IBERIA
Cada día es el primer día

Iberia

NDC Newsletter

2024 April

¡Hola!

April 2024

✔ Iberia has been present in Mexico D.F with the "Espacio Iberia" and during the third week of march IB NDC Team has been receiving clients and sharing our NDC proposal with a great reception from the Travel Agencies community.

✔ IB NDC Team has attended for the first time The ITB Berlin tourism trade fair, the most relevant Tourism forum held in Berlin, where we had the chance to meet with clients and share the latest news on NDC.

✔ We are also participating in the **events** with the main Travel Agencies Associations in Sapin in different cities and accompanying Amadeus NDC-X in their events presenting all the progress and developments in NDC to Travel Agencies.

✔ We remind we have available the capability to book **Seats and Bags on-hold along** with the flights when creating the booking, holding and paying for all later on.

Connection options to NDC

1 · DIRECT

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

- Visit our Documentation site Getting Started with our API

- Submit the Registration Form selecting Direct connection type, full fill your data and select "Pre-Live Plan" to get access to our Sandbox.

- To develop a direct connection to British Airways API, go to ndc.ba.com

2 · VIA THIRD-PARTY AGGREGATOR

To connect through the services of an Aggregator / Service Provider that is already certified with Iberia follow these steps:

- Complete the form with your details, 7-digit IATA and select your Service Provider from the pick list then send it for approval. Registration Form via Third-Party

- You can check the list of certified Aggregators and their capabilities at the end of this Newsletter.

- For information on Service Providers connected to British Airways, please visit : ndc.ba.com

3 · VÍA IAG PORTAL

IAG offers a free alternative to access NDC content through a Travel Agency Web Portal. For IB NDC it´s available only for the Leisure segment.

- Send the Registration Form selecting via Third Party Provider and **IAG Portal** as Service Provider from the list.

- After sending the form, register here your Agency and users here 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.
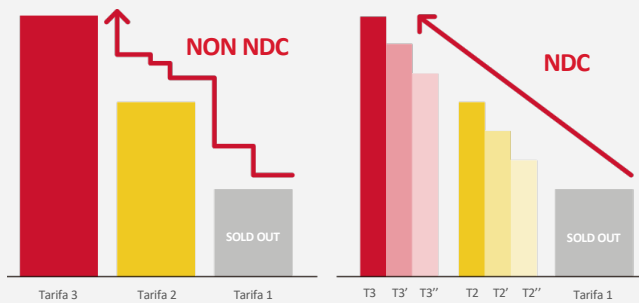
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Content differentiation

Using Iberia NDC, Travel Agencies may have access to differential prices and content. It is thanks to the power of this new distribution channel that we can provide more flexibility and capabilities to our clients and adapt our products to match our common customers' needs.

Additional Price Points

NON NDC

NDC

| Tarifa 3 | Tarifa 2 | Tarifa 1 (SOLD OUT) |

| T3 | T3' | T3'' | T2 | T2' | T2'' | Tarifa 1 (SOLD OUT) |

No DTC

24hrs Cool-off period

Ancillaries

- Up to 9 luggage pieces
- 15, 23 and 32 kg Bags
- Priority Boarding
- Special Equipment

Exclusive campaings and NDC-Only Net Fare Products

TKTL guaranteed

Price guaranteed

Exclusive Fares

No ADMs fare related.

Main NDC Capabilities

Search for Iberia fares and offers

Search for:

Public fares, including APPs (additional fares)

Private Net products such as VFR or Tour Operation, Sport, Entertainment, Humanitarian, Marines...

Private corporate fares, including APPs

Seat Only fares for authorized agencies.

Pax and Journey types:

Add **multiple passengers** and **multiple passenger types** (adult, child, infant) on different **journey types**
OW, RT, Multicity and Open Jaw.

IB Prime Flights , Codeshare and Intramodality (Bus and Train only in Spain)

Responses:

o Upselling

o Fare Families combinability.

o Cheapest fare.

Loyalty Programs: Iberia Plus

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

PYMES & oneworld Loyalty Programs

Enter your client oneworld carriers **FFs** and **OnBusines programme to** earn points.

Main NDC Capabilities

Create your booking and issue tickets

Create **instant purchase** bookings and **on-hold** to issue the booking later

Add free seats to a on-hold booking

- **Purchase bags** (up to 9):
  - 15Kg
  - 23 Kg
  - 32Kgs
- Paid Seats

- **Priority Boarding**

- **Special luggage**

Forms of payments:

Accepted forms of payment:

- **BSP/ARC Cash** (with BSP/ARC reporting and settlement, including basic commissions).

- **Credit card** (Visa, Mastercard, Amex, Dinners, UATP and ELO in Brazil). Sales reported to BSP/ARC for information.

- **Installment payments** in certain Latin American markets.

- **Iberia Vouchers and Vouchers+Cash (*except US and PR markets).**

Add 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 remark for internal use and for cross-reference purposes.

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Main NDC Capabilities

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

Involuntary Changes Notifications

- by e-mail
- OCN

Involuntary Changes

- Cancelation and Refund 100%

Voluntary changes (before and/or after issuing and with a flown a segment.

- **Name Correction (up to 3 characters) for free.**

- **Changing of schedule, Date and/or Class/Cabin**

- **Split:**
  - **to Cancel and refund/void one passengers**
  - **to change something in one of the pax**

- **Route Change:**
  - Airport within the **same city**
  - **Change the number of segments in a same OnD**

- **Changes of FF or Onbusiness number.**

- **Changes in passenger contact information**

- **Cancel and refund/void** all passengers**.**

Support for Travel Agencies connected to NDC

Technical and Functional Support (*Direct Connections*)

For more information please visit :
Iberia NDC Support

Service Desk in JIRA.
https://id.atlassian.com/login
With your provided JIRA user.

Onboarding doubts at
IBNDC.Onboarding@iberia.es

IB NDC Latest News

Monthly Tarde Newsletter.

Exclusive Comms with new capabilities.

Visit Iberiagencias.com

IB NDC Support for Travel Agencies

→ Travel Agencies can use IAG Portal as their Servicing Tool in case their Service Provider doesn´t provide yet the functionality you need. For support with IAG Portal contact *support-iag@jrtechnologies.com*

→ For all NDC bookings an exclusive IB NDC Call Center is available:

Dialing your usual local Call Center number selecting NDC option from the touch-tone menu attended regular business hours **now extended from Monday to Sunday**.

In Spain for Spanish IATAs we have a dedicated number attended 24 hours, 7/7 both in Spanish and English.

91 9046 357

BA NDC Contacts

https://ndc.ba.com/

Service Providers IB NDC - Appendix I

● Certified

IB NDC – Services available through Service Providers

	Shopping							Create & Payment								Servicing									Special Services	
	Public	Private Fares	Corporate	Cheapest	Residents Large Family	Upselling	Fare Families combination	Cash (BSP/ARC)	Credit Card	Installments	3DS	IB Vouchers	Paid Seating	Paid Baggage	SSR	Cancel and Refund	Basic Changes (Schedule, Cabin..)	Split (Cancel&Change)	Agency Service Fee	Name Correction	Agency Order List	FF	On Business	OCN	15&32 Kgs Baggage	Special Equipment (Surf, Golf, Sky…)
Aaron Group								●	●				●	●		●	●			●			●			
AER Content Connection	●					●		●								●										●
Airgateway	●	●	●		●			●	●				●	●		●	●						●	●	●	●
Atriis 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	●	●	●		●	●		●	●				●	●		●	●			●			●		●	

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New Passengy	●	●	●		●	●		●	●			●	●	●	●	●			●		●				●	
Netviax	●	●				●		●	●							●								●		
Next-IT	●	●						●	●							●		●		●	●					
Offidesk	●	●			●			●	●				●	●		●					●	●				
Ofimática	●	●		●	●			●	●				●	●		●					●	●				
Onesto	●	●	●	●				●	●		●		●	●		●					●					
Orchestra	●	●						●						●		●					●					
Pipeline	●	●	●	●				●	●				●			●					●	●				
PKFARE-Traveltolka	●			●				●													●					
Polaris	●							●								●										
Portal IAG	●	●		●	●			●	●		●	●	●			●	●		●	●	●	●		●	●	●
Resaneo	●							●	●				●	●												
Servivuelo	●	●	●	●	●			●	●					●		●				●	●	●				
Thomalex	●				●			●					●			●										
TravCon Ex	●	●	●					●	●				●			●						●				
TravelNDC	●							●					●			●	●									
Travelsky	●							●								●	●									
Travelfusion	●	●	●	●	●			●	●		●	●	●	●		●	●		●	●	●	●	●	●	●	
Travelloop	●	●	●	●	●			●	●				●	●		●	●	●	●	●	●	●				
TravelPort	●							●	●							●								●		
TripStack	●							●					●	●		●										
UPnGO	●							●	●							●										
Verteil	●		●					●					●	●		●	●							●		
Wooba								●	●	●																
WebSky	●												●	●		●		●		●	●					
Ypsilon.Net	●	●						●	●		●	●	●	●		●						●				

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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.

For **more information**, please contact your airline **Account Manager** or **IBNDC.Onboarding@iberia.es**

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