



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.

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 filters for 'Office ID' (set to 'F1 - Farelogix') and 'Source' (set to 'F1 - Farelogix'), with a 'Refresh' button. Below this is the 'Queues' grid, which lists various queue categories and their counts. An orange arrow points from the 'ChangeOfOwnership' queue (count 2) in the grid to the right-hand panel. The right-hand panel shows a detailed view of the 'ChangeOfOwnership' queue, listing two items with columns for Position, Date Time, Category, Placed by, Office ID, and Record. Another orange arrow points from the 'Record' number 'XXXXXXX' in the first row of this panel back to the 'ChangeOfOwnership' queue in the grid. The interface also includes pagination controls at the bottom of both panels.

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

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.

The screenshot displays the NDC - Reservation interface. At the top, there is a header with the WY Direct Connect logo and the OMAN AIR logo. The main content area is divided into several sections:

- Record Locator:** QWAA7T
- Traveler:** A table showing traveler details.

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
T1	ADT	MR	EE		BV	22Mar1999	
- Itinerary:** A section titled "Booked - Air" showing flight details.

				Class		Status	Cnx		Fare
	Sun 29Sep24	MCT - BOM	WY 203	U	2h 50m	73J	HK	WY	1
- Transactions:** A section titled "Transactions" showing "No items to display."

A callout box highlights the "Source: WY" and "Ref: AWPEFQ" information, with a label "stored fare page" pointing to it. Below the callout box, there is a button labeled "Issue Documents".

Record Locator: QWAA7T

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)
- 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's a header with a blue background featuring an airplane and the text 'NDC - Add Air'. To the right of the header, there's a user greeting 'Welcome, viraf | Logout' and user information 'IATA: 62800463 Office ID: BGWW'. Below the header, there are several icons representing different services. The main content area is divided into three sections: 'Pricing Options', 'Travelers', and 'Qualifiers'. The 'Pricing Options' section has radio buttons for 'Published Fares', 'Contract Fares', and 'Both' (selected). It also has checkboxes for 'Check/Uncheck All', 'Advance purchase', 'Allow Penalties', 'Minimum Stay', and 'Maximum Stay'. The 'Travelers' section has a 'Type' dropdown set to 'ADT' and a 'Count' spinner set to '1'. The 'Qualifiers' section has a 'Type' dropdown set to 'Corporate ID', a 'Code' input field with 'XYZ01', a 'Name' dropdown, and an 'Airline' dropdown set to 'WY'. At the bottom, there's an 'E-Ticket Information' section and a 'Continue' button.

WY Direct Connect

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, 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.

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.

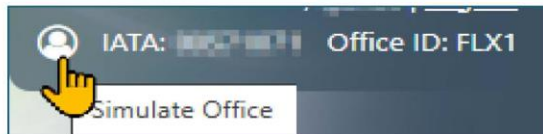
PCC Bridging

PCC Bridging

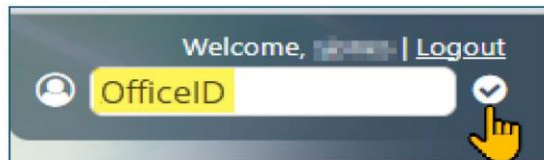
PCC emulation/office simulation

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)

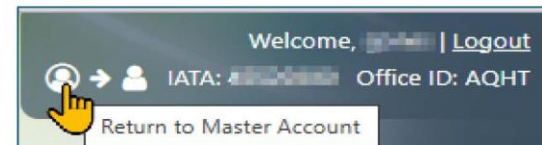
1. Sign into **Sprk NDC** using the PCC Home credentials.
2. Click **Simulate Office**.



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.

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

