



July 7, 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.



Mandatory Passenger Contact details & Email Address: Following IATA resolution 830D, all Travel Agents must communicate passenger contact details and email address to Oman Air. Both are **Mandatory** and must be provided as below. For Agents using **NDC SPRK Platform**, “Operational Contact” needs to be checked as shown below for both Phone as well as Email before Order creation. This will ensure Oman Air receives Passenger contact information in the desired IATA SSR CTCM & CTCE formats. **Non-compliance of this IATA Mandate may result in Passengers unable to Manage their Bookings through omanair.com and may face difficulties during the Web Check-in process.**

Telephone

Type	Telephone Number	Operational Contact	Travelers
MOBILE	+968 987865678		All

Emails

Email

Email	Operational Contact	Travelers
VIRAF.TENGRA@OMANAIR.COM		All

Similarly, **WY NDC API Partners** must mark Phone Number & Email Address as Operational by adding **<Label>Operational</Label>** to your Phone & Email address in all **OrderCreateRQ** requests.

Oman Air Host System display of SSR CTCM & CTCE once above formats are followed by Travel Trade Partners.

```
WY FACTS
1.SSR DOCS WY HK1/DB/04JUN08/M/TEST/VIRAF/NDC
2.SSR CTCM WY HK1/96891493464
3.SSR CTCE WY HK1/VIRAF.TENGRA//OMANAIR.COM
4.SSR TKTT WY HK1
5.OSI WY CTCT MCT TEST-OMAN-PROD PCC VIRAF
```

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.

The screenshot displays the 'Office Queues' interface. On the left, the 'Count Summary' section includes a dropdown for 'Office ID' (set to 'F1 - Farelogix') and a 'Refresh' button. Below this is a 'Queues' grid with columns for 'Number', 'Name', and 'Count'. The grid lists various queue types such as 'General', 'Confirmation', 'ChangeOfOwnership', 'Non-Air Segment Notification', 'ScheduleChange', 'Expired Time Limit and SSR Cancellation', 'New Married Condition', and 'Catch-All'. On the right, a detailed view of 'Queue 5' is shown, with columns for 'Position', 'Date Time', 'Category', 'Placed by', 'Office ID', and 'Record'. Two orange arrows highlight the workflow: one points from the 'Open' icon in the 'Queues Grid' to the 'Queue 5' view, and another points from a 'Record' number in the 'Queue 5' view to the 'Sprk NDC Workspace'.

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

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.

Special Service Requests(SSR)						
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	

NDC Orders modified by Oman Air: For all NDC Orders which have been modified/exchanged by Oman Air, it is highly recommended to complete the entire life cycle of the NDC Order directly by contacting Oman Air NDC Support Team on wyndcsprk@omanair.com . It is important to note that NDC SPRK Platform will not have the necessary Ticket data to manage such cases through SPRK Platform. Hence, if an attempt is made to Refund such tickets through SPRK Platform, it will process the refund without any notification and cancel the itinerary as well. In such cases, Oman Air will not be able to re-instate the cancelled NDC Order and Agents will have to book again at the current fare levels.

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.

The screenshot displays the NDC - Reservation interface. At the top, there is a header with a blue background featuring an airplane and the text "NDC - Reservation". To the right of the header, there is a user profile section with the text "Welcome, widad | Logout" and "IATA: 62800463 Office ID: BGWW". Below the header, there is a sidebar on the left with a list of 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 (with a search icon). The main content area is divided into several sections. The first section is "Record Locator: QWAA7T" with a trash icon and a folder icon. Below this is the "Traveler" section, which contains a table with columns: #, Type, Title, First Name, Middle Name, Last Name, Date Of Birth, and FF#. The table has one row with the following data: T1, ADT, MR, EE, BV, 22Mar1999, and an icon. The next section is "Itinerary", which contains a "Booked - Air" section. This section has a table with columns: #, Class, Status, Crn, Fare, and Source. The table has one row with the following data: Sun 29Sep24 09:00a - 01:20p, MCT - BOM WY 203, U, 2h 50m 73J HK, WY 1, and Source: WY Ref: AWPEFQ 46.500 (OMR). Below the table, there are buttons: Reprice, Services, Seats, and Delete. To the right of the table, there is a callout box with the text "stored fare page" and a red square icon. Below the callout box, there is a button labeled "Issue Documents". The final section is "Transactions", which contains the text "No items to display."

Record Locator: QWAA7T

Traveler

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

Itinerary

Booked - Air

#	Class	Status	Crn	Fare	Source
Sun 29Sep24 09:00a - 01:20p	MCT - BOM WY 203	U	2h 50m 73J HK	WY 1	Source: WY Ref: AWPEFQ 46.500 (OMR)

Reprice Services Seats Delete

Issue Documents

stored fare page

Transactions

No items to display.

Stored Fare										
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						Commission and Information				
Base Fare						Commission				
Equivalent Fare						Tour Code				
Taxes						Endorsements				
Tax Details						VALIDONWY				
Total										

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.

WY Direct Connect | **الخطوط العمانية** OMAN AIR

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

NDC - Add Air

Pricing Options

☐ Published Fares
☐ Contract Fares
☒ Both

☒ Check/Uncheck All
☒ Advance purchase
☒ Allow Penalties
☒ Minimum Stay
☒ Maximum Stay

Travelers

Type: ADT Count: 1

+ Travelers -

Qualifiers

Type: Corporate ID Code: XYZ01 Name: Airline: WY

+ Qualifiers -

E-Ticket Information

[Continue](#)

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) 1	(ADT) OMR 32.500
10 KGS EXCESS BAGGAGE (ADT) - Selected service needs additional information Quantity (1 - 4) 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.

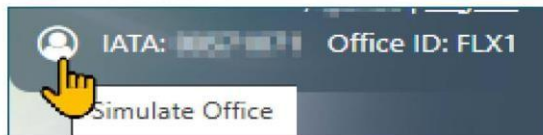
PCC Bridging

PCC Bridging

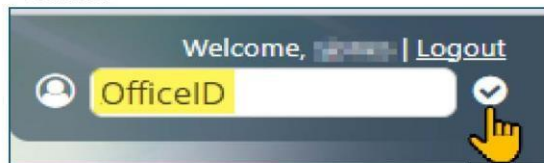
PCC emulation/office simulation

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)

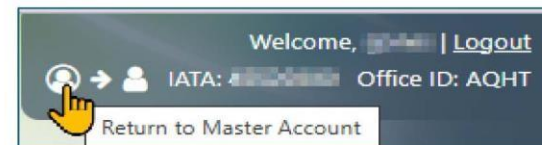
1. Sign into **Sprk NDC** using the PCC Home credentials.
2. Click **Simulate Office**.



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 wyndcsprk@omanair.com from (SUN-THU) 0700 until 1500 hrs MCT.

Email NDC Support Group email id wyndcsprk@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

