

Trade Portal

A one-stop platform with a host of self-services, providing you updated information and 24/7 support

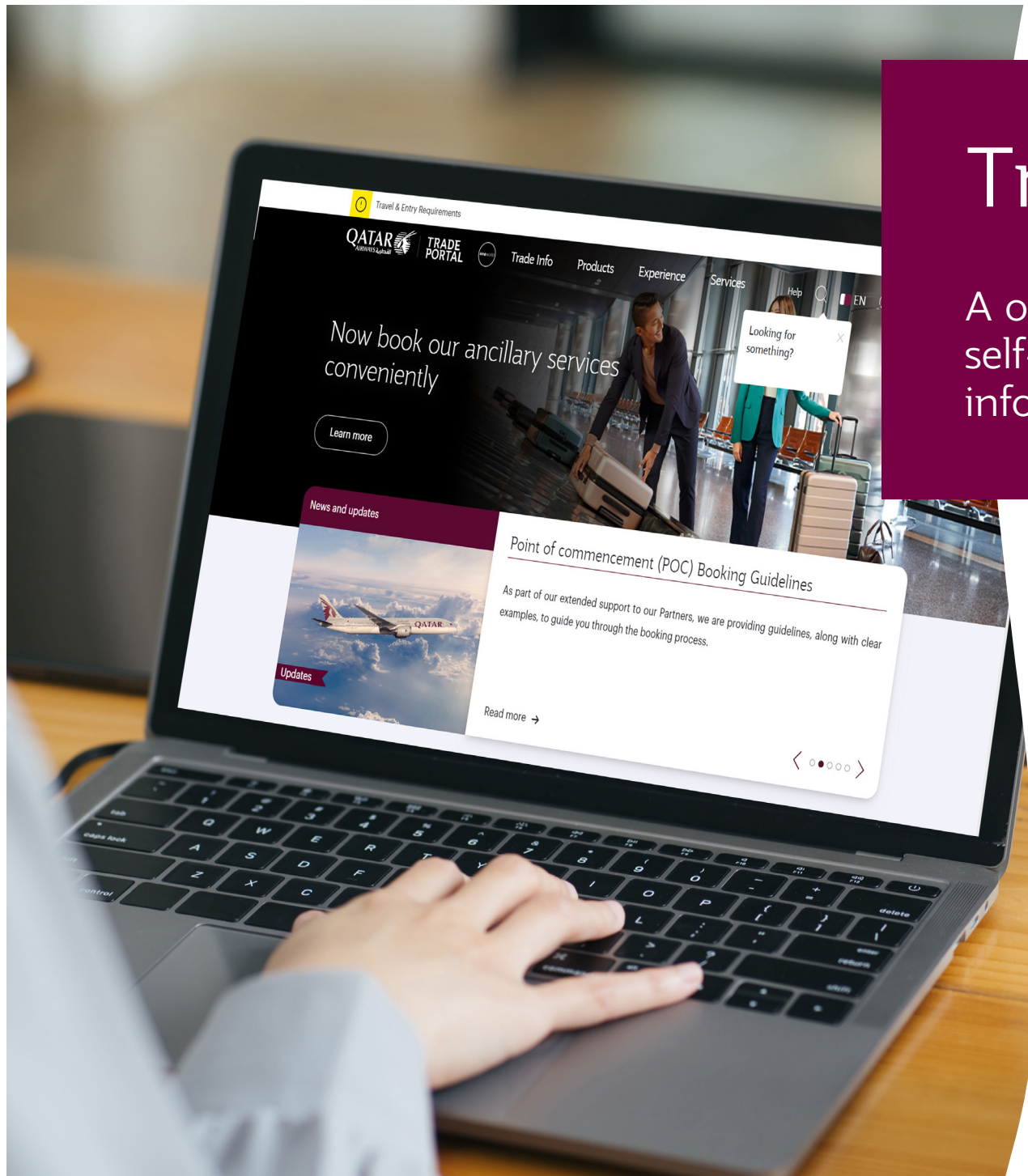


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Registration

If you have not registered yet, you can create an individual account to access all our services, including Live Chat and more.

If you already have an account, you can log in using your credentials to access the dashboard, self-services, your profile, dedicated promotions, raise an enquiry and more.

Log in

[Forgotten password?](#) [Resend welcome email](#)

[Log In](#)

Don't have an account yet?

Create an account now to access your Dashboard by submitting your credentials

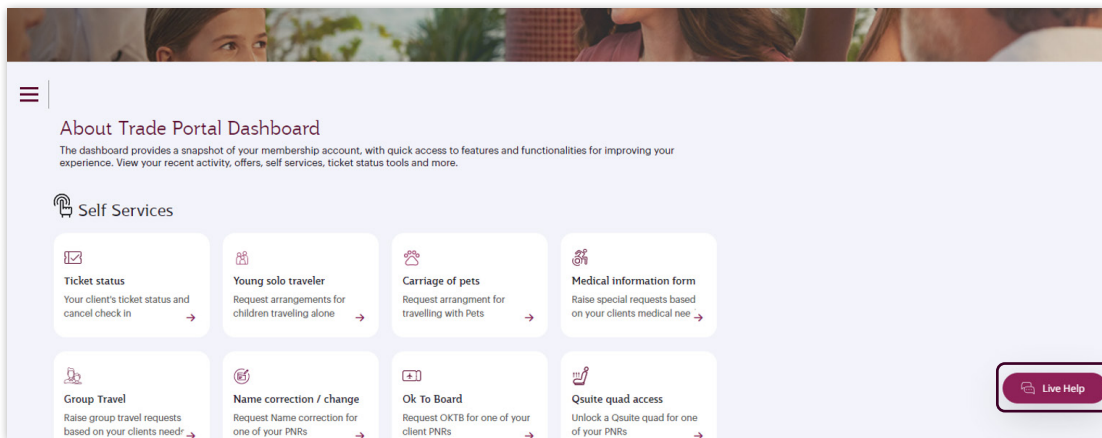
[Create Account](#)

The screenshot shows the Qatar Trade Portal dashboard. At the top, there is a navigation menu with links for Trade Info, Products, Experience, and Qryx NDC. Below the menu is a banner for 'Offers' with a 'My Learnings' button. The main content area is titled 'About Trade Portal Dashboard' and includes a 'Self Services' section with eight interactive cards: Ticket status, Young solo traveler, Carriage of pets, Medical information form, Group Travel, Name correction / change, Ok To Board, and Qsuite quad access. A 'Show more' button is located at the bottom of the self-services grid.



Live Chat

Experience our new 'Live Chat' feature which provides 24/7 support. Click on the 'chat' icon and you can connect with one of our agents. Once the chat ends, you will receive the chat transcript by email for your reference.



You can use Live Chat for the below services:

- ✓ Fare quotes and rules
- ✓ General Qatar Airways information
- ✓ Seat requests
- ✓ Special meal requests
- ✓ Wheelchair with medical/ non-medical assistance
- ✓ Ticketing support
- ✓ Reissuance (applicable for NDC bookings only)



Self-services

Carry out a number of important functions related to your clients' travel and arrange a number of vital ancillary services.



Qsuite quad access



Name correction and name change



Young solo traveller



Split PNR



Stopover for the Purpose of Connection (STPC)



Carriage of pets



OK to Board for seafarers



Ticket status



NDC support





Name correction

This service involves a correction, or complete change, in the passenger's surname (family name), first name, middle name, title or Passenger Type Code - sometimes involving several changes at once.

Each request will be handled in accordance with the existing policy, and you will receive approval based on the correction/changes made.

You will need to provide legal documents in case of a complete change of the passenger's surname (family name), first name, middle name or any combination of them.

General guidelines:

- This service is not allowed for PNRs which include interline segments, codeshare airlines, partially flown PNRs, and/or changes after check-in.
- Any change beyond three characters will go through review and approval process.
- Any change of more than one character on the last name will go through a review and approval process.
- You will receive an email notification upon approval of your request.

Please click on this [link](#) for additional information on the policy and guidelines.



1

Please click on 'Name correction/change' to submit a request

The screenshot shows a 'Self Services' dashboard with a grid of eight service cards. The 'Name correction/change' card is highlighted with a red border. A 'Show more' button is located at the bottom left of the dashboard.

Service	Description
Ticket status	Your client's ticket status and cancel check In
Young solo traveler	Request arrangements for children traveling alone
Carriage of pets	Request arrangement for travelling with pets
Medical information form	Raise special requests based on your clients' medical needs
Group Travel	Raise group travel requests based on your clients' needs
Name correction/change	Request name correction for one of your PNRs
Ok To Board	Request OKTB for one of your client PNRs
Qsuite quad access	Unlock a Qsuite quad for one of your PNRs

2

Enter your PNR

The screenshot shows a form titled 'Retrieve your booking details'. It includes a radio button selection for 'PNR' (selected) and 'Ticket number'. Below the selection is a text input field labeled 'Enter PNR' and a 'Retrieve' button.

Retrieve your booking details

Please enter your booking details to proceed with your request

PNR Ticket number

Enter PNR



3

Passenger details will be retrieved. You can add the required correction change in the respective field.

The change/correction required should be provided in the respective field as per below:

1. Change the title of the passenger

2. Edit the first name:

a. If correction is less than three characters → it will be considered as a correction and will be automatically approved

b. If correction is more than three characters → it will be considered as a change

3. Edit last name:

a. If change in last name is one character only → Request will be automatically approved

b. If change is more than one character → supporting documents are required (Legal document+passport)

4. Swap names:

Switch first name and last name

5. Category

What is Name change/ Name Correction ?

Retrieve your booking details

PNR Ticket number

Please enter your booking details to proceed with your request

VRGL2H

Showing 1 Passenger(s) found under PNR VRGL2H. Please select at least one to proceed

Name	Ticket No	Passenger	Status
1. MSTR ORANGE COLOR	1572104167275	U11	Open for use View Details

Personal Details

Please edit the change required in the given fields

Title **1** First name **2** Last name **3**

Swap names

Category **5**

Remarks

Enter your remarks(optional)














Qsuite quad access

This service allows you to access **Qsuite quads** which are locked. Upon successful unlocking of the quad, you can book the unlocked seats for your passengers through GDS.

This service is only available on Qatar Airways flights which are equipped with Qsuite.

 Self Services

 Ticket status Your client's ticket status and cancel check in →	 Young solo traveler Request arrangements for children traveling alone →	 Carriage of pets Request arrangement for travelling with Pets →	 Medical information form Raise special requests based on your clients medical need →
 Group Travel Raise group travel requests based on your clients needs →	 Name correction / change Request Name correction for one of your PNRs →	 OKTB for Seafarers & Offshore workers Request access to submit OKTB for seafarers	 Qsuite quad access Unlock a Qsuite quad for one of your PNRs →



1

Enter your **PNR**

Home > Self Services > QSuite

What is Qsuite ?

Retrieve your booking details

Please enter your booking details to proceed with your request

PNR

Enter PNR

Retrieve

2

Passenger details will be retrieved. Then you need to click on **Submit**

Showing 3 passenger(s) under PNR K4T6E7

	Name	Ticket No	Passenger	Status	
1.	MISS GREEN COLOR	1572104226290	ADULT	Open for use	View Details
2.	MR BLUE COLOR	1572104226289	ADULT	Open for use	View Details
3.	MISS YELLOW COLOR	1572104226291	CHILD	Open for use	View Details

Remarks

Enter your remarks(optional)

Cancel

Submit

3

If there is more than one passenger in the PNR, the Quad will be unlocked. You can select the seat by clicking on the seat map button below or choose your preferred seat on your GDS.

Home > Self Services > QSuite

Qsuite quad seat access has been unlocked. What's next?

- You can select the seat by clicking on the seat map button below.
- Alternatively, you can choose your preferred seat on your GDS.
- If you need any further assistance, use Live Chat to reach a representative.

Go to dashboard

Select your seat

If your PNR includes one passenger only, your request will go through a review and approval process. You will receive an email notification upon approval of your request.





My profile

View and edit your information, whether you are registered as an agent or a manager. Keep your contact details up to date to receive ongoing communication from us.

You can click on (1) 'Edit' to edit your details, (2) upload your business card and (3) add your personal profile picture.

My profile Company details Agents Communication

About you

This section contains your personal details, to be filled in.

3 Your profile is 30% complete

2 Business card not available

1 Edit

Title:	Mr.	First name:	Hishanthi
Last name:	Jay	Designation:	QA
Email ID:	jenny@gmail.com	Date of birth:	
Mobile number:		Landline number:	



You can now also view all the registered agents from your respective agency.

If you are registered as a manager, you can manage the agents in your agency, (1) delete an agent, which revokes his/her Trade Portal access.

The screenshot shows a navigation bar with four items: 'My profile', 'Company details', 'Agents' (highlighted with a red box), and 'Communication'. Below the navigation bar, the 'Your agents' section is displayed, containing a description and a table for the manager's agents. Below that is the 'List of agents' section with another table.

Your agents

This section contains manager details as well as all other agents under this manager

Manager

Name	Regn. Status	Regn. Date	Last accessed
Hishanthi Jay	Qualified	11-Apr-2023	13-Apr-2023 12:03 PM

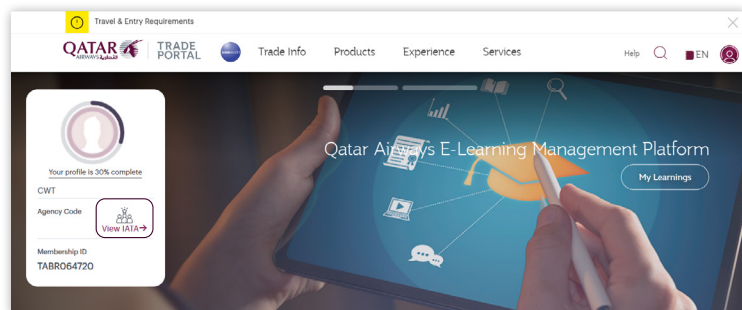
List of agents

Name	Regn. Status	Regn. Date	Last accessed	
Age YT		09-Apr-2023	NA	1 ⊗

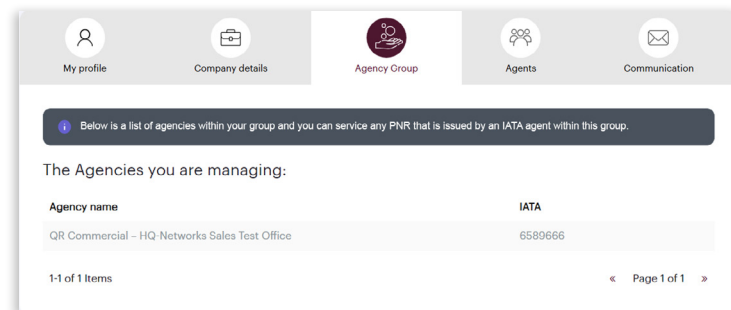


Agency group

If your agency is a part of a group of agencies, you can now complete self-services for PNRs that are issued by other IATAs within the same group. To view all the IATAs click on '[View IATA](#)'. If you need to have the agency group set up for your agency, please reach out to your respective Qatar Airways account manager.



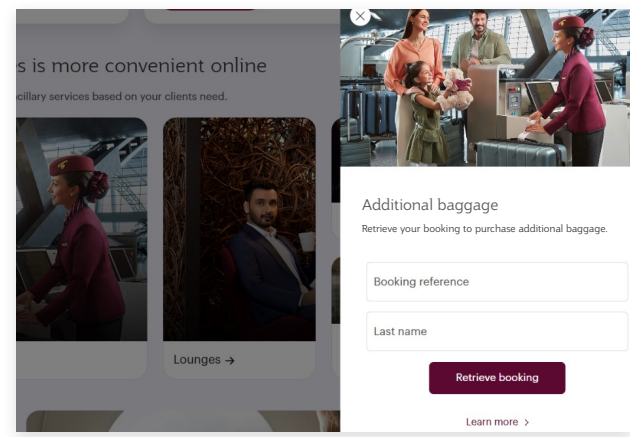
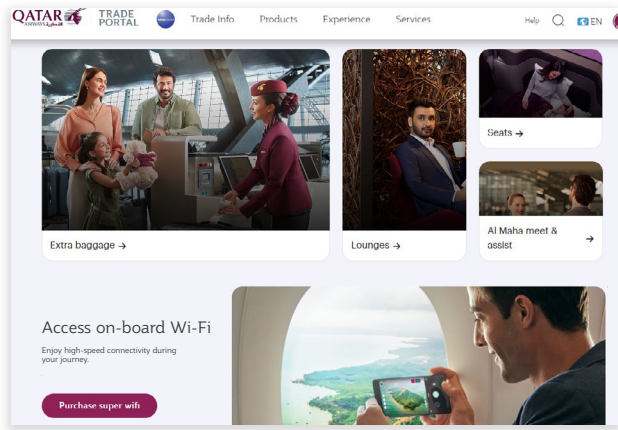
The Agency Group page will be displayed when you click '[View IATA](#)'.





Ancillary Services

You can now benefit from the additional convenience of booking our ancillary services, including Additional Baggage Service, Preferred Seat, Al Maha Services, Qatar Airways Lounges and on-board Wi-Fi.



NDC support

We are delighted to introduce enhanced self-services* for NDC bookings within our Trade Portal. This new feature is designed to categorise and instantly direct your queries to our relevant support team, ensuring quicker resolutions and customer support.

[Learn more](#)



*Terms and conditions apply. Please refer to the Trade Portal to view the full list of services offered.



Thank you



TRADE
PORTAL