

# Trade Portal User Guide



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# Trade Portal User Guide



## Registration:

To access the full range of services and tools available on the Qatar Airways Trade Portal, your agency must first complete registration.

### **Step 1: Manager Registration**

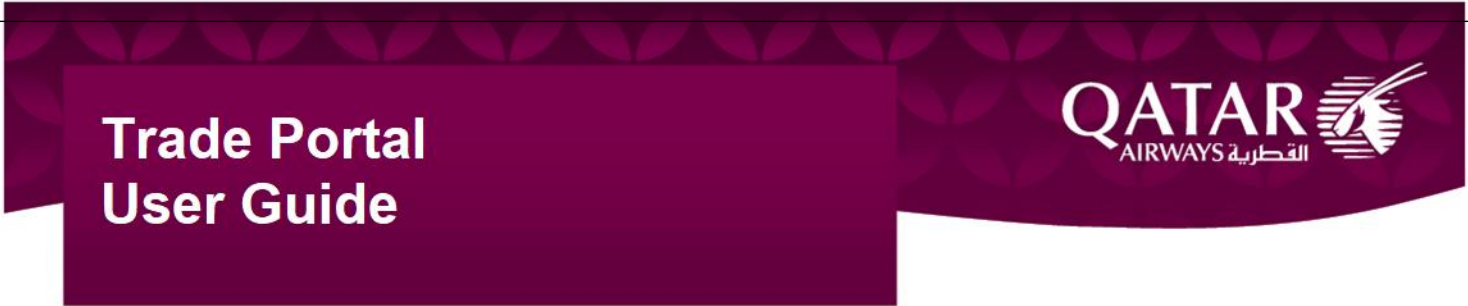
- Each agency (IATA/TIDS/ARC) is allowed **one Manager** to register on the portal.
- The manager initiates the registration by visiting the Trade Portal [registration page](#) and entering the agency's IATA/TIDS/ARC or GDS-PCC code (recommended for booking agents).
- Once registered, the manager's request will be reviewed by Qatar Airways. A confirmation email will be sent upon approval or rejection.

### **Step 2: Inviting Team Members**

- After approval, the manager will receive a "create password" email to enter their password.
- Once a password is created, the manager can log in and invite other users from the same agency via the [My Profile](#) page.
- Invited users will receive an email to complete their registration and will be assigned roles such as **agent** or **admin**.

### **Step 3: Account Activation**

- Added users will receive a "complete registration" invitation email with a link to complete their registration.
- After entering the details, they will be receiving an email to create the password, once entered a verification email containing a One-Time Password (OTP) will be sent.
- Once the OTP is entered, users will be directed to the Trade Portal dashboard.



Home / Enrollment

### Register for an account

**1** To enroll as a member, you must be an existing IATA or TIDS accredited agent. If you don't have IATA/TIDS number, then use your assigned PCC to register. You should also be authorized to act as your agency's primary contact person.

**Choose your preferred account type**

Select agency type  
IATA/TIDS/ARC

Enter 7 digit IATA code  
0000000

**Manager & Agency access**

- Registration is available to travel agents holding a current IATA, TIDS or ARC membership. [View information](#) on the free Travel Industry Designator Services (TIDS)
- Only one registration for each IATA, TIDS or ARC permitted
- The manager or key contact from the agency should initially register as the Agency manager

☒ I agree to the statements above.

**Important Notes:**

- An email address used for registration cannot be re-used under a different IATA unless the original account is deleted.
- When a manager is already registered under your IATA/agency, the option to register will not be available for any users that are trying to register.

**Agency Details**

Company name  
1

Address  
1

Country  
1

City  
1

ZIP Postal Code  
00000

**User Details**

Enter your email

Re enter email

Job title

Title

First name

Last name

Code (Optional)

Landline number

Code (Optional)

Mobile number

☐ Subscribe to regular newsletter and updates on my email (optional).

☐ I agree to the [terms and conditions](#), and understand that my information will be processed in accordance with the Qatar Airways [Privacy Notice](#).

Cancel

Submit

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## Self-services:

Once logged in, registered users can access a wide range of self-service tools designed to help manage bookings and requests related to tickets issued by their agency's IATA code.

### **Available Self-Services**

Users can perform the following actions directly through the portal:

- **Name Correction/Change**
- **STPC (Stopover Paid by Carrier) Request**
- **Group Booking Request**
- **QSuite Quad Unlock**
- **Fare Rule Waiver Request**
- **Young Solo Traveler Request**
- **Medical Form Submission**
- **Carriage of Pets Request**
- **Raise a Query**
- **Check Ticket Status**
- **Track Submitted Requests**
- **Online Check-In**

### **Additional Services**

Beyond self-service tools, the Trade Portal also provides access to:

- **Ticketing Authority Requests**
- **NDC (New Distribution Capability) Requests**
- **Discover Qatar Access Requests**
- **My Learnings Platform**

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- **Ancillary Services (e.g., seat selection, extra baggage)**
- **Live Chat Support**
- **Carbon Offset submission**

These services are designed to streamline operations and empower travel agents to manage customer needs efficiently and independently.

**Explore all self services**

Includes 24/7 access to a suite of support tools to better manage your customer booking requirements. Service requests include name correction/change, fare rule waivers, Qgroups access, e-learning and more.

<b>Name correction &amp; change</b> Request name correction/change for one ... →	<b>Ticket status</b> Check your client's ticket status and cancel check in →	<b>Qsuite quad access</b> Unlock a Qsuite quad for one of your PNRs →	<b>Fare rule waiver</b> Raise a waiver request for your client →
<b>Track your request</b> Check your status of your requests →	<b>Be a Winner Campaign</b> Retrieve your NDC booking and participate in the... →	<b>Split PNR</b> Submit a request to split a PNR →	<b>Young solo traveler</b> Request arrangements for children travelling alone →
<b>Carriage of pets</b> Request arrangements for carrying pets →	<b>Medical information form</b> Raise special requests based on your clients medical... →	<b>Group request</b> Submit a group booking request →	<b>STPC request</b> Raise STPC request based on your clients' needs →
<b>Raise an inquiry</b> Raise special requests based on your clients medical... →	<b>Check-in</b> Check-in your clients for their flight or can cancel check-I... →		

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## Ticketing Authority:

### What is Ticketing authority?

Ticketing Authority allows your agency to issue tickets on Qatar Airways stock (157). This privilege is granted based on your agency's accreditation status and fulfillment of specific criteria.

### How to Apply for Ticketing Authority

To apply:

1. **Log in** to the Qatar Airways Trade Portal.
2. Navigate to the **Ticketing Authority** section on the dashboard.
3. Upload the required documents.
4. Submit your request for review.

Once approved, your agency will be able to:

- Book and issue tickets via EDIFACT.
- Access and issue tickets through the NDC Oryx Portal.

If your request is **rejected**, you may re-submit after addressing the feedback.

### Application Scenarios & Required Documents:

#### New Agencies:

If your agency is applying for the first time, you'll need:

- Credit Application Form
- Financial Security (shared with IATA)
- Audited Financial Statements (last 2 years)
- IATA Accreditation Certificate
- Commercial Registration

*Note: The Credit Application Form is downloadable from the portal.*

#### Reinstatement Requests:

If your agency previously had Ticketing Authority with Qatar Airways and needs it reinstated:

- IATA Reinstatement Letter
- Credit Application Form
- Financial Security (shared with IATA)
- Audited Financial Statements (last 2 years)
- Commercial Registration

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## Branch Agencies (Under a Group)

If your agency is part of a group and applying on behalf of a newly established branch:

- Credit Application Form
- Financial Security (shared with IATA)
- Audited Financial Statements (last 2 years)
- IATA Accreditation Certificate
- Commercial Registration

## TIDS Agents:

If your agency is not IATA-accredited, you may apply through IATA's **TIDS (Travel Industry Designator Service)** program.

## Steps to Join TIDS:

1. Gather required documents:
  - Legal business documentation
  - Business registration and tax details
  - Government-issued travel license
  - Bank statement or letter
  - Recommendation letter from an IATA airline or GDS
  - Signed TIDS Terms & Conditions
2. Register on the IATA Customer Portal
3. Select **TIDS** under Services
4. Complete and submit the application
5. Receive your TIDS code upon approval

## Useful Links:

- IATA TIDS: <https://www.iata.org/en/services/accreditation/tids/>
- New Agency : <https://www.iata.org/en/contact-support/>
- TIDS Application: <https://www.iata.org/en/services/travel-agency-program/tids/application/>

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## Document Requirements by Accreditation Type:

### GoLite:

Documents	New	Reinstate	Branch
Credit Application	✓	✓	✓
Commercial registration	✓	✓	✓
Attested/Audited financial statements (last two years)	Optional	✓	
IATA accreditation certificate	✓		✓
IATA reinstatement letter		✓	

### GoStandard:

Documents	New	Reinstate	Branch
Credit Application	✓	✓	✓
Reinstatement request form		✓	
Copy of financial security shared with to IATA	✓	✓	Optional
Attested/Audited financial statements (last two years)	✓	✓	
IATA accreditation certificate	✓		✓
Commercial registration	✓	✓	✓
IATA reinstatement letter		✓	

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## GoGlobal:

Documents	New	Reinstate	Branch
Credit Application	✓	✓	✓
Reinstatement request form		✓	
Copy of financial security shared with to IATA	✓	✓	Optional
Attested/Audited financial statements (last two years)	✓	✓	
IATA accreditation certificate	✓		✓
Commercial registration	✓	✓	✓
IATA reinstatement letter		✓	

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## How to submit Ticketing Authority:

### Submitting a Ticketing Authority Request

To begin the Ticketing Authority process:

1. **Log in** to the Qatar Airways Trade Portal.
2. On the **dashboard**, locate the **Ticketing Authority** widget.
3. Click “**Get Started**” to open the Ticketing Authority page.

### Required Documents

On this page, you'll find a list of documents needed for your application. You can:

- Download the **Credit Application Form**
- Fill it out and upload it along with other required documents
- Submit your request for review and approval

### Application Categories

There are three types of Ticketing Authority requests:

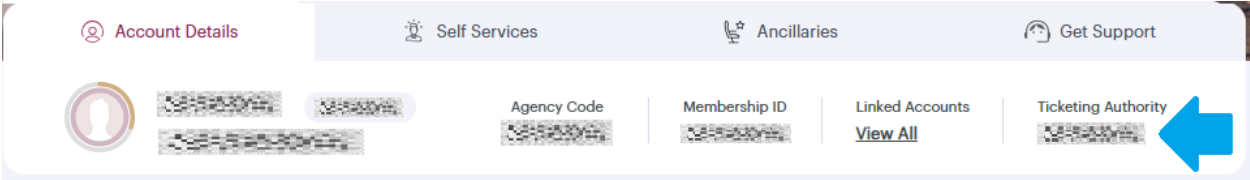
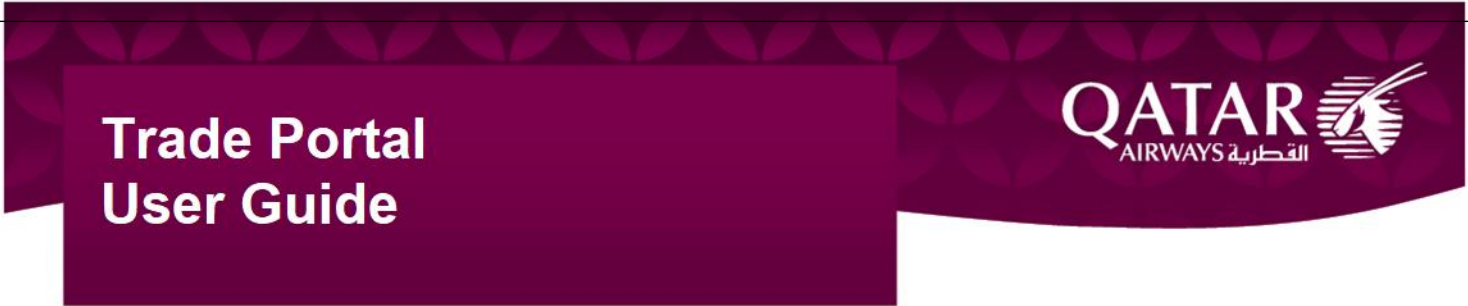
- **New:** For agencies applying for the first time.
- **Reinstate:** For agencies that previously had ticketing authority and need it reactivated.
- **Branch:** For agencies within a group submitting on behalf of a newly added branch.

The system will automatically show the correct category based on your agency's profile.

**Note:** If a category is greyed out, it means:

- Ticketing Authority is already granted
- A request is already submitted and pending
- Only the **Reinstate** option will be available if previously granted

*For privacy reasons, some details in screenshots (e.g., agency code, role, membership ID, and ticketing status) may be blurred.*



*\*the details in the image are censored for privacy purposes (these include, agency code, role, membership IF, linked acoutn sns tickrting authority status).*

**For new a ticketing authority request, upload the required documents and submit**

Upload documents

File Upload limit

5MB Limit

File Type : JPG,PNG,PDF,DOC,DOCX,XLS,XLSX,JPEG,ZIP

Please ensure you upload all the documents correctly for the approval.

Credit application form\*

Status : ⚠ Not Uploaded

Download credit application form [⬇](#)

Download the document attached, fill it in and ensure it is signed/stamped by the authorised agency person

[⬆ Upload Document](#)

Reinstatement Request Form

Status : ⚠ Not Uploaded

Downlaod Agency Reinstatement Request Form [⬇](#)

Download the document attached, fill it in and ensure it is signed/stamped by the authorised agency person

[⬆ Upload Document](#)

Commercial registration

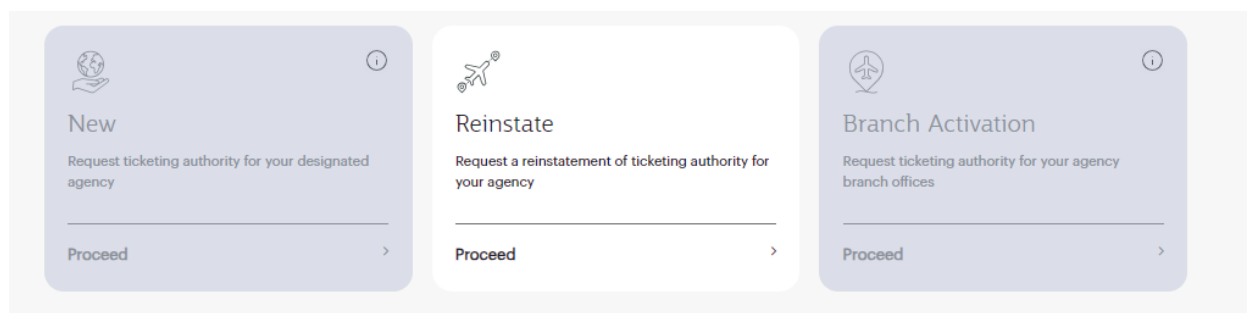
Status : ⚠ Not Uploaded

Commercial Registration [⬇](#)

Provide your agency's local registration certificate

[⬆ Upload Document](#)

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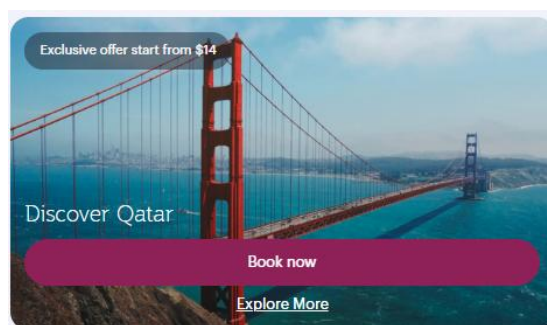
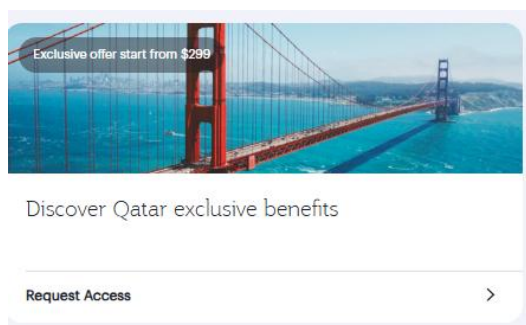


## How do users submit DQ access and access DQ page?

Once logged into the Trade Portal, users will find the **Discover Qatar** widget on the dashboard. Depending on your access status, you will see one of the following options:

- **Request Access:**  
If you do **not yet have access**, click this button to submit a request. The Discover Qatar team will review and grant access to the email address registered on your Trade Portal account within their standard response time.
- **Book Now:**  
If you **already have access**, this button will appear. Clicking it will redirect you to the Discover Qatar Portal, where you will be automatically logged in.

Once access is granted, the widget will update to show the **“Book Now”** button, allowing seamless entry to the Discover Qatar booking platform.



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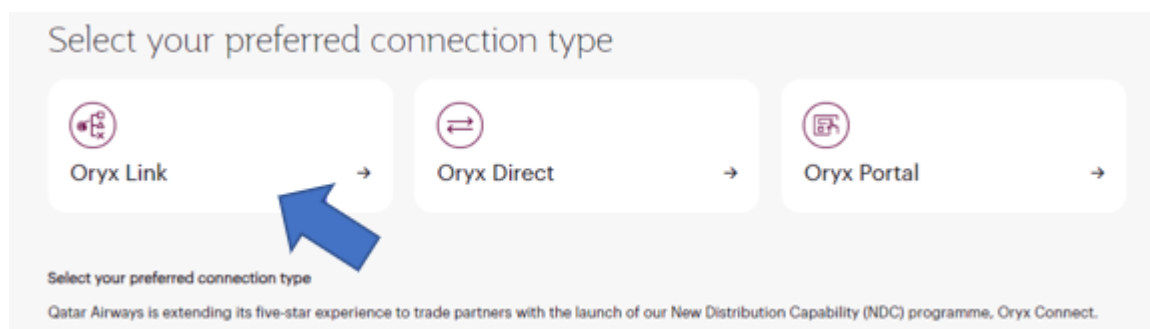


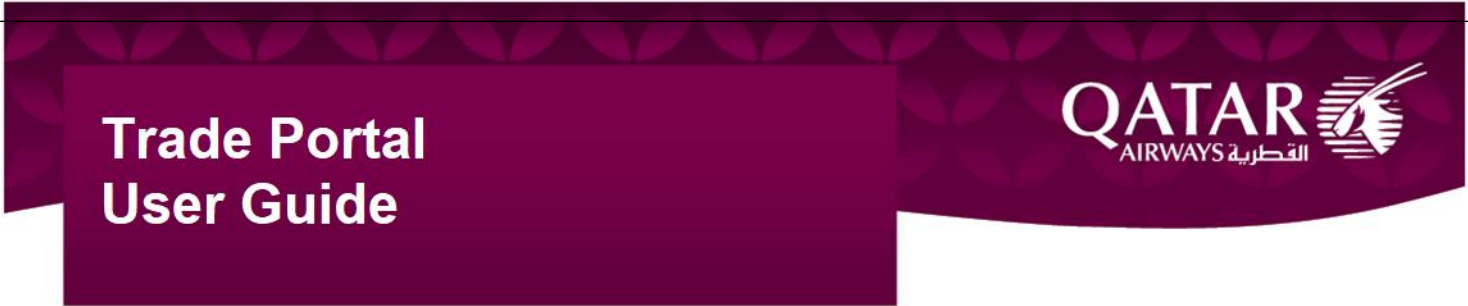
## Adding Aggregator PCCs on the NDC Oryx Link

### Adding Aggregator PCCs on the NDC Oryx Link

To connect your agency with an aggregator on the NDC Oryx Link, follow these steps:

1. **Confirm with your aggregator**  
Your aggregator will provide a PCC (Pseudo City Code) for your agency to use.
2. **Log in to the Trade Portal**  
The registered Manager should log in and go to the NDC widget on the dashboard.
3. **Click “Add new Connection”**  
This opens the NDC Request Page.
4. **Select Oryx Link**  
On the request page, click on the Oryx Link option.
5. **Enter Aggregator Details**
  - Choose the aggregator from the dropdown list
  - Enter the last 3 alphanumeric characters of the PCC provided
6. **Click “+ Add PCC”**  
The PCC will appear below once added.
7. **Submit the Request**  
Click Submit to send the request to the Qatar Airways NDC team for processing.





Oryx Link

Connect through an approved aggregator to access our offers, flight availability, fares and ancillary products.

Aggregator list

Choose your aggregator

Select aggregator

Verteil

Verteil

Altea NDC 18.1

Read more

Enter the PCC of the selected aggregator

VTLQA333

+ Add PCC

Remarks

Enter remarks

Submit

Enter the PCC of the selected aggregator

+ Add PCC

VTLQA333

X

Remarks

Enter remarks

Submit

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## Requesting access to NDC Oryx Portal:

Only users with the role of **Manager** or **Group Manager** can request access to the NDC Oryx Portal (only for the IATA they are registered under).

### Steps to Submit a Request:

1. **Log in** to the Trade Portal.
2. On the dashboard, locate the **NDC widget**.
3. **Click:**
  - “**Request Access**” if this is your first time requesting NDC access.
  - “**Request New Connection**” if you’ve previously submitted a request.
4. On the **NDC Request Page**, select the **Oryx Portal** category and click “**Register.**”

This action will create a request in the system for the Qatar Airways NDC team to review.

### After Approval:

- Once your request is approved, the “**Book Flight**” button will appear on the NDC widget.
- Clicking this button will take you directly to the NDC Oryx Portal.

### Granting Access to Other Users:

Managers and Group Managers can also grant Oryx Portal access to other users within their agency:

- Go to **My Profile > Agency Group** tab.
- Select the user.
- Toggle the Oryx Portal access on or off as needed.

### Prerequisites for Access


To request access to the NDC Oryx Portal, your agency must:

- Have a **manager** registered on the Trade Portal.
- Be granted **Ticketing Authority**.

*Note: Oryx Portal access can only be requested by managers for the IATA they are registered under (not other IATAs/agencies within their group, access for agencies within a group can only be requested by the managers registered under each IATA/agency)*




# Trade Portal User Guide



Introducing Oryx Connect


Qatar Airways is extending its five-star experience to Trade Partners with the launch of our New Distribution Capability (NDC) program, Oryx Connect.



Request NDC access

Discover our NDC program and request to connect.


Request access >



About NDC

Discover and learn more about our NDC programme

Learn more >




NDC Support

Reach out to us in case you are facing any issues


Raise your query >


Cancel





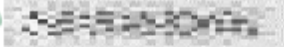


Oryx Exclusive Benefits

[Learn More](#)

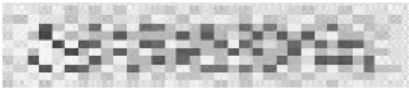
 Oryx Portal Access

 Oryx Link Access

 Oryx Direct Access

		Agent	
		Agent	<div><div>Make admin</div><div>Manage portal access</div><div>Delete user</div></div>


Manage Portal Access



Product access

Oryx Portal access

Access Oryx Portal



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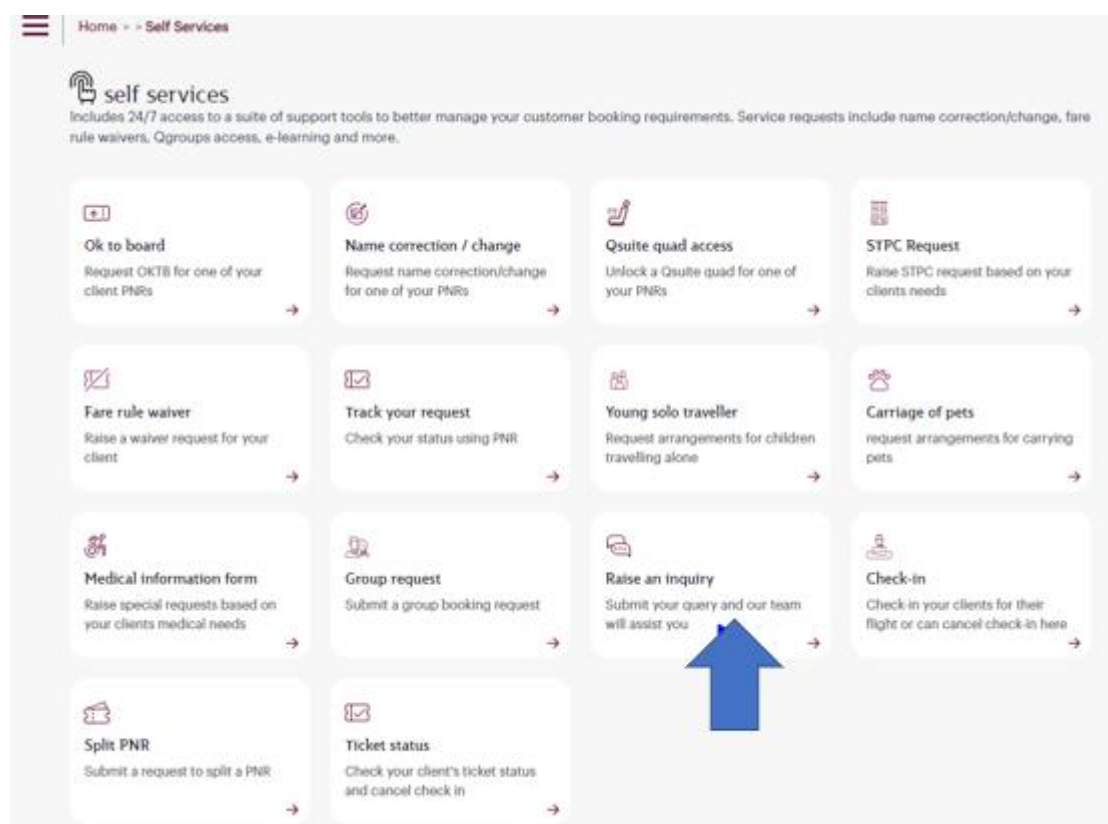


## How to submit a query on Trade Portal?

If you need assistance or wish to raise a query, there are two easy ways to access the **Query Submission Page**:

### **Option 1: Via the Self-Services Widget**

- After logging in, go to the **dashboard**.
- Click on the **Self-Services** widget.
- Select the option to **Raise a Query**.



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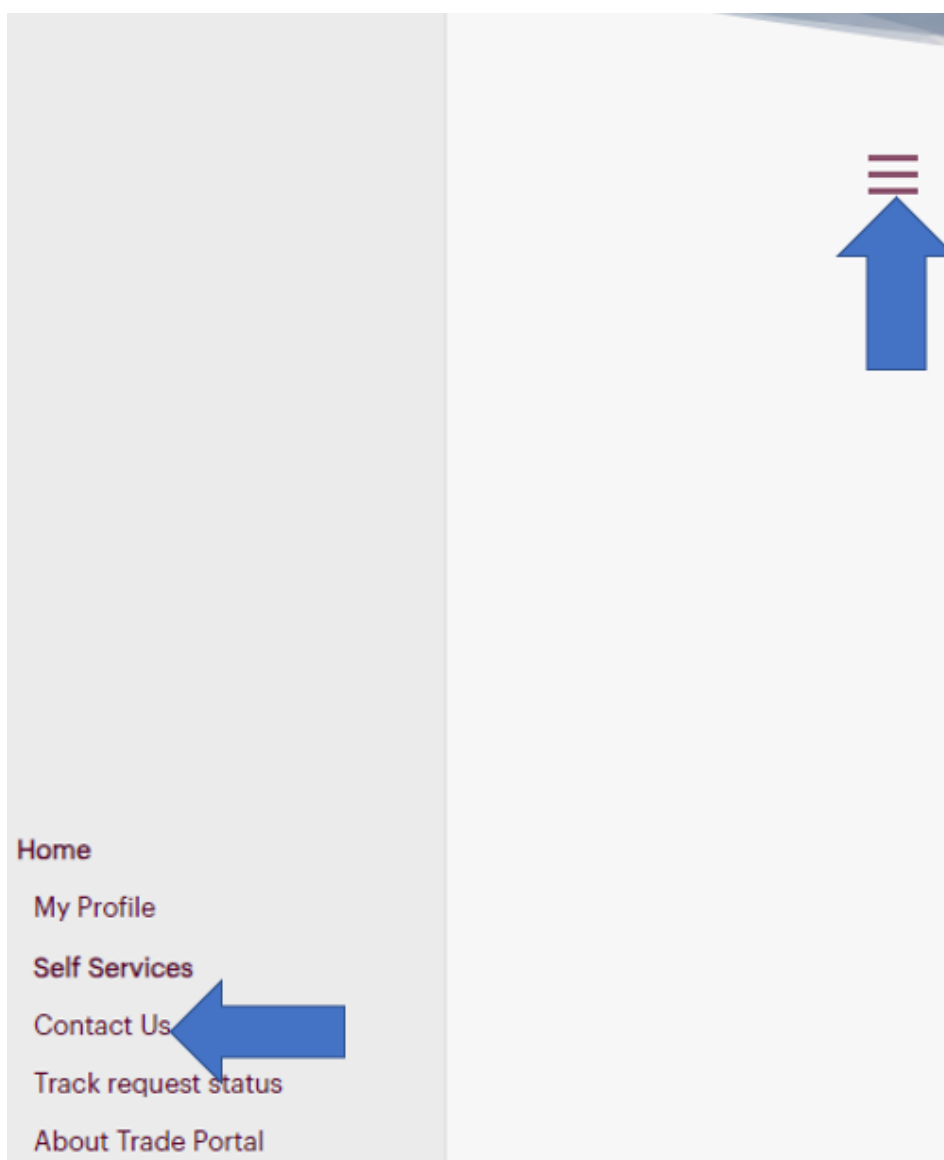
# Trade Portal User Guide



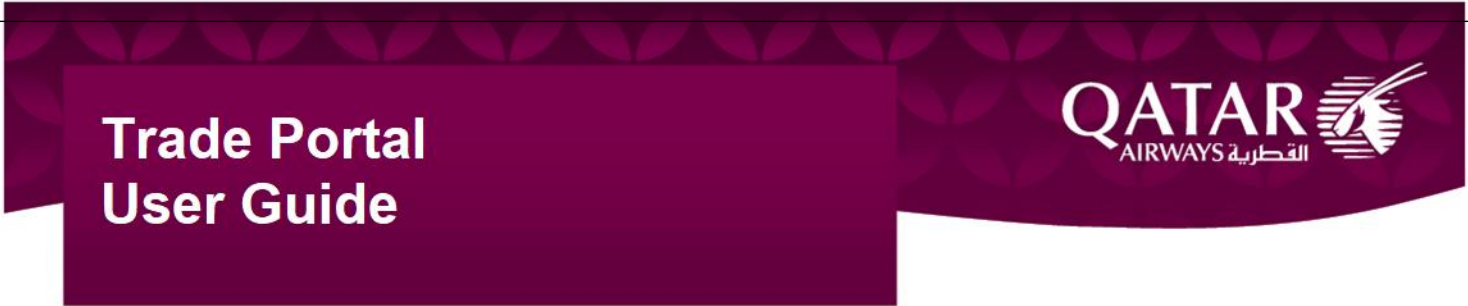
## Option 2: Via the Side Navigation Menu

- From any page after logging in (except the dashboard), open the **side navigation menu**.
- Click on “**Contact Us**” or navigate through the **Self-Services** section to access the **My Queries** page.

These options allow you to submit queries related to bookings, services, or portal functionality directly to the Qatar Airways support team.



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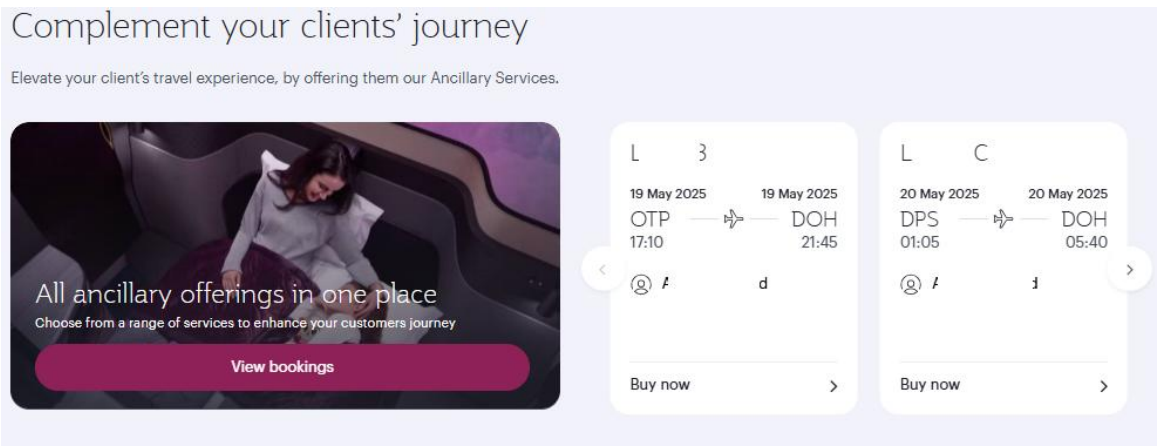


**Ancillary services:**

**Accessing and Purchasing Ancillary Services**

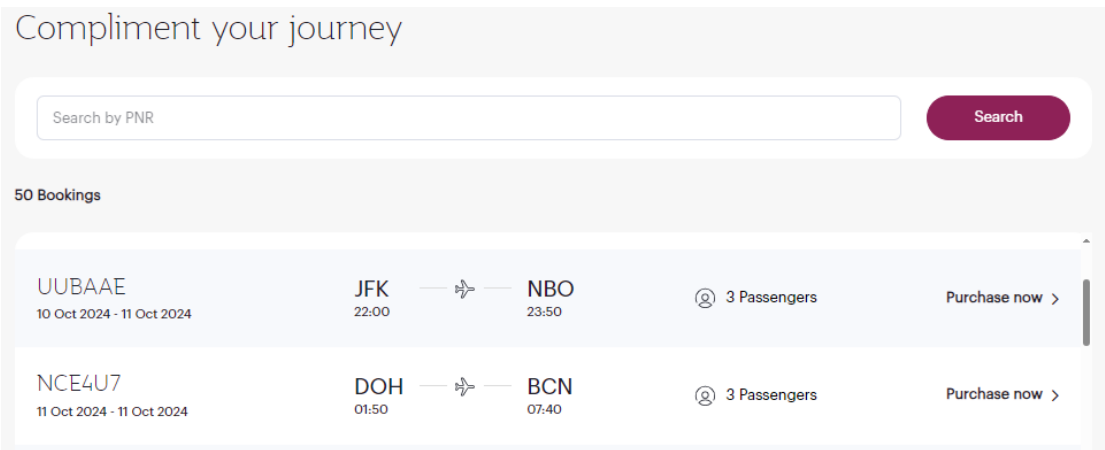
Registered users can manage and purchase ancillary services directly through the Trade Portal. These services are available in two locations:

- **Ancillary Widget on the Dashboard**  
Displays up to four PNRs with the most recent flights.



- **Ancillary Services Page and search bar**  
Shows all recent PNRs issued by your agency's IATA. You can also search for specific PNRs using the search bar.

*PNRs are listed based on upcoming flight dates and must be issued under your agency's IATA code.*



**Service Availability**

Each ancillary service will only appear if the selected PNR or itinerary is eligible. For example, if onboard Wi-Fi is not available for a flight, it will not be listed as an option.

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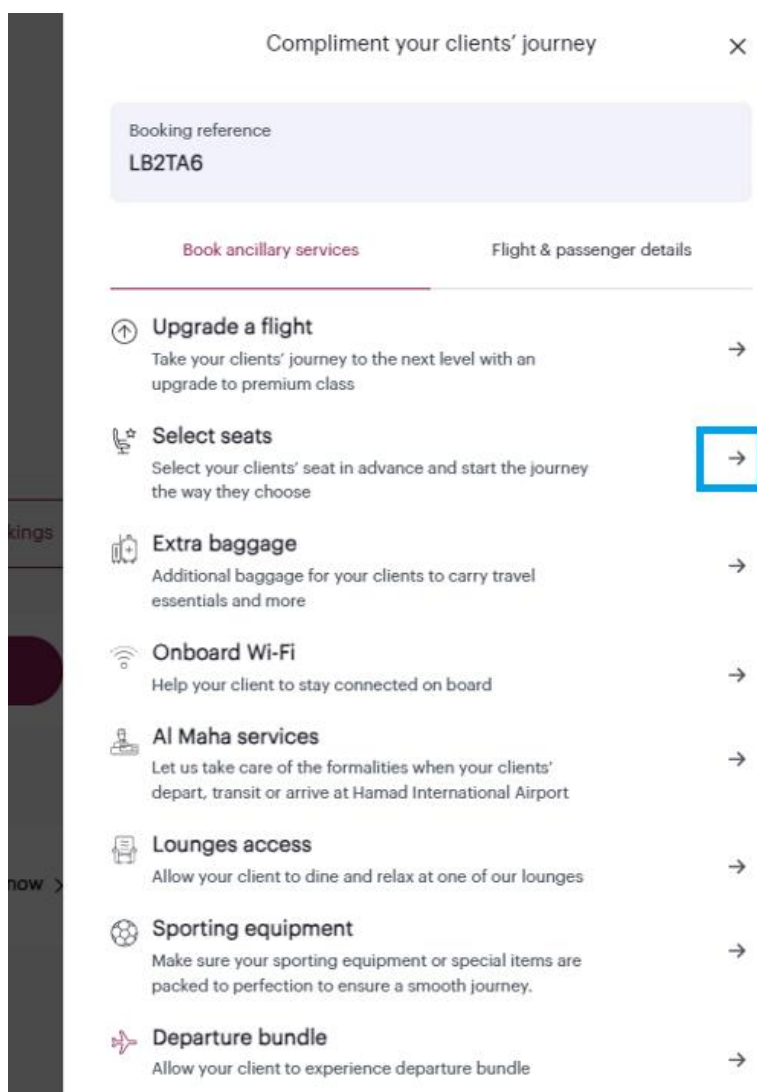
# Trade Portal User Guide



## How to Purchase Ancillary Services

1. **Log in** to the Trade Portal.
2. **Search for a PNR** or select one from the Ancillary widget/page.
3. Click “**Purchase Now**” next to the desired service (e.g., preferred seats).
4. You’ll be redirected to the **dedicated** page for the selected product
  - No need to re-enter the passenger’s last name or PNR.
5. Select the desired product/passenger, proceed with payment, and receive a confirmation email.

This process applies to all ancillary services purchases made through the Trade Portal.



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## Fare rules waiver request:

### Submitting a Fare Rule Waiver Request

Travel agents can request a waiver for change or cancellation fees only under the following circumstances:

- **Death of a passenger**
- **Terminal illness**

### How to Submit a Waiver Request

- **Change Fee Waiver:** Retrieve the booking using the **PNR**.
- **Cancellation Fee Waiver:** Retrieve the booking using the **ticket number**.

**Note:** If multiple passengers or tickets are involved, each waiver request must be submitted **individually**.

Once submitted, the request will be reviewed by Qatar Airways. A notification email will be sent to confirm whether the waiver has been **approved or rejected**.

Home > Self Services > Fare rule waiver

**Fare rule waiver** [View History](#)

Raise a waiver request for your client in case of date change or cancellation for tickets issued on QR market fares. Waivers are only available in case of death cases or duplicate tickets due to system error

View all rules and regulations

Please select the waiver type

**Date change**

In case any change is made to the originating flight/routing/date.

**Ticket cancellation**

In case a refund is requested by the client due to specific reasons

Choose the applicable reason

☒ **Death case**  
Please select this reason in case of death of passenger or immediate family member.

☐ **Medical reason**  
Please select this reason in case of sickness or terminal illness of passenger or immediate family member.

Retrieve your booking details

To proceed with your waiver request, please enter a valid PNR/Ticket number

☒ **PNR**
☐ **Ticket number**

Enter PNR [Retrieve](#)

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## My Learnings:

The **My Learnings** platform allows travel agents to complete Qatar Airways product training courses directly through the Trade Portal.

### How to Enroll

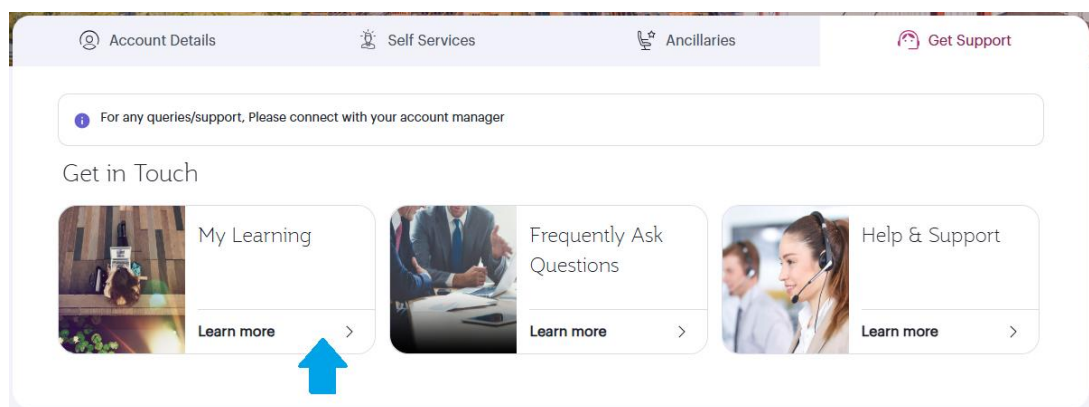
1. Log in to the Trade Portal.
2. On the dashboard, click “**Enroll Now**” under the My Learnings widget.
3. You’ll be redirected to the LMS (Learning Management System) enrollment page.
4. Click “**Enroll Now**” again to complete your registration.

### After Enrollment

- A learning profile will be created.
- You’ll receive a confirmation email.
- The dashboard will now show a “**Get Started**” button instead of “Enroll Now.”


Clicking “**Get Started**” will take you to the My Learnings platform, where you can view and complete assigned courses.

Upon completing each course, a **certificate** will be issued.









 Home > > LMS enrollment

Qatar Airways new Learning Hub provides an easier way to learn and sell Qatar Airways products, with interactive courses that allow you to download the certificate once the course is completed.




Flexibility

Our online Learning Hub is available 24/7 for you to access our exclusive training content.




Knowledge

Learn more about our award-winning products, services and benefits, helping you to effectively promote Qatar Airways to your clients and customers.



Recognition





Upon successful course completion, you will be rewarded with a digitally signed certificate by Qatar Airways, that you will be able to generate online.




Ways of Learning


Our courses are designed online to provide an interactive and engaging experience, allowing you to learn about Qatar Airways more effectively, and at your own pace.


Enroll Now


 [https://qatarairways-stg.csod.com/LMS/catalog/Welcome.aspx?tab\\_page\\_id=-67&tab\\_id=-1](https://qatarairways-stg.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=-67&tab_id=-1)



Welcome Blue !

 Your inbox

 View Training record  
(0 approved training selection(s))  
(Registered for 0 training selection(s))

 Your assigned training

No assigned training

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## User Roles:

Each registered user on the Trade Portal is assigned a specific role, which determines their access and permissions. Below is a breakdown of each role and its capabilities:

### **Manager**

- One Manager is allowed per IATA.
- Can invite and register new users.
- Can assign Admin roles and grant access to the Oryx Portal.
- Can submit NDC requests for their IATA.
- Can delete users within their IATA.
- Can view user lists for their IATA and any grouped IATAs.
- Can request Discover Qatar (DQ) access.
- Has full access to the Oryx Portal

### **Group Manager (for grouped IATAs)**

- One Group Manager per IATA.
- Same permissions as a manager, with additional access to manage users across all IATAs within the group

### **Admin**

- Multiple Admins can be assigned by the Manager.
- Can delete users and view user lists within their IATA.
- Can use all self-services for PNRs issued by their IATA.
- Can request DQ access.
- Can access the Oryx Portal once granted by the Manager

### **Group Admin (for grouped IATAs)**

- Assigned by the Group Manager.
- Can manage users across their IATA and other IATAs in the group.



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- Can request DQ access.
- Can access the Oryx Portal once granted by the Group Manager.

## Agent

- Multiple Agents can be registered per IATA.
- Can use all self-services for PNRs issued by their IATA.
- Can request DQ access.
- Can access the Oryx Portal once granted by the Manager.

### Table of user roles and permitted actions:

Action	Manager	Group Manager	Admin	Group Admin	Agent
Invite/Register Users	✓	✓	✓	✓	X
Assign Admin Role	✓	✓	✓	X	X
Submit NDC Request	✓	✓	✓	X	X
Delete Users	✓ (own IATA)	✓ (own & group IATAs)	✓ (own IATA)	✓ (own & group IATAs)	X
View User Lists	✓ (own & group IATAs)	✓ (own & group IATAs)	✓ (own IATA)	✓ (own & group IATAs)	X
Request DQ Access	✓	✓	✓	✓	✓
Access Oryx Portal	✓	✓	✓ (if granted)	✓ (if granted)	✓ (if granted)
Use Self-Services (PNRs under IATA)	✓	✓	✓	✓	✓

# Trade Portal User Guide



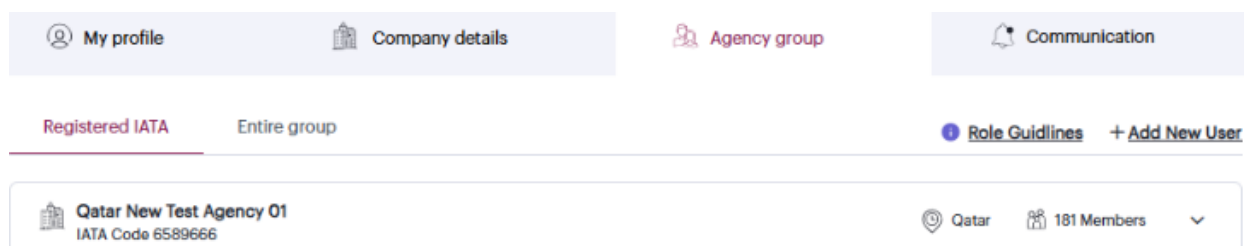
## User Management:

Managers, Group Managers, Admins, and Group Admins can add new users to their agency via the **My Profile** page on the Trade Portal.

### How to Add Users

1. Go to the **My Profile** page.
2. Click on the “+ Add Users” button.
3. Enter the user’s **email address**, select their **role**, and choose the appropriate **IATA/agency**.
4. Submit the invitation.

This action sends an email to the invited user, prompting them to complete their profile and submit a registration request for approval.



Below table shows the role types and what types of user roles can be added based on their registration):

Role	Agency Access	Can Add Agent	Can Add Admin	Can Add Group Admin
Group Manager	Can select own + grouped agencies	✓	✓	✓
Manager	Own agency only (read-only)	✓	✓	X
Group Admin	Can select own + grouped agencies	✓	X	X
Admin	Own agency only (read-only)	✓	X	X
Agent	No access	X	X	X

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## User Invite (adding users):

Only users with the roles of **Manager**, **Group Manager**, **Admin**, or **Group Admin** can invite others to register under their agency or agency group.

**Note:** Managers and Group Managers must first assign Admins or Group Admins to allow them to send invitations.

### How to Send an Invitation

1. Log in to the Trade Portal.
2. Go to [My Profile page](#) and open the **Agency Group** tab.
3. Click “**+ Add New User**” to open the invitation form.
4. Fill in the required fields:
  - **Email address** of the user to be invited
  - **Role** to be assigned (Agent, Admin, etc.)
  - **IATA/Agency code** (only visible to Group Managers and Group Admins)

You can invite up to **10 users per submission**. To invite more, repeat the process after the first batch is submitted.

Home > My Profile

My profile | Company details | **Agency group** | Communication

Registered IATA | Entire group | Pending invites | [Role Guidelines](#) | [+ Add New User](#)

3 Members

Search by user name or email. [Search](#) [Filter](#)

Users	Role	Access to	Last accessed on
	Group Manager		11-Jun-2025
	Group admin		12-Jun-2025
	Agent		

# Trade Portal User Guide



Add New User

×

User Detail 1

Agent Email

Agent Type

Select agency

+ Add More

Privacy - Terms

Save & Continue

## After Sending the Invite:

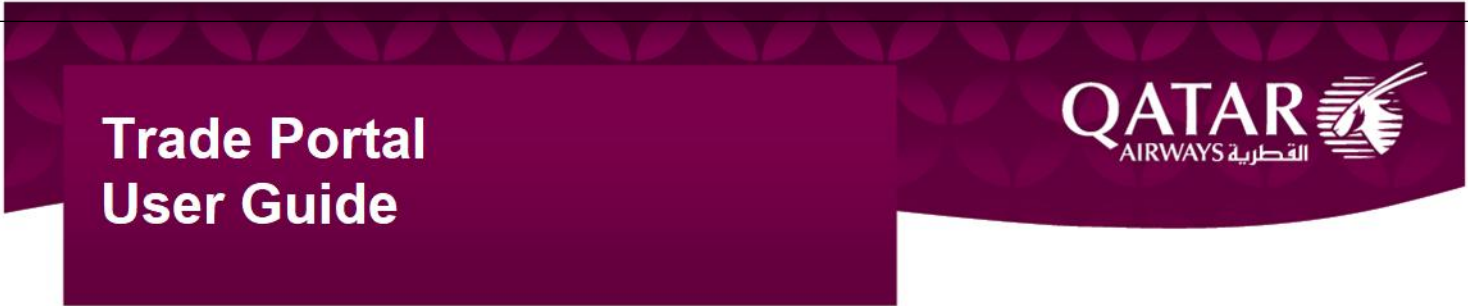
- A confirmation pop-up will appear.
- The invitation will be listed under the **Pending Invites** tab.
- The invited user will receive an email with a **“Complete Registration”** link.
- Once the user fills in their details, a registration request will be submitted for approval.
- Upon approval, the user will receive a welcome email to set their password.

**Note:** Invitations expire after **48 hours**. If expired or deleted, the user will not be able to complete registration.



Once you log in to our Trade Portal, you can take advantage of:

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User Details

Job title

Title

▼

First name

Last name

Code (Optional)

▼

Landline number

Code (Optional)

▼

Mobile number

☐ Subscribe to regular newsletter and updates on my email (optional).

☐ I agree to the [terms and conditions](#), and understand that my information will be processed in accordance with the Qatar Airways [Privacy Notice](#).

Cancel

Submit

Managing Invitations:

- Managers and Admins (including Group roles) can:
- **Resend** invitations
  - **Delete** invitations (this cancels the registration request)

My profile

Company details

Agency group

Communication

Registered IATA

Entire group

Pending invites

Role Guidelines

+ Add New User

The user invite link will expire within 48hrs from the time it's created/resent.

User	User Role	Agency/IATA	Created Details
	Agent		
	Agent		

# Trade Portal User Guide



⚠ The user invite link will expire within 48hrs from the time it's created/resent.

User	User Role	Agency/IATA	Created Details
	Agent	A [redacted] IATA Code [redacted]	<div> <div>Abu Mudeh</div> <div>Resend Invite</div> <div>Delete Invite</div> </div>
	Agent	A [redacted] IATA Code [redacted]	<div> <div>[redacted]</div> <div>Expired Invite ⓘ</div> </div>

## Register for an account

Welcome to the Qatar Airways Trade Portal

You have been invited to join Trade Portal. Complete the following details to get started.

Select agency type  
IATA/TIDS/ARC

Enter 7 digit IATA code  
Not available

### Agency Details

Company name

Address

Country

City

ZIP Postal Code


## Access Level:

When managers add users under an agency, they can also set access permissions in three ways:

- **Account:**  
Limits access to the specific agency account the user is registered under.
- **PCC:**  
Restricts access to a single PCC (Pseudo City Code) under the agency account.
- **Group (for agencies with multiple IATAs):**  
Grants access to all agents within the linked IATA group.

**Note:** Managers will be able to change the access level permission via “My profile” page

# Trade Portal User Guide

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Invitation Permissions by Role:

Role	Can View Pending Invites	Can Invite Agent (Own Agency)	Can Invite Agent ( Agency Group)	Can Invite Admin (Own agency)	Can Invite Admin (Agency Group)	Can Invite Group Admin (Own/Group)
Group Manager	✓	✓	✓	✓	✓	✓
Manager	✓	✓	X	✓	X	X
Group Admin	✓	✓	✓	X	X	X
Admin	✓	✓	X	X	X	X
Agent	X	X	X	X	X	X



# Trade Portal User Guide


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## Common errors and their workarounds:

Below are frequent issues users may encounter while using the Trade Portal, along with recommended solutions:

### Error 1: “Something went wrong, please try again later”

#### Cause:

This error may appear when submitting requests or using self-services. It's typically due to:

- Network interruptions
- Connection issues
- System updates or content changes

#### Solution:

- Clear your browser cache
- Avoid using bookmarked or favorite links
- Do not access the portal while connected to a VPN

 Something went wrong, please try again later



### Error 2: “This self-service is not allowed for PNRs not issued by your travel agency”

#### Cause:

This occurs when a user tries to access services for a PNR or ticket issued by a different IATA/TIDS/ARC than the one they are registered under.

#### Solution:

- Ensure the PNR/ticket was issued by your agency or a grouped agency
- Grouping must be enabled for cross-agency access
- If the agency is not part of a group or grouping is disabled, access will be restricted

 STPC service is not allowed for PNRs not issued by your travel agency. 



# Trade Portal User Guide



## Error 3: Registration Error – Agency Details Not Found

### Cause:

This happens when the system cannot retrieve your agency's details from the IATA or provider feed after entering your IATA/TIDS/ARC or GDS-PCC code.

### Solution:

- Verify your agency details directly with IATA
- Ensure the code entered is correct and active

Home > > Registration

Create a New Account [Registration Guidelines](#)

Please fill the fields below

Type of Agency  
IATA/TIDS/ARC

Enter 7 digit code  
9619037

Agency details not found.

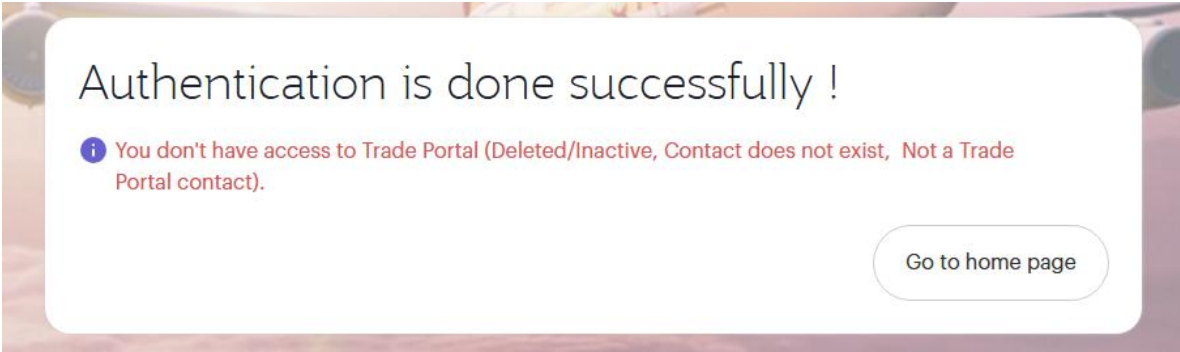
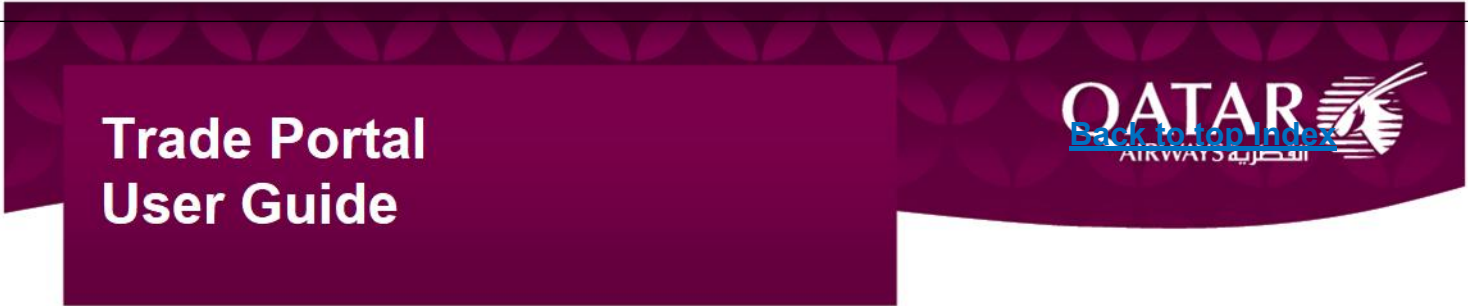
## Error 4: Login Issues for Unregistered or Deleted Users

### Scenarios:

- Unregistered users may receive an OTP but cannot log in
- Deleted or inactive users may see:  
*"You don't have access to Trade Portal (Deleted/inactive, contact does not exist, not a Trade Portal contact)"*

### Solution:

- Confirm your registration status
- Clear browser cache and access the login page directly (not via bookmarks)
- Check your email's junk/spam folder for the OTP email (sent via Microsoft)



*Should users encounter any system errors, they are encouraged to report the issue directly to their assigned sales representative or contact our support team through the designated channels available on the Trade Portal.*

# Trade Portal User Guide



## Frequently asked questions (FAQS):

### Registration:

#### **Who can register on the Trade Portal?**

Only one Manager per IATA/agency can register directly. Other users must be invited by the registered Manager.

#### **What credentials are needed for registration?**

You need an IATA/TIDS/ARC code or GDS-PCC code. Booking agents are recommended to use GDS-PCC.

#### **What happens after submitting a registration request?**

The request is reviewed. If approved, a welcome email is sent with a password creation link. After setting the password, an OTP verification is required to access the dashboard.

### Self-Services:

#### **What services are available under self-services?**

Includes name correction, STPC request, group booking, fare rule waiver, ticket status, check-in, medical forms, carriage of pets, and more.

Can I use self-services for tickets not issued by my agency?

No. Services are only available for PNRs/tickets issued by your registered IATA/agency.

### Ticketing Authority:

#### **What is Ticketing Authority?**

It allows agencies to issue tickets on Qatar Airways stock (157), based on accreditation.

#### **How do I apply for Ticketing Authority?**

Login to the Trade Portal, go to the Ticketing Authority page, upload required documents, and submit the request.

#### **What documents are needed for a new request?**

Credit application, financial security, audited financials (2 years), IATA certificate, and commercial registration.

# Trade Portal User Guide



## **What if my agency had Ticketing Authority before?**

Use the “Reinstate” option and submit the reinstatement letter along with required documents.

## **Can I request Ticketing Authority for a branch agency?**

Yes. Use the “Branch” option and submit similar documents as a new request.

## **What is the process for TIDS agents?**

Apply via IATA’s TIDS program. Once approved, you’ll receive a unique code to use on the Trade Portal.

## **Discover Qatar (DQ) Access**

### **How do I request access to Discover Qatar?**

Click “Request access” on the DQ widget. Once approved, the button changes to “Book now” for direct access.

## **NDC Oryx Portal**

### **Who can request access to the NDC Oryx Portal?**

Only Managers or Group Managers.

### **What are the prerequisites?**

Manager must be registered, and Ticketing Authority must be granted.

### **How do I add aggregator PCCs?**

Managers can add PCCs via the NDC widget by selecting the aggregator and entering the PCC.

## **Queries & Support**

### **How do I submit a query?**

Use the self-services widget or side navigation menu to access the “Contact Us” page.

## **Ancillary Services**

### **How do I purchase ancillary services?**

Search for your PNR, select the service, and proceed to payment via the redirected QR.com page.

What services are available?

Preferred seats, extra baggage, onboard Wi-Fi, lounge access, Al Mahal services, sporting equipment, and more.

## Trade Portal User Guide



### Fare Rule Waiver:

#### When can I request a fare rule waiver?

For death or terminal illness cases only.

#### How do I submit a waiver request?

Navigate to the waiver page, select waiver type, retrieve PNR/ticket, attach documents, and submit.

### My Learnings Platform:

#### How do I access training courses?

Click “Enroll now” or “Get started” on the dashboard to access the My Learnings platform.

#### What happens after enrollment?

A learning profile is created, and users receive a certificate upon course completion.

### User Roles & Permissions:

#### What are the available user roles?

Manager, Group Manager, Admin, Group Admin, Agent.

#### What can each role do?

Roles vary in permissions for user management, access to services, and ability to submit requests.

### User Management & Invitations:

#### Who can invite new users?

Managers, Group Managers, Admins, and Group Admins.

#### What is the invite process?

Fill in user email, role, and IATA (if applicable), then send the invite. Users must complete registration within 48 hours, or the “complete registration” link will expire.

#### Can invites be managed?

Yes. Invites can be deleted or resent. Expired or deleted invites cannot be used.

### Common Errors & Troubleshooting:

## Trade Portal

What does “Something went wrong” mean?  
Usually due to network issues or page updates. Clear browser cache and avoid using VPN/bookmarked pages.



## User Guide

### **Why am I getting “Service not allowed for PNRs not issued by your agency”?**

This occurs when trying to access services for PNRs issued by a different agency not in your agency group, you will only be able to retrieve PNRs/tickets issued or created by your agency.

### **What if my agency details aren’t found during registration?**

Contact IATA and the designated Sales representative in your region to verify your agency’s information.

### **What if I can’t log in even after receiving OTP?**

You may not be registered, or your profile may be inactive. Check with your agency manager or support, while also considering that in some cases, your local IT might be blocking the OTP verification email on an organizational level.

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## Important links:

### Post login:

#### Registration:

<https://www.qatarairways.com/tradeportal/en/registration.html>

#### NDC overview:

<https://www.qatarairways.com/tradeportal/en/ndc-oryx-connect.html>

#### Ticketing authority:

<https://www.qatarairways.com/tradeportal/en/postlogin/ticketing-authority.html>

#### Queries:

<https://www.qatarairways.com/tradeportal/en/postlogin/enquiries.html>

#### Ancillary services (post login):

<https://www.qatarairways.com/tradeportal/en/postlogin/ancillary.html>

#### My profile page:

<https://www.qatarairways.com/tradeportal/en/postlogin/myprofile.html>

### Pre-login pages:

#### Booking & ticketing guidelines: (Pre-login):

<https://www.qatarairways.com/tradeportal/en/bookingnticketing.html>

#### Policies: (Pre-login)

<https://www.qatarairways.com/tradeportal/en/policies.html>

#### Ancillary services (Pre-login)

<https://www.qatarairways.com/tradeportal/en/ancillaryservices.html>

#### Special services (Pre-login):

<https://www.qatarairways.com/tradeportal/en/specialservices.html>

#### Help page:

<https://www.qatarairways.com/tradeportal/en/Help.html>

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