

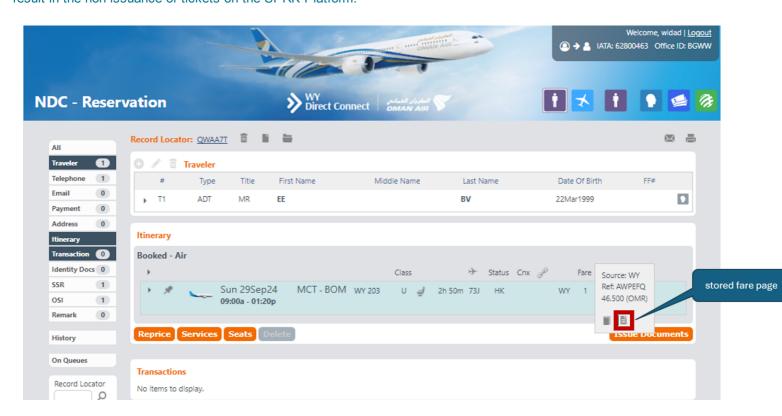


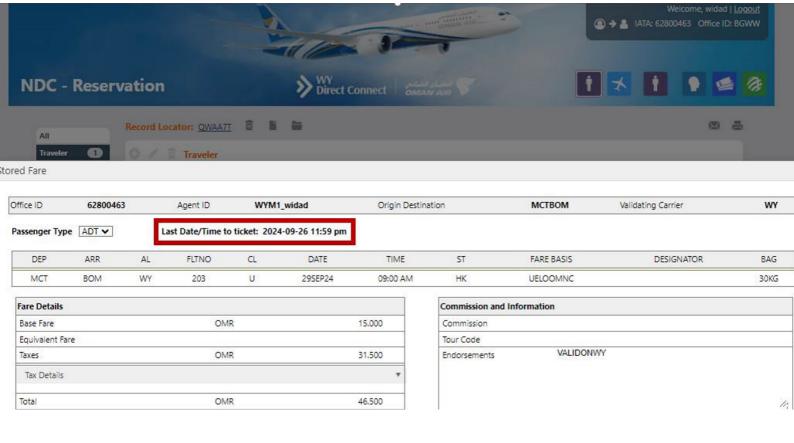
## Dear valued trade partner,

Thank you for using the WY Direct Connect NDC SPRK Platform. We are excited to inform you that we have uploaded a series of training videos to help you familiarise yourself with all SPRK functionalities. For access, kindly visit https://ndcsprk.omanair.com and click on the "SPRK Training" tab.



Check fare validity before ticket issuance: It is important that you check fare validity before you attempt to issue tickets on our NDC SPRK Platform. If you are attempting to issue tickets for NDC Orders booked the previous day, you need to follow the below steps to check whether you are within the fare validity or not. If the fare validity has expired, you will have to use the REPRICE Option to re-price the fare and then attempt to issue tickets. Kindly note that failure to follow the below steps will result in the non-issuance of tickets on the SPRK Platform.





We would like to take this opportunity to remind you once again that our partnership with TPConnect's NDC Platform comes to an end very soon. Post 26 Nov 2024, all Travel Agents & API customers will no longer be able to book, ticket or service orders through this platform. Hence, we urge you to migrate to our WY Direct Connect NDC SPRK Platform at the earliest.

## For further queries & support, kindly reach out to the NDC Support Team as follows:

- 1. Email wyndcsprk@omanair.com from (SUN-THU) 0700 until 1500 hrs MCT.
- 2. Email MCTSupport@omanair.com with a copy to wyndcsprk@omanair.com from 1500 until 2100 hrs MCT (SUN-THU) & from 0700 until 2100 hrs on weekends & holidays.
- 3. Contact our Call Centre Team on +968-24531111 from 2100 to 0700 hrs on all days.

Warm Regards,
WY Direct Connect NDC Team

