



# NDC@Scale Capabilities

## Definitions for Criteria 5 and 6

Capabilities listed in bold below denote those required for Business Travel Ready recognition.

### Shop Capabilities

Capabilities	Definition
<b>Shop - for flights and ancillaries</b>	This capability allows the Seller to request from an Airline a set of Offers based on Origins, Destinations and defined dates. The Seller may provide additional qualifiers and context for which the Airline may take into account in the content of the resulting Offers.
<b>Shop - by common ancillary - (e.g. Seat, extra bags)</b>	Product / Attribute Shopping: ability for airline to support attributes (categories of products and services) as part of shopping flow with sellers and to construct respective ancillary related offers.
<b>Shop - for seat selection</b>	Seat Selection: Request seat map with or without prices if applicable by: - seat type (exit row, upper deck, etc.) and/or - for a specified flight or route & cabin and/or - offer identifier (if applicable) for existing flight & ancillary offers, personalised for price and eligibility for any personal data included
Shop - based on calendar (fare + or – x days)	Airline can provide the option of returning flights within a date range (plus or minus days) and present lead prices for offers.
<b>Shop - based on passenger (e.g. infant, senior, military, resident...)</b>	This capability allows the Airline to respond to a Seller request with a set of Offers based on passenger. Examples include infant, senior, military, resident.
<b>Shop - by Multi city / Open jaw itineraries</b>	This capability allows the Airline to respond to a Seller request with a set of flight Offers based on multi city / openjaw itineraries.
<b>Shop - Airline offers based on an organization (preferential, corporate, etc.)</b>	This capability allows the Airline to respond to a Seller request with a set of Offers based on the organization (preferential rules and conditions, corporate agreements, additional free ancillary attributes, conditions waivers, etc.).



Shop - Airline offers with localization (offers in local language)

This capability allows the Airline to respond to a Seller request with a set of Offers according to language and geographical preferences.

**Shop - Describing offer conditions / restrictions**

Deliver offer conditions/restrictions for a specified product during shopping/pricing process. Conditions/restrictions to include details on changeability/refundability.

Shop - by other ancillaries - Third party content (e.g. travel insurance, lounge pass, meal, WIFI...)

Offers returned for Ancillaries provided by Third Parties (e.g. wifi, lounge, insurance, priority boarding, etc) during shopping/pricing process.

**Shop - with airline loyalty program**

Airline returns loyalty benefits that the customer is entitled to as part of the offer e.g. free seat, extra bag.

Shop - including intermodal non-air ancillaries (e.g. cars, rail)

Offers returned for Ancillaries provided by intermodal non-air third parties (e.g. car, rail, etc).

**Shop – Airline dynamically built personalized offers based on shopping context**

Offers returned based on customer's personal information. Provided customer consent or any contextualized information available at time of shopping.

**Shop - Airline providing bundled offers**

Airline ability to package and price together multiple products/services within an Offer.

**Shop - Airline offers with rich media**

Ability for the airline to compliment services within their offers with relevant media, such as images, video and other such digital content.

**Shop - Airline offers including discounted benefits and/or promotions**

Airline ability to provide offers based on promotions and benefits requested by Seller or currently made available by the airline.

## Order / Service / Pay Capabilities

Capabilities	Definition
<b>Order - Basic order creation</b>	This capability allows the Seller to request that an Airline create an Order from a selection of Offer(s) and Offer Item(s).
<b>Service - Order changes initiated by the customer – e.g. itinerary, contact details, upgrade, adding an ancillary</b>	This capability allows the Seller to request a set of Offers as a replacement of specific Order item(s). The request takes into account new Origins, Destinations and/or defined dates. The content of the resulting reshop Offers may depend on additional qualifiers and context that may be provided by the Seller.



**Service - Order changes initiated by the customer – remove passenger from order in multi-passenger scenarios**

Airline ability to cancel passenger(s) from a multi-passenger Order.

**Service - Order changes initiated by the customer - name correction**

Ability for the airline to accept customer request to correct the passenger's name in case of error in spelling.

**Service - Order changes initiated by the customer - seat selection**

Ability for the Seller to request to add and/or change a seat location on an existing Order at the customer's request.

**Service - Order changes initiated by the airlines with notifications – e.g. flight schedule, flight cancellation, passenger upgrade or downgrade**

When an involuntary change happens (e.g. flight schedule, flight cancellation, passenger upgrade or downgrade), the airline is able to notify the Seller of the changes in a timely manner.

**Service - Order Cancellation without refund**

This capability allows the Seller to request cancellation of an existing Order (e.g. unpaid Order).

**Service - Order Cancellation with refund**

This capability allows the Seller to request the refundable amount due for an existing Order that the Customer wishes to cancel and to then request cancellation of the existing Order.

**Service - Retrieve an Order**

This capability allows the Seller to display the full contents of an Order.

**Service - Implementation of Order History**

Airline ability to provide a detailed list of order changes made to a specified Order from the time of the Order's creation.

**Pay - using Cash (BSP, ARC, etc.)**

This capability allows the Seller to advise the Airline that payment will be by cash and to expect settlement via the respective settlement system.

**Pay - using Credit cards**

This capability allows the Seller to send payment information using credit card to the Airline.  
Various forms of payment that include: credit card (includes UATP) where the Airline is the merchant. Refer to IATA Resolution 728 Attachment A for full details on card types and codes.

**Pay - using Debit cards**

This capability allows the Seller to send payment information using debit card to the Airline.  
Various forms of payment that include: debit card (PIN based or signature based), pre-paid debit/bank/gift card, cash card where the Airline is the merchant. Refer to IATA Resolution 728 Attachment A for full details on card types and codes.

**Pay - using airline loyalty**

This capability allows the Seller to send payment information using airline loyalty credit to the Airline.



**Pay - Deferred payment (Order on hold)**

This function allows the Seller to add payment information into an existing Order, and optionally associate this payment information with Order Item(s).

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Pay - using mixed payment instruments (e.g. cash + loyalty points or voucher redemption)

This capability allows the Seller to execute a payment using two or more forms of payment.

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Pay – using 3D-Secure

This function allows the Airline to instruct the Seller on the requirement to authenticate the card holder using 3D-Secure.

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