



IBERIA 
Cada día es el primer día

Iberia

NDC Newsletter

2024 March



iHola!

March 2024

- ✓ IB NDC Team organized two **IB NDC Days** one in Puerto Rico and another in Dominican Republic where we presented to Travel Agencies the latest news on our NDC proposal with a great reception from the Travel Agencies community.
- ✓ One more year IB NDC has attended **ANATO**, most relevant Tourism forum held in Bogota and **BTL** Tourism Travel Market in Lisbon, where we had the chance to meet with Travel Agencies as well as with Service Providers.
- ✓ We are also participating in the **events** organized in Spain by Amadeus NDC-X presenting all the progress and developments in NDC to Travel Agencies.
- ✓ We announce a **new capability** that is ready for all Service Providers. Now it's possible to book **Seats and Bags on-hold** with the flights when creating the booking, holding and paying for these ancillaries with the flights later.
- ✓ With regards IAG Portal capabilities **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

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.

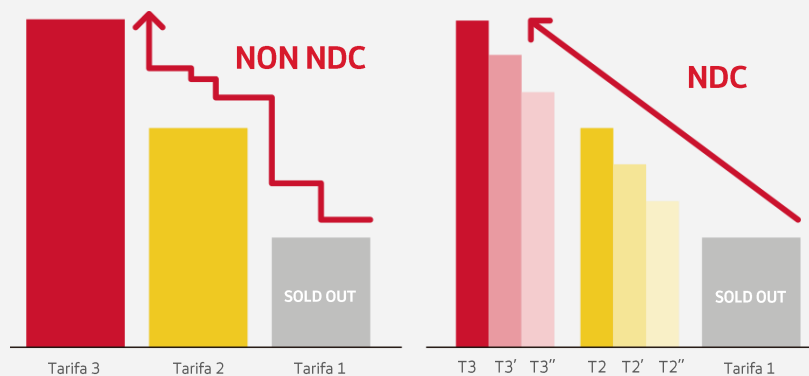
Content differentiation



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



No DTC



24hrs Cool-off period



Ancillaries

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



Exclusive campaigns and NDC-Only Net Fare Products



TKTL guaranteed



Price guaranteed



Exclusive Fares



No ADMs fare related.



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 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**



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

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 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 | ● | ● | ● | | | ● | ● | ● | | | | ● | ● | ● | ● | ● | | | | | | | | ● | ● | ● | ● | |
| Atrius Technologies | ● | ● | ● | ● | | | ● | ● | | | | ● | ● | ● | ● | ● | | | | | ● | | | ● | ● | ● | | |
| Berlogic | ● | | | ● | | | ● | ● | | | | | ● | | ● | | | | | | | | | | | | | |
| Beroni | ● | ● | | | | ● | ● | ● | | | | ● | ● | | ● | | | | ● | | | | ● | | | | | |
| Clarity Travel | ● | ● | ● | | | ● | ● | ● | | | | ● | ● | | ● | ● | | | | | | | | | | | | |
| CVC | ● | | | | | | ● | | | | | | | | ● | | | | | | | | | | | | | |
| Duffel | ● | ● | | | | | ● | ● | | | | | | | ● | | | | | | | | | ● | | | | |
| EasyLinkZ | ● | | | | | | ● | | | | | | | | ● | | | | | | | | | | | | | |
| Endixi Travel Connection | ● | | | | | | ● | | | | | ● | | | ● | | | | | | | | | | | | | |
| Envision | ● | | | | | | | | | | | ● | | | ● | | | | | | | | | | | | | |
| Grupo CDV | ● | ● | | | | ● | ● | | | | | | | | ● | | | | | | | | | | ● | | | |
| Gordian | ● | ● | ● | | | | ● | | | | | ● | ● | | ● | ● | | | | | | | | ● | ● | | | |
| Grupolis | ● | ● | ● | ● | | ● | ● | ● | | | | ● | ● | ● | ● | ● | ● | | ● | ● | ● | | | ● | ● | | | |
| Hitchhiker | ● | ● | | | | ● | ● | ● | | | | ● | ● | | ● | | | | ● | | | | | | | | | |
| Ideas Fractal | ● | ● | | | | | ● | ● | | | | ● | ● | | ● | ● | | | | | | | | ● | | | | |
| KYTE | ● | | | ● | | | ● | ● | | | | ● | ● | | ● | | | | | | | | | ● | | | | |
| Lemontech | ● | | ● | | | | | | | ● | | | | | ● | | | | | | | | | | | | | |
| Lleego | ● | ● | ● | ● | ● | | ● | ● | | | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| NDC- X Amadeus | ● | ● | ● | | | ● | ● | ● | | | | ● | ● | | ● | ● | | | ● | | | | ● | | ● | | | |

Service Providers IB NDC - Appendix I



● Certified

IB NDC – Services available through Service Providers

| | Shopping | | | | | | Create & Payment | | | | | | Servicing | | | | | | | | Special Services | | | | | | |
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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.

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

