

GRM Training PPT for Travel Users

Login to Indigo portal



Partner Login

|GW0468

.....



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Access Group Application through my bookings in Indigo

A screenshot of the Indigo website's 'My Bookings' section. The 'Group booking' button is highlighted with a red rectangle. Below it, the 'Flights' tab is selected, showing a multi-city trip to Bengaluru. The trip details include a flight from Delhi (DEL) to Bengaluru (BLR) on April 25th, with a 9h 5m duration and 12 passengers. The PNR is YSLUHP. The status is 'Complete'.

Upon on clicking on group booking tab, you will be redirected to landing page of the group booking application

Dashboard

Today ▾



Group request

0

Waiting airline
response



View request

0

Pending action



Make payment

0

Payment pending



Name list

0

Name list update
pending



View bookings



SSR

0

SSR update
pending

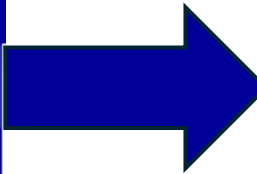
Adhoc Group Request – One Way Trip



New booking ▾

Adhoc group request

Conference group request



Adhoc group request

Group name *

School September

Enter a group name for your reference of this group booking

 One-way

 Round-trip

 Multi-city

Enter all the fields marked as * mandatory

Origin *

Mumbai (BOM)

Destination *

Delhi (DEL)

Departure date *

 11-November-202

Preference

Preference



Preference

Baggage

Select



The baggage added in this section will be applied to all the passengers in the group

No of passengers *



12

Currency type *

INR

Cabin *

Economy

Group category *

Select a group category

Other

 Note: During name updation, passengers may be classified as a child based on their age. An infant can be added to the booking afterward as a Special Service Request (SSR)

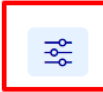
Adhoc Group Request – One Way Trip Flight Selection



Mumbai (BOM)

Delhi (DEL)
11-November-2025

use the filter icon to filter and
view the flights



◀ PREV DAY

Total no of flights : 70 | Selected flights : 0

NEXT DAY ▶

Flight number	Departure time		Arrival time	Duration	
6E-2775	01:10 BOM	→	03:20 DEL	02:10	✓
6E-6045	03:00 BOM	→	05:10 DEL	02:10	✓
6E-656	05:00 BOM	→	07:10 DEL	02:10	✓
6E-2156	06:00 BOM	→	08:05 DEL	02:05	✓

☒ Flexible on dates

Remarks

SUBMIT

click on submit to raise the request

Round Trip



One-way

Round-trip

Multi-city

Origin *

Mumbai (BOM)

Destination *

Delhi (DEL)

Departure date *

11-November-202

Return date *

13-November-20

Preference

Preference

No of passengers *

12

Currency type *

INR

Cabin *

Economy

Group category *

Other

Note: During name updation, passengers may be classified as a child based on their age. An infant can be added to the booking afterward as a Special Service Request (SSR)

Select flight

Mumbai (BOM)



Delhi (DEL)

11-November-2025

1



Select the flight for onwards and return trip

PREV DAY

Total no of flights : 13 | Selected flights : 0

NEXT DAY

Flight number

Departure time

Arrival time

Duration

6E-2775

01:10
BOM

→

03:20
DEL

02:10



6E-6045

03:00
BOM

→

05:10
DEL

02:10



Delhi (DEL)



Mumbai (BOM)

13-November-2025



PREV DAY

Total no of flights : 70 | Selected flights : 0

NEXT DAY

Flight number

Departure time

Arrival time

Duration

6E-2011

02:00
DEL

→

04:20
BOM

02:20



6E-2766

04:00
DEL

→

06:20
BOM

02:20



Multicity



 One-way

 Round-trip

 Multi-city

Enter details of all the trips, only one PNR will be generated per group

Trip 1

Origin *	Destination *	Departure date *	Preference
Mumbai (BOM)	 Delhi (DEL)	 11-November-202	Preference ▼

Trip 2

Origin *	Destination *	Departure date *	Preference	
Chennai (MAA)	 Hyderabad (HYD)	 21-November-202	Preference ▼	+ Add

Trip 3

Origin *	Destination *	Departure date *	Preference	
Hyderabad (HYD)	 Delhi (DEL)	 23-November-20	Preference ▼	+ Add

- Remove

No of passengers *	Currency type *	Cabin *	Group category *
 12	INR ▼	Economy ▼	Other ▼

 **Note:** During name updation, passengers may be classified as a child based on their age. An infant can be added to the booking afterward as a Special Service Request (SSR)

Multicity Flight Selection



Select flight

Select flights for all the trips

Mumbai (BOM)

Delhi (DEL)
11-November-2025

¹

◀ Total no of flights : 13 | Selected flights : 0 ▶

Flight number	Departure time	Arrival time	Duration	
6E-2775	01:10 BOM	→ 03:20 DEL	02:10	✓
6E-6045	03:00 BOM	→ 05:10 DEL	02:10	✓

Chennai (MAA)

Hyderabad (HYD)
21-November-2025



◀ Total no of flights : 61 | Selected flights : 0 ▶

Flight number	Departure time	Arrival time	Duration	
6E-6897	05:30 MAA	→ 06:55 HYD	01:25	✓
6E-495	06:40 MAA	→ 07:55 HYD	01:15	✓

Hyderabad (HYD)

Delhi (DEL)
23-November-2025



◀ Total no of flights : 62 | Selected flights : 0 ▶

Flight number	Departure time	Arrival time	Duration	
6E-2021	04:55 HYD	→ 07:15 DEL	02:20	✓
6E-424	06:00 HYD	→ 08:10 DEL	02:10	✓

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Series Request – Sector Selection



[Home](#) / Series group request

Series group request



1. Sector selection

i Add group details and select journey for the booking.

Group name *

Group category *

Other

▼

Enter all the fields marked as * mandatory

One-way

Round-trip

Origin *

Destination *

↻

Enter destination city

Preference

▼

No of passengers *

Number of passengers

Cabin *

Economy

▼

Currency type *

AED

▼

i **Note:** During name updation, passengers may be classified as a child based on their age. An infant can be added to the booking afterward as a Special Service Request (SSR)

SELECT DATE

Series Request – Departure Date Selection

Date Range



Series group request

✓

2

Sector selection

Departure date selection

Flight

1. Selected sector

BOM → DEL / DEL → BOM

2. Departure date selection

1

Select the specific travel date(s) or series of date range for the group.

BOM → DEL

Enter Date Range and Day preference so that system generates groups for all days according to the conditions specified

☒ Date Range

☐ Specific date

Start date *

End date *

Day preference

17-November-2025

23-November-2025

All days

Series Request must have minimum 7 groups, so select at least 7 days

PROCEED

BOM → DEL

DEL → BOM

Enter length of stay days

5

Enter Length of stay days so that system will automatically load the return dates for each group according to the departure dates

	BOM → DEL	DEL → BOM
Group 1	17 November 2025	22 November 2
Group 2	18-November-2025	23-November-2
Group 3	19-November-2025	24-November-2
Group 4	20-November-2025	25-November-2
Group 5	21-November-2025	26-November-2
Group 6	22-November-2025	27-November-2
Group 7	23-November-2025	28-November-2

You can also change the return dates by clicking on the calendar icon of respective group

PROCEED

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Series Request – Departure Date Selection

Specific Date



2. Departure date selection

(17-November-2025 to 23-November-2025) | (22-November-2025 to 28-November-2025)

Select the specific travel date(s) or series of date range for the group.

BOM → DEL

Date Range allows users to select the departure dates for groups in a random selection

Date Range

Specific date

September

2025

October 2025

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6	28	29	30	1	2	3	4
7	8	9	10	11	12	13	5	6	7	8	9	10	11
14	15	16	17	18	19	20	12	13	14	15	16	17	18
21	22	23	24	25	26	27	19	20	21	22	23	24	25
28	29	30	1	2	3	4	26	27	28	29	30	31	1

06-September-2

08-September-2

17-September-2

26-September-2

07-October-2025

10-October-2025

22-October-2025

PROCEED

BOM → DEL

DEL → BOM

Enter length of stay days

5

BOM → DEL

DEL → BOM

Group 1

06 September 2025

11 September 2025

Group 2

08-September-2025

13-September-2

Group 3

17-September-2025

22-September-2

Group 4

26-September-2025

01-October-2025

Group 5

07-October-2025

12-October-2025

Group 6

10-October-2025

15-October-2025

Group 7

22-October-2025

27-October-2025

Likewise, after entering the length of stay days system will generate the return dates accordingly

PROCEED

Click on Proceed to go to the next step where you will have to select the flights

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Series Request – Flight Selection



3. Flight selection

Select one or multiple flights choices for each sector. The Flights listed below is based on the departure date for each selected sector in Group1.

Select flight

Mumbai (BOM)
Delhi (DEL)
17-November-2025

Select flight for the onwards and return trips

Delhi (DEL)
Mumbai (BOM)
22-November-2025

Flight number	Departure time	Arrival time	Duration
6E-2775	01:10 BOM	→ 03:20 DEL	02:10 ✓
6E-6045	03:00 BOM	→ 05:10 DEL	02:10 ✓
6E-656	05:00 BOM	→ 07:10 DEL	02:10 ✓
6E-2156	06:00 BOM	→ 08:05 DEL	02:05 ✓

Flight number	Departure time	Arrival time	Duration
6E-2011	02:00 DEL	→ 04:20 BOM	02:20 ✓
6E-2766	04:00 DEL	→ 06:20 BOM	02:20 ✓
6E-449	05:00 DEL	→ 07:20 BOM	02:20 ✓
6E-6218	06:00 DEL	→ 08:15 BOM	02:15 ✓

CREATE LIST

The flights displayed in the page or loaded based on the travel dates of group 1 of the series request
The flights selected for group 1 will be applied for all the subsequent groups

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Series Request – Flight Selection



4. Series list

i Confirm the groups list and submit the series request to receive quote from airline. You can modify preferences for individual groups using edit option or can remove any group before submitting the request.

Series group	BOM → DEL Baggage/Meals	DEL → BOM Baggage/Meals	No of passengers	
Group 1	17-November-2025 / 6E-301 --	22-November-2025 / 6E-449 --	12A	 
Group 2	18-November-2025 / 6E-301 --	23-November-2025 / 6E-449 --	12A	 
Group 3	19-November-2025 / 6E-301 --	24-November-2025 / 6E-449 --	12A	 
Group 4	20-November-2025 / 6E-301 --	25-November-2025 / 6E-449 --	12A	 
Group 5	21-November-2025 / 6E-301 --	26-November-2025 / 6E-449 --	12A	 
Group 6	22-November-2025 / 6E-301 --	27-November-2025 / 6E-449 --	12A	 
Group 7	23-November-2025 / 6E-301 --	28-November-2025 / 6E-449 --	12A	 

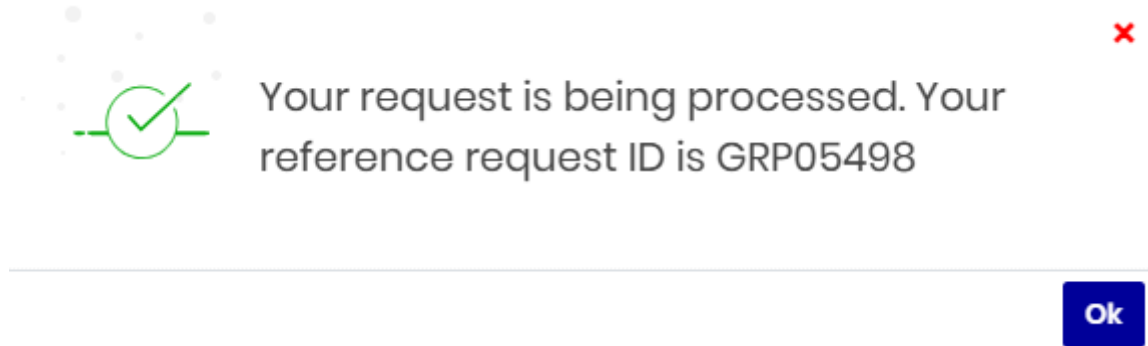
☒  Flexible on dates

Remarks

SUBMIT

Use the edit icon to edit the flight number or departure date or pax count for any of the groups
Use the 'x' to remove any of the groups
Or else click on submit button

Series Request Confirmation



Conference Request



New booking ▾

Adhoc group request

Conference group request

[Home](#) / Conference group request

Conference group request

Enter the details of each Group one by one

Group name *

Group name

Group category *

Other ▾

Group 1

All the groups in a conference can have different number of pax, different routes and different trip types.

 One-way

 Round-trip

 Multi-city

Origin *

Enter origin city

Destination *

Enter destination city

Departure date *

 Select departure

Return date *

 Select return date

Preference ▾

No of passengers *

No of passengers

Currency type *

INR ▾

Cabin *

Economy ▾

 **Note:** During name updation, passengers may be classified as a child based on their age. An infant can be added to the booking afterward as a Special Service Request (SSR)

PROCEED

Group 2

 Add group



Conference Request - Flight Selection will happen group wise

Select flight

Delhi (DEL)



Hyderabad (HYD)

14-October-2025

Hyderabad (HYD)



Delhi (DEL)

18-October-2025



PREV DAY

Total no of flights : 62 | Selected flights : 0

NEXT DAY

Flight number	Departure time	Arrival time	Duration	
6E-4321	01:00 DEL	→ 05:00 HYD	04:00	
6E-2255	04:45 DEL	→ 07:00 HYD	02:15	

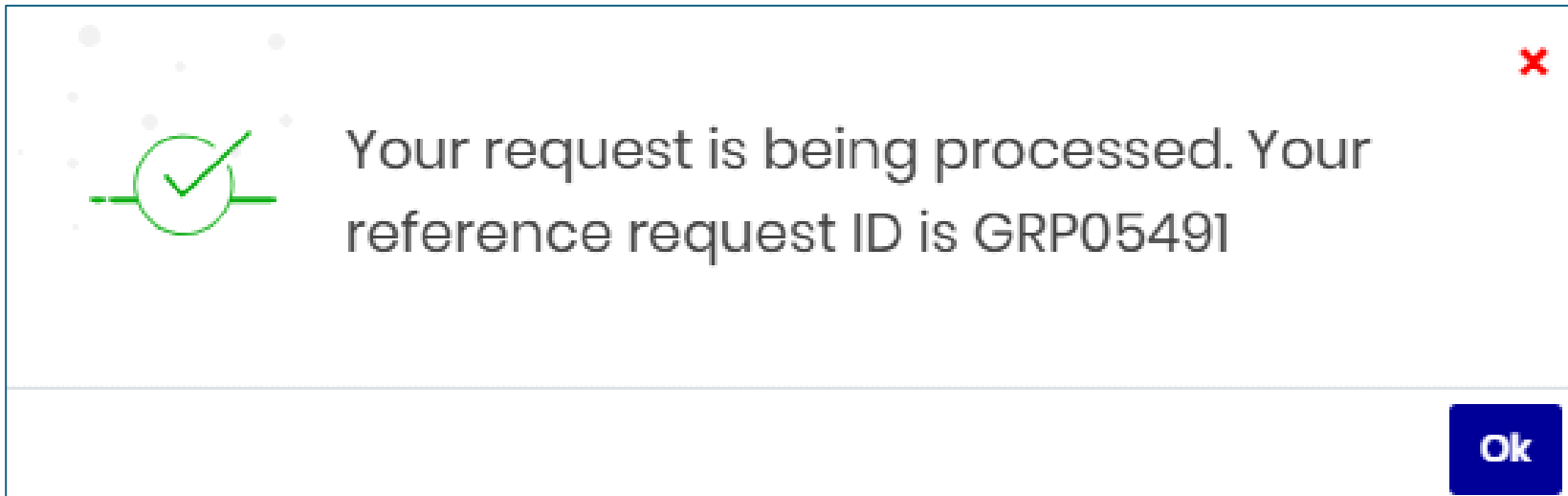
PREV DAY

Total no of flights : 61 | Selected flights : 0

NEXT DAY

Flight number	Departure time	Arrival time	Duration	
6E-2379	06:00 HYD	→ 08:05 DEL	02:05	
6E-2056	07:45 HYD	→ 09:50 DEL	02:05	

Request Confirmation





Thank you