# SINGAPORE AIRLINES

## Technology Partners Capability Tracker

If you have any queries, please contact:

**Legend:**
- 🟩 Capability is available
- 🟥 Capability is not available
- 🟦 Capability is in development

| | SQ NDC API | AGENT360 | Amadeus (1ATP) | Sabre (SabreRed) | TravelPort (SmartPoint) | Travelsky |
|---|---|---|---|---|---|---|
| | Respective SalesOps account managers | Respective SalesOps account managers | Respective GDS account managers | Respective GDS account managers | Respective GDS account managers | Respective GDS account managers |
| **SHOPPING** | | | | | | |
| **TYPES OF ITINERARIES** | | | | | | |
| **One-way / return** — The ability to book a one-way or return itinerary between an origin and destination | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Complex** — The ability to book itineraries with more than 2 bounds (multi-city) or itineraries with multiple origins and/or destinations (open-jaw) | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Mixed Cabin Class** — The ability to book multiple bounds in different cabin classes in the same itinerary | 🟢 | 🟢 | 🟢 | 🔵 | 🔵 | 🟢 |
| **Stopover** — The ability to book an itinerary with a stopover (<96 hours) by specifying the point and duration of the stopover | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| **Codeshare** — The ability to book an itinerary with segment(s) operated by SQ's partner airlines | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Interline** — The ability to book an itinerary with segment(s) operated by other airlines | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **SEARCHING FOR OFFERS** | | | | | | |
| **Addition of Frequent Flyer Programme (FFP) details** — The ability to add a passenger's FFN at shopping time. Note: passenger's KrisFlyer (KF) number must be added at shopping to return KF discount/offers | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Addition of promo codes** — The ability to input a promo code to access discounted fare products | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Addition of corporate codes to access private fares** — The ability to input a corporate code at shopping to retrieve private fares filed to specific agents | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Addition of Corporate Client ID (CLID)** — The ability to input corporate's CLID for corporate revenue attribution | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **BOOKING** | | | | | | |
| **PASSENGER DETAILS** | | | | | | |
| **Addition of Frequent Flyer Programme (FFP) details** — The ability to add a passenger's FFN at order creation time. Note: passenger's KrisFlyer (KF) number can be added for miles accrual (FQTV) and servicing (FQTS) | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Addition of passport details** — The ability to add passenger's passport details | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Addition of Advance Passenger Information System (APIS) details** — The ability to add passenger's APIS details. Note: passengers travelling to, from or transiting through the United States are required to submit APIS details for pre-screening | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| **Addition of Known Traveller Number (KTN) details** — The ability to add passenger's KTN details. Note: KTN allows passenger to access expedited security screening at participating airports in the United States | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | NA |
| **Addition of Corporate Client ID (CLID) details** — The ability to input corporate's CLID for corporate revenue attribution | 🟢 | 🔴 | 🔴 | 🟢 | 🟢 | 🟢 |

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|---|---|---|---|---|---|---|---|
| | | Respective SalesOps account managers | Respective SalesOps account managers | Respective GDS account managers | Respective GDS account managers | Respective GDS account managers | Respective GDS account managers |
| **BOOKING** | | | | | | | |
| **ADD-ONS** | | | | | | | |
| **Ancillaries** — The ability to select free/chargeable ancillaries in the booking flow | Select free seat(s) | 🟢 | 🟢 | 🟢 | 🔵 Q4 2025 | 🟢 | 🟢 |
| | Select paid seat(s) | 🟢 | 🟢 | 🟢 | 🔵 Q4 2025 | 🟢 | 🟢 |
| | Add excess baggage | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **SSR** — The ability to book the following special service(s): | SPML - special meal | 🟢 | 🟢 | 🟢 | 🔵 | 🟢 | 🟢 |
| | MAAS - meet and assist | 🟢 | 🟢 | 🟢 | 🔵 | 🟢 | 🟢 |
| | WCHR - wheelchair | 🟢 | 🟢 | 🟢 | 🔵 | 🟢 | 🟢 |
| **Meal Selection** — The ability to select meals, including special meals (SPML), inflight menu (INFM), book-the-cook (BTC) | | 🟢 | 🔵 | 🔴 | 🔴 | 🔴 | 🔴 |
| **PAYMENT** | | | | | | | |
| **ARC / BSP cash or credit card** — The ability to make payment using ARC/BSP cash or credit card | BSP card | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| | BSP cash | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Direct credit card** — The ability to make payment to SQ directly using credit card | | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 | 🔴 |
| **3DS2 support** — An authentication protocol that provides the mechanism to perform strong (two-factor) authentication. This reduces fraud and increases security in online payments. Note: all partners supporting direct credit card FOP must support 3DS2 authentication | | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 | 🔴 |
| **IATA EasyPay** — The ability to make payment using IATA EasyPay | | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| **SERVICING** | | | | | | | |
| **FOR UNTICKETED ORDERS** | | | | | | | |
| **Reshop order with instant payment** — The ability to make changes to an unticketed order (date/flight change), collect payment and issue ticket(s) in the same flow | | 🟢 | 🟢 | 🔴 | 🔴 | 🟢 | 🟢 |
| **Reshop order with deferred payment** — The ability to make changes to an unticketed order (date/flight change) and place exchange on hold | | 🟢 | 🟢 | 🟢 | 🔴 | 🟢 | 🟢 |
| **Reprice TST** — The ability to reprice an unticketed order after TST has expired | | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Reprice TST with FFN** — The ability to reprice an unticketed order with passenger's KF number for miles accrual (FQTV) and servicing (FQTS) | | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 | 🔴 |
| **Reprice TST with promo code** — The ability to reprice an unticketed order with a promo code to apply applicable discounts to the fare | | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 | 🔴 |
| **Reprice TST with corporate code** — The ability to reprice an unticketed order to retrieve private fares available for the itinerary filed to the specific agent | | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 | 🔴 |
| **Reprice TST with BIN number** — The ability to reprice an unticketed order with additional CCSF (if applicable) | | 🟢 | 🔴 | 🟢 | 🔴 | 🔴 | 🔴 |
| **Reprice TST with change of currency** — The ability to reprice an unticketed order with a different currency (currency override) | | 🟢 | 🔴 | 🔴 | 🔴 | 🔴 | 🔴 |

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## SERVICING

### FOR TICKETED ORDERS

| | SQ NDC API | AGENT360 | Amadeus (1ATP) | Sabre (SabreRed) | TravelPort (SmartPoint) | Travelsky |
|---|---|---|---|---|---|---|
| **Reshop order with instant payment** — The ability to make changes to a ticketed order (date/flight change), collect payment and issue ticket(s) in the same flow | 🟢 | 🟢 | 🟢 | 🔴 | 🟢 | 🟢 |
| **Reshop order with deferred payment** — The ability to make changes to an ticketed order (date/flight change) and place exchange on hold | 🟢 | 🟢 | 🔵 Q4 2025 | 🟢 | 🟢 | 🟢 |
| **Service partially flown tickets** — The ability to modify unflown segments of a partially flown ticket | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Exchange with waiver** — The ability to make changes to a ticketed order and waive applicable change fees | 🟢 | 🔵 | 🔴 | 🔴 | 🔴 | 🔴 |
| **Involuntary exchange** — The ability to service order affected by schedule changes to either (a) acknowledge schedule change, (2) modify itinerary with no change fees or (3) cancel order for full refund | 🟢 | 🟢 | 🟢 | 🔴 | 🔵 | 🟢 |
| **Void / refund** — The ability to cancel a booking and receive a full refund if within the void window. Otherwise, cancellation/refund fees will apply | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **Refund with waiver** — The ability to submit a refund with waiver request directly to SQ | 🟢 | 🔵 Q4 2025 | 🔴 | 🔴 | 🔴 | 🔴 |

### ADD-ONS

| | | SQ NDC API | AGENT360 | Amadeus (1ATP) | Sabre (SabreRed) | TravelPort (SmartPoint) | Travelsky |
|---|---|---|---|---|---|---|---|
| **Ancillaries** — The ability to select free/chargeable ancillaries in the booking flow | Select free seat(s) | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| | Select paid seat(s) | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| | Add excess baggage | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| **SSR** — The ability to book the following special service(s): | SPML - special meal | 🟢 | 🟢 | 🟢 | 🔵 Q4 2025 | 🟢 | 🟢 |
| | MAAS - meet and assist | 🟢 | 🟢 | 🟢 | 🔵 Q4 2025 | 🟢 | 🟢 |
| | WCHR - wheelchair | 🟢 | 🟢 | 🟢 | 🔵 Q4 2025 | 🟢 | 🟢 |

### MODIFY ORDER ELEMENTS (TICKETED / UNTICKETED)

| | SQ NDC API | AGENT360 | Amadeus (1ATP) | Sabre (SabreRed) | TravelPort (SmartPoint) | Travelsky |
|---|---|---|---|---|---|---|
| **Passenger name change** — The ability to apply a name correction within SQ's name correction policy | 🟢 | 🔵 Q4 2025 | 🔴 | 🔵 | 🟢 | 🔴 |
| **Update passenger visa/redress details** — The ability to add or delete passenger's visa/redress number in booking | 🟢 | 🟢 | 🔴 | 🔵 | 🟢 | 🔴 |
| **Update passenger address** — The ability to add or delete passenger's address in booking | 🟢 | 🔵 | 🔴 | 🔵 | 🔴 | 🔴 |
| **Update passenger passport details** — The ability to add or delete passenger's passport details in booking | 🟢 | 🟢 | 🔴 | 🔵 | 🟢 | 🔴 |
| **Update passenger contact details** — The ability to add or delete passenger's contact information in booking | 🟢 | 🔵 | 🟢 | 🔵 | 🟢 | 🔴 |
| **Add passenger FFN details** — The ability to add passenger's FFN in booking | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |

### OTHER SERVICING FEATURES (TICKETED / UNTICKETED)

| | SQ NDC API | AGENT360 | Amadeus (1ATP) | Sabre (SabreRed) | TravelPort (SmartPoint) | Travelsky |
|---|---|---|---|---|---|---|
| **Split PNR** — The ability to divide a multi-passenger booking into multiple bookings | 🟢 | 🟢 | 🟢 | 🔵 Q3 2025 | 🟢 | 🟢 |
| **Order Change Notifications (OCN)** — The ability to receive notifications from SQ when external changes are made to a booking | 🟢 | 🟢 | 🟢 some OCN codes | 🟢 all OCN codes | 🟢 flight-related changes only | 🟢 |
| **Sync offline changes** — The ability to update and display external changes made to a booking | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |

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**SINGAPORE AIRLINES**

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| **AGENCY MODEL SUPPORT** | | | | | | |
| **Subagent-Consolidator workflow using subagent's TIDS/IATA at shopping** — The ability for a subagent to shop using their TIDS/IATA and create a booking. Ticket is issued using consolidator's IATA | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| **Subagent using consolidator credentials** — The ability for a subagent to shop using their consolidator's IATA and create a booking. Ticket is issued using consolidator's IATA | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| **TIDS direct ticketing** — The ability for a TIDS agent to create a booking and issue tickets with passenger's direct credit card | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| **Delegation** — The ability to allow retrieval of bookings created outside of aggregator's platform | 🟢 | 🟢 | 🟢 | 🔴 | 🟢 | 🔴 |
| **Generate file to link to agency back office systems** | 🟢 | 🔴 | 🟢 | 🟢 | 🟢 | 🔴 |
| **Integration with duty of care** | 🟢 | 🔴 | 🟢 | 🔴 | 🔴 | 🔴 |
| **SERVICING** | | | | | | |
| **Integration of 21.3 API** | 🟢 | 🟢 | 🔵 Q3 2025 | 🟢 | 🔴 | 🟢 |
| **PASSENGER TYPE CODES** | | | | | | |
| ADT | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| CHD | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| INF | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| B15 / BNN | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| OFW | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 |
| STU | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| SEA | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| IIT (ITX) | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| INN | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 |
| ITF | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| ITS | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| LBR | 🟢 | 🟢 | 🔴 | 🟢 | 🟢 | 🔴 |
| LNN | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| LIF | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 | 🔴 |
| JCB | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| JNN | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| JNS | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| JNF | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |
| VFR | 🟢 | 🟢 | 🟢 | 🟢 | 🟢 | 🔴 |