October 30ᵗʰ 2020

Technical/Functional News

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.

What you will find in this document:

IMPORTANT NOTICES

❖ New Functional & Technical Documentation

We have migrated our documentation to a new place, where it is now easier to keep track of what is changing and of new developments as they come along. The new space, hosted on an Atlassian Confluence platform also allows you to subscribe to an RSS feed should you wish to keep track of changes.

https://transform.atlassian.net/wiki/spaces/NDCDOC/overview

❖ NDC Version 17.2 and 3DS

The IATA 17.2 baseline schema version is the one to use if you want to use Credit Card as a Form of Payment, and bear in mind that many future enhancements 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.

NEW FUNCTIONALITY

❖ 3-Domain Secure (*only 17.2*)

Our 17.2 API has been augmented in order to handle 3DS for Credit Card payments. As this will become mandatory in the near future, we highly recommend that you start your development as soon as possible. For more information on how to pay with Credit Cards using 3DS through the Iberia NDC API please check out our information pages at:

https://transform.atlassian.net/wiki/spaces/NDCDOC/pages/1877409810/3-D+Secure+Payment

Please also note that 3DS is not possible in the 16.2 version of our API, therefore migration to 17.2 is required.

❖ Multiple Changes - Servicing

We have now enabled the ability to change Orders more than once, with no additional development foreseen on your side. You can now service your Orders multiple times before they are paid for and issued, in the following scenarios:

- Add or modify passenger contact details.
- 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 on or more passengers from a booking and change/cancel their new split booking.

Rebooking and re-issuing of Ancillary/EMDs is still out of scope, as is the Servicing of any Order with tickets issued outside of the NDC flows. In these cases, you will still have to call our Service Centre.

❖ Iberia Vouchers as FOP

Iberia vouchers can now be used as a Form of Payment for Orders. In this first release the voucher will have to cover the total cost of the booking. We will soon introduce the possibility to pay using multiple forms of payment.

The voucher may be used in the OrderCreate message for instant payment or in the AirDocIssue/OrderChange messages when paying for a previously created Order.

As ancillaries cannot be added to a previously created Order until after the flights have been paid for, Ancillaries can only be paid using a voucher if used in the creation of the Order in an instant purchase scenario.

Vouchers can be used to pay for all fares/products except Private Leisure fares.

The e-mail address used must be the same the customer used to claim their voucher. If this does not match the data registered with the provided voucher then the purchase will fail.

Until multiple forms of payment are accepted, if the cost of the Order exceeds the value of the voucher the purchase will fail.

The customer can check if their voucher has any remaining value through the usual channels, the information can be found in English and Spanish.

Cancellations within 24 hours of issuing a ticket paid with a voucher can be done autonomously using NDC services. All other cancellations and/or voluntary changes, will have to be managed through the appropriate Iberia Call Centre.

Additional information can be found here.

❖ Contact Information

Passenger contact information can now be added to an Order in a servicing flow. This allows, for example, the contact information to be added or changed in an Order that has been split.

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 and 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.

IMPACTED SERVICES

List of Iberia NDC Services impacted in this release with the new functionality that affects them:

AIR SHOPPING

Available through the following versions of these Services	AirShopping 15.2_2020.22 AirShopping 17.2_2020.22
Description:	Technical Stop information is correctly returned.
Notes	

FLIGHT PRICE 16.2 / OFFER PRICE 17.2

Available through the following versions of these Services	FlightPrice 16.2_2020.22 OfferPrice 17.2_2020.29
Description:	Technical Stop information is correctly returned. Baggage allowance referenced to flight segments
Notes	

SEAT AVAILABILITY

Available through the following versions of these Services	SeatAvailability 15.2_2020.30 SeatAvailability 17.2_2020.30
Description:	Correct error response for Code-Share flights.
Notes	

ORDER CREATE

Available through the following versions of these Services	OrderCreate 16.2_2020.34 OrderCreate 17.2_2020.34
Description:	3-Domain Secure is now supported in the 17.2 API Iberia Voucher can now be used as a Form of Payment.
Notes	Information of how Iberia handles 3DS can be found in: https://transform.atlassian.net/wiki/spaces/NDCDOC/pages/1877409810/3-D+Secure+Payment Information on the use of Iberia Vouchers as FOP can be found in: https://transform.atlassian.net/wiki/spaces/NDCDOC/pages/2030272701/Iberia+Vouchers

AIRLINE DOCUMENT ISSUE (PAYMENT) 16.2 ONLY

Available through the following versions of these Services	AirDocIssue 16.2_2019.34 Functionality moved to OrderChange for 17.2
Description:	Iberia Voucher can now be used as a Form of Payment.
Notes	Information on the use of Iberia Vouchers as FOP can be found in: https://transform.atlassian.net/wiki/spaces/NDCDOC/pages/2030272701/Iberia+Vouchers

ORDER CHANGE

Available through the following versions of these Services	OrderChange 16.2_2020.25 OrderChange 17.2_2020.34
Description:	16.2 returns a controlled error if Credit Card FOP is used for an Order requiring 3DS. 17.2 Can use an Iberia Voucher as a Form of Payment.
Notes	Information of how Iberia handles 3DS can be found in: https://transform.atlassian.net/wiki/spaces/NDCDOC/pages/1877409810/3-D+Secure+Payment Information on the use of Iberia Vouchers as FOP can be found in: https://transform.atlassian.net/wiki/spaces/NDCDOC/pages/2030272701/Iberia+Vouchers

ADDITIONAL INFORMATION

For further information please see:

https://transform.atlassian.net/wiki/spaces/NDCDOC/overview

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

https://ndc.ba.com/