



01.07.2020

July 2020 Newsletter

We hope that this communication finds you in good health, and our thoughts are with those of you who have been affected by the ongoing crisis.

Everyone is trying their best to deal with the present situation although resource reduction is affecting most of us. Nonetheless the [New Distribution Capability](#) standard continues to move forward.

Many of the improvements since our last communication in January had been held back due to urgent work needed to cope with the Covid19 crisis. We are now happy to be able to release them and communicate them to you. We have also been very busy, given the current limitations, fixing as many bugs as possible.





NEWEST FUNCTIONALITIES

❖ NDC Version 17.2

The IATA 17.2 baseline schema version, should be the Iberia NDC API used by any new connections. If you are planning to develop a connection to our API ensure you use the 17.2.

Many future enhancements and bug fixes will ONLY be done in the 17.2, with the objective of phasing out the 15.2 and 16.2 APIs as soon as possible, so please let us know about your plans regarding the upgrade.

❖ Corporate Private Fares in 17.2

Available only in our 17.2 API you can now shop, order and service bookings for your corporate clients, having access to their dealt fares.

❖ Servicing

We added the possibility of executing multiple changes/updates of contact information and adding ancillaries after a flight change.

❖ Travel Agency contact information.

To ensure that the correct communication is sent to the Travel Agency and/or the Passengers, we enabled the possibility to add both the Travel Agency and the Passenger contact details.

❖ Spanish Surname @ Separator

To solve the issue with SARA validations in Spain for Spanish Resident Discount, and the limitation of the IATA schema, we have introduced a fix which should be applied whenever the total number of words in the sum of the two surnames is greater than 2 (eg. De la Torre León).

Simply by including a "@" between the first and second surnames we will store and return them in the same way.

❖ Ancillaries

Purchasing of Ancillaries can now available after having changed flights. (only v17.2) and it is also possible to apply for a refund of Ancillaries if applicable (*only 17.2*).



❖ Seating

Free Seats booked and purchased from Iberia, from outside of the NDC channel will now be returned when retrieving the booking through NDC.

Seats booked on third party operating carriers and notified to us by them will also be returned.

❖ Cancelled Tickets and EMDs (*only 17.2*)

Details of the cancelled ETKTs and EMD 's are now returned when cancelling a booking through NDC.

❖ IATA Accredited Travel Agent Base Commissions

We now return the base commission amounts in the shopping phase, including those for Private Leisure and Corporate Fares.



IMPORTANT NOTICES

We are continuously thriving to improve in order to provide you with a better commercial support service.

- **Iberia Trade Call Center for Spain** has expanded its schedule to be now ready to assist you in a wider frame of **24-hours, 7-days a week** in both English and Spanish.

- Our **new** contact number for the Spanish market is: **91 904 63 57**

- For **other markets**, please check your Trade Help Desk contact number at Iberiagencias.com and press the NDC option from the touch-tone menu.



Remember connection options

Freedom of choice is important, so you choose how to connect to either Iberia or BA NDC Services:

- **Direct Connect**

To develop your own connection directly to our Iberia API, first go to:

<https://developer.iairgroup.com/member/register> to create your Mashery User ID.

Then go to:

[NDC Direct Connect Registration Form](#) to submit your registration form selecting Pre-Live Plan to access our Sandbox.

To develop a direct connection to British Airways API, go to:

<https://ndc.ba.com/>

- **Indirect**

If you do not wish to do your own development or connect directly to Iberia, we also offer the facility to connect via an NDC Aggregator/Service Provider who are certified with Iberia, go to:

[NDC via a Third-Party Registration Form](#) to submit your registration form.

To check a list of Aggregators/Service Providers currently connected with us, see [Appendix II](#), or click here: [Aggregators / Service Providers](#)

For information about the service providers of British Airways, please visit:

<https://ndc.ba.com/>

IAG Portals

IAG offers a basic but free alternative for agencies to access Iberia NDC distribution channel via a Travel Agency Web Portal*.

To get access to the Portal go to: <https://agencyportal.iag.cloud/register>

For further information, please get in contact with your Iberia or British Airways sales account manager.

*please check with us if the IAG Portal is available in your market



SUMMARY OF EXISTING FUNCTIONALITY

- Shopping with Cabin and Number of Stops Preferences.
- Shopping for cheapest fare only (combining different fare products).
- Spanish Resident and large Family Discounts, including the reporting of the Service Fee charged.
- Airline loyalty program, Iberia's Frequent Flyer.
- Private Leisure Fares - Shopping, Booking and Cancel/Refunds.
- Corporate Fare - Shopping, Booking and Cancel/Refunds.
- Flight Price, with Get Fare and Get Direct Fare.
- BAGS and SEATS at time of Order Create and in post-sale Servicing.
- Payment (Cash and Credit Card):
 - Instant purchase in OrderCreate.
 - For Orders held with Payment Time Limit using OrderChange.
- Contact information:
 - Passengers - for operational notifications and emergency contact.
 - Sellers - for notifications.
- Changes in NDC services for selling Ancillaries (Bags and Seats).
- OrderView includes changes made outside of NDC.
- Involuntary itinerary changes returned in OrderView.
- Retry payment on instant purchase offers when FOP CC fails.
- Changes in the confirmation e-mail sent from Iberia.
- Ability to request special services for passengers (https://developer.iairgroup.com/docs/read/iberia/Special_Service_Request_SSR)
- Sellers Remark up to 30 chars in the Order for internal use of the Seller.
- Fiscal ID (Peru, Ecuador, Argentina) is mandatory to pay and issue tickets.
- Order Servicing:
 - Name Correction (up to 3 characters).
 - Cancel all or some passengers in an Order.
 - Cancel unused and partially used Orders.
 - Changing of Flight, Date and Class with:
 - Issue of EMDs for residual value.
 - Charge of additional collection.
 - Split and change (Flight, Date and Class) for some passengers in an Order.
 - Adding or modifying Passengers or Sellers contact information.
 - Ability to retrieve a list of live Orders created by the Seller within a date range.



New Distribution Capability



ADDITIONAL INFORMATION

Got a question regarding our NDC? Feel free to contact your Iberia Account Manager or send us an e-mail to:

selling.distribution@iberia.es

For further technical information on our services please visit our developer web site at

<https://developer.iberia.com>

For information on our partner British Airways' NDC, please check it out at:

<https://ndc.ba.com/>



Appendix I

IB NDC functionalities available through Service Providers

✓ CERTIFICADO BETA	✓ EN PROGRESO	✓ CERTIFICADO PRO v16.2	✓ CERTIFICADO PRO v17.2
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IB NDC – Services available through Service Providers

Live capability	Public	Private Fares	Cash (BSP)	Credit Card	Paid Seating	Paid Baggage	Cancel and Refund	Schedule or Cabin Change	Split Change	Residents/ Large Family	Agency Service Fee	Name Correction	SSR	Agency Order List	FF	Cheapest	Corporate
AARON GROUP	✓		✓	✓	✓	✓	✓								✓		
Airlines Technology	V17		V17	V17	V17	V17	total V17							V17			
Airgateway*	✓ V17		✓ V17	✓ V17	✓ V17	postsale V17	✓ V17	V17					V17				
Berlogic	✓		✓	✓		✓	✓									✓	
Beroni	✓	✓	✓	✓	✓	✓	✓			✓	✓				✓	✓	
Diurnus	✓		✓	✓	✓	✓	✓			✓					✓	✓	
Duffel	✓	✓	✓	✓			✓							✓			
Flyin	✓		✓	✓			✓										
GAC Travel	✓	v17	✓				✓			v17 solo resid.					v17		
GrupoIris	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ & v17
Hitchhiker	✓	✓	✓	✓	✓	✓	✓			✓	✓						
Juniper	✓		✓				✓										
Leego	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17	✓ V17
Megatravel	✓		✓				✓										
Netviax	✓	✓	✓				✓										
Netactica	✓	✓	✓				✓								✓		
Next-IT	✓	✓	✓		✓	✓	✓					✓	✓	✓			
Offidesk	✓ V17	✓	✓ V17	✓	✓ V17	✓ V17	✓ V17			✓	✓				✓		
Ofimática	✓	✓	✓	✓	✓	✓	✓			✓	✓				✓	✓	
Onesto	✓		✓	✓	✓	✓	✓	✓				✓					
Portales IAG	✓ V17	✓ V17	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ V17	
Pipeline	✓	✓	✓	✓			✓			✓	✓			✓		✓	
Sistemas MIG	✓		✓				✓										
SotConex DE	✓		✓				✓										
Travelsky	✓		✓				✓										
Travelfusion	✓	✓	✓	✓	✓	✓	✓	✓				✓				✓	
Travelloop	✓		✓	✓			✓										
Verteil	✓		✓				✓										
Wooba	✓	✓	✓		✓	✓	✓	✓				✓					