SIA NDC Updates

Date: 2 November 2026

Summary:

Updates to SIA NDC Functionality

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

1. Modify Unpaid Order for/to Complex Itinerary (unticketed orders)
2. Voluntary refunds for purged PNRs
3. IT/BT Fares Handling — Masked Indicator and Correct Amount Retrieval
4. SREAC Involuntary Refund Enhancement

General notices to partners

1. Enhancements to Shopping for Itineraries with Stopovers
2. Credit Card Surcharge Removal in POS AU

Updates to SIA NDC Functionality

1. Modify unpaid order for/to complex itinerary (for unticketed orders)

SQ has released a functionality which allows Sellers to modify unpaid orders with complex itineraries, including itineraries with more than 2 bounds. This includes:

- Changing flights/dates of an existing complex itinerary
- Adding segment(s) to a OW/RT itinerary to become a complex itinerary
- Removing segment(s) from a complex itinerary to become a OW/RT itinerary

Using the existing exchange flow (OrderRetrieve > OrderReshop > OrderQuote > OrderChange), Seller does a full or partial reshop depending on the type of change to the itinerary.

Type of change	Type of reshop
Changing flights/dates of existing flight segments (no change in number of bounds)	Partial reshop – select segments to retain (if any)
Add new/ remove existing flight segments in itinerary	Full reshop - reshop entire itinerary, no segments should be retained

Limitations:

- This functionality is limited to unticketed orders only
- This functionality is not supported on double inventory
- Only one bound can be reshopped at a time. A full reshop is required to change 2 or more bounds

Sample of OrderReshopRQ (partial reshop – to change one bound in a MTC itinerary):

Original itinerary :CGK-SIN, SIN-MEL, MEL-SIN-CGK
New: CGK-SIN (retain), SIN-MEL (retain), SYD-SIN-CGK (change)

```
<n1:Request>
   <cns:OrderRefID>SQ618FPA4WG00</cns:OrderRefID>
   <cns:UpdateOrder>
      <cns:ReshopOrder>
         <cns:ReshopOrderChoice>
            <cns:ServiceOrder>
               <cns:AddOfferItems>
                  <cns:FlightRequest>
                     <cns:FlightRequestOriginDestinationsCriteria>
                        <cns:OriginDestCriteria>
                           <cns:CabinType>
                              <cns:CabinTypeCode>5</cns:CabinTypeCode>
                              <cns:PrefLevel>
                                 <cns:PrefLevelCode>Preferred</cns:PrefLevelCode>
                              </cns:PrefLevel>
                           </cns:CabinType>
                           <cns:DestArrivalCriteria>
                              <cns:IATA_LocationCode>CGK</cns:IATA_LocationCode>
                           </cns:DestArrivalCriteria>
                           <cns:OriginDepCriteria>
```

```
                              <cns:Date>2026-11-02</cns:Date>
                              <cns:IATA_LocationCode>SYD</cns:IATA_LocationCode>
                           </cns:OriginDepCriteria>
                        </cns:OriginDestCriteria>
                     </cns:FlightRequestOriginDestinationsCriteria>
                  </cns:FlightRequest>
               </cns:AddOfferItems>
               <cns:DeleteOrderItem>
                  <cns:OrderItemRefID>SQ618ABCDE100_AIR-1-2-3-4</cns:OrderItemRefID>
                  <cns:RetainServiceID>SEG1_PAX2</cns:RetainServiceID>
                  <cns:RetainServiceID>SEG2_PAX2</cns:RetainServiceID>
               </cns:DeleteOrderItem>
            </cns:ServiceOrder>
         </cns:ReshopOrderChoice>
      </cns:ReshopOrder>
   </cns:UpdateOrder>
</n1:Request>
```

Sample of OrderReshopRQ (full reshop – to add stopover to existing RT trip)

Original: MEL-ICN, ICN-MEL
New: MEL-ICN (retain), ICN-SIN (retain) , SIN-MEL (change)

```
<n1:Request>
   <cns:OrderRefID>SQ618FPA4WG00</cns:OrderRefID>
   <cns:UpdateOrder>
      <cns:ReshopOrder>
         <cns:ReshopOrderChoice>
            <cns:ServiceOrder>
               <cns:AddOfferItems>
                  <cns:FlightRequest>
                     <cns:FlightRequestOriginDestinationsCriteria>
                        <cns:OriginDestCriteria>
                           <cns:CabinType>
                              <cns:CabinTypeCode>5</cns:CabinTypeCode>
                              <cns:PrefLevel>
                                 <cns:PrefLevelCode>Preferred</cns:PrefLevelCode>
                              </cns:PrefLevel>
                           </cns:CabinType>
                           <cns:DestArrivalCriteria>
                              <cns:IATA_LocationCode>ICN</cns:IATA_LocationCode>
                           </cns:DestArrivalCriteria>
                           <cns:OriginDepCriteria>
                              <cns:Date>2026-11-02</cns:Date>
                              <cns:IATA_LocationCode>MEL</cns:IATA_LocationCode>
                           </cns:OriginDepCriteria>
                        </cns:OriginDestCriteria>
                        <cns:OriginDestCriteria>
                           <cns:CabinType>
                              <cns:CabinTypeCode>5</cns:CabinTypeCode>
                              <cns:PrefLevel>
                                 <cns:PrefLevelCode>Preferred</cns:PrefLevelCode>
```

```
                              </cns:PrefLevel>
                           </cns:CabinType>
                           <cns:DestArrivalCriteria>
                              <cns:IATA_LocationCode>SIN</cns:IATA_LocationCode>
                           </cns:DestArrivalCriteria>
                           <cns:OriginDepCriteria>
                              <cns:Date>2026-11-10</cns:Date>
                              <cns:IATA_LocationCode>ICN</cns:IATA_LocationCode>
                           </cns:OriginDepCriteria>
                        </cns:OriginDestCriteria>
                        <cns:OriginDestCriteria>
                           <cns:CabinType>
                              <cns:CabinTypeCode>5</cns:CabinTypeCode>
                              <cns:PrefLevel>
                                 <cns:PrefLevelCode>Preferred</cns:PrefLevelCode>
                              </cns:PrefLevel>
                           </cns:CabinType>
                           <cns:DestArrivalCriteria>
                              <cns:IATA_LocationCode>MEL</cns:IATA_LocationCode>
                           </cns:DestArrivalCriteria>
                           <cns:OriginDepCriteria>
                              <cns:Date>2026-11-15</cns:Date>
                              <cns:IATA_LocationCode>SIN</cns:IATA_LocationCode>
                           </cns:OriginDepCriteria>
                        </cns:OriginDestCriteria>
                     </cns:FlightRequestOriginDestinationsCriteria>
                  </cns:FlightRequest>
               </cns:AddOfferItems>
               <cns:DeleteOrderItem>
                  <cns:OrderItemRefID>SQ618ABCDE100_AIR-1-2-3-4</cns:OrderItemRefID>
               </cns:DeleteOrderItem>
            </cns:ServiceOrder>
         </cns:ReshopOrderChoice>
      </cns:ReshopOrder>
   </cns:UpdateOrder>
</n1:Request>
```

Feature Availability

Available in test and production systems for all partners.

Action for Partners

Partners who wish to provide Sellers the functionality should review and implement the necessary changes to their exchange flows.

2. IT/BT Fares Handling — Masked Indicator and Correct Amount Retrieval (21.3)

This enhancement enables IT (Inclusive Tour) and BT (Bulk Tour) fares to be identified in applicable NDC API responses and ensures that the correct fare amounts are returned.

Airlines offer select agencies IT/BT fares which are often bundled by agencies with their other tour products. The end customer may then pay a different selling fare not equal to the airline's provided IT/BT fare. As such the base fare amounts from the IT/BT fares are often masked on the ticket and not exposed.

Previously, OrderCreate/OrderChange/OrderRetrieve responses built from ticket data would return a base amount of 0.00 for IT/BT fares and did not include an indicator to identify the fare as masked. With this enhancement, applicable price nodes would continue to show the correct base and total amounts with the following indicator returned instead: **<MaskedInd>true</MaskedInd>**

Overview

✓ indicates that the masked indicator is returned at that price node for the API flow in the first column. An asterisk marks a conditional or flow-specific location; see Remarks

NDC API / flow	Fare Detail / Price	Offer Item / Price	Order Item / Price	Order / TotalPrice	PriceDifferential	Remarks
OfferPrice	✓	✓				Each priced and upsell offer is checked individually
OrderCreate	✓		✓	✓		Returned in OrderViewRS for identified IT/BT fares
OrderRetrieve	✓		✓	✓	✓*	For an exchanged order with reissue, PriceDifferential/OldPrice also carries the indicator
OrderReshop - paid exchange					✓*	If the existing fare is IT/BT, the indicator is in OldPrice and is propagated to DiffPrice. It is not returned in NewPrice
OrderReshop - unpaid exchange						No indicator is returned for this flow.
OrderReshop - cancellation	✓	✓	✓	✓	✓*	Returned in each applicable price node, including PriceDifferential PriceDifferential amounts are corrected
OrderQuote - exchange	✓	✓	✓	✓	✓	Returned in all applicable price nodes in the exchange response

OrderQuote - unpaid repricing / OB fees	✓	✓				Based on the repriced offer; returned at Fare Detail and Offer levels
OrderChange - exchange	✓		✓	✓	✓*	PriceDifferential is included when applicable
OrderChange - payment confirmation / repricing	✓		✓	✓		Returned in applicable Fare Detail, Order Item, and Order price nodes

Warnings and Error Handling

If offer retrieval fails during processing, the base amount in response may be returned as 0.00 and no masked indicator is returned. No error is returned in the API response.

In Scope

Prime and post-booking flows, including paid and unpaid exchanges, unpaid-order repricing, deferred payment confirmation, cancellation, order split, and deferred payment in exchange

Out of Scope

- Ancillary flows, SeatAvailability, and ServiceList APIs
- Offers before pricing through OfferPrice or OrderQuote, including offers returned in AirShopping and new exchange offers returned in OrderReshop
- Double inventory; reuse or retrieval of cancelled orders; and reuse of opened accountable documents, including cancellation for reuse, retrieval of a reuse order, and exchange of holding value
- Disrupted paid-order flows, including retrieval after disruption, disruption acknowledgement, involuntary refund, and self-reaccommodation through OrderReshop, OrderQuote, and OrderChange
- NDC version 18.1

Feature Availability

Available in test systems for NDC version 21.3.

Production baseline activation for all partners on version 21.3 is scheduled for 30 November 2026.

Action for Partners

Review handling of the masked indicator and applicable price amounts across the in-scope flows.

To opt out or delay production baseline activation, or if faced with implementation issues, coordinate with your respective SQ engagement or implementation lead.

3. Voluntary Refunds for Purged PNRs

SQ has created a proprietary Voluntary Refunds API, designed to manage the refund of NDC bookings for scenarios where PNR is already purged. It enables NDC tech partners to process refunds through a two-step workflow: first calculating the refund amount with applicable penalties (including no show fees) via Refund Amount API for verification, then submitting the approved refund for processing via Refund Processing API which routes through SQ's systems.

Scope

- Travel agents must be authorized to retrieve and manage the NDC booking to be able to submit the refund request successfully.
- Bookings must be created via the SQ NDC channel.
- Bookings which are settled directly with SQ or via the Billing and Settlement Plan (BSP). For BSP settlement, the refund will be reported to the BSP via IATA Financial Gateway (IFG) Refund API.
- The service will allow multiple E-Ticket's (ET) to be submitted, provided they all belong to same PNR.
- The service request for refund amount as well as refund process will need to be encrypted when being sent to SQ (details below).
- Upon successful refund amount request submission, a unique token with 30 mins validity will be returned which travel agents can use to request the service for processing the refund thereafter.
- Once the processing is complete, the outcome will be communicated through two channels: a synchronous service status response and an automated notification email sent to the travel agents.

Limitations

- Bookings are created outside of SQ NDC channel.
- Partially flown bookings are out of scope.
- Bookings which are settled via Airline Reporting Corporation (ARC) are out of scope.

Feature Availability

- Available in test system for all partners to integrate.
- Available in production from October 2026.

Action for Partners

Implementation of a new API is required, please contact your SQ NDC Engagement Lead for 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. SREAC Involuntary Refund Enhancement

SQ NDC has improved the self-accommodation (SREAC) functionality to better align with the SQ's B2B schedule change policy. Currently, SQ's policy for reissuance/refund without penalties is 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

An updated summary of the eligible schedule change scenarios supported by SREAC is as follows:

Schedule Change Scenario supported by SREAC	**Involuntary Rebooking Supported?**	**How to Handle**	**Involuntary Refund Supported?**	**How to Handle**
Delay in Arrival time >60mins	Yes	Supported via SREAC	21.3: Yes 18.1: No	21.3: Supported via SREAC 18.1: Offline assistance required
Earlier Arrival time >60mins	No	Offline assistance required		
Departure time change >60mins (if no arrival time change)				
Time change < 60mins, MCT undercut				
Cancellation with no alternative				
Cabin Downgauge				

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. Enhancement to involuntary refund for 21.3.
    b. On 18.1, 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.

General Notices to Partners

1. Enhancements to Shopping for Itineraries with Stopover

Stopovers can be searched in two different ways in AirShoppingRQ, with either way returning the same inventory for same travel solutions in AirShoppingRS. Previously, there may be a difference in inventory.

i) Shop with Origin-Destination in 1 bound, specifying stopover location and duration

```
<FlightRelatedCriteria>
   <ConnectionCriteria>
      <ConnectionCriteriaID>1</ConnectionCriteriaID>
      <MaximumConnectionDuration>P2D</MaximumConnectionDuration>
      <MaximumConnectionQty>1</MaximumConnectionQty>
      <StationCriteria>
         <Station>
            <IATA_LocationCode>SIN</IATA_LocationCode>
         </Station>
      </StationCriteria>
   </ConnectionCriteria>
</FlightRelatedCriteria>
<FlightRequest>
   <FlightRequestOriginDestinationsCriteria>
      <OriginDestCriteria>
         <CabinType>
            <CabinTypeCode>ECO</CabinTypeCode>
            <PrefLevel>
               <PrefLevelCode>Preferred</PrefLevelCode>
            </PrefLevel>
         </CabinType>
         <ConnectionCriteriaRefID>1</ConnectionCriteriaRefID>
         <DestArrivalCriteria>
            <IATA_LocationCode>SYD</IATA_LocationCode>
         </DestArrivalCriteria>
         <OriginDepCriteria>
            <Date>2027-01-01</Date>
            <IATA_LocationCode>LHR</IATA_LocationCode>
         </OriginDepCriteria>
      </OriginDestCriteria>
   </FlightRequestOriginDestinationsCriteria>
</FlightRequest>
```

Or

ii) Shop with Origin-Destination as 2 separate bounds

```
<FlightRequest>
   <FlightRequestOriginDestinationsCriteria>
      <OriginDestCriteria>
         <CabinType>
            <CabinTypeCode>ECO</CabinTypeCode>
            <PrefLevel>
               <PrefLevelCode>Preferred</PrefLevelCode>
            </PrefLevel>
         </CabinType>
         <DestArrivalCriteria>
            <IATA_LocationCode>SIN</IATA_LocationCode>
         </DestArrivalCriteria>
         <OriginDepCriteria>
            <Date>2027-01-01</Date>
            <IATA_LocationCode>LHR</IATA_LocationCode>
         </OriginDepCriteria>
      </OriginDestCriteria>
      <OriginDestCriteria>
         <CabinType>
            <CabinTypeCode>ECO</CabinTypeCode>
            <PrefLevel>
               <PrefLevelCode>Preferred</PrefLevelCode>
            </PrefLevel>
         </CabinType>
         <DestArrivalCriteria>
            <IATA_LocationCode>SYD</IATA_LocationCode>
         </DestArrivalCriteria>
         <OriginDepCriteria>
            <Date>2027-01-04</Date>
            <IATA_LocationCode>SIN</IATA_LocationCode>
         </OriginDepCriteria>
      </OriginDestCriteria>
   </FlightRequestOriginDestinationsCriteria>
</FlightRequest>
```

2. Credit Card Surcharge Removal in POS AU

From 29 September 2026, Singapore Airlines no longer applies Credit Card Surcharge Fees (CCSF / OB Fees) on credit card transactions processed in Australia. This change reflects mandated updates to payment regulations, effective across Australia on 1 October. Surcharges applied before this date were valid at the time of purchase and are not refundable.