

SIA NDC Updates

Date: 30 September 2025

Summary:

Updates to SIA NDC Functionality

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

1. Open ticket – cancel an order without refund and reuse ticket value
2. Updated fare conditions returned in <PriceClassList>

General notices to partners

1. Clarification regarding changes in self-eligibility rule for self-reaccommodation
2. Clarification regarding eligibility criteria for Emergency Exit (EMEX) seat selection

Updates to SIA NDC Functionality

1. Open ticket – cancel an order without refund and reuse ticket value

SQ NDC has released an enhancement that allow Sellers to cancel an order and retain the ticket value. The order can later be retrieved and exchanged with any applicable change/no-show penalties.

Currently, when a Seller cancels an order in NDC, they can only opt to refund their order with cancellation penalties applied.

With this enhancement, Sellers now have an additional option to cancel their flights without refunding the ticket value, retaining the ticket for future use. The Seller can then retrieve the order later and perform an OrderReshop to exchange for a new itinerary within the existing order. The existing option to cancel and refund the ticket continues to be available to Sellers.

Note: Penalties will apply at the time of exchange. No-show penalties will apply if the ticket is exchanged after flight departure of the original ticketed segment(s) as per ATPCo rules.

The end-to-end flow of open ticket is as follows:

1) **Cancel order without refund:** OrderRetrieve > OrderReshop > OrderChange

If the order is eligible, OrderReshop returns two OfferIDs:

1. <OfferID>SQ618XXXXXX00-REFUND</OfferID>
2. <OfferID> SQ618XXXXXX00-REUSE_VALUE</OfferID>

The second offerID <OfferID> SQ618XXXXXX00-REUSE_VALUE</OfferID> should be passed in OrderChangeRQ to cancel the order without refund.

2) **Reuse open ticket:** OrderRetrieve > OrderReshop > OrderQuote > OrderChange

The order can be retrieved within 90 days after the last flight departure date of the original segment(s) in the ticket. A new field <BilateralTimeLimit> is returned in OrderRetrieveRS containing a time limit which the order can be retrieved up to. Once the time limit is exceeded, the order can no longer be retrieved in NDC. In such cases, Seller should seek offline assistance for further servicing.

The ticket can be exchanged through OrderReshop (following the existing reshop flow). Any existing change/no-show penalties and additional collection amounts (ADC) will be returned in OrderQuoteRS based on the value of the existing ticket. Instant payment in OrderChange is mandatory for reissuance of the new ticket.

Note: EMDs associated to the order will be removed and are not eligible for exchange.

Feature Availability:

Available in test system for all partners only in NDC version 21.3.

Action for Partners:

Please approach your respective SQ engagement lead or email NDC_Support@singaporeair.com.sg to activate in functionality in production.

2. Updated fare conditions returned in <PriceClassList>

SQ NDC has released an enhancement to improve the accuracy of the fare conditions returned in <PriceClassList> in the following APIs – AirShopping, OfferPrice, OrderRetrieve, OrderReshop. Currently, fare conditions for the standard fare families are returned in <PriceClassList>.

With the enhancements, specific fare conditions can be returned for special fares (eg. student, marine fares) and unique fare conditions in specific markets (eg. Korea, South Africa).

Partners may also see some performance improvements, particularly for the OfferPrice with Upsell use case.

Sample <PriceClassList> returned for ICN-SIN in NDC version 18.1:

Existing	New
<pre><PriceClass> <PriceClassID>FF31</PriceClassID> <Name>Economy Standard</Name> <Desc> <DescID>CANCEL_BEFOREDEPARTURE </DescID> <DescText>USD 100-200</DescText> </Desc> <Desc> <DescID>CANCEL_NOSHOWFIRST </DescID> <DescText>USD 100</DescText> </Desc> <Desc> <DescID>CHANGE_BEFOREDEPARTURE </DescID> <DescText> USD 20-50</DescText> </Desc> <Desc> <DescID>AWARD_UPGRADE</DescID> <DescText>Allowed</DescText> </Desc> <Desc> <DescID>AWARD_ACCRUAL</DescID> <DescText>75%</DescText> </Desc> <Desc> <DescID>BAGGAGEALLOWANCE_CARRYON </DescID> <DescText>1 piece Up to 7kg Each. Sum of length, width and height of each piece should not Exceed 115cm.</DescText> </Desc> </Desc></pre>	<pre><PriceClass> <PriceClassID>FF31KRS</PriceClassID> <Name>Economy Standard KR SH</Name> <Desc> <DescID>CANCEL_BEFOREDEPARTURE </DescID> <DescText>USD 100</DescText> </Desc> <Desc> <DescID>CANCEL_NOSHOWFIRST </DescID> <DescText>USD 100</DescText> </Desc> <Desc> <DescID>CHANGE_BEFOREDEPARTURE </DescID> <DescText>USD 20</DescText> </Desc> <Desc> <DescID>AWARD_UPGRADE</DescID> <DescText>Allowed</DescText> </Desc> <Desc> <DescID>AWARD_ACCRUAL</DescID> <DescText>75%</DescText> </Desc> <Desc> <DescID>BAGGAGEALLOWANCE_CARRYON </DescID> <DescText>1 piece Up to 7kg each. Sum of length, width and height of each piece should not exceed 115cm.</DescText> </Desc> <Desc> <DescID>BAGGAGEALLOWANCE_CHECKED</pre>

<pre> <DescID>BAGGAGEALLOWANCE_CHECKED </DescID> <DescText>30</DescText> </Desc> <Desc> <DescID>SEATSELECTION</DescID> <DescText>Complimentary (Standard Seats)</DescText> </Desc> </PriceClass> </pre>	<pre> </DescID> <DescText>30kg</DescText> </Desc> <Desc> <DescID>SEATSELECTION</DescID> <DescText>Complimentary (Standard Seats)</DescText> </Desc> </PriceClass> </pre>
---	--

Sample <PriceClassList> returned for DPS-SIN in NDC version 21.3:

Existing	New
<pre> <PriceClass> <Code>FF41</Code> <Desc> <DescText>Booking cancellation fee - USD 150-300</DescText> </Desc> <Desc> <DescText>Booking no-show fee - USD 100-300</DescText> </Desc> <Desc> <DescText>Booking change fee - USD 50-100</DescText> </Desc> <Desc> <DescText>Upgrade with miles - Not Allowed</DescText> </Desc> <Desc> <DescText>Earn KrisFlyer miles - 50%</DescText> </Desc> <Desc> <DescText>Cabin baggage - 1 piece Up to 7kg each. Sum of length, width and height of each piece should not exceed 115cm. </DescText> </Desc> <Desc> <DescText>Check-in baggage - 25</DescText> </Desc> <Desc> <DescText>Seat Selection - Chargeable</DescText> </Desc> <Name>Economy Value</Name> <PriceClassID>FF41</PriceClassID> </PriceClass> </pre>	<pre> <PriceClass> <Code>FF41IDS</Code> <Desc> <DescText>Booking cancellation Fee - IDR 2,250,000</DescText> </Desc> <Desc> <DescText>Booking no-show fee - IDR 1,500,000</DescText> </Desc> <Desc> <DescText>Booking change fee - IDR 750,000</DescText> </Desc> <Desc> <DescText>Upgrade with miles - Not Allowed</DescText> </Desc> <Desc> <DescText>Earn KrisFlyer miles - 50%</DescText> </Desc> <Desc> <DescText>Cabin baggage - 1 piece Up to 7kg each. Sum of length, width and height of each piece should not exceed 115cm. </DescText> </Desc> <Desc> <DescText>Check-in baggage - 25kg</DescText> </Desc> <Desc> <DescText>Seat Selection - Chargeable</DescText> </Desc> <Name>Economy Value ID SH</Name> <PriceClassID>FF41IDS</PriceClassID> </PriceClass> </pre>

Feature Availability:

Available in test system for all partners upon request.

Target early-November 2025 in production systems.

Note: Singapore Airlines will perform the activation for all partners. If you have any concerns, please reach out to your respective Engagement/Implementation Leads.

[Action for Partners:](#)

Partners should review their implementation across the relevant APIs and make changes if required.

General Notices to Partners

1. Clarification regarding changes in self-eligibility rule for self-reaccommodation

As of 15 Sep 2025, SQ's B2B schedule change policy has been revised. The eligibility criteria for reissuance/refund without penalties will be as follows:

- a. Tickets must be issued on 618 ticket stock
- b. Involuntary change in original arrival or departure time of **60 minutes** or more, or
- c. Time change of less than 60 minutes but results in Minimum Connecting Time (MCT) not being met, or
- d. Cancellation with no alternative, or
- e. Original booked cabin is no longer available due to aircraft change

Summary of schedule change scenarios:

Schedule Change Scenario	Eligible Based on Policy	Supported by SREAC for involuntary Rebooking	How to Handle	Supported by SREAC for Involuntary Refund	How to Handle
Arrival time delayed >60mins	Yes	Yes	Supported via SREAC	Yes	Supported via SREAC
Departure time change >60mins (no arrival time change)	Yes	No	Offline assistance required	Yes	Supported via SREAC
Earlier arrival time >60mins	Yes	No	Offline assistance required	Yes	Supported via SREAC
Time change < 60mins, MCT undercut	Yes	No	Offline assistance required	Yes	Supported via SREAC
Cancellation with no alternative	Yes	No	Offline assistance required	Yes	Supported via SREAC
Any time change <60mins, meets MCT	No	No	Acknowledge change	Yes	Acknowledge change before doing a voluntary Refund

SQ NDC has updated the self-accommodation (SREAC) functionality to align with the revised policy.

- a) Involuntary rebooking
 - a. Please note that some schedule change scenarios are not fully supported via SREAC (also highlighted in yellow in the table above). Sellers are advised to seek offline assistance if required.
- b) Involuntary refund

- a. Eligible for refund in NDC regardless of whether it falls within SQ's eligibility criteria. Sellers are expected to acknowledge the disruption, then proceed to do a voluntary refund. Failure to adhere to this criterion will result in ADMs issued by SQ.

Action for Partners:

Partners who have integrated SREAC to review their implementations and ensure SQ's policy is communicated clearly if required.

2. Clarification regarding eligibility criteria for Emergency Exit (EMEX) seat selection

Passengers occupying EMEX seats may be required to provide assistance in the event of an emergency and must meet the eligibility criteria as per the flight safety guidelines of the Civil Aviation Authority of Singapore (CAAS).

Note: EMEX seats can be identified by the Characteristic Code "E" returned in SeatAvailabilityRS.

SQ has the sole discretion, at check-in, boarding, or onboard, to determine whether a passenger meets the requirements to sit in an EMEX Seat. If the passenger does not meet the requirements, they will be assigned a different seat with no refund of any advanced seat selection fees that were paid.

A passenger occupying an EMEX Seat must:

- (i) Be willing and able to assist in the unlikely event of an emergency;
- (ii) Be at least 15 years of age on the date of the first flight;
- (iii) Be fully able-bodied and have sufficient physical dexterity, strength and mobility to open, operate and pass through the emergency exit doors without assistance and without impeding others;
- (iv) Be able to follow written and/or verbal safety instructions and/or other instructions from cabin crew in English;
- (v) Be in good health at the time of check-in, boarding, and during the flight;
- (vi) Not be pregnant;
- (vii) Not be a person who appears incapable of operating or assisting with the operation of the emergency exit, which may include an elderly or frail person;
- (viii) Not be a passenger with restricted mobility, which shall include persons with a physical or intellectual disability, persons who are using wheelchair or other assistive devices, and persons who are impaired due to any other cause as they may endanger themselves or others in the event of an emergency;
- (ix) Not have an amputated or prosthetic limb;
- (x) Not travelling with or be directly responsible for the caring of children under the age of 15 years, infants, elderly, passengers with restricted mobility, persons who require safety assistance for emergency evacuation, a guide dog, or any other assistance animal;
- (xi) Not be a deportee or a prisoner in custody;

- (xii) Not under the influence of any intoxicating substance at check-in, boarding, and during the flight;
- (xiii) Not require an extension seat belt; and
- (xiv) Not use the Inflight Entertainment System during aircraft taxi, take-off or landing.

When Seller selects EMEX seats for passengers, SQ will automatically restrict ineligible passengers from selecting EMEX seats during booking where possible. However, not all criteria can be identified through the NDC APIs alone. As such, SQ recommends displaying a disclaimer message on their platform during the seat selection flow for clarity purposes prior to booking EMEX seats.

Action for Partners:

Partners are to ensure that the following information is reflected clearly on their platforms for Sellers to action accordingly.

The full list of Terms and Conditions for advance seat selection can be found here:

https://www.singaporeair.com/en_UK/sg/global_footer/Advance-Seat-Selection-TC/