

# NDC 24.1 paving the way for Modern Airline Retailing



## More automation, improved data transparency, and enhanced servicing for Direct API partners

Lufthansa Group continues to evolve its NDC offering with the introduction of version 24.1, available for travel agencies connected via the Lufthansa Group Direct NDC API or through Travel Tech Providers.

This new version focuses on **improving servicing processes and operational efficiency** – enabling agencies to manage bookings more efficiently and reduce manual effort in day-to-day operations.

### Key benefits:



#### Smooth Implementation supported by strong collaboration

The 24.1 migration was delivered seamlessly and at pace, driven by strong cross-team collaboration. The enhanced API now provides a more accurate representation of key elements, with improved message structures – ultimately enabling an improved booking experience in production.



#### Frictionless Involuntary Servicing

24.1 automates involuntary processes in line with Lufthansa Group's B2B policy – minimizing instances requiring manual intervention. This includes automatic refunds and a one-time free-of-charge involuntary exchange with no ADMs, ensuring faster resolution and higher customer satisfaction.



#### Improved SSR Handling

SSRs are now better structured, with a clear guidance on when free text is required. Confirmed SSRs are now automatically re-requested during voluntary exchanges – making SSR management simpler, more accurate, and more efficient.

**Split (expected 11.9 release)**

Split enables flexible booking management by allowing agents to cancel or rebook individual passengers within the same booking – without impacting others. This preserves order integrity and reduces the need to contact servicing support.

**Exclusive OrderChangeNotifications**

New OrderChangeNotifications (OCNs) provide timely updates on key events such as schedule changes and Payment Time Limit expiry – enabling faster reaction and more efficient handling of critical updates.

**Features to come**

Further enhancements are already planned, including end-to-end ancillary servicing, the ability to retrieve order history, and a more transparent forfeited amounts representation.

With version 24.1, Lufthansa Group takes another important step toward a more automated and scalable NDC environment – empowering partners to streamline their processes and deliver a more seamless customer experience.

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