



Customer FAQ:

# Qantas and Singapore Airlines NDC content is coming to Stage and Screen

What's happening? | 2

What are the benefits of NDC? | 2

What additional benefits do I gain from Qantas providing Stage and Screen 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

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

When will you be offering additional airlines? | 4

How can I opt into activating NDC for my travellers? | 4

# What's happening?

We are excited to advise that the enablement and benefits of the New Distribution Capability (NDC) for Qantas and Singapore Airlines will be available to you from the 1st July 2025.

You will have the flexibility to decide if you would like to activate NDC for Qantas bookings. For customers who would like to opt in, we will be rolling out the content in a staged approach.

A comprehensive overview of all current known considerations and benefits is outlined in the below Frequently Asked Questions. Please review this FAQ document to evaluate if NDC is right for you, "right now"..

## What are the benefits of NDC?

- **Tailored Travel Programs:** Most NDC content aligns seamlessly with your policies, budgets, and goals, guaranteeing that your travel program 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 proving Stage and Screen with Premium NDC content?

Travel management companies are required to express interest and then be invited to access Qantas Premium NDC Content. Without this partnership, other TMCs will only be able to access the standard NDC offering.

As a Premium NDC partner, Stage and Screen will be 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.

Choose how you shop for your customers	
Premium NDC	EDIFACT
Via technology partners or GDS partners with agreement	Via legacy systems
<ul style="list-style-type: none"><li>• Differentiated pricing vs. Standard NDC</li><li>• Access to all available NDC sale fares vs. Standard NDC</li><li>• Future products and fares</li></ul>	<ul style="list-style-type: none"><li>• All standard content</li><li>• Limited access to sale fares</li></ul>
By invitation	Available to all agents
Qantas Surcharge per segment	
Zero when booking through Qantas NDC. EDIFACT surcharges still apply.	POS AU AUD \$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?

When considering NDC content, it's important to note that differences can vary based on the airline and the method of access - whether offline or online, and depending on your online booking tool.

We encourage you to consider the limitations below when evaluating the impact of NDC on your travel program. As technical enhancements are introduced, these limitations may evolve.

### Current Limitations Across Airlines and Online Booking Tools

- 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 are outlined later in these FAQs.
  - During the booking process in Savi only, NDC credits will be available for NDC held flights (ie your existing traditional credits will not display when an NDC fare is selected).
- Online changes and cancellations are unavailable and will need to be requested via offline channels. Development is planned later this year, with Savi targeting completion by late 2025. Other booking tools, including Concur, are working to enhance these capabilities.
- Involuntary schedule change notifications (eg 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.

### 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 Content will not be available to Multi-passenger reservations (2-9 people) made in SAVI, instead it will revert to GDS Content. Our technology partners are working on this solution.

### Concur Limitations

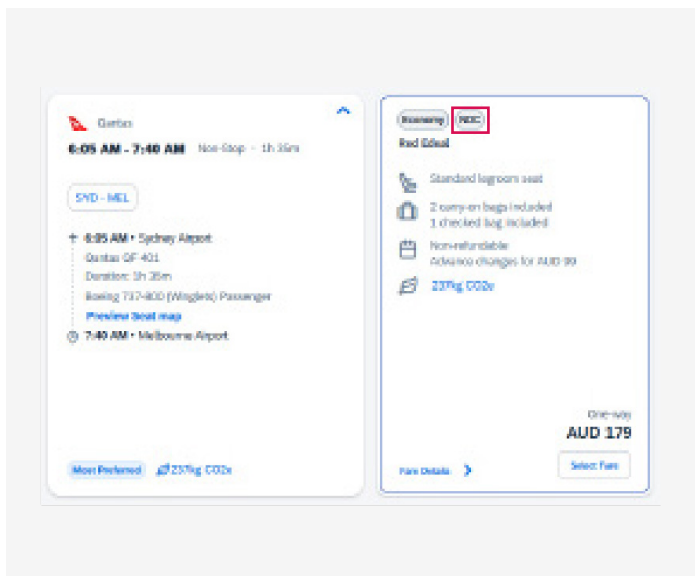
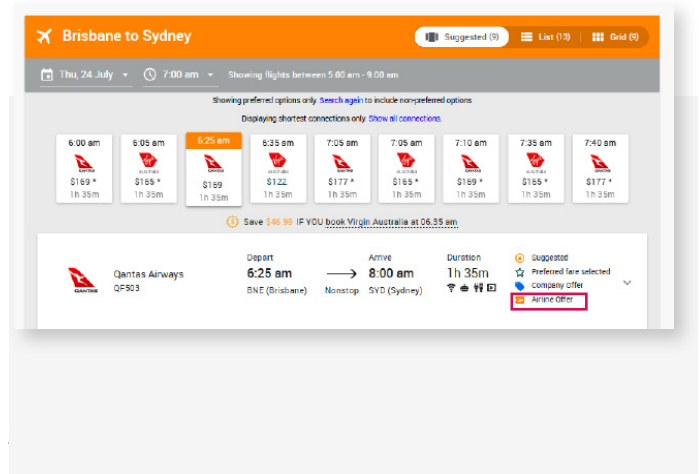
- NDC fares are unable to be combined with regular fares.

## Will Qantas be applying a surcharge?

There will be no Qantas surcharge if booking NDC content. Most 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.

## How will I know I am booking an NDC fare?

Once activated for online NDC, fares are visible in the SAVI online booking tool's itinerary screen as "Airline Offer". Consider using your itinerary view for clarity.



## 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 be aware that 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 Manager to specifically search for these options during booking can help utilise your existing credits.

Your travel manager may also be able to offer 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. You maintain the flexibility to request traditional content whenever you are making an offline booking. Regarding online bookings, the online booking tool blends NDC content with traditional options. While you won't choose between NDC and regular fares, you'll always be presented with the cheapest available option.

## Are corporate route deals available?

Based on prior negotiations, certain corporate deals may apply to NDC fares. Reach out to your Stage and Screen 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.

## When will you be offering additional airlines?

Although our current focus for ANZ is on Qantas and Singapore Airlines, as more airlines introduce their NDC content to market, we will integrate these into your program.

## How can I opt into activating NDC for my travellers?

Reach out to your Account Manager to discuss whether NDC online bookings are a fit for your travel program, especially if you would like to go live with online bookings immediately.

They will also be proactively covering this in your next scheduled review.

You will be able to request a change in your activation status at any time in the future.

