

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



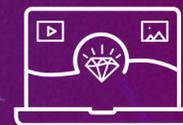
Improved functionality



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 capability of distributing in a modern way of Qatar Airways' products to the Trade Partners, TMC's, OTAs, Consolidators and other 3rd Party Sellers. 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. Offer means flight and seat availability with airfare that could be bundled with other products such as ancillary services.

Offer becomes an order once the customer or Seller accepts the offer resulting in the creation of a unique order reference number, like a PNR in 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.

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 only the 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 travelers, Sellers and stakeholders.

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

I. Via BSP / ARC markets: NDC will be activated in a phased approach in all the main BSP markets with certain limitations depending on the platforms used.

II. Via Non-BSP markets: NDC is activated in selected non-BSP markets such as Armenia, Iraq, Lebanon and Sudan.

How can a Trade Partner connect to NDC?

Qatar Airways has launched NDC programme called Oryx Connect. There are 3 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 familiarize 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 different progress on their NDC implementations and onboarding requirements before granting agents access, please approach your respective GDS for more information.

Are there any costs to join Oryx Connect, Qatar Airways' NDC programme?

Qatar Airways is not charging a Trade Partner to join the NDC programme. Cost may, however, 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 Qatar Airways NDC Programme?

This varies, depending on the payment & 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.
- 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 authorized 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. Ability to service NDC bookings via Oryx Portal similar to all servicing capabilities that are currently available in the GDS (Rebooking, cancellations and refunds etc.).

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). Only interline connections of American Airlines and WestJet are available via Oryx Portal.

Does Qatar Airways NDC support multi-city journeys?

Yes, up to 6 flight segments, including Open Jaw sectors are supported.

Which ancillaries can a Trade Partner sell via NDC?

Preferred Seats and Baggage related ancillaries are already active and more ancillaries will be made available through NDC during 2022.

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): 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 as of July 2022 for eligible Trade Partners.

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

Sabre platform currently supports adult passenger type code (ADT) only.

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 markets: NDC bookings will be included in the Sales Reports provided by BSP to the Trade Partners.
Non-BSP markets: Separate reports will be raised by Airline for NDC bookings.

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 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 will Qatar Airways control Trade Partners' ticket stock on the NDC programme?

- I. Via BSP/ARC channel: The ticket stock will be airline stock and the control will be part of the overall BSP control via Ticketing Authority process.
- II. Via Non-BSP / Non-ARC channel: The ticket stock will be either airline stock or neutral stock depending on the NDC solution and will be controlled by Qatar Airways.

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 not possible due to limitations of the platform, Trade Partner can use the chat function available in Qatar Airways or contact the closest Trade Helpdesk for further assistance.

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?

Trade Partner can add ancillary services via Qatar Airways official website under Manage My Booking.

How does a Trade Partner book an additional baggage on an itinerary where the weight concept applies via Amadeus Travel Platform?

Trade Partner can add the service via Qatar Airways official website under Manage My Booking.

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

Trade Partner can add the service via Qatar Airways official website under Manage My Booking.

Family travels with an infant and requires a baby meal (BBML) for the infant. 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 does a Trade Partner change the date of travel for NDC booking that has multiple segments (currently only point to point can be changed by the agent in the Amadeus Travel Platform)?

Trade Partner can cancel and refund the ticket free of charge (currently policy applies until end of September) and rebook to the new itinerary. Alternatively they can contact the nearest local QR reservation office (CTO) or Call Center (if no CTO available). Please note that if the CTO does the rebooking, Trade Partner will lose the control of the booking and the new fare will be normal published fares. (In case initial ticket is issued on 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 via Trade Portal (self-service module), or contact Trade Desk Support via Trade Portal chat tool or create individual PNRs. If the PNR is split outside of NDC, the Trade Partner won't be able to see the split PNR.

If PNR split is handled by Qatar Airways office, can Trade Partner still view and further action PNR in NDC?

They can view the parent PNR but can't action it.

One of the passengers decided not to travel, how does Trade Partner split an Order in Sabre Platform?

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

Can name changes be done in NDC?

No, name changes are not supported. Qatar Airways may however allow a one-time name correction for spelling errors e.g. one alphabet difference. Please contact Qatar Airways Call Centre or your local Qatar Airways sales office for assistance.

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 passenger has a no-show?

For scenarios where passenger has a no-show, Trade Partner needs to contact local Qatar Airways ticket office or 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 we a Trade Partner identify if an order is eligible for refund?

Please check the "ATC_REFUND_ELIGIBILITY" value TRUE Or FALSE in OrderRetrieveRS or OrderReshop messages.

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

Please check the "ATC_EXCHANGE_ELIGIBILITY" value TRUE Or FALSE in OrderRetrieveRS, OrderReshop messages.

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

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

How will the technical support for NDC users work?

1st level of support is the Seller's/Trade Partner's aggregator platform provider. Qatar Airways NDC team is the 2nd 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 Qatar Airways' NDC team (email OryxConnect@qatarairways.com.qa) can be contacted.

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



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