



March 23rd 2021

March 2021 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 first quarter of 2021.





NEWEST FUNCTIONALITIES

❖ Cash with Vouchers Payment

As we announced in our last newsletter, agencies and sellers are allowed 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 now release an improvement that allows paying with two forms of payment: the residual value of the voucher plus the remaining in BSP CASH.

When a customer has issued an Iberia Voucher it can now be used as a Form of Payment together, if needed, with Cash to pay for a booking through NDC. Vouchers can also be used to pay held bookings or to pay Ancillaries added to an existing booking.

Remember that 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.

The customer can check the remaining value of their voucher on iberia.com, the information can be found in [English](#) and [Spanish](#).

Cancellations within 24 hours can be done autonomously using NDC services. All other cancellations have to be managed through the appropriate Iberia Call Centre.

❖ Email Control

We now offer the facility to allow Travel Agent to control to whom email confirmations are sent, and what information is contained in those emails.

Remember you have the ability to add and modify both Travel Agency and Passenger contact information in a booking.

❖ Voluntary Changes – Unpaid Orders

Every day we are working hard to add more functionality to increase the changes possibilities available through our NDC connection.



We now allow voluntary changes to be requested even if the booking hasn't been issued yet.

❖ Voluntary Changes – Route Modifications

As a first step in the development of voluntary changes implying the modification of the routing, we now support the following two scenarios:

- 1) Change to a different airport in the same city
(eg. LHR <-> LGW or TFS <-> TFN);
- 2) Change the segments in a same Origin-Destination
(eg. LON-SAO <-> LON-MAD-SAO)

❖ Voluntary Changes – Special Services

When a voluntary change is made in a booking, and there is a Special Service included, now you would be able to keep the Special Service so it will be included in the new flight after the change is done.

❖ Refunds in NDC

From now on all non-self-managed refunds for NDC Tickets in all markets aside from Spain will follow the same procedure defined for regular tickets in each market.

Nothing change for refunds in the Spanish market.

❖ 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

To comply with PSD2, 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.

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.

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.

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

- 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.
 - Modify your date/time before issuing the tickets
 - Route Modification: change airport within the same city or change number of segments in a same route.
 - Special Services will remain in the booking after the change.
 - Multiple Changes are allowed
- 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/>



✓ Certified in Pre-Live 16.2	✓ Certified in Pre-Live 17.2	✓ In Progress	✓ Certified in Production v16.2	✓ Certified in Production v17.2
------------------------------	------------------------------	---------------	---------------------------------	---------------------------------

IB NDC – Services available through Service Providers

Live capability	Public	Private Fares	Cash (BSP)	Credit Card	3DS	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	CLID / Corporate	Vouchers
Netviax	✓	✓	✓					✓											
Netactica	✓	✓	✓					✓								✓			
Next-IT	✓✓	✓✓	✓✓	✓✓		✓	✓	✓✓					✓✓	✓✓	✓✓				
Offidesk	✓✓	✓	✓✓	✓		✓✓	✓✓	✓✓			✓	✓				✓			
Ofimática	✓	✓	✓	✓		✓	✓	✓			✓	✓				✓	✓		
Onesto	✓		✓	✓		✓	✓	✓	✓				✓						
Portales IAG	✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓		
Pipeline	✓	✓	✓	✓				✓			✓	✓			✓		✓		
Servivuelo-NAVISK	✓✓		✓✓	✓			✓	✓✓				✓	✓			✓			
Sistemas MIG	✓		✓					✓											
SotConex DE	✓✓	✓	✓✓	✓		✓		✓✓ total							✓	✓	✓	✓	
Thomalex	✓		✓			✓		✓			✓ residents								
TravelNDC (ENDIXI Travel TECH.)	✓✓		✓✓	✓✓ no cert. en prod.		✓✓ postsale		✓✓	✓✓										
Travelsky	✓		✓					✓											
Travelfusion	✓✓	✓✓	✓✓	✓✓	✓ 2.2.0	✓✓	✓✓	✓✓	✓✓				✓				✓	✓	
Travelloop	✓✓	✓✓	✓✓	✓✓		✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓✓	✓	
TUI4U	✓✓ Instant Purchase		✓✓					✓✓ total											
Verteil	✓		✓					✓											
Wooba	✓✓	✓	✓			✓	✓	✓	✓				✓						
YPSILON	✓✓ Instant Purchase		✓✓	✓✓	✓✓	✓✓ Pre-sale	✓✓ Pre-sale	✓✓ total								✓✓			