

SIA NDC Updates

Date: 14 February 2025

Summary:

Updates to SIA NDC Functionality

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

1. Known Traveller Number (KTN) Input in NDC
2. Name Correction in NDC

General notices to partners

1. Clarification regarding handling of passengers with no first/last name
2. Implementation recommendation for paid excess baggage ancillary services

Updates to SIA NDC Functionality

1. Known Traveller Number Input in NDC

A Known Traveler Number (KTN), also referred to as a Trusted Traveler Number, is a unique identifier issued by the US Transportation Security Administration (TSA), Department of Homeland Security (DHS), or Department of Defense (DoD). This number is provided to individuals who have completed a pre-flight background check or similar screening and are considered low-risk travelers. The KTN allows these individuals to access expedited security screening at participating airports in the United States, making their travel experience more seamless.

SQ NDC has released an enhancement that allows sellers to add the passenger's KTN during order creation. Both addition and deletion of KTNs are also supported post-booking.

KTN can be sent in the IdentityDoc section in OrderCreateRQ/OrderChangeRQ and it will be returned in OrderViewRS if it is entered in the order. KTN can be found in a dedicated iteration of the IdentityDoc node, with IdentityDocTypeCode CR.

Addition of KTN at OrderCreateRQ and OrderChangeRQ sample:

```
<IdentityDoc>
<IdentityDocID>987654</IdentityDocID>
<IdentityDocTypeCode>CR</IdentityDocTypeCode>
<IssuingCountryCode>US</IssuingCountryCode>
<Surname>Smith</Surname>
</IdentityDoc>
```

Deletion of KTN at OrderChangeRQ sample:

```
<Request>
<ChangeOrderChoice>
<UpdatePax>
<Current>
<PaxRefID>PAX2</PaxRefID>
</Current>
</UpdatePax>
</ChangeOrderChoice>
<DataLists>
<PaxList>
<Pax>
<IdentityDoc>
<IdentityDocID>987654</IdentityDocID>
<IdentityDocTypeCode>CR</IdentityDocTypeCode>
<IssuingCountryCode>US</IssuingCountryCode>
<Surname>Smith</Surname>
</IdentityDoc>
<PaxID>PAX2</PaxID>
```

```
</Pax>  
</PaxList>  
</DataLists>
```

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 as required to their OrderCreate and OrderChange flow to allow the seller to specify the KTN to be added or removed.

2. Name Correction in NDC

Currently, if travel agents input an incorrect passenger name during order creation, they will have to go offline for SQ to assist with the name correction request.

SQ has created a proprietary Name Correction API, designed to allow NDC travel agents to be able to perform name corrections directly on the NDC platform without having to approach SQ offline. SQ's name correction policy will still apply, and the name correction request must fall within the scope of allowable name correction scenarios for the request to be successfully processed.

If the name correction request falls outside of SQ's name correction policy, the submission will still be accepted but a service request case will be created for SQ Sales Operations to review the service request manually and handle the name correction processing offline.

Flow:

1. For a given NDC booking made via a Tech Partner's NDC platform (unticketed or ticketed order), Travel Sellers can edit the passenger name on the Order Details page and submit a name correction request for the passenger.
2. Upon successful name correction request submission, there are **three** possible scenarios:
 - i. Name correction request accepted and processed automatically i.e. the name has been corrected in the NDC order.
 - a. If booking is ticketed, SQ will reissue the ticket with the corrected name. Partner to sync the changes (OCN code set 9 will be sent after name correction is performed by SQ). Sample success response below:

```

{
  "status": "SUCCESS",
  "code": "CSLAAA0000",
  "message": "Name correction successful, the ticket has been reissued.",
  "data": {
    "directServiceRequestID": "173673534093412345678",
    "timestamp": "2025-01-13T02:29:22.123740345Z",
    "updatedSalutation": "Mr",
    "updatedLastName": "Test",
    "updatedFirstName": "John",
    "newTicketNumber": "6181234567890"
  }
}

```

- b. If booking is unticketed, partner to sync the changes (OCN code set 9 will be sent after name correction is performed by SQ) and allow the travel agent to issue the ticket directly on the NDC platform. Sample success response below:

```

{
  "status": "SUCCESS",
  "code": "CSLAAA0000",
  "message": "Name correction successful, please proceed to issue the ticket.",
  "data": {
    "directServiceRequestID": "173451863659212345678",
    "timestamp": "2025-01-13T02:29:22.123740345Z",
    "updatedSalutation": "Mr",
    "updatedLastName": "Test",
    "updatedFirstName": "John"
  }
}

```

- ii. Name correction request accepted but requires manual review hence a service request will be created for SQ Sales Operation's review. In this case, the Name Correction API success response will return a case reference number to partner, which travel agents can use to follow up and enquire about the service request status. After manual review, if approved, the name correction will be performed offline by SQ Sales Operations. Sample success response below:

```

{
  "status": "SUCCESS",
  "code": "CSLAAA0000",
  "message": "System is unable to validate or process the name correction. This name correction service request will be reviewed 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": "173709783085932304786",
    "timestamp": "2025-01-17T07:10:38.272512458Z",
    "case": {
      "referenceNumber": "S-2025-01-14643290",
      "description": "Created"
    }
  }
}

```

3. Once the processing is complete (both auto system processing and offline manual processing), a status email will be sent to travel agents to inform them of the outcome of the name correction request.

Scope:

- Travel agents must be authorized to retrieve and manage the NDC booking to be able to submit the name correction request successfully.
- Bookings must be made via the SQ NDC channel.
- Fully un-flown bookings.
- As a pre-requisite, partners must have Mini Rules activated for OrderRetrieve as the Name Correction API service relies on the fare condition information from Mini Rules in OrderRetrieve. If Mini Rules for OrderRetrieve is not activated yet, SQ will activate it for the partner as part of the Name Correction API integration. Partner should verify that the activation will not affect existing integration and flows.
- The Name Correction API request will need to be encrypted when being sent to SQ; SQ's Name Correction API Success response will need to be decrypted by partner before the data can be read.

Limitations:

- Bookings created outside of SQ NDC channel.
- Partially flown bookings are out of scope.
- Only one (1) passenger in an NDC booking can be submitted in each Name Correction API request. If multiple passengers within the same NDC booking require name correction, separate Name Correction API request submissions are required.
- Bookings with non-SQ flight segment(s) will be subject to manual approval and if approved, are handled offline.
- Bookings with FFP number will be subject to manual approval and if approved, are handled offline.
- Bookings in deferred payment in exchange status will be subject to manual approval and if approved, are handled offline. It is recommended for travel agents to complete the payment and reissue the ticket first before requesting name correction or complete name correction before proceeding to reshop. As such, partners may choose to block name correction if the order is in deferred payment in exchange status.
- Once a service request has been submitted for SQ's review via the Name Correction API, it cannot be withdrawn.

Feature Availability:

Available in test system for all partners to integrate.

Available in production from April 2025.

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. Clarification regarding handling of passengers with no first/last name

SQ has updated the process for handling passengers with single-names (i.e. no first or last name) across all sales channels.

Previously, partners were advised to input "FNU" (First Name Unknown) or "LNU" (Last Name Unknown) where relevant. To prevent cases where passengers face issues during immigration due to discrepancies between the entered name and the passenger's travel documents, partners are now recommended to follow the process detailed below:

As of today, in the case where passenger has a single name, the single name should be input as the last name and the title to be sent in the first name. There is no need to input the salutation in the 'Title' field for passengers with a single name.

Eg. For passenger with single name "Smith"

- First name: Mr
- Last name: Smith

Action for partners:

Partners to review their implementations and update their handling of single-name passengers according to the guidelines outlined above.

2. Implementation recommendation for paid excess baggage ancillary services

Excess baggage with piece concept is only applicable if the itinerary is to/from the United States or Canada. Below are the relevant options to purchase:

- Additional piece
- Additional weight
- Oversized

Excess baggage with weight concept is applicable for flights to and from all destinations, except the US and Canada. Below are the relevant options to purchase:

- Additional weight by per kilogram

In ServiceList, both piece and weight concepts will be returned by SQ NDC regardless of itinerary. To ensure travel agents purchase the relevant excess baggage concept for the itinerary, partners can either:

1. Apply a logic based on the itinerary i.e. allow the travel agent to select only piece concept if the itinerary involves US/CA and allow the travel agent to select only weight concept for all other itineraries not involving US/CA

or

2. Reference free baggage allowance in AirShopping, OfferPrice or OrderCreate to determine which is the relevant concept for the itinerary

Itinerary not involving US/CA:

AirShoppingRS, OfferPriceRS, OrderCreateRS

```
<BaggageAllowanceList>
  <BaggageAllowance>
    <ApplicablePartyText>Traveler</ApplicablePartyText>
    <BaggageAllowanceID>FBA1</BaggageAllowanceID>
    <TypeCode>Checked</TypeCode>
    <WeightAllowance>
      <TotalMaximumWeightMeasure>30</TotalMaximumWeightMeasure>
      <WeightUnitOfMeasurement>KGM</WeightUnitOfMeasurement>
    </WeightAllowance>
  </BaggageAllowance>
</BaggageAllowanceList>
```

Itinerary involving US/CA:

AirShoppingRS, OfferPriceRS, OrderCreateRS

```
<BaggageAllowanceList>
  <BaggageAllowance>
    <ApplicablePartyText>Traveler</ApplicablePartyText>
    <BaggageAllowanceID>FBA1</BaggageAllowanceID>
    <PieceAllowance>
      <TotalQty>2</TotalQty>
    </PieceAllowance>
    <TypeCode>Checked</TypeCode>
  </BaggageAllowance>
</BaggageAllowanceList>
```

More information on SQ's excess baggage charges policy can be found here:

https://www.singaporeair.com/en_UK/sg/travel-info/baggage/additional-baggage-charges/

Action for partners:

Partners to review their implementations to ensure display of baggage information is aligned with guidelines outlined above.