



**March 23<sup>rd</sup> 2021**

## **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 first quarter of 2021.



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## IMPORTANT NOTICES

### ❖ Documentation

Remember our documentation is in 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 allows you to subscribe to an RSS feed to keep track of changes.

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

### ❖ 3DS

Many markets are moving towards making 3DS mandatory when using Credit Cards to pay for online purchases. For this you must migrate to the IATA 17.2 baseline schema version if you want to use this FOP in those markets.

### ❖ 17.2

Most of the improvements developed in our API are ONLY done in the IATA 17.2 version, with the objective of phasing out the 15.2 and 16.2 APIs as soon as possible, so please bear this in mind in your future plans.



## NEW FUNCTIONALITY

### ❖ Cash with Vouchers Payment

When a customer has been issued an Iberia Voucher this can now be used to as a Form of Payment together, if needed, with Cash to pay for an Order through NDC. Vouchers can also be used in the servicing flow as FOPs to pay for held bookings and Ancillaries added to an Order.

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.

Additional information can be found [here](#).

### ❖ 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 an Order. More information can be found [here](#)

### ❖ Voluntary Changes – Unpaid Orders

Every day we are working hard to add more functionality to increase the servicing functionality available through our API.

We now allow voluntary changes supported by our API 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 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)

## ❖ Maintain Special Services with Voluntary Changes

No more warning messages when you change a flight for a passenger with Special Services. The services are automatically moved to the new flights.



## 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) using 3DS where applicable; Iberia Vouchers (also combining Cash and 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.
  - 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.
  - Multiple changes
- Involuntary itinerary changes will be reported to the Agency and to the passenger by email.

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.



New Distribution Capability



## **IMPACTED SERVICES**

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







### OFFER PRICE 17.2

<b>Available through the following versions of these Services</b>	<a href="#">FlightPrice</a> 16.2_2021.03 <a href="#">OfferPrice</a> 17.2_2021.03
<b>Description:</b>	<ul style="list-style-type: none"><li>• Payment Time Limit of one hour for "Instant Purchase" Orders created more than 4 hours before departure.</li><li>• Checked baggage allowance with number of bags in 17.2</li></ul>
<b>Notes</b>	



### SEAT AVAILABILITY

<b>Available through the following versions of these Services</b>	<a href="#">SeatAvailability</a> 15.2_2020.30 <a href="#">SeatAvailability</a> 17.2_2020.30
<b>Description:</b>	<ul style="list-style-type: none"><li>• Correct error response for Code-Share flights.</li></ul>
<b>Notes</b>	



**ORDER CREATE**

<b>Available through the following versions of these Services</b>	<a href="#">OrderCreate</a> 16.2_2020.40 <a href="#">OrderCreate</a> 17.2_2020.41
<b>Description:</b>	<ul style="list-style-type: none"><li>• Payment with combined Cash and Voucher in 16.2 and 17.2</li><li>• Confirmation email control data in 17.2. More info can be found <a href="#">here</a>.</li></ul>
<b>Notes</b>	



**AIRLINE DOCUMENT ISSUE (PAYMENT) 16.2 ONLY**

<b>Available through the following versions of these Services</b>	<a href="#">AirDocIssue</a> 16.2_2020.40
<b>Description:</b>	Payment with combined Cash and Voucher
<b>Notes</b>	<ul style="list-style-type: none"><li>• Information on the use of Iberia Vouchers as FOP can be found <a href="#">here</a>.</li><li>• For Payment in 17.2 see <a href="#">OrderChange</a></li></ul>



**ORDER RESHOP / ITIN RESHOP**

<b>Available through the following versions of these Services</b>	<a href="#">ItinReShop</a> 16.2_2021.09 <a href="#">OrderReShop</a> 17.2_2021.09
<b>Description:</b>	<ul style="list-style-type: none"><li>• Refund calculation within 24 hours for Orders paid with Vouchers, and combined Cash and Voucher.</li><li>• Voluntary Changes for all passengers in an unpaid Order and maintaining the same product.</li><li>• Voluntary Changes of routing in a paid Order:<ul style="list-style-type: none"><li>○ Specifying Origin and Destination instead of routing</li><li>○ Specifying City instead of Airport</li><li>○ From direct to indirect route</li></ul></li></ul>
<b>Notes</b>	



**ORDER CHANGE**

<b>Available through the following versions of these Services</b>	<a href="#">OrderChange</a> 16.2_2021.09 <a href="#">OrderChange</a> 17.2_2021.09
<b>Description:</b>	<ul style="list-style-type: none"><li>• Payment with combined Cash and Voucher in 17.2</li><li>• Voluntary Changes for all passengers in an unpaid Order and maintaining the same product.</li><li>• Maintain Special Services when voluntary changing flights.</li></ul>
<b>Notes</b>	



**ORDER CANCEL**

<b>Available through the following versions of these Services</b>	<a href="#">OrderCancel</a> 16.2_2021.03 <a href="#">OrderCancel</a> 17.2_2021.03
<b>Description:</b>	<ul style="list-style-type: none"><li>• Cancel and refund for Orders with 24 hours when paid with Voucher and combined Cash and Voucher.</li></ul>
<b>Notes</b>	



**ORDER VIEW**

<b>Available through the following versions of these Services</b>	<a href="#">OrderView</a> 16.2_2020.39 <a href="#">OrderView</a> 17.2_2020.41
<b>Description:</b>	<ul style="list-style-type: none"><li>• Payment Methods and amounts returned in 16.2 and 17.2</li><li>• Confirmation email control data returned in 17.2</li></ul>
<b>Notes</b>	





New Distribution Capability



## **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/>

