



Customer FAQ:

New NDC content is coming to Concur

What's happening?

From August 2025 we will begin activating more NDC for Concur 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 Denmark, Finland, France, Germany, Ireland, Netherlands, Norway, Spain, Sweden, Switzerland, and UK. 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 Concur:

- British Airways (BA)
- Air France & KLM (AF/KL)
- Iberia (IB)

What are the benefits?

- **Access to exclusive fares** – Benefit from lower fares, special promotions, and real-time dynamic pricing direct from the airlines.
- **Enhanced customisation** – Select from a wider range of ancillary services, such as seat selection, baggage options, and fare bundles.
- **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?

Fees will be charged as per your contractual agreement with FCM.

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 or Travelfusion fares.

Can I change an NDC ticket?

Currently, Concur does not allow NDC tickets to be changed online. If a traveller attempts to modify an NDC booking in Concur, they will receive an error message and should contact their FCM team for support.



Can I cancel an NDC ticket?

Yes, cancellations are supported in Concur. Depending on the ticket fare rules, customers can cancel the booking in Concur 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 Concur. Your FCM representative can help review your company's access to these fares.

Can I add seats, bags, and other ancillaries?

Yes, depending on the airline, NDC content allows for the addition of ancillary services such as seat selection, checked baggage, and other optional services during the booking process.

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?

An NDC booking will react in the same way as an Edifact booking – with a live PNR containing all the required information to flow through to reporting and hand-off to our duty of care provider.

How can I learn more?

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

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

We think you and your travellers 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.

What if I'm a Concur Direct customer?

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