



**IBERIA**   
Cada día es el primer día

# Iberia

NDC Newsletter

2023 APRIL



# ¡Hola!

APRIL 2023



- ✓ IB NDC keeps growing! We have recently added **Senegal** as a new country available in NDC. From now on, Travel Agencies in this market will be able to access the exclusive IB NDC content and Iberia's best offers.
- ✓ We have also held meetings with several **Spanish Travel Agencies Associations to present NDC new features and functionalities, with special focus on travel needs for corporate traffic.** At the **BTL Fair in Lisbon** we held meetings with Travel Agencies and Service Providers in order to help us increase our presence in our neighbouring country.
- ✓ In terms of new direct connections, we welcome two new aggregators: **Ideas Fractal**, Service Provider with a strong influence in Latin American markets and **Verteil** with coverage in Asian markets.

Welcome both on board!



# Points of contact

From our Call Centers we offer you a better service



**Call Centre for Spain:**  
24 hours a day, 7 days a week  
in English and Spanish.

**91 9046 357**



For other markets call the **usual Agency Call Centre** (check the number for your country on [iberiagencias.com](http://iberiagencias.com)) **and select the NDC option on the voice mail.**



At LATAM we have extended the **NDC Call Centre hours** to Saturdays and Sundays from 9:00 am to 6:00 pm.



# Connecting Options



**Freedom of choice is important, so you choose how to connect to either Iberia or BA NDC Services.**



## Direct Connections

To develop your own connection directly to our Iberia API follow this steps:

- Visit [developer.iagroup.com/...](https://developer.iagroup.com/...) to create your Mashery User ID.
- Submit your [Registration Form](#) selecting “Pre-Live Plan” to access our Sandbox.
- To develop a direct connection to British Airways API, go to: [ndc.ba.com](https://ndc.ba.com)



## Through an aggregator or service provider

To connect through the services of an Aggregator / Technology Provider that is already certified with Iberia, please visit:

- [Register to access NDC through third parties](#) to submit your registration form.
- For a list of Aggregators/technology providers already certified with Iberia, please see Appendix I.
- For information on technology providers connecting to British Airways, please visit: [ndc.ba.com](https://ndc.ba.com)



## Through IAG Portals

IAG offers a free alternative to access NDC content through a Travel Agency Web Portal. To do so:

- Complete the [NDC Login Registration](#) to submit your registration form by selecting **JRTechnologies**.
- If you already have an NDC connection and want to access the Portal, register here. [agencyportal.iag.cloud/register](https://agencyportal.iag.cloud/register)
- Check with your Iberia or British Airways account manager to find out if the IAG portal is available in your market.



# NDC Functionalities

## Shopping

### Search for Iberia fares and offers

#### Search:

- **Public fares**, including APPs (additional fares)
- **Private holiday fares** such as VFR or Tour Operation.
- **Private corporate fares**, including APPs (except JBA routes).
- **Seat Only fares** for authorized agencies.



Ask for the **cheapest rate** by combining different families.



Includes **multiple passengers** and **multiple passenger types** (adult, child, infant) on **journeys OW, RT, Multicity and Open Jaw**.

#### Apply for discounts for:



Residents  
(available only for the Spanish market).



Large families  
(available only for the Spanish market).



Use your **Iberia Plus frequent flyer** number to receive the benefits associated with your tier level and earn AVIOS.



Enter the **FFs of oneworld carriers** and **OnBusiness programme** only for earning points.

# NDC Functionalities

## Ordering

### Create your booking and issue tickets



Creation of reservations with **instant purchase and issuance**.



Creation of **on-hold reservations** to be issued later.



**Purchase of luggage** (up to 9 pieces for 15, 23 and/or 32Kgs) and/or **selection of paid seats** (for instant payment only).



#### Accepted forms of payment:

- **BSP/ARC Cash** (with BSP reporting and settlement, including basic commissions).
- **Credit card** (Visa, Mastercard, Amex, Dinners, UATP and ELO in Brazil). Reported to BSP/ARC for information.
- **Installment payments** in Latin American markets.
- **Iberia Bonds and Bono+Cash** (\*except US and PR markets).



**Inclusion of mandatory special services (SSR)** as WCHR.



#### Add contact information:

- **Passenger email and telephone number:** for operational notifications and emergency contact.
- **Agency email for involuntary change** notifications.
- You are allowed to choose who receives the e-mails - **the agency, the customer, or both**, and whether to send only the itinerary or itinerary plus price.



Use **up to 30 characters** to add a comment in the reservation for internal use and for cross-reference purposes.



# NDC Functionalities

## Servicing

## Manage your bookings



**Add extra bags** (up to 9 pieces 23 kgs) **and/or paid seats** to an existing Order (only after issuing TKT).



**Voluntary changes (before and/or after issuing, even having flown a segment**

- **Name Correction** (up to 3 characters) for free.
- **Changing of Flight, Date and Class/Cabin**
- **Cancel and refund/void** all passengers of a booking in **1 single step**.
- **Split to Cancel and refund/void** for some passengers in a booking multi-pax or to make a change in one of the pax .
- **Cancel unused and partially used Orders.**
- **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.**
- **Changes of FF or Onbusiness number.**



**Involuntary itinerary changes** will be **reported to the Agency** and to the passenger by email.



And now we also report unintentional changes via **OCN** (OrderChangeNotification).



# More information



Got a question regarding our NDC?  
Contact your Iberia Account Manager or  
send us an e-mail to:

[New.Distribution@iberia.es](mailto:New.Distribution@iberia.es)



For further technical information on  
our services please visit our  
developer web site at

[IB NDC Docs Overview](#)



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

[ndc.ba.com](http://ndc.ba.com)





# Service Providers IB NDC - Appendix I



v 17.2 ● v 17.2 BF

IB NDC – Services available through Service Providers

	Credit Card	Payment in Installments	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	Corporate	Vouchers	On Business	OCN	Special Services
Aaron Group	●			●	●	●	●				●			●						
AER Content Connection	●					●														
Airgateway	●			●	●	●	●		●			●	●	●		●		●	●	
Atrii Technologies	●			●	●	●	●				●	●		●	●	●		●	●	
Berlogic	●				●	●									●					
Beroni	●			●	●	●			●	●				●						
Clarity Travel	●			●	●	●	●		●							●				
CVC						●														
Duffel	●					●							●							
EasyLinkZ						●								●						
Endixi Travel Connection				●		●														
Envision	●					●														
Grupo CDV						●			●					●						
Gordian				●	●	●	●				●			●		●		●		
Grupolris	●			●	●	●	●	●	●	●	●	●	●	●	●	●				
Hitchhiker	●			●	●	●			●	●										
Ideas Fractal	●			●	●	●	●							●						
KYTE	●			●	●	●								●	●					
Lemontech	●	●				●										●				
Lleego	●			●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
NDC- X	●					●	●		●					●		●				●
Amadeus						●	●		●					●		●				●
New Passenger	●			●	●	●			●	●		●	●	●	●	●	●			
Netviac	●					●														●

# Service Providers IB NDC - Appendix I



	● Certification in progress	● v17.2	● v17.2 BF	IB NDC – Services available through Service Providers																				
	Public	Private Fares	Cash (BSP/ARC)	Credit Card	Payment in Installments	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	Corporate	Vouchers	On Business	OCN	Special Services	
Next-IT	●	●	●	●					●					●	●	●								
Offidesk	●	●	●	●			●	●	●			●	●				●							
Ofimática	●	●	●	●			●	●	●			●	●				●	●						
Onesto	●	●	●	●		●	●	●	●								●	●		●				
Orchestra	●	●	●					●	●								●							
Pipeline	●	●	●	●			●	●	●			●	●			●	●	●		●				
Polaris	●		●						●															
Portal IAG	●	●	●	●		●	●	●	●	●		●	●	●	●	●	●	●			●		●	
Servivuelo	●	●	●	●				●	●			●	●	●		●	●	●						
Thomalex	●		●				●		●			●												
TravCon Ex	●	●	●	●			●		●								●							
TravelNDC	●		●				●		●	●														
Travelsky	●		●						●	●														
Travelfusion	●	●	●	●		●	●	●	●	●								●		●			●	●
Travelloop	●	●	●	●			●	●	●	●		●	●	●	●	●	●	●						
TripStack	●		●				●	●	●															
Verteil	●		●						●															
Wooba	●		●	●	●		●	●	●															
Ypsilon.Net	●	●	●	●		●	●	●	●								●							

# Thank you!

Don't think twice. If you have not yet registered in the Iberia NDC, now you have the opportunity to do so and offer your customers all the news, offers and services that you will have available once you are registered.

