



WY Direct Connect Platform FAQ's

General FAQ's

What is NDC?

NDC stands for New Distribution Capability. It is a travel industry-supported program launched by the International Air Transport Association (IATA) to modernize and standardize the way that airline products are distributed to travel agents, aggregators, and other third parties. The NDC Standard enhances the capability of communications between the Airlines and Trade Partners to meet the future needs of Airline Retailing

What is WY Direct Connect and what is its objective?

WY Direct Connect is a new distribution platform with enhanced content that includes Oman Air published fares, ancillaries and fare conditions, as well as additional content only available via WY Direct Connect. It is available to travel agencies who choose to connect via any of the following options: Direct Connect via API, approved aggregator or via our NDC SPRK sales portal.

Is Oman Air NDC certified by IATA?

Yes, Oman Air obtained Airline Retailing Maturity index (ARM) certification from IATA. It means that we have full Offer & Order Management capabilities. In addition to all the booking and ticketing capabilities, key elements of servicing, like Automated Exchanges, Automated Refunds in NDC booking, are also supported. More information on different retailing capabilities available on NDC can be found at <https://retailing.iata.org/armi/registry/wy/>

Which ancillaries can a Trade Partner sell via WY Direct Connect?

Currently, Preferred Seats and baggage related ancillaries are already active. Apart from this, OK TO Board Ancillary service is available for Tickets issued in Oman Market only. More Ancillaries would be added to WY Direct Connect in future.

Which version of NDC is Oman Air Certified on ?

Currently, Oman Air is certified on NDC schema version 17.2

Are there plans to upgrade to later NDC versions?

Yes, we will upgrade to the latest NDC Schema version (21.3) as we progress with our NDC development along with our technology partner, Accelya Technologies Ltd .

Will there be ADMs raised by Oman Air on the sales done via WY Direct Connect?

Oman Air shall not raise ADM's for sales carried out through our WY Direct Connect channel.

Which BSP / ARC markets are eligible for the roll-out of WY Direct Connect ?

WY Direct Connect is activated across most of our online BSP / ARC Markets in phase 1. Gradually, we shall expand WY Direct Connect reach by activating in offline markets in a phased manner. Travel Agents are requested to contact their WY Sales Representative demonstrating their interest.

Can unaccredited agencies use WY Direct Connect ?

Yes, Unaccredited (Non-IATA) agencies can access WY Direct Connect & issue Ticket through Deposit (Bilateral Credit) & Credit/Debit Card Forms of Payment. For Bilateral Credit (Deposit) form of payment, Non-IATA Agencies must register through the IFG portal and create a Wallet to deposit amounts to Oman Air's Bank Accounts listed in order to issue tickets through WY Direct Connect.

What are the different ways to connect?

- WY Direct Connect delivers Oman Air content to agents via Oman Air's NDC APIs (powered by Accelya-Farelogix).
- Oman Air allows agents to access WY Direct Connect content via a web-based interface (NDC SPRK).
- Other connections are available via approved technology partners and aggregators that provides NDC API technology to Agencies.

Is WY Direct Connect available via the GDS?

GDS's are not currently part of the scope of NDC API integration.

Will content still be available via traditional GDS's?

Travel agents that continue to use traditional GDS distribution will have access to content that (airline) elects to continue delivering via traditional GDS technology (EDIFACT). Due to the additional costs to (airline) of use of traditional GDS distribution, these traditional GDS transactions may include a cost-recovery surcharge and we may choose to discontinue access to particular fare families or routes.

Will it cost me to access WY Direct Connect ?

There is no charge for accessing WY Direct Connect.

Which mode of connecting to WY Direct Connect should I use?

It depends. If you currently make bookings in a GDS portal/GUI, WY Direct Connect NDC SPRK Platform may be the best option for you. If you use an in-house custom booking tool or sell via the internet, Direct Connect via API may offer the best solution. You can also access content through one of our NDC approved Partners/Aggregators. Please speak to Oman Air sales representative in your market for assistance in determining which solution is right for you.

I am interested in becoming WY Direct Connect partner, where do I begin?

Please speak to your Oman Air Sales representative for assistance in determining which NDC solution is right for you. Alternatively, you can email us at WYNDCSPRK@omanair.com.

Fare types and ticketing FAQ's

What fare types are available?

All fare types and passenger types are available.

What type of reporting is available via WY Direct Connect for your accounting systems?

WY Direct Connect provides access to an XML MIR file for integration into Travel Agency Accounting Systems.

Are private fares, IT fares, VFR fares and Corporate Fares supported?

Yes, all are available. Once the respective fares have been filed by Oman Air for your PCC through ATPCO, they will reflect appropriately as filed.

Are codeshare flights included within WY Direct Connect ?

Yes, codeshare flights are included.

Is post-sale servicing supported by WY Direct Connect ?

Yes, automated ticket exchanges, voids and refunds are all supported.

What forms of payment are accepted?

For BSP accredited Agencies – BSP Cash, BSP Card, Deposit/ Bilateral Credit, Debit/Credit Cards.

For ARC accredited Agencies – Cash, Deposit/ Bilateral Credit, Debit/Credit Cards.

For Non-IATA Agencies – Deposit/ Bilateral Credit, Debit/Credit Cards.

For Easy Pay Agencies - IATA Easy Pay, Deposit/Bilateral Credit, Debit/Credit Cards.

For India Market only, IATA Pay Form of Payment is allowed.

Kindly note that we accept Visa & MasterCard only.

WY Direct Connect NDC API FAQ's

How can I apply to connect via WY Direct Connect NDC API?

You need to click on the link <https://ado.farelogix.com/ado-user> to register & demonstrate your interest for an NDC API Integration. Once registered, Oman Air Team would review the same and post our approval, your NDC API Credentials would get created. For any further queries, you may reach out to your Oman Air Sales Representative or email the NDC Team on WYND CSPRK@omanair.com

How will Oman Air support me in this process?

Oman Air will provide client management and onboarding support, Accelya-Farelogix technical resources, test environments, and additional ongoing support until end-to-end NDC API Certification in test & production systems.

What happens to a PNR if there is a schedule change?

We will push a schedule change notification to the 3rd party using OrderChangeNotif.

Do you support flexible date shopping?

Yes, +/- 3 days is supported

Who does the Trade Partner contact for any after sales support desired on WY Direct Connect ?

The Trade Partner should contact via email to the NDC Support Team on WYND CSPRK@omanair.com
