



oneworld



Dear Travel Partner,

At Qatar Airways, we are committed to enhancing our digital capabilities in support of our valued trade partners.

We are pleased to introduce two enhancements, designed to streamline servicing processes and improve operational efficiency:

Self-Service Refund Requests

If a travel agent cannot process a refund for an NDC booking through their own platform, they can now submit the request via the Qatar Airways Trade Portal using a dedicated refund form. This enhancement also delivers faster processing times and introduces real-time status tracking, providing agents with greater visibility and transparency throughout the refund lifecycle.

Self-Reaccommodation

This latest enhancement allows agents to rebook passengers affected by involuntary changes within the NDC ecosystem at no additional cost, provided the revised itinerary complies with Qatar Airways' applicable disruption policy. No manual intervention or waiver codes are required, ensuring a more efficient and timely approach to disruption management.

Experience an enhanced level of servicing intelligence with Qatar Airways NDC on ORYX CONNECT.

For further information or assistance, please submit your enquiry via the designated support channel.

Explore now.



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