



Hello!



- We are ready to launch our **OrderChangeNotification (OCN) service**, with which we will be able to push to enabled agencies notifications regarding involuntary changes:
 - Change of hour of departure
 - Change of date,
 - Change of flight number and cancellation suffered by their bookings and also...
- - Available at NDC the Commercial Agreement with Viva Aerobus for domestic distribution in Mexico.
- - Add your clients' On Business number to obtain points at the time of booking.
- - Add Frequent Flyer numbers at the time of booking for all oneworld carriers' programmes.
- - Inclusion of the TKTL in the first search phase and segment status for each flight service.
- - Pay by credit card through NDC connection in all Latin American countries and defer payment in instalments.

September-22



Improvements added to the programme (II):



- New solution offers travelers more additional fare options for Iberia's short, medium and long haul flights (LHAPP and SHAPP) and facilitates change and cancellation rules during the purchase process
- When making a name change (up to 3 letters), the Special Services and Secure Flight information is maintained.
- Possibility of making date, time and fare changes for partially flown tickets, maintaining the private product or discount applied.
- Special services contracted when making a voluntary change of flights are maintained.
- Significant improvement in the way the Fares conditions are displayed.
- NDC Call centre at LATAM extended on Saturdays and Sundays from 9:00 to 18:00h.
- Make reservations at NDC for Residents in Ceuta.

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

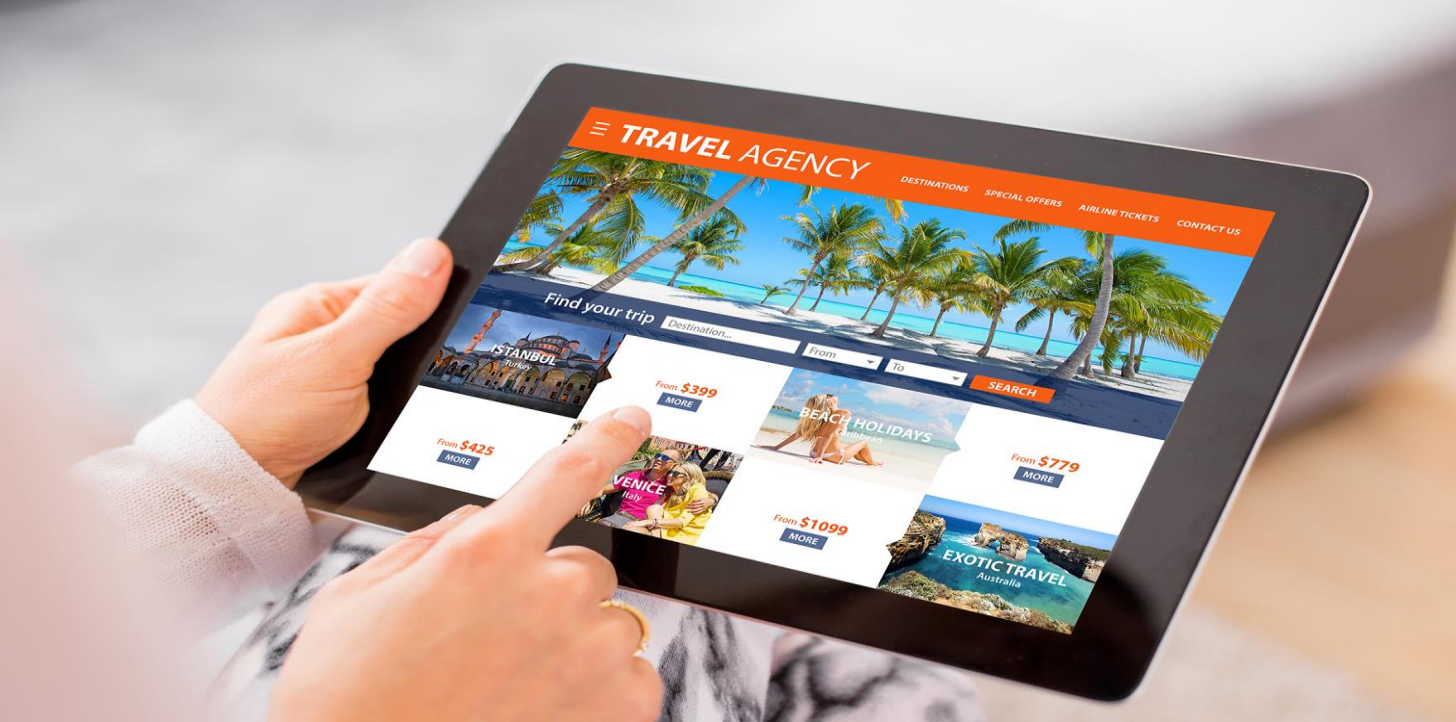


Remember connection options

Direct Connect

To develop your own connection directly to our Iberia API, first go to:

- ➔ <https://developer.iairgroup.com/member/register> to create your Mashery User ID. Then go to
- ➔ [NDC Direct Connect Registration Form](#) to submit your registration form selecting Pre-Live Plan to access our Sandbox.
- ➔ To develop a direct connection to British Airways API, go to: <https://ndc.ba.com/>



IAG Portals



IAG offers a basic but free alternative for agencies to access Iberia NDC distribution channel via a Travel Agency Web Portal*.

To get access to the Portal go to: <https://agencyportal.iag.cloud/register>

For further information, please get in contact with your Iberia or British Airways sales account manager.

* Please check with us if the IAG Portal is available in your market.

Connect through an aggregator or service provider

If you do not wish to do your own development or connect directly to Iberia, we offer the facility to connect via an NDC Aggregator/Service Provider who are certified with Iberia, go to:

NDC via a Third-Party Registration Form to submit your registration form.

To check a list of Aggregators/Service Providers currently connected with us, see **Appendix I**.

For information about the service providers of British Airways, please visit: <https://ndc.ba.com/>





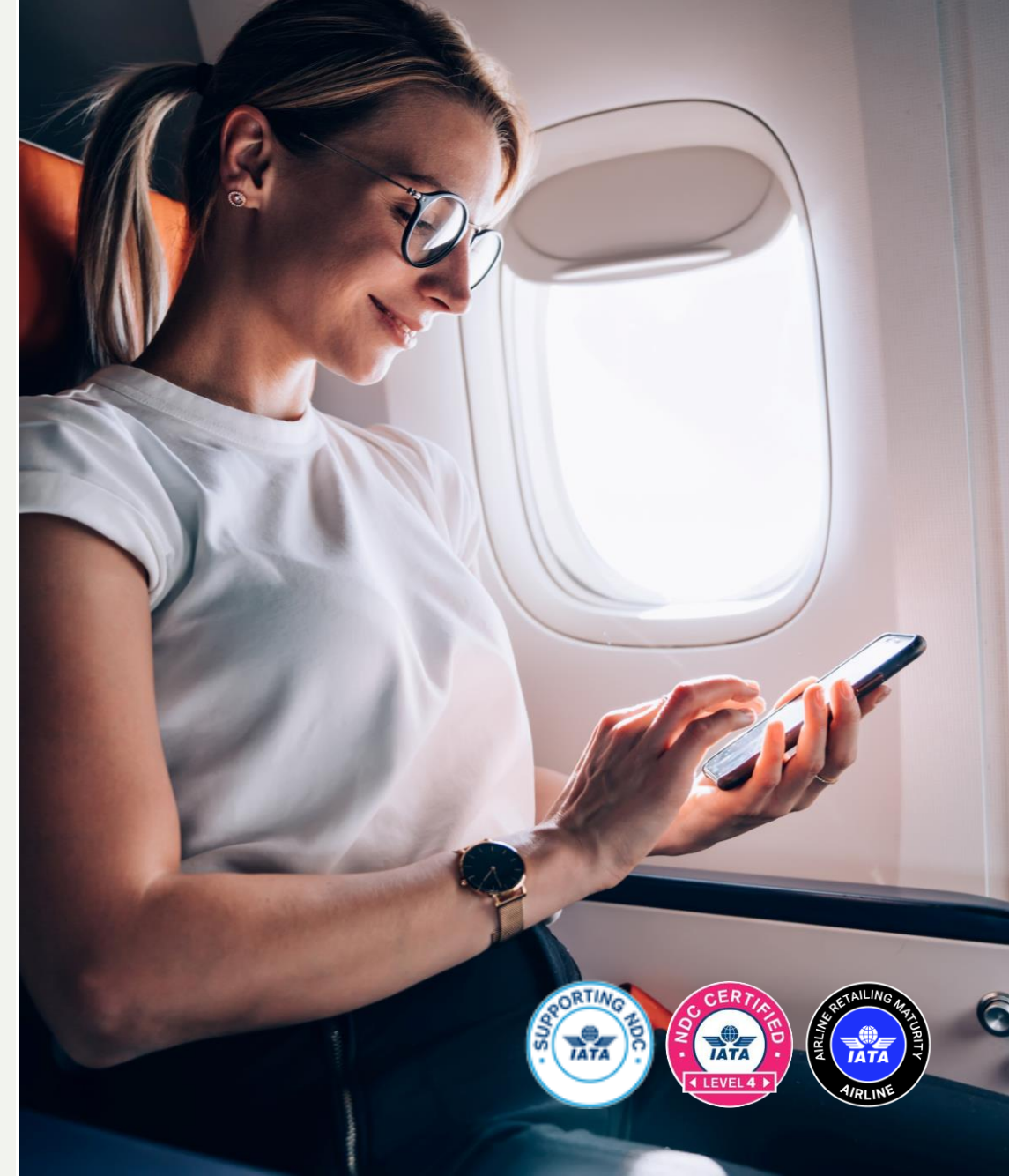
Summary of existing functionality

Shopping: search for Iberia fares and offers

- ➔ Filter by Cabin and Number of Stops Preferences.
- ➔ Shop for Published Fares, including the Additional Price Points only available in NDC and Iberia.com.
- ➔ Shop for private leisure fares such as VFR or TourOperation.
- ➔ Shop for Private Corporate fares if you are a TMC.
- ➔ Request the cheapest fare only (combining different fare products if that is the cheapest available option for the flight combination).
- ➔ Apply for Spanish Resident and Large Family Discounts.
- ➔ Use your Iberia Plus Loyalty number to receive discounts on ancillaries applicable to your tier.
- ➔ Get Flight Price details either referencing an OfferID or specifying the flight details.

Ordering: create your booking and issue tickets

- ➔ Create a booking with instant purchase or on-hold and issue it later.
- ➔ Buy extra bags or add a paid seat during the booking flow if you are doing an instant purchase.
- ➔ Forms of payment accepted: BSP Cash (with BSP reporting and settlement, including Base Commissions); Credit Card (Visa, Mastercard, Amex, Dinners); Iberia Vouchers and Vouchers+Cash.
- ➔ Request special services for passengers (SSRs).
- ➔ Add contact information:
 - Passenger email and phone number – for operational notifications and emergency contact.
 - Agency/Seller email – for involuntary change notifications.
 - We offer the facility to allow Travel Agent to control to whom email confirmations are sent, and what information is contained in those emails.
- ➔ Use up to 30 characters to add a Remark in the Order for internal use and cross-referencing purposes.
- ➔ Add the Fiscal IDs to the booking when it is mandatory to do so in order to pay and issue tickets (applies to certain countries such as Peru, Ecuador, and Argentina).
- ➔ Report your Agency Service Fee when issuing a fare subject to the Spanish Resident and Large Family discounts.





Servicing: manage your bookings



- ➔ Obtain booking details through the OrderRetrieve.
- ➔ Get a list of active bookings using the OrderList.
- ➔ Voluntary changes (before and/or after issuing):
 - Add extra bags and/or paid seats to an existing Order.
 - Name Correction (up to 3 characters) for free.
 - 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 Passenger or Agency/Seller contact information.
 - Modify your date/time before issuing the tickets.
 - 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.
- ➔ Involuntary itinerary changes will be reported to the Agency and to the passenger by email.

Additional information

- Got a question regarding our NDC? Contact your Iberia Account Manager or send us an e-mail to: 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: <https://ndc.ba.com/>





Apéndice I

Chart Leyend

IB NDC – Services available through Service Providers

	✓ v16.2	✓ v17.2																			
Live capability Service Provider	Public	Private Fares	Cash (BSP)	Credit Card	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	CLID / Corporate	Vouchers	On Business	
Aaron Group	✓		✓	✓		✓	✓	✓					✓			✓					
Airgateway	✓	✓	✓	✓		✓	✓ Postsale	✓	✓		✓			✓		✓		✓			✓
Berlogic	✓		✓				✓	✓									✓				
Beroni	✓	✓	✓	✓		✓	✓	✓			✓	✓				✓					
Clarity Travel	✓	✓	✓	✓		✓	✓	✓ total	✓		✓							✓			
CVC	✓		✓					✓													
Diurnus	✓		✓	✓		✓	✓	✓			✓					✓	✓				
Duffel	✓	✓	✓	✓				✓							✓						
EasyLinkZ	✓ delayed purchase		✓					✓ Total								✓					
Grupo CDV	✓	✓	✓					✓			✓ Residents					✓					
Gordian	✓	✓	✓	✓		✓	✓	✓ total	✓				✓			✓		✓			✓
GrupoIris	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Hitchhiker	✓	✓	✓	✓		✓	✓	✓			✓	✓									
Juniper	✓		✓					✓													
KYTE	✓ delayed purchase		✓	✓		✓ presale	✓ presale	✓ total								✓	✓				
Logitravel	✓	✓	✓	✓		✓	✓	✓			✓	✓				✓				✓	
Lleego	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Megatravel	✓		✓					✓													
Netviax	✓	✓	✓	✓				✓													
Netactica	✓		✓					✓								✓					



Apéndice I

Chart Legend

✓ v16.2	✓ v17.2
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IB NDC – Services available through Service Providers

Live capability Service Provider	Public	Private Fares	Cash (BSP)	Credit Card	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	CLID / Corporate	Vouchers	On Business
Next-IT	✓	✓	✓	✓				✓					✓	✓	✓					
Offidesk	✓	✓	✓	✓		✓	✓	✓			✓	✓				✓				
Ofimática	✓	✓	✓	✓		✓ Pre-sale	✓ Pre-sale	✓			✓	✓				✓	✓			
Onesto	✓ Instant Purchase	✓	✓	✓	✓	✓ pre-sale	✓ pre-sale	✓								✓	✓	✓		
Orchestra	✓		✓				✓	✓								✓				
Portales IAG	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓
Pipeline	✓	✓	✓	✓				✓			✓	✓			✓		✓			
Servivuelo	✓	✓	✓	✓			✓	✓			✓ solo residentes	✓	✓		✓	✓	✓	✓		
Sistemas MIG	✓		✓					✓												
SotConex DE	✓	✓	✓	✓		✓		✓ total								✓		✓		
Thomalex	✓		✓			✓		✓			✓ residents									
TravelNDC	✓		✓			✓ postsale		✓	✓											
Travelsky	✓ * delayed purchase		✓					✓ * total	✓ * non split											
Travelfusion	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓				✓	✓		
Travelloop	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
TripStack	✓ Delayed purchase		✓			✓ Postsale	✓ Postsale	✓ TOTAL-postman tool					✓	✓	✓	✓				
Verteil	✓		✓					✓												
Wooba	✓		✓			✓	✓	✓												
Ypsilon.Net	✓ Instant Purchase	✓	✓	✓	✓	✓ Pre-sale	✓ Pre-sale	✓ total								✓				

Thanks



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.

