



**IBERIA**  
Cada día es el primer día 

# Iberia

NDC Newsletter

2024 January



# ¡Hola!

January 2024



- ✓ We are delighted to share, that as of today our travel partners will be able to access and consume Iberia NDC content when booking using the Travelport+ Travel platform. Portugal is the first market to go live, with other markets following in the coming months.
- ✓ IAG has reached an agreement with SABRE to distribute NDC content globally. This agreement means SABRE will start the developments to integrate our API and will have IB NDC content available for travel agencies once integration finish.
- ✓ We have also relevant news to share with regards IAG Portal where Ancillaries such as **Priority Boarding, Special Equipment** and **additional bags** of 15kgs and 32Kgs are now available for your clients only through NDC.



# 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](https://ndc.ba.com)

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## 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](https://ndc.ba.com)

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## Vía IAG Portal

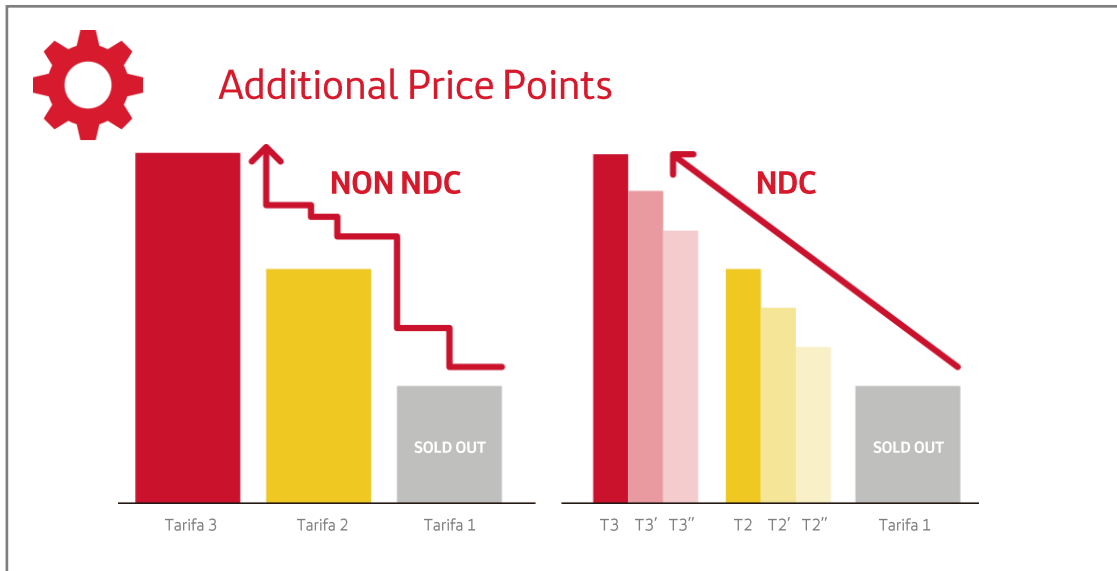
IAG offers a free alternative to access NDC content through a Travel Agency Web Portal. For IB NDC it's available only for the Leisure segment.

- 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](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.

# 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**.



No DTC



Payment with Voucher IB



TKTL



Cool-off period



No ADMs



Ancillaries

- 9 bag pieces
- 15, 23 and 32 kg Bags
- Priority Boarding
- Sporting Equipment Golf, Bicycle, Sky



Final Price commitment



Offers and exclusive Net Products in NDC



Exclusive Fares



# Main NDC Capabilities

## Shopping

### 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:

- Upselling
- Fare Families combinability.
- 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 OnBusiness programme** to earn points.

# Main NDC Capabilities

## Ordering and Payment

### Create your booking and issue tickets



Create **instant purchase** bookings and **on-hold** to issue later  
Add free seats to a on-hold booking



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



- **Priority Boarding**
- **Special luggage**



**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.

**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**).

# Main NDC Capabilities

## 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).



### Involuntary Changes Notifications

- by e-mail
- OCN



### Involuntary Changes

- Cancellation 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](mailto:IBNDC.Onboarding@iberia.es)

## IB NDC Latest News



Monthly Tarde Newsletter.



Exclusive Comms with new capabilities.



Visit [iberiagencias.com](http://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 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	Priority Boarding	15&32 Kgs Baggage	Special Equipment (Surf, Golf, Sky...)	
Aaron Group	●						●	●				●	●		●	●				●								
AER Content Connection	●					●	●	●							●										●			
Airgateway	●	●	●			●	●	●				●	●	●	●	●					●	●	●	●				
Atriiis Technologies	●	●	●	●			●	●				●	●	●	●	●				●		●	●	●				
Berlogic	●			●			●	●					●		●													
Beroni	●	●				●	●	●				●	●		●			●				●						
Clarity Travel	●	●	●			●	●	●				●	●		●	●												
CVC	●						●								●													
Duffel	●	●					●	●							●						●							
EasyLinkZ	●						●								●							●						
Endixi Travel Connection	●						●					●			●													
Envision	●							●							●													
Grupo CDV	●	●				●	●								●								●					
Gordian	●	●	●				●					●	●		●	●				●			●	●				
GrupIris	●	●	●	●		●	●	●				●	●	●	●	●	●	●	●	●	●	●	●					
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	●	●						●	●		●	●	●		●							●					

# 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.

