



December 10, 2024

Important Advisory - WY Direct Connect NDC SPRK Platform

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://ndcspkr.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 reprice 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.

The screenshot displays the NDC - Reservation interface. At the top, there is a header with an airplane image, the text "NDC - Reservation", and "WY Direct Connect" with the OMAN AIR logo. A user profile bar shows "Welcome, widad | Logout" and "IATA: 62800463 Office ID: BGWW".

On the left, a sidebar contains various filters: All, Traveler (1), Telephone (1), Email (0), Payment (0), Address (0), Itinerary, Transaction (0), Identity Docs (0), SSR (1), OSI (1), Remark (0), History, On Queues, and Record Locator.

The main content area shows the "Record Locator: QWAAAT". Below this, the "Traveler" section contains a table with the following data:

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
T1	ADT	MR	EE		BV	22Mar1999	

The "Itinerary" section shows a "Booked - Air" entry with the following details:

	Class	Status	Cnx	Fare	Source
Sun 29Sep24 09:00a - 01:20p	MCT - BOM WY 203	U	2h 50m 73J HK	WY 1	WY

A callout box points to a document icon in the "Issue Documents" section of the itinerary row, with the text "stored fare page". The callout box also displays the following information:

Source: WY
Ref: AWPEFQ
46.500 (OMR)

Buttons for "Reprice", "Services", "Seats", and "Delete" are visible below the itinerary row. The "Transactions" section at the bottom shows "No items to display."

Record Locator: QWAAAT

Traveler

Office ID: 62800463 Agent ID: WYM1_widad Origin Destination: MCTBOM Validating Carrier: WY

Passenger Type: ADT Last Date/Time to ticket: 2024-09-26 11:59 pm

DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	BAG
MCT	BOM	WY	203	U	29SEP24	09:00 AM	HK	UELOOMNC		30KG

Fare Details	
Base Fare	OMR 15.000
Equivalent Fare	
Taxes	OMR 31.500
Tax Details	
Total	OMR 46.500

Commission and Information	
Commission	
Tour Code	
Endorsements	VALIDONWY

Passenger Name – Maximum Character Limits: It is important to follow the below Maximum Passenger Name Character Limits. If the below is not followed while creating NDC Orders, Tickets will never get issued through NDC SPRK Platform/API's.

- Pax Maximum GivenName length = **24** (i.e. Title/FirstName/MiddleName including spaces)
- Pax Maximum Surname length = **27**
- Pax Surname & GivenName combo Length = **47** (inclusive of Space, Slash & Pax. Title)
- In case of INF passenger, the maximum Character limit should be ADT+INF combo = **47** (inclusive of Space, Slash & Pax. Title)
- If the Passenger Names are too long, kindly follow the below IATA Rule.

IATA Rule: As per the IATA rule, whenever possible, use given names (first and middle), initials and/or titles to supplement a family name to ensure accuracy and differentiate identification, and for the usage of the same name on the ticket as in the PNR. Place the

given names (first and middle), initials and/or title, after the family name and separate reference to each passenger by a single oblique, e.g. KUTTAN CHETTIAR/U R MR.

Displaying all Private fares with Account Codes on SPRK Platform: If Private fares with Account Codes are filed for your Agency on NDC Platform, you should input the Account Code and select Corporate ID option on ADD Air screen as shown below to display & sell the Private Fares.

The screenshot displays the 'NDC - Add Air' interface. At the top, there is a header with a blue background featuring an airplane and the text 'WY Direct Connect' and 'OMAN AIR'. The user is logged in as 'viraf' with IATA: 62800463 and Office ID: BGWW. The main content area is divided into several sections:

- Pricing Options:** Includes radio buttons for 'Published Fares', 'Contract Fares', and 'Both' (selected). There are also checkboxes for 'Check/Uncheck All', 'Advance purchase', 'Allow Penalties', 'Minimum Stay', and 'Maximum Stay'.
- Travelers:** A section with a 'Type' dropdown set to 'ADT' and a 'Count' spinner set to '1'. A '+ Travelers -' button is visible.
- Qualifiers:** A section with a 'Type' dropdown set to 'Corporate ID', a 'Code' input field containing 'XYZ01', a 'Name' dropdown, and an 'Airline' dropdown set to 'WY'. A '+ Qualifiers -' button is visible.
- E-Ticket Information:** A section that is currently collapsed.

At the bottom center, there is an orange 'Continue' button.

We would like to take this opportunity to remind you once again that our old TPConnects NDC Platform has been discontinued and you have a view-only Access on the same. All Travel Agents & API customers will no longer be able to book, ticket or service orders through this platform. Hence, we urge you make all new NDC Bookings on WY Direct Connect NDC SPRK Platform. For any after sales support desired for the orders created on TPConnects NDC Platform, kindly contact NDC Support Team on the below email addresses to assist you on the same.

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

