



# Iberia's journey with NDC



Iberia is Spain's largest airline and leader on routes between Europe and Latin America. Since the beginning of the NDC project within IATA, Iberia actively participated in its definition and implementation, reaching a Level 3 NDC-Certification in 2016.



## What have we developed so far?

Iberia has a dedicated team working on the development of its NDC capabilities since 2015 when 15.2 was chosen as a starting point. Today most of our APIs are in 16.2 and we have completed the analysis and planning of the transition to 17.2

Service	IATA NDC Version
AirShopping	15.2
FlightPrice	16.2
SeatAvailability	15.2
BaggageList	15.2
OrderCreate	16.2
OrderRetrieve	16.2
OrderChange	16.2
AirDocIssue	16.2
ItinReShop	16.2
OrderCancel	16.2
OrderList	16.2

All the information regarding our NDC services is available on our developer's portal <https://developer.iberia.com>

Apart from an extensive documentation we provide access to a Jira ServiceDesk tool to file questions, issues and suggestions and we give the developers a SOAPUI toolkit with ready-to-use XML examples and test cases.

Our on-boarding team assists agencies and service providers throughout the integration and certification phases which are carried out in a beta production at first and then in production.

Several agencies, meta-search engines and service providers are actively using our NDC.



## Functionalities available today (1/2)

Selling capabilities	Shopping and offer mngmt.	Booking instant purchase	Booking time limit issuance	Seats and Bags prebooking	FoP BSP CASH	FoP Credit Card
B2C (eg. Skyscanner)	✓	✓	✓	✓	N/A	✓
B2B IATA	✓	✓	✓	✓	✓	✗ (Q3)
B2B Non-IATA	✓	✓	✓	✓	N/A	✓ (€)

Direct CC settlement	Visa and Mastercard	Amex	Diners	Currency EUR	Currency GBP, USD, etc.
B2C (eg. Skyscanner)	✓	✗ (Q3)	✗ (Q3)	✓	✗ (Q3)
B2B IATA	✗ (Q3)	✗ (Q3)	✗ (Q3)	✗ (Q3)	✗ (Q3)
B2B Non-IATA	✓	✗ (Q3)	✗ (Q3)	✓	✓

✓ Available   
 ✓ Partially Available   
 ✗ Pending Dev.

## Functionalities available today (2/2)

Servicing	Buy Seat and Bags	Cancel Refund	Change date/ hour of flight	Cabin Upgrade	Name correction	SSRs	Change itinerary	Invo. Changes
Issued wholly unflown	✓	✓	✓	✓	✓	✓	✗ (Q3)	✗ (Q4)
Issued partially flown	✗ (Q3)	✓	✗ (Q3)	✗ (Q3)	N/A	✗	✗ (Q4)	✗ (Q4)

Fares	Shopping	Booking & Issuance	Cancel	Basic vol. changes	Other vol. changes	Invol. changes	Split
Published Fares	✓	✓	✓	✓	✗ (Q3)	✗ (Q4)	✓
Leisure Fares	✓ (Q2)	✓ (Q2)	✓ (Q2)	✓ (Q2)	✗ (Q3)	✗ (Q4)	✗ (Q4)
Corporate Fares	✗ (Q4)	✗ (Q4)	✗ (Q4)	✗ (Q4)	✗ (Q4)	✗ (Q4)	✗ (Q4)
Resident/Lfam Discounts	✓	✓	✓	✓	✗ (Q3)	✗ (Q4)	✓

✓ Available   
 ✓ Partially Available   
 ✗ Pending Dev.

# Moving forward

## Roadmap

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Our focus for the near future is to:

- develop version 17.2 and add more functionalities and services, including OrderChangeNotif.
- reinforce the availability of private fares (leisure and corporate).
- implement Allotment and Group management.
- add more servicing capabilities

## Pain Points

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Our experience so far has identified several points which either make it hard to develop new functionalities guaranteeing future alignment with other airlines or hinder the onboarding of new NDC users.

- Private fares: mapping of account codes and combinability with other opcos
- Servicing: definition of the many use cases behind the OrderChange
- Servicing: once the API is available agencies and service providers won't use them because creating a GUI is a very complex task.
- Servicing - Involuntary changes: OrderChangeNotif is only part of the solution. Who will develop the listeners?
- Interline: when is a viable solution for NDC interlining going to arrive?



Muchas gracias  
Thanks

