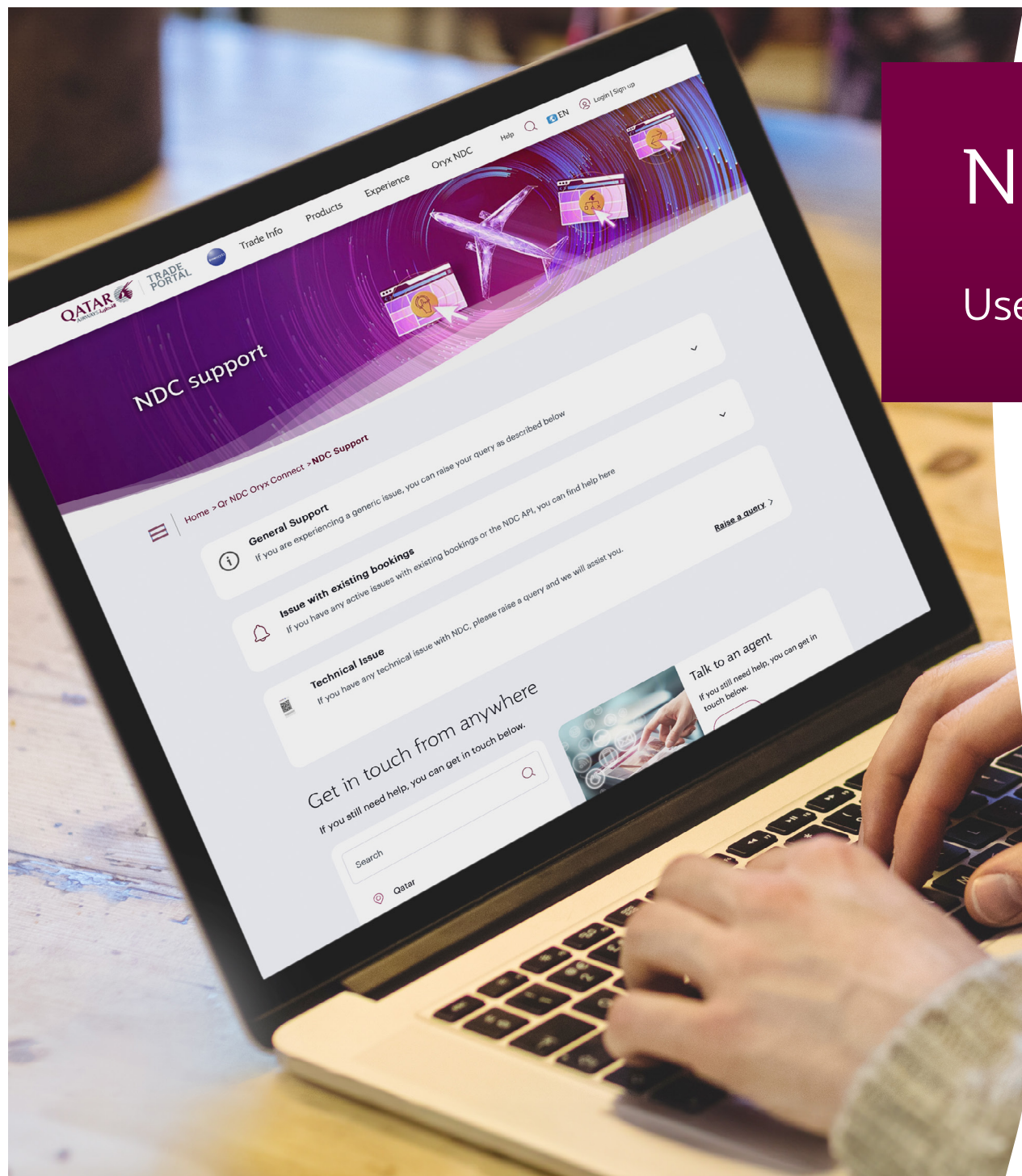




NDC onboarding

User Reference Guide



Purpose

This guide is designed to support you through Qatar Airways NDC onboarding process with ease. You will find:

- The different connection types available
- A clear, step-by-step process including registration and activation





Before you raise a new connection request

1. Visit our Oryx Connect page to get an overview of Qatar Airways' NDC programme, including benefits and core functionalities.
2. Choose your preferred connection type to access Qatar Airways NDC content.



Oryx Connect - connection types

1. Oryx Direct:

Interact with us via a direct connect API (Application Programming Interface), giving you access to our offers, flight availability, fares and ancillary products. This will require dedicated IT resources for the integration.

2. Oryx Link:

Connect through approved aggregators who combine NDC content from multiple airlines on their platforms. These aggregators will offer you the opportunity to access our content without having to undertake extensive technical development or integration.

Approved Aggregator List

3. Oryx Portal:

Fast, free and easy access to NDC content and offers, via our user-friendly and web-based booking portal. This requires only an internet connection since technical integration will not be required, and you can begin consuming content without any implementation or setup fees.



Registration guidelines

Here are all the ways to connect to our NDC Programme



Oryx Portal

A simple and effective booking portal

[Learn more](#)



Oryx Link

Available through an approved aggregator.

[Learn more](#)



Oryx Direct

Offering a suite of Qatar Airways NDC APIs.

[Learn more](#)



Registration guidelines

1. **'Learn more'** - click here to explore a quick overview of the Oryx Portal, including its key benefits and the requirements to get started.

Onboarding

Benefits

Capabilities & features

Support & Updates

Here are all the ways to connect to our NDC Programme



Oryx Portal
A simple and effective booking portal

Learn more



Oryx Link
Available through an approved aggregator.

Learn more



Oryx Direct
Offering a suite of Qatar Airways NDC APIs.

Learn more

Benefits of connecting to Oryx Connect

We invite all Trade Partners to join Oryx Connect and offer your clients our complete Qatar Airways world-class experience.



Deliver the right product offering to your customers based on their requirements



Direct access to an intuitive display of all Qatar Airways' fare families



Access to a variety of ancillary products and other services



Payment options include industry-standard settlement methods available in your market

About Oryx Portal

What is Oryx Portal?
Oryx Portal is a digital platform that provides your agency with direct access to Qatar Airways NDC content and exclusive offers.

Key Benefits

- End-to-end retailing experience with access to Qatar Airways NDC content and offers.
- Book, import, and service any QR NDC booking through a user-friendly interface.
- No setup fees or technical integrations required.

Requirements

BSP Countries:

- IATA-accredited agency
- Qatar Airways ticketing authority

Non-BSP Countries:

- TIDS-accredited agency
- Signed NDC seller agreement
- Oracle Customer Account (created by local account manager)
- IFG registration (completed by agent)

How to Get Started

- Register on the Qatar Airways Trade Portal as a Manager.
Note: Only Manager-level accounts can submit NDC connection requests.
- Once your account is verified, log in and request NDC access by clicking "Request Access."
- After approval, the Manager can grant access to additional agency staff.

Register here

Registration guidelines

2. 'Learn more' - Click here to explore a quick overview of Oryx Link, including its key benefits and the requirements to get started, whether you're a travel agency or an aggregator

Onboarding

Benefits

Capabilities & features

Support & Updates

Here are all the ways to connect to our NDC Programme



Oryx Portal
A simple and effective booking portal

Learn more >



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Available through an approved aggregator.

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Payment options include industry-standard settlement methods available in your market

About Oryx Link

What is Oryx Link?

Oryx Link enables travel agencies to connect via approved third-party aggregators, accessing NDC content from multiple airlines on a single platform.

Key Benefits:

- Access Qatar Airways NDC content without technical development or integration.
- Connect through multiple approved aggregators.
- Access NDC content from various airlines.

Requirements:

BSP Countries:

- IATA-accredited agency
- Qatar Airways ticketing authority
- NDC PCC from the selected aggregator

Non-BSP Countries:

- Not applicable

How to Get Started

For Travel Agencies:

For Aggregators:

View list of aggregators

Registration guidelines

For Travel Agencies:



Step 1

Select an approved aggregator partner from our list.



Step 2

Establish a commercial relationship and collect necessary details (e.g., PCC).



Step 3

Register on the Trade Portal as a Manager and complete account verification.



Step 4

Request NDC access by selecting your aggregator and providing their PCC.



Step 5

Our NDC team will review your request and respond within three working days.

Already registered as a Manager? Submit your interest [here](#) and upload the required documents.

[View list of aggregators](#)

For Aggregators:

• BSP Countries:

- Robust IT infrastructure for integration and operations
- Dedicated resources for technical integration (up to six months)
- Ability to support the latest NDC API version
- IATA-accredited agency
- Qatar Airways ticketing authority
- Finalise aggregator contract

• Non-BSP Countries:

- Not applicable

To register your interest,
email qrretailingsupport@qatarairways.com.qa

Registration guidelines

3. **'Learn more'** - click here to explore a quick overview of the Oryx Direct, including its key benefits and the requirements to get started.

Onboarding

Benefits

Capabilities & features

Support & Updates

About Oryx Direct

Here are all the ways to connect to our NDC Programme



Oryx Portal
A simple and effective booking portal

Learn more >



Oryx Link
Available through an approved aggregator.

Learn more >



Oryx Direct
Offering a suite of Qatar Airways NDC APIs.

Learn more <

Benefits of connecting to Oryx Connect

We invite all Trade Partners to join Oryx Connect and offer your clients our complete Qatar Airways world-class experience.



Deliver the right product offering to your customers based on their requirements



Direct access to an intuitive display of all Qatar Airways' fare families



Access to a variety of ancillary products and other services



Payment options include industry-standard settlement methods available in your market

What is Direct Connect?

Direct Connect allows large travel partners to integrate directly with the Qatar Airways NDC API, offering maximum control and access to the latest content.

Key Benefits:

- Early access to new content for a competitive edge.
- Direct connection eliminates intermediaries.
- Full control over the customer experience, from booking to after-sales service.
- Enhanced features, including rich content and detailed product descriptions.
- Efficient servicing for changes, exchanges, and refunds.

Requirements:

BSP Countries:

- Robust IT infrastructure for integration and operations
- Dedicated resources for technical integration (up to six months)
- Ability to support the latest NDC API version
- IATA-accredited agency
- Qatar Airways ticketing authority
- Signed direct connect contract.

Non-BSP Countries:

- Not applicable

How to Get Started

1. Register on the Trade Portal as a Manager and complete account verification.
2. Request Direct Connect access after logging in.
3. Our NDC team will review your request and contact you regarding the next available integration opportunity.

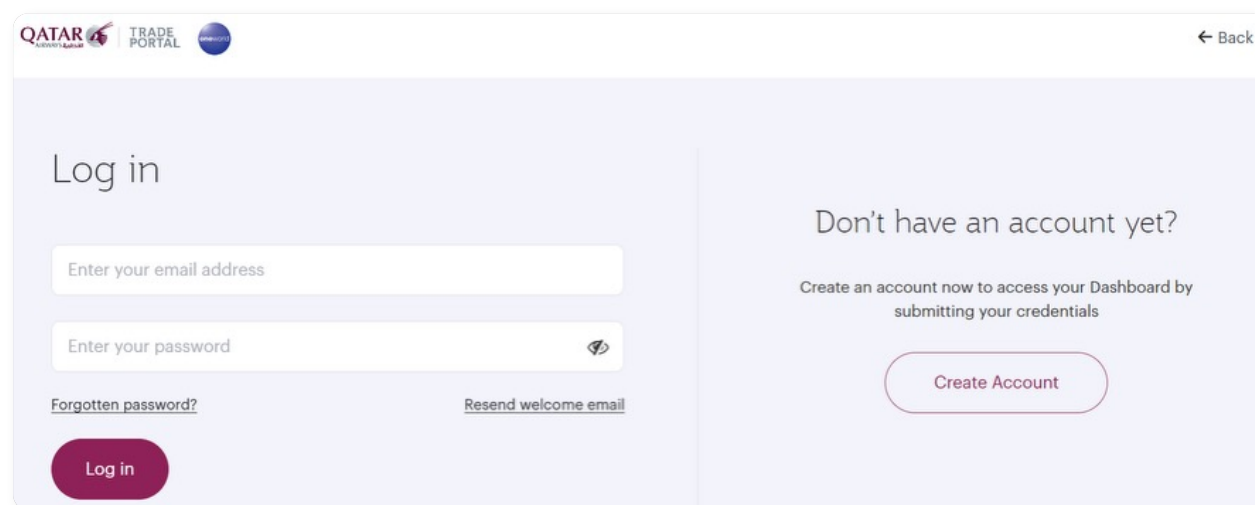
Already registered as a Manager? Submit your interest [here](#) and upload the required documents:

- PCI DSS Certificate (if enabling credit card payments)
- Learn more about [PCC Security Standards](#)
- Completed OCN form

Need Assistance?

How to raise your request on our Trade Portal

Log in to the Trade Portal with a user who has the access level of 'Manager'.

A screenshot of the Qatar Trade Portal login interface. The page has a light purple header with the Qatar Airways logo, 'TRADE PORTAL' text, and a small globe icon. A 'Back' link is in the top right. The main content area is divided into two sections. The left section, titled 'Log in', contains two input fields: 'Enter your email address' and 'Enter your password' (with a toggle icon). Below these are links for 'Forgotten password?' and 'Resend welcome email', and a purple 'Log in' button. The right section, titled 'Don't have an account yet?', contains the text 'Create an account now to access your Dashboard by submitting your credentials' and a 'Create Account' button.

***Please note any other access level will not permit you to submit the NDC connection request.**

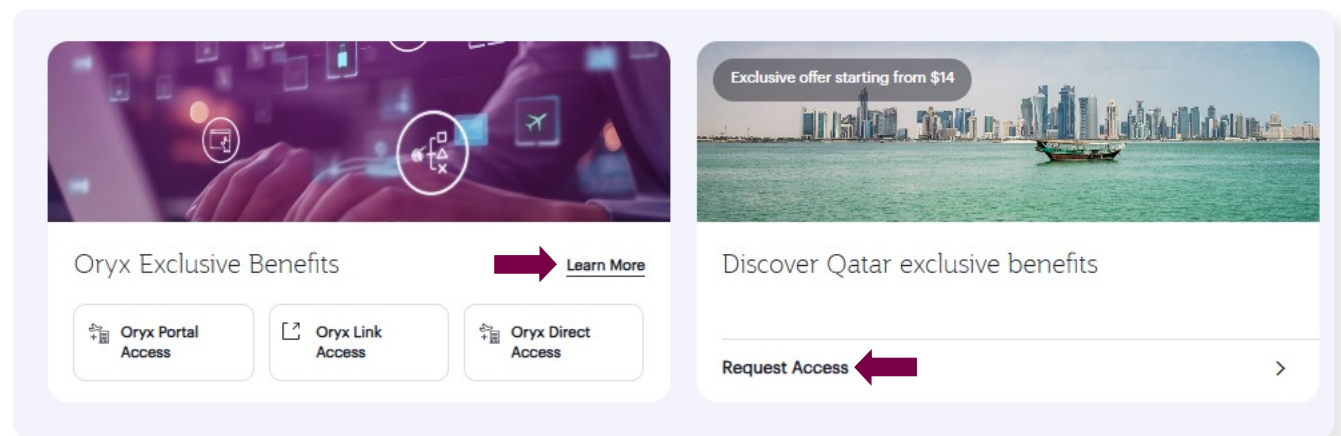




How to raise your request on our Trade Portal

You will be taken to the **Trade Portal** – Post Login '**Dashboard**'.

Scroll down the dashboard to where you can find the method of connection. And click on learn more.



NDC Dashboard

1. **'Read more'** – clicking here will take you to QR NDC Oryx Connect web page where you can obtain more information about our NDC product offering: a sample extract follows:

The screenshot shows the NDC Dashboard interface. At the top, there is a breadcrumb trail: Home > > NDC Dashboard. Below this, a heading reads 'Introducing our New Distribution Capabilities (NDC)'. A paragraph follows: 'We are extending our exceptional service to our trade partners, with Oryx Connect our New Distribution Capability (NDC) programme. Oryx Connect offers you improved ability to easily access our products and services for your clients'. A red callout '1' with an arrow points to a 'Read more' button. To its right is a 'Raise query' button. Below this section, another heading reads 'Create your new NDC registration'. A red callout '2' with an arrow points to a 'New NDC connection' button. The dashboard is divided into four tabs: Onboarding (selected), Benefits, Capabilities & features, and Support & Updates. The 'Onboarding' tab contains text about Qatar Airways extending its five-star experience to Trade Partners with the launch of the NDC program, Oryx Connect. It also mentions enhancing flexibility by providing more rich content and accessibility via multiple aggregator platforms including Amadeus, Travelport and Sabre. Below this text, a heading reads 'Here are all the ways to connect to our NDC Programme'. There are three cards: 'Oryx Portal' (A simple and effective booking portal, with a 'Register here' button), 'Oryx Link' (Available through an approved aggregator, with a 'Learn more' button), and 'Oryx Direct' (Offering a suite of Qatar Airways NDC APIs, with a 'Learn more' button).

Home > > NDC Dashboard

Introducing our New Distribution Capabilities (NDC)

We are extending our exceptional service to our trade partners, with Oryx Connect our New Distribution Capability (NDC) programme. Oryx Connect offers you improved ability to easily access our products and services for your clients

1 → [Read more](#) [Raise query](#)

Create your new NDC registration

[New NDC connection](#) ← **2**

Onboarding

Benefits

Capabilities & features

Support & Updates

Qatar Airways is extending its five-star experience to Trade Partners with the launch of our New Distribution Capability (NDC) program, Oryx Connect.

Qatar Airways is enhancing and adding more flexibility to its NDC programme, Oryx Connect, by providing more rich content and more accessibility via multiple aggregator platforms including Amadeus, Travelport and Sabre. Oryx Connect will offer next-level retailing for our joint customers. It will enable Trade Partners to access more rich content including Fare Families and a selection of Ancillary Services such as baggage and seats selection.

Here are all the ways to connect to our NDC Programme



Oryx Portal

A simple and effective booking portal

[Register here](#) >



Oryx Link

Available through an approved aggregator.

[Learn more](#) >



Oryx Direct

Offering a suite of Qatar Airways NDC APIs.

[Learn more](#) >

2. **'New NDC connection'** – clicking here will load the request submission form within the same page where connection selection and other criteria are visible, some points to note:

- **Own** – submit a connection request for your own agency

- **Other** – submit a connection request for an agency within your own group of companies or branch IATA (this could even be in another country)

If you are a Non-IATA agent, with TIDS number, you need to send an email to the respective local account manager to provide the TIDS number together with aggregator partner (GDS / non-GDS) for activation. Once completed the agent will need to coordinate with respective GDS for consolidator flow

The screenshot shows the 'New NDC connection' form for the 'Own' agency type. The form is divided into two main sections: 'Agency Accreditation' and 'Select Connection Type'. The 'Agency Accreditation' section includes fields for 'Address', 'Company name & address details', 'Accreditation Model' (GoLight (NewGen ISS Accreditation Model with NO Cash Facility)), 'Ticketing Authority' (GRANTED), and 'Settlement Type' (ASD). The 'Select Connection Type' section features three buttons: 'Oryx Link', 'Oryx Direct', and 'Oryx Portal'. Below these buttons is a section titled 'Introducing Oryx Link' with a description and a link to the 'Aggregator List'. A dropdown menu for 'Choose your Aggregator' is also visible, with options: 'Select Aggregator', 'APG', 'AARON group', 'Amadeus', and 'Lleago'.

Applying for an agency belonging to your group or branch IATA (even in another country).

The IATA number of the agency will be required.

The TIDS number will be accepted if the Trade Partner has passed eligibility checks.

Rest of the flow will remain the same as 'own' category for all connection types.

Sample response when selecting 'Other' type.

The screenshot shows the 'New NDC connection' form for the 'Other' agency type. The form is divided into two main sections: 'Agency Accreditation' and 'Select Connection Type'. The 'Agency Accreditation' section includes fields for 'Address', 'Accreditation Model', 'Ticketing Authority' (REQUESTED), and 'Settlement Type' (Non-BSP). The 'Select Connection Type' section features three buttons: 'Oryx Link', 'Oryx Direct', and 'Oryx Portal'. Below these buttons is a section titled 'Please select the connection type !' with a message: 'Qatar Airways is extending the five star experiences to the trade partner with the launch of new distribution capabilities (NDC) Oryx connect.'

'Connection Types' selections will be greyed out if the IATA /TIDS number entered has not been validated (no ticketing authority received yet, etc.)

Submitting a request

Oryx Link:

Please see steps below for an Oryx Link request submission.

Select Connection Type

Oryx Link → Oryx Direct → Oryx Portal →

Introducing Oryx Link

Connect through approved aggregators who combine NDC content from multiple airlines in their platform, these aggregators will offer you the opportunity to access our content without having to undertake extensive technical development or integration.

Aggregator List

Choose your Aggregator

Select Aggregator
APG

1 Choose the preferred aggregator to add the PCC code from 'Select Aggregator' drop down

APG Altea NDC 18.1
Read More

Enter the PCC for the selected Aggregator

2 Enter the last three digits of the PCC code and click on the button 'Add PCC'

APGCN77A Add PCC

Text box parameters are limited to alphanumerical characters of up to 8-digits

Remarks

3 Adding remarks based on the choice as remarks is optional for 'Oryx Link' request submission.

Enter remarks

4 Clicking 'Register' will submit your request under the 'Oryx Link' connection type and you will be redirected to the "successful submission" page

Register



Submitting a request

Oryx Direct:

Please see steps below for an Oryx Direct request submission.

The screenshot displays the Oryx Direct registration interface. It includes a header with two radio buttons: 'Own' (selected) and 'Other partner belongs to your group/Branch IATA'. Below this is a form for 'TRAVELS PRIVATE LLC' with fields for 'China', 'Address', 'Agency Accreditation' (IATA), 'Accreditation Model' (Onlight/TravelGen ISS Accreditation Model with NO Cash Facility), 'Ticketing Authority' (GRANTED), and 'Settlement Type' (ASD). A 'Select Connection Type' section shows three options: 'Oryx Link', 'Oryx Direct' (selected), and 'Oryx Portal'. A list of criteria for NDC registration is provided, followed by a 'Proceed' button. A red arrow points from the text 'Click here to advance and upload the required documents' to the 'Proceed' button.

Before registering for our NDC, please ensure you meet the following criteria:

- 1 Be able to support the full end-to-end capabilities of the latest version of our NDC API.
- 2 Be an IATA accredited agent.
- 3 Meet the agreed API usage and thresholds.
- 4 Have sufficient IT infrastructure to support the integration and customer care.

Proceed to Upload NDC registration, OCN, PCI DSS form below

Click here to advance and upload the required documents

Proceed

Please provide the below documents

Download Project Guidelines

1 Tech related guidelines to be followed

2 Completed registration form

Download the registration form

Upload the completed registration form

Upload document

Oryx Direct-Registration-Form-PDF-v3.pdf x

3 PCI DSS Certificate (if you wish to enable credit card as a form of payment)

Link - <https://www.pcisecuritystandards.org/>

Status: Not uploaded

Upload document

4 Completed OCN form

Download OCN form

Fill in the OCN form and upload it through the below link

Upload document

OCN-Ordering-Form-03-v1.pdf x

Remarks

Test

Clicking 'Register' will submit your request under the 'Oryx Direct' connection type and you will be redirected to the 'successful submission' page

5 Register



Submitting a request

Oryx Portal:

Please note an Oryx Portal submission request will pass through multiple stages of review which will begin through the local QR station. A flow diagram is given below for clarity of the stages involved in the review process based on your request type.

Please take note of the two categories here:

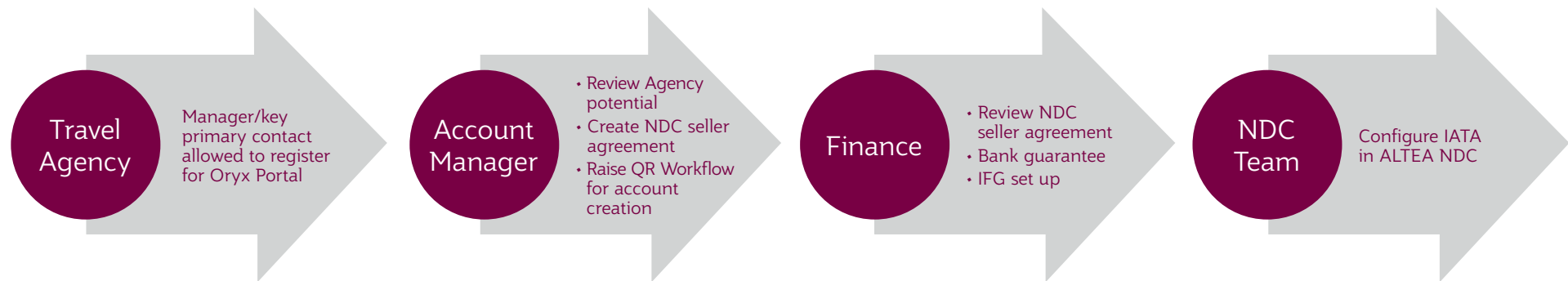
- BSP – request is reviewed and accepted or rejected by the NDC Onboarding & Implementation Team once ticketing authority has been granted
- Non-BSP – request is reviewed and accepted or rejected by the local Account Manager post Finance approval

The screenshot shows the Oryx Portal registration interface. At the top, there are buttons for 'Read More' and 'Raise Query', and a link to 'Back To NDC Dashboard'. Below this, there are two radio button options: 'Own' (selected) and 'Other partner belongs to your group/Branch IATA'. The 'Own' option has a subtext: 'For a request to authorizations, please complete below details'. The 'Other partner belongs to your group/Branch IATA' option has a subtext: 'For all other partners, please complete and submit this form'. The form fields include: 'China' (with a dropdown menu), 'Address' (with a text input field), 'Agency Accreditation' (with a dropdown menu), 'IATA' (with a dropdown menu), 'Accreditation Model' (with a dropdown menu), 'Ticketing Authority' (with a dropdown menu), and 'Settlement Type' (with a dropdown menu). Below the form fields, there is a section titled 'Select Connection Type' with three buttons: 'Oryx Link', 'Oryx Direct', and 'Oryx Portal' (highlighted in purple). Below this section, there is a text block describing the Oryx Portal: 'Fast, free and easy access to NDC content and offers, via our user-friendly and web-based booking portal. It requires only an internet connection, technical integration will not be required and you can use without any implementation or setup fees.' At the bottom right, there is a 'Register' button.



Oryx Portal process flow for BSP and Non-BSP agents

Oryx Portal for Non-BSP agencies

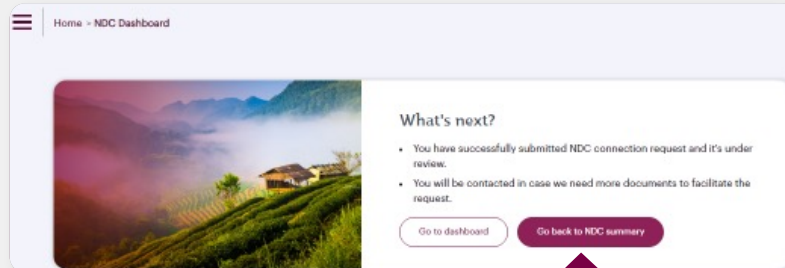


Oryx Portal for BSP agency



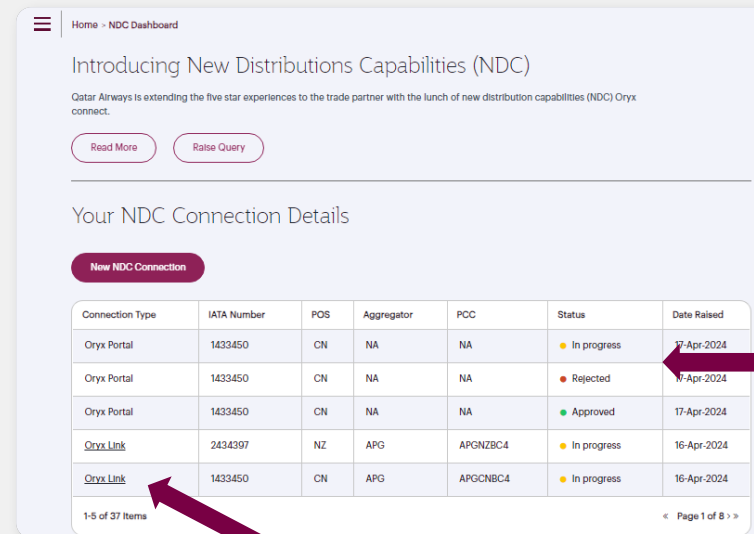
Once your request is submitted successfully, you will be redirected to the following screen with two choices:

1



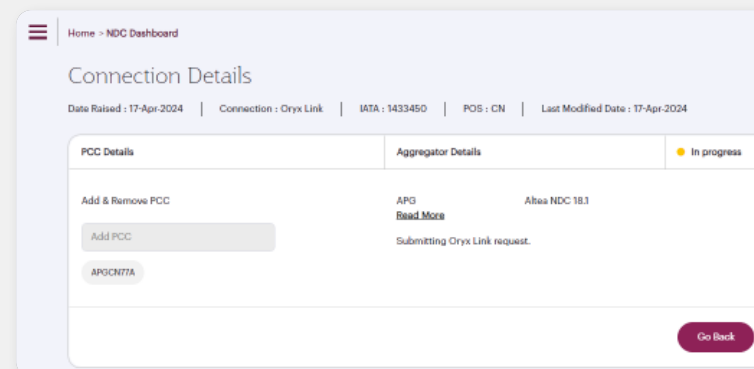
Clicking here will take you back to the 'NDC Dashboard' where you can view the details of your previously submitted record /s and status of each request etc.

2



The three status stages you will come across when you submit a request

Clicking here will display detailed data of the request of your submission as visible here



Triggered emails

An email is triggered at two points during the submission stage:

01 Initial submission

Dear [REDACTED]

Membership ID: [REDACTED]

Your NDC request has been submitted successfully and is currently under review. You will receive an email notification once the process is complete.

If you need any further assistance, raise an enquiry through this link [Contact Us](#).

Sincerely,
Qatar Airways Trade Portal

Sample email you will receive once a request has been successfully submitted

02 Submission approved

Dear [REDACTED]

Membership ID: [REDACTED]

Congratulations. Your NDC access request has been approved and your PCC has been activated. You can now issue Qatar Airways tickets for your clients through our NDC channel.

If any additional formalities are required from your aggregator, please reach out to them for further assistance.

Sincerely,
Qatar Airways Trade Portal

Sample email you will receive once a request is approved

03 Submission rejected

Dear [REDACTED]

Membership ID: [REDACTED]

Thank you for your interest in our NDC channel.

We have received your request and gone through it in detail. However, we are unable to proceed with your request at the moment due to the following reasons:

Remarks: Rejected-by savita arekar

We would be happy to reconsider your application once the aforementioned reasons are addressed.

We value your patience and for any further assistance, please contact your dedicated Qatar Airways Sales Representative.

Sincerely,
Qatar Airways Trade Portal

Sample email you will receive once a request is rejected

Rejection reason remarks will be visible here



