

SIA NDC Updates

Date: 13 August 2026

Summary:

Updates to SIA NDC Functionality

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

1. Mixed cabin class at reshop for ticketed orders (21.3)
2. Addition of CLID in OrderCreate (21.3)
3. Decoupling of CLID and FQTV (21.3)
4. Open ticket enhancement – refund retained ticket value (21.3)

General notices to partners

1. Clarification regarding booking of flights operated by OALs
2. Clarification regarding selection of seats for flights operated by OALs
3. Reporting API outages/incidents to SQ NDC

Updates to SIA NDC Functionality

1. Mixed Cabin Class at Reshop (for ticketed orders)

SQ NDC has released an enhancement that allows Sellers to specify their desired cabin class for different bounds within the same booking during reshop by specifying the desired cabin class at bound level within <OriginDestCriteria>.

Note: this functionality was previously released for unticketed orders only. It is now available for both unticketed and ticketed orders.

For example, if a passenger wishes to travel on a return journey SYD-LHR-SYD, it is now possible to select different cabin classes for each bound, ie. SYD-LHR in economy, LHR-SYD in business.

Sample of OrderReshopRQ (to change both bounds):

```
<Request>
  <OrderRefID>{OrderID}</OrderRefID>
  <UpdateOrder>
    <ReshopOrder>
      <ReshopOrderChoice>
        <ServiceOrder>
          <AddOfferItems>
            <FlightRequest>
              <FlightRequestOriginDestinationsCriteria>
                <OriginDestCriteria>
                  <CabinType>
                    <CabinTypeCode>2</CabinTypeCode>
                    <PrefLevel>
                      <PrefLevelCode>Preferred</PrefLevelCode>
                    </PrefLevel>
                  </CabinType>
                <DestArrivalCriteria>
                  <IATA_LocationCode>LHR</IATA_LocationCode>
                </DestArrivalCriteria>
                <OriginDepCriteria>
                  <Date>2026-11-20</Date>
                  <IATA_LocationCode>SYD</IATA_LocationCode>
                </OriginDepCriteria>
              </OriginDestCriteria>
            <OriginDestCriteria>
              <CabinType>
                <CabinTypeCode>5</CabinTypeCode>
                <PrefLevel>
                  <PrefLevelCode>Preferred</PrefLevelCode>
                </PrefLevel>
              </CabinType>
            <DestArrivalCriteria>
              <IATA_LocationCode>SYD</IATA_LocationCode>
            </DestArrivalCriteria>
            <OriginDepCriteria>
```

```

        <Date>2026-11-30</cns:Date>
        <IATA_LocationCode>LHR</IATA_LocationCode>
    </OriginDepCriteria>
</OriginDestCriteria>
</FlightRequestOriginDestinationsCriteria>
</FlightRequest>
</AddOfferItems>
<DeleteOrderItem>
    <OrderItemRefID>{OrderItemID}</OrderItemRefID>
</DeleteOrderItem>
</ServiceOrder>
</ReshopOrderChoice>
</ReshopOrder>
</UpdateOrder>
</Request>

```

Sample of OrderReshopRQ (to retain one bound and change another bound):

```

<Request>
  <OrderRefID>{OrderID}</OrderRefID>
  <UpdateOrder>
    <ReshopOrder>
      <ReshopOrderChoice>
        <ServiceOrder>
          <AddOfferItems>
            <FlightRequest>
              <FlightRequestOriginDestinationsCriteria>
                <OriginDestCriteria>
                  <CabinType>
                    <CabinTypeCode>2</CabinTypeCode>
                    <PrefLevel>
                      <PrefLevelCode>Preferred</PrefLevelCode>
                    </PrefLevel>
                  </CabinType>
                <DestArrivalCriteria>
                  <IATA_LocationCode>LHR</IATA_LocationCode>
                </DestArrivalCriteria>
                <OriginDepCriteria>
                  <Date>2026-11-20</Date>
                  <IATA_LocationCode>SYD</IATA_LocationCode>
                </OriginDepCriteria>
              </OriginDestCriteria>
            </FlightRequestOriginDestinationsCriteria>
          </FlightRequest>
        </AddOfferItems>
      <DeleteOrderItem>
        <OrderItemRefID>{OrderItemID}</OrderItemRefID>
        <RetainServiceID>{ServiceID}</RetainServiceID>
      </DeleteOrderItem>
    </ServiceOrder>
  </ReshopOrderChoice>
</ReshopOrder>
</UpdateOrder>

```

</Request>

Feature Availability:

Available in test and production systems only in NDC version 21.3.

Action for Partners:

Partners who wish to provide their sellers/customers with the flexibility to reshopper to different cabin classes for different bounds should review their implementation and make changes to their OrderReshopRQ in NDC version 21.3.

2. Addition of CLID at OrderCreate (21.3)

Addition of Corporate ID (CLID) in OrderCreate RQ is now supported in version 21.3.

Note: if a CLID was already added in Airshopping RQ and therefore present in the Offer, CLID should not be added again at OrderCreateRQ. Duplicate CLID additions will result in a warning message being returned at OrderViewRS, and the CLID input at OrderCreateRQ will be ignored.

Sample of OrderCreateRQ (to add CLID):

```
<Pax>
  <Individual>...</Individual>
  <LoyaltyProgramAccount>
    <AccountNumber>A7TDD</AccountNumber>
    <LoyaltyProgram>
      <Carrier>
        <AirlineDesignCode>SQ</AirlineDesignCode>
      </Carrier>
      <ProgramCode>CLID</ProgramCode>
    </LoyaltyProgram>
  </LoyaltyProgramAccount>
  <PaxID>PAX1</PaxID>
  <PTC>ADT</PTC>
</Pax>
```

Feature Availability:

Available in test system and production system for all partners.

Action for partners:

Partners can review their implementation in OrderCreateRQ and make changes where required.

3. Decoupling of CLID & FQTV (21.3)

SQ NDC has released an enhancement that allows Seller to input the Frequent Flyer Number (FQTV) and CLID together or separately in AirShoppingRQ and/or OrderCreateRQ.

Previously, if Seller inputs the FQTV/CLID in the AirShoppingRQ, the input element will be stored in the offer. When the Seller subsequently inputs the CLID/FQTV in OrderCreateRQ, the input is ignored and will not be captured in the PNR. The following warning is returned at OrderViewRS: CLID/FQTV INFO TAKEN FROM OFFER – INPUT IGNORED.

Note: for partners who support the addition of ancillaries (paid seats and excess baggage) within the prime booking flow, ancillary benefits for KrisFlyer members will only be applied if the FQTV is added before the addition and confirmation of the ancillaries, ie. during AirShopping.

Sample of OrderCreateRQ (to add CLID and FQTV for 2 ADTs):

```
<Pax>
  <Individual>...</Individual>
  <LoyaltyProgramAccount>
    <AccountNumber>A7TDD</AccountNumber>
    <LoyaltyProgram>
      <Carrier>
        <AirlineDesigCode>SQ</AirlineDesigCode>
      </Carrier>
      <ProgramCode>CLID</ProgramCode>
    </LoyaltyProgram>
  </LoyaltyProgramAccount>
  <LoyaltyProgramAccount>
    <AccountNumber>8987654321</AccountNumber>
    <LoyaltyProgram>
      <Carrier>
        <AirlineDesigCode>SQ</AirlineDesigCode>
      </Carrier>
    </LoyaltyProgram>
  </LoyaltyProgramAccount>
  <PaxID>PAX1</PaxID>
  <PTC>ADT</PTC>
</Pax>
<Pax>
  <Individual>...</Individual>
  <LoyaltyProgramAccount>
    <AccountNumber>A7TDD</AccountNumber>
    <LoyaltyProgram>
      <Carrier>
        <AirlineDesigCode>SQ</AirlineDesigCode>
      </Carrier>
      <ProgramCode>CLID</ProgramCode>
    </LoyaltyProgram>
  </LoyaltyProgramAccount>
  <LoyaltyProgramAccount>
    <AccountNumber>8999999999</AccountNumber>
```

```
<LoyaltyProgram>
  <Carrier>
    <AirlineDesignCode>SQ</AirlineDesignCode>
  </Carrier>
</LoyaltyProgram>
</LoyaltyProgramAccount>
<PaxID>PAX2</PaxID>
<PTC>ADT</PTC>
</Pax>
```

Feature Availability:

Available in test system and production system for all partners.

Action for partners:

Partners should review their implementation across the prime booking flow and make changes if required.

4. Open ticket enhancement – refund retained ticket value

SQ NDC has released an enhancement to the Open Ticket capability. Sellers who previously cancelled an order without a refund (i.e. retained the ticket value for future use) can now also refund the retained ticket value.

No-show penalties will apply if the ticket is exchanged or cancelled after flight departure of the original ticketed segment(s) as per ATPCo rules.

The end-to-end flow of open ticket functionality remains the same. The process is as follows:

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

If the order is eligible, OrderReshop returns two OfferIDs:

1. SQ618XXXXXX00-REFUND
2. SQ618XXXXXX00-REUSE_VALUE

The second offerID SQ618XXXXXX00-REUSE_VALUE 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.

The ticket can be exchanged or refunded 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.

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

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 the functionality in production.

General Notices to Partners

1. Clarification regarding booking of flights operated by OALs

There are cases where Sellers select an itinerary which includes segment(s) operated by other airlines (OALs)P (as either codeshare or interline flights) during shopping or rebooking. When attempting to confirm the booking, the following errors may be returned in OrderCreateRS or OrderChangeRS:

- NOT AVAILABLE AND WAITLIST CLOSED
- DENIED BY OPERATING PARTNER
- NOT AVAILABLE IN THIS CONNECTION

These errors are returned as seat availability returned at AirShopping is not returned in real-time. As a result, there may be a mismatch in the actual inventory available during order creation time.

In such instances, Sellers are advised to:

- a. Search for the origin and destination as a continuous bound (eg. SIN-CHC instead if SIN-AKL, AKL-CHC)
- b. Reselect the same flight offer in a higher RBD to increase likelihood of seat availability.
- c. Select a different flight combination.

2. Clarification regarding selection of seats on flights operated by OALs

Today, seat selection for non-chargeable seats is available for all flights operated by SQ and select partner airlines. Seat selection on non-SQ operated flights is subject to confirmation by the operating carrier. If Seller selects a seat in the prime booking flow, but the selection is rejected by the OAL, an error is returned in OrderCreateRS and Seller will be required to restart their booking process.

To avoid such scenarios, Sellers are advised to manage their seat selection in the post-booking flow if their itineraries contain segments with non-SQ operated flights.

3. Reporting API outages/incidents to SQ NDC

To report incidents or outages related to SQ NDC APIs, please email NDC_Support@singaporeair.com.sg using the template attached in the email.

Please note the following:

- a. Follow the format of the template, including the subject '[SEV LEVEL] (Partner's name/LSS ID) – (PDT/PRD) SQ NDC API Incident Report' and the table provided.
- b. Indicate the severity level of the incident(s) based on the impact as defined in the table in the subject of the email:

Severity level	Impact
High	>20% of API requests affected Impacts NDC core functionalities (AirShopping, OfferPrice, OrderCreate, OrderRetrieve, OrderChange) Service failure leads to commercial impact/ revenue loss
Medium	<20% of API requests affected Impacts NDC core functionalities or other services (AirShopping, OfferPrice, OrderCreate, OrderChange, OrderRetrieve, OrderReshop, OrderChange) Service failure leads to commercial impact/ revenue loss
Low	Issue is intermittent No/minimal commercial impact To report API incidents

- c. Fill up ALL fields in the table provided to ensure sufficient information is provided for SQ to proceed with investigation.
- d. Attach incident logs or any other relevant information in the same email.