



# NDC UPDATES BY TECHNOLOGY PARTNERS

Oct 24

## Shopping Flow

SIA Technology Partner	Private IATA Fares <sup>1</sup>	Able to Support Complex Itinerary	Able to Support Mixed Cabin Class Itinerary	Multipax in PNR	Reprice TST <sup>2</sup>	Support Airfare Promo Codes	Addition of KF details at shopping for AAM discounts <sup>3</sup>
NDC API Direct Connection	✓	✓		✓	✓	✓	✓
AGENT360	✓	✓	✓	✓	✓	✓	✓
Amadeus	✓	✓	✓	✓	✓	✓	✓
Sabre	✓	✓		✓	✓	✓	✓
Travelport	✓	✓		✓	✓	✓	✓
TPConnects	✓			✓	✓	✓	✓
TravelFusion	✓	✓	✓	✓	✓	✓	✓



## Ticketing Flow

SIA Technology Partner	Settle via Credit Card thru ARC/BSP	Settle via Direct Credit Card	3DS support <sup>16</sup>	IATA EasyPay
NDC API Direct Connection	✓	✓	✓	✓
AGENT360	✓	✓	✓	✓
Amadeus	✓			✓
Sabre	✓			✓
Travelport	✓			Q4 2024
TPConnects	✓			In Progress
TravelFusion	✓	✓	✓	✓

# Servicing Flow

SIA Technology Partner	Modify order pre-ticketing	Refund / Void <sup>9</sup>	Reissue / Revalidate <sup>9</sup>	Refund with Waiver	Deferred Payment in Re-shop	Split PNR	Servicing of partially flown tickets	Involuntary Exchange	Auto Sync of PNR* <sup>10</sup> (manual sync also available)	Auto Sync of offline changes Pre-Ticketing*
<b>NDC API Direct Connection</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>AGENT360</b>	✓	✓	✓		✓	✓	✓	✓	✓	✓
<b>Amadeus</b>	Q4 2024	✓	✓			✓	✓	✓	✓ (only itinerary related changes)	✓ (only itinerary related but must be repriced before issuing)
<b>Sabre</b>		✓	✓		✓		✓		✓ (only itinerary related changes)	✓ (only itinerary related but must be repriced before issuing)
<b>Travelport</b>	✓	✓	✓		✓	✓	✓		✓ (limited)	
<b>TPConnects</b>		✓	✓		✓	✓	✓		✓	
<b>TravelFusion</b>		✓	✓		✓	✓	✓	✓		

\*changes to passenger details can only be supported on Agent360

## Agency Model Support

SIA Technology Partner	Subagent - Consolidator workflow including TIDS <sup>12</sup>	Subagent using consolidator credentials <sup>13</sup>	Generating file to link to agency back-office systems	Integration with Duty of Care	Delegation flow <sup>15</sup>	OTA <sup>16</sup>	21.3 <sup>11</sup>
NDC API Direct Connection	✓	✓			✓	✓	
AGENT360	✓	✓	✓		✓	✓	✓
Amadeus	✓		✓	✓		✓	In Progress
Sabre	✓	✓	✓	✓		✓	
Travelport	✓	✓	✓	✓		✓	
TPConnects		✓			✓		
TravelFusion	✓	✓	✓	✓		✓	In Progress

## Notes

1	<b>Private IATA Fares</b>	Book access code fares - ability to specify access code at shopping to retrieve fares filed privately to specific agent IATA / TIDS
2	<b>Reprice TST</b>	Ability for agent to reprice the TST after approx. 96 hrs else ticketing error will be encountered; useful for bookings placed on hold
3	<b>Addition of KF details</b>	SQ may offer special discounts / offers to our KrisFlyer members. KF number needs to be validated at shopping in order to return the offers
4	<b>Ancillaries</b>	prime booking flow - book / select seats during booking flow
5	<b>Ancillaries</b>	post booking flow - book / select seats only after tickets have been issued
6	<b>Corporate CLID</b>	for accrual of corporate revenue to corporate agents / TMC
7	<b>Addition of KF details after flowm</b>	for FQTV accrual - this is done at OrderCreate step to allow passenger to accrue miles after flight is flown
8	<b>Add Book the Cook</b>	This will be exclusively available on AGENT360 and / or if partner wishes to do a direct connect integration with SQAPI
9	<b>Refund / Void / Reissue / Revalidate</b>	Refers to servicing before flight departure and/or servicing of fully unflown tickets
10	<b>Auto Sync of offline servicing</b>	when the NDC PNR is serviced outside of NDC/via other NDC modes of connection (i.e. Agent360 import PNR function), such changes will be reflected on the aggregator platform. Allows to also service the PNR after auto sync is complete
11	<b>21.3</b>	Waive penalties, OD stopover issue, waitlisting, add or modify post order (FQTV, DOCs), reprice enhanced
12	<b>Subagent-Consolidator workflow</b>	Allows an IATA or TIDS subagent to create a PNR and queue to consolidator for ticket issuance. PNR creation is done using subagent credentials
13	<b>Subagent using consolidator credentials</b>	Allows an IATA or TIDS subagent to create a PNR and queue to consolidator for ticket issuance. PNR creation is done using consolidator credentials
14	<b>TIDS Direct Ticketing</b>	Only using passenger direct credit card form of payment
15	<b>Delegation flow</b>	Allows retrieval of PNRs created outside of the aggregator platform
16	<b>OTA</b>	supports Online Travel Agency model (OTA can consume the NDC offers from aggregator platform and also support servicing via aggregator)
17	<b>3DS Support</b>	Agents connected via these partners which do not support 3DS will be liable to ADM in event of chargebacks

## Tips

1	<b>Auto Sync Changes to NDC PNR's</b>	Synchronisation is different between different GDSes, however Amadeus has a manual sync if auto-sync is unavailable
2	<b>Addition of KF details</b>	SQ may offer special discounts / offers to our KrisFlyer members. KF number needs to be validated at shopping in order to return the offers
3	<b>Deferred Payment</b>	Subagents can service their bookings and delegate reissuance and revalidation on Sabre and Travelport
4	<b>LNU</b>	Last Name unknown, can use in any GDS where unable to have a singular name
5	<b>FNU</b>	First Name unknown, can use in any GDS where unable to have a singular name
6	<b>TCP Link</b>	Can be done offline by SQ_Assistance
7	<b>Infant Tickets</b>	Can be booked with pseudo name and then name changed
8	<b>Add Servicing FQTS if another FQTV is already in PNR</b>	Has to be done at the airport
9	<b>Schedule Changes</b>	<p>1. From our inhouse system called SNAP The SNAP notification will be sent to the emails in the booking. In this case, there is one email in the booking, it would have received our SNAP notification that there has been a schedule on their booking.</p> <p>2. From NDC OCN API This is sent to the NDC partner, in this case, Amadeus NDC-X. Amadeus NDC-X then drops the impacted PNR into a queue. The TA then combs the queue and checks the PNR to see what has changed for the booking.</p> <p>In this case, we can see that the PNR has been cleaned up when the agent retrieved the booking on NDC. If the pax does not want to accept the change, TA would have to contact local sales ops or SQ Assistance to help them rebook the flight(s).</p>
10	<b>Modify FOP</b>	TA can switch between FOP
11	<b>No Active Itinerary in the Airline Profile</b>	Itinerary searched is not a valid route in airline profile, if this is a valid point please contact your AE to update airline profile
12	<b>No Itinerary Found Segment Requested</b>	Segment does not have any flight schedule, check requested OD has valid solutions and let your AE know if missing
13	<b>Target Office ID not Found</b>	General issues, Wrong credentials used, i.e. keyed in wrong password, wrong IATA, wrong POS or IATA is not activated for NDC
14	<b>Too many requested Segments</b>	There is a max limit of 6 bounds, ARNK is considered one bound



## Tips 2

15	<b>Unable to retrieve offer</b>	Happens when OfferPrice is called after the offer has expired,
16	<b>Add Ancillary Post Booking</b>	SQ_assistance is able to add ancillary post booking
17	<b>Further Servicing on Agent360</b>	Import to Agent360 for servicing is not available to TIDS agents or any PNRs that had Direct CC as FOP