



# NDC: Frequently Asked Questions

As New Distribution Capability (NDC) adoption accelerates across the travel ecosystem, understanding how it impacts your travel program is more important than ever. This FAQ was created to provide clear, actionable answers to the most common questions we hear from travel managers, TMC partners, and operations teams navigating NDC transitions. From booking workflows to quality control, ticketing, and data integration, this resource outlines how Cornerstone's technology supports your ability to manage and optimize NDC content.

## General NDC Questions

### 1. How does Cornerstone support NDC bookings today?

Cornerstone supports NDC bookings via GDS channels (Sabre and Amadeus) and aggregator connections including Accelya. We have worked closely with these platforms to ensure that bookings made through these channels can be processed, ticketed, and integrated into reporting and back-office systems, although capabilities vary by source and are continuously evolving.

### 2. Which booking channels are supported for NDC (GDS, direct connects, or aggregators)?

Currently, we support GDS NDC bookings made through Sabre and Amadeus GDS, as well as through Accelya. These connections enable structured data transmission and automation. We are monitoring developments with TravelFusion but do not support these channels yet.

### 3. Are there differences in how NDC bookings are processed compared to traditional GDS bookings?

Yes. While many data fields are captured similarly, certain fare quote or pricing commands used for traditional bookings may not apply. For example, on Sabre:

- WP (pricing commands) are not supported.
- WP/ (fare construction or pricing modifiers) are not supported.
- \*IA (itinerary analysis) commands do not return results for NDC orders.

Additionally, data completeness and structure can vary, particularly for bookings made through non-GDS sources or aggregators.



## iQCX and Quality Control

### 4. Can iQCX process NDC bookings?

iQCX is able to process NDC records booked via GDS, and we are extending support for non-GDS records through structured data integration. However, some limitations remain based on data availability from the source.

### 5. Will my existing ResRules work with NDC records?

Most ResRules will function as expected. Rules that rely on GDS fare pricing commands, however, may not execute as intended with NDC bookings.

### 6. Do I need to adjust my ResRules for NDC processing?

It is advisable to review and adjust ResRules to avoid unnecessary commands. If you have custom QC ResRules, there will likely need to be some revisions. This can be accomplished with your certified ResRule writer on staff or Cornerstone can assist via Express SOW. Using conditions like 'Source = NDC\_GDS' allows you to skip entries that are not applicable for NDC orders.

### 7. How are fare savings and file finishing handled with NDC orders?

Fare savings calculations and file finishing are performed when data is available. In cases where agents fulfill orders before QC, or where certain fields are missing, these processes may be limited or incomplete.

## Ticketing and Fulfillment

### 8. Does the iQCX Ticketing Module support NDC ticketing?

Yes. Both Sabre and Amadeus NDC orders can be fulfilled through the iQCX Ticketing Module, with support for issuing e-tickets and processing associated documentation. Travelport NDC ticketing support is in process. NDC PNRs can be sent to the same Queue where non-NDC PNRs are sent for Ticketing.

### 9. Are EMDs supported as part of NDC orders?

Most ResRules will function as expected. Rules that rely on GDS fare pricing commands, however, may not execute as intended with NDC bookings. Yes, EMDs (Electronic Miscellaneous Documents) are supported and fulfilled along with e-tickets, provided they are included in the original NDC order. EMDs are used to process payments for non-fare services such as seat selection, checked baggage, lounge access, or change fees. EMDs are supported and fulfilled along with e-tickets, provided they are included in the original NDC order.

### 10. How are service fees issued and invoiced for NDC bookings?

Service fees can be issued for NDC bookings. There is a known issue in Sabre where duplicate invoices can be generated, and this is currently being addressed to ensure accurate invoicing. Amadeus requires use of their Margin Manager tool to integrate the agency service fee into the NDC Order at the point of sale.



## GDS-Specific Functionality

### 11. What functions are supported for NDC bookings in Sabre, and which pricing commands are not available?

Sabre supports specific NDC functions including ticketing fulfillment, order retrieval and change management, and service fee issuance for NDC orders. Document delivery and Data Pump are Cornerstone features, not GDS-specific. Pricing commands and certain manual entries related to the air itinerary may not apply.

### 12. What functions are supported for NDC bookings in Amadeus?

Amadeus allows for fare quotes, ancillary services (via TQM), e-ticket issuance, and robust data capture for NDC bookings. As previously noted, service fees for Amadeus NDC orders are handled through the Margin Manager at the point of sale.

### 13. What functions are supported for NDC bookings in Travelport?

For Travelport, functions currently supported are data capture, QC processing, Document delivery and Data Pump.

## Non-GDS and Aggregator Bookings

### 14. Can iQCX process NDC orders booked through Accelya?

Yes. We support integration with Accelya's API, allowing for PNR retrieval, order management, and processing of changes. Accelya processing is specifically for Data Capture and Schedule Change Manager, but not QC or Ticketing.

### 15. What are the limitations for non-GDS NDC bookings?

Limitations are generally tied to the completeness and structure of data from each carrier or aggregator. Some data fields may be missing, affecting downstream processes like reporting and back-office integration.

### 16. How will non-GDS NDC data be integrated into reporting and back-office systems?

A dedicated Connector is being developed to stage non-GDS data in structured formats. This will improve reporting accuracy, enable better risk provider integration, and reduce reliance on passive segments.

Cornerstone's schema supports the integration of non-GDS NDC data and other data types directly into reporting. Back-office integration is available through our professional services.

Cornerstone's unified data model allows us to accept and move data to any system in your enterprise. Custom connectors and data transfer is available through our Data Management platform, Upstream.



NDC MATRIX												
SYSTEM	Retrieve Order	Fulfill Order (Ticket)	Fulfill Ancillaries	Issue Service Fee	Get Offers (Shop)	Place Order (Book)	Capture Fare Data	Capture Ticket Data	* Track Unused Tickets	Seats	Fare Checking	Accept Schedule Change
Sabre	●	●	●	●	●	●	●	●	●	●	●	●
Amadeus	●	●	●	●	●	●	●	●	●	●	●	●
Travelport	●	●	●	●	●	●	●	●	●	●	●	●
Accelya	●	●	●	●	●	●	●	●	●	●	●	●
AA	●	●	●	●	●	●	●	●	●	●	●	●
UA	●	●	●	●	●	●	●	●	●	●	●	●
DL	●	●	●	●	●	●	●	●	●	●	●	●

\*Unused NDC Tickets can be added to TicketTRAK similar to other Manual tickets or MCOs

TT/ADD - to store a credit for future travel  
TT/USED - when is credit applied

Available      In Progress      Not Available

●      ●      ●

## About the NDC Matrix

The NDC Matrix offers a visual snapshot of current functionality across key systems and carriers supported by Cornerstone.

It outlines the availability of essential capabilities—such as order fulfillment, fare data capture, service fee issuance, and schedule change acceptance—so you can quickly assess where NDC processes are fully enabled, in progress, or not yet supported.

Use this matrix as a reference point when planning integrations, aligning expectations with TMC partners, or evaluating readiness across your travel program ecosystem.

## Contact Us



 [upstream@ciswired.com](mailto:upstream@ciswired.com)



 [www.ciswired.com/upstream](http://www.ciswired.com/upstream)

 @cornerstone information systems

 +1 (812) 330 4361

 304 W Kirkwood Ave, Suite 101  
Bloomington, IN 47404