



February 25, 2026

Important Advisory - WY Direct Connect NDC SPRK Platform

Dear valued Trade Partner,

Thank you for using the WY Direct Connect NDC SPRK Platform. Before using our NDC SPRK Platform, we request you to familiarize yourself with the important SPRK Platform functionalities by accessing the SPRK Platform training videos using the link, <https://ndcsprk.omanair.com> and click on the “**SPRK Training**” tab.



Use of Queue Management Functionality Critical: The Queue Management functionality on NDC SPRK Platform enables Oman Air to inform Travel Agents and Service Providers of important *involuntary changes* made to NDC Orders (e.g., **Schedule Changes, Ticketing Time-limit, Flight Cancellations or flight revalidations after ticket issuance**). Hence, it is extremely important for all SPRK Platform users & NDC API Customers to constantly monitor their Office Queues several times daily and take appropriate actions to inform your passengers about the same. Oman Air would also urge all our NDC API Customers to carry out OCN Testing & Certification at the earliest possible as per notification sent earlier.

Office Queues

Office Queues overview

Queue folders

Office Queues are folder repositories containing Orders that are placed either automatically or manually. Each Order is placed in a specific Queue for a defined purpose. Agencies can have access to additional Queues specified for internal agency use.

Office Queues

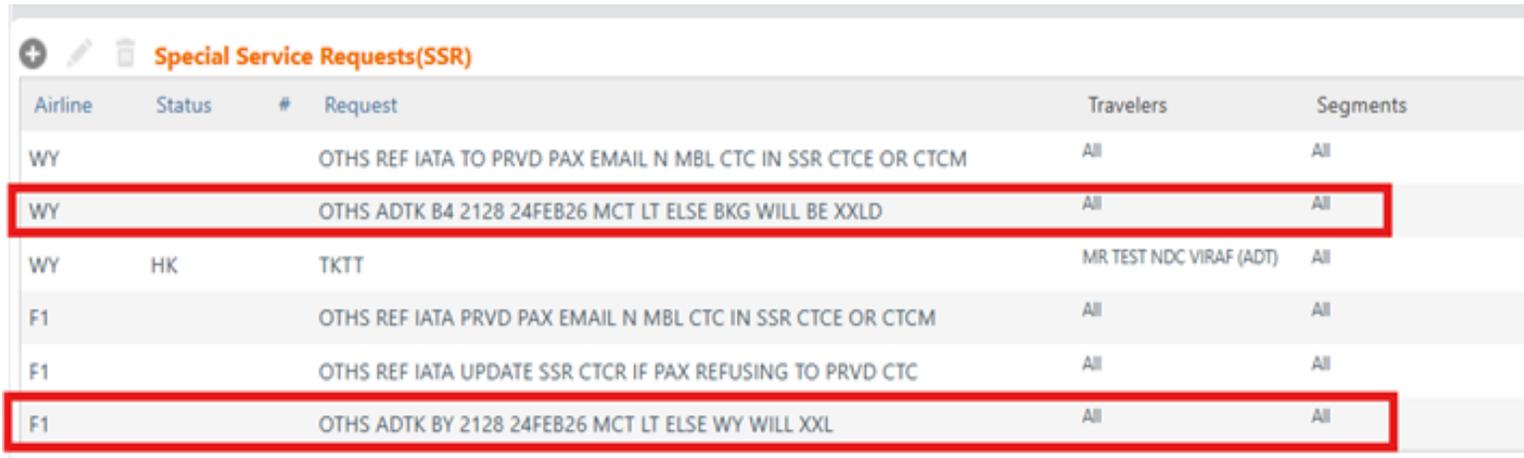
Count Summary. The Count Summary handles the criteria for the Queues display at the agency level, with controls for **Office ID**, **Source**, and an option to filter by agent.

Queues Grid. Displays the list of Queues currently containing Orders with options to **Clean** or **Open** them, as well as a Navigator that allows moving between pages of Queues if there are more than ten in the list.

Queue <#>. When the **Open** (folder) icon is clicked for a given Queue on the left panel, the list of Orders found on this Queue will display on the right panel. Clicking the **Record** number for a listed item will open the Order in the *Sprk NDC* Workspace.

Position	Date Time	Category	Placed by	Office ID	Record
1	2023-06-28 22:00:18	AutomationQueue	nbollineri	AVD9	XXXXXXXX
2	2023-06-29 01:32:21	AutomationQueue	soapui	AHD6	

Adhere to Oman Air's Ticketing Time-Limit: Oman Air generates Automated Ticketing Time-limit through Sabre Sonic Inventory (SSI) and it appears as an **SSR Message** post few minutes of NDC Order creation. This is the real ticketing time-limit provided by Oman Air which should be adhered to or else un-ticketed Orders would be automatically cancelled by Oman Air.



The screenshot shows a table titled "Special Service Requests(SSR)" with the following columns: Airline, Status, #, Request, Travelers, and Segments. The table contains several rows, with two rows highlighted by a red border. The highlighted rows are:

Airline	Status	#	Request	Travelers	Segments
WY			OTHS REF IATA TO PRVD PAX EMAIL N MBL CTC IN SSR CTCE OR CTCM	All	All
WY			OTHS ADTK B4 2128 24FEB26 MCT LT ELSE BKG WILL BE XXLD	All	All
WY	HK		TKTT	MR TEST NDC VIRAF (ADT)	All
F1			OTHS REF IATA PRVD PAX EMAIL N MBL CTC IN SSR CTCE OR CTCM	All	All
F1			OTHS REF IATA UPDATE SSR CTCR IF PAX REFUSING TO PRVD CTC	All	All
F1			OTHS ADTK BY 2128 24FEB26 MCT LT ELSE WY WILL XXL	All	All

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 steps below 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 steps below will result in the non-issuance of tickets on the SPRK Platform.

Welcome, widad | [Logout](#)
IATA: 62800463 Office ID: BGWW

NDC - Reservation

Record Locator: [QWAA7T](#) ✖ 📄 🗑

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Traveler

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

Itinerary

Booked - Air

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

Reprice
Services
Seats
Delete

Transactions

No items to display.

Record Locator

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Record Locator

The screenshot displays the NDC - Reservation interface. At the top, it shows the user's name 'Widad' and office ID 'BGWW'. The main header includes 'NDC - Reservation' and 'WY Direct Connect'. Below this, the record locator 'QWAAAT' is visible. The interface shows a 'Traveler' section with a dropdown menu set to 'ADT'. A red box highlights the 'Last Date/Time to ticket: 2024-09-26 11:59 pm'. Below this, a table lists flight details:

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

Below the flight details, there are two sections: 'Fare Details' and 'Commission and Information'. The 'Fare Details' section shows a total fare of 46,500 OMR. The 'Commission and Information' section shows the endorsemments as '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/APIs.

- Pax Maximum Given Name length = **24** (i.e. Title/FirstName/Middle Name including spaces)
- Pax Maximum Surname length = **27**
- Pax Surname & Given Name 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)
- Infant Passenger Name must be entered strictly before creation of Orders on NDC Platform.
- In case Passenger has only One Given Name in their Passport, then as per IATA Rule, the same Name must be entered as First Name as well as Last Name on NDC Platform.
- 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 'NDC - Add Air'. To the right of the header, there is a user profile section with 'Welcome, viraf | Logout', 'IATA: 62800463', and 'Office ID: BGWW'. Below the header, there are several icons representing different services. The main content area is divided into several sections:

- Pricing Options:** This section contains radio buttons for 'Published Fares', 'Contract Fares', and 'Both' (selected). To the right, there is a 'Check/Uncheck All' checkbox (checked) and a list of checked options: 'Advance purchase', 'Allow Penalties', 'Minimum Stay', and 'Maximum Stay'.
- Travelers:** This section has a 'Type' dropdown menu set to 'ADT' and a 'Count' spinner set to '1'. There is a '+ Travelers -' button to the right.
- Qualifiers:** This section has a 'Type' dropdown menu set to 'Corporate ID', a 'Code' text input field containing 'XYZ01', a 'Name' dropdown menu, and an 'Airline' dropdown menu set to 'WY'. There is a '+ Qualifiers -' button to the right.
- E-Ticket Information:** This section is currently collapsed.

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

Selling Ancillaries: All NDC Agents can sell various types of Ancillaries such as Seats, Baggage, Lounge Access, Security Fast Track & Easy Pass as displayed below. We have enhanced our NDC Platform to sell Multiple Ancillaries of the same type as indicated below.

Optional Services priced in OMR

Options for flight WY 101 from MCT - LHR

3 HOURS PRIME CLASS LOUNGE	(ADT) OMR 25.000
5 KGS EXCESS BAGGAGE (ADT) - Selected service needs additional information Quantity (1 - 4) <input type="text" value="1"/>	(ADT) OMR 32.500
10 KGS EXCESS BAGGAGE (ADT) - Selected service needs additional information Quantity (1 - 4) <input type="text" value="1"/>	(ADT) OMR 57.400
20 KGS EXCESS BAGGAGE	(ADT) OMR 98.400
SECURITY FAST TRACK MUSCAT APT	(ADT) OMR 10.000
EASY PASS	(ADT) OMR 10.000

[Continue](#) [Cancel](#) 

PCC Bridging functionality : This functionality allows an Agent to emulate into another PCC and work with PNRs created under an Office ID (PCC) or Agency ID (IATA Number) different from the one under which they are logged in. The agent can also create PNRs under that PCC. The advantage of PCC Bridging is that it is not necessary to log out of one PCC and log back into another. The PCC that the Agent is logged into is called the Home Agency and the one being emulated is called the Bridged Agency. The Agency Information field will show The IATA Number, PCC and Agency Name for the user who is currently logged in. If PCC Bridging is enabled, this field will be replaced with a dropdown list to provide access to any Bridged PCCs.

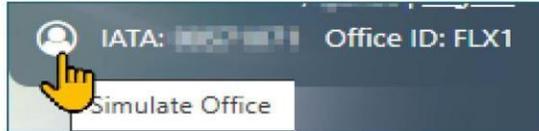
PCC Bridging

PCC Bridging

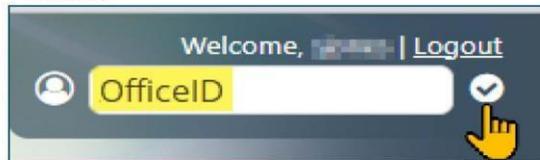
PCC emulation/office simulation

PCC bridging allows an agent to simulate an office, emulate a PCC, and work with Orders created under that Office ID (PCC) or Agency ID (IATA number)

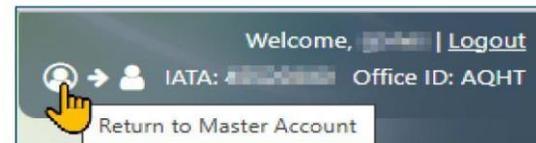
1. Sign into **Sprk NDC** using the PCC Home credentials.
2. Click **Simulate Office**.



3. Enter the Office ID associated to the PCC you want to emulate. Click **Submit**.



4. The bridged PCCs simulated office environment appears. View or update the record(s) as necessary.
5. When you are done, click **Return to Master Account**.



6. Click **Continue** to confirm the message.
7. You are returned to the Master Account.

i Only PCCs within the same airline organization are allowed to bridge.

Important NDC Links:

1. To login to WY NDC Direct Connect SPRK Platform, kindly click on this link [Oman NDC SPRK Platform](#)
2. For NDC SPRK Platform Training videos, kindly click on this link [WY NDC SPRK Training](#)
3. To know more about NDC Channel advantages & benefits, kindly click on this link [WY-NDC-Benefits](#)
4. To register onto IFG Portal and create an IFG Wallet for Deposit Top-up, kindly click on this link [IFG login](#)
5. To view Oman Air's NDC Capabilities on the IATA ARM Registry Page, kindly click on this link [WY ARM Registry Profile](#)

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

Email NDC Support Group email id wyndcspk@omanair.com from (SUN-THU) 0700 until 1500 hrs MCT.

Email NDC Support Group email id wyndcspk@omanair.com on FRI's from 1000 until 1600 hrs MCT.

MCT Support Team will handle all NDC Issues except NDC Refunds from 1500 until 2100 hrs MCT (SUN-THU) & from 0800 until 2100 hrs on Saturday's & National holidays.

Contact our Call Centre Team on +968-24531111 from 2100 to 0700 hrs MCT on all days for any urgent assistance.

Warm Regards,

WY Direct Connect NDC Team

