

ITQ
LANKA

Travelport 
Redefining travel commerce

IndiGO on Travelport



6E Booking Procedure



Key Features of IndiGo on Travelport

- IndiGo content exclusively available for **all** Travelport connected customers automatically for viewing, selling & modification even without IndiGo credentials
- Sell IndiGo in the Normal work flow
- Unified / combined view of all IndiGo available fares from different logins
- Easily book Ancillaries, even post PNR creation
- Calendar shopping option available for easy servicing of requests
- List IndiGo bookings using regular commands
- Include GDS & LCC quotes in one go
- Move existing key customer data quickly
- Complete details of all taxes charged, updated in the PNR
- Various form of payment options available - agency deposit, credit card, debit card
- Credit card charge fees lesser than the 6E portal
- Manage just a single agency deposit
- All bookings can be placed on HOLD – Corporate, Retail & Regular
- Integrated booking report on 6E portal
- Refunds get instantly credited to the agency deposit or the credit/debit card.
- Back office data handoff for seamless billing
- Automatic generation of SMS & Email of PNR
- PNRs can be easily modified post fulfillment, flights can be changed
- Cancel bookings easily with automatic reversal of amounts to the FOP used

Availability for Indigo & Selling Seats

6E Direct Availability with seat selling

```

>A20JANBLRDEL*6E      6E Direct Availability      Currency:LKR
SAT 20JAN18 BLR DEL      *** IndiGo ***
Opt:01/37 ----- 00:00 HR ----- *6F
1* BLR DEL 0400 0650 6E 475 320 0#
2 BLR HYD 0515 0640 6E 602 320 0#
3   DEL 0955 1235 6E6966 320 0#
4 BLR DEL 0600 0845 6E 132 320 0#
5 BLR MAA 0620 0715 6E 233 320 0#
6   DEL 1040 1335 6E 487 320 0#
7 BLR DEL 0705 0955 6E6228 320 0#
8 BLR HYD 0740 0845 6E 186 320 0#
Next Opt:>A*6E/02 -----Page:>A**6E -----+Details:>FDL01 -----
>N1X1 ← Selling Seat
  
```

Adult Prices From:
 9455.00

6E 475
 OP by IndiGo
 L7 X7 Y7

```

Response
Itin: 9972.00      OptSvcs: 0.00      Total: 9972.00
City Pair--+ Class / Fare Family-----+ Cabin -----
BLR DEL | X / Regular Fare | Economy
-----
FLIGHTS: 6E 475 X 20JAN BLRDEL 0400 0650
          ARRIVES DEL TERMINAL 1D
-----
Base Fare Amount: 5612.00
Taxes Amount: 4360.00
Fees Amount: 0.00
  
```

1.#6E 475 X 20JAN BLRDEL ZK1 0400 0650 L SA

*ALL *RV *PI

6E GDS (Neutral) Availability with seat selling

```

>A20JANBLRDEL/6E      6E GDS (Neutral) Availability
SAT 20JAN18 BENGALURU/DELHI 20/0000 20/2359
1 BLR DEL 0400 0650 6E 475 S Y Q N X L 320 E
  «B»
2 BLR DEL 0600 0845 6E 132 S Y Q N X L 320 E
  «B»
3 BLR DEL 0705 0955 6E6228 S Y Q N X L 320 E
  «B»
4 BLR DEL 0825 1120 6E 367 S Y Q N X L 320 E
  «B»
5 BLR DEL 1020 1300 6E 943 S Y Q N X L 320 E
  «B»
6 BLR DEL 1030 1320 6E 108 S Y Q N X L 320 E
  «B»
7 BLR DEL 1230 1525 6E6065 S Y Q N X L 320 E
  «B»
8 BLR DEL 1305 1555 6E 246 S Y Q N X L 320 E
  «B»
9 BLR DEL 1435 1725 6E 978 S Y Q N X L 320 E
  «B»
10 BLR DEL 1700 1955 6E3988 S Y Q N X L 320 E
  «B»
  
```

↑ Select the class required

Fare Shopper for Indigo & Selling Seats

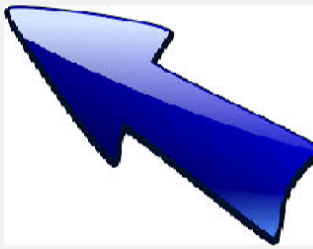
```
>FSBLR20DECDEL
```

TTL OF 56 PRICING OPTIONS AND 111 ITINERARY OPTIONS RETURNED

PRICING OPTION 1	TOTAL AMOUNT	8374 LKR
ADT	TAX INCLUDED	
1 #6E 838 L 20DEC BLR DEL	0800 1050 WE 320	QZ15AP
«BOOK» +TQ		D R +2
PRICING OPTION 2	TOTAL AMOUNT	8374 LKR
ADT	TAX INCLUDED	
1 #6E 475 L 20DEC BLR DEL	0430 0715 WE 320	QZIP
«BOOK» +TQ		D R +6
PRICING OPTION 3	TOTAL AMOUNT	8886 LKR
ADT	TAX INCLUDED	
1 #6E 838 X 20DEC BLR DEL	0800 1050 WE 320	Q015AP
«BOOK» +TQ		D R +4
PRICING OPTION 4	TOTAL AMOUNT	8886 LKR
ADT	TAX INCLUDED	
1 #6E 475 X 20DEC BLR DEL	0430 0715 WE 320	Q0IP
«BOOK» +TQ		D R +4

1.#6E 475 L 20DEC BLRDEL ZK1 0430 0715 L WE

*ALL *RV *PI



1- 2-*9WPQME X +

```
>FSBLR20DECDEL
```

TTL OF 56 PRICING OPTIONS AND 111 ITINERARY OPTIONS RETURNED

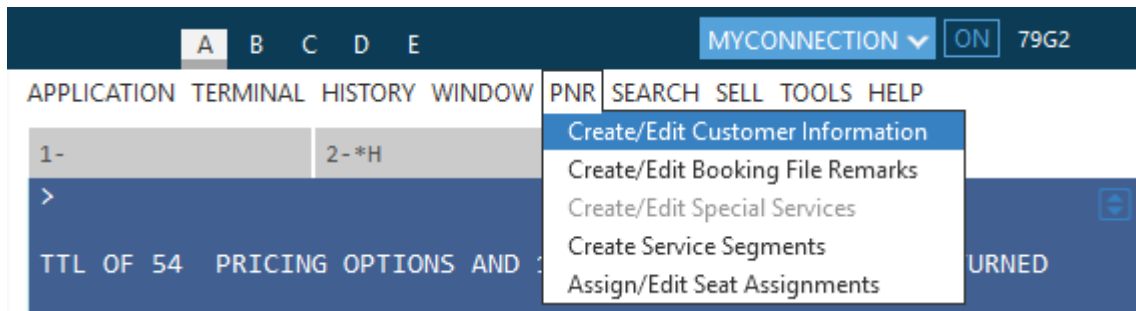
PRICING OPTION 1	TOTAL AMOUNT	8374 LKR
ADT	TAX INCLUDED	
1 #6E 475 L 20DEC BLR DEL	0430 0715 WE 320	QZIP
«BOOK» +TQ		D R +6
PRICING OPTION 2	TOTAL AMOUNT	8374 LKR
ADT	TAX INCLUDED	
1 #6E 838 L 20DEC BLR DEL	0800 1050 WE 320	QZ15AP
«BOOK» +TQ		D R +2
PRICING OPTION 3	TOTAL AMOUNT	8886 LKR
ADT	TAX INCLUDED	
1 #6E 838 X 20DEC BLR DEL	0800 1050 WE 320	Q015AP
«BOOK» +TQ		D R +4

6E Booking Creation Process

Name adding with entry:

Entry : >N. JOSEPH/JANEMRS

Name adding without entry:



A screenshot of a 'Customer Information' form. At the top, there is a dark blue header bar with the text 'Customer Information' and a close button 'X'. Below the header bar is a yellow warning banner with a triangle icon and the text 'Please perform Fare Quote before adding Payment Details.' Below the banner is a navigation bar with the following items: 'NAME' (with a green checkmark), 'LOYALTY', 'CONTACT*', 'ADDRESS*', 'TICKETING*', 'PAYMENT*', and 'SECURITY*'. Below the navigation bar is a blue information icon and the text 'Fields marked by * are required.' Below this is a section titled 'Passengers *' with a checkbox labeled 'Use this last name for all passengers'. Below the checkbox are three input fields: 'Title:*' (with a dropdown menu showing 'MRS - Missu'), 'First Name: *' (with the text 'JANE'), and 'Middle Name:'. To the right of the 'Middle Name' field are a pencil icon and a close icon. Below these fields is a 'Last Name: *' field with the text 'JOSEPH'. Below the 'Last Name' field is a 'Name Remarks:' field. At the bottom right of the form are two buttons: 'Apply' and 'Cancel'. At the very bottom of the form are two buttons: 'SAVE' and 'CANCEL'.

6E Booking Creation Process


Phone Field & Email with entry:

Entry : >**P.T*2345678/MARK/ABC TRAVELS**


Entry : >**MT.MARK@GMAIL.COM**

Phone Field without entry:

Customer Information ✕

 Please perform Fare Quote before adding Payment Details.


NAME LOYALTY CONTACT* ADDRESS* TICKETING* PAYMENT* SECURITY*

 Fields marked by * are required.

Primary Contact Information

Phone *


Phone Type: * City Code: * Number:*

Agency CMB - Colombo 2345678/MARK/ABC TRAVELS 

Apply Cancel

Email

Email Type: * Email: *

To MARK@GMAIL.COM 

Apply Cancel

SAVE CANCEL

6E Booking Creation Process

Customer address with entry:

>W.MRS JANE JOSEPH*STATION ROAD*COLOMBO*LK*P/00400

Delivery address with entry:

>D.MRS JANE JOSEPH*STATION ROAD*COLOMBO*LK*P/00400

Customer Information

NAME ✓ LOYALTY CONTACT ✓ ADDRESS* TICKETING ✓ PAYMENT* SECURITY*

Customer Address *

Customer Name: *
JANE JOSEPH

Country: *
LK - Sri Lanka

Street Address 1: *
STATION ROAD

Street Address 2:

City: * State/Province/Region: Zip/Postal Code: *
COLOMBO 00400

Also use this for the Delivery Address

Apply Cancel

Delivery Address

Add delivery address.

SAVE CANCEL

6E Booking Creation Process

Time Limit/Ticketed with entry:

Entry : >**T.T***

Time Limit/Ticketed with entry without entry:

Customer Information

Please perform Fare Quote before adding Payment Details.

NAME✓ LOYALTY CONTACT✓ ADDRESS* **TICKETING*** PAYMENT* SECURITY*

Fields marked by * are required.

Ticketing *

Ticketing Type: *

T - Passenger Already Ticketed

Apply Cancel

SAVE CANCEL

Receive field entry:

Entry : >**R.Mark**

6E Booking Creation Process

To End the booking should use E but before entering E 6E booking needs the Fare Quote (FQ)

In case if you try to End (E) the booking without Fare Quote the below message will generated

```
>E
TASERR078-NEED PRICING ENTRY BEFORE END TRANSACTION
>
```

Fare Quote entry : **>FQ or FQC6E**

```
BKD:LITE FARE
ADDITIONAL BRANDS INFO          VIEW
>FQ          *** IndiGo ***      Currency:INR
Itin: 3590.00      OptSvcs: 0.00      Total: 3590.00
Pricing for: S1
-----
Fare Basis : QZ15AP
Description: Lite Fare
-----
Summary For All Passengers:
Base Fare Amount      : 1761.00
Taxes Amount          : 1679.00
Fees Amount           : 150.00
-----
Total Fare Amount     : 3590.00
P01:ADT/JOSEPH/JANE: Total: 3440.00
-----
Base Fare Amount      : 1761.00
Taxes Amount          : 1679.00
 29CGST                : 70.00
  UDF                   : 361.00
  PSF                   : 153.00
  RCF                   : 50.00
  YQ                    : 975.00
 29SGST                : 70.00
 29CGST INCLUDED IN BASE INR4.0 : 0.00
 29SGST INCLUDED IN BASE INR4.0 : 0.00
-----
```

6E Booking Creation Process

Booking End Transaction process:

To hold and complete the booking select “**Accept**”.

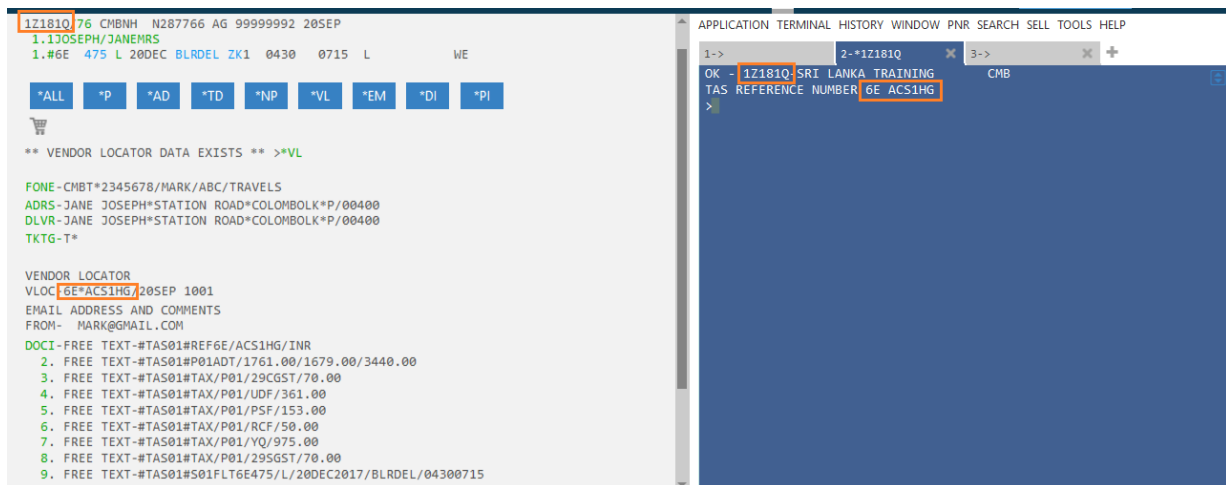
Select “**Decline**” to continue updating the booking

```

*** IndiGo ***
*** Hold Bookings Must Have Valid Payment Details Added ***
*** See Remarks for Expiry Date/Time ***
-----
To Complete And Hold Booking, Please Select >ACCEPT<
To Continue Updating This Booking, Please Select >DECLINE<
-----Rules-----

01. Terms and Conditions
Regular / Return Fares :

- 15 kg / 20 kg (Domestic/International) Check-in Baggage and
30 Kg (Dubai, Muscat, Sharjah, Doha and Singapore) Check-in
Baggage Allowance
- 7 kg Hand Baggage
)>
    
```



The period for which the booking can be kept on hold is determined by the carrier and is detailed in the table below:

Fare Type	Hold Allowed	Hold TL	Travel Time	Agent
Retail/Corporate/ Regular	Yes	6HRS	>72HRS	Domestic
		2HRS	Outside 24HRS & within 48HRS	International
		24HRS	>48HRS	International

Selling Ancillaries & Seats on 6E

- Launch Ancillary basket from PNR Viewer.
- Place a quantity in corresponding white box for the ancillary.
- Select the passenger from the top left drop down box for multi passenger reservations.

Travelport Smartpoint - window 1

1Z181Q/76 CMBNH N287766 AG 99999992
1.1JOSEPH/JANEMRS
1.#6E 475 L 20DEC BLRDEL ZK1 0430

*ALL *P *AD *TD *NP

Shop for Ancillary Services EXISTS ** >*VL

Ancillary Services

Passenger: JANEMRS JOSEPH Filter: All Include View-Only Services

Frequent Flyer number may affect pricing, add numbers prior to selecting ancillaries.

JANEMRS JOSEPH - Frequent Flyer 1 BLR>DEL 0

Check-in baggage - up to 5kg 6E 3434 LKR	0
Check-in baggage - up to 10kg 6E 6868 LKR	0
Check-in baggage - up to 15kg 6E 10302 LKR	0
Check-in baggage - up to 30kg 6E 20604 LKR	0
Lounge Services 6E 1807 LKR	0

SSR Free Text FLIGHT(S) 8290 FLIGHTS + ANCILLARIES 8290 LKR APPROXIMATE TOTAL 0 LKR

Prices are approximate. Verify prices at Review. REVIEW CANCEL

- Click on the booking class to get the seat map or use the entry #SEAT
- Hover on the seat number for description and seat cost – click to book

Travelport Smartpoint - Window 1

1Z181Q/76 CMBNH N287766 AG 99999992 20SEP
1.1JOSEPH/JANEMRS
1.#6E 475 L 20DEC BLRDEL ZK1 0430 0715 L

*ALL *P *NP *VL *EM

Click to view seat map

** VENDOR LOCATOR DATA EXISTS ** >*VL

Select Seats

Only physically fit customers without any medical complaint and between the ages of 15 and 60 may choose the Emergency Exit

IndiGo
6E 475 | Airbus Industrie A320-100/200

Seat Rules

Seat Type: Any Show Preferred Seats

Segments

1 BLR>DEL 6E 475
Depart: Wed, 20 Dec 2017 4:30am
Arrive: Wed, 20 Dec 2017 7:15am
0 of 1 seat(s) selected
Airline Assigned

1. JANEMRS JOSEPH (ADT)
0.00 LKR

0.00 LKR
Approximate total including Tax and Fees

APPLY CANCEL

To confirm a Hold booking

Retrieve the Booking take a Fare Quote add a valid form of payment and commit the booking

- Retrieve PNR - * GALPNR
- Fare Quote the booking - FQ
- Add a valid Form of Payment - ZF/C6E/AP/..... (Agency login)
- Update Received from field - R._____
- End the Booking- E or ER (The booking must be E or ER again on the Form of Payment confirmation Screen)

The screenshot shows a flight booking system interface. On the left, a list of transactions is displayed, with items 11 and 12 highlighted in orange:

- 11. FREE TEXT-#TAS01#PLACED ON HOLD 21SEP17 06:53
- 12. FREE TEXT-#TAS01#ADD PAYMENT BY 22SEP17 06:53

On the right, a 'Form of payment' pop-up window is open, displaying the following information:

- *** IndiGo ***
- FORM OF PAYMENT USED FOR THIS FARE - AP
- 01. Terms and Conditions
- Regular / Return Fares :
- 15 kg / 20 kg (Domestic/International) Check-in Baggage and 30 Kg (Dubai, Muscat, Sharjah, Doha and Singapore) Check-in Baggage Allowance
- 7 kg Hand Baggage
- Change or Cancellation Fee (per passenger per segment)
- *** Domestic India & Nepal Travel ****

Launch the payment screen by clicking on the # next to the flight number

The screenshot shows the flight booking system interface. The flight number '1.#E' is circled in orange, and a 'Direct Payment Carrier' pop-up window is open. The 'Customer Information' form is also visible, showing the 'PAYMENT*' tab selected. The form contains the following fields:

- NAME ✓
- LOYALTY
- CONTACT ✓
- ADDRESS ✓
- TICKETING ✓
- PAYMENT*
- SECURITY*

Fields marked by * are required. The 'Form Of Payment' section includes:

- Form of Payment: * (Agency Payment selected)
- Agency ID: *
- Password:

Buttons for 'Apply', 'Cancel', 'SAVE', and 'CANCEL' are visible at the bottom of the form.

Modify / Cancel a Booking

Modification

Retrieve the Booking & cancel the unwanted segment (s)

- Retrieve PNR - * GALPNR
- Cancel unrequited segment (s) - X2 / X3-4
- Fare Quote the revised itinerary - FQ
- Update Received from field - R.
- Add a valid Form of Payment - ZF/C6E/AP/....(Agency login)
- End the Booking - E or ER

(The booking must be E or ER again on the Form of Payment confirmation Screen)

Cancellation

Retrieve the Booking & cancel the complete itinerary

- Retrieve PNR - * GALPNR
- Cancel Itinerary - XI
- Update Received from field - R.
- End the Booking - E or ER

Select ACCEPT to complete the cancellation - **ACCEPT**

```

***IndiGo***
-----
To Complete Cancellation,           Please Select >Accept<
To Ignore Cancellation,            Please Select >Decline<
-----Cancellation Summary-----
FLIGHTS:    6E 124 20DEC BLRDEL 1220 1505
-----
REFUND  0.00INR
>
    
```

IndiGo RBDs on the GDS

IndiGo RBDs on the GDS		
Classes		
Corporate fare class		
S	FQ-PC promo code	(FQ-PC-INDIGO83, where INDIGO83 is the Promo Code)
Retail & Regular fare classes		
L	Lite	Hand baggage only
X	Regular	Free checked baggage
X	Sale	Promotional fare, free checked baggage (if bothe Regular & Sale fares apply for the itinerary, only Sale fare is shown)
N	Return	Valid only for round trip itineraries (will show in Shopping response)
Q	Family	Valid only for bookings for 2-9 passengers (input passengers names first when using Availability flow, input number of passengers in Shopping flow)
Y	Flexi	Not valid on connections

Notes to remember:

- ◆ Supported passenger types - Adult, Child and Infant
 - * Maximum 9 passengers per booking
 - * Maximum 8 children per booking (unaccompanied minors are not supported)
 - * Maximum 4 infants per booking (1 infant max per adult)
- ◆ Booking automatically goes on hold when ended without specifying a form of payment
- ◆ To confirm a HOLD PNR, retrieve the PNR, FQ, add a valid form of payment (ZF/C6E/AP/....)and End the booking
- ◆ In case FOP specified gets rejected – booking placed on HOLD for 15 minutes to add new FOP
- ◆ All passenger names must be entered in the PNR prior to requesting Optional Services
- ◆ First name MUST contain minimum two (2) characters
- ◆ Passenger Title MUST be entered
- ◆ IndiGo automatically sends email notifications to the traveler for bookings created through Travelport
- ◆ IndiGo automatically sends SMS notifications to the traveler for bookings created through Travelport
- ◆ E or ER MUST be entered separately (Cannot use + to link the last entry)
- ◆ Work on the PNR viewer screen not on Grid View
- ◆ For Family fare to be returned, add names prior to searching for flights through Availability flow
- ◆ Passengers with only a single name to be entered as SINGLENAME/SINGLENAME/TITLE
- ◆ ***Be on the latest SP version for up-to-date functionality***
- ◆

Z*NT	To display the accepted name titles for ACH carrier (in PNR)
Z*PI/C6E	To display the passenger information (in PNR)
ZF*C6E	FOPs supported by 6E
Z*R/C6E	display direct payment carrier's PNR
ZSYNC/C6E	Synchronize the PNR (Chargeable Optional services added)
*LF/C6E	to display stored Fare

Notes