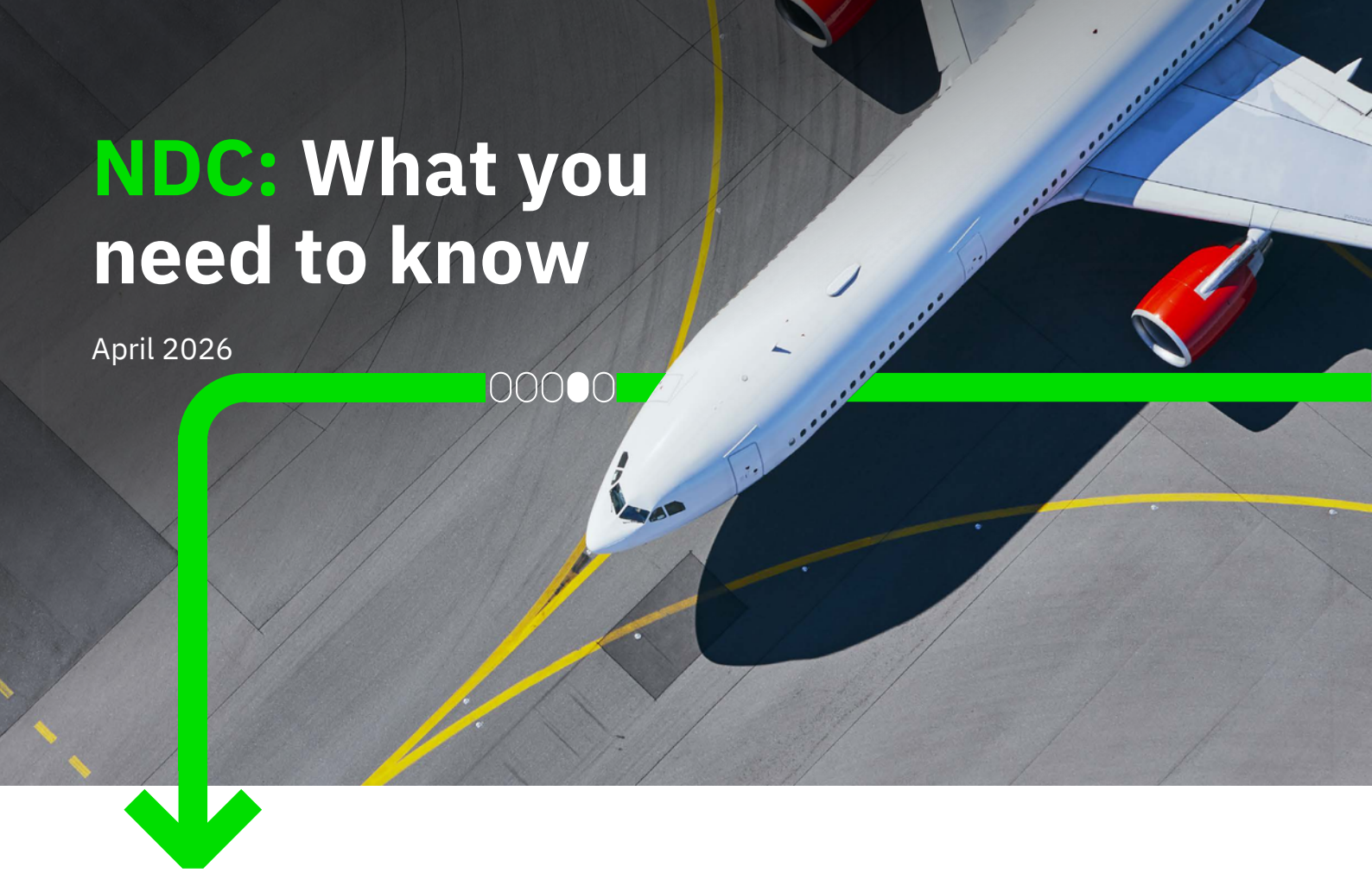




NDC: What you need to know

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NDC has moved from industry buzzword to business reality. Airlines have rebuilt how they distribute content – and the programmes that navigate it well are already seeing the difference. Here's how FCM makes sure yours is one of them.

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 content 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 continuously evolving, with each airline developing its own distribution platform using NDC as the data transmission method.

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. As airlines continue to develop their own NDC offerings, the benefits for business travellers can include:

- **More competitive fares**
Access more fares and promotions through NDC, and dynamic pricing models that update in real-time.
- **Personalised offers**
Airlines can tailor fares and bundles based on traveller history, loyalty status and programme 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 content sits alongside – not instead of – your existing content sources. The industry has matured significantly, but implementation is still uneven across airlines, regions and booking tools. NDC is constantly changing, and it is important to consider if it is the right fit for your corporate travel programme.

There are functional nuances to NDC content, and we will work with you to assess if these are compatible with your travel policy, compliance, use of credits, the reconciling of credit card payments, and more. (continued to next page)

- **Airline capability varies**

NDC maturity differs significantly across carriers. Some airlines offer fully serviceable NDC with dynamic pricing and rich ancillaries; others are still building out their infrastructure. We assess each airline's readiness before activating content for your programme.

- **Integration and testing**

Thorough testing and seamless integration are essential. At FCM, we rigorously test end-to-end for every airline to ensure the solution is right for our customers.

- **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**

In some cases, the cost savings of the NDC content can be outweighed by slower servicing, which impacts your SLA.

- **Pricing**

Some airlines have adopted different pricing models for their NDC content, but NDC doesn't fully resolve price parity with airline direct websites. Airlines will continue to offer direct-to-consumer deals, typically aimed at the leisure market. However, these offers often lack the full servicing, duty of care, and support that a TMC like FCM provides.

As NDC continues to mature, each organisation needs a considered strategy - balancing content access, servicing reliability, and programme goals. FCM is here to cut through the complexity and help you get the most from NDC content when it's right for your business.

What is FCM's NDC approach?

FCM is firmly positioned at the forefront of modern air retailing — and our approach is built on rigour, not just reach. We don't switch NDC on for the sake of breadth. We focus on content that is tested, serviceable, and aligned with corporate programme needs.

- **Early and ongoing investment in NDC technology**

As part of Flight Centre Travel Group, we benefit from proprietary air content technology that gives us a structural advantage in accessing, aggregating and managing NDC content across the ecosystem.

- **Strong industry relationships and domain expertise**

We work closely with IATA, our GDS partners, and airlines around the world to deliver the widest range of reliable, tested NDC content — and to help shape how modern air retailing evolves.

- **Quality over quantity**

Our focus is on content that integrates smoothly into customers' end-to-end experience — online and offline. NDC is activated only when it genuinely enhances your programme.

- **We stay with you every step of the way**

Unlike TMCs that simply switch NDC on and move on, FCM guides adoption through consultation, phased rollouts, and ongoing support. We help you understand what's ready, what's proven, and what will work best for your programme — so you're never navigating NDC complexity alone.

How do we deploy NDC content?

We take a phased, consultative approach — validating each aspect of NDC functionality before rollout, so adoption is safe and disruption-free.

The following key criteria help us ensure that our NDC deployment aligns with your operational needs and delivers the best travel options for your team.

Here's how we approach and validate each aspect of NDC functionality before deployment:

1. **Booking availability**

Confirm flights can be successfully booked through NDC-enabled content in your preferred channels.

2. **Serviceability**

Ensure amendments, cancellations and ancillary options align with your corporate servicing requirements.

3. **Payment functionality**

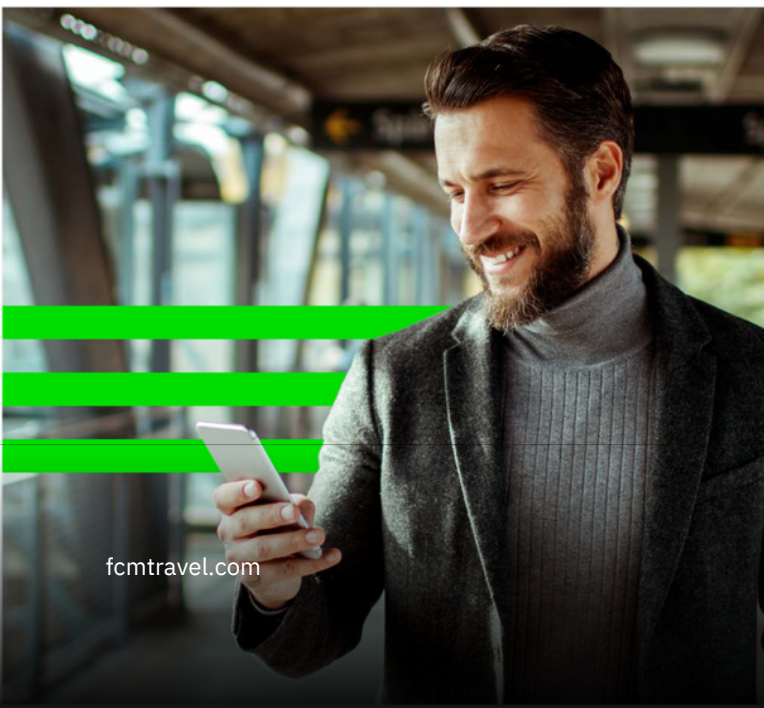
Validate all payment methods — including lodge cards and corporate payment options — work as expected.

4. **Access to Route Deals** (if available)

If there are negotiated route-specific deals, we validate that any fare agreements or special deals are applied correctly.

5. **Reporting integration**

Ensure proper tracking of performance metrics and financial reporting.



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We'll work with you to shape your NDC strategy and help you maximise the benefits as part of your overall travel programme.

If you have any questions, please connect with your Account Manager.

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