

SIA NDC Updates

Date: 11 April 2025

Summary:

Updates to SIA NDC Functionality

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

1. Addition/Deletion of Passenger's Passport Information
2. Cross sale enabled for chargeable seats via interline-EMD on AC and SK
3. Waitlist in NDC

General notices to partners

1. Reminder regarding display of Point of Origin (POO) fares and Currencies
2. Reminder regarding booking with Infants
3. Clarification regarding selected ancillaries after flight changes
 - Automated Issuance Limit (AIL) for ancillaries
 - Potential for ancillaries to drop after flight changes

Updates to SIA NDC Functionality

1. Modification of Passenger Information (SSR DOCA/DOCO/DOCS)

SQ NDC has released an enhancement to allow sellers to modify their passenger's information after the booking has been created. This will cover SSR DOCA (passenger's Address), SSR DOCO (Visa Information or Redress Number) and SSR DOCS (Identity Document e.g. Passport).

As the feature only permits passenger information to be added or deleted, existing information in the booking cannot be modified directly. Instead, previous information will need to be deleted before adding in the new information.

This functionality is enabled for both unticketed and ticketed bookings.

DOCA:

```
<DataLists>
  <ContactInfoList>
    <ContactInfo>
      <ContactInfoID>CTC1</ContactInfoID>
      <ContactPurposeText>703</ContactPurposeText>
      <PostalAddress>
        <CityName>HOUSTON</CityName>
        <CountryCode>US</CountryCode>
        <CountryName>UNITED STATES</CountryName>
        <CountrySubDivisionName>TX</CountrySubDivisionName>
        <PostalCode>77001</PostalCode>
        <StreetText>1600 SMITH STREET</StreetText>
      </PostalAddress>
    </ContactInfo>
  </ContactInfoList>
  <PaxList>
    <Pax>
      <PaxID>PAX1</PaxID>
    </Pax>
  </PaxList>
</DataLists>
```

DOCO VISA:

```
<DataLists>
  <PaxList>
    <Pax>
      <IdentityDoc>
        <IdentityDocID>17317323</IdentityDocID>
        <IdentityDocTypeCode>VS</IdentityDocTypeCode>
      </IdentityDoc>
    </Pax>
  </PaxList>
</DataLists>
```

```

    <Surname>SURNAMEONE</Surname>
    <Visa>
      <ExpiryDate>2025-05-25</ExpiryDate>
      <HostCountryCode>US</HostCountryCode>
      <IssueDate>2022-05-22</IssueDate>
      <IssuingCountryCode>GB</IssuingCountryCode>
      <VisaID>17317323</VisaID>
    </Visa>
  </IdentityDoc>
  <PaxID>PAX1</PaxID>
</Pax>
</PaxList>
</DataLists>

```

DOCO RedressCase:

```

<DataLists>
  <PaxList>
    <Pax>
      <PaxID>PAX1</PaxID>
      <RedressCase>
        <CountryCode>US</CountryCode>
        <RedressCaseID>12144189</RedressCaseID>
      </RedressCase>
    </Pax>
  </PaxList>
</DataLists>

```

Eg. DOCS:

```

<Datalists>
  <PaxList>
    <Pax>
      <IdentityDoc>
        <Birthdate>1990-09-21</Birthdate>
        <ExpiryDate>2018-08-13</ExpiryDate>
        <GenderCode>F</GenderCode>
        <GivenName>ANNE</GivenName>
        <IdentityDocID>122331231312</IdentityDocID>
        <IdentityDocTypeCode>PT</IdentityDocTypeCode>
        <IssuingCountryCode>GB</IssuingCountryCode>
        <CitizenshipCountryCode>GB</CitizenshipCountryCode>
        <Surname>SURNAMEONE</Surname>
      </IdentityDoc>
      <PaxID>PAX1</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 sellers to make use of this functionality should review their implementation and make changes to their OrderChangeRQ in NDC version 21.3.

2. Cross sale enabled for chargeable seats via interline-EMD on AC and SK

Currently, for partners who have already integrated with SeatAvailability, travel sellers are able to select **free** seats for passengers for SQ and AC (Air Canada) /SK (Scandinavian Airlines) operated segments.

SQ NDC has released an enhancement to allow sellers to select **chargeable** seats for passengers for AC and SK operated segments.

In SeatAvailabilityRS, AC/SK seat maps will be returned with seat price and seat characteristics information.

Sample of SeatAvailabilityRS:

```
<ns2:SeatRow>
  <ns2:RowNumber>16</ns2:RowNumber>
  <ns2:CharacteristicsCode>K</ns2:CharacteristicsCode>
  <ns2:Seat>
    <ns2:CabinColumnID>A</ns2:CabinColumnID>
    <ns2:OccupationStatusCode>F</ns2:OccupationStatusCode>
    <ns2:CharacteristicCode>CH</ns2:CharacteristicCode>
    <ns2:CharacteristicCode>L</ns2:CharacteristicCode>
    <ns2:CharacteristicCode>LS</ns2:CharacteristicCode>
    <ns2:CharacteristicCode>OW</ns2:CharacteristicCode>
    <ns2:CharacteristicCode>W</ns2:CharacteristicCode>
    <ns2:SeatProfileRefID>SP1-SEG4</ns2:SeatProfileRefID>
    <ns2:OfferItemRefID>PRICE1-SEG4</ns2:OfferItemRefID>
  </ns2:Seat>
</ns2:SeatRow>
```

Once the chargeable seat has been selected and payment made, an Electronic Miscellaneous Document-Ancillary (EMD-A) will be issued for the seat per current process.

a. For voluntary changes:

There is no change to the current ancillary sales policy where for voluntary changes / cancellations, seat selection EMD-As are non-refundable.

b. For involuntary changes:

In the scenario of involuntary change (i.e. airline-initiated change e.g. aircraft change, schedule change etc.), if applicable, a new EMD-A will be automatically issued for the paid seat and auto-associated to the ET (the new EMD number can be retrieved in the OrderRetrieveRS). Otherwise, travel agents can reach out to get offline assistance with the disassociated paid seat.

Example of OrderRetrieveRS when new EMD-A is automatically issued and auto-associated to the ET after involuntary change:

ET – 6182455743627

Old EMD – 6184572612294

New EMD – 6184572612295

```
<ns2:TicketDocInfo>
  <ns2:AgentIDs>
    <ns2:AgentID>
      <ns2:Type>B</ns2:Type>
      <ns2:ID>9999WS/SU</ns2:ID>
    </ns2:AgentID>
  </ns2:AgentIDs>
  <ns2:TicketDocument>
    <ns2:TicketDocNbr>6184572612294</ns2:TicketDocNbr>
    <ns2:Type>J</ns2:Type>
    <ns2:NumberOfBooklets>1</ns2:NumberOfBooklets>
    <ns2:DateOfIssue>2024-12-20</ns2:DateOfIssue>
    <ns2:CouponInfo>
      <ns2:CouponNumber>1</ns2:CouponNumber>
      <ns2>Status>I</ns2>Status>
      <ns2:InConnectionWithInfo>
        <ns2:InConnectionDocNbr>6182455727800</ns2:InConnectionDocNbr>
        <ns2:InConnectonCpnNbr>1</ns2:InConnectonCpnNbr>
      </ns2:InConnectionWithInfo>
      <ns2:ReasonForIssuance></ns2:ReasonForIssuance>
    </ns2:CouponInfo>
    <ns2:ReportingType>BSP</ns2:ReportingType>
  </ns2:TicketDocument>
  <ns2:PassengerReference>PAX2</ns2:PassengerReference>
</ns2:TicketDocInfo>
<ns2:TicketDocInfo>
  <ns2:AgentIDs>
    <ns2:AgentID>
      <ns2:Type>B</ns2:Type>
      <ns2:ID>9999WS/SU</ns2:ID>
    </ns2:AgentID>
```

```

</ns2:AgentIDs>
<ns2:TicketDocument>
  <ns2:TicketDocNbr>6184572612295</ns2:TicketDocNbr>
  <ns2:Type>J</ns2:Type>
  <ns2:NumberOfBooklets>1</ns2:NumberOfBooklets>
  <ns2:DateOfIssue>2024-12-20</ns2:DateOfIssue>
  <ns2:CouponInfo>
    <ns2:CouponNumber>1</ns2:CouponNumber>
    <ns2:Status>I</ns2:Status>
    <ns2:ServiceReferences>SEAT472</ns2:ServiceReferences>
    <ns2:InConnectionWithInfo>
      <ns2:InConnectionDocNbr>6182455727800</ns2:InConnectionDocNbr>
      <ns2:InConnectonCpnNbr>2</ns2:InConnectonCpnNbr>
    </ns2:InConnectionWithInfo>
    <ns2:ReasonForIssuance>
      <ns2:RFIC>A</ns2:RFIC>
      <ns2:Code>OB5</ns2:Code>
    </ns2:ReasonForIssuance>
  </ns2:CouponInfo>
  <ns2:ReportingType>BSP</ns2:ReportingType>
</ns2:TicketDocument>
<ns2:PassengerReference>PAX2</ns2:PassengerReference>
</ns2:TicketDocInfo>

```

Feature availability:

Available in Test and Production systems in both NDC versions 18.1 and 21.3.

Action for partners:

No action required by partners to activate this feature. SeatAvailabilityRS will return AC/SK seat maps for chargeable seat selection upon activation by SQ.

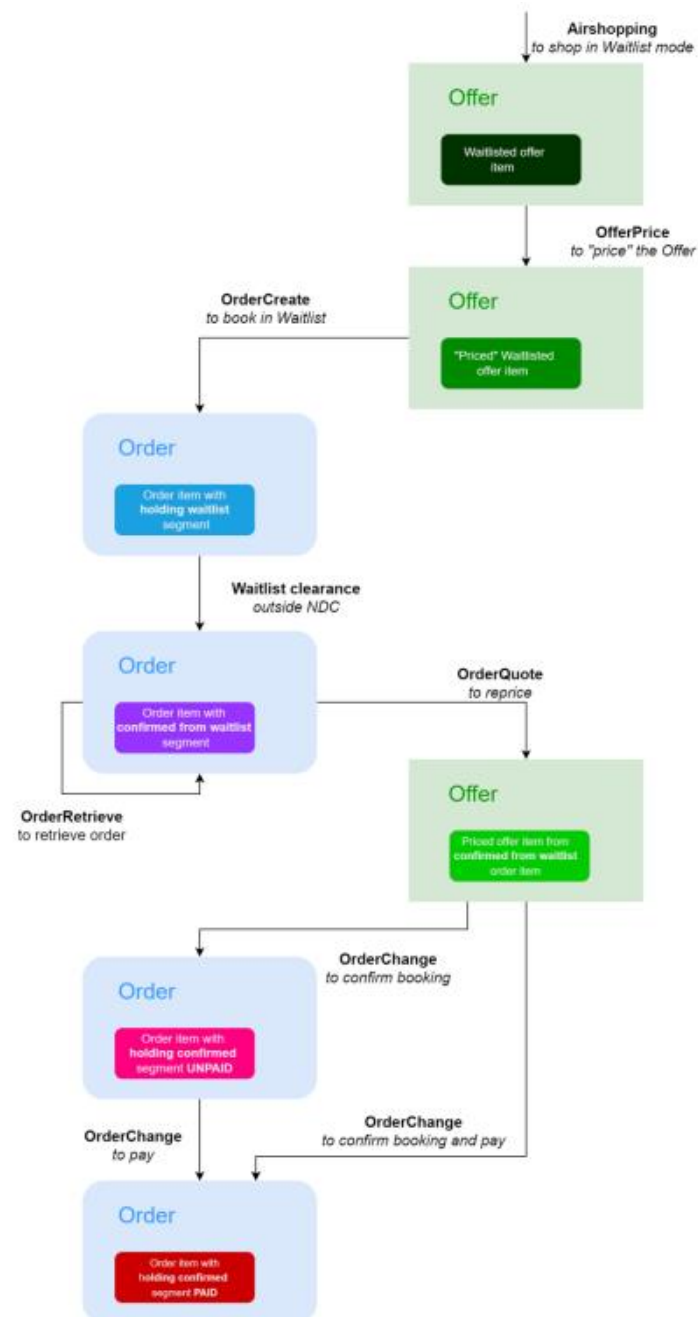
3. Waitlist in NDC

Currently, AirShoppingRS only returns Offers for flights with available inventory. When Travel Seller selects an offer and creates a booking, the passenger is confirmed on the flight.

SQ NDC has released an enhancement to allow Sellers to search for offers on fully booked flight(s) which are available for waitlist. Passengers who would like to travel on these specific flights can then be waitlisted. If the waitlist is cleared, passenger becomes confirmed on the request flight.

Shopping with waitlist mode is an input driven process – by providing a waitlist preference during shopping, SQ will then return offers containing a mix of flights with available inventory (and can be confirmed immediately) and flights which are available for waitlist.

The following flowchart illustrates the end-to-end flow from requesting a waitlist to ticket issuance:



1. AirShopping:

- "Preferred" must be provided in input of the waitlist criteria in AirShoppingRQ to request for waitlisted offers to be returned alongside confirmed offers

2. OfferPrice:
 - Waitlisted Offer is priced and informative price is returned
3. OrderCreate (in deferred payment):
 - Order with waitlisted OrderItem is created in deferred payment
 - No Price Guarantee Time Limit is returned for waitlisted OrderItem
 - A warning message is returned 'WAITLISTED SEGMENTS BOOKED - REPRICING REQUIRED'
4. Waitlist clearance:
 - Waitlisted OrderItem is either confirmed/denied by the airline outside NDC flow or remains waitlisted
5. OrderChangeNotification (OCN)
 - If confirmed, an OCN with reason code 6 - Flight status modified due to waitlist clearance - is sent to the travel seller
6. OrderRetrieve:
 - If confirmed:
 - OrderItem is returned with waitlist confirmed (KL) status
 - A warning message is returned "WAITLISTED ORDER ITEM CONFIRMED - PLEASE REPRICE"
 - If denied:
 - OrderItem is updated and waitlist removed
 - If neither confirmed nor denied:
 - OrderItem remains with holding waitlist (HL) status
7. OrderQuote:
 - As no Price Guarantee Time Limit is provided for waitlisted items, Travel Seller is required to reprice the order with OrderQuote prior to confirming the booking with OrderChange
8. OrderChange with or without payment:
 - Travel Seller confirms the booking and either pays for all unpaid order item(s) in the same OrderChange or pays later in another OrderChange
 - OrderItem is returned with confirmed (HK) status
9. OrderChange with payment (optional):
 - Travel seller pays for all unpaid order item(s) if payment was not done while confirming the booking

Segment status codes used in Order:

- Holding Waitlist: This status is used when a flight is overbooked or if the desired class of service is full, and a passenger is placed on a waitlist and it is represented as **HL** in the order.

- Confirmed from Waitlist: This status is used when a passenger who was on a waitlist for a flight and gets a confirmed seat due to cancellations or changes in the flight's availability and it is represented as **KL** in the Order.
- Holding Confirmed: This status is used when a passenger books a flight and seat is confirmed and it is represented as **HK** in the Order.

Feature availability:

Available in Test systems in NDC versions 21.3 upon request.

Target date to be available in Production systems – *To be confirmed*

Action for partners:

Partners who wish to integrate this feature may write to their Implementation and Engagement leads for additional details and to request the necessary configuration updates.

General Notices to Partners

1. Reminder regarding display of Point of Origin (POO) fares and Currencies

Point of Origin (POO) fares are returned when Seller searches for itineraries which are different from their Point of Sale (POS) (eg. Seller from POS Australia searches for SIN-DEL return flights).

Difference between POS and POO fares:

- POS: Seller from AU searches for SYD-LHR flight, fare is returned in AUD
- POO: Seller from AU searches for SIN-HND flight, fare is returned in SGD and converted to AUD

When searching for a POO itinerary, NDC converts the POO fare backend to Seller's POS currency (eg. AUD), and returns in Airshopping RS the fare in Seller's POS Currency.

```
<Price>
  <BaseAmount CurCode="AUD">241.00</BaseAmount>
  <TaxSummary>
    <TotalTaxAmount CurCode="AUD">77.80</TotalTaxAmount>
  </TaxSummary>
  <TotalAmount CurCode="AUD">318.80</TotalAmount>
</Price>
<Service>
```

Today SQ has pre-issuance checks in place to block any ticketing that is not performed in the sellers's allowable POS currency. As such sellers will face an error should they try to ticket in the wrong currency. Partners should note to consider collectively both Fare amount and Currency values during NDC integration, including mapping the fare display on partner's respective NDC Platforms/GUIs. Hardcoding Currencies to return on NDC platforms/GUIs without considering the fare amount, is not recommended as this can lead to wrong fares and currencies being displayed to Sellers/Customers.

Action for partners:

Partners to review their implementation to ensure accurate display of fare amount and currency.

2. Reminder regarding booking with Infants

Infant bookings are only allowed with an accompanying Adult present in the same order. An association between the Infant and the Adult needs to be established by adding the <PaxRefID> in the Infant pax details when the order is created.

```
<Pax>
  <Individual>
    <Birthdate>2024-03-13</Birthdate>
    <GivenName>INFANT</GivenName>
    <IndividualID>PAX11</IndividualID>
```

```
<Surname>TWO</Surname>
<TitleName>MSTR</TitleName>
</Individual>
<PaxID>PAX11</PaxID>
<PaxRefID>PAX1</PaxRefID>
<PTC>INF</PTC>
</Pax>
```

Note:

- For bookings created with standard ADT/INF PTCs, if <PaxRefID> is not sent in the OrderCreateRQ, infant is automatically associated to the first adult in the booking and OrderCreation is successful.
- For bookings created with other INF type PTCs (eg. ITF, JNF, LIF etc.), if <PaxRefID> is not sent in the OrderCreateRQ, infants will **not** be associated to any adults in the booking and sellers will face an error at OrderCreation.

For consistency in behaviour and implementation for all infant type bookings, partners should include the <PaxRefID> for all Infant bookings.

Action for partners:

Partners to review their implementation to ensure all for bookings with infants, <PaxRefID> is included to associate infant to an adult.

3. 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. Once the EMD is disassociated, the ancillary is no longer confirmed with payment. At this point, the Automated Issuance Limit (AIL) of **24 hours** will be applied and the service will drop from the booking once the 24 hour time limit is exceeded. Sellers should reach out to SQ for offline servicing to rebook the ancillary or re-associate the EMD.

Sample version 21.3 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 for Sellers to action accordingly:

1. <Statuscode> of an ancillary to reflect the confirmation status
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.