





# Better serving agents and customers through Qantas NDC

Qantas has been investing in IATA's New Distribution Capability (NDC) technology to transform the booking and servicing capabilities available to you, our valued travel agents and enable the best possible experience for our mutual customers.






From 1 July 2025, we'll offer several ways for agents to access Qantas NDC content including free of charge options, as well as varying ticket surcharges depending on your booking channel.

Choose how you shop for your customers			
EDIFACT	Standard NDC via GDS	Standard NDC	Premium NDC**
Via legacy systems	GDS partners Amadeus, Sabre and Travelport	Via technology partners and QDP portal	Via technology partners or GDS partners with agreement
<ul style="list-style-type: none"> <li>All standard content</li> <li>Limited access to sale fares</li> </ul>	<ul style="list-style-type: none"> <li>Better pricing vs. EDIFACT</li> <li>Access to most sale fares vs EDIFACT</li> </ul>	<ul style="list-style-type: none"> <li>Better pricing vs. EDIFACT</li> <li>Access to most sale fares vs EDIFACT</li> </ul>	<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>
 Available to all agents	 Available to all agents	 Available to all agents	 By invitation
Qantas Surcharge per segment*			
POS AU <b>AUD \$11.50</b> POS NZ <b>NZD \$17.50</b> POS ROW <b>USD \$13.00</b>	POS AU <b>AUD \$4.50</b> POS NZ <b>NZD \$5.00</b> POS ROW <b>USD \$3.00</b>	Zero	Zero

## Customer benefits

- ✓ Over time, better pricing and more fare options than traditional booking systems
- ✓ Recognition as a Qantas Frequent Flyer with special offers made available based on status
- ✓ Better servicing and disruption handling through their chosen agent
- ✓ More visibility on the Qantas Points and Status Credits earn for an itinerary
- ✓ Discounted fares and tailored offers for Qantas Business Reward members

## Trade partner benefits\*

-  Dynamic commission offers
-  The ability to better sell ancillaries
-  More efficient servicing, including automated changes and refunds
-  Ability to secure a fare for up to five days prior to ticketing (where the fare rules allow)
-  Automated processes that will minimise the risk of ADMs, including automated changes, refund calculations and processing

## Where exclusions may apply

Surcharges do not apply in any booking channel for Qantas and Emirates Joint Business routes, which include: international routings between Australia and New Zealand, as well as between Australia/New Zealand and destinations in the UK, Europe, North Africa, the Middle East, Thailand, and Singapore. Surcharges will apply on standalone Australian domestic bookings.

\*Surcharge amounts are correct as at 27 November 2024. Surcharges may not apply on specific routes including the Qantas and Emirates joint business routes between Australia and New Zealand, as well as between Australia/New Zealand and destinations in the UK, Europe, North Africa, the Middle East, Thailand, and Singapore. Subject to change. POS ROW surcharges may also be subject to government and regulatory approvals.

\*The benefits are relative to traditional booking systems. Ancillaries and special offers may be made from time to time and some offers are limited to Qantas Frequent Flyer members and/or Qantas Business Rewards members.

\*\*Access to Premium NDC may be subject to reaching an agreement with your technology partner.

# Then vs Now | EDIFACT vs Qantas NDC

Booking through Qantas NDC delivers enhanced booking and servicing experiences, enabling features not possible with traditional systems.

## Delivering real-time shopping efficiency

Feature	EDIFACT (then)	Qantas NDC (now)
Price Guarantee	No guarantee — agents must reprice bookings before ticketing	Price (Fare and Tax) guaranteed for up to five days after booking created
Brand based shopping	Need to search for availability, check the fares then book the flights, price the itinerary and issue the ticket	Ability to shop by getting all the fare (family) brands back in one response and mix and match the result to create required itinerary
Shop by QFF number	For selling a public fare, the QFF must be manually added to PNR on the Qantas App or Qantas.com	QFF will be automatically added to the order as part of the booking request for all fares
Credit on hold	Very manual process, sometimes with manual exchange and reissue required	Reshop a confirmed order with a ticket credit, and any additional fare and taxes will be calculated
Offer marketing descriptions	Not available in EDIFACT (unless designed specifically for the user system)	Identify when a special offer is available for you or your customer

## Delivering real-time servicing enhancements

Feature	EDIFACT (then)	Qantas NDC (now)
Ancillary paid seating and baggage	Manual selection of ancillary products, pricing, setup, adding payment and issuance of EMDs	Simplified selection and selling of ancillary products with automatic setup and issuance of EMDs
Automated refunds	Manual calculation and submission via GDS or BSPlink for refund	Automated calculation and processing of refunds
Enhanced commercial waiver management	Manual setup of the ticketing exchange is required by agent to remove the change fee, additional fare and taxes	Change fee, additional fare and taxes are automatically removed when a commercial waiver process is triggered
Automated voluntary exchanges	Manual setup for ticketing exchange — an EMD for the change fee is required	One-step process for ticket reissue with automatic calculation of any additional fare, tax and change fee
Enhanced schedule change management	Manual setup for ticketing exchange with a waiver code from QAC is required	Seamlessly re-price alternate flights after a schedule change & automatic setup for ticketing

Qantas has worked closely with its partners — including Amadeus, Sabre and Travelport and 10 other Certified Technology Partners — to ensure the new model is designed to set you up for success. We encourage you to reach out to your technology partner to understand readiness for accessing Qantas NDC content from 1 July 2025.<sup>^</sup>

Together, we can transform the way we serve our customers and provide the best possible experience.

### Supporting our agency partners



Qantas is committed to supporting you on your Qantas NDC journey, with details of our new Qantas NDC Help and Support page on QAC coming soon. To learn more about Qantas NDC and how it can enhance your booking and servicing we have a bespoke learning module, visit our [Agency Learning Hub](#)