



30.10.2020

October 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.

Iberia has been working at a slower, yet steady, pace to deliver new functionalities which our agencies have been asking for. We are happy to share with you the main achievements of the third quarter of 2020.





NEWEST FUNCTIONALITIES

❖ Reminder on 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 everyone has switched to the new version. If you are still using an old version of the schema, please let us know about your plans regarding the upgrade.

❖ 3DS v1 and 3DS v2

As you may probably know, Europe is going to enforce the PSD2 on the January 1st 2021, to ensure credit card payments are always processed using Strong Customer Authentication (SCA). For this reason, Iberia integrated the capability to accept 3DS v1 and 3DS v2 transactions in its NDC v17.2 API.

Three-Domain Secure (3DS or 3-D Secure) is a protocol that allows consumers to authenticate themselves with the issuer of their payment card when they wish to undertake a non-contact transaction, such as purchasing over the internet.

It is important to notice that IATA NDC only allows for 3DS v2 augmentation points as of version 17.2 of the schema, therefore credit card payments may no longer be accepted in versions 15.2 and 16.2 of our NDC API once the mandate comes into effect. Please consider upgrading to v17.2 if you haven't done so yet.

The enforcement will be implemented market by market. Once a market mandates 3DS then we will no longer accept Credit Card payments from that market unless processed in 17.2 messages.

Lastly it is important to remark that the Agencies or Sellers will be responsible for the Authentication Process so they will have to do so using their own external provider.



❖ Multiple Voluntary Changes

We extended the possibility of executing multiple changes/updates of a booking when previously it was only possible to execute a voluntary change once.

These are the voluntary change scenarios which can now be executed without having the limitation of being able to carry out only one per booking:

- Add or modify passenger contact details.
- Add extra bags and paid seats.
- Change hour of departure or date of outbound, inbound or both flights.
- Change cabin (upgrade).
- Change up to 3 characters of name and/or surname of the passenger for free (once per passenger only).
- Remove one or more passengers from a booking and change/cancel their new split booking.

❖ Pay with Vouchers

The aviation industry is going through an unprecedented crisis and unfortunately flight cancellations and rescheduling have become very common. To allow our passengers to book their new flights with more flexibility, Iberia introduced the use of vouchers as a form of reimbursement.

Since the use of those vouchers was initially only available through our direct channel (www.iberia.com), we thought it would be beneficial for the agencies and sellers to also be available to accept and redeem an Iberia Voucher in their sale processes, allowing their clients to use that credit in their favourite agencies.

The first delivery of this functionality will easily allow the agencies and sellers to make a booking paying with a voucher whenever the value of the new ticket is lower than the residual value of the voucher itself.

We will soon release an improvement to allow paying with two forms of payment: the residual value of the voucher plus the remaining in BSP CASH.



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** is available **24-hours, 7-days a week** in both English and Spanish.

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

- For **other markets**, please use your usual Trade Help Desk contact number (for information go to Iberiagencias.com) and select 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/>

- **Connect through an aggregator or service provider**

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 I](#).

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: search for Iberia fares and offers

- Filter by Cabin and Number of Stops Preferences.
- Shop for Published Fares, including the Additional Price Points only available in NDC and Iberia.com.
- Shop for private leisure fares such as VFR or TourOperation.
- Shop for Private Corporate fares if you are a TMC.
- Request the cheapest fare only (combining different fare products if that is the cheapest available option for the flight combination).
- Apply for Spanish Resident and Large Family Discounts.
- Use your Iberia Plus Loyalty number to receive discounts on ancillaries applicable to your tier.
- Get Flight Price details either referencing an OfferID or specifying the flight details.

Ordering: create your booking and issue tickets

- Create a booking with instant purchase or on-hold and issue it later.
- Buy extra bags or add a paid seat during the booking flow if you are doing an instant purchase.
- Forms of payment accepted: BSP Cash (with BSP reporting and settlement, including Base Commissions); Credit Card (Visa, Mastercard, Amex, Diners); Iberia Vouchers.
- Request special services for passengers (SSRs)
- Add contact information:
 - Passenger email and phone number – for operational notifications and emergency contact.
 - Agency/Seller email – for involuntary change notifications.
- Use up to 30 characters to add a Remark in the Order for internal use and cross-referencing purposes.
- Add the Fiscal IDs to the booking when it is mandatory to do so in order to pay and issue tickets (applies to certain countries such as Peru, Ecuador, Argentina).
- Report your Agency Service Fee when issuing a fare subject to the Spanish Resident and Large Family discounts.



Servicing: manage your bookings post-sale

- Obtain booking details through the OrderRetrieve.
- Get a list of active bookings using the OrderList.
- Voluntary changes:
 - Add extra bags and/or paid seats to an existing Order.
 - Name Correction (up to 3 characters) for free.
 - 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 Passenger or Agency/Seller contact information.
- Involuntary itinerary changes will be reported to the Agency and to the passenger by email.



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

✓ Certified in Pre-Live	✓ In Progress	✓ Certified in Production v16.2	✓ Certified in Production v17.2
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Live capability	Public	Private Fares	Cash (BSP)	Credit Card	3DS payment	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	✓✓		✓✓	✓✓		✓✓	✓✓	✓ Total							✓✓			
Airgateway*	✓✓		✓✓	✓✓		✓✓	✓ Postsale	✓✓	✓					✓				
Berlogic	✓		✓	✓			✓	✓										✓
Beroni	✓	✓	✓	✓		✓	✓	✓			✓	✓				✓	✓	
CVC	✓		✓					✓										
Diurnus	✓		✓	✓		✓	✓	✓			✓					✓	✓	
DRCT	✓		✓					✓										
Duffel	✓	✓	✓	✓				✓							✓			
FAREPORTAL	✓		✓	✓		✓		✓						✓				
Flyiñ	✓		✓	✓				✓										
GAC Travel (CDV)	✓✓	✓	✓✓					✓✓			✓ Residents					✓		
GrupoIris	✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓
Hitchhiker	✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓			✓✓	✓✓						
Juniper	✓		✓					✓										
Lleego	✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓
Megatravel	✓		✓					✓										
Netviax	✓	✓	✓					✓										
Netactica	✓	✓	✓					✓								✓		
Next-IT	✓	✓	✓			✓	✓	✓					✓	✓	✓			
Offidesk	✓✓	✓	✓✓	✓		✓✓	✓✓	✓✓			✓	✓				✓		
Ofimática	✓	✓	✓	✓		✓	✓	✓			✓	✓				✓	✓	
Onesto	✓		✓	✓		✓	✓	✓	✓				✓					
Portales IAG	✓✓	✓✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓✓	
Pipeline	✓	✓	✓	✓				✓			✓	✓			✓		✓	
Servivuelo-NAVISK	✓		✓✓	✓			✓	✓✓				✓	✓			✓		
Sistemas MIG	✓		✓					✓										
SotConex DE	✓		✓					✓										
Thomalex	✓		✓			✓		✓			✓ residents							
TravelNDC (ENDIXI Travel)	✓		✓	✓		✓ POSTSALE		✓	✓									
Travelsky	✓		✓					✓										
Travelfusion	✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓	✓✓				✓				✓	
Travelloop	✓✓	✓	✓✓	✓✓		✓	✓	✓✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Verteil	✓		✓					✓					✓	✓	✓	✓	✓	✓
Wooba	✓	✓	✓			✓	✓	✓	✓				✓					