

Trade Portal User Guide



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Registration:

To access the full range of services and tools available on the Qatar Airways Trade Portal, your agency must first complete registration.

Type 1: Manager Registration:

Registration

- Each agency (IATA/TIDS/ARC) is allowed **one Manager** to register on the portal.
- The manager initiates the registration by visiting the Trade Portal [registration page](#) and entering the agency's IATA/TIDS/ARC or GDS-PCC code (recommended for booking agents).
- Once registered, the manager's request will be reviewed by Qatar Airways. A confirmation email will be sent upon approval or rejection.

Inviting/Adding Team Members

- After approval, the manager will receive a "create password" email to enter their password.
- Once a password is created, the manager can log in and invite other users from the same agency via the [My Profile](#) page.
- Invited users will receive an email to complete their registration and will be assigned roles such as **agent** or **admin**.

Account Activation

- Added users will receive a "complete registration" invitation email with a link to complete their registration.
- After entering the details, they will be receiving an email to create the password, once entered a verification email containing a One-Time Password (OTP) will be sent.
- Once the OTP is entered, users will be directed to the Trade Portal dashboard.

[Home](#) / Enrollment

Register for an account

i To enroll as a member, you must be an existing IATA or TIDS accredited agent. If you don't have IATA/TIDS number, then use your assigned PCC to register. You should also be authorized to act as your agency's primary contact person.

Choose your preferred account type

Select agency type

IATA/TIDS/ARC

Enter 7 digit IATA code

123456789012

Manager & Agency access

- Registration is available to travel agents holding a current IATA, TIDS or ARC membership. [View information](#) on the free Travel Industry Designator Services (TIDS)
- Only one registration for each IATA, TIDS or ARC permitted
- The manager or key contact from the agency should initially register as the Agency manager

I agree to the statements above.

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Important Notes:

- An email address used for registration cannot be re-used under a different IATA unless the original account is deleted.
- When a manager is already registered under your IATA/agency, the option to register will not be available for any users that are trying to register.

Agency Details

Company name: [input field]

Address: [input field]

Country: [input field]

City: [input field]

ZIP/Postal Code: 00000

User Details

Enter your email: [input field] Re enter email: [input field] Job title: [input field]

Title: [dropdown] First name: [input field] Last name: [input field]

Code (Optional): [dropdown] Landline number: [input field]

Code (Optional): [dropdown] Mobile number: [input field]

Subscribe to regular newsletter and updates on my email (optional).

I agree to the [terms and conditions](#), and understand that my information will be processed in accordance with the Qatar Airways [Privacy Notice](#).

QATAR
AIRWAYS القطرية

Verification code has been sent to your inbox. Please copy it to the input box below.

tradeportal@qatarairways.com.qa

Verification code

Verification code

[Send new code](#) [Cancel](#)

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Type 2: Self-Registration:

Agents can register themselves on the **Qatar Airways Trade Portal** using the self-registration option, **provided that** there is already an **Admin or Manager** registered under the same **IATA/Agency**.

Who can self-register?

- Self-registration is **only available** if at least one **Admin or Manager** already exists under your IATA/Agency.
- If **no Admin or Agent** is currently registered under the IATA, self-registration will **not** be available.

How self-registration works:

1. Visit the **Registration** page on the Trade Portal.
2. Enter all required details and submit your registration request.
3. Once submitted, a **notification email** is automatically sent to the registered **Admin and/or Manager** informing them that a new registration is awaiting approval.

Approval process:

- The Admin or Manager can review the request by logging in to the Trade Portal.
- Go to **My Profile** → **Pending Invites** to view all requests.
- From there, they can **approve or reject** the registration.

Important note:

- The **Pending Invites** section displays:
 - Users who were **invited**, and
 - Users who **self-registered and are awaiting approval**
- Each request is clearly labeled with a status tag, such as **“Invited”** or **“Awaiting Approval”**, for easy identification.

Automatic Approval (Domain-Based):

If your **IATA/Agency** is already associated with an **email domain verified by Qatar Airways**, and:

- The email address used during registration **matches the verified domain**, and
- There is already a **registered Admin or Manager** under your IATA/Agency

then your registration request will be **automatically approved**, without requiring manual action from the Admin or Manager.

Assigning Access Levels:

When an **Admin or Manager** approves an agent's registration request, they can immediately assign the appropriate **access level**, based on the agent's role and responsibilities.

Available access options include:

- **IATA/Agency-level access** – allowing the agent to service all bookings under the IATA/Agency.
- **PCC-specific access** – restricting the agent to service only the **PNRs created or issued by a specific PCC** within the IATA/Agency.

This ensures agents receive the **right level of access** from the start, supporting secure and efficient use of the Trade Portal.

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Create a new account

To proceed with registration, you must be an accredited IATA or TIDs agent. Otherwise, you can register using your assigned PCC.

Select your agency type

Select your agency type: IATA/TIDS/ARC
 Enter 7 digit IATA code: -----

Registration Type

- Manager Access
Full access to manage users and agency
- Agent Access
Standard access to support and service client bookings

Agent access

- Agents can register under an IATA, TIDS, or ARC number.
- You must be authorized to represent your agency as an agent user.
- Using your official agency email domain is recommended to ensure smoother onboarding.
- Registration requests may be reviewed and approved by the agency's Manager or Admin before access is granted.

I agree to the statements above.

Registered Account

Pending Invites

Role Guidelines + Add new user

All (6)

Pending (1)

Expired (5)

Email	Role	User Permission	Agency name /IATA code	Created by / on
 [redacted]@[redacted].com Self registered	Agent	Account Level	QR Commercial – HQ-Networks Sales Test Office IATA Code [redacted]	Verify & approve
 [redacted]@[redacted].com Invited	Agent	Account Level	QR Commercial – HQ-Networks Sales Test Office IATA Code [redacted]	Trade Portal Expired Invite

Details



IATA Code [redacted]
 QR Commercial – HQ-Networks Sales Test Office Agent
 [redacted]@[redacted].com

Personal Details

Mr.
 Telephone : Q. [redacted]

Additional Details

Agency level PCC level

Oryx Portal access



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Self-services:

Once logged in, registered users can access a wide range of self-service tools designed to help manage bookings and requests related to tickets issued by their agency's IATA code.

Available Self-Services:

Users can perform the following actions directly through the portal:

- **Name Correction/Change**
- **STPC (Stopover Paid by Carrier) Request**
- **Group Booking Request**
- **QSuite Quad Unlock**
- **Fare Rule Waiver Request**
- **Young Solo Traveler Request**
- **Medical Form Submission**
- **Carriage of Pets Request**
- **Raise a Query**
- **Check Ticket Status**
- **Track Submitted Requests**
- **Online Check-In**

Additional Services:

Beyond self-service tools, the Trade Portal also provides access to:

- **Ticketing Authority Requests**
- **NDC (New Distribution Capability) Requests**
- **Discover Qatar Access Requests**
- **My Learnings Platform**
- **Ancillary Services (e.g., seat selection, extra baggage)**
- **Live Chat Support**
- **Carbon Offset submission**

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These services are designed to streamline operations and empower travel agents to manage customer needs efficiently and independently.

Explore all self services

Includes 24/7 access to a suite of support tools to better manage your customer booking requirements. Service requests include name correction/change, fare rule waivers, Qgroups access, e-learning and more.

 Name correction & change Request name correction/change for one ... →	 Ticket status Check your client's ticket status and cancel check in →	 Qsuite quad access Unlock a Qsuite quad for one of your PNRs →	 Fare rule waiver Raise a waiver request for your client →
 Track your request Check your status of your requests →	 Be a Winner Campaign Retrieve your NDC booking and participate in the... →	 Split PNR Submit a request to split a PNR →	 Young solo traveler Request arrangements for children travelling alone →
 Carriage of pets Request arrangements for carrying pets →	 Medical information form Raise special requests based on your clients medical... →	 Group request Submit a group booking request →	 STPC request Raise STPC request based on your clients' needs →
 Raise an inquiry Raise special requests based on your clients medical... →	 Check-in Check-in your clients for their flight or can cancel check-i... →		

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Ticketing Authority:

What is Ticketing authority?

Ticketing Authority allows your agency to issue tickets on Qatar Airways stock (157). This privilege is granted based on your agency's accreditation status and fulfillment of specific criteria.

How to Apply for Ticketing Authority

To apply:

1. **Log in** to the Qatar Airways Trade Portal.
2. Navigate to the **Ticketing Authority** section on the dashboard.
3. Upload the required documents.
4. Submit your request for review.

Once approved, your agency will be able to:

- Book and issue tickets via EDIFACT.
- Access and issue tickets through the NDC Oryx Portal.

If your request is **rejected**, you may re-submit after addressing the feedback.

Application Scenarios & Required Documents:

New Agencies:

If your agency is applying for the first time, you'll need:

- Credit Application Form
- Financial Security (shared with IATA)
- Audited Financial Statements (last 2 years)
- IATA Accreditation Certificate
- Commercial Registration

Note: The Credit Application Form is downloadable from the portal.

Reinstatement Requests:

If your agency previously had Ticketing Authority with Qatar Airways and needs it reinstated:

- IATA Reinstatement Letter
- Credit Application Form
- Financial Security (shared with IATA)
- Audited Financial Statements (last 2 years)
- Commercial Registration

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Branch Agencies (Under a Group)

If your agency is part of a group and applying on behalf of a newly established branch:

- Credit Application Form
- Financial Security (shared with IATA)
- Audited Financial Statements (last 2 years)
- IATA Accreditation Certificate
- Commercial Registration

TIDS Agents:

If your agency is not IATA-accredited, you may apply through IATA's **TIDS (Travel Industry Designator Service)** program.

Steps to Join TIDS:

1. Gather required documents:
 - Legal business documentation
 - Business registration and tax details
 - Government-issued travel license
 - Bank statement or letter
 - Recommendation letter from an IATA airline or GDS
 - Signed TIDS Terms & Conditions
2. Register on the IATA Customer Portal
3. Select **TIDS** under Services
4. Complete and submit the application
5. Receive your TIDS code upon approval

Useful Links:

- IATA TIDS: <https://www.iata.org/en/services/accreditation/tids/>
- New Agency : <https://www.iata.org/en/contact-support/>
- TIDS Application: <https://www.iata.org/en/services/travel-agency-program/tids/application/>

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Document Requirements by Accreditation Type:

GoLite:

Documents	New	Reinstate	Branch
Credit Application	✓	✓	✓
Commercial registration	✓	✓	✓
Attested/Audited financial statements (last two years)	Optional	✓	
IATA accreditation certificate	✓		✓
IATA reinstatement letter		✓	

GoStandard:

Documents	New	Reinstate	Branch
Credit Application	✓	✓	✓
Reinstatement request form		✓	
Copy of financial security shared with to IATA	✓	✓	Optional
Attested/Audited financial statements (last two years)	✓	✓	
IATA accreditation certificate	✓		✓
Commercial registration	✓	✓	✓
IATA reinstatement letter		✓	

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GoGlobal:

Documents	New	Reinstate	Branch
Credit Application	✓	✓	✓
Reinstatement request form		✓	
Copy of financial security shared with to IATA	✓	✓	Optional
Attested/Audited financial statements (last two years)	✓	✓	
IATA accreditation certificate	✓		✓
Commercial registration	✓	✓	✓
IATA reinstatement letter		✓	

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How to submit Ticketing Authority:

Submitting a Ticketing Authority Request

To begin the Ticketing Authority process:

1. **Log in** to the Qatar Airways Trade Portal.
2. On the **dashboard**, locate the **Ticketing Authority** widget.
3. Click "**Get Started**" to open the Ticketing Authority page.

Required Documents

On this page, you'll find a list of documents needed for your application. You can:

- Download the **Credit Application Form**
- Fill it out and upload it along with other required documents
- Submit your request for review and approval

Application Categories

There are three types of Ticketing Authority requests:

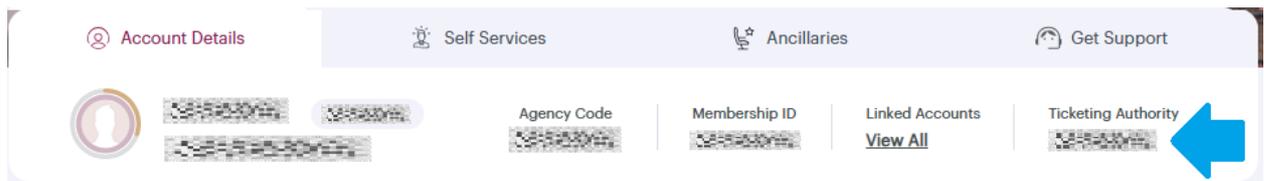
- **New**: For agencies applying for the first time.
- **Reinstate**: For agencies that previously had ticketing authority and need it reactivated.
- **Branch**: For agencies within a group submitting on behalf of a newly added branch.

The system will automatically show the correct category based on your agency's profile.

Note: If a category is greyed out, it means:

- Ticketing Authority is already granted
- A request is already submitted and pending
- Only the **Reinstate** option will be available if previously granted

For privacy reasons, some details in screenshots (e.g., agency code, role, membership ID, and ticketing status) may be blurred.



**the details in the image are censored for privacy purposes (these include, agency code, role, membership IF, linked acounh sns tickrting authority status).*

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For new a ticketing authority request, upload the required documents and submit

Upload documents

Please ensure you upload all the documents correctly for the approval.

File Upload limit 5MB Limit
File Type : JPG,PNG,PDF,DOC,DOCX,XLS,XLSX,JPEG,ZIP

Credit application form* Status : ⚠ Not Uploaded

Download credit application form [↓](#)

Download the document attached, fill it in and ensure it is signed/stamped by the authorised agency person

[↑ Upload Document](#)

Reinstatement Request Form Status : ⚠ Not Uploaded

Download Agency Reinstatement Request Form [↓](#)

Download the document attached, fill it in and ensure it is signed/stamped by the authorised agency person

[↑ Upload Document](#)

Commercial registration Status : ⚠ Not Uploaded

Commercial Registration [↓](#)

Provide your agency's local registration certificate

[↑ Upload Document](#)

New

Request ticketing authority for your designated agency

[Proceed >](#)

Reinstate

Request a reinstatement of ticketing authority for your agency

[Proceed >](#)

Branch Activation

Request ticketing authority for your agency branch offices

[Proceed >](#)

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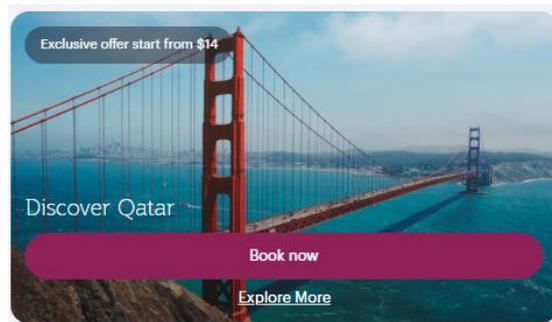


How do users submit DQ access and access DQ page?

Once logged into the Trade Portal, users will find the **Discover Qatar** widget on the dashboard. Depending on your access status, you will see one of the following options:

- **Request Access:**
If you do **not yet have access**, click this button to submit a request. The Discover Qatar team will review and grant access to the email address registered on your Trade Portal account within their standard response time.
- **Book Now:**
If you **already have access**, this button will appear. Clicking it will redirect you to the Discover Qatar Portal, where you will be automatically logged in.

Once access is granted, the widget will update to show the **“Book Now”** button, allowing seamless entry to the Discover Qatar booking platform.



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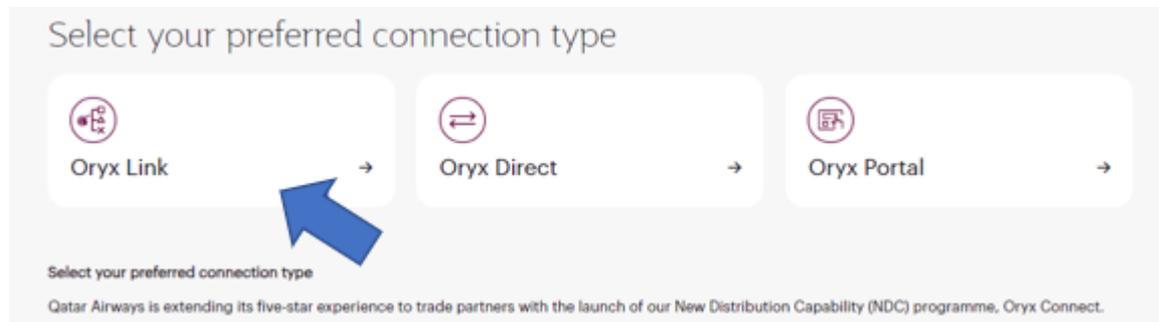


Adding Aggregator PCCs on the NDC Oryx Link

Adding Aggregator PCCs on the NDC Oryx Link

To connect your agency with an aggregator on the NDC Oryx Link, follow these steps:

1. **Confirm with your aggregator**
Your aggregator will provide a PCC (Pseudo City Code) for your agency to use.
2. **Log in to the Trade Portal**
The registered Manager should log in and go to the NDC widget on the dashboard.
3. **Click “Add new Connection”**
This opens the NDC Request Page.
4. **Select Oryx Link**
On the request page, click on the Oryx Link option.
5. **Enter Aggregator Details**
 - Choose the aggregator from the dropdown list
 - Enter the last 3 alphanumeric characters of the PCC provided
6. **Click “+ Add PCC”**
The PCC will appear below once added.
7. **Submit the Request**
Click Submit to send the request to the Qatar Airways NDC team for processing.
- 8.



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Oryx Link
Connect through an approved aggregator to access our offers, flight availability, fares and ancillary products.

[Aggregator list](#)

Choose your aggregator

Select aggregator
Verteil

Verteil Altea NDC 18.1
[Read more](#)

Enter the PCC of the selected aggregator

VTLQA393 + Add PCC

Remarks
Enter remarks

[Submit](#)

Enter the PCC of the selected aggregator

+ Add PCC

VTLQA333

Remarks
Enter remarks

[Submit](#)

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Requesting access to NDC Oryx Portal:

Only users with the role of **Manager** or **Group Manager** can request access to the NDC Oryx Portal (only for the IATA they are registered under).

Steps to Submit a Request:

1. **Log in** to the Trade Portal.
2. On the dashboard, locate the **NDC widget**.
3. **Click:**
 - **“Request Access”** if this is your first time requesting NDC access.
 - **“Request New Connection”** if you’ve previously submitted a request.
4. On the **NDC Request Page**, select the **Oryx Portal** category and click **“Register.”**

This action will create a request in the system for the Qatar Airways NDC team to review.

After Approval:

- Once your request is approved, the **“Book Flight”** button will appear on the NDC widget.
- Clicking this button will take you directly to the NDC Oryx Portal.

Granting Access to Other Users:

Managers and Group Managers can also grant Oryx Portal access to other users within their agency:

- Go to **My Profile > Agency Group** tab.
- Select the user.
- Toggle the Oryx Portal access on or off as needed.

Prerequisites for Access

To request access to the NDC Oryx Portal, your agency must:

- Have a **manager** registered on the Trade Portal.
- Be granted **Ticketing Authority**.

Note: Oryx Portal access can only be requested by managers for the IATA they are registered under (not other IATAs/agencies within their group, access for agencies within a group can only be requested by the managers registered under each IATA/agency)

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Introducing Oryx Connect

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



Request NDC access
Discover our NDC program and request to connect.
[Request access](#)



About NDC
Discover and learn more about our NDC programme.
[Learn more](#)



NDC Support
Reach out to us in case you are facing any issues.
[Raise your query](#)

[Cancel](#)



Oryx Exclusive Benefits

[Learn More](#)



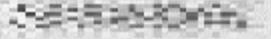
Oryx Portal Access



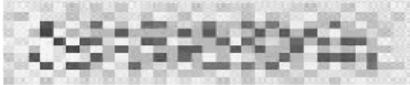
Oryx Link Access



Oryx Direct Access

		Agent	Make admin
		Agent	
			Delete user

Manage Portal Access



Product access

Oryx Portal access

Access Oryx Portal

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How to submit a query on Trade Portal?

If you need assistance or wish to raise a query, there are two easy ways to access the **Query Submission Page**:

Option 1: Via the Self-Services Widget

- After logging in, go to the **dashboard**.
- Click on the **Self-Services** widget.
- Select the option to **Raise a Query**.

Home >> Self Services

self services
Includes 24/7 access to a suite of support tools to better manage your customer booking requirements. Service requests include name correction/change, fare rule waivers, Qgroups access, e-learning and more.

Ok to board Request OKTB for one of your client PNRs	Name correction / change Request name correction/change for one of your PNRs	Qsuite quad access Unlock a Qsuite quad for one of your PNRs	STPC Request Raise STPC request based on your clients needs
Fare rule waiver Raise a waiver request for your client	Track your request Check your status using PNR	Young solo traveller Request arrangements for children travelling alone	Carriage of pets request arrangements for carrying pets
Medical information form Raise special requests based on your clients medical needs	Group request Submit a group booking request	Raise an inquiry Submit your query and our team will assist you	Check-in Check-in your clients for their flight or can cancel check-in here
Split PNR Submit a request to split a PNR	Ticket status Check your client's ticket status and cancel check in		

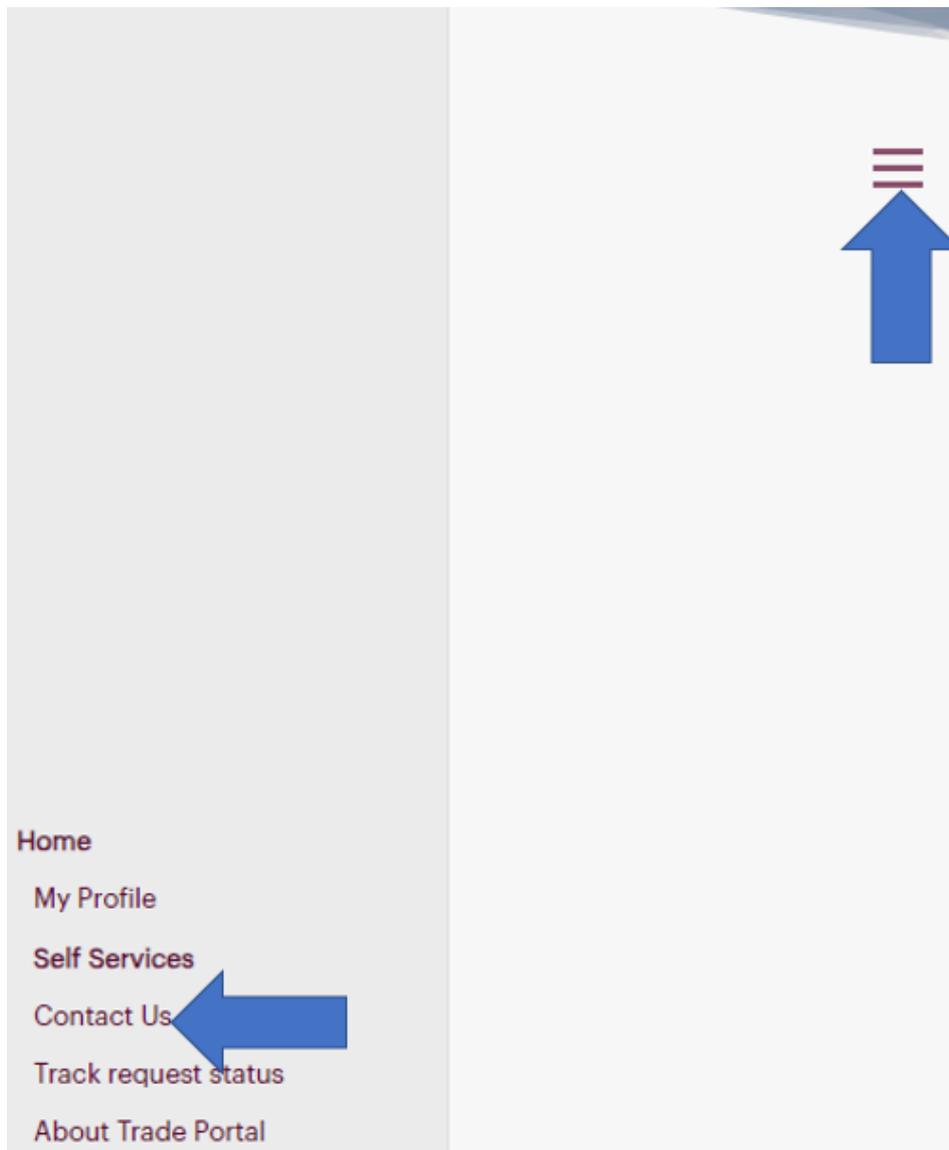
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Option 2: Via the Side Navigation Menu

- From any page after logging in (except the dashboard), open the **side navigation menu**.
- Click on “**Contact Us**” or navigate through the **Self-Services** section to access the **My Queries** page.

These options allow you to submit queries related to bookings, services, or portal functionality directly to the Qatar Airways support team.



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Ancillary services:

Accessing and Purchasing Ancillary Services

Registered users can manage and purchase ancillary services directly through the Trade Portal. These services are available in two locations:

- **Ancillary Widget on the Dashboard**
Displays up to four PNRs with the most recent flights.

- **Ancillary Services Page and search bar**
Shows all recent PNRs issued by your agency's IATA. You can also search for specific PNRs using the search bar.

PNRs are listed based on upcoming flight dates and must be issued under your agency's IATA code.

Service Availability

Each ancillary service will only appear if the selected PNR or itinerary is eligible. For example, if onboard Wi-Fi is not available for a flight, it will not be listed as an option.

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How to Purchase Ancillary Services

1. **Log in** to the Trade Portal.
 2. **Search for a PNR** or select one from the Ancillary widget/page.
 3. Click “**Purchase Now**” next to the desired service (e.g., preferred seats).
 4. You'll be redirected to the **dedicated** page for the selected product
 - No need to re-enter the passenger's last name or PNR.
 5. Select the desired product/passenger, proceed with payment, and receive a confirmation email.
- This process applies to all ancillary services purchases made through the Trade Portal.

Compliment your clients' journey

Booking reference
LB2TA6

Book ancillary services Flight & passenger details

- Upgrade a flight** →
 Take your clients' journey to the next level with an upgrade to premium class
- Select seats** →
 Select your clients' seat in advance and start the journey the way they choose
- Extra baggage** →
 Additional baggage for your clients to carry travel essentials and more
- Onboard Wi-Fi** →
 Help your client to stay connected on board
- Al Maha services** →
 Let us take care of the formalities when your clients' depart, transit or arrive at Hamad International Airport
- Lounges access** →
 Allow your client to dine and relax at one of our lounges
- Sporting equipment** →
 Make sure your sporting equipment or special items are packed to perfection to ensure a smooth journey.
- Departure bundle** →
 Allow your client to experience departure bundle

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Fare rules waiver request:

Submitting a Fare Rule Waiver Request

Travel agents can request a waiver for change or cancellation fees only under the following circumstances:

- **Death of a passenger**
- **Terminal illness**

How to Submit a Waiver Request

- **Change Fee Waiver:** Retrieve the booking using the **PNR**.
- **Cancellation Fee Waiver:** Retrieve the booking using the **ticket number**.

Note: If multiple passengers or tickets are involved, each waiver request must be submitted **individually**.

Once submitted, the request will be reviewed by Qatar Airways. A notification email will be sent to confirm whether the waiver has been **approved or rejected**.

Home > Self Services > Fare rule waiver

Fare rule waiver View History

Raise a waiver request for your client in case of date change or cancellation for tickets issued on QR market fares. Waivers are only available in case of death cases or duplicate tickets due to system error

View all rules and regulations

Please select the waiver type

Date change →
In case any change is made to the originating flight/routing/date.

Ticket cancellation →
In case a refund is requested by the client due to specific reasons

Choose the applicable reason

Death case
Please select this reason in case of death of passenger or immediate family member.

Medical reason
Please select this reason in case of sickness or terminal illness of passenger or immediate family member.

Retrieve your booking details

To proceed with your waiver request, please enter a valid PNR/Ticket number

PNR

Enter PNR Retrieve

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My Learnings:

The **My Learnings** platform allows travel agents to complete Qatar Airways product training courses directly through the Trade Portal.

How to Enroll

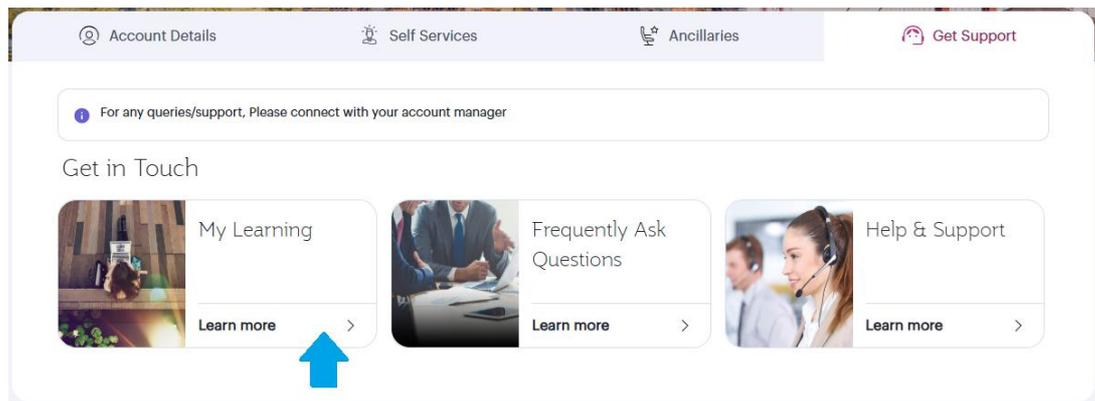
1. Log in to the Trade Portal.
2. On the dashboard, click “**Enroll Now**” under the My Learnings widget.
3. You’ll be redirected to the LMS (Learning Management System) enrollment page.
4. Click “**Enroll Now**” again to complete your registration.

After Enrollment

- A learning profile will be created.
- You’ll receive a confirmation email.
- The dashboard will now show a “**Get Started**” button instead of “Enroll Now.”

Clicking “**Get Started**” will take you to the My Learnings platform, where you can view and complete assigned courses.

Upon completing each course, a **certificate** will be issued.



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Home > > LMS enrollment

Qatar Airways new Learning Hub provides an easier way to learn and sell Qatar Airways products, with interactive courses that allow you to download the certificate once the course is completed.

- Flexibility**
Our online Learning Hub is available 24/7 for you to access our exclusive training content.
- Knowledge**
Learn more about our award-winning products, services and benefits, helping you to effectively promote Qatar Airways to your clients and customers.
- Recognition**
Upon successful course completion, you will be rewarded with a digitally signed certificate by Qatar Airways, that you will be able to generate online.
- Ways of Learning**
Our courses are designed online to provide an interactive and engaging experience, allowing you to learn about Qatar Airways more effectively, and at your own pace.

[Enroll Now](#)

https://qatarairways-stg.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=-67&tab_id=-1

Welcome Blue !

Your inbox View Training record (0 approved training selection(s)) (Registered for 0 training selection(s))	Your assigned training No assigned training
---	---

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User Roles:

Each registered user on the Trade Portal is assigned a specific role, which determines their access and permissions. Below is a breakdown of each role and its capabilities:

Manager

- One Manager is allowed per IATA.
- Can invite and register new users.
- Can assign Admin roles and grant access to the Oryx Portal.
- Can submit NDC requests for their IATA.
- Can delete users within their IATA.
- Can view user lists for their IATA and any grouped IATAs.
- Can request Discover Qatar (DQ) access.
- Has full access to the Oryx Portal

Group Manager (for grouped IATAs)

- One Group Manager per IATA.
- Same permissions as a manager, with additional access to manage users across all IATAs within the group

Admin

- Multiple Admins can be assigned by the Manager.
- Can delete users and view user lists within their IATA.
- Can use all self-services for PNRs issued by their IATA.
- Can request DQ access.
- Can access the Oryx Portal once granted by the Manager

Group Admin (for grouped IATAs)

- Assigned by the Group Manager.
- Can manage users across their IATA and other IATAs in the group.
Can request DQ access.
- Can access the Oryx Portal once granted by the Group Manager.

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Agent

- Multiple Agents can be registered per IATA.
- Can use all self-services for PNRs issued by their IATA.
- Can request DQ access.
- Can access the Oryx Portal once granted by the Manager.

Table of user roles and permitted actions:

Action	Manager	Group Manager	Admin	Group Admin	Agent
Invite/Register Users	✓	✓	✓	✓	X
Assign Admin Role	✓	✓	✓	X	X
Submit NDC Request	✓	✓	✓	X	X
Delete Users	✓ (own IATA)	✓ (own & group IATAs)	✓ (own IATA)	✓ (own & group IATAs)	X
View User Lists	✓ (own & group IATAs)	✓ (own & group IATAs)	✓ (own IATA)	✓ (own & group IATAs)	X
Request DQ Access	✓	✓	✓	✓	✓
Access Oryx Portal	✓	✓	✓ (if granted)	✓ (if granted)	✓ (if granted)
Use Self-Services (PNRs under IATA)	✓	✓	✓	✓	✓

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User Management:

Managers, Group Managers, Admins, and Group Admins can add new users to their agency via the **My Profile** page on the Trade Portal.

How to Add Users

1. Go to the **My Profile** page.
2. Click on the “+ Add Users” button.
3. Enter the user’s **email address**, select their **role**, and choose the appropriate **IATA/agency**.
4. Submit the invitation.

This action sends an email to the invited user, prompting them to complete their profile and submit a registration request for approval.

Below table shows the role types and what types of user roles can be added based on their registration):

Role	Agency Access	Can Add Agent	Can Add Admin	Can Add Group Admin
Group Manager	Can select own + grouped agencies	✓	✓	✓
Manager	Own agency only (read-only)	✓	✓	X
Group Admin	Can select own + grouped agencies	✓	X	X
Admin	Own agency only (read-only)	✓	X	X
Agent	No access	X	X	X

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User Invite (adding users):

Only users with the roles of **Manager**, **Group Manager**, **Admin**, or **Group Admin** can invite others to register under their agency or agency group.

Note: Managers and Group Managers must first assign Admins or Group Admins to allow them to send invitations.

How to Send an Invitation

1. Log in to the Trade Portal.
2. Go to [My Profile page](#) and open the **Agency Group** tab.
3. Click “+ Add New User” to open the invitation form.
4. Fill in the required fields:
 - **Email address** of the user to be invited
 - **Role** to be assigned (Agent, Admin, etc.)
 - **IATA/Agency code** (only visible to Group Managers and Group Admins)

You can invite up to **10 users per submission**. To invite more, repeat the process after the first batch is submitted.

Home > My Profile

My profile Company details Agency group Communication

Registered IATA Entire group Pending invites Role Guidelines + Add New User

3 Members

Search by user name or email. Search Filter

Users	Role	Access to	Last accessed on
Al az	Group Manager		11-Jun-2025
T tt	Group admin		12-Jun-2025
C z	Agent		

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After Sending the Invite:

- A confirmation pop-up will appear.
- The invitation will be listed under the **Pending Invites** tab.
- The invited user will receive an email with a **“Complete Registration”** link.
- Once the user fills in their details, a registration request will be submitted for approval.
- Upon approval, the user will receive a welcome email to set their password.

Note: Invitations expire after **48 hours**. If expired or deleted, the user will not be able to complete registration.

Dear Agent,

An account has been created for you on Qatar Airways Trade Portal.
Please click on the link below to complete your registration

Note that this link will expire in xx hours.

Sincerely,
Qatar Airways Trade Portal

[Complete Registration](#)

Once you log in to our Trade Portal, you can take advantage of:

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User Details

Job title			
Title	▼	First name	Last name
Code (Optional)	▼	Landline number	
Code (Optional)	▼	Mobile number	

Subscribe to regular newsletter and updates on my email (optional).

I agree to the [terms and conditions](#), and understand that my information will be processed in accordance with the Qatar Airways [Privacy Notice](#).

Cancel

Submit

Managing Invitations:

Managers and Admins (including Group roles) can:

- **Resend** invitations
- **Delete** invitations (this cancels the registration request)

My profile

Company details

Agency group

Communication

Registered IATA

Entire group

Pending invites

[Role Guidelines](#) + [Add New User](#)

⚠ The user invite link will expire within 48hrs from the time it's created/resent.

User	User Role	Agency/IATA	Created Details
	Agent		
	Agent		Expired Invite ⓘ

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⚠ The user invite link will expire within 48hrs from the time it's created/resent.

User	User Role	Agency/IATA	Created Details
	Agent	Agency Name IATA Code	Abu M... Resend Invite Delete Invite
	Agent	Agency Name IATA Code	Expired Invite

Register for an account

Welcome to the Qatar Airways Trade Portal

You have been invited to join Trade Portal. Complete the following details to get started.

Select agency type: IATA/TIDS/ARC
Enter 7 digit IATA code: Not available

Agency Details

Company name: [Redacted]
Address: [Redacted]
Country: [Redacted]
City: [Redacted]
ZIP Postal Code: [Redacted]

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Access Level:

When managers add users under an agency, they can also set access permissions in three ways:

- **Account:**
Limits access to the specific agency account, the user is registered under.
- **PCC:**
Restricts access to a single PCC (Pseudo City Code) under the agency account (when a user access is assigned to a specific PCC under the agency/IATA).
- **Group (for agencies with multiple IATAs):**
Grants access to all agents within the linked IATA group.

Note: Managers will be able to change the access level permission via “My profile” page

Each user will only be able to access PNRs/tickets:

- Issued either under a specific PCC (if assigned a PCC access level)
- Issued by the agency/IATA only (if given account access)
- Issued by any IATA/agency within the IATA group (if given group access)

Note: there is another option to retrieve and service PNRs/tickets issued by other PCCs if the logged in user is aware of the PCC that created the PNR/ticket by entering the PCC number or Cluster OID)

Retrieve your booking details

1 Please enter your booking details to proceed with your request

PNR
 Ticket Number

⚠ This PNR is not booked or issued by your office ID. Please Enter the Office ID used to book or issue this PNR.

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Add New User ✕

Team Member 1 🗑️

Agent email

Agent type ▼
Agent

6589666 - Qatar New Test Agency 01 ✕

User Access Permission ⊙

Group Level Account Level PCC

Oryx Portal access

+ Add another user

Invitation Permissions by Role:

Role	Can View Pending Invites	Can Invite Agent (Own Agency)	Can Invite Agent (Agency Group)	Can Invite Admin (Own agency)	Can Invite Admin (Agency Group)	Can Invite Group Admin (Own/Group)
Group Manager	✓	✓	✓	✓	✓	✓
Manager	✓	✓	✗	✓	✗	✗
Group Admin	✓	✓	✓	✗	✗	✗
Admin	✓	✓	✗	✗	✗	✗
Agent	✗	✗	✗	✗	✗	✗

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Common errors and their workarounds:

Below are frequent issues users may encounter while using the Trade Portal, along with recommended solutions:

Error 1: “Something went wrong, please try again later”

Cause:

This error may appear when submitting requests or using self-services. It's typically due to:

- Network interruptions
- Connection issues
- System updates or content changes

Solution:

- Clear your browser cache
- Avoid using bookmarked or favorite links
- Do not access the portal while connected to a VPN

A screenshot of a dark grey error message box with a white border. On the left, there is a small blue circle with a white lowercase 'i' icon. To its right, the text "Something went wrong, please try again later" is displayed in a white sans-serif font. The box is set against a light grey background.

i Something went wrong, please try again later

Error 2: “This self-service is not allowed for PNRs not issued by your travel agency”

Cause:

This occurs when a user tries to access services for a PNR or ticket issued by a different IATA/TIDS/ARC than the one they are registered under.

Solution:

- Ensure the PNR/ticket was issued by your agency or a grouped agency
- Grouping must be enabled for cross-agency access
- If the agency is not part of a group or grouping is disabled, access will be restricted

A screenshot of a dark grey error message box with a white border. On the left, there is a small red circle with a white lowercase 'i' icon. To its right, the text "STPC service is not allowed for PNRs not issued by your travel agency." is displayed in a white sans-serif font. On the far right of the box, there is a small white 'x' icon. The box is set against a light grey background.

i STPC service is not allowed for PNRs not issued by your travel agency. **x**

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Error 3: Registration Error – Agency Details Not Found

Cause:

This happens when the system cannot retrieve your agency's details from the IATA or provider feed after entering your IATA/TIDS/ARC or GDS-PCC code.

Solution:

- Verify your agency details directly with IATA
- Ensure the code entered is correct and active

The screenshot shows the 'Create a New Account' registration page. The breadcrumb navigation is 'Home > > Registration'. Below the heading, there is a link to 'Registration Guidelines'. The instruction 'Please fill the fields below' is followed by two input fields: 'Type of Agency' (a dropdown menu with 'IATA/TIDS/ARC' selected) and 'Enter 7 digit code' (with '9619037' entered). A red error message 'Agency details not found.' is displayed below the 'Type of Agency' field. A blue arrow button is visible to the right of the second field.

Error 4: Login Issues for Unregistered or Deleted Users

Scenarios:

- Unregistered users may receive an OTP but cannot log in
- Deleted or inactive users may see:
"You don't have access to Trade Portal (Deleted/inactive, contact does not exist, not a Trade Portal contact)"

Solution:

- Confirm your registration status
- Clear browser cache and access the login page directly (not via bookmarks)
- Check your email's junk/spam folder for the OTP email (sent via Microsoft)

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Authentication is done successfully !

i You don't have access to Trade Portal (Deleted/Inactive, Contact does not exist, Not a Trade Portal contact).

[Go to home page](#)



Should users encounter any system errors, they are encouraged to report the issue directly to their assigned sales representative or contact our support team through the designated channels available on the Trade Portal.

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Frequently asked questions (FAQS):

Registration:

Who can register on the Trade Portal?

Only one Manager per IATA/agency can register directly. Other users must be invited by the registered Manager.

What credentials are needed for registration?

You need an IATA/TIDS/ARC code or GDS-PCC code. Booking agents are recommended to use GDS-PCC.

What happens after submitting a registration request?

The request is reviewed. If approved, a welcome email is sent with a password creation link. After setting the password, an OTP verification is required to access the dashboard.

Who can self-register on the Qatar Airways Trade Portal?

Agents can self-register **only if** there is already a **Manager or Admin** registered under the same **IATA/Agency**.

Why can't I see the self-registration option?

Self-registration is not available if **no Admin or Agent** is currently registered under your IATA/Agency. In this case, the agency must first be onboarded by Qatar Airways.

How do I submit a self-registration request?

1. Go to the **Trade Portal Registration** page.
2. Complete all required details.
3. Submit your registration request.

Once submitted, your request will be sent for approval.

What happens after I submit my registration request?

A **notification email** is automatically sent to the registered **Admin and/or Manager** under your IATA/Agency, informing them that your request is pending approval.

Where can Admins or Managers review registration requests?

Admins and Managers can review requests by logging into the Trade Portal and navigating to:

My Profile → **Pending Invites**

From there, they can **approve or reject** each request.

What is the "Pending Invites" section?

The **Pending Invites** section displays:

- Agents who were **invited** by an Admin or Manager
- Agents who **self-registered** and are awaiting approval

Each request is clearly marked with a status such as "**Invited**" or "**Awaiting Approval**."

Can my registration be approved automatically?

Yes. Your registration will be **automatically approved** if:

- Your IATA/Agency has an **email domain verified by Qatar Airways**
- The email address you used to register **matches the verified domain**
- There is already a **Manager or Admin** registered under your agency

Will I still need Admin or Manager approval if my request is auto-approved?

No. If all automatic approval conditions are met, your access is granted **without manual approval**.

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What access levels can be assigned after approval?

When approving a registration, the Admin or Manager can assign one of the following access levels:

- **IATA/Agency-level access**
Allows the agent to service all bookings under the IATA/Agency.
- **PCC-specific access**
Restricts the agent to service only **PNRs created or issued by a specific PCC** within the IATA/Agency.

Can access levels be changed later?

Yes. Admins and Managers can update an agent's access level at any time through the Trade Portal.

What happens if my registration request is rejected?

If your request is rejected, you will not be granted access to the Trade Portal. You may contact your agency's **Admin or Manager** for clarification or request resubmission if needed.

Who should I contact if I face issues with registration?

If you experience issues, please contact your agency's **Admin or Manager** first. If further support is needed, reach out through the official **Qatar Airways Trade Portal support channels**.

Self-Services:

What services are available under self-services?

Includes name correction, STPC request, group booking, fare rule waiver, ticket status, check-in, medical forms, carriage of pets, and more.

Can I use self-services for tickets not issued by my agency?

No. Services are only available for PNRs/tickets issued by your registered IATA/agency.

Ticketing Authority:

What is Ticketing Authority?

It allows agencies to issue tickets on Qatar Airways stock (157), based on accreditation.

How do I apply for Ticketing Authority?

Login to the Trade Portal, go to the Ticketing Authority page, upload required documents, and submit the request.

What documents are needed for a new request?

Credit application, financial security, audited financials (2 years), IATA certificate, and commercial registration.

What if my agency had Ticketing Authority before?

Use the "Reinstate" option and submit the reinstatement letter along with required documents.

Can I request Ticketing Authority for a branch agency?

Yes. Use the "Branch" option and submit similar documents as a new request.

What is the process for TIDS agents?

Apply via IATA's TIDS program. Once approved, you'll receive a unique code to use on the Trade Portal.

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Discover Qatar (DQ) Access

How do I request access to Discover Qatar?

Click "Request access" on the DQ widget. Once approved, the button changes to "Book now" for direct access.

NDC Oryx Portal

Who can request access to the NDC Oryx Portal?

Only Managers or Group Managers.

What are the prerequisites?

Manager must be registered, and Ticketing Authority must be granted.

How do I add aggregator PCCs?

Managers can add PCCs via the NDC widget by selecting the aggregator and entering the PCC.

Queries & Support

How do I submit a query?

Use the self-services widget or side navigation menu to access the "Contact Us" page.

Ancillary Services

How do I purchase ancillary services?

Search for your PNR, select the service, and proceed to payment via the redirected QR.com page.

What services are available?

Preferred seats, extra baggage, onboard Wi-Fi, lounge access, Al Maha services, sporting equipment, and more.

Fare Rule Waiver:

When can I request a fare rule waiver?

For death or terminal illness cases only.

How do I submit a waiver request?

Navigate to the waiver page, select waiver type, retrieve PNR/ticket, attach documents, and submit.

My Learnings Platform:

How do I access training courses?

Click "Enroll now" or "Get started" on the dashboard to access the My Learnings platform.

What happens after enrollment?

A learning profile is created, and users receive a certificate upon course completion.

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User Roles & Permissions:

What are the available user roles?

Manager, Group Manager, Admin, Group Admin, Agent.

What can each role do?

Roles vary in permissions for user management, access to services, and ability to submit requests.

User Management & Invitations:

Who can invite new users?

Managers, Group Managers, Admins, and Group Admins.

What is the invite process?

Fill in user email, role, and IATA (if applicable), then send the invite. Users must complete registration within 48 hours, or the "complete registration" link will expire.

Can invites be managed?

Yes. Invites can be deleted or resent. Expired or deleted invites cannot be used.

Common Errors & Troubleshooting:

What does "Something went wrong" mean?

Usually due to network issues or page updates. Clear browser cache and avoid using VPN/bookmarked pages.

Why am I getting "Service not allowed for PNRs not issued by your agency"?

This occurs when trying to access services for PNRs issued by a different agency not in your agency group, you will only be able to retrieve PNRs/tickets issued or created by your agency.

What if my agency details aren't found during registration?

Contact IATA and the designated Sales representative in your region to verify your agency's information.

What if I can't log in even after receiving OTP?

You may not be registered, or your profile may be inactive. Check with your agency manager or support, while also considering that in some cases, your local IT might be blocking the OTP verification email on an organizational level.

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Important links:

Post login:

Registration:

<https://www.qatarairways.com/tradeportal/en/registration.html>

NDC overview:

<https://www.qatarairways.com/tradeportal/en/ndc-oryx-connect.html>

Ticketing authority:

<https://www.qatarairways.com/tradeportal/en/postlogin/ticketing-authority.html>

Queries:

<https://www.qatarairways.com/tradeportal/en/postlogin/enquiries.html>

Ancillary services (post login):

<https://www.qatarairways.com/tradeportal/en/postlogin/ancillary.html>

My profile page:

<https://www.qatarairways.com/tradeportal/en/postlogin/myprofile.html>

Pre-login pages:

Booking & ticketing guidelines: (Pre-login):

<https://www.qatarairways.com/tradeportal/en/bookingnticketing.html>

Policies: (Pre-login)

<https://www.qatarairways.com/tradeportal/en/policies.html>

Ancillary services (Pre-login)

<https://www.qatarairways.com/tradeportal/en/ancillaryservices.html>

Special services (Pre-login):

<https://www.qatarairways.com/tradeportal/en/specialservices.html>

Help page:

<https://www.qatarairways.com/tradeportal/en/Help.html>