



TRADE
PORTAL

oneworld

Meet the New AI Assistant – Now Live on the Trade Portal

Dear Partner,

We are excited to share an enhanced Qatar Airways Trade Portal experience. Need a quick answer about a booking policy, ancillary service, NDC Oryx Connect, or STPC? Our Qatar Airways Trade Portal AI Chatbot is here to help.

Launched on 30 June 2026, the AI Chatbot is now live globally. Designed to be your

always-on digital assistant, the chatbot provides instant support for Trade Portal policies, procedures, booking workflows, agreements, and much more—all from a single interface.

Reasons you'll Love It

Instant Answers

No more waiting in live chat queues or contacting Trade Support for routine questions. Get immediate answers to your queries about Qatar Airways policies, procedures, guidelines, and booking processes—24/7 and at your convenience.

Smarter Support Experience

The AI Chatbot handles common questions in real time, helping reduce routine enquiries directed to Trade Support and Live Chat. This allows our support specialists to focus on more complex cases, resulting in faster response times when expert assistance is needed.

Available in English

The chatbot is currently available in English, making it easy for agents to access information and guidance through a simple, conversational interface.

Ask the Chatbot About

- Journey with Confidence (JWC)

- Booking & Ticketing Guidelines
- Ancillary Services
- NDC Oryx Connect STPC (Stopover for the Purpose of Connection)
- Qatar Airways trade policies, procedures, and guidelines

For example, you can ask:

- What is the difference between ticket validity and fare validity?
- How do I purchase ancillary services for a booking?
- How do I request access to NDC Oryx Connect?
- Can STPC be offered on all fare types?
- What are the rebooking options under Journey with Confidence?

How to Access It

Visit your local Qatar Airways Trade Portal homepage. Click the "Need Help?" icon in the bottom-right corner. Start chatting and explore the new self-service experience.

Ask Our AI Chat Bot

How are we doing?

Rate answers instantly with a thumbs up or down in the chat. Every rating goes directly to our team who work on enhancing the Bot. We also look forward to hearing your feedback which you can submit within the chat with the AI bot.

Thank you,
Team Qatar Airways



Qatar Airways Tower 2,
Airport Road, PO Box 22550,
Doha, Qatar.

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Going places together.



Redeem Qrewards and move effortlessly from air to ground with Uber for Business

Dear Partner,

Beyond Business by Qatar Airways, along with Uber for Business, have launched a strategic partnership designed to enhance the corporate travel experience for your client. This enables them, as a corporate traveller, to earn Qrewards for their organisation on every eligible flight and save on their travel budget by **redeeming**

Qrewards for **Uber rides** or **Uber Eats** -whether in their home country or while travelling for business.

Qatar Airways is the first MENA airline to integrate Uber for Business, becoming Uber's exclusive corporate travel partner in the region.

This integration enhances Qatar Airways' premium corporate offering, providing businesses greater flexibility and seamless access to ground transportation. Corporate travellers enjoy priority services and a smoother, more connected journey from air to ground.

Thank you,
Team Qatar Airways

*Terms and conditions apply.

Get in touch with our support team to know more

