



Customer FAQ:

Singapore Airlines NDC content is now available on FCM

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Overview

FCM has enabled Singapore Airlines NDC content availability on offline bookings for all customers in Singapore. Customers using the Cytric Online Booking Tool (OBT) will also have the flexibility to enable Singapore Airlines NDC content for their online bookings.

If you are interested in enabling Singapore Airlines NDC fares on Cytric or finding out more, reach out to your FCM Account Manager.

What is NDC?

The New Distribution Capability (NDC) is an initiative from the International Air Transport Association (IATA). NDC is a data transmission standard for how airlines distribute their fares to travel agents and travellers. It is not a platform, software, or database. The goal of NDC is to enable airlines to deliver a faster, broader, and more personalised range of air content directly to travel bookers and agencies. NDC airfares are additional offers on top of the content already available to you. NDC is always changing, with airlines building unique frameworks to distribute their fares.

What are the benefits of NDC?

- **Enhanced Traveller Experience:** Access personalised offers, richer content, and increased transparency, contributing to a superior travel experience for your team.
- **Improved Cost Control:** Optimise your budget effectively through competitive pricing and transparent fare structures, supporting your strategic financial management.
- **Alignment with Your Needs:** Activate only the NDC content that matches your programme objectives, ensuring productivity and relevance within your travel ecosystem.

What additional benefits do I gain from accessing NDC content?

- **More Pricing Options:** Access exclusive lower fares and promotions through NDC, and dynamic pricing models that update in real-time.

- **Personalised Experience:** Receive more relevant and tailored price, loyalty, and ancillary offers, sometimes bundled together, based on your unique booking history and preferences.
- **Transparent Shopping:** Make more informed choices, with richer media and more details on features, services, and extras at the point of sale.

Our partnership confirms our commitment to providing the best travel solutions, leveraging cutting-edge technologies and exclusive content to enhance your travel experience.

How do I know if NDC is a good fit for my travel program?

When considering NDC content, it's important to note that differences can vary based on the airline and the method of access, whether offline or online.

We encourage you to consider the limitations below when evaluating the impact of NDC on your travel program. As technical enhancements are introduced, these limitations may evolve

Current Limitations Across Online and Offline Bookings

- **Group bookings are unavailable** for both offline and online bookings.
- **Reporting and Visibility:** Development is underway to enhance reporting so NDC bookings can be clearly differentiated from traditional bookings. Additional self-service reporting options are also being explored.

NDC Limitations

- Only one passenger per booking is supported.
- Unavailable for complex mixed fares and stopovers
- We also recommend not using NDC for mixed fares/cabins, stopovers, multi-stop, open-jaw and other complex itineraries due to challenges involved in changes.
- There are some differences in functionality between NDC and traditional content. Reach out to your dedicated consultant or account manager for more information.

Online Booking Limitations

- NDC fares are currently unavailable for multi-passenger reservations. Our technology partners are working on this solution.
- Online changes and cancellations are unavailable and will need to be requested via offline channels.
- Tickets with NDC fares are issued on the same day. If booking approvals are required, we recommend they are completed within the same day to ensure a seamless ticketing experience.

What are the fees involved for NDC bookings?

An Alternative Content Fee applies to each new booking made with NDC fares. This fee is charged in addition to our standard booking fees and covers the additional operational costs associated with processing and managing NDC bookings.

Your Account Manager will provide additional information regarding updates to your contract to reflect this change. This fee structure ensures we can continue to offer NDC booking capabilities while maintaining service quality standards.

How will I know I am booking an NDC fare online?

Online

On the Cytric Online Booking Tool, search for a flight as you normally would and select a flight from any airline offering NDC fares. NDC fares will be tagged with an NDC icon

The screenshot displays the FCM Cytric Online Booking Tool interface. At the top, there's a navigation bar with 'My Flights', 'Administration of User Profiles', and 'Reference Menu'. Below this, a progress bar indicates the booking steps: Start, Select Rights, Select Fare, Complete booking, and Confirmation. The 'Select fare' section shows a search for 'Round trip Singapore - Tokyo'. Two flight options are listed: Singapore Airlines 654 (SIN to HND) and Singapore Airlines 657 (HND to SIN). Below this, the 'Suggested fare' section shows a table with columns for 'Service class', 'Change', 'Cancellation', 'Baggage', and 'Total price'. The 'Economy' fare is highlighted, showing a total price of \$2,028.60. Other fares for 'Economy' and 'Business' are also listed.

Service class	Change	Cancellation	Baggage	Total price
Economy	Changeable	+51,955.60 / -570.00	30kg	\$2,028.60
Economy	Changeable	+52,169.30 / -570.00	30kg	\$2,239.30
Business	Changeable	+55,817.30 / -130.00	40kg	\$5,947.30

Do I still have access to regular Singapore Airlines content?

Yes. You maintain the flexibility to request traditional content whenever you are making an offline booking. For online bookings, the Cytric online booking tool displays both NDC and traditional content, allowing you to choose your preferred option.

Are corporate route deals available?

Based on prior negotiations, certain corporate deals may apply to NDC fares. Reach out to your Account Manager for specific insights.

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

Points collection remains consistent across all content sources, including NDC fares. You may also be offered special promotions, bonus points, or status credits with tailored NDC offers, adding extra value to your traveller's loyalty programme.

Will my travel policies still apply to NDC bookings?

In most cases, travel policy behaviour remains unaffected by NDC integration. However, we have identified a small group of customers using class-based fares that may experience impacts; account managers will reach out individually.

When will you be offering additional airlines' NDC content?

We are working with our partners to integrate more airlines' NDC content into our offering by the end of 2025.

How can I learn more?

Head to our [NDC Hub](#) on for more insights and share this FAQ document with your travellers.

