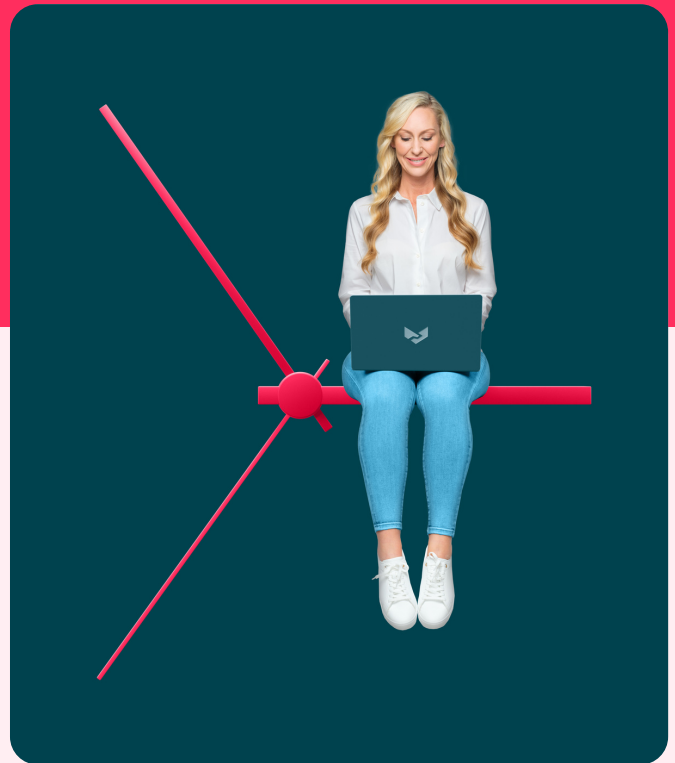


NDC: What you need to know

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Most major airlines have changed how they sell flights - and NDC is part of that shift. It can mean more choice and better fares for your travellers, but it's not that simple across the board. Here's an honest look at what NDC is, what it could mean for your business, and how Corporate Traveller helps you navigate it.



What is NDC?

NDC (New Distribution Capability) is an IATA industry initiative that allows airlines to share their fares and extras directly with travel management companies like Corporate Traveller. It's not a platform or an app - think of it as a more direct line between airlines and your booking tool.

The aim of NDC is to enable airlines to deliver a faster, wider, and more personalised range of airfares and content directly to travel bookers and agencies. NDC airfares are additional offers on top of the content already available to you. Every airline has built its own version of NDC, which means what's available — and how well it works — varies quite a bit from carrier to carrier.

What are the benefits?

NDC was created to optimise the way you can shop, book, and service flights — bringing a modern, e-commerce experience to air travel. When NDC is working well, it can offer real advantages for business travellers. These aren't guaranteed across every airline or route, but where they apply, they matter:

- **More pricing options** — Some airlines reserve certain deals exclusively for NDC — fares that won't show up in a traditional search. When this applies, it's a genuine saving.

- **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

What are the current considerations for NDC?

NDC adds to the fares and flights already available to you — it doesn't replace them. The reality is that maturity varies significantly across airlines, and not every NDC booking experience is seamless yet.

That's why we don't take a one-size-fits-all approach. We'll look at how NDC fits your specific trips, your approvals process, your expenses setup, and any company travel rules — and we'll be straight with you about where it adds value and where it doesn't.

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- **Not all airlines are equal** – Some carriers have fully built out their NDC offering with great fares and easy changes; others are still catching up. We only activate airlines whose NDC is reliable enough to use.
- **Integration and testing** – Before any NDC option reaches your travellers, we put it through its paces — booking, changes, cancellations — to make sure it works the way it should.
- **Servicing** – Some aspects of servicing NDC bookings may require your travel arranger to work differently, such as needing to call airlines to make changes manually.
- **Savings aren't guaranteed** – NDC can deliver better fares — but it depends on the airline and the route. We'll always help you weigh up the full picture, not just the headline price.
- **Pricing varies by airline** – Each airline sets its own approach to NDC pricing, and it's still evolving. We keep a close eye on this so you always know what you're getting.

As NDC continues to evolve, the right approach looks different for every business — depending on the airlines you fly, the way your team books, and what matters most to your travellers. Working through those questions is exactly what we're here for, so you can make the most of NDC where it works, and avoid the pitfalls where it doesn't.

What is Corporate Traveller's NDC approach?

We've been working on NDC for years — long before it became standard — so our customers benefit from that experience without having to navigate the complexity themselves.

- **We have the technology to back it up**
As part of Flight Centre Travel Group, we have access to proprietary technology built specifically to access and manage NDC fares across multiple airlines — giving you broader choice without the headache.
- **We're plugged into the industry**
We work directly with IATA, GDS partners, and airlines to make sure we're always offering the widest and most reliable range of fares for your travellers.
- **We're selective for a reason**
We don't turn on every airline's NDC just because we can. We only offer what we've tested and trust — so you get the benefits without the risk.
- **We don't just set it and forget it**
NDC isn't a one-time switch. We guide you through it, check in as things evolve, and make sure it keeps working for your business as airlines update their offerings.



How do we get you set up?

etting NDC right takes more than flipping a switch. We take a step-by-step approach — working closely with you to identify what matters most for the way your business travels. Before anything goes live for your travellers, we work through every aspect of the booking experience end to end, from how flights are booked and paid for, to how changes are handled and how trips show up in your reporting. #

Here's what we check:

1.Booking availability

We confirm flights can be booked smoothly through NDC in the tools your team already uses

2.Changes and cancellations

We make sure amendments work the way you'd expect — no awkward workarounds.

3.Payment

All your usual payment methods — including company cards and lodge cards — are tested and confirmed.

4.Reporting and expenses

NDC trips feed into your usual reporting and expense tracking — no gaps, no manual workarounds.



If you're interested in discussing NDC further please **get in touch** with your Customer Success Manager