

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:>0006E -----+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

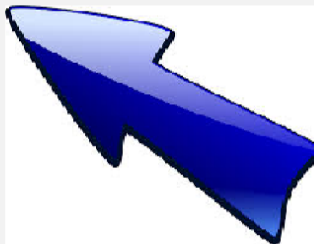
```
>FSBLR20DECDEL
```

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-#9WQME X +

```
>FSBLR20DECDEL
```

TTL OF 56 PRICING OPTIONS AND 111 ITINERARY OPTIONS RETURNED

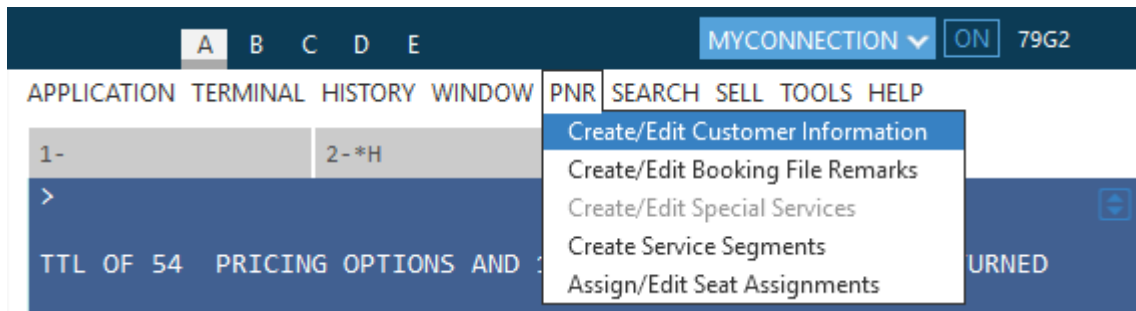
PRICING OPTION 1	TOTAL AMOUNT	8374 LKR
ADT	TAX INCLUDED	
1 #6E 475 L 20DEC BLR DEL	0430 0715 WE 320	QZIP
«BOOK» +TQ		D R +6
PRICING OPTION 2	TOTAL AMOUNT	8374 LKR
ADT	TAX INCLUDED	
1 #6E 838 L 20DEC BLR DEL	0800 1050 WE 320	QZ15AP
«BOOK» +TQ		D R +2
PRICING OPTION 3	TOTAL AMOUNT	8886 LKR
ADT	TAX INCLUDED	
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, there is a yellow warning banner with a triangle icon and the text 'Please perform Fare Quote before adding Payment Details.' Below the banner, there is a navigation bar with tabs: 'NAME' (with a green checkmark), 'LOYALTY', 'CONTACT*', 'ADDRESS*', 'TICKETING*', 'PAYMENT*', and 'SECURITY*'. Below the navigation bar, there is an information icon and the text 'Fields marked by * are required.' Below this, there is a section titled 'Passengers *' with a checkbox 'Use this last name for all passengers'. Below the checkbox, there 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 these fields are edit and delete icons. Below the 'First Name' field, there is a 'Last Name: *' field with the text 'JOSEPH'. Below the 'Last Name' field, there is a 'Name Remarks:' field. At the bottom right of the form, there are 'Apply' and 'Cancel' buttons. At the very bottom of the form, there are 'SAVE' and 'CANCEL' buttons.

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**”.

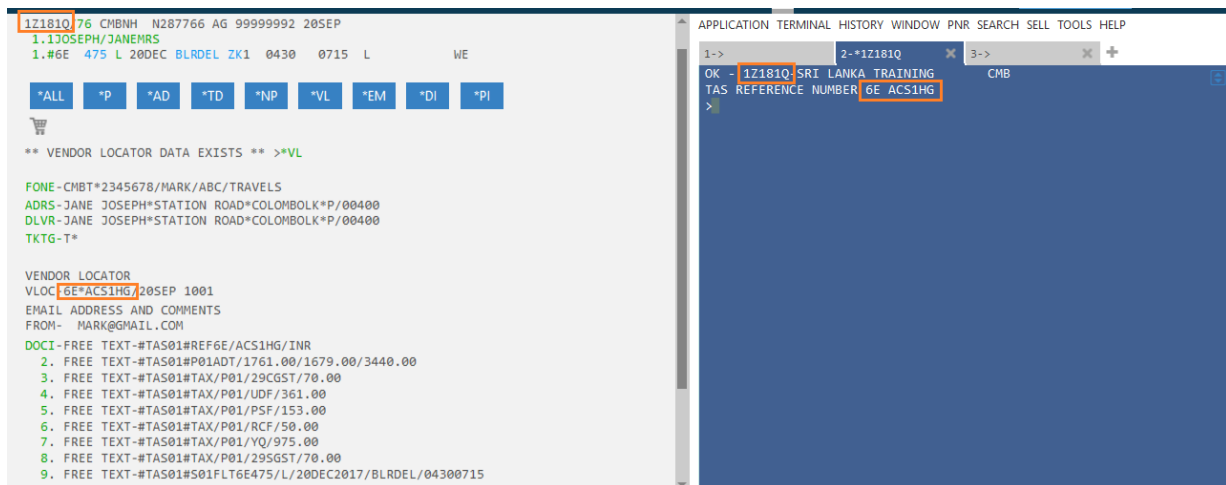
Select “**Decline**” to continue updating the booking

```

*** 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.

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

Select Seats

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

IndiGo | 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

Unavailable | Selected | Available | Blocked | Handicapped

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' pop-up window is also open, showing the following information:

- NAME✓ LOYALTY CONTACT✓ ADDRESS✓ TICKETING✓ PAYMENT* SECURITY*
- Fields marked by * are required.
- Form Of Payment
- Form of Payment: *
- Agency Payment
- Agency ID: *
- Password:
- Apply Cancel
- SAVE CANCEL

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