

NDC PLAYBOOK

Edition May 2025



Introduction

The NDC Playbook is the ultimate guide to streamline your journey to using and mastering bookings through New Distribution Capability. This document contains all sorts of supporting documents to assist you in implementing the NDC standard and get the most out of booking via your NDC booking platform. It provides a detailed overview of benefits, functionalities, assistance, and links to helpful pages on the Air France and KLM Business Solutions portal.

With this document, you can be confident in your NDC adoption and booking journey, knowing you have all the necessary resources at your disposal.

[Learn more about NDC on Business Solutions.](#)

Explore

Get to know the benefits
of NDC

Connect

Your path towards NDC
access

Engage

Learn more about (upcoming)
functionalities

Assistance

Easy access to our
support

Quick links

- [> API functionality overview Air France and KLM](#)
- [> After Sales](#)

Explore

Get to know the benefits of NDC

NDC is a distribution standard developed by IATA that modernizes and enriches the data exchange between airlines and travel agencies. This means that we can offer exclusive fares, dynamically-priced ancillary products and personalized offers.

Offer

Continuous pricing

Continuous pricing offers additional and more attractive price points compared to traditional GDSs, giving NDC users a competitive advantage with the best available offer. Continuous pricing also applies to negotiated fares.

Continuous pricing is applicable to NDC sales, regardless of your NDC booking platform.

Extra options

NDC offers dynamic pricing for paid options. This feature offers a better price for paid seats than traditional GDSs via EDIFACT, ensuring the best value for money.

[Check availability of ancillaries per aggregator](#)

Bundles

Dynamic bundles are packages that combine a flight ticket with a paid option in a single offer. By selecting this bundle, customers are guaranteed the best deal available for their flight, making it the ideal solution for those seeking an enhanced level of comfort during their journey.

[Check availability of bundles per aggregator](#)

Air France and KLM offer numerous of functionalities in the NDC API.
[Click here to discover all functionalities.](#)

Explore

Connect

Engage

Assistance

Connect

Your path towards NDC access

Aggregators

Aggregators are third-party platforms providing a single point of access to multiple airline content sources. We are continuously increasing the accessibility of our offer through aggregators.

Air France and KLM offer a wide variety of functionalities through the NDC API. Click on the button below to find a full overview on key functionalities supported by each aggregator.

Discover key functionalities of all connected aggregators

Discover functionalities per aggregator on the Business Solutions portal

Direct connection

A direct connect enables a direct and surcharge free connection between Air France and KLM and travel agencies. This gives access to our NDC solutions without any third-party intermediation. Contact your account manager for more information.

Get connected to NDC

Connecting to Air France and KLM NDC is easy. Fill out the application form to establish a connection via an aggregator.

Complete the NDC onboarding forms on Business Solutions

Explore

Connect

Engage

Assistance

Functionality		Customer identification details			
Aggregator	Version	Add Flying Blue details	Name correction	Name change (corporate agreement only)	Corporate recognition
Aaron Group	18.2	●	●	●	●
AirGateway	18.2	●	●	●	●
Amadeus X	18.2	●	●	●	●
Atriiis	18.2	●	●	●	●
ClarityTTS	18.2	●	●	●	●
Duffel	18.2	●	●	●	●
HitchHiker	18.2	●	●	●	●
Lleego	18.2	●	●	●	●
Metis Digital	18.2	●	●	●	●
Navisk	18.2	●	●	●	●
Netviix	18.2	●	●	●	●
Orchestra	18.2	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●
Sabre	18.2	●	●	●	●
Spotnana	18.2	●	●	●	●
Thomalex	18.2	●	●	●	●
TPConnects	18.2	●	●	●	●
TravConEx	18.2	●	●	●	●
Travelfusion	18.2	●	●	●	●
TravelNDC	18.2	●	●	●	●
Travelport	18.2	●	●	●	●
Verteil	18.2	●	●	●	●
WonderMiles	18.2	●	●	●	●
Wooba	18.2	●	●	●	●

● Available
 ● Work in progress
 ● Unavailable

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Functionality		APIS	Shopping search criteria			
Aggregator	Version	Add APIS details	Search by modifiable and/or refundable offer	Search by cabin or fare option	Search by direct flights	Search by flight number
Aaron Group	18.2	●	●	●	●	●
AirGateway	18.2	●	●	●	●	●
Amadeus X	18.2	●	●	●	●	●
Atriiis	18.2	●	●	●	●	●
ClarityTTS	18.2	●	●	●	●	●
Duffel	18.2	●	●	●	●	●
HitchHiker	18.2	●	●	●	●	●
Lleego	18.2	●	●	●	●	●
Metis Digital	18.2	●	●	●	●	●
Navisk	18.2	●	●	●	●	●
Netviac	18.2	●	●	●	●	●
Orchestra	18.2	●	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●	●
Sabre	18.2	●	●	●	●	●
Spotnana	18.2	●	●	●	●	●
Thomalex	18.2	●	●	●	●	●
TPConnects	18.2	●	●	●	●	●
TravConEx	18.2	●	●	●	●	●
Travelfusion	18.2	●	●	●	●	●
TravelNDC	18.2	●	●	●	●	●
Travelport	18.2	●	●	●	●	●
Verteil	18.2	●	●	●	●	●
WonderMiles	18.2	●	●	●	●	●
Wooba	18.2	●	●	●	●	●

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Functionality		Types of fares and trips				
Aggregator	Version	Corporate negotiated fares (excluding departures from US, MX and CA)	Discount Pass fares	Private fares without account code (excluding departures from US, MX and CA)	Private fares with account code (excluding departures from US, MX and CA)	Private fares (excl. corporate negotiated fares) for departures from US, MX and CA
Aaron Group	18.2	●	●	●	●	●
AirGateway	18.2	●	●	●	●	●
Amadeus X	18.2	●	●	●	●	●
Atriis	18.2	●	●	●	●	●
ClarityTTS	18.2	●	●	●	●	●
Duffel	18.2	●	●	●	●	●
HitchHiker	18.2	●	●	●	●	●
Lleego	18.2	●	●	●	●	●
Metis Digital	18.2	●	●	●	●	●
Navisk	18.2	●	●	●	●	●
Netviix	18.2	●	●	●	●	●
Orchestra	18.2	●	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●	●
Sabre	18.2	●	●	●	●	●
Spotnana	18.2	●	●	●	●	●
Thomalex	18.2	●	●	●	●	●
TPConnects	18.2	●	●	●	●	●
TravConEx	18.2	●	●	●	●	●
Travelfusion	18.2	●	●	●	●	●
TravelNDC	18.2	●	●	●	●	●
Travelport	18.2	●	●	●	●	●
Verteil	18.2	●	●	●	●	●
WonderMiles	18.2	●	●	●	●	●
Wooba	18.2	●	●	●	●	●

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Functionality		Paid options			Bundles		
Aggregator	Version	Seat as an extra option	Baggage as an extra option	Lounge access as an extra option	Dynamic seat bundle	Dynamic public extra SAF bundle	Dynamic corporate extra SAF bundle
Aaron Group	18.2	●	●	●	●	●	●
AirGateway	18.2	●	●	●	●	●	●
Amadeus X	18.2	●	●	●	●	●	●
Atrii	18.2	●	●	●	●	●	●
ClarityTTS	18.2	●	●	●	●	●	●
Duffel	18.2	●	●	●	●	●	●
HitchHiker	18.2	●	●	●	●	●	●
Lleego	18.2	●	●	●	●	●	●
Metis Digital	18.2	●	●	●	●	●	●
Navisk	18.2	●	●	●	●	●	●
Netvi	18.2	●	●	●	●	●	●
Orchestra	18.2	●	●	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●	●	●
Sabre	18.2	●	●	●	●	●	●
Spotnana	18.2	●	●	●	●	●	●
Thomalex	18.2	●	●	●	●	●	●
TPConnects	18.2	●	●	●	●	●	●
TravConEx	18.2	●	●	●	●	●	●
Travelfusion	18.2	●	●	●	●	●	●
TravelINDC	18.2	●	●	●	●	●	●
Travelport	18.2	●	●	●	●	●	●
Verteil	18.2	●	●	●	●	●	●
WonderMiles	18.2	●	●	●	●	●	●
Wooba	18.2	●	●	●	●	●	●

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Functionality		Shopping details		Payment				
Aggregator	Version	Simplified fare conditions per bound	Most restrictive Ticket Time Limit (TTL)	Delayed payment based on Ticket Time Limit	BSP	Credit card fees	Voucher (EMD)	Lodge cards
Aaron Group	18.2	●	●	●	●	●	●	●
AirGateway	18.2	●	●	●	●	●	●	●
Amadeus X	18.2	●	●	●	●	●	●	●
Atriiis	18.2	●	●	●	●	●	●	●
ClarityTTS	18.2	●	●	●	●	●	●	●
Duffel	18.2	●	●	●	●	●	●	●
HitchHiker	18.2	●	●	●	●	●	●	●
Lleego	18.2	●	●	●	●	●	●	●
Metis Digital	18.2	●	●	●	●	●	●	●
Navisk	18.2	●	●	●	●	●	●	●
Netviac	18.2	●	●	●	●	●	●	●
Orchestra	18.2	●	●	●	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●	●	●	●
Sabre	18.2	●	●	●	●	●	●	●
Spotnana	18.2	●	●	●	●	●	●	●
Thomalex	18.2	●	●	●	●	●	●	●
TPConnects	18.2	●	●	●	●	●	●	●
TravConEx	18.2	●	●	●	●	●	●	●
Travelfusion	18.2	●	●	●	●	●	●	●
TravelNDC	18.2	●	●	●	●	●	●	●
Travelport	18.2	●	●	●	●	●	●	●
Verteil	18.2	●	●	●	●	●	●	●
WonderMiles	18.2	●	●	●	●	●	●	●
Wooba	18.2	●	●	●	●	●	●	●

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Functionality		Servicing					Synchronization
Aggregator	Version	Voluntary rebooking after payment	Voluntary rebooking after departure	Rebooking option after disruption	Order change notification (OCN)	Multiple exchanges	Voluntary or involuntary flight segments rebooking via Air France or KLM
Aaron Group	18.2	●	●	●	●	●	●
AirGateway	18.2	●	●	●	●	●	●
Amadeus X	18.2	●	●	●	●	●	●
Atrii	18.2	●	●	●	●	●	●
ClarityTTS	18.2	●	●	●	●	●	●
Duffel	18.2	●	●	●	●	●	●
HitchHiker	18.2	●	●	●	●	●	●
Lleego	18.2	●	●	●	●	●	●
Metis Digital	18.2	●	●	●	●	●	●
Navisk	18.2	●	●	●	●	●	●
Netviax	18.2	●	●	●	●	●	●
Orchestra	18.2	●	●	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●	●	●
Sabre	18.2	●	●	●	●	●	●
Spotnana	18.2	●	●	●	●	●	●
Thomalex	18.2	●	●	●	-	-	●
TPConnects	18.2	●	●	●	●	●	●
TravConEx	18.2	●	●	●	●	●	●
Travelfusion	18.2	●	●	●	●	●	●
TravelINDC	18.2	●	●	●	●	●	●
Travelport	18.2	●	●	●	●	●	●
Verteil	18.2	●	●	●	●	●	●
WonderMiles	18.2	●	●	●	●	●	●
Wooba	18.2	●	●	●	●	●	●

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Functionality		Regional availability						
Aggregator	Version	Europe	North America	South America	Africa	Middle East	Indian sub continent	Asia-pacific
Aaron Group	18.2	●	●	●	●	●	●	●
AirGateway	18.2	●	●	●	●	●	●	●
Amadeus X	18.2	●	●	●	●	●	●	●
Atriiis	18.2	●	●	●	●	●	●	●
ClarityTTS	18.2	●	●	●	●	●	●	●
Duffel	18.2	●	●	●	●	●	●	●
HitchHiker	18.2	●	●	●	●	●	●	●
Lleego	18.2	●	●	●	●	●	●	●
Metis Digital	18.2	●	●	●	●	●	●	●
Navisk	18.2	●	●	●	●	●	●	●
Netviacx	18.2	●	●	●	●	●	●	●
Orchestra	18.2	●	●	●	●	●	●	●
Pass Travel Solutions	18.2	●	●	●	●	●	●	●
Sabre	18.2	●	●	●	●	●	●	●
Spotnana	18.2	●	●	●	●	●	●	●
Thomalex	18.2	●	●	●	●	●	●	●
TPConnects	18.2	●	●	●	●	●	●	●
TravConEx	18.2	●	●	●	●	●	●	●
Travelfusion	18.2	●	●	●	●	●	●	●
TravelNDC	18.2	●	●	●	●	●	●	●
Travelport	18.2	●	●	●	●	●	●	●
Verteil	18.2	●	●	●	●	●	●	●
WonderMiles	18.2	●	●	●	●	●	●	●
Wooba	18.2	●	●	●	●	●	●	●

● Available

● Work in progress

● Unavailable



Fly forward with us

Engage

Learn more about functionalities

Functionalities

Within our NDC API, you will find an array of powerful functionalities designed to elevate your booking and customer experience. From streamlined booking processes to personalized ancillary services, our API empowers you to deliver seamless and tailored travel solutions to your customers.

[Click here to discover all functionalities available via the Air France and KLM NDC API](#)

Explore

Connect

Engage

Assistance

Customer identification details	AFKL
Add Flying Blue details	●
Add other frequent flyer programs details	●
Name correction	●
Name change (corporate agreement only)	●
Customer contact details denied (SSR CTRC)	●
Change customer contract details	●
Link child/infant with referent adult	●
Corporate recognition	●
Customer TAX ID (South America)	●
TIDS for non-IATA travel agencies	●

APIS	AFKL
Secure Flight indicator	●
Add APIS details	●

Shopping search criteria	AFKL
Search in time window	●
Search by modifiable and/or refundable offer	●
Search by cabin or fare option	●
Search by lowest fare or without mixed fares	●
Search with maximum number of offers	●
Search by direct flights	●
Search by only AF and KL operated flights	●
Search by flight number	●
Get extra fare options after initial search (upsell)	●

Types of fares and trips	AFKL
Public fares for adult, child, infant	●
Public fares for youth and senior	●
One-way and round-trips	●
Open-jaw	●
Multi-city	●
Corporate negotiated fares (excluding departures from US, MX and CA)	●
Corporate negotiated fares (departures from US, MX and CA) for local contracts	●
Discount Passes fares	●
Private fares without account code (excluding departures from US, MX and CA)	●
Private fares with account code (excluding departures from US, MX and CA)	●
Private fares (excl. corporate negotiated fares) for departures from US, MX and CA	●
Combination of negotiated corporate fare with a public fare	●

Extra options	AFKL
Seat as an extra option	●
Baggage as an extra option	●
Lounge access as an extra option	●
SAF as an extra option*	●

Bundles	AFKL
Dynamic seat bundle	●
Dynamic public Extra SAF bundle	●
Dynamic corporate Extra SAF bundle	●

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*SAF stands for 'Sustainable Aviation Fuel', the name our industry uses to describe an alternative to fossil-based

Shopping details		AFKL	
Different fare options per bound		●	
Simplified fare conditions per bound		●	
Flight amenities		●	
Baggage		●	
Most restrictive Ticket Time Limit (TTL)		●	
Special service requests		AFKL	
Free special meal		●	
Customer with disability (BLIND/DEAF)		●	
Wheelchairs (WCHR/WCHS)		●	
Regular meal pre-selection in Business cabin		●	
Payment		AFKL	
Delayed payment based on Ticket Time Limit		●	
BSP		●	
ARC		●	
Payment cards		●	
Credit card fees		●	
3DSecure		●	
Easypay		●	
Virtual payment cards		●	
Voucher (EMD)		●	
Lodge cards		●	
Servicing		AFKL	
Cancel flight segments before manual refund		●	
Voluntary rebooking before payment		●	
Voluntary rebooking after payment		●	
Voluntary rebooking including paid options		●	
Voluntary rebooking after departure		●	
Voluntary refund		●	
Rebooking option after disruption		●	
Order change notification (OCN)		●	
Multiple exchanges		●	
GST tax (India)		●	
Order history		●	
Split order		●	
Synchronization		AFKL	
Voluntary or involuntary flight segments rebooking via Air France or KLM		●	
Paid options booked by Trade Support		●	

●

Available

●

Work in progress

●

Unavailable

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Description of NDC functionalities

Customer identification details	
Add Flying Blue details	Flying Blue card number can be entered to receive personalized offers. Personalized offers are only available if Flying Blue details are entered.
Add other frequent flyer program details	Frequent flyer program details of other airlines can be entered.
Name correction	Make a correction to the customer's name.
Name change (corporate agreement only)	Change the customer's name (for contracted corporate only).
Customer contract details denied (SSR CTRC)	Information about the customer's refusal to provide contact details.
Change customer contact details	Change the customer's contact details.
Link child/infant with referent adult	Link a child's or infant's information to the referent adult.
Corporate recognition	Recognition of corporates based on valid Corporate ID (OIN), ensuring that the related Corporate Benefits Program is applied. Consult your NDC aggregator to learn how to capture and forward the necessary information.
Customer TAX ID (South America)	Identification of the customer TAX ID for South American countries
TIDS for non-IATA travel agencies	Possibility to identify non-IATA travel agencies via a TIDS code

APIS	
Secure Flight indicator	Indicator that the flight has been identified for the APIS, ensuring compliance with security measures and regulations.
Add APIS details	APIS details can be added during shopping or added/modified after ordering.

Shopping search criteria	
Search in time window	Search for flights within a specific arrival or departure time window.
Search by modifiable and/or refundable offer	Search for modifiable and/or refundable offers only.
Search by cabin or fare option	Search for a particular cabin or fare option.
Search by lowest fare or without mixed fares	Search for the lowest available fare or opt for a search without different fare options.
Search with maximum number of offers	Search with a specific limit on the number of offers displayed, such as a maximum of 10 offers.
Search by direct flights	Search for direct flights only.
Search by only Air France or KLM operated flight offers	Search for flights only operated by Air France or KLM.

Search by flight number	Search for a specific flight number.
Search for upgraded fare options (upsell)	Access a range of offers, including different fare options per cabin.

Types of fares and trips	
Public fares for adult, child, infant	Access to public fares via PTCs (Passenger Type Codes) for adult, child, and infant passengers. PTCs are mandatory and the same as those used via GDS EDIFACT, including ADT, INF, or CHD.
Public fares for youth and senior	Access to public fares via PTCs (Passenger Type Codes) for youth and senior passengers. PTCs are mandatory and the same as those used via GDS EDIFACT, including YTH for youth and YCD for senior passengers. The Youth Pass and Senior Pass can only be purchased through the website www.airfrance.fr .
One-way and round-trips	Book one-way and round-trip flights with a maximum of 3 segments in connection, per direction.
Open-jaw	Book an open-jaw itinerary with a maximum of 3 segments in connection, per direction.
Multi-city	Book multi-city trips with up to 4 segments. You can easily search and select flights for multiple destinations and create a customized itinerary that includes multiple stops.
Corporate negotiated fares (excluding departures from US, MX and CA)	<p>Access corporate negotiated fares based on a valid Corporate ID.</p> <p>The Corporate ID is the same as the one used via GDS EDIFACT (e.g. OINxxxxxx in Amadeus). It is not the account code used in GDS EDIFACT (e.g. R,Uxxxxx in Amadeus).</p> <p>Consult your NDC aggregator to learn how to capture and forward the necessary information.</p>
Discount Passes fares	<p>Access to subscription fares when a subscriber card number is provided. The PTC (Passenger Type Code) "ADT" is mandatory for this feature.</p> <p>Consult the secured area of Business Solutions to complete the subscription for selected markets and to renew Discount Passes.</p> <p>Consult your NDC aggregator to learn how to capture and forward the necessary information.</p>
Private fares without account code (excluding departures from US, MX and CA)	<p>Access private fares using a two-letter code linked to a mandatory Passenger Type Code (PTC), which is the same as those used via GDS EDIFACT.</p> <p>This feature is available for all Point of Origins except for US, MX, and CA. Contact your Air France and KLM account manager to obtain the two-letter code and PTC.</p> <p>Consult your NDC aggregator to learn how to capture and forward the necessary information.</p>
Private fares with account code (excluding departures from US, MX and CA)	<p>Certain private fares are only accessible with a dedicated account code. The account code is the same as the one used via GDS EDIFACT.</p> <p>These fares can be accessed by using a two-letter code, which is linked to a mandatory Passenger Type Code (PTC). PTCs used for private fares are the same to those used via GDS EDIFACT.</p> <p>This feature is available for all Point of Origins except for US, MX, and CA. Contact your Air France and KLM account manager to obtain the two-letter code and PTC.</p> <p>Consult your NDC aggregator to learn how to capture and forward the necessary information.</p>
Private fares (excl. corporate negotiated fares) for departures from US, MX and CA	<p>Access private fares for departures from North America (US, MX and CA). Private fares for this market require a dedicated Ticket Designator and can be accessed using a three-letter code (NAM), which is associated with a Passenger Type Code (PTC). PTCs used for private fares are the same to those used via GDS EDIFACT.</p> <p>Contact your Air France and KLM account manager to obtain the Ticket Designator and PTC.</p> <p>Consult your NDC aggregator to learn how to capture and forward the necessary information.</p>
Combination of a negotiated corporate fare with a public fare	Book a travel itinerary that combines a negotiated corporate fare for one leg of the journey with a public fare for the other leg.

Paid options

Seat as an extra option	Add a seat as an extra option to your booking. The Flying Blue Tier level and Corporate Benefit Program are taken into consideration (if applicable). The dynamically priced seat options are always equal or cheaper compared to sales via GDS EDIFACT.
Baggage as an extra option	Add baggage as an extra option. The Flying Blue Tier level and Corporate Benefit Program are taken into consideration (if applicable).
Lounge access as an extra option	Add lounge access as an extra options to your booking.
SAF as an extra option*	Add SAF as an extra option. SAF stands for 'Sustainable Aviation Fuel', the name our industry uses to describe an alternative to fossil-based kerosene.

Bundles

Dynamic seat bundle	Book a dynamically priced seat bundle, which combines a ticket and paid seat option in a single offer. This bundle (Light Plus or Standard Plus) is always offered at a cheaper price compared to a separate paid seat option.
Dynamic public Extra SAF bundle	Book a dynamically priced Sustainable Aviation Fuel bundle.
Dynamic corporate Extra SAF bundle	Book a dynamically priced Sustainable Aviation Fuel bundle tailor-made for contracted corporates.

Shopping details

Different fare options per bound	Choose from a range of fare options for each leg of the journey.
Simplified fare conditions per bound	Simplified and clear description of fare conditions.
Flight amenities	Description of flight amenities, including seat layout, bassinet availability, USB ports, in-flight entertainment options, power outlets, recliner seats, meal and snack offerings, press availability, and Wi-Fi access.
Baggage	Information about baggage allowances, including the maximum number of pieces, size and weight for both hand baggage and checked baggage. The Flying Blue Tier level is taken into consideration (if applicable).
Flying Blue mileage accrual	Information on the number of Flying Blue miles earned through a specific offer.

Special service requests

Free special meal	Add a request to your booking for one of the various Air France and KLM free special meals.
Customer with disability (BLIND/DEAF)	Add a request to book for a visually impaired/blind customer, or a deaf or hard of hearing customer.
Wheelchairs (WCHR/WCHS)	Add a request for a wheelchair or minicar service (WCHR/WCHS only).

Payment

Delayed payment based on Ticket Time Limit	Put your order on hold until the Ticket Time Limit (TTL) and issue it before the deadline.
BSP	Payment via BSP.

*SAF stands for 'Sustainable Aviation Fuel', the name our industry uses to describe an alternative to fossil-based

ARC	Payment via ARC.
Payment cards	Payment via various payment cards.
Credit card fees	Credit card transaction fees.
3DSecure	3DSecure process.
Easypay	Payment via IATA EasyPay (IEP).
Virtual payment cards	Virtual payment cards are supported.
Voucher (EMD)	Vouchers (EMDs) are supported as form of payment.
Lodge cards	Payment via lodge cards.

Servicing

Cancel flight segments before manual refund	If an automatic refund is not possible, you will need to cancel the flight segments before requesting a manual refund.
Voluntary rebooking before payment	Rebook a flight before payment, subject to certain limitations. Refer to the after sales document for more information.
Voluntary rebooking after payment	Rebook a flight after payment, subject to certain limitations. Refer to the after sales document for more information.
Voluntary rebooking including ancillaries	Rebook a flight including ancillaries, subject to certain limitations. Refer to the after sales document for more information.
Voluntary rebooking after departure	Rebook a flight after departure, subject to certain limitations. Refer to the after sales document for more information.
Voluntary refund	Receive an automatic voluntary refund, subject to certain limitations. Refer to the after sales document for more information.
Rebooking option after disruption	Change the proposed rebooking after disruption.
Order change notification (OCN)	An Order Change Notification (OCN) is sent in case of flight cancellation or other changes to the order.
Multiple exchanges	Exchange an order multiple times.
GST tax (India)	GST tax management for India.
Order history	The order history provides an overview of actions taken.
Split order	Split the initial order into different orders.

Synchronization

Voluntary or involuntary flight segments rebooking via Air France or KLM	Order synchronization of flight segments rebooked by Air France or KLM.
Paid options booked by Trade Support	Order synchronization of ancillary booked via Trade Support.



Fly forward with us

Assistance

Easy access to our support

The New Distribution Capability (NDC) is a new and evolving technology that might require support. We have several support channels to provide the best service possible.

Servicing in NDC

Air France and KLM offer a range of servicing capabilities such as segment cancellation and voluntary rebooking through NDC. A detailed overview of servicing capabilities can be found [here](#)

Frequently Asked Questions

Click [here](#) to find out more about the most frequently asked questions, available on the Business Solutions portal.

NDC Chat

NDC Chat offers exclusive chat support for NDC bookings via the secured environment of Business Solutions. The chat available in multiple languages via an instant translation tool and provides worldwide assistance by a dedicated NDC support team.

Explore

Connect

Engage

Assistance

NDC - AFTER SALES

Air France and KLM API Capabilities

Order without ancillaries				Order with ancillaries			
	Before ticketing	After ticketing	After exchange		Before ticketing	After ticketing	After exchange
Order retrieve and payment	●	●	●	Order retrieve and payment	●	●	●
Segment cancellation	●	●	●	Segment cancellation	●	●	●
Voluntary rebooking	●	●	●	Voluntary rebooking	●	●	●
Involuntary rebooking (1)	●	●	●	Involuntary rebooking (1)	●	●	●
Voluntary refund (2)	●	●	●	Voluntary refund (2)	●	●	●
Involuntary refund	●	●	●	Involuntary refund	●	●	●
Split rebooking /refund	●	●	●	Split rebooking /refund	●	●	●

● Not applicable
 ● NDC Chat or AFKL Trade Support*
 ● Available
 ● Limitations

General remark

Please check with your aggregator if the functionality is implemented. In case it is not implemented yet, please use the chat or web forms within the secured environment of Business Solutions

Involuntary rebooking limitations (1)

Reach out to NDC Chat or AFKL Trade Support for: Disrupted bookings where Air France and KLM cancelled the flight but did not rebook the customer (wait until this is done), bookings where Air France or KLM did not cancel the flight but changed the schedule, bookings with multicity or more than 2 segments in the impact bound, bookings with non Air France or KLM operating airlines.

Voluntary refund limitations (2)

Reach out to NDC Chat or AFKL Trade Support for: Bookings with different refund conditions for outbound & inbound, bookings with one of the following taxes: DO, HN, IN, K3, PA, PH, E3



Fly forward with us