

SIA NDC Updates

Date: 19 December 2024

Summary:

Updates to SIA NDC Functionality

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

1. ARC Void Window

General notices to partners

1. Clarification of Penalty Application and Fare Rules
2. Managing Disruptions on NDC
 - a. OCN
 - b. Involuntary Servicing (Acknowledgement/Rebooking/Refund)

Updates to SIA NDC Functionality

1. ARC Void Window

SQ is pleased to announce an enhancement to our ticket voiding process for the US market.

Existing ticket voiding process:

- i. Global: travel sellers can void issued tickets before the end of the day (2359hr local time).
- ii. US market: travel sellers can void issued tickets up until 2359hr LAX time.

Enhanced Process for Point-Of-Sale US:

SQNDC has enhanced the void process on our NDC platform for the US market. The enhancement allows **sellers to void ARC-issued tickets within 24 hours from the time of issuance**, providing an extended window for voiding operations.

The following conditions apply:

1. This feature is only available for ARC tickets issued from Point-Of-Sale United States.
2. Refund penalties will apply if tickets are not voided within the 24-hour issuance window.
3. Voids must be processed through the same NDC platform where the ticket was originally issued.

Feature Availability:

Available in test and production systems as of 04 December 2024.

Activation of this feature has been done by default for all partners.

Action for Partners:

No further action is required from partners. However, partners should review their implementation to ensure the Void Eligibility information returned in the API response is mapped and displayed accurately on their platforms when OrderViewRS is called.

General Notices to Partners

1. Clarification of Penalty Application and Fare Rules

SQ returns fare information in 3 main areas:

- 1) BaggageAllowanceList
 - a. Partners should refer to BaggageAllowanceList for checked baggage allowance information. Singapore Airlines uses both concepts of WEIGHT (flights to and from all destinations, except Canada and the USA), and PIECE (itineraries involving Canada and the USA).
- 2) PenaltyList (Minirules)
 - a. Partners should refer to PenaltyList for penalty information. Data from minirules is retrieved and generated from ATPCo. They are machine-readable and covers industry standard ATPCo scenarios. The penalty information is more specific as compared to the general information found in PriceClassList.
- 3) PriceClassList
 - a. PriceClassList contains generic fare family information generated from the airline's Content Management System (CMS) or Static File. PriceClassList supplements and provides additional information not supported in PenaltyList. This includes information on Seat Selection, Upgrade, Miles Accrual & Carryon baggage allowance etc.

If partners choose to map the fare and baggage rules from PriceClassList instead of using PenaltyList and BaggageAllowanceList, fare conditions displayed may be inaccurate for markets with fare conditions that fall outside of the generic fare family information.

Partners should also note the differences in PenaltyList between Airshopping and Offerprice responses. SQ returns summarised penalty information at Airshopping and returns more specific penalty details in Offerprice. This helps to balance the message size and overall performance of our APIs.

- Airshopping

Change, Reissue & Cancellation penalties are returned for each offer on an itinerary level. It is expected that the most restrictive penalties are returned.
- OfferPrice

Revalidation, Reissue and Refund penalties are returned based on individual segment levels for the various key scenarios:

 - Change vs Refund
 - Before Departure / After Departure
 - Without NoShow / With NoShow
 - Before Departure = Prior to departure of journey
 - Before Departure No Show = If passenger fails to show at first flight
 - After Departure = After departure of journey
 - After Departure No Show = If passenger fails to show at subsequent flights

Eg. Round Trip Ticket PAR-NYC

Totally unused ticket: passenger in PAR			Partially unused ticket: passenger in NYC		
BEFORE dep of journey	BEFORE flight PAR-NYC	AFTER flight PAR-NYC (no show)	AFTER dep of journey	BEFORE flight NYC-PAR	AFTER flight NYC-PAR (no show)

- Before journey departure and before original scheduled flight
- Before journey departure, but after original scheduled flight
- After journey departure and before original scheduled flight
- After journey departure and after original scheduled flight

As a recommendation, SQ believes that the following are necessary to communicate to customers such that it aligns with Singaporeair.com:

- 1) Change Before Departure
- 2) Refund Before Departure
- 3) Change when NoShow

Action for Partners:

Partners should review the mapping of fare rules on their platforms to avoid cases where the filed fare conditions are not accurately reflected on the UI to agents.

2. Managing Disruptions on NDC

SQ 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. Given its importance, SQ is targeting the implementation of the self-reaccommodation features by Q2 2025 for all partners.

a. OCN

If airline-initiated involuntary changes are made to a booking, an OCN will be triggered to the corresponding partner to notify that a change has been effected. Once Seller is notified, the order can be serviced accordingly.

Current cases where OCN is triggered are as follows:

Codeset	Description
1	Schedule change – flight number change (including change of date and change of routing)
2	Schedule change – flight retimed
3	Schedule change – flight cancelled
6	Service status change (service or seat update) - NEW
9	Passenger name change (any modification of first/last name, PTC, DOB) - NEW
11	Passenger contact details change (SSR CTCM/CTCE/CTCR(Restriction)) - NEW
13	OrderItem cancelled (service or seat cancellation) - NEW

15	Flight cancelled outside schedule change situation
18	OrderItem added (service or seat addition) - NEW
19	FF details added/updated/deleted - NEW
20	DOCS/DOCO/DOCA added/updated/deleted - NEW
104	Flight cancelled due to TTL expiry
112	Voluntary changes to flight done by Airline
113	No-Show

b. Involuntary Servicing (Acknowledgement/Rebooking/Refund)

Singapore Airlines released the capability for Sellers to service bookings or request a refund without penalties in an automated process after an airline-initiated involuntary change.

The "Involuntary Servicing" capability includes several key features. When an involuntary change occurs, an OCN is triggered, allowing partners to identify impacted orders and take appropriate actions such as acknowledgement, rebooking, or refund.

- a) If the passenger is satisfied with the new itinerary, the change can be acknowledged.
- b) Alternatively, if the passenger wishes to travel on a different flight, rebooking can be done with penalties waived.
- c) If the passenger no longer wishes to travel, a refund can be requested without penalties. In most cases, ticketing will be automatically processed along with the acknowledgement or rebooking.

This feature is already available for all partners to integrate, you may refer to SQ NDC Updates 01 December 2023 for more information. Partners will need to undertake some development work to implement the capabilities required in these scenarios.

Action for Partners:

We would like to remind all partners that the features mentioned above have been available in the test system and can be activated in production at the Partner level. As these features were initially communicated to all partners in December 2023, we trust that all agencies are aware of these features and are prepared to manage any disruption scenarios through self-service.

As part of SQ's commitment to ensure the NDC channel continues to improve and deliver a better experience for agencies and customers, we expect our distribution partners to implement these capabilities by June 2025. For partners who have yet to implement these functionality, your respective Engagement Leads (ELs) will be reaching out to check in on your integration plan and timeline as well as support you throughout the integration process to ensure a smooth transition.