

Welcome to Oryx Connect



Our New Distribution Capability (NDC) programme

Designed to support you, delivering a premium retail experience to your clients, with the latest technologies to easily access our products and services.

Offering three ways to access Oryx Connect



ORYX DIRECT

Offering a suite of Qatar Airways' NDC APIs



ORYX LINK

Available through partners including main GDSs



ORYX PORTAL

A simple and effective booking portal

Main benefits



Best-in-class retailing



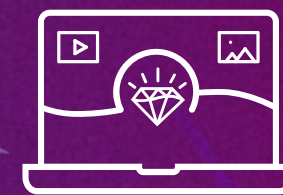
Improved functionality



Ability to tailor travel experiences with preferred ancillary products



Intuitive user experience



Access through GDS and Aggregators

Oryx Link is available through approved aggregator partners, Amadeus and Sabre Platforms as of July 2022 and we will add more aggregator partners throughout the year.

Key functionalities



Availability of full published schedule



All published and selected private Qatar Airways fares



All major Qatar Airways Codeshare and Interline partners are available



Ancillaries - Preferred Seat and Baggage



Qatar Airways branded fares information and benefits



All commonly accepted payment methods: BSP - cash or credit card, including IATA Easy Pay



Servicing capabilities including auto exchange and refund.

*Functionalities vary by platform

FAQ

What is NDC?

NDC (New Distribution Capability) is an industry initiative launched and supported by IATA for the development and market adoption of a new, XML-based data transmission standard (NDC Standard). The NDC Standard enhances the capability of communications between the airlines and Trade Partners to meet the future need of Airline Retailing.

What are the benefits of NDC?

There are various benefits of NDC. Firstly, for the airline, NDC standard enhances the ability of Qatar Airways to distribute its products to Trade Partners, TMC's, OTAs, consolidators, and other third-party Sellers in a modern way. For the Sellers, NDC means better booking experience and upsell opportunities. It also provides the opportunity to improve the end-to-end airline distribution process, e.g. introducing flight details and ancillary products in a faster, richer and more dynamic way. It enables airlines to deliver enhanced customer experiences through personalised offers, rich content and dynamic pricing.

What are 'offers' and 'orders' in NDC?

In NDC, offers are generated by the airline based on the search enquiries (shopping request flow) of the Seller. Offers mean flight and seat availability with airfares that can be bundled with other products such as ancillary services.

Offers become an order once the customer or Seller accepts the offer resulting in the creation of a unique order reference number, like a PNR in the traditional GDS environment.

Is Qatar Airways' NDC certified by IATA?

Yes, Qatar Airways has obtained Airline Retailing Maturity index (ARM) certification from IATA. It means that we have full Offer & Order Management capabilities. In addition to all the booking and selling capabilities, key elements of servicing, like changes in NDC booking, are also supported. More information on different retailing capabilities available on NDC can be found at <https://retailing.iata.org/armi/registry/qr/>

Which version of NDC is Qatar Airways using?

Currently, Qatar Airways is using NDC schema version 18.1 powered by Amadeus Altea NDC.

Are there plans to upgrade to later versions?

Yes, we will upgrade to later versions as we progress with our NDC development.

What technology provider is Qatar Airways using?

Qatar Airways is using Amadeus Altea NDC. In addition, Accelya Farelogix NDC solution which powers Oryx Portal (SPRK booking tool). We intend to retain both solutions for the foreseeable future.

Does NDC replace the GDS platforms?

No, it doesn't, because NDC is the only standard that enables better retailing capabilities and will be connected also to GDS platforms. GDSs are building their own NDC capabilities and could connect to the Qatar Airways NDC programme via Oryx Link and serve as NDC aggregators in the future. We have implemented NDC in the Amadeus and Sabre GDS platforms and discussions are underway with a range of other Global Distribution Systems and aggregators.

How does Qatar Airways NDC Programme help to drive better customer experience?

Customers increasingly expect personalised offers that contain a combination of products and services that best suit their needs. Qatar Airways has invested in capabilities so that fares, conditions, discounts, ancillary product and service combinations can all be adjusted based on the preferences of travellers, Sellers and stakeholders.

Which markets are available for the roll-out of Qatar Airways' NDC programme?

- I. Via BSP / ARC markets: NDC is activated in all main markets.
- II. Via Non-BSP markets: NDC is activated in selected non-BSP markets such as Armenia, Algeria, Iraq, and Sudan.

How can a Trade Partner connect to NDC?

Qatar Airways has launched an NDC programme called Oryx Connect. There are three different options within the programme for the Seller to connect to NDC.

- I. **Oryx Direct** - A Trade Partner can connect to Qatar Airways via a direct connect API (Application Programming Interface) which will give them access to Qatar Airways offers (flight availability, fares, ancillary products). This will require the agency partner to have dedicated IT resources for the technical integration.
- II. **Oryx Link** - This is an option to connect through various Qatar Airways approved aggregators which combine the NDC content from different airlines in their platform. These content aggregators will offer you the opportunity to access Qatar Airways' content without having to undertake extensive technical development or integration. Agents can now access NDC content via a range of approved aggregators including Amadeus Travel Platform and Sabre Platform. Discussions are underway with a range of other Global Distribution Systems and aggregators.
- III. **Oryx Portal** - This is recommended only for selected non-BSP markets for Trade Partners who want to gain fast, free and easy access to NDC content and offers.

How can a Trade Partner commence the onboarding process to NDC?

Trade Partners should either familiarise themselves through Qatar Airways Trade Portal or contact a Qatar Airways account manager to understand the different connectivity options available and agree on the selected solution.

Is there any registration process for participating in Qatar Airways NDC programme?

In order to get access to the full benefits and servicing capabilities of our NDC Programme, we encourage all Sellers to register via our Trade Portal and indicate their preferred connection method. If the Seller is currently using Amadeus or Sabre platforms, they don't need to register but we still recommend it so that they can be serviced the best possible way.

Where can a Trade Partner obtain the list of approved aggregators?

Qatar Airways is working closely with a broad range of NDC aggregators, including GDSs, and the list of approved aggregators is available in the Trade Portal at the Oryx Link section.

How does a Trade Partner connect to the approved aggregators using Oryx Link if the platform is other than Amadeus or Sabre?

In order to get access to the full benefits and servicing capabilities of our NDC Programme, we encourage all Sellers to register via our Trade Portal and indicate their preferred connection method. Trade Partners, once approved by Qatar Airways will need to agree on the onboarding process and possible commercials with the aggregator partner.

How does a Trade Partner know if their preferred GDS is ready to offer Qatar Airways NDC content?

As different GDSs have varying degrees of progress on their NDC implementations and onboarding requirements before granting agents access, please approach your respective GDS for more information.

Are there any costs for joining Oryx Connect, Qatar Airways' NDC programme?

Qatar Airways is not charging a trade partner to join the NDC programme. However, costs may be incurred depending on your choice of technology partner or platform to provide the NDC content. You may need to contact your chosen technology partner or platform to find out more.

Does a Trade Partner have to sign an agreement with Qatar Airways in order to start selling via the Qatar Airways NDC Programme?

This varies, depending on the payment and settlement method that the Trade Partner uses.

I. Settlement via BSP / ARC market: It is not required for an IATA appointed Trade Partner to sign a separate agreement as the Trade Partner is obliged to follow Qatar Airways policies.

II. Settlement via Non-BSP market: It is required for the Trade Partner to sign an NDC Seller Agreement with Qatar Airways.

Can a BSP participating Trade Partner selling via NDC settle through the non-BSP channel?

Qatar Airways recommends BSP participating Trade Partners to settle only via BSP channel.

How can a non-BSP participating Trade Partner sell via NDC in a BSP market?

Qatar Airways recommends non-BSP participating Trade Partners to obtain Go-Lite accreditation in BSP markets and settle via BSP using IATA-Easy Pay solution or by payment card.

How can Trade Partners sell via NDC in a non-BSP market?

Qatar Airways can support trading outside of BSP via bank guarantee or cash deposit arrangements only on selected Non-BSP/ Non-ARC markets.



What are the sales capabilities of Qatar Airways' current version of NDC?

Depending on how the Seller connects, there are different capabilities available. The following capabilities are available on all connection types. Features that are currently supported by Oryx Connect, Qatar Airways NDC programme, are;

- I. Full availability of Qatar Airways published flight schedules and flight information including codeshare flights and over 100 interline connections.
- II. Ability to sell all published Qatar Airways fares including easily identifiable Fare Families and associated product benefits such as free seating and lounge access.
- III. Depending on the connection type, Trade Partners can access rich content including images, videos and flight information with aircraft type, available cabins and interactive seat maps.
- IV. Ability to sell a variety of Qatar Airways private fares for authorised Sellers.
- V. Ability to sell ancillary products such as preferred seats and baggage.
- VI. Ability to add Special Service Requests (SSR) like wheelchair, special meals etc. similar to all special service request capabilities that are currently available in the GDS.
- VII. Oryx Connect Programme facilitates multiple payment methods.
- VIII. Servicing capabilities vary by platform that the Trade Partner is connecting. In cases where the platform cannot support the servicing, Qatar Airways Call Centre can be contacted to perform the required changes.

Can a Trade Partner sell interline or codeshare itineraries via NDC?

Currently all Qatar Airways marketed codeshare flights can be booked via all NDC connectivity options. The majority of our 100+ interline partners are also bookable via solutions connected to Altea NDC (depending on platform capabilities). For example, Sabre doesn't currently support interline connections.

Does Qatar Airways NDC support multi-city journeys?

Yes, up to six flight segments, including Open Jaw sectors are supported.

Which ancillaries can a Trade Partner sell via NDC?

Preferred Seat and baggage related ancillaries are already active and more ancillaries will be made available in 2023.

How can a Trade Partner sell a private fare using NDC?

Please note that access to private fares will be provided only to eligible Trade Partners, existing Trade Partners who already are connected to Amadeus Travel Platform (Sell Connect UI): The agent has to retrieve a private fare (if eligible) using an account code.

Trade Partners who are not connected to Amadeus Travel Platform (Sell Connect UI):
At the time of signing up for NDC, as part of the onboarding process, these account codes will be provided.

In addition to improved retailing capabilities, are there any other benefits e.g. sales incentives available via NDC?

Qatar Airways plans to offer a specific incentive programme for NDC bookings for eligible Trade Partners.

What are the passenger type codes (PTC) supported in NDC?

In general, most of the passenger type codes are supported, however the capabilities will vary by platform.

How can a Trade Partner make group bookings via NDC?

Group bookings are currently not available via any of the NDC connection options that Qatar Airways provides.

What kind of sales reporting is available for the NDC bookings?

BSP/ARC markets: NDC bookings will be included in the Sales Reports provided by BSP/ARC to the Trade Partners.

Non-BSP markets: Separate reports will be raised by Airline for NDC bookings.

Depending on the platform Trade Partners connect, sales reporting capabilities might be available.

Will there be ADMs raised by Qatar Airways on the sales done via NDC?

There will be less room for errors in NDC but any violations will be subject to ADM as defined in Qatar Airways' policies (QAPAP).

Does a Trade Partner have to provide financial guarantee for ticket issuance via NDC?

BSP/ARC markets: This will be part of IATA's risk management process.

Non-BSP markets: Seller has to provide financial guarantee as per the NDC Seller Agreement.

What are the Forms of Payment (FOP) accepted in NDC?

I. Via BSP/ARC channel: All FOPs supported by respective country's BSP/ARC that are currently accepted by Qatar Airways i.e. BSP Cash or BSP Card. NDC is not activated in certain BSP markets due to the limitations of the technology partner.

II. Via Non-BSP/Non-ARC channel: Only cash is supported currently. NDC is activated in selected non-BSP markets such as Armenia, Algeria, Iraq, and Sudan

Does Qatar Airways NDC support book and pay later function i.e. deferred payment?

Yes, deferred payment option is supported.

In the case of booking involving various airlines, how will the Ticketing Time Limit be applied?

If the journey includes another Airline sector, each carrier will apply its own Ticketing Time Limit (TTL). However, in a case where there are multiple TTLs, the most restrictive TTL/condition will apply. The most restrictive TTL will be reflected in NDC.

How can a Trade Partner tell if the booking is ticketed?

E-ticket and EMD number details will be provided in OrderViewRS message of NDC verb.

Can a Loyalty/Redemption booking by using Frequent Flyer mileage points (e.g. Avios) be done via NDC?

Currently this is not supported.

How can a Trade Partner service NDC bookings e.g. rebookings, add services etc?

Primarily, NDC bookings should be serviced through the NDC solution that Trade Partner has selected. If this is not possible, due to the limitations of the platform, Trade Partner can use the Trade Portal to perform selected self-servicing features.

Available self-servicing features are as follows and not limited to:

- In a case where a split is not supported by your platform, then the same can be done via the portal
- Ability to add passport details on a reservation
- Ability to add special meal requests
- Ability to add ancillary services (excess baggage /preferred seating etc.)
- Assistance with name correction /change scenarios (as per Qatar Airways' name change policy)

For additional servicing requirements, our chat function is available through Trade Portal which can be used to contact the Qatar Airways Call Centre staff 24/7.

The services offered by Qatar Airways Call Centre are as follows:

- a. Re-issuance of involuntary changes in case of a schedule change
- b. Re-issue fully unutilised tickets in case PNR purged
- c. Rebooking and re-issuance a ticket after a passenger is a no-show
- d. Name correction after tickets are issued based on Name Correction Policy
- e. Addition of infant before and after ticket issuance (in line with Name Correction Policy)

Can a Trade Partner service a GDS (EDIFACT) booking in NDC channel or vice versa?

No, NDC bookings can only be retrieved via NDC enabled platforms. Trade Partner will not be able to retrieve a booking made through EDIFACT in an NDC channel or vice versa.

Can a Trade Partner use cryptic entries to access or modify the PNR created in NDC?

No, the cryptic entries can't be used in NDC environment. To retrieve the booking, they will need to use the Graphical User Interface (GUI) provided by the platform.

Can a Trade Partner add ancillary services to NDC bookings via QR.COM?

Traveller can add ancillary services via Qatar Airways official website under Manage My Booking. Trade Partners can add Ancillaries via Qatar Airways Trade Portal.

How does a Trade Partner book additional baggage on an itinerary where the piece concept applies for a booking made in Sabre platform?

Travellers can add ancillary services via Qatar Airways official website under Manage My Booking. Trade Partners can add Ancillaries via Qatar Airways Trade Portal.

If a family travels with an infant and requires a baby meal (BBML), how does a Trade Partner add this special request on NDC booking?

The servicing capabilities vary by aggregator platform. If this is not supported by the platform, they must either manage via Trade Portal (self-service module), or contact Trade Desk Support via Trade Portal chat tool.

How can a Trade Partner add DOCS/DOCA/DOCO details?

These elements can be added via 'Manage my Booking' in the Qatar Airways Trade Portal.

Does Qatar Airways permit rebooking of the journey before ticketing?

Based on the platform that the agent is using, the date change prior to ticketing can be done within the platform itself.

How does a Trade Partner change the date of travel for NDC after ticketing?

Based on the platform that the agent is using, the date change and the reissuance can be done within the platform. However, due to platform limitation, if the agent is not able to perform this task, they can contact the Call Centre and have the ticket reissued 24/7.

Please note, if the Call Centre does the rebooking, the Trade Partner will lose control of the booking and the new fare will be a normal published fare (in cases where the initial ticket is issued on a private fare).

One of the passengers decided not to travel. How can a Trade Partner split an NDC order?

The servicing capabilities vary by aggregator platform. For example, if the agent has connected via Amadeus Travel Platform and needs to split the order, they must either manage it via the Trade Portal (self-service module), or contact Trade Desk Support via the Trade Portal chat tool, or create individual PNRs. If the PNR is split outside of NDC, the Trade Partner will not be able to see the split PNR.

Sabre platform currently only supports single passenger bookings so the split scenario doesn't apply.

If the PNR split is handled by Qatar Airways office, can the Trade Partner still view and make changes to the PNR in NDC?

They can view the parent PNR but can't perform further actions on the PNR.

Can name changes be done in NDC?

No, name changes are currently not supported in NDC. Qatar Airways may, however, allow name changes/corrections, based on its policies. The changes can be done via 'Manage my Booking' in the Trade Portal.

How is the Trade Partner notified about flight disruptions e.g. cancellations, rerouting?

Like the traditional GDS environment, the Trade Partner and end consumer will be notified of the flight disruptions depending on the capabilities of the platform provided that the contact details are in the booking.

Trade Partner notices that the NDC booking is cancelled, why is that?

If the PNR is cancelled under revenue integrity processes (fictitious name, duplicate PNR etc) the reason for cancellation will not be communicated to the Trade Partner if there are no active segments in the PNR.

NDC booking was cancelled due to a fake name/duplicate PNR. How will a Trade Partner be notified?

The Trade Partner will not receive a warning or cancellation message, however, the unticketed PNR will be cancelled by the airline and when the agent tries to retrieve it, there won't be any active segments.

How does a Trade Partner service bookings where a passenger is a no-show?

For scenarios where passengers are a no-show, the Trade Partner may contact Qatar Airways Call Centre for further assistance on servicing.

How does the agent refund tickets in NDC? Please describe the refund process.

Refunds shall be processed as per normal practice to the respective Form of Payment used at the time of sales and as per the applicable fare rules and Qatar Airways policies/procedures.

How can a Trade Partner identify if an order is eligible for a refund?

Via the NDC API: Please check the "ATC_REFUND_ELIGIBILITY" value TRUE Or FALSE in OrderRetrieveRS or OrderReshop messages.

Via the Aggregator Platforms: Please check the fare rules to learn about eligibility for a refund.

How can a Trade Partner identify if an order is eligible for an exchange?

Via the NDC API: Please check the "ATC_EXCHANGE_ELIGIBILITY" value TRUE Or FALSE in OrderRetrieveRS, OrderReshop messages.

Via the Aggregator Platforms: Please check the fares rule to know the eligibility for exchange.

Is it possible to request a partial cancellation of a ticket that is booked via NDC?

Yes, it is possible. The cancellation will apply to all the passengers in the booking.

How will the technical support for NDC users work?

First level of support is the Seller's/Trade Partner's aggregator platform provider. Qatar Airways NDC team is the second level of support if the servicing needs to be escalated by agent's chosen aggregator.

Who does the Trade Partner contact for any technical queries?

Depending on the connectivity method, the Trade Partner shall contact either the NDC technology provider or the aggregator (Oryx Link) they are connecting through.

Alternatively, contact Qatar Airways' NDC team (email: OryxConnect@qatarairways.com.qa)

For additional information, please contact your local
Qatar Airways account manager or visit
qatarairways.com/tradeportal



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