

SIA NDC Updates

Date: 25 July 2025

Summary:

Updates to SIA NDC Functionality

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

1. Add corporate code at OrderReshop
2. Addition/deletion of passenger's contact information (CTCE/CTCM)
3. SQ Meal Selection in NDC
4. 21.3 OrderQuote API grammar change – <AlaCarteOffer> changed to <RequotedOffer>

General notices to partners

1. Clarification regarding blocking payment and issuances of chargeable ancillaries added outside of the NDC channel

Updates to SIA NDC Functionality

1. Add corporate code at OrderReshop

SQ NDC has released an enhancement which allows Sellers to reshop with a fare access code (also known as a corporate access code).

Currently, for Sellers who issued tickets with a market fare, they will not be able to reshop private fares using a fare access code when making an exchange. In OrderReshopRS, only offers with market fares are returned.

With this enhancement, Sellers will be able to:

- 1) Add a fare access code to exchange an offer from a market fare to a private fare.
- 2) Exchange an existing private fare with another offer with a different private fare by updating the fare access code.

Sample of OrderReshopRQ:

```
<OrderCriteria>
  <ProgramCriteria>
    <ProgramAccount>
      <AccountID>123456</AccountID>
    </ProgramAccount>
    <ProgramOwner>
      <Carrier>
        <AirlineDesigCode>SQ</AirlineDesigCode>
      </Carrier>
    </ProgramOwner>
  </ProgramCriteria>
</OrderCriteria>
```

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 OrderReshopRQ in NDC version 21.3.

2. Addition/deletion of passenger's contact information

SQ NDC has released an enhancement to allow sellers to modify the passenger's contact information after the booking has been created, namely their contact number and email address.

As the feature only permits passenger contact information to be added or deleted, existing contact information in the booking cannot be modified directly. Instead, Sellers will be required to delete previous information before the new contact information can be added.

This functionality is enabled for both unticketed and ticketed bookings.

Sample of OrderChangeRQ (Addition):

```
<cns:ChangeOrderChoice>
  <cns:UpdatePax>
    <cns:New>
      <cns:PaxRefID>PAX2</cns:PaxRefID>
    </cns:New>
  </cns:UpdatePax>
</cns:ChangeOrderChoice>
<cns:DataLists>
  <cns:ContactInfoList>
    <cns:ContactInfo>
      <cns:ContactInfoID>CTCPAX2_3</cns:ContactInfoID>

<cns:ContactPurposeText>NTF</cns:ContactPurposeText>
      <cns:EmailAddress>
        <cns:ContactTypeText>OTH</cns:ContactTypeText>

<cns:EmailAddressText>newpax@amadeus.com</cns:EmailAddressText>
      </cns:EmailAddress>
      <cns:IndividualRefID>PAX2</cns:IndividualRefID>
      <cns:Phone>
        <cns:ContactTypeText>PER</cns:ContactTypeText>
        <cns:PhoneNumber>12345678901</cns:PhoneNumber>
      </cns:Phone>
    </cns:ContactInfo>
  </cns:ContactInfoList>
  <cns:PaxList>
    <cns:Pax>
      <cns:PaxID>PAX2</cns:PaxID>
    </cns:Pax>
  </cns:PaxList>
</cns:DataLists>
```

Sample of OrderChangeRQ (Deletion):

```
<cns:ChangeOrderChoice>
  <cns:UpdatePax>
    <cns:Current>
      <cns:PaxRefID>PAX2</cns:PaxRefID>
    </cns:Current>
  </cns:UpdatePax>
</cns:ChangeOrderChoice>
<cns:DataLists>
  <cns:ContactInfoList>
    <cns:ContactInfo>
      <cns:ContactInfoID>CTCPAX2_3</cns:ContactInfoID>

<cns:ContactPurposeText>NTF</cns:ContactPurposeText>
      <cns:EmailAddress>
        <cns:ContactTypeText>OTH</cns:ContactTypeText>

<cns:EmailAddressText>newpax@amadeus.com</cns:EmailAddressText>
```

```

        </cns:EmailAddress>
        <cns:IndividualRefID>PAX2</cns:IndividualRefID>
        <cns:Phone>
            <cns:ContactTypeText>PER</cns:ContactTypeText>
            <cns:PhoneNumber>12345678901</cns:PhoneNumber>
        </cns:Phone>
    </cns:ContactInfo>
</cns:ContactInfoList>
<cns:PaxList>
    <cns:Pax>
        <cns:PaxID>PAX2</cns:PaxID>
    </cns:Pax>
</cns:PaxList>
</cns: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.

3. SQ Meal Selection in NDC

SQ has created a proprietary Meal Selection API, designed to allow Sellers to be able to perform meal selection and deletion directly on the NDC platform for all SQ meals, including:

- SPML (Special Meal)
- INFM (In-Flight Menu)
- BTC (Book-The-Cook)

Currently, Sellers selecting meals for SQ NDC bookings are limited to IATA Special Meals (SPML) returned in ServiceList. With the Meal Selection API, Sellers will be able to pre-select INFM and BTC meals (if eligible).

The meal selection flow consists of 4 APIs:

1. **Get Selected Meals API:** returns the available meal services to have meal selected and information on the selected meals (if any)
2. **Get Menu API:** returns the applicable menu for the requested flight segment, meal service and passenger type
3. **Update Meals API:** allows the selection or update of meal for a given passenger, flight segment and meal service. Multiple selections or updates can be made in a single request
4. **Delete Meals API:** allows the deletion of previously selected meals in the PNR. Multiple deletions can be made in a single request

Note: Meal Selection APIs are designed to be interdependent, meaning the API request of one service will require inputs from the API response of a prior service.

For more information on the types of meals offered onboard Singapore Airlines, please refer [here](#).

Scope:

- Sellers must be authorized to retrieve and manage the NDC booking.
- Bookings must be made via SQ NDC channel.
- Meal selection is available for un-flown flights only.
- Meal selection is available for both ticketed and unticketed bookings.
- The Meal Selection API requests will need to be encrypted when being sent to SQ. The Get Selected Meals API success response will need to be decrypted by partner before the data can be read. The other three API responses will not require decryption.

Limitations:

- Bookings created outside of SQ NDC channel.
- Bookings with non-SQ operated flights.
- For selection of Special Meals (SPML), even if there are multiple meal services within the flight segment, the Update Meals API will only allow SPML to be selected for one meal service within the flight segment. The selected SPML will automatically apply to all other meal services within the same flight segment. Consequently, selection of different SPML for different meal services within the same flight segment is not allowed.
- Additionally, even if Special Meal (SPML) has been selected as the meal for one of the meal services within the flight segment, it is still allowable for BTC or INFM to be selected for the other meal service within the same flight segment.

Feature Availability:

Available in test system for all partners to integrate.

Available in production from August 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.

4. 21.3 OrderQuote API grammar change – <AlaCarteOffer> changed to <RequotedOffer>

For partners on NDC API version 21.3, <AlaCarteOffer> has been changed to <RequotedOffer> for offers returned following ancillary shopping (through ServiceList or SeatAvailability).

Existing:

```
<ReshopResults>
  <ReshopOffers>
    <ALaCarteOffer>
      <OfferID>SP14-17355650550867267105-1</OfferID>
      <OfferItem>
        <Eligibility>
          <OfferFlightAssociations>
            <PaxSegmentReferences>
              <PaxSegmentRefID>SEG1</PaxSegmentRefID>
              <PaxSegmentRefID>SEG2</PaxSegmentRefID>
            </PaxSegmentReferences>
          </OfferFlightAssociations>
          <PaxRefID>PAX2</PaxRefID>
        </Eligibility>
        <OfferItemID>SP14-17355650550867267105-1-1</OfferItemID>
        <Service>
          <ServiceDefinitionRefID>SRV0</ServiceDefinitionRefID>
          <ServiceID>SER1</ServiceID>
        </Service>
        <UnitPrice>
          <BaseAmount CurCode="KRW">157000</BaseAmount>
          <TaxSummary>
            <TotalTaxAmount CurCode="KRW">0</TotalTaxAmount>
          </TaxSummary>
          <TotalAmount CurCode="KRW">157000</TotalAmount>
        </UnitPrice>
      </OfferItem>
```

Updated:

```
<ReshopResults>
  <ReshopOffers>
    <RequotedOffer>
      <AddedOfferItem>
        <OfferItemID>SP2P-6171478673783222604-1-2</OfferItemID>
        <ReshopPrice>
          <PriceAndFareDetails>
            <Price>
              <BaseAmount CurCode="KRW">105500</BaseAmount>
            </Price>
            <TaxSummary>
              <TotalTaxAmount CurCode="KRW">0</TotalTaxAmount>
            </TaxSummary>
          </PriceAndFareDetails>
        </ReshopPrice>
      </AddedOfferItem>
    </RequotedOffer>
  </ReshopOffers>
</ReshopResults>
```

```
</TaxSummary>  
  <TotalAmount CurCode="KRW">105500</TotalAmount>  
</Price>  
</PriceAndFareDetails>  
</ReshopPrice>
```

Action for Partners:

Partners should review their implementation and update changes where necessary.

Note: this change is now effective in test systems and is scheduled to take effect in production on **6 October 2025 (tentative)**. If you have any concerns, please reach out to your respective Engagement Lead.

General Notices to Partners

1. Clarification regarding blocking payment and issuances of chargeable ancillaries added outside of the NDC channel

When chargeable ancillaries (eg. chargeable seats, excess baggage) for an NDC booking is added through a non-NDC channel (eg. SQ website, mobile app), Sellers will no longer be able to pay for these add-ons on NDC. This ensures the integrity of the NDC booking in terms of pricing and settlement.

Sellers will receive the following responses in each flow:

- a. When attempting an OrderCreate, error message will read "ERROR AT ISSUANCE TIME: OFFER PRICING CONTEXT MODIFIED OUTSIDE OF NDC, PLEASE REPRICE WITHIN NDC"
- b. When attempting an OrderChange, warning message will read "EMD ISSUANCE FAILED. PLEASE RETRY.: OFFER PRICING CONTEXT MODIFIED OUTSIDE OF NDC, PLEASE REPRICE WITHIN NDC"

In such instances, Sellers are advised to:

- a. Complete the transaction in the external channel: Continue with the EMD issuance where the seat selection was originally made. For example, chargeable seats selected through the SQ website should be paid for on the website as well.
- b. Remove the chargeable ancillaries: for partners who have implemented the feature to remove free and unpaid services, Sellers can remove the unpaid ancillaries and re-select them through the NDC channel. Alternatively, unpaid ancillaries are held for 24 hours. After the time limit, unpaid ancillaries are dropped and Sellers can reselect the ancillaries through the NDC channel. If needed, Sellers can also contact our Sales Operations team to request removal of the previously selected chargeable ancillaries. Once removed, Seller can reselect the ancillaries through the NDC channel.