

SIA NDC Updates

Date: 01 August 2025

Summary:

Updates to SIA NDC Functionality

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

1. Baseline activation of self-reaccommodation (SREAC) functionality for involuntary servicing

Updates to SIA NDC Functionality

1. Baseline activation of self-reaccommodation (SREAC) functionality for involuntary servicing

SQ NDC will be activating the self-reaccommodation (SREAC) functionality for all partners. SREAC allows sellers to acknowledge, rebook or refund disrupted bookings without penalties following an airline-initiated involuntary change through their NDC channel.

Note: This functionality has already been enabled for all partners in Test Environment since 2024. For more information, please refer to SQ NDC Updates 01 December 2023.

SREAC offers several key features - when an involuntary change occurs, sellers can take the following actions:

- a) **Acknowledgment:** If the passenger is satisfied with the new itinerary, the change can be acknowledged.
- b) **Rebook:** If the passenger wishes to travel on a different flight, rebooking can be done with penalties waived.
- c) **Refund:** 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.

When a PNR is disrupted, the system will automatically detect the involuntary change and present the available SREAC options: acknowledgement, rebook, or refund. Sellers are encouraged to service the disrupted booking as soon as possible, as access to other NDC servicing options may be limited until one of the SREAC actions is taken. Once a SREAC action has been completed, the PNR will no longer be treated as disrupted. Normal servicing options and fare rules will apply for subsequent changes.

Some of the SREAC features will require implementation by partners. An integration summary for each follow-up action is as follows:

- a) **Refund:** No changes from standard OrderReshop/OrderCancel
- b) **Acknowledgement:** Requires an additional OrderChange call
- c) **Rebook:** Requires implementation of the involuntary reshop flow (changing only the disrupted bound).

To ensure Sellers have the maximum autonomy to manage their bookings and deliver a seamless experience for passengers, partners should aim to integrate all SREAC features. Sellers may reach out to Sales Operations team for offline support during this transition period.

If SREAC is not applicable to a specific involuntary change scenario, the SREAC options will not be displayed. In some cases, sellers may be required to contact our Sales Operations team for offline assistance.

Feature Availability:

Available in test systems.

Target 15 August 2025 in production systems. Singapore Airlines will perform the activation for all our partners. If you have any concerns, please reach out to your respective Engagement/Implementation leads.

Action for Partners:

No action is required for partners with SREAC functionality.

For partners who have not implemented SREAC functionality, we would like to remind all partners that the features mentioned above have been available in the test system. As this functionality allows agents to manage any involuntary change scenarios through self-service, we expect all our distribution partners to implement the features. SQ will continue to support you through your integration process.