

SIA NDC Updates

Date: 11 December 2025

Summary:

Updates to SIA NDC Functionality

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

1. Changes to storage of Seller contact details in PNR
2. OfferPrice upsell to view more fare options for an offer

General notices to partners

1. ACC-IATA mandate – SSR DOCS increase document field from 15 to 25 characters
2. 21.3 OrderRetrieveRS API minor change - CabinTypeName

Updates to SIA NDC Functionality

1. Revision to storage of Seller contact details in PNR

There are 3 ways for SQ to store the Seller's contact details in the PNR depending on how it is sent in OrderCreateRQ:

1. APA element – agency contact, for record keeping purposes only (not used today)
2. APE/M element (General purpose contact) – receives both e-ticket receipts and schedule change notifications
3. SSR CTCE/M (Operational usage) – Receives schedule change notifications only, automatically created if APE/M elements are present

Depending on partners' respective implementations, SQ currently stores the Seller's contact details as APE/M elements. However, effective from January 2026, SQ NDC will be transitioning to store the Seller's contact as APA elements instead which allows SQ to clearly differentiate between the Seller's and passenger's contact details.

Following the change, Seller's contact details will only be used for record keeping purposes and will no longer receive e-ticket receipts or schedule change notifications.

The type of contact created will be based on how the email/mobile number is sent to SQ in OrderCreateRQ (summarised below).

	Current		To-Be	
	18.1	21.3	18.1	21.3
XML Field	Usage			
Agency Email 18.1: <i>Sender/TravelAgency/EmailAddress</i> 21.3: <i>DistributionChainLink/ContactInfo/EmailAddress</i>	General Purpose Contact + Operational Usage (APE+CTCE)	Ignored	Agency Contact (APA)	Agency Contact (APA)
Agency Email <i>ContactInfo/EmailAddress (LabelText = Agency)</i> Note: Instead of storing the agency email this way, SQ recommends storing it in <Sender> (for 18.1) or <DistributionChainLink> (for 21.3)	Ignored	N.A.	Agency Contact (APA)	N.A
Pax Email 18.1: <i>ContactInfo/EmailAddress</i>	General Purpose Contact +	General Purpose Contact +	General Purpose Contact +	General Purpose Contact +

<i>(No LabelText, No ContactTypeText)</i> 21.3: <i>ContactInfo/EmailAddress</i> <i>(No ContactTypeText)</i>	Operational Usage (APE + CTCE)	Operational Usage (APE + CTCE)	Operational Usage (APE + CTCE)	Operational Usage (APE + CTCE)
Pax Email 18.1: <i>ContactInfo/EmailAddress</i> <i>(ContactTypeText = Notification; No LabelText)</i> 21.3: <i>ContactInfo/EmailAddress</i> <i>(ContactPurposeText = NTF; No ContactTypeText)</i>	Operational Usage (CTCE)	Operational Usage (CTCE)	Operational Usage (CTCE)	Operational Usage (CTCE)

To ensure that Seller and passenger contact information are captured correctly in the booking with clearer distinction, SQ recommends that contact information be stored in the following way moving forward:

1. Seller contact details – should always be inserted as agency contact (APA element) at booking level.
2. Passenger contact details – should minimally be inserted at pax level for operational usage (SSR CTCE/M) for all pax to be kept informed in case of any schedule changes.
For agents who intend for pax to receive the airline e-ticket receipt, pax contact should be inserted as an APE/M element. Otherwise, please review your implementation to ensure that the pax contact details are inserted as SSR CTCE/M elements for operational usage only.

Additionally, for Sellers who wish to continue receiving both the e-ticket receipt and schedule change notifications, please send in the seller email in ContactInfo (non-pax associated, without ContactTypeText and ContactPurposeText) **in addition to sending it in *Sender/TravelAgency/EmailAddress* or *DistributionChainLink/ContactInfo/EmailAddress*.**

Feature Availability:

Available in test system for all partners by end-December 2025. Target February 2026 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 in OrderCreateRQ and make changes if required.

2. OfferPrice upsell to view more fare options for an offer

Sellers can opt to view more fare options (for example, in higher fare families) for a selected offer using OfferPrice with upsell. Fare offers from up to 8 different fare families per bound can be returned in OfferPriceRS.

Note: Offers returned from OfferPrice upsell will be aligned with partner's existing display mode (ie. one-way display or itinerary mode).

For partners on massive search, the lowest fare for each viable flight combination will be returned as an offer in AirShoppingRS. When Seller has selected a specific flight combination, OfferPrice upsell can return fares for the same flight combination in different fare families.

For example: SIN-DPS (round trip)

	ECO LITE	ECO VALUE	ECO STANDARD	ECO FLEXI
SQ938 + 939	✓			
SQ938 + 945	✓			
SQ944 + 939	✓			
SQ944 + 945	✓			

AirshoppingRS returns the lowest fare for each flight combination only

	ECO LITE	ECO VALUE	ECO STANDARD	ECO FLEXI
SQ938 + 939	✓	✓	✓	✓

OfferPrice with upsell returns more fare options for the selected flight offer

For partners on FlexPricer, due to the higher number of offers returned, it is possible for upsell offers to be returned in AirShoppingRS. However, due to the limitation in maximum number of offers which can be returned AirShoppingRS, flight searches with more flight combinations may return fewer upsell offers. In such scenarios, OfferPrice upsell can bridge the gap and return the desired fare option.

For example: SIN-DPS (round trip)

	ECO LITE	ECO VALUE	ECO STANDARD	ECO FLEXI
SQ938 + 939	✓	✓	✓	
SQ938 + 945	✓	✓	✓	✓
SQ944 + 939	✓	✓	✓	✓
SQ944 + 945	✓	✓	✓	✓

AirshoppingRS returns upsell options for different flight combinations, but some offers may be truncated

	ECO LITE	ECO VALUE	ECO STANDARD	ECO FLEXI
SQ938 + 939	✓	✓	✓	✓

OfferPrice with upsell returns more fare options for the selected flight offer

Note: the tables above are meant for illustration purposes only and is not representative of actual expected offers.

Sample of OfferPrice upsell:

In version 18.1:

```
<ShoppingCriteria>  
  <FarePreferences PreferencesContext="UPSELL"/>  
</ShoppingCriteria>
```

In version 21.3:

```
<ResponseParameters>  
  <PricingParameter>  
    <IncludeUpsellOffersInd>true</IncludeUpsellOffersInd>  
  </PricingParameter>  
</ResponseParameters>
```

Feature Availability:

Available in test and production systems.

Action for partners:

Partners who wish to permit Sellers to make use of this functionality should review their implementation and make changes to their OfferPriceRQ.

General Notices to Partners

1. ACC-IATA mandate – SSR DOCS increase document field from 15 to 25 characters

As of Dec 2025, SQ has increased the character limit in SSR DOCS (passport) field from 15 to 25 characters in line with an updated IATA mandate. Passengers with SSR DOCS information previously exceeding 15 characters will now be able to input their passport details through NDC instead of seeking offline assistance, providing a seamless booking experience.

Action for Partners:

Partners should review their implementation and update validation/truncation logic (if any) to align with the increased character limit.

2. 21.3 OrderRetrieveRS API minor change - CabinTypeName

For partners on NDC API version 21.3, CabinTypeName in OrderRetrieveRS has been updated to return the cabin class name for 'economy' and 'premium economy' consistently across all APIs.

In summary:

- 'ECONOMY' is now returned as 'ECO'
- 'Economic Premium' is now returned as 'ECOPREMIUM'
- 'BUSINESS' remains as 'BUSINESS'
- 'FIRST' remains as 'FIRST'

For example, before change:

```
<CabinType>
  <CabinTypeCode>5</CabinTypeCode>
  <CabinTypeName>ECONOMY</CabinTypeName>
</CabinType>
```

After change:

```
<CabinType>
  <CabinTypeCode>5</CabinTypeCode>
  <CabinTypeName>ECO</CabinTypeName>
</CabinType>
```

Action for Partners:

Partners should review their implementation and make changes if required.