



Customer FAQ:

New NDC content is coming to Deem



What's happening?

From February 2026 we will begin activating more NDC for Deem customers.

What is NDC?

New Distribution Capability (NDC) is a modern airline distribution standard developed by IATA to enhance the way flights are sold to travel bookers and travel managers.

Why is it important?

NDC modernises airline distribution by providing exclusive fares, richer content, and real-time pricing, giving travellers greater choice and flexibility. It ensures businesses can access the best available rates while improving the overall booking experience. More content means happier business travellers!

Who will be affected?

For now, additional NDC content will be available in US. We are working hard to make more content operational in our other markets, so watch this space.

Which airlines are included?

The following airlines are included in this NDC release for Deem:

- American Airlines (AA)
- United Airlines (UA)

What are the benefits?

- **Access to better fares** – Benefit from lower fares, special promotions, and real-time dynamic pricing direct from the airlines.
- **Real-time availability** – Up-to-the-minute inventory ensures access to the most competitive fares at the time of booking.

Is there a fee for NDC bookings?

Yes, NDC bookings will incur a fee.

How will I know I am booking an NDC fare?

NDC fares will be badged, so you will be able to differentiate between them and Edifact fares.

Can I change an NDC ticket?

Any changes to United Airlines & American Airlines NDC bookings must be handled by our FCM Team during the initial rollout. We are actively working to expand self-service change capabilities in the near future.



Can I cancel an NDC ticket?

Yes, cancellations are supported in Deem. Depending on the ticket fare rules, customers can cancel the booking in Deem and a refund will be processed.

Are corporate route deals available?

If you have negotiated NDC corporate route deals these may be available, depending on the specifics of the airline and their integration with Deem. Your FCM representative can help review your company's access to these fares.

Can I add seats, bags, and other ancillaries?

Yes, if your policy allows and your program is currently programmed to purchase ancillary services such as seat selection, checked baggage, and other optional services.

Is there a difference in how points are collected for NDC fares versus Edifact fares?

No. Both content sources allow for points collection.

Will my travel policies still apply to NDC bookings?

Yes. Travel policy behaviour is unaffected by content source.

How does this impact reporting and duty of care?

NDC bookings will be sent to your Duty of Care provider following the same process as Edifact bookings.

How can I learn more?

Head to our **NDC Hub** on for more insights and share our handy one pager with your travelers.

What if I don't want this content for my travellers?

We think you and your travelers will love having access to more content from some of the world's biggest airlines, but if your organisation does not wish to use NDC content, you just need to let your FCM Account Manager know.

If you're using Deem Direct, please get in touch with us. When NDC content is activated within Deem, FCM needs to make a few configuration adjustments to ensure everything runs smoothly. We're here to collaborate and support you through the process.