowNumber>
      <SeatProfileRefID>RQST_1</SeatProfileRefID>
    </Seat>
    <SeatAssignmentAssociations>
      <PaxSegmentRef>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </PaxSegmentRef>
    </SeatAssignmentAssociations>
  </SeatOnLeg>
</OrderServiceAssociation>
<PaxRefID>PAX2</PaxRefID>
<ServiceID>SEAT402</ServiceID>
<ServiceRefID>SEG2_PAX2</ServiceRefID>
<StatusCode>CANCELLED</StatusCode>
</Service>
```

Sample v21.3 OrderRetrieveRS for paid seat after flight date change. Seat is available on new flight but EMD is disassociated from ancillary service:

Before:

```
<OrderServiceAssociation>
  <SeatOnLeg>
    <Seat>
      <ColumnID>H</ColumnID>
      <RowNumber>49</RowNumber>
      <SeatProfileRefID>RQST_1</SeatProfileRefID>
    </Seat>
    <SeatAssignmentAssociations>
      <PaxSegmentRef>
        <PaxSegmentRefID>SEG1</PaxSegmentRefID>
      </PaxSegmentRef>
    </SeatAssignmentAssociations>
  </SeatOnLeg>
</OrderServiceAssociation>
<PaxRefID>PAX2</PaxRefID>
<ServiceID>SEAT52</ServiceID>
<ServiceRefID>SEG1_PAX2</ServiceRefID>
<StatusCode>CONFIRMED</StatusCode>
</Service>

<Ticket>
```

```
<ConnectedDocNumber>6182455489882</ConnectedDocNumber>
<Coupon>
  <ConnectedCouponNumber>1</ConnectedCouponNumber>
  <CouponNumber>1</CouponNumber>
  <CouponStatusCode>I</CouponStatusCode>
  <RFIC>A</RFIC>
  <RFISC>0B5</RFISC>
  <ServiceRefID>SEAT52</ServiceRefID>
</Coupon>
<ReportingTypeCode>BSP</ReportingTypeCode>
<TicketDocTypeCode>J</TicketDocTypeCode>
<TicketNumber>6184572559517</TicketNumber>
</Ticket>
```

After:

```
<OrderServiceAssociation>
  <SeatOnLeg>
    <Seat>
      <ColumnID>H</ColumnID>
      <RowNumber>49</RowNumber>
      <SeatProfileRefID>RQST_1</SeatProfileRefID>
    </Seat>
    <SeatAssignmentAssociations>
      <PaxSegmentRef>
        <PaxSegmentRefID>SEG2</PaxSegmentRefID>
      </PaxSegmentRef>
    </SeatAssignmentAssociations>
  </SeatOnLeg>
</OrderServiceAssociation>
<PaxRefID>PAX2</PaxRefID>
<ServiceID>SEAT582</ServiceID>
<ServiceRefID>SEG2_PAX2</ServiceRefID>
<StatusCode>CONFIRMED</StatusCode>
</Service>

<Ticket>
  <ConnectedDocNumber>6182455489882</ConnectedDocNumber>
  <Coupon>
    <ConnectedCouponNumber>1</ConnectedCouponNumber>
    <CouponNumber>1</CouponNumber>
    <CouponStatusCode>I</CouponStatusCode>
  </Coupon>
  <ReportingTypeCode>BSP</ReportingTypeCode>
  <TicketDocTypeCode>J</TicketDocTypeCode>
  <TicketNumber>6184572559517</TicketNumber>
</Ticket>
```

Action for Partners:

Partners are to ensure that the following information related to the ancillary at OrderRetrieve are reflected accurately on their platforms:

1. <Statuscode> of an ancillary
2. Each chargeable ancillary also has an associated EMD, if already paid for. Changing the itinerary may result in EMD dis-association which causes an ancillary to become unpaid and automatically removed after some time.