

A one-stop platform

Your ultimate hub for booking, servicing,
and support



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Overview

All-in-one platform with a host of self-services, providing you with updated information and 24/7 support.

- ✓ **Information Hub:** a single platform for all the information you need, including the latest policies, products and FAQs. Learn more about QR products through our Learning Management System with training, special courses, and download your completion certificates. Experience our Live Chat feature, which provides 24/7 support.
- ✓ **Self-services:** including name correction, Qsuite quad access, STPC requests, ticketing authority, fare rule waivers, group quote request and more. Stay updated on the status of your requests through the track your request service.
- ✓ **Product offering:** discover our NDC programme (Oryx Connect), complement your customer journey with additional ancillaries, or plan your clients' stay in Qatar with Discover Qatar exclusive packages.



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Registration

- A manager – who is the authorised person in the agency – can register and create an account in Trade Portal.
- Registrations are allowed for IATA/TIDS/ARC/GDS-PCC.
- Qualified managers having access to the Trade Portal can assign Admins and add users to their agency.
- For agencies with multiple IATA, a registration can be created with one of the IATA numbers and a QR representative will set up the access for you to service the remaining IATA accounts.
- Admins will access the Trade Portal upon being added by the agency manager.
- Users will access the Trade Portal upon being added by either the agency manager or the assigned Admin.

Dashboard

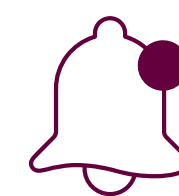
After logging in, you can access different activities including:

- Self-services
- Ticketing authority
- Oryx Connect (NDC) – raise NDC requests and ask for support
- Oryx Portal – access QR booking portal with single sign-on
- Ancillary services – including extra baggage, seat selection, cabin upgrade offers, lounge access, etc.
- Discover Qatar – access Qatar stopover packages with single sign-on
- Live Chat with 24/7 support
- Learning platform – access QR courses with single sign-on
- ADA dispute (for non-BSP agencies)
- View your profile, dedicated promotions, raise an enquiry and more.



Self-services

Carry out a number of important functions related to your clients' travel and arrange a number of vital ancillary services. Our services include:



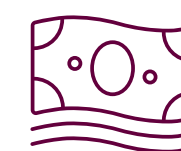
Track your request



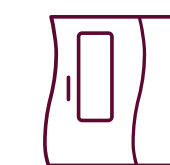
Ticketing authority



STPC requests



Fare rule waiver requests



Qsuite quad access



Group quote request



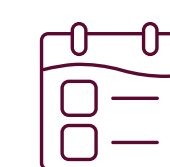
Name correction and name change



Young solo traveller



Carriage of pets



Split PNR


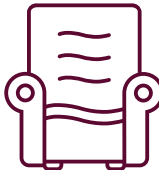

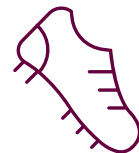








OK to Board for seafarers



Ancillaries

Benefit from additional convenience, allowing you to quickly and easily book the ancillary services your clients need. You can complement your clients' journey with any of the below add-ons:

 Additional baggage	 Lounge access	 Upgrade your client: identify eligible PNRs for an upgrade offer.
 Sporting equipment	 On-board Wi-Fi	
 Preferred seat	 eSIM	 International meet and greet
 Al Maha services	 International lounges	



Oryx Connect – NDC

Discover our NDC programme and request to connect to any of the three NDC types available at Qatar Airways:

- Oryx Portal – our booking portal with NDC content and offers
- Oryx Link – connect via an approved aggregator
- Oryx Direct – connect directly to Qatar Airways' NDC

A registered manager can only request access to NDC.

Once manager access to Oryx Portal is approved, the manager can provide Oryx Portal access to any of the agents registered on Trade Portal.

For any required support on NDC, raise an enquiry through this link.





Discover Qatar

Unlock access to a world of exclusive benefits that enhance your customers' experiences:

- **Hotel offers:** exceptional stopover packages starting at just USD 14 per person, per night
- **Transit Tours:** unique cultural excursions from only USD 10, showcasing Qatar's rich heritage
- **International Sport & Event Packages:** premium experiences tailored for major events
- **Transfers and more:** Seamless travel solutions to support every stage of your clients' journey

Request access to Discover Qatar on Trade Portal.



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My Profile

Whether you're registered as an **Agent** or a **Manager**, you can view and update your personal details any time. Keeping your contact information accurate ensures you continue receiving important communications from us.

If you're a **Manager** or **Admin**, you'll have access to enhanced administrative tools:

- Add or remove users within your agency
- Manage portal access rights
- Oversee user roles and permissions
- Maintain up-to-date agency records



Trade Portal roles and privileges



Functions on Trade Portal	Manager	Admin	Agent
Self-Services	√	√	√
Request NDC connection	√	X	X
Manage NDC Access – Oryx Portal	√	X	X
NDC Support (Live chat/raise query)	√	√	√
Book on Oryx Portal upon having access	√	√	√
Adding/Deleting users	√	√	X
Admin Assignment	√	X	X
Request DQ Portal	√	√	√
View ADM's (NON BSP Agents)	√	√	√
Request ADM Dispute (NON BSP Agents)	√	√	X
Live Chat	√	√	√



Information Hub

Our Trade portal is designed to keep you fully equipped with everything you need to stay ahead:

- **News and updates:** get the latest announcements and updates
- **Policies and products:** access up-to-date guidelines and policy information
- **Frequently Asked Questions:** find clear, concise answers to common queries
- **Smart search feature:** quickly locate exactly what you're looking for, with intelligent search suggestions

Live Chat

Benefit from Live Chat with 24/7 support for the following services:



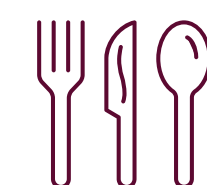
Fare quotes
and rules



General
Qatar Airways
information



Seat requests



Special
meal
requests



Reissuance
(applicable for NDC
bookings only)



Wheelchair with
medical/
non-medical
assistance



Ticketing
support



Learning Hub

Elevate your knowledge on Qatar Airways products through our dedicated training platform:

- **Product education:** gain in-depth insights into Qatar Airways offerings
- **Interactive courses:** engage with dynamic, user-friendly modules
- **Certification:** instantly download your certificate upon course completion





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Connect with us through our one-stop platform

qatarairways.com/tradeportal