



20.01.2020

Technical/Functional News

With the new year the adoption of the [New Distribution Capability](#) standard is growing ever faster.

The last quarter of 2019 we have been focused on getting the new 17.2 version and new functionality for Corporates.

Also, we are now IATA Level 4 and @Scale certified!





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IMPORTANT NOTICES

❖ 17.2

Iberia is pleased to now have our services available in the IATA 17.2 baseline schema version, recognized by the industry as providing stability and maturity in the standard.

BaggageList is replaced by Service List and returns a catalogue of services with their prices for the selected Offer/Order. This service can be used within the Shopping flow, following the OfferPrice, or as part of a Servicing flow, following OrderRetrieve. A subsequent OrderChange will be used to purchase the service. Today only bags are returned, additional services will be added in the future.

The same functionality previously available in 16.2 is in 17.2, except the following, which is only available in 17.2:

- Update Travel Agent contact details.
- Update Passenger Emergency contact details.
- Update Passenger Frequent Flyer information.

❖ New FOPS

- IATA Travel Agencies:

Iberia now accepts Visa (VI), Mastercard (CA), American Express (AX) and Diners (DI) debit and credit, as forms of payment in the Euro-zone.

In addition, we accept Visa (VI), Mastercard (CA), American Express (AX) in USD (\$) only in Israel, and in GBP (£) in UK.

- Non-IATA Travel Agencies:

American Express (AX) is now accepted as a form of payment in both the US and the Euro-zone markets.



❖ Travel Agency contact information.

To ensure that the correct communication is sent to the Travel Agency and/or the Passengers, it is imperative that both contact information fields are included in the Order.

- [Travel Agency contact information](#) is required to ensure that Iberia can send to the Travel Agency all necessary notifications to enable them to manage their customers appropriately.
- Passenger contact information, as per IATA Resolution 830d, is required to ensure that Iberia can notify the passenger when there are operational disruptions. These may occur outside of working hours, when the Travel Agency is not able to contact the Passenger directly. Iberia will not use this contact information for commercial purposes.



New Distribution Capability





New Distribution Capability





NEW FUNCTIONALITY

❖ Corporate

Corporate customers can now be identified when booking public fares by including CorporateSender details in the 17.2 API version.

If CorporateSender is included, then TravelAgencyParticipant data must be provided.

In addition, this prepares the way for Private Corporate Fares.

❖ SSRs

We have improved the Special Service Request handling.

For those Special Service Requests (DPNA, ESAN and SVAN) where additional text is mandatory, please note that there is a limit of 90 characters.



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.
- 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.airgroup.com/docs/read/iberia/Special_Service_Request_SSR)
- Sellers Remark up to 30 characters in the Order for internal use of the Seller.
- Fiscal ID (for Peru and Ecuador) is obligatory 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.



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_2019.21 AirShopping 17.2_2019.21
Description:	Now available in 17.2. CorporateSender details can be included in preparation for Corporate Fares, if so, then TravelAgencyParticipant data must be provided.
Notes	Remember to use the Airline Profile with all Origin Destinations served by Iberia marketed flights which can be found here . Failure to do this could result in you exceeding your transaction threshold. AirShopping 15.2 does not support CorporateSender. You may use AirShopping 17.2 within a FlightPrice and OrderCreate 16.2 flow.



FLIGHT PRICE 16.2 / OFFER PRICE 17.2

Available through the following versions of these Services	FlightPrice 16.2_2019.19 FlightPrice 17.2_2019.22
Description:	Now available in 17.2 as OfferPrice. CorporateSender details can be included in preparation for Corporate Fares, if so, then TravelAgencyParticipant data must be provided.
Notes	



SEAT AVAILABILITY

Available through the following versions of these Services	Seat Availability 15.2_2019.22 Seat Availability 17.2_2019.22
Description:	Now available in 17.2. CorporateSender details can be included, only in 17.2 , if so then TravelAgencyParticipant data must be provided.
Notes	SeatAvailability 15.2 does not support CorporateSender. SeatAvailability 17.2 cannot be used within a 16.2 Shopping & Ordering flow.



BAGGAGE LIST 15.2 / SERVICE LIST 17.2

Available through the following versions of these Services	Service List 17.2_2019.22
Description:	<p>Now available in 17.2 as ServiceList. This replaces the BaggageList 15.2 and returns a catalogue of services with their prices for the selected Offer/Order.</p> <p>Today only bags are returned, additional services will be added in the future.</p> <p>This service can be used within the Shopping flow, following the OfferPrice, or as part of a Servicing flow, following OrderRetrieve. A subsequent OrderChange will be used to purchase the service.</p> <p>CorporateSender details can also be included, if so then TravelAgencyParticipant data must be provided.</p>
Notes	<p>BaggageList 15.2 does not support CorporateSender.</p> <p>ServiceList 17.2 cannot be used within a 16.2 Shopping & Ordering flow.</p>



ORDER CREATE

Available through the following versions of these Services	OrderCreate 16.2_2019.23 OrderCreate 17.2_2019.23
Description:	Now available in 17.2. CorporateSender details can now be included, if so, then TravelAgencyParticipant data must be provided. The Corporate ID is included in the booking.
Notes	A relationship must exist between the CorporateSender and the TravelAgencyParticipant, and this is validated against Iberia's sales database.



AIRLINE DOCUMENT ISSUE (PAYMENT) 16.2 ONLY

Available through the following versions of these Services	AirDocIssue 16.2 2019.21 See OrderChange in 17.2
Description:	CorporateSender details can now be included, if so, then TravelAgencyParticipant data must be provided. The Corporate ID is included in the booking.
Notes	



ORDER RETRIEVE

Available through the following versions of these Services	OrderRetrieve 16.2 2019.23 OrderRetrieve 17.2 2019.23
Description:	Now available in 17.2. OrderRetrieve 17.2 must be used to retrieve an Order created in 16.2, prior to any subsequent servicing in 17.2.
Notes	



ITIN RESHOP 16.2 / ORDER RESHOP 17.2

Available through the following versions of these Services	ItinReShop 16.2 2019.23 OrderReShop 17.2 2019.23
Description:	Now available in 17.2.
Notes	Partial passenger changes or cancellations cannot be done on Orders with Private Fares. Error returned if 17.2 used on an Order created in 16.2 without previously doing an OrderRetrieve 17.2.



ORDER CHANGE

Available through the following versions of these Services	OrderChange 16.2 2019.23 OrderChange 17.2 2019.23
Description:	<p>Now available in 17.2.</p> <p>CorporateSender details can now be included, if so, then TravelAgencyParticipant data must be provided.</p> <p>Fiscal ID (Peru and Ecuador) can be added to an Order as mandatory for payment and issue.</p>
Notes	<p>Partial passenger changes or cancellations cannot be done on Orders with Private Fares.</p> <p>Error returned if 17.2 used on an Order created in 16.2 without previously doing an OrderRetrieve 17.2.</p> <p>A relationship must exist between the CorporateSender and the TravelAgencyParticipant, and this is validated against Iberia's sales database.</p>



ORDER CANCEL

Available through the following versions of these Services	Order Cancel 16.2 2019.19 Order Cancel 17.2 2019.22
Description:	Now available in 17.2. CorporateSender details can now be included, if so, then TravelAgencyParticipant data must be provided.
Notes	Error returned if 17.2 used on an Order created in 16.2 without previously doing an OrderRetrieve 17.2.



ORDER LIST

Available through the following versions of these Services	Order List 16.2 2019.06 Order List 17.2 2019.21
Description:	Now available in 17.2.
Notes	



ORDER VIEW

Available through the following versions of these Services	Order View 16.2 2019.22 Order View 17.2 2019.22
Description:	<p>Now available in 17.2.</p> <p>When purchasing Private Fares new data is returned in:</p> <p>< Response / DataLists / FareList ></p> <p>This will include the "Code" indicating it is a Private Fare and the "Definition" indicating the product purchased. In addition, the FareBasis is included.</p> <p>Fiscal ID is returned for those bookings that have it.</p>
Notes	



New Distribution Capability



ADDITIONAL INFORMATION

For further information please see: <https://developer.iberia.com>

For information on our partner British Airways' NDC please check it out at:
<https://ndc.ba.com/>

