NDC Support Desk

Reference Guide

QATAR AIRWAYS القطرية | ORYX CONNECT

Important to know

This guide clarifies how to use the NDC Support Desk page to raise queries and explains how the Trade Portal can be used to expedite the handling and processing of your requests, which will reduce the need for you to call/email for support.

√ Identify your issue first using the specific NDC Support Desk page.

√ Read through the available options, as you may find the answer to your issue in most cases.

√ Ensure that you raise your query through the correct category to receive the fastest response.

Types of queries:

* **General support** – generic issues in relation to fare filing/payment/revenue integrity/ancillary bookings.

* **Issue with existing bookings** – service an existing booking with an issue in relating to NDC API limitations.

* **Technical issue** – any other technical issue which does not fall under any of the above.

General Support
If you are experiencing a generic issue, you can raise your query as described below

Issue with existing bookings
If you have any active issues with existing bookings or the NDC API, you can find help here

Technical Issue
If you have any technical issue with NDC, please raise a query and we will assist you.

Raise a query ›

General support queries

Problem with fare filing

If you are facing an issue related to airfare display or private airfares, please raise **your query*** by providing details of error including a screenshot.

Payment related problems and failures

If you are facing payment-related issues, you can raise **your query*** and we will assist you.

Revenue integrity related queries

If you are facing an issue pertaining to Ticketing Time Limits or Revenue Integrity areas, you can raise **your query*** and we will assist you.

Ancillary booking issues

If you are facing any issue pertaining to adding an ancillary service, you can raise **your query*** along with the booking as well as respective ancillary details and we will assist you.

*Linked to Qatar Airways Trade Portal

Issue with existing bookings

Perform a name correction or change

Please use **Name correction** self-service to update your name record on a PNR.

Once name correction/change has been performed, please note that reissuance is mandatory as per QR policy. Please use our Live Chat service to have your ticket reissued.

Name correction/change is permitted as per QR policy only.

After mandatory reissuance, the NDC booking will not synchronize with the NDC platforms, and further changes can be performed only through QR Live Chat.

Split PNR

Please use our **Split PNR** self-service feature, to split a PNR. You can then use our Live Chat service to modify your NDC booking.

After a Split, the NDC booking will not sync with the NDC Platforms, and further changes can be performed through QR Live Chat only.

All these scenarios are serviceable only through the "Live Chat" section

⦿ Perform an Itinerary Cancellation or Exchange

Please use our Live Chat feature for assistance in below scenarios:

- Cancel itinerary and leave the ticket open for future use

- Split and cancel booking for one or more passengers

- Amending a booking that is no longer synchonized in NDC platforms

- Quotation of an itinerary that is no longer synchonized in NDC platforms

- Addition of an infant before and after ticket issuance

- Reissue in case of involuntary changes (schedule change)

- Reissue of a fully unutilized ticket that is no longer synchorinzed in NDC platform

- Rebooking a passenger after a No-Show

*All scenarios above will proceed as per QR policy for each respective scenario

Refund scenarios where the NDC booking no longer synchronizes on the platform

⦿ Refunding a booking after Schedule Change/No-Show/Purged/Itinerary cancelled etc.

- Please use our Live Chat feature in order to request a refundable EMD (processed and emailed to the travel agent within 48 hours upon receiving the request) which can then be submitted to your local QR station where the EMD will be processed and an ACM of the refundable value will be raised

- If there has been a schedule change etc. and waiver applicable for penalty, the same will be applied by the local station based on QR schedule change policy
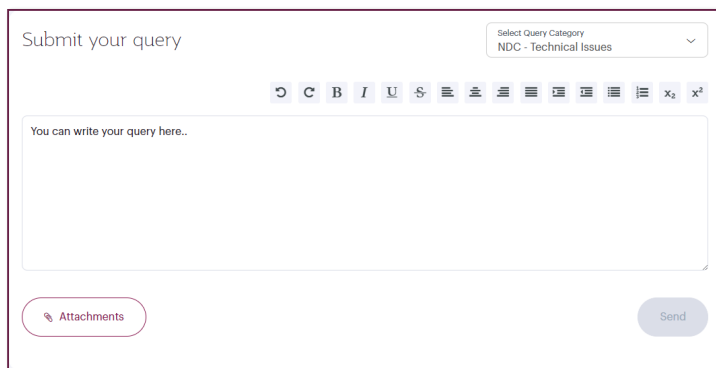
⦿ Add/Edit passport details

Please use Manage Booking on the dashboard to add/edit the passport details of your passenger in your bookings.

Technical issue (sample query)

√ Rich-text editor.

√ Minimum of 20 characters.

√ Maximum of 2,000 characters.

√ Add attachments up to a maximum of 2MB in size (most file types are supported)

Once a query is successfully submitted, you will receive the below confirmation.

✓ Your enquiry with request ID 22143 has been successfully submitted.

Past queries raised and activity log

If you have agent access, you can view all the queries that you have raised.

If you have manager access, you can view queries raised by all agents of the Travel Agency.

1. **Status of your query**

2. **Personnel who raised the query**

3. **Content of your query**

4. **Attachments added while raising the query**

5. **Closure comment from QR NDC Support Team**

Your Past Queries | Latest ∨

ID	Date	Type	Status	
22143	04-Dec-2023 8:49:12 AM	NDC - Technical Issues	Replied by QR **1**	∨
22141	04-Dec-2023 8:41:22 AM	NDC - Fare Filling Issue	Closed	∨

On 04-Dec-2023 8:41:22 AM David   wrote **2**

Sample query for a NDC Fare filing issue. **3**

Sample attachment.docx **4**

On 04-Dec-2023   9:03:50 AM QR Replied:

Sample response of a query when it is closed. **5**

👁 View thread   Request cannot be updated

| 22142 | 04-Dec-2023 8:42:53 AM | NDC - Ancillary booking Issue | New | ∨ |

⏮ Page 1 of 1 ⏭   1-3 of 3 Items

How to access past queries
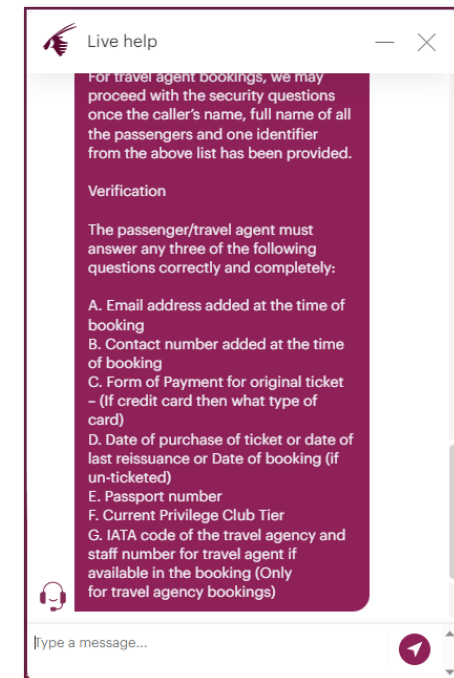
1. **Home**

2. **Contact us**

QR Trade Portal - Live Chat

The Live Chat feature will provide 24/7 support for the majority of your requests.

Connecting to a Live Chat Agent will take a few moments, **followed by a notification once connected.**

Live help — ✕

Connecting you to an agent

Hello David, one of our agents will be with you shortly.
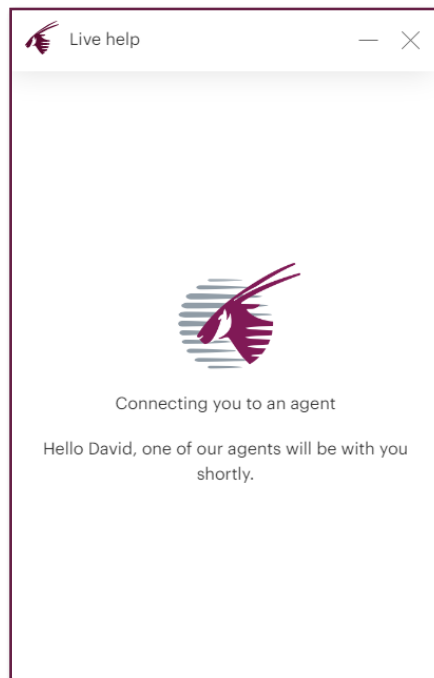
Please be prepared to accurately answer any of the three questions listed here to proceed.

Live help — ✕

For travel agent bookings, we may proceed with the security questions once the caller's name, full name of all the passengers and one identifier from the above list has been provided.

Verification

The passenger/travel agent must answer any three of the following questions correctly and completely:

A. Email address added at the time of booking
B. Contact number added at the time of booking
C. Form of Payment for original ticket – (If credit card then what type of card)
D. Date of purchase of ticket or date of last reissuance or Date of booking (if un-ticketed)
E. Passport number
F. Current Privilege Club Tier
G. IATA code of the travel agency and staff number for travel agent if available in the booking (Only for travel agency bookings)

Type a message...

Ticket status check

Please check the respective ticket's status whenever a name correction/split is performed through Trade Portal, or reissuance through Live Chat.

This will ensure flight details, passenger name and coupon status etc. can be validated to provide a seamless experience at check-in.

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