



Customer FAQ:

Qantas and Singapore Airlines NDC for FCM

Table of Contents

What's happening?	2
What are the benefits of NDC?	2
What additional benefits do I gain from Qantas providing FCM with Premium NDC content?	2
How do I know if NDC is a good fit for my travel program?	3
Will Qantas be applying a surcharge?	3
Is there a FCM fee for NDC bookings?	3
Can I make post-ticketing cancellations to an NDC fare online?	3
Can I make post-ticketing changes to an NDC fare online?	3
How will I know I am booking an NDC fare?	3
How can I make use of my existing Credits on Hold?	4
Do I still have access to regular Qantas / Singapore Airlines content?	4
Are corporate route deals available?	4
Is there a difference in how airline points are collected for NDC fares?	4
Will my travel policies still apply to NDC bookings?	4
When will you be offering additional airlines?	4
How can I opt out for NDC offers for my travellers?	4
How can I learn more?	4

What's happening?

FCM is now a Qantas Premium NDC Partner, and we want to make sure you get access to the latest airline content, delivered through FCM.

As of July 1st, 2025, we have activated both Qantas and Singapore Airlines NDC content for offline bookings, and Qantas NDC content available online for a select group of customers. This means you now have greater choice and flexibility with richer fares, more tailored offers and most up-to-date content direct from airlines.

To find out how these changes can benefit you, please read through the following frequently asked questions.

Your account manager is available to guide you through the details and answer any questions.

What are the benefits of NDC?

- **Tailored Travel Program:** Most NDC content aligns seamlessly with your policies, budgets, and goals, guaranteeing that your travel programme is both effective and compliant.
- **Future-Ready Solutions:** We ensure innovative distribution methods with minimal disruption to your operations.
- **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 program objectives, ensuring productivity and relevance within your travel ecosystem.
- **Enhanced Customisation:** You will receive a wider range of booking ancillaries, including free seat selection for Bronze Frequent Flyers, allowing greater flexibility in tailoring travel plans to meet specific needs.
- **Improved Cost Efficiency:** Through Premium NDC, we provide differentiated pricing compared to standard NDC, giving access to all available NDC sale fares and future product offers, maximising value and supporting your strategic financial management objectives.

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

What additional benefits do I gain from Qantas providing FCM with Premium NDC content?

Unlike other TMCs, FCM is a Premium NDC partner and is able to provide significant advantages for your travel program:

- **Access to Exclusive Offers:** You'll benefit from reduced surcharges, gaining access to lower fares and special promotions not available through standard channels.

Premium NDC	EDIFACT	
By invitation	Available to all agents	
Via technology partners or GDS partners with agreement	Via legacy systems	
• Differentiated pricing vs. Standard NDC • Access to all available NDC sale fares vs. Standard NDC • Future products and fares	• All standard content • Limited access to sale fares	
Qantas Surcharge per segment		
Zero	POS AU	AU\$11.50
	POS NZ	NZD\$17.50
	POS ROW	USD\$13.00

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

NDC opens the door to a new way of accessing airline content, giving you richer fares and tailored offers.

The exact benefits you'll see can depend on the airline, your booking method (offline or online), and the online booking tool you use. That means your travel program can be tailored to make the most of what's available today — and will only get better as NDC technology continues to evolve.

We're committed to being transparent about how NDC works today, so you can make informed choices for your program. Below, we've outlined a few current considerations to keep in mind. As technology develops, these will continue to improve and unlock even more value over time.

Current Limitations Across Airlines and Online Booking Tools:

- **Approvals and Ticketing Time Limits:** Customers with an approval process should ensure approvals are given in a timely manner to ensure ticketing time limits are not missed. This is due to the strict rules from Qantas who will be enforcing their Ticketing Time Limit rule on your Qantas NDC flight, which may be cancelled if approval is not given in time.
- **Group bookings are unavailable** for both offline and online bookings.
- **Credits on Hold (CoH)**
 - Most airlines do not allow existing traditional credits to be used for NDC flights. Recommendations for utilising your existing credits is outlined later in these FAQs.
 - During the booking process in Savi, only NDC credits will be available for NDC held flights (i.e. your existing traditional credits will not display when an NDC fare is selected).
- **Involuntary schedule change notifications** (e.g. for flight time changes) are not currently automated and will be sent manually. This item is on our development roadmap.
- **Reporting and Visibility:** Offline NDC bookings will effectively be reflected in Best Fare of the Day logic and reports. Development is underway to enable online NDC bookings to be included in Best Fare of the Day reporting, and other self-service reporting options are being investigated.

Qantas Limitations

- **QF Contracted UATP cards** will receive enhanced data, though analytics capabilities are currently limited. Given the specific contractual arrangements for UATP cards, we advise consulting directly with Qantas for further details.

Singapore Airlines Limitations

- Only one passenger per booking is supported.
- Unavailable for complex mixed fares, stopovers, and corporate deals.
- 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.

Savi Online Booking Tool Limitations

- NDC online will initially be available for Qantas domestic and Trans-Tasman. Qantas International NDC can currently be booked offline, and online availability is in planning.
- NDC fares are currently unavailable for multi-passenger reservations. Our technology partners are working on this solution.

Will Qantas be applying a surcharge?

There will be no Qantas surcharge if booking Premium NDC content via FCM. Some traditional fares will attract an AUD\$11.50 segment fee for Point of Sale in Australia, NZD\$17.50 for Point of Sale in New Zealand and USD\$13.00 Point of Sale for the rest of the world.

Is there a FCM fee for NDC bookings?

Yes, an Alternative Content Fee of \$10.00 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.

Can I make post-ticketing cancellations to an NDC fare online?

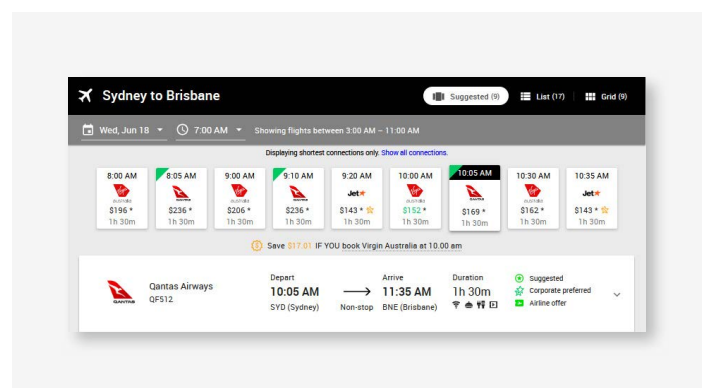
Yes. Users with post-ticketing cancellations enabled by policy, can cancel an NDC fare online after purchase, directly in the booking tool.

Can I make post-ticketing changes to an NDC fare online?

Yes. Users with post-ticketing changes enabled by policy can change NDC fare online after purchase, directly in the booking tool. However, online changes are not supported for mixed NDC and non-NDC bookings and require customers to reach out to their travel manager.

How will I know I am booking an NDC fare?

Once activated for online NDC, fares will be visible in Savi's itinerary screen as "Airline Offer". Consider using your itinerary view for clarity. When booking offline, your Travel Manager will inform you if they are quoting/booking NDC fare.



How can I make use of my existing Credits on Hold?

With changes to how your online booking tool preferences NDC content, and the inability to apply existing credits to NDC fares, you may encounter less opportunities to use your existing Credits when making online bookings.

Typically, Credit on Hold is restricted to the original traveller for a certain timeframe.

To maximise usage in the lead up to your NDC online booking activation, consider temporarily adjusting your settings to allow any traveller to use credits immediately. Please note that international credits cannot be changed into another traveller's name.

Additionally, this setting change also applies to credits with other airlines and may not be suitable for customers with legal requirements, such as university grants, where credits must be restricted to specific travellers or cost centres.

You can also choose to book non-NDC content offline. Asking your travel team to specifically search for these options during booking can help utilise your existing credits.

Your account manager can discuss this configuration option, and additional Credit on Hold utilisation and reduction strategies based on your individual circumstances.

Do I still have access to regular Qantas / Singapore Airlines content?

Yes, the online booking blends NDC content with traditional options, ensuring only the most cost-effective fare is displayed. While you won't choose between NDC and regular fares, you'll always be presented with the cheapest available option. You also maintain the flexibility to request traditional content whenever you're making an offline booking.

Are corporate route deals available?

Based on prior negotiations, certain corporate deals may apply to NDC fares. Reach out to your FCM representative 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 program.

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?

As more airlines introduce their NDC content to market we will integrate these into your program.

How can I opt out for NDC offers for my travellers?

Please contact your Account Manager or FCM Travel team to opt out at any time.

How can I learn more?

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

