

Westjet Distribution Platform

Capability Listing Tools

| CAPABILITY | NDC 17.2 | NDC 24 | SPRK |
|--|----------|--------|------|
| SHOPPING | | | |
| Shopping with WestJet | √ | √ | √ |
| Flight shopping WestJet with interline | - | - | - |
| Flexible shopping dates | - | - | - |
| Return, cancel and refund policies during shop | √ | - | √ |
| Shop by organization (government, military, etc.) | - | - | - |
| Single corporate ID on multiple carriers | √ | √ | √ |
| Support best price indicator in request | √ | √ | √ |
| SHOP BY | | | |
| Cabin type | √ | √ | √ |
| Booking class | √ | √ | √ |
| Fare type (public, corporate, private, etc.) | √ | √ | √ |
| Corporate ID, promo code, account code | √ | √ | √ |
| Qualifier (dep./arrv. times, connections) | √ | √ | √ |
| Passenger types | √ | √ | √ |
| Tour code | - | - | - |
| Frequent traveller number (FQTV) | - | - | - |
| Complex itineraries (multi-city, open jaw) | √ | √ | √ |
| ANCILLARIES | | | |
| Prepay for checked baggage (EMD-A) | √ | √ | √ |
| Cancel and modify seat assignment | √ | √ | √ |
| Shop and book ancillaries anytime | √ | √ | √ |
| Seat map/seat selection | √ | √ | √ |
| Book free seats | √ | √ | √ |
| Book prepaid seats (EMD-A) | √ | √ | √ |
| FARES AND PRICING | | | |
| Baggage allowance display (carry-on, checked) | √ | √ | √ |
| Expose flight distance | √ | √ | - |
| Expose flight duration | √ | √ | √ |
| Return fare rules | √ | √ | √ |
| Published and private fares | √ | √ | √ |
| Discount/promo codes | √ | √ | √ |
| Corporate fares/Corporate ID | √ | √ | √ |
| Bulk Fares (BT/IT) | √ | √ | √ |
| Add agency service fees | - | - | - |
| Additional fee disclosure at offer price | - | - | - |
| Expose fare brands at order reshop and reprice (part of True Reshop) | √ | √ | √ |

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| ORDER CREATE | | | |
| Book and hold (book with delayed payment) | √ | √ | √ |
| Book and hold with ancillaries (with delayed payment) | √ | √ | √ |
| Book and instant ticketing | √ | √ | - |
| Submit APIS details (KTN, Redress, Visa, Passport, Secure Flight Info etc.) | √ | √ | - |
| PAYMENT AND TICKETING | | | |
| Queuing unpaid orders for review and ticketing later | - | - | √ |
| Credit card | √ | √ | √ |
| BSP/ARC cash | √ | √ | √ |
| Debit card | √ | √ | √ |
| UATP | √ | √ | √ |
| WestJet gift card | √ | √ | √ |
| Multiple forms of payment | √ | √ | √ |
| Split payment | - | - | - |
| 3DSv2 + MOTO for initial payment and order change | - | - | - |
| DISPLAY | | | |
| View all ancillary services included, purchased and available in an order | √ | √ | √ |
| View ticket | √ | √ | √ |
| View EMD | √ | √ | √ |
| View fare rules for an existing order | √ | √ | √ |

| | | | |
|---|----------------------|---|---------------|
| √ | Functionality exists | - | Not available |
| ± | Coming soon in 2025 | | |

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Capability Listing Tools continued

| CAPABILITY | NDC 17.2 | NDC 21.3 | SPRK |
|---|----------|----------|------|
| SERVICING | | | |
| Retain unused VCRs/tickets as travel credits | ± | ± | ± |
| Order reshop | √ | √ | √ |
| True reshop (voluntary exchanges) | √ | √ | √ |
| Brand features exposed during reshop process | √ | √ | √ |
| CAT 31 automated exchange | √ | √ | √ |
| CAT 31 multiple exchange capability | √ | √ | √ |
| CAT 31 Exchange of multiple guests/itineraries | √ | √ | √ |
| Involuntary exchange (schedule change) with a waiver | √ | √ | √ |
| Voluntary exchange with a waiver | √ | √ | √ |
| Account codes during exchange | √ | - | √ |
| Cancellation/refund of an exchanged order | ± | ± | ± |
| CAT 33 automated refunds (ticket) | ± | ± | ± |
| Voluntary change for same day round trip itineraries | √ | √ | √ |
| VOID tickets and EMDs | √ | √ | √ |
| Refund EMD | √ | √ | √ |
| Cancel itinerary and void all docs (TKT & EMD) | ± | ± | ± |
| Cancel itinerary and refund all docs (TKT & EMD) | √ | √ | √ |
| Name change | ± | ± | ± |
| Name correction | ± | ± | ± |
| Split (divide) PNR | √ | √ | √ |
| Modify passenger details (name, email, phone, FQTV, Corp ID, APIS/SFPD) | √ | - | √ |
| SSR | √ | - | √ |
| OSI | √ | - | √ |
| Support of ancillary content post order (service list) | √ | √ | √ |
| Reprice, rebook unpaid order | √ | √ | √ |
| Modification of itinerary, dates and ancillaries after order payment (return one day later, add another destination, remove a bag etc.) | √ | √ | √ |

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|--|----------|----------|------|
| SETTLEMENT | | | |
| BSP | √ | √ | √ |
| TIDS | - | - | - |
| ARC | √ | √ | √ |
| CHANGE NOTIFICATIONS | | | |
| Schedule change/IROP notifications | √ | √ | √ |
| ORDER CANCELLATION | | | |
| Order cancellation before payment/ticketing | √ | √ | √ |
| Order cancellation after payment (after ticketing outside void period) | ± | ± | ± |
| MISCELLANEOUS | | | |
| Real-time ticketing authority verification | √ | √ | √ |

| | | | |
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