



New Distribution Capability (NDC) *Together, Let's Build Airline Retailing*

Guide to NDC Certification Program



Scope of NDC Certification Program

NDC Certified/NDC Capable

1. What Do We Certify?

The purpose of the NDC Certification Program is to confirm the scope and level of a particular entity's capability to receive and send NDC messages. The Program validates that the structure of the Applicant's NDC messages accurately follows the relevant version of the applicable NDC schemas.

The NDC Certification Program does not validate the content of the Applicant's messages, or the quality or other aspects of the Applicant's activities or products, stand-alone or in comparison with those of other entities, nor does it validate, certify or endorse any commercial products that may be derived from the usage of NDC messages validated under any type of certification under the NDC Certification Program. Furthermore, by maintaining the NDC Registry, IATA does not take any position with respect to the relative quality or other aspects of the activities or products of entities that are not certified under the NDC Certification Program.

2. Certification Types and Levels Available

Airlines that deploy an NDC API, and Sellers and Aggregators that consume an airline NDC API can apply for the **NDC Certified** designation, for a particular version, or several available versions, of NDC schemas, at either **Level 2, 3 or 4**.

Any IT providers that offer products based on the NDC standard for Airlines and Sellers/Aggregators can apply for the **NDC Capable** designation, for a particular version, or several available versions, of NDC schemas, at either **Level 2, 3 or 4**.

Different combinations of the following NDC message types are evaluated at each designation level, on the basis of the applicable schemas, for both NDC Certified and NDC Capable designations (as further detailed below in Section 3 – "Application Requirements"):

- The Shopping schemas enable airlines to distribute their full product offers and to merchandize their baggage, seat choices and ancillary services, using rich content, in an anonymous or personalized manner.
- The Order Management schemas enable airlines to manage NDC-driven orders throughout the entire lifecycle, from booking to fulfilment.

Eligible entities that are parties to the same NDC deployment ("**Deployment Partners**") shall complete and submit separate Certification Applications in connection with the deployment in question, together with the required Supporting Documents. Each such entity may, as part of its Certification Application, submit the names of its Deployment Partners, together with proof that such Deployment Partners agree to have their names published as part of the entity's NDC Registry entry.

3. Application Requirements

Airlines, Sellers and Aggregators are required to have a live deployment (i.e. messages in a production environment through a seller).



IT Providers can be granted the NDC Capable designation as part of a live deployment or in their test environments.

The following table sets out the minimum messages that must be submitted for assessment, for each Level, as part of both NDC Certified and NDC Capable certification applications:

Level ¹	Functionality	Schemas	Minimum Required Messages (<i>to be submitted for certification</i>)
Level 2	Offer Management	PADIS Publication 17.2 PADIS Publication 18.1 PADIS Publication 18.2 ATSB Publication 19.1 ATSB Publication 19.2	AirShoppingRQ.xsd AirShoppingRS.xsd
Level 3	Offer and Order Management	PADIS Publication 17.2 PADIS Publication 18.1 PADIS Publication 18.2 ATSB Publication 19.1 ATSB Publication 19.2	AirShoppingRQ.xsd AirShoppingRS.xsd OrderCreateRQ.xsd OrderViewRS.xsd OrderChangeRQ.xsd
Level 4	Full Offer and Order Management	PADIS Publication 17.2 PADIS Publication 18.1 PADIS Publication 18.2 ATSB Publication 19.1 ATSB Publication 19.2	AirShoppingRQ.xsd AirShoppingRS.xsd OrderCreateRQ.xsd OrderViewRS.xsd OrderChangeRQ.xsd OrderReshopRQ.xsd OrderReshopRS.xsd OrderChangeNotif.xsd

The certification period of a schema version will be 36 months from its release. The validity period of a schema version will be 48 months from its release. NDC Certification per entity will continue to be valid for 12 months. The certification period is the total time during which a schema can be used for certification (36 months from release of the schema). The validity period is the total time during which a message can be valid if certified (certification period plus 12 months).

4. Certification Process

1. Applicant must submit a duly completed and signed Certification Application and the relevant supporting documents ("**Supporting Documents**") for each Applicant to ndccertification@iata.org, as indicated below:

For Level 2:

- Offer Management traces (NDC Shopping messages, subject to the minimum required messages under Application Requirements in Section 3 above). Please refer to the definition of NDC Shopping messages at:

¹ Level 1 is no longer available for NDC Certification.



<http://www.iata.org/whatwedo/airline-distribution/ndc/Pages/schema-description.aspx>.

- Company logos to be posted on the NDC Registry (if applicable). Please send us your company logo as a separate attachment. Format: jpeg or gif.

For Level 3:

- Offer and Order Management traces (NDC Shopping and NDC Order Management messages, subject to the minimum required messages under Application Requirements in Section 3 above). Please refer to the definitions of NDC Shopping messages and NDC Order Management messages at: <http://www.iata.org/whatwedo/airline-distribution/ndc/Pages/schema-description.aspx>.
- Company logos to be posted on the NDC Registry (if applicable). Please send us as a separate attachment your company logo. Format: jpeg or gif.

For Level 4:

- Full Offer and Order Management traces (NDC Shopping and NDC Order Management messages, subject to the minimum required messages under Application Requirements in Section 3 above). Please refer to the definitions of NDC Shopping messages and NDC Order Management messages at: <http://www.iata.org/whatwedo/airline-distribution/ndc/Pages/schema-description.aspx>.
- Company logos to be posted on the NDC Registry (if applicable). Please send us as a separate attachment your company logo. Format: jpeg or gif.

For Use of ONE Order Standard in this NDC Deployment:

- The ONE Order standard must be clearly demonstrated in Order messages in the use of service statuses and in the absence of Electronic Tickets (ETK) and/or Electronic Miscellaneous Documents (EMD) associated with these services.
 - This is only available for deployments on NDC schema versions 18.2 and later.
2. IATA will review that the Certification Application has been fully completed and that all relevant Supporting Documents have been provided. In the event of an incomplete Application Form and/or missing Supporting Documents, IATA representatives will contact the Applicant to obtain missing details/ documents.
 3. Supporting Documents provided by the Applicant, including relevant NDC message traces, are verified against the relevant NDC schemas by IATA technical subject matter experts (SMEs) to determine whether the requested certification designation may be granted. Before submitting the relevant NDC message traces for IATA verification, we recommend that the Applicant perform a private validation exercise of the NDC messages in question against the relevant official published NDC schema. The Applicant must submit a minimum of one (1) trace for each required NDC message.
 4. In the event IATA's verification of the NDC message traces submitted by Applicant yields any inconsistencies/errors when verified against the relevant NDC schemas, the Applicant will receive an Error Report detailing same, and will be asked to resubmit corrected NDC message traces. Errors may arise in:
 - a. Traces for NDC messages considered "minimum required messages" for certification in each Level, further to Section 3 above ("**Mandatory Messages**"); or
 - b. Traces for NDC messages submitted by Applicant in addition to the Mandatory Messages ("**Additional Messages**").



5. Certification will not be granted until the traces submitted for Mandatory Messages are successfully verified by IATA against the relevant NDC schemas. Where no errors arise in relation to Mandatory Messages, but some errors arise in relation to Additional Messages, the Applicant will receive the requested certification, but only the NDC messages submitted for certification which did not reveal any errors will be published on the NDC Registry. When the Applicant submits the required corrections to the errors discovered in relation to Additional Messages, such Additional Messages will also be added to the Applicant's file on the NDC Registry.
6. The following Applicant information will be posted on the NDC Registry:
 - a. Name
 - b. Logo and Website
 - c. Original Certification Date
 - d. Current Level of Certification
 - e. Name of Messages Certified
 - f. Schema Version of the Messages Certified
 - g. Date of Certification of Messages Certified
 - h. Date of Expiration of Messages Certified
 - i. Deployment Partners (if disclosed)
 - j. Special Remarks
 - k. Date of Last Change to Certification
 - l. Type of Last Change to Certification (i.e. as a result of Supplemental Certification, or New Certification, as defined below)
 - m. Certification Expiration Date
 - n. IATA Strategic Partner Status, where applicable
 - o. Contact Details
7. Once IATA has granted the Applicant's requested certification, and posted the relevant information in the NDC Registry, the Applicant may request at any time to add further Additional Messages to an existing certification, or to replace a previously certified Mandatory Message or Additional Message with the same message under a different NDC schema version (in either case, a "**Supplemental Certification**"). For a Supplemental Certification, the Applicant must follow the regular process for a New Certification, including filling in a Certification Application and submitting required Supporting Documents for all messages for which Supplemental Certification is being requested.
8. If and once a Supplemental Certification is granted, the messages submitted for certification under the Supplemental Certification are added to the Applicant's initial certification, with the date of their initial certification indicated. The date of the initial certification in connection with which a Supplemental Certification is granted remains the reference date for the purpose of calculating the due date for the Applicant's overall annual Renewal of Certification (as defined below).
9. On a yearly basis from the date of the initial NDC Certified or NDC Capable Level certification, the certified entity must confirm the status of its certification ("**Renewal of Certification**"). Renewal of Certification must be done with respect to all messages listed in connection with the respective Level certification on the certified entity's NDC Registry file on the date of each Renewal of Certification. To process a Renewal of Certification, each certified entity must complete the relevant form provided by IATA and submit same to IATA, together with any required Supporting Documents, if applicable, as well as required fees, where applicable.



10. The certified entity has two (2) months from each Renewal of Certification date to submit the required documents for a Renewal of Certification. Failure to submit the required documents within this timeline will result in the cancellation of the certification for the respective Level, including for all messages associated with same, and the entity's certification status will be listed as expired in the NDC Registry.
11. Where a certified entity wishes to upgrade its certification to a higher Level, it must follow the same process as required for a new certification ("**New Certification**").
12. Certifications are valid as of the date on which the initial certification is granted for each individual message, as reflected in the relevant NDC Registry entry. By completing the yearly Renewal of Certification process, the Applicant confirms that the relevant messages for which it has received certification have not been modified in any way since the date of initial certification. IATA does not re-verify the messages in question at any time after the initial certification process. The date of the latest Renewal of Certification is reflected in the "Certification Expiration Date" column of the entity's NDC Registry entry.

5. Pricing

1. The following fees apply to IT Provider and Aggregator entities certified or requesting NDC Certified or NDC Capable certification² :

	Non-Strategic Partners	Strategic Partners*
Application Fee for: <ul style="list-style-type: none"> • New Certification (NDC-Certified or NDC-Capable) • Supplemental Certification (NDC-Certified or NDC-Capable) 	\$4,950 USD	\$3,300 USD
Renewal Fee (yearly) <ul style="list-style-type: none"> • Payable for each one (1) year period starting with January 1 	\$1,125 USD	\$750 USD

*Special pricing applies to IATA Strategic Partners active as at the time of application/renewal, as recorded in the IATA Strategic Partner Directory available at <http://www.iata.org/about/sp/Pages/partners.aspx>, and in good standing as of that time.

2. The Renewal of Certification process must be completed on a yearly basis from the date of the original NDC Certified or NDC Capable certification. For example, if the original certification date is January 1, 2019, the first Renewal of Certification, including payment of the Renewal Fee, must be completed on or prior to January 1, 2020, and on or prior to every January 1 for subsequent renewals.

² Currently, there are no fees for Airlines and Sellers in association with NDC certification. IATA reserves the right to charge Airlines and Sellers fees for New Certifications and/or Renewals of Certification in the future.



- 2.1. Where the Applicant is already NDC Certified or NDC Capable certified, and recorded as such on the NDC Registry, and a New Certification (i.e. different Level) is granted, the date of the Applicant's original NDC Certified or NDC Capable certification will be amended to the date the New Certification is granted. The date the New Certification is granted becomes the new Renewal Date for the Applicant's overall certification, with the next Renewal of Certification due one (1) year after the date the New Certification was granted.
- 2.2. Where the Applicant is already NDC Certified or NDC Capable certified and recorded as such on the NDC Registry, and a Supplemental Certification (additional messages for the same Level or the same message under a different NDC schema version) is granted, the date of the Applicant's original NDC Certified or NDC Capable certification in connection with which a Supplemental Certification is granted remains the Renewal Date for the purposes of calculating the due date for the Applicant's overall annual Renewal of Certification. If the Supplemental Certification is granted during the three (3) months before the Renewal Date, the completion of the Renewal of Certification will not be required on the immediately following Renewal Date. For example, if the initial certification date (i.e. the Renewal Date) is January 1, 2019, with the first Renewal of Certification due to be completed one or before January 1, 2020, and a Supplemental Certification is granted on October 15, 2019, the completion of the Renewal of Certification process will not be required on or before January 1, 2020. A Renewal of Certification will again become required on or before January 1, 2021 and on or before every January 1 for subsequent renewals (subject to further changes to the Renewal Date caused by any New Certifications or additional Supplemental Certifications being granted).
3. All Invoices for New Certification and Supplemental Certification applications must be paid in order to finalize the NDC Certification application process. IATA reserves the right to suspend or terminate any application due to an unpaid or partially paid invoice.
4. For Renewals of Certification, each certified entity will receive the following documents one (1) month before each yearly Certification Expiration Date via the e-mail address recorded in the entity's NDC Registry profile:
 - a. an invoice for upcoming year's Renewal Fee in relation to the entity's existing valid certified status, and
 - b. a request for confirmation that the information on the basis of which the certification in question was originally granted (data and traces) remains exactly the same.
5. A failure to complete a Renewal of Certification (i.e. pay the Renewal Fee and complete the validation of the data and traces) within the specified deadlines will result in the entity's certification status being listed as "expired" in the NDC Registry.
6. Special pricing may apply for qualified startups. Please contact the NDC Certification team at ndccertification@iata.org to learn more about this special pricing and applicable conditions. For the purposes of NDC certification and these Terms and Conditions, a "startup" is an entrepreneurial venture which is typically a newly emerged, fast-growing and small business that aims to meet a marketplace need by developing or offering an innovative NDC-based solution. IATA reserves the right to determine whether an applicant meets the above criteria in its sole discretion.
7. IATA reserves the right to modify the applicable fees for certification by providing notification of changes sixty (60) days in advance to certified entities with an active certification status. Current up-to-date fees can be found at any time at www.iata.org/ndc (under the "Certification" Tab).



8. Payments must be made without any set-off or counter claim and free of deduction or withholding (except as required by law) of any taxes or governmental charges. If any deduction or withholding is required by law, Applicant must pay the required amount to the relevant governmental authority, provide IATA with an official receipt or certified copy or other documentation acceptable to IATA evidencing the payment, and pay to IATA, in addition to the payment to which IATA is otherwise entitled under these Terms and Conditions, such additional amount as is necessary to ensure that the net amount actually received by IATA, free and clear of all taxes, equals the full amount IATA would have received had no such deduction or withholding been required.

6. Benefits

The benefits of NDC certification include:

1. **Certificate** - Receive a Certificate confirming the type and Level of certification granted.
2. **Recognition** - Permission to display in association with the certified entity the NDC Certified logo or NDC Capable logo applicable to the Level for which certification has been granted, in accordance with the IATA NDC Certification Program Label Guidelines.
3. **Exposure** – Certified entities and relevant information are listed on the NDC Registry.
4. **Language** – IATA will provide standard wording for use by certified entities, to enable same to provide a consistent, clear explanation of the meaning of the type and level of certification granted to the certified entity.
5. **Community** – Certified entities gain access to the NDC LinkedIn Group, where new certified entities, events, standard updates and testimonials will be communicated.
6. **Visibility** – IATA will advertise selected (in its sole discretion) NDC Certified and NDC Capable entities at certain designated meetings. NDC Capable IT Providers and NDC Certified Aggregators will also have the opportunity to have their solutions/services featured in IATA's NDC Newsletter, as well as to submit their APIs for participation in IATA's NDC Hackathons.

7. Intellectual Property

1. **Ownership** – All right, title and interest in and to the NDC Certification Program and the NDC schemas, including, without limitation, all intellectual property rights and any accompanying written or printed materials, are owned by IATA. Nothing contained in these Terms and Conditions shall be construed as granting or transferring any ownership or license rights in or to the NDC Certification Program or the NDC schemas to the Applicant, other than as expressly stated herein. Use/integration of the NDC schemas by the Applicant is subject to the IATA PSC Data Exchange Specifications License (available at: <https://www.iata.org/whatwedo/airline-distribution/ndc/Pages/download-form.aspx>).
2. **Trademarks** – "IATA", the IATA logo, "New Distribution Capability", "NDC", the NDC logo, the NDC Certified logos, the NDC Capable Logos and other IATA logos and product/service names ("**IATA Trademarks**") are trademarks of IATA and are protected by applicable laws of certain countries. Nothing contained in these Terms and Conditions shall be construed as granting or transferring any ownership or license rights in or to any IATA Trademarks, other than as expressly stated herein. Use of the applicable NDC Certified logo or NDC Capable logo by the Applicant shall be at all times subject to the IATA NDC Certification Program Label Guidelines then in effect. In the event that the Applicant's certification status expires, the Applicant shall immediately cease use of the NDC Certified logo or the NDC Capable logo (as applicable). The Applicant shall



not use the "NDC" trademark/name or any other IATA Trademark in relation to its NDC-related programs, products or services without prior written permission from IATA, which may be withheld in IATA's sole discretion. The Applicant grants to IATA a worldwide, royalty-free, non-exclusive, non-transferable and non-assignable license to use and display its company logo (if provided) in association with the Applicant's NDC Registry entry.

8. Waiver and Limitation of Liability

1. NDC CERTIFICATION, THE NDC REGISTRY AND ALL ASSOCIATED BENEFITS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT WARRANTY OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, QUALITY, PERFORMANCE, ACCURACY, COMPLETENESS AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS.
2. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, REVENUE, GOODWILL, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION OR ANY OTHER PECUNIARY LOSS (EVEN IF IATA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), HOWEVER CAUSED, AND REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF, OR RELATED TO, NDC CERTIFICATION, THE NDC REGISTRY OR THESE TERMS AND CONDITIONS.

9. Miscellaneous

1. **Amendment** – IATA reserves the right, in its sole discretion, to modify these Terms and Conditions at any time, and to alter, discontinue or cancel the NDC Certification Program at any time, with reasonable prior notification.
2. **Severability** – If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or unenforceable, such provision shall be omitted and the remaining terms shall remain in full force and effect.
3. **No Waiver** – The failure of IATA to exercise or enforce any right or provision of these Terms and Conditions does not constitute a waiver of such right or provision.
4. **Governing Law, Jurisdiction and Venue** – These Terms and Conditions shall be governed by the laws of the Province of Quebec, Canada, and the laws of Canada applicable therein, as if these Terms and Conditions were a contract wholly entered into and wholly performed within the Province of Quebec, without reference to choice of law provisions. The parties to these Terms and Conditions irrevocably consent to personal jurisdiction and venue of the courts of competent jurisdiction sitting in the judicial district of Montreal, Quebec, Canada to resolve any dispute arising from, or in connection with, these Terms and Conditions.
5. **Assignment** – These Terms and Conditions may not be assigned or otherwise transferred by Applicant without IATA's prior written consent.
6. **Entire Agreement** – These Terms and Conditions (together with the attached application and the IATA NDC Certification Program Label Guidelines) constitute the entire agreement and understanding between the parties regarding the subject matter thereof. No modification or waiver of these Terms and Conditions shall be binding unless it is in writing and signed by both parties. These Terms and Conditions supersede any and all prior agreements between the parties regarding the subject matter hereof.