



Quick-Start Guide: New Distribution Capability (NDC)

Your guide to talking NDC with suppliers to
measure its impact on your travel program.

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Yes...we're still talking about **NDC**.

It's been a decade since NDC was announced, and many corporate travel professionals are still wondering how to navigate NDC conversations and reap the rewards.

You're not alone if NDC is still confusing you. That's why our experts curated this quick-start guide so you can take control of your NDC goals. Dive in to learn more and approach NDC initiatives with confidence.



Know why NDC exists.
Understand the **three Cs**.



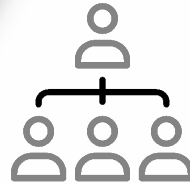
Why does NDC *exist*?

Initially championed by airlines, a dual focus drove NDC:
Boosting revenue + enhancing traveler experience & satisfaction.

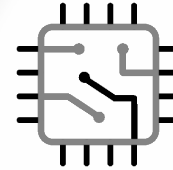
Their ambitions can be summarized in the Three Cs:



Control



**Customer
Experience**



Cost

Getting up to speed *on NDC*

- The **New Distribution Capability (NDC)** is an initiative from the **International Air Transport Association (IATA)**.
- NDC is a **data transmission standard** for how airlines distribute their content to travel agents and travelers.
- It's **not** a platform, software, or database.



NDC is **evolving.**
Consider what that means.



What you need to know *when considering NDC*

NDC is an addition to existing content, not a full replacement.
While the industry sees NDC as the future, it's still evolving.

**Airline NDC
readiness may not
meet your
expectations
when arranging
travel.**

**Servicing NDC
bookings may
require changes in
your workflow.**

**Integration and
testing are critical for
a seamless solution. A
TMC should rigorously
test end-to-end for
every airline to ensure
the solution is right
for you.**

**There are potential
changes to your
travel policy. This
may require a review
to confirm whether
items like paid
seating are included.**

NDC is making a mark.
Here's why that **matters**.



Why does NDC matter to **corporate travel**?

“I can see it cheaper online!”

- Although the focus was on personalization, in reality, NDC is cheaper!

“I can’t pay for my preferred seat!”

- Ancillaries can be fully supported. Better traveler experience

Managing total trip cost

- Simpler expense processes and visibility

Better data, better insights

- Savings, shopping information

Take control of conversations.
Know what NDC is.



5 key takeaways on NDC

There are many opportunities to meet with NDC suppliers & experts. Here is what you should know to approach NDC conversations with confidence.

- 1 **It's not just a one-off exercise. This is a moving target, so keep yourself updated!**
- 2 **With NDC, seeing is believing – ask to see what you want, where you want it.**
- 3 **It's not just air content; these changes are coming to rail & hotels.**
- 4 **It's overwhelming, so keep it relevant.**
- 5 **Separate fact from fiction.**



You can gain the upper hand when discussing **NDC.**

If you follow the steps in this guide, you'll be well on your way to integrating NDC that is functional and fit-for-purpose.

But things do keep changing and it can be a lot to stay on top of. The FCM team is here and ready to support you on your NDC journey. [Reach out today.](#)



About **FCM**

FCM is one of the world's largest travel management companies and a trusted partner for thousands of national and multi-national organizations, including many household brands, Fortune, and FTSE 100 companies. With a 24/7 reach in 95 countries, FCM's agile and flexible technology anticipates and solves client needs supported by expert teams who provide in-depth local knowledge and duty of care as part of the ultimate personalized business travel experience.

As the flagship corporate travel arm of Flight Centre Travel Group, FCM is able to deliver some of the most competitive rates, unique added-value benefits, and exclusive solutions for its clients to support their business travel requirements. A recognized leader in the travel tech space, the company has debuted several proprietary client solutions over the last 12 months including a new omnichannel platform featuring a "first of its kind" customized end-to-end user experience and FCM Booking, an innovative option to traditional OBTs.

Alongside its travel management services, the company provides specialist services through FCM Consulting and FCM Meetings & Events to service broader needs of clients. Discover the alternative at www.fcmtravel.com.

About *Flight Centre Travel Group*

Flight Centre Travel Group is one of the world's largest travel retailers and corporate travel managers. Headquartered in Brisbane, Australia, the company operates company-owned leisure and corporate travel businesses in dozens of countries, spanning Australia, New Zealand, the Americas, Europe, the United Kingdom, South Africa, the United Arab Emirates, and Asia. ASX-listed Flight Centre Travel Group (FLT) also operates the global FCM corporate travel management network, which extends to more than 100 countries through company-owned businesses and independent licensees, along with Corporate Traveler, the flagship business dedicated to the small-to-medium-sized enterprise sector. For more information, visit www.fctgl.com.