



NDC FAQs.

1. What is NDC?

The New Distribution Capability (NDC) is defined as NEW data communication standards developed by IATA to enable airlines distribute their products in the INDIRECT sales channel in same way like in the direct sales. It is XML based standard using modern digital technology. DC gives airlines greater flexibility to differentiate and distribute their products via third party intermediaries (e.g., Global distribution systems, aggregators, meta search engines, and travel agents) or direct to consumers.

2. What is a NDC API?

The NDC Application Programming Interface (API) is a software intermediary that allows two applications to talk to each other. In simple terms an API is a messenger that delivers a user request or message to a system and sends the system's response back to a user.

3. What is XML?

Extensible Markup Language (XML) is a set of data codes or tags that describes the text in a digital document. It enables storage and transfer of digital data. An example is hypertext markup language (HTML), which is used to format Web pages.

4. Who is the KQ NDC APIs technology provider?

KQ has partnered with Amadeus who are its NDC API technology provider.

5. I am an Agent who is already connected to Farelogix APIs, does KQ work with Farelogix.

KQ currently does not work with Farelogix for our NDC Technology.

6. What is NDC Schemas or verbs?

These are IATA NDC standards that defines the API protocols. IATA updates the standards about twice every year and each update is marked by a numeric version number. KQ launched NDC with NDC Schema version 18.1.

7. Who is an NDC content aggregator?

A content aggregator is an entity that gathers travel content from different airlines and sources for reuse or resale. The aggregator distributes the seller's shopping requests to multiple airlines and aggregates the responses to enable booking decisions. These organisations can be the traditional GDS companies or newly emerging technology companies such as Verteil Technologies.

8. Why do I need to use an Aggregator as a travel agent.

The aggregator gives to the agent the capability to receive NDC enabled content from multiple airlines and thus agents can do comparison shopping for the benefit of the end consumers.



Since the aggregator is already connected to the airline, as a travel agent you will have a quicker and easier means of getting onboard with NDC. You will also be able to check with the aggregator first for any technical issues faced with NDC, before you need to raise them with the airline NDC helpdesk.

9. Which aggregator(s) is KQ using for its NDC Content.

KQ is working with Verteil Technologies as the NDC launch aggregator but has plans to onboard some more aggregators in future.

10. How do I contact Verteil?

Send an email to contact@verteil.com, expressing your interest. Verteil team will get in touch with you.

You can also directly get in touch with

- prajoth.kumar@verteil.com, phone number +91 9846474500
- rahul.hari@verteil.com, phone number: +91 9900154450

11. How will travel agents get access to KQ NDC content.

KQ has currently availed three options for getting access to NDC.

1. Via NDC Agents portal; This is an online portal where travel agents will be registered directly with the airline to access NDC content. Click on this [link https://www.kenya-airways.com/ndc/en/](https://www.kenya-airways.com/ndc/en/) then go to Register with us, fill the form, accept the Terms and conditions and submit your registration. This process takes approximately 1 working day after Terms of usage acceptance for IATA agents who already have ticketing authority with KQ in IATA BSP/ARC. Same timelines apply for Non-IATA agents with TIDS and who already have access to KQ Ticket stock in good standing.

2. Via NDC Aggregator portals. KQ has plans to onboard more aggregators including GDS companies, but we have launched NDC with Verteil Technologies as our first aggregator.

To get access to Verteil's NDC aggregation portal, send an email to contact@verteil.com, then agree on contract terms with Verteil and you will be given access to KQ NDC content. This process takes approximately 3 working days at the most after Contractual terms are agreed with the Aggregator.

3. Via Direct Connect NDC APIs

Option available for large Travel Agents, TMCs and OTAs with significant bookings on KQ.

To initiate discussion on this connectivity option, send the request to NDC@kenya-airways.com with email subject as Direct API Connectivity request.



12. What is the difference between accessing NDC Content directly using airline NDC agents portal Vs Connecting via NDC aggregator portals?

KQ NDC content will remain the same across both options. With KQ direct connect portal agents have access to KQ NDC content only unlike via Aggregator portals where agents will be able to get access to other airlines NDC offers for comparison shopping.

KQ NDC agent portal will not attract any connectivity and usage fee for the agents, however connections via aggregators may attract one time connectivity fee plus any ongoing usage fee as may be applicable for each aggregator.

13. Does KQ offer the direct connect option with travel agents APIs for agents who do not want to connect via aggregator?

This option has additional costs involved to enable the integration, set up and maintenance of the direct API connections. It will require Agents to have access to IT resources with relevant skills and is only recommended for very large travel agents who have high volumes of airline bookings. For agents who have already set up the NDC APIs or require this connectivity option with Kenya Airways to send the email to NDC@Kenya-airways.com with email subject as Direct API Connectivity request.

14. As an OTA or a Meta Search Agent, how do I connect with KQ to get access to NDC content?

The direct APIs connection option is recommended for OTAs and MSEs. It requires extra efforts and resources and is advisable if Agent has skilled IT resources to manage and maintain the integrations.

Send your Direct API connectivity request to NDC@Kenya-airways.com.

KQ's NDC Aggregator partner Verteil also offers NDC content for OTAs, Meta Search Agencies, and any interested Agencies via Verteil's Universal API. Send an email to contact@verteil.com, expressing your interest. The Verteil team will get in touch with you.

You can also directly get in touch with

- prajoth.kumar@verteil.com, phone number +91 9846474500
- rahul.hari@verteil.com, phone number: +91 9900154450

15. Will travel agents be able to get KQ NDC content through the GDS companies.

KQ is in discussion with some GDS companies and once agreement is reached, travel agents will be advised accordingly.

16. Will KQ NDC channel have the full functionality scope as is currently available in the GDS?

Not at the moment. Some GDS functionality e.g. group bookings will not be available initially. NDC technology is always improving and KQ has a roadmap on when more functionalities will be available.

17. Will KQ implement GDS surcharge?

Yes. Effective 01st July 2022 KQ will implement a GDS surcharge of USD5 for local domestic and USD8 for international bookings. These surcharges will apply per segment per Pax. There are no exemptions communicated currently.

18. Why is KQ introducing GDS surcharge?

Surcharge is introduced because of the costs of distribution through the indirect GDS channel which has remained quite high as compared to the other direct airline distribution platforms.

19. Is KQ planning to stop using the GDS as a channel of distribution?

NO KQ has no immediate plans to stop using the GDS for distribution. Its fares, flights and seat inventory will continue to be available in all the major GDS companies that it has been using for distribution. In case of any changes, adequate and advance communication will be given as appropriate.

20. Will the GDS content be the same as NDC content?

NO. There will be content differentiation. There is a GDS surcharge that will be applicable to GDS bookings. DC channel will have no surcharge plus better and early access to more competitive airline offers. All KQ Ancillary offers will also be available via the NDC channel. Some GDS will have limited ancillary offers.

21. What is an IATA TIDS number?

IATA Travel Industry Designator Services (TIDS) number is a unique 8-digit number given by IATA to identify non-accredited agents and sellers in order to give them a code recognised by the entire travel industry

22. What are the benefits of having a TIDS number.

TIDS give the Non-accredited agents the ability to get streamlined access to reservation platforms and systems using a uniform industry recognized identity code. It enables access to broader and richer airline contents worldwide.

23. Are there any charges that IATA requires before assigning the TIDS number?

No. TIDS processing is absolutely free of charge. Application is online in the IATA customer portal.

24. How do I apply for IATA TIDS number.

Application is online via the four steps below.

- Login or register on the [IATA Customer Portal](#)
 - Select TIDS under the “Services” area.
 - Compile the required supporting documents for your application.
 - Complete the online form, attach the supporting documents, and submit your application.
- Alternative link to use is <https://www.iata.org/tids>

25.If a seller is not in the category of IATA or Non-IATA agent, how can they register for TIDs number?

The application process is the same for all types of sellers and partners.

- Login or register on the [IATA Customer Portal](#)
 - Select TIDS under the “Services” area.
 - Compile the required supporting documents for your application.
 - Complete the online form, attach the supporting documents and submit your application.
- Alternative link to use is <https://www.iata.org/tids>

26.Are there any pre-requisites for a travel agent to get access to KQ NDC content?

Yes.NDC is an internet-based web interface thus internet access is necessary. IATA agents will need to have access to BSP and be in good standing with IATA to facilitate ticketing of bookings.

For the Non-IATA agent or any other seller who needs to ticket directly through the airline, IATA TIDS number is required. After getting the TIDs number, contact KQ local sales representative to guide on the requirements for KQ stock allocation to facilitate ticket issuance via NDC portals.

All agents need to accept the airline Terms and conditions of usage before they are given access to the portals both via Direct connect and aggregators.

27.What details are in the airline Terms and conditions document?

The document has usage conditions for the portals. It includes details like Access to airline data, usage, Termination, Limitation of liability, audit and reporting among other areas covered.

28.What is the contracting process for the portals access.

1. Travel Agents registers on KQ NDC agency portal i.e. ndc.kenya-airways.com
2. KQ Admin will receive activation request which can be approved or rejected
3. An electronic contract will be sent to authorised signatory of the travel agency as DocuSign contract
4. NDC agency portal application will get a notification back once the contract is signed
5. The login credentials will then be sent to travel agency administrator upon getting the above notification. The Agency access credentials are also triggered once KQ admin has approved the access request.

29.What Forms of Payment will KQ NDC portals accept?

Initially we will start with BSP/ARC Cash payment option for all IATA accredited agents. Credit card option and IATA Easy pay options are on the roadmap to be availed at a later date.

For Non-IATA agents we will start with Bilateral Credit limit payment option. Credit card option is on the roadmap.



30. Are there usage query limits that an agent is required to comply with?

Yes, there are limits defined as the Look to book ratios for OTAs and other travel agents. For Travel Agents, the permitted look to book ratio is 1000:1 and for OTA agents the limit is 5000:1. In simpler terms a maximum of 1,000 free “looks” are permitted per flown ticket (“book”). For OTAs the maximum of 5,000 free “looks” are permitted per flown ticket (“book”).

31. How does the airline define a look and then a book query?

A “look” is a booking enquiry and a price transaction submitted to the Airline API on a specific calendar day. A “book” is every “look” that (a) leads to a confirmed booking for a flight, (b) is assigned a six-digit booking code (PNR) and (c) is guaranteed when the flight price is paid, irrespective of the number of flights listed in the PNR.

32. What is the look to book reporting frequency and which criteria will the airline use for the reports?

It will be a monthly report. For each calendar month, Airline will provide Agent with the average number of “looks” submitted to the Airline API for the calendar month, the average number of “books” for same calendar month and the “look” to “book” ratio per PCC.

33. What happens if usage query limits is exceeded?

Airline will recover the excess via Agent debit memos OR any other mutually agreed format. This is communicated in the Terms and Conditions document.

34. Can I use my GDS to retrieve or claim PNR created in NDC portals and vice versa?

No, this is not allowed without written approval or permission from the airline. If permitted the agent will be responsible for any associated costs for transfer/ change of ownership. Such costs may be recovered via an Agent debit memo OR any other mutually agreed arrangement.

35. How do I make Group bookings on NDC Channel.

Group bookings are not yet supported on KQ NDC channel. It is in our future roadmap.

To make group bookings on KQ please register in our Online Groups Booking portal at <https://groups.kenya-airways.com/> OR send your group booking request to the local KQ sales office or GSA for assistance.

36. Are Private fares available on KQ NDC channel.

Yes Private and negotiated fares will be offered in the KQ NDC channel. Specific deal codes may be used to display the fares and airline will advise when each program type is available. Private fares will start displaying from 01st July onwards.

37. Will travel agents get incentives for bookings made via NDC channel

Yes incentives available as will be discussed, agreed and approved by the Local KQ Sales Manager.



38. Are Interline flights available in KQ NDC Channel

Yes, we have codeshares and interline flights but they are being updated progressively. Currently DL, KL, AF, BA flights are available.

39. How will the Agent know when an interline point or partner flight is not available

The standard error message of NO ACTIVE ITINERARY IN THE AIRLINE PROFILE will be returned. NDC support desk will guide on how to complete the booking process.

How long does the NDC documents i.e PNR and Tickets/EMDs remain in the platform before they disappear in the system.

41. What is the contracting process for the portal access.

6. Travel Agents registers on KQ NDC agency portal i.e. <https://www.kenya-airways.com/ndc/en/> KQ Admin will receive activation request which can be approved or rejected.
7. An electronic contract will be sent to authorised signatory of the travel agency as DocuSign contract.
8. NDC agency portal application will get a notification back once the contract is signed.
9. The login credentials will be sent to travel agency upon getting the above notification. It will also check whether KQ admin has approved the request.

42. Can we service NDC bookings on KQ Portals?

Yes, KQ NDC APIs currently support post booking servicing of bookings. Ticket changes, Reissues, cancellations, and refunds can be easily done in the portals. Order change notifications are also available for involuntary flight disruptions process. In case any required servicing capability is not available Agents will be assisted via the NDC Support desk.

43. How is ticket stock control managed on the NDC Channels.

For the IATA Accredited Agents, the existing BSP/ARC ticket stock control processes will remain applicable. Alignment will be done to accommodate both NDC and Non-NDC sales. For the Non-IATA agents, the existing KQ Finance procedures for ticket stock control and capping process will continue via the same tools currently in use.