

AIRLINE DISTRIBUTION UPDATES

Weeks 17 & 18, 2024

This edition contains news on:

- Delta Air Lines
- American Airlines
- Copa Airlines
- China Eastern Airlines
- Virgin Australia
- Ethiopian Airlines
- US DOT
- Sabre
- Serko

Accelya will provide Delta's NDC APIs

Delta will use Accelya's FLX platform to develop their NDC APIs. This makes Accelya the provider of NDC APIs for the US major airlines - American Airlines, Delta and United.

This is the second large airline win for Accelya in 2024 having signed Korean Air for NDC in February.

February 2024
Korean Air

April 2024
Delta

American Airlines will now determine preferred agents in June

From 11 July only bookings via direct channels and preferred agents, or business travellers with an AA relationship* are eligible for AAdvantage points.

Preferred agency determination

21 April → **5 June**

AAdvantage accrual rule changes

1 May → **11 July**

*AAdvantage Business member or contracted corporate

Copa Airlines NDC content is now available on Spotnana's platform.

The integration includes Copa's PriceLock program, which allows a price guarantee of 3 or 7 days on passenger reservations, at an added fee.

Copa's PriceLock option

Once you have selected the flight of your choice, the PriceLock option may appear at the bottom of the screen. You can select the one you prefer, according to your convenience. Pricelock rates are non-refundable and the charge will be applied to each person on your reservation. Additional restrictions will apply.

Need more time? Hold this fare with PriceLock

With PriceLock you can save this price now and complete your purchase later.

24 hours (free)

3 days (14.98 per person)

Continue without PriceLock

You will pay now 14.98 and you will have until 02/03/2024 to pay the rest of the reservation. Pricelock purchase is per person, is non-refundable and does not apply to the ticket price.

[Terms and Conditions for PriceLock](#)

Source: Copa Airlines

New refund rules in the US

US Department of Transport (DOT) released a final rule. The merchant of record for flight bookings must now provide a refund to travellers in disruption scenarios.

These include:

1. Cancellation or significant change to booked flight(s)
2. Delay in baggage delivery
3. Failure to deliver booked ancillaries.

For card purchases, refunds will be due within 7 business days, and 20 days for other payment methods.

Previously, refund policies and conditions differed from airline to airline.

More NDC news

China Eastern Airline has agreed to distribute NDC globally with Amadeus (non-exclusive).

Virgin Australia launches its cheapest fare brand “Lite” via GDS (EDIFACT).

Ethiopian Airlines NDC content is to be made available by Verteil Technologies.

Serko’s booking tool, Zeno is connected to Sabre’s GDS NDC content. Corporate travelers can book NDC content and retain TMC servicing capabilities.

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