July 15, 2025

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 familiarise 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.

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.

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)
- 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.

Selling Ancillaries: All NDC Agents can sell various types of Ancillaries such as Seats, Baggage, Lounge Access, Ok to Board, 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.

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.
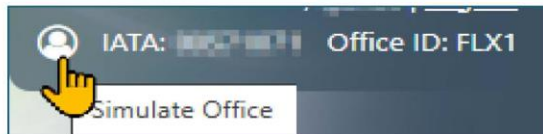

# PCC Bridging

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**.

   IATA: ▓▓▓▓▓ Office ID: FLX1
   Simulate Office

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

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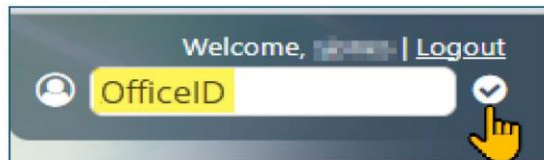
4. The bridged PCCs simulated office environment appears. View or update the record(s) as necessary.
5. When you are done, click **Return to Master Account**.

   Welcome, ▓▓▓▓ | Logout
   → IATA: ▓▓▓▓▓ Office ID: AQHT
   Return to Master Account
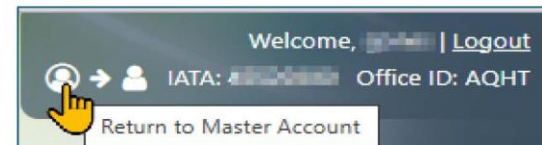
6. Click **Continue** to confirm the message.
7. You are returned to the Master Account.

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

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

1. Email NDC Support Group email id 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 0800 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