



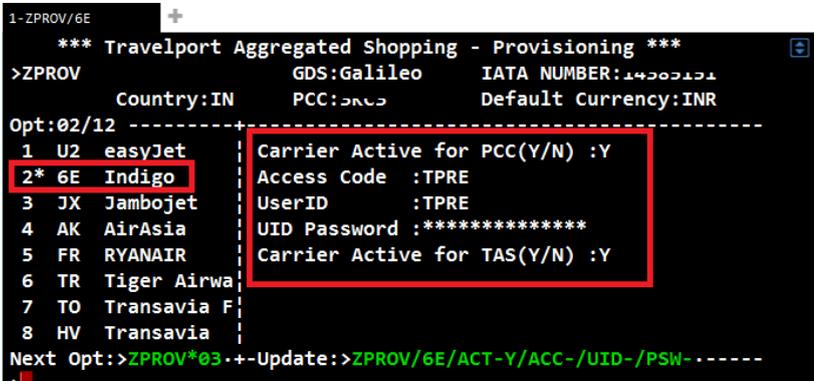
IndiGo
available
on Travelport

Your step-by-step guide to
6E booking procedure

Travelport Smartpoint (Galileo)

Key Features of IndiGo on Travelport

- IndiGo content exclusively available for **all** Travelport connected customers automatically for viewing, selling & modification
- 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
- Manage just a single agency deposit
- All bookings can be placed on HOLD – Corporate, Retail, Regular, etc.
- Integrated booking report on 6E portal
- Back office data handoff for seamless billing
- Automatic generation of SMS & Email of PNR
- PNRs can be easily modified post fulfilment, flights can be changed
- Cancel bookings easily with automatic reversal of amounts to the FOP used

<p>Provisioning IndiGo</p>	<p>To update IndiGo login credentials IF available, provision the PCC with the agency's Login ID in the "Access Code" field of IndiGo (6E) ZPROV table:</p>  <p>The screenshot shows a terminal window with the following content:</p> <pre> 1-ZPROV/6E *** Travelport Aggregated Shopping - Provisioning *** >ZPROV GDS:Galileo IATA NUMBER:14307131 Country:IN PCC:9RCS Default Currency:INR Opt:02/12 ----- 1 U2 easyJet Carrier Active for PCC(Y/N) :Y 2* 6E Indigo Access Code :TPRE 3 JX Jambojet UserID :TPRE 4 AK AirAsia UID Password :***** 5 FR RYANAIR Carrier Active for TAS(Y/N) :Y 6 TR Tiger Airwa 7 TO Transavia F 8 HV Transavia Next Opt:>ZPROV*03 --Update:>ZPROV/6E/ACT-Y/ACC-/UID-/PSW----- </pre> <p>IndiGo Terminology ZPROV Field</p> <table border="0"> <tr> <td>Login ID</td> <td>Access Code (6E agency ID)</td> </tr> <tr> <td>Agency ID</td> <td>UserID (6E Org ID)</td> </tr> </table> <p>In order to update ZPROV table the user needs second level access rights, following entry to be performed: ZPROV/6E/ACT-Y/ACC-AAA111/UID-AAA111/PSW-T*R*A*V*E*L*P*O*R*T*01@, where AAA111 is the agent code (e.g. PSW Travelport*01@).</p> <ul style="list-style-type: none"> • Password can be a combination of Upper case, Lower case & special characters <ul style="list-style-type: none"> • Every lower case character prefixed with * • An asterisk symbol * also prefixed with an asterisk * • Avoid special characters in the last position of the password (eg. @, #, \$, %, &, etc.) 	Login ID	Access Code (6E agency ID)	Agency ID	UserID (6E Org ID)
Login ID	Access Code (6E agency ID)				
Agency ID	UserID (6E Org ID)				

Normalized work flow

IndiGo flights integrated with full service carriers on Availability & Shopping responses

User can use normal Shopping command, **FSBOM1FEBGOI** or may specify Airline preference in shopping command **FSBOM1FEBGOI/6E**.

```

1-FSBOM1FEBGOI +
>
TTL OF 25 PRICING OPTIONS AND 45 ITINERARY OPTIONS RETURNED
PRICING OPTION 1 TOTAL AMOUNT 1833.00 INR
ADT TAX INCLUDED
1 #6E 981 X 01FEB BOM GOI 1530 1715 TH 320 R015AP
«BOOK» +TQ D R
PRICING OPTION 2 *PRIVATE FARE TOTAL AMOUNT 1994.00 INR
ADT TAX INCLUDED
1 #6E 981 S 01FEB BOM GOI 1530 1715 TH 320 R15CRP
«BOOK» +TQ D R
PRICING OPTION 3 TOTAL AMOUNT 2111.00 INR
ADT TAX INCLUDED
1 #6E 179 L 01FEB BOM GOI 1115 1235 TH 320 PZ15AP
«BOOK» +TQ D R +4
PRICING OPTION 4 TOTAL AMOUNT 2167.00 INR
ADT TAX INCLUDED
1 #6E 179 X 01FEB BOM GOI 1115 1235 TH 320 Q015AP
«BOOK» +TQ D R +2
PRICING OPTION 5 TOTAL AMOUNT 2312 INR
ADT TAX INCLUDED
1 AI 33 S 01FEB BOM GOI 0210 0320 TH 321 SAP60
«BOOK» +TQ D R +4
    
```

```

1-A1DECBO MMCT +
>
FRI 01DEC17 MUMBAI/MUSCAT 01/0000 01/2359
1 BOM MCT01/ 0405 0515 WY 206 17 W0 Z0 C7 D7 R7 Y7 X0 V0 738 C*E
S0 H7 H7 B7 K7 L7 Q7 T7 H7
L7 U7 O7 E7
2 BOM MCT01/ 0645 0815 WY 202 17 W0 Z0 C7 D7 R6 Y7 X0 V0 739 C*E
S0 H7 H7 B7 K7 L7 Q7 T7 H7
L7 U7 O7 E5
3 BOM MCT01/ 1540 1710 WY 204 17 W0 Z0 C7 D7 R4 Y7 X0 V0 739 C*E
S0 H7 H7 B7 K7 L7 Q7 T7 H7
L7 U7 O7 E7
4 BOM MCT01/ 2020 2130 6E 81 S Y Q N X L 320 E
«B»
5 BOM MCT01/ 2200 2325 AI 985 C4 D4 J4 Z4 Y0 B0 H0 H0 K0 321 C*E
«B» Q0 V0 W0 O0 L0 U0 T2 S2 EC
NC
    
```

Both Carrier and Neutral availability display supported and can be used for flight display and booking. **A1DECBO MMCT/6E**

Booking IndiGo

Search flights via Fare Shopping or Availability (neutral or Carrier Specific Availability)

Fare Shopping Display

PRICING OPTION 1		TOTAL AMOUNT		4919.00 INR	
ADT		TAX INCLUDED			
1	#6E 342 X 09SEP BOM LKO 1410	1620	SA 320	R020AP	
2	#6E 185 X 09SEP LKO DEL 1830	1945	SA 320	R020AP	
3	#6E 937 X 15SEP DEL IXC 1350	1445	FR 320	R020AP	
4	#6E 459 X 15SEP IXC BOM 1755	2030	FR 320	R020AP	

Carrier Specific Availability Display

```
>A1FEBBOMDEL*6E Currency:INR
THU 01FEB18 BOM DEL *** IndiGo ***
Opt:01/37 ----- 00:00 HR ----- *6E
1* BOM DEL 0200 0415 6E 154 320 0# Adult Prices From:
2 BOM JAI 0530 0725 6E 207 320 0# 2253.00
3 DEL 1120 1220 6E4961 320 0# 6E 154
4 BOM DEL 0610 0815 6E3612 320 0# OP by IndiGo
5 BOM HYD 0620 0755 6E 461 320 0# L6 X6 S6 Y6
6 DEL 1150 1410 6E 845 320 0#
7 BOM DEL 0755 1010 6E 964 320 0#
8 BOM NAG 0820 0955 6E 543 320 0#
Next Opt:>A*6E/02-----Page:>AM*6E-----+Details:>FDL01-----
```

```
>A1FEBBOMDEL*6E Currency:INR
THU 01FEB18 BOM DEL *** IndiGo ***
Opt:01/37 ----- 00:00 HR ----- *6E
1* BOM DEL 0200 0415 6E 154 320 0# Adult Prices From:
2 BOM JAI 0530 0725 6E 207 320 0# 2253.00
3 DEL 1120 1220 6E4961 320 0# 6E 154
4 BOM DEL 0610 0815 6E3612 320 0# OP by IndiGo
5 BOM HYD 0620 0755 6E 461 320 0# L6 X6 S6 Y6
6 DEL 1150 1410 6E 845 320 0#
7 BOM DEL 0755 1010 6E 964 320 0#
8 BOM NAG 0820 0955 6E 543 320 0#
Next Opt:>A*6E/02-----Page:>AM*6E-----+Details:>FDL01-----
```

```
>FDL01 *** IndiGo *** Currency:INR
THU 01FEB18 BOM DEL 1 BOM DEL 0200 0415 6E154
FARE CLASS / FARE FAMILY CABIN SELL
1 2253.00 Lite Fare Economy >01L1.
2 2470.00 Regular Fare Economy >01X1.
3 2740.00 Corporate Fare Economy >01S1.
4 4644.00 Flexible Fare Economy >01Y1.
Rules:>N1/01-----Availability:>A*R*6E-----
```

Neutral Availability Display

```
THU 01FEB18 MUMBAI/DELHI 01/0000 01/2359
1 BOM DEL 0200 0415 6E 154 S Y Q N X L 320 E
2 BOM DEL 0300 0505 9W 339 C7 J3 Z3 I3 P3 Y7 M7 T7 U7 N7 73H C*E
L7 Q7 S7 K7 H7 V7 O7 W0 B2
3 BOM DEL 0300 0505 @EY8949 J2 C2 D0 W2 Z0 Y4 B4 H4 K4 M4 73H C*E
Q4 L4 V4 U4 E4 T4
4 BOM DEL 0600 0815 @H19067 S0 Y9 M9 H9 Q9 V9 O9 G9 R9 U9 737 *E
T9 L9
5 BOM DEL 0610 0815 @EY8790 J2 C2 D0 W0 Z0 Y4 B4 H4 K4 M4 73H C*E
Q4 L4 V4 U4 E4 T0
6 BOM DEL 0610 0815 6E3612 S Y Q N X L 320 E
7 BOM DEL 0610 0815 9W 762 C7 J3 Z2 I2 P2 Y7 M7 T7 U7 N7 73H C*E
L7 Q7 S7 K7 H7 V7 O7 W0 B2
8 BOM DEL 0700 0905 9W 301 C7 J3 Z2 I2 P2 Y7 M7 T7 U7 N7 73H C*E
L7 Q7 S7 K7 H7 V7 O7 W0 B2
9 BOM DEL 0700 0905 AI 864 C4 D4 J4 Z4 Y9 B9 M9 H9 K9 Q9 321 C*E
V9 W9 G9 L9 U9 T9 S9 EC NC
10 BOM DEL 0700 0905 @EY8750 J2 C2 D0 W0 Z0 Y4 B4 H4 K4 M4 73H C*E
Q4 L4 V4 U4 E4 T0
```

```
TASERR187-CLASS NOT AVAILABLE FOR NUMBER OF SEATS SELECTED
*** IndiGo *** Currency:INR
THU 01FEB18 BOM DEL 1 BOM DEL 0200 0415 6E154
FARE CLASS / FARE FAMILY CABIN SELL
1 2253.00 Lite Fare Economy >01L1.
2 2470.00 Regular Fare Economy >01X1.
3 4644.00 Flexible Fare Economy >01Y1.
```

From Fare Shopping screen, Click on Book for the required option.

To select a different itinerary option from carrier specific availability, Click on or TAB to >A*6E/02 to move to option 2. Click on or TAB to >AM*6E to see more flight options. Click on or TAB to Details:>FDL01 to see the cost breakdown for all booking classes.

From the details page, click on or tab to any of the sell options to sell the required class >01X1

Flight segments will be returned to the PNR with a ZK status.

The entire booking takes place via the airlines API and therefore the active segments reside with the direct payment carrier and not in the GDS.

The ZK status code is for direct payment carriers only.

Agencies configured with a corporate login will see Retail as well as Corporate fares & classes on one screen

N1Y6 or click the required Class from Travelport Smartpoint neutral availability.

Requested class is sold if available, else cost breakdown of available classes is displayed

Notice the Branded fares and ancillaries indicator on the availability screen, or

		the fare indicator via Fare Shop																																																																								
Enter mandatory passenger information	<p>N.GALILEO/TESTMRS T.T* D.302 MARS*MILKYWAY STREET*MUMBAI*MH*IN*P/400020 MT._____@_____ P.CTYM*9812345678 R. SI.P1/SSRDOCSAKHK1////GB/TRAVELLER/SMART</p> <p><i>Passenger titles are mandatory.</i> <i>IndiGo supports the following:</i></p> <ul style="list-style-type: none"> • ADT: (Only MR, MRS, MS) CHD/INF: (Only MR, MS) N.I./SURNAME/FIRSTNAME/TITLE*DOB - Infant name <p><i>Mandatory fields including payment data can be added via the Customer Payment Screens.</i></p>	<p>06 Mandatory Booking File fields</p> <p>Address field must contain minimum 05 subfields including State, Country and post code *P/</p> <p>SSR Docs – Gender and DOB required for International bookings ONLY</p> <p>Z*NT in a booking will display the passenger titles supported by that airline</p>																																																																								
Fare Quote booking	<p>FQ</p> <p>1-FQ +</p> <p>BKD:REGULAR FARE/REGULAR FARE ADDITIONAL BRANDS INFO VIEW</p> <p>>FQ *** IndiGo *** Currency:INR Itin: 5069.00 OptSvcs: 0.00 Total: 5069.00 Pricing for: S1-4</p> <p>----- Fare Basis : R020AP/R020AP/R020AP/R020AP Description: Regular Fare/Regular Fare/Regular Fare/Regular Fare -----</p> <p>Summary For All Passengers:</p> <table border="0"> <tr><td>Base Fare Amount</td><td>:</td><td>1089.00</td></tr> <tr><td>Taxes Amount</td><td>:</td><td>3830.00</td></tr> <tr><td>Fees Amount</td><td>:</td><td>150.00</td></tr> <tr><td colspan="3">-----</td></tr> <tr><td>Total Fare Amount</td><td>:</td><td>5069.00</td></tr> <tr><td>P01:ADT/GALILEO/TEST:</td><td>Total:</td><td>4919.00</td></tr> <tr><td colspan="3">-----</td></tr> <tr><td>Base Fare Amount</td><td>:</td><td>1089.00</td></tr> <tr><td>Taxes Amount</td><td>:</td><td>3830.00</td></tr> <tr><td>PHF</td><td>:</td><td>100.00</td></tr> <tr><td>UDF</td><td>:</td><td>564.00</td></tr> <tr><td>TTF</td><td>:</td><td>107.00</td></tr> <tr><td>PSF</td><td>:</td><td>300.00</td></tr> <tr><td>SVCT</td><td>:</td><td>182.00</td></tr> <tr><td>KKCT</td><td>:</td><td>6.00</td></tr> <tr><td>DF</td><td>:</td><td>138.00</td></tr> <tr><td>SBCT</td><td>:</td><td>6.00</td></tr> <tr><td>UDFA</td><td>:</td><td>477.00</td></tr> <tr><td>YQ</td><td>:</td><td>1950.00</td></tr> <tr><td>SVCF INCLUDED IN BASE INR8.0</td><td>:</td><td>0.00</td></tr> <tr><td colspan="3">-----</td></tr> <tr><td>Fees Amount:</td><td>Total:</td><td>150.00</td></tr> <tr><td>CCFD PaymentFee</td><td>:</td><td>150.00</td></tr> <tr><td colspan="3">-----</td></tr> <p>«Display Rules»</p> </table>	Base Fare Amount	:	1089.00	Taxes Amount	:	3830.00	Fees Amount	:	150.00	-----			Total Fare Amount	:	5069.00	P01:ADT/GALILEO/TEST:	Total:	4919.00	-----			Base Fare Amount	:	1089.00	Taxes Amount	:	3830.00	PHF	:	100.00	UDF	:	564.00	TTF	:	107.00	PSF	:	300.00	SVCT	:	182.00	KKCT	:	6.00	DF	:	138.00	SBCT	:	6.00	UDFA	:	477.00	YQ	:	1950.00	SVCF INCLUDED IN BASE INR8.0	:	0.00	-----			Fees Amount:	Total:	150.00	CCFD PaymentFee	:	150.00	-----			<p>Notice the Branded fares and ancillaries indicator at fare level.</p>
Base Fare Amount	:	1089.00																																																																								
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Fees Amount:	Total:	150.00																																																																								
CCFD PaymentFee	:	150.00																																																																								

Selling ancillaries

Launch Ancillary basket from PNR Viewer

1.1GALILEO/TESTMS
 1.#6E 342 X 09SEP BOMLKO ZK1 1410 1620 L SA
 2.#6E 185 X 09SEP LKODEL ZK1 1830 1945 L SA
 3.#6E 937 X 15SEP DELIXC ZK1 1350 1445 L FR
 4.#6E 459 X 15SEP IXCBOB ZK1 1755 2030 L FR

*ALL *RV *PI



Place a quantity in corresponding white box for the ancillary that you wish to sell, remembering to select the passenger from the top left drop down box for multi passenger reservations.

Ancillary Services

Passenger TESTMS GALILEO Filter All

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

TESTMS GALILEO - Frequent Flyer	1 BOM>LKO	2 LKO>DEL	3 DEL>IXC	4 IXC>BOM
	500.00	500.00	600.00	0.00
Check-in baggage - up to 5kg (6E) 500.00 INR	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Check-in baggage - up to 10kg (6E) 2000.00 INR	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Check-in baggage - up to 15kg (6E) 3500.00 INR	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Check-in baggage - up to 30kg (6E) 8000.00 INR	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Lounge Services (6E) 600.00 INR			<input type="text" value="1"/>	

ANCILLARY TOTAL **1600.00** INR

REVIEW CANCEL

Click on review to see a summary of what ancillaries have been selected.

Ancillary Services

Summary

Ancillaries	Total	Status	1 BOM>LKO	2 LKO>DEL	3 DEL>IXC	4 IXC>BOM
TESTMS GALILEO						
Check-in baggage - up to 5kg - 6E	1000.00 INR	2 Selected	500.00 INR	500.00 INR	-	-
Lounge Services - 6E	600.00 INR	1 Selected	-	-	600.00 INR	-
SUBTOTAL	1600.00 INR					

ANCILLARY TOTAL **1600.00** INR

APPLY MODIFY CANCEL

To display seat map

Click on the class of travel

1.1GALILEO/TESTMS
 1.#6E 342 X 09SEP BOMLKO ZK1 1410 1620 L SA
 2.#6E 185 X 09SEP LKODEL ZK1 1830 1945 L SA
 3.#6E 937 X 15SEP DELIXC ZK1 1350 1445 L FR
 4.#6E 459 X 15SEP IXCBOB ZK1 1755 2030 L FR

You can use existing GDS formats to display the ancillary catalogue DAS*

Ancillaries can be filtered by passenger or by ancillary type.

Passenger TESTMS GALILEO

Filter All

- All
- Baggage Excess
- Rule Override
- Meal/Beverage
- Lounge
- Pre-reserved Seat Assignme

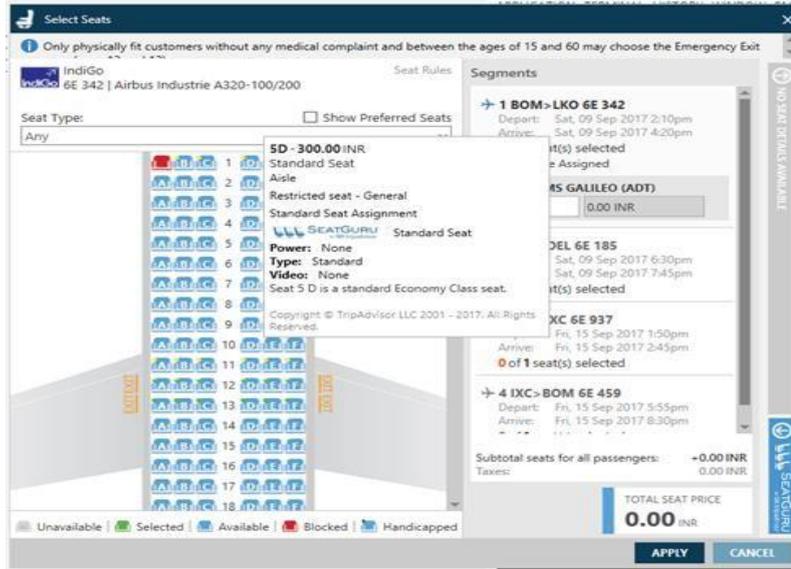
Scroll to the right to see per segment breakdown.

Click apply to add them to the reservation.

You can use existing GDS formats to display a seat map, or #SEAT

To sell a seat from the seat map

Hover on the seat number for description and seat cost – click to book.



Click on the next flight to move to that map and allocate seat number.

Total seat cost added up on the bottom right.

Click apply to add to the reservation.

To input GST details where required

Use the Industry Standard commands to input the GST details in to the PNR when payment of the booking is being done by a business registered for GST

```
>SI.P1/SSRGSTP6EHK1/IND/9102249215303
>SI.P1/SSRGSTN6EHK1/IND/22AAAAA0000A1Z5/ZYX ENTERPRISE
>SI.P1/SSRGSTA6EHK1/IND/GALAXY VIEW/MILKYWAY DRIVE CHURCHGATE/
MUMBAI/MAHARASHTRA/400020
>SI.P1/SSRGSTE6EHK1/IND/GST.INFO//ZYXENTERPRISE.IN
```

```
*** SPECIAL SERVICE REQUIREMENT ***
SEGMENT/PASSENGER RELATED
*** MANUAL SSR DATA ***
M 1. SSRGSTP6E HK /IND/9102249215303-1GALILEO/TESTMS
M 2. SSRGSTN6E HK /IND/22AAAAA0000A1Z5/ZYX ENTERPRISE-1GALILEO/
TESTMS
M 3. SSRGSTA6E HK /IND/GALAXY VIEW/MILKYWAY DRIVE CHURCHGATE/
MUMBAI/MAHARASHTRA/400020-1GALILEO/TESTMS
M 4. SSRGSTE6E HK /IND/GST.INFO//ZYXENTERPRISE.IN-1GALILEO/
TESTMS
```

IndiGo requires the GST details as follows:

- SSR GSTE
- SSR GSTN
- Details to be entered only once per booking
- GST details can be associated with pax 1

As reflected on IndiGo booking

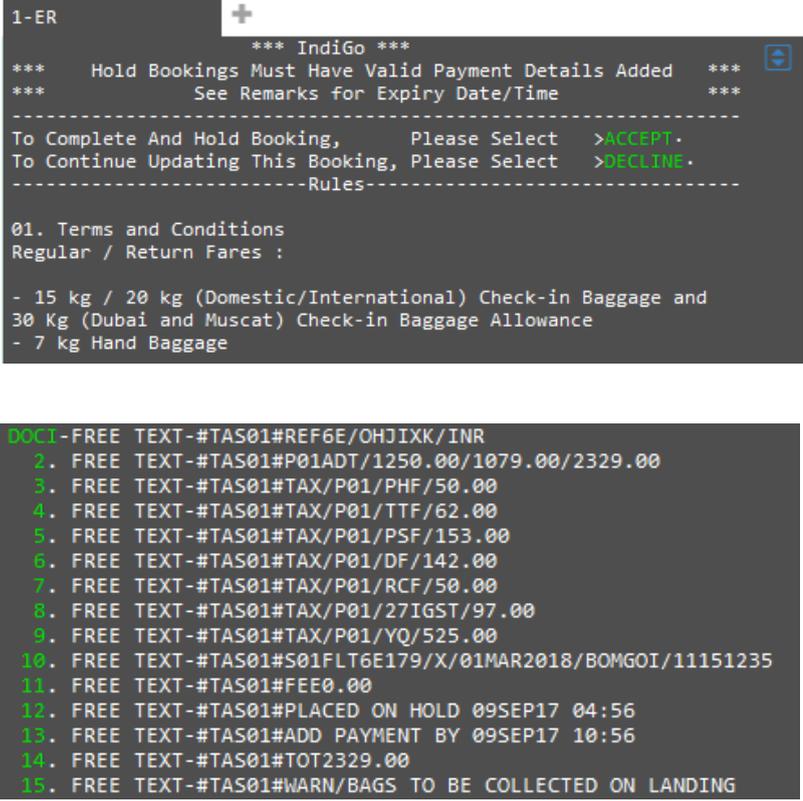
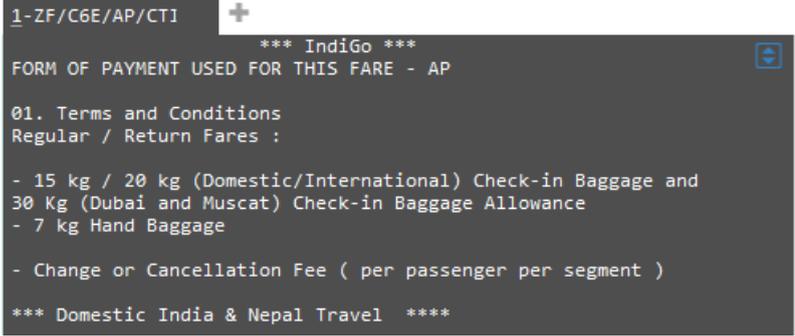
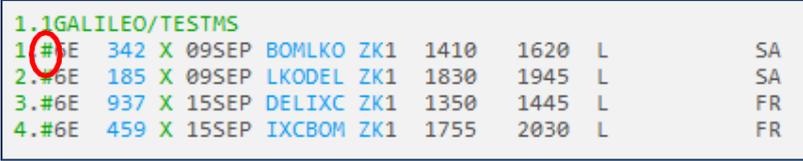
GST Information
GST Company Name : ZYX ENTERPRISE
GST Number : 22AAAAA0000A1Z5

Hold Bookings

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
Retail /	Yes	6hrs	>72 hrs
Corporate /			
Regular / SME			

- Supported for all fare types – Retail, Corporate, Regular, etc.
- Can include Ancillaries and seats selection
- Automatically placed on Hold if form of payment not specified
- Automatically cancelled by IndiGo when payment not completed within time
- Email & SMS generated on creation & cancellation

	 <p>1-ER +</p> <p>*** IndiGo ***</p> <p>*** Hold Bookings Must Have Valid Payment Details Added ***</p> <p>*** See Remarks for Expiry Date/Time ***</p> <p>-----Rules-----</p> <p>To Complete And Hold Booking, Please Select >ACCEPT. To Continue Updating This Booking, Please Select >DECLINE.</p> <p>01. Terms and Conditions Regular / Return Fares :</p> <p>- 15 kg / 20 kg (Domestic/International) Check-in Baggage and 30 Kg (Dubai and Muscat) Check-in Baggage Allowance - 7 kg Hand Baggage</p> <p>DOC1 - FREE TEXT-#TAS01#REF6E/OHJIXK/INR</p> <p>2. FREE TEXT-#TAS01#P01ADT/1250.00/1079.00/2329.00</p> <p>3. FREE TEXT-#TAS01#TAX/P01/PHF/50.00</p> <p>4. FREE TEXT-#TAS01#TAX/P01/TTF/62.00</p> <p>5. FREE TEXT-#TAS01#TAX/P01/PSF/153.00</p> <p>6. FREE TEXT-#TAS01#TAX/P01/DF/142.00</p> <p>7. FREE TEXT-#TAS01#TAX/P01/RCF/50.00</p> <p>8. FREE TEXT-#TAS01#TAX/P01/27IGST/97.00</p> <p>9. FREE TEXT-#TAS01#TAX/P01/YQ/525.00</p> <p>10. FREE TEXT-#TAS01#S01FLT6E179/X/01MAR2018/BOMGOI/11151235</p> <p>11. FREE TEXT-#TAS01#FEE0.00</p> <p>12. FREE TEXT-#TAS01#PLACED ON HOLD 09SEP17 04:56</p> <p>13. FREE TEXT-#TAS01#ADD PAYMENT BY 09SEP17 10:56</p> <p>14. FREE TEXT-#TAS01#TOT2329.00</p> <p>15. FREE TEXT-#TAS01#WARN/BAGS TO BE COLLECTED ON LANDING</p>	<ul style="list-style-type: none"> • Click on ACCEPT to place the booking on HOLD • Click on DECLINE to add FOP & commit the booking • DI. Field gets updated with the 6E details for easy MIR generation • PNR Creation & Hold Time limit reflects in GMT in DI. field 																																								
<p>To confirm a Hold booking</p>	<p>Retrieve the Booking File take a Fare Quote add a valid form of payment and commit the booking</p> <ul style="list-style-type: none"> • Retrieve PNR * GALPNR • Fare Quote the booking - FQ • Add a valid Form of Payment - ZF/C6E/..... • Update Received from field - R._____ • End the Booking - E or ER <p>(The booking must be E or ER again on the Form of Payment confirmation Screen)</p>  <p>1-ZF/C6E/AP/CTI +</p> <p>*** IndiGo ***</p> <p>FORM OF PAYMENT USED FOR THIS FARE - AP</p> <p>01. Terms and Conditions Regular / Return Fares :</p> <p>- 15 kg / 20 kg (Domestic/International) Check-in Baggage and 30 Kg (Dubai and Muscat) Check-in Baggage Allowance - 7 kg Hand Baggage</p> <p>- Change or Cancellation Fee (per passenger per segment)</p> <p>*** Domestic India & Nepal Travel ****</p>	<p>ZF*C6E in the PNR lists the FOPs accepted by 6E</p> <p>ZF/C6E/AP/Account Code (Agency deposit)</p> <p>ZF/C6E/CC/.../D/S.... (Credit Card)</p>																																								
<p>View final cost and Pay for and complete booking</p>	<p>To view a total cost including any seats and ancillary services prior to submitting payment, Fare Quote the PNR by entering FQ</p> <p>Launch the payment screen by clicking on the # next to the flight number.</p>  <table border="1"> <tr> <td>1.#E</td> <td>342</td> <td>X</td> <td>09SEP</td> <td>BOMLKO</td> <td>ZK1</td> <td>1410</td> <td>1620</td> <td>L</td> <td>SA</td> </tr> <tr> <td>2.#6E</td> <td>185</td> <td>X</td> <td>09SEP</td> <td>LKODEL</td> <td>ZK1</td> <td>1830</td> <td>1945</td> <td>L</td> <td>SA</td> </tr> <tr> <td>3.#6E</td> <td>937</td> <td>X</td> <td>15SEP</td> <td>DELIXC</td> <td>ZK1</td> <td>1350</td> <td>1445</td> <td>L</td> <td>FR</td> </tr> <tr> <td>4.#6E</td> <td>459</td> <td>X</td> <td>15SEP</td> <td>IXCBOM</td> <td>ZK1</td> <td>1755</td> <td>2030</td> <td>L</td> <td>FR</td> </tr> </table>	1.#E	342	X	09SEP	BOMLKO	ZK1	1410	1620	L	SA	2.#6E	185	X	09SEP	LKODEL	ZK1	1830	1945	L	SA	3.#6E	937	X	15SEP	DELIXC	ZK1	1350	1445	L	FR	4.#6E	459	X	15SEP	IXCBOM	ZK1	1755	2030	L	FR	<p>Forms of Payment accepted – Agency payment & Credit card.</p> <p>Select from the Form of Payment dropdown</p>
1.#E	342	X	09SEP	BOMLKO	ZK1	1410	1620	L	SA																																	
2.#6E	185	X	09SEP	LKODEL	ZK1	1830	1945	L	SA																																	
3.#6E	937	X	15SEP	DELIXC	ZK1	1350	1445	L	FR																																	
4.#6E	459	X	15SEP	IXCBOM	ZK1	1755	2030	L	FR																																	

Customer Information

NAME* LOYALTY CONTACT* ADDRESS TICKETING* PAYMENT* SECURITY

Fields marked by * are required.

Form Of Payment

Form of Payment: *

Name as it appears on card: *

Card Type: *

Card Number: *

Expiration Date: *

Security Code:

Apply Cancel

SAVE CANCEL

Form Of Payment

Form of Payment: *

Debit Card

Agency Payment

The IndiGo confirmation will be emailed to the email address in the MT. field.

When agency payment is selected, the "Agency ID" details input are checked against data Provisioned in ZPROV table.

Now enter "ER"

Galileo Reference returned and IndiGo vendor locator under *VL. To display the booking in the IndiGo system enter Z*/C6E

To view complete tax details

Details of the fare, all taxes & charges applied are automatically updated in the DI. Lines for seamless invoicing

```

DOC1 - FREE TEXT-#TAS01#REF6E/OHJIXK/INR
2. FREE TEXT-#TAS01#P01ADT/1250.00/1079.00/2329.00
3. FREE TEXT-#TAS01#TAX/P01/PHF/50.00
4. FREE TEXT-#TAS01#TAX/P01/TTF/62.00
5. FREE TEXT-#TAS01#TAX/P01/PSF/153.00
6. FREE TEXT-#TAS01#TAX/P01/DF/142.00
7. FREE TEXT-#TAS01#TAX/P01/RCF/50.00
8. FREE TEXT-#TAS01#TAX/P01/27IGST/97.00
9. FREE TEXT-#TAS01#TAX/P01/YQ/525.00
10. FREE TEXT-#TAS01#S01FLT6E179/X/01MAR2018/BOMGOI/11151235
11. FREE TEXT-#TAS01#FEE0.00
12. FREE TEXT-#TAS01#PLACED ON HOLD 09SEP17 04:56
13. FREE TEXT-#TAS01#ADD PAYMENT BY 09SEP17 10:56
14. FREE TEXT-#TAS01#TOT2329.00
15. FREE TEXT-#TAS01#WARN/BAGS TO BE COLLECTED ON LANDING
  
```

To modify or cancel a booking

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 196 01OCT BOMDEL 1050 1255
-----
REFUND 912.00INR FOP-APXXQGDS
CHARGE 1545.00INR
CANCEL FEE 1545.00CXL3 INCTAX 3.00KKCF INCTAX 3.00SBCF INCTAX
82.00SVCF TOT INR 1545.00
  
```

- Click on ACCEPT to proceed with the cancellation
- Click on DECLINE to ignore the cancellation
- SP 7.3 & above support cancellation of segments

Modification

Retrieve the Booking & cancel the unwanted segment (s)

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

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

```
*** Price Changed - Amount due: 3961.00 ***
>FQ *** IndiGo *** Currency:INR
Itin: 12352.00 OptSvcs: 0.00 Total: 12352.00
Pricing for: S1-2
-----
```

BSP Form of Payment (FOP)

Note: Please note that BSP Form of Payment (FOP) will only be available in select countries and only to select agencies whom are approved for BSP payment by their IndiGo Account Manager. Any agency interested in BSP FOP functionality should first reach out to their respective IndiGo Account Manager and get the necessary credentials. Those credentials need to be updated appropriately in the agency PCCs.

The list of countries supported for BSP FOP is controlled/governed by IndiGo and is subject to change. IndiGo may add/remove countries from this list. Currently, the below countries will be supported for BSP FOP:

BSP FOP supported Countries	
UAE	Thailand
Qatar	Australia
UK	Canada
Saudi Arabia	Singapore
Kuwait	Oman
Nepal	Germany
France	Netherlands
Turkey	Malaysia
Hong Kong	Bahrain
Austria	Denmark
Sweden	Spain
Belgium	Switzerland

A payment processing fee is charged when booking with BSP Form of Payment. The fee applies per passenger per segment, and would clearly show up in Price, Book and Retrieve responses.

Following restrictions apply to BSP Payment bookings:

- BSP FOP cannot be used to book codeshare itineraries
- BSP FOP cannot be used to book itineraries with more than 4 segments
- BSP FOP does not work with currency override
- BSP FOP approved agents cannot create a voluntary HOLD booking. They will have to use some FOP (either BSP FOP, Agency Payment FOP or Credit Card) in their book request.
- Itineraries booked with BSP FOP cannot be modified to change segment or add/change ancillaries. Agents can however modify such bookings later through the IndiGo website. Also note that itineraries booked using BSP FOP can be cancelled just like any other itinerary. In other words, there is NO RESTRICTION on full PNR cancellation for BSP FOP bookings.

BSP Form of Payment (FOP) booking flow

In the Travelpoint Smartpoint Point of Sale (POS), BSP FOP can be added to the

Step-1: Fare Shop.

The screenshot shows the 'Fare Shop' interface. The main display area shows the flight details: 1.1TEST/ABCMR, 1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH. Below this are buttons for '*ALL', '*RV', and '*PI'. A shopping cart icon is visible. On the right, a terminal window displays the search results for flight 1-FSDEL15OCTBOM. The terminal output includes: 'TTL OF 30 PRICING OPTIONS AND 87 ITINERARY OPTIONS RETURNED', 'PRICING OPTION 1', 'TOTAL AMOUNT 195.00 QAR', 'ADT TAX INCLUDED', and '1 #6E 179 X 15OCT DEL BOM 0830 1040 TH 321 M08AP -80000 +10 D R +4'.

Step-2: Select an IndiGo flight option.

The screenshot shows the 'Fare Shop' interface with the flight details: 1.1TEST/ABCMR, 1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH. Below this are buttons for '*ALL', '*RV', and '*PI'. A shopping cart icon is visible.

Step-3: Perform Fare Quote.

The screenshot shows the 'Fare Quote' interface. The main display area shows the flight details: 1.1TEST/ABCMR, 1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH. Below this are buttons for '*ALL', '*RV', and '*PI'. A shopping cart icon is visible. On the right, a terminal window displays the fare quote details for flight 1-FQ. The terminal output includes: 'BKD:REGULAR FARE', 'ADDITIONAL BRANDS INFO *** IndiGo ***', 'yFQ Currency:QAR', 'ZLip: 200.00 Optsvcs: 0.00 Total: 200.00', 'Pricing for: S1', 'Fare Basis: M08AP', 'Description: Regular Fare', 'Summary For All Passengers:', 'Base Fare Amount: 170.00', 'Taxes Amount: 25.00', 'Fees Amount: 5.00', 'Total Fare Amount: 200.00', 'P01:ADT/TEST/ABC: Total: 195.00', 'Base Fare Amount: 170.00', 'Taxes Amount: 25.00', 'ASF: 9.00', '07CGST: 4.00', 'PWF: 2.00', 'PSF: 4.00', '075GST: 4.00', 'RCF: 2.00', 'Fees Amount: 5.00', 'CCFD PaymentFee: 5.00'.

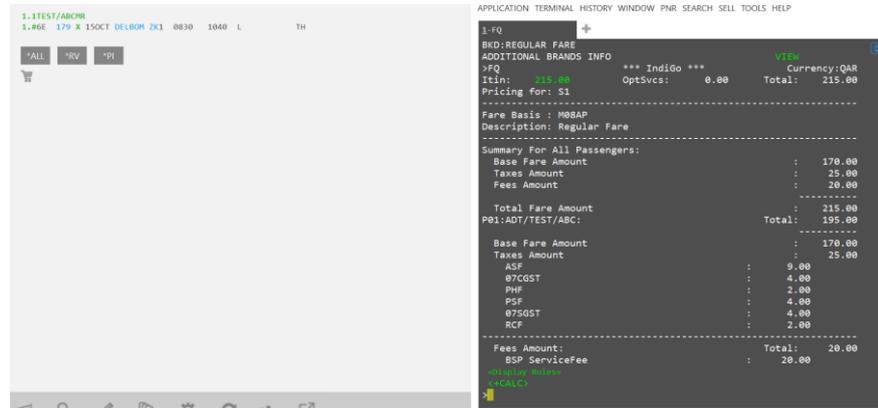
Step-4: Add BSP FOP to the booking to view BSP convenience fee in Price details.

Run command ZF/C6E/BP/65200074 (assume 65200074 is the Payment-ID, also known as Org_ID, approved by IndiGo for BSP FOP for this agency).

The screenshot shows the 'Fare Quote' interface with the flight details: 1.1TEST/ABCMR, 1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH. Below this are buttons for '*ALL', '*RV', and '*PI'. A shopping cart icon is visible. On the right, a terminal window displays the fare quote details for flight 1-ZF/C6E/BP/65200074. The terminal output includes: 'FORM OF PAYMENT USED FOR THIS FARE - BP', '01. Terms and Conditions', 'IndiGo Fares Terms & Conditions', 'Regular / Promo - One Way retail', 'Baggage Conditions', 'Check-in Baggage Allowance: 15 kg for Domestic sectors and 20 kg for International Sectors except 30 kg for Kuwait, Abu Dhabi, Dubai, Muscat, Dammam, Sharjah, Doha, Istanbul and Codeshare destinations; and 25 kg for Jeddah + 5L Zamzam water (only for flights from Jeddah to India)'.

Step-5: Run Fare Quote again.

You will see BSP Service Fee.



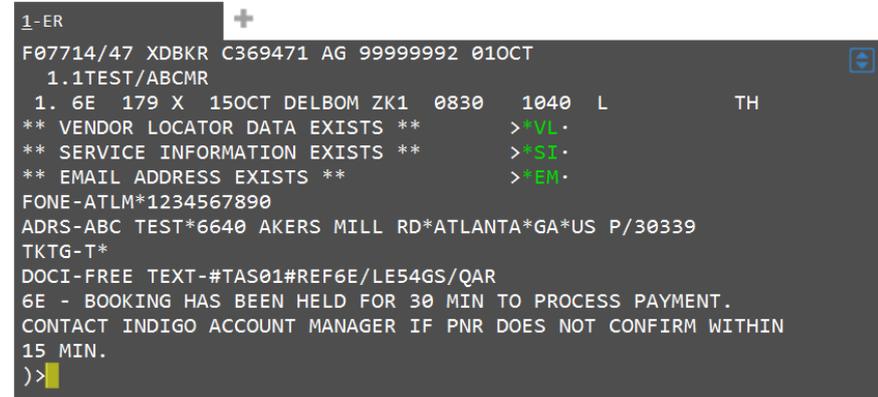
Step-6: Add other necessary booking details (i.e. Phone, Email, Address, Ticketing Info, DoB etc.).

Step-7: End Transact to complete booking.

IndiGo may not confirm BSP FOP booking instantly and may HOLD booking to process payment with BSP/IATA. It may take anywhere between 1 minute to 30 minutes to get payment confirmed. So, during booking flow if IndiGo couldn't confirm the PNR instantly then the user will receive the below warning during the PNR creation (ET) to suggest that the PNR is pending with IndiGo for payment.

"6E - BOOKING HAS BEEN HELD FOR 30 MIN TO PROCESS PAYMENT.CONTACT INDIGO ACCOUNT MANAGER IF PNR DOES NOT CONFIRM WITHIN 15 MIN."

Please also see a sample snippet from Travelport Smartpoint - Travelport Galileo.



Step-8: Retrieve and sync-up PNR to confirm the booking, and view ticket numbers.

So, users can wait for couple of minutes, and re-retrieve PNR and sync-up the PNR to confirm their booking using standard GDS PNR sync process (Travelport Smartpoint POS can use ZSYNC commands, and uAPI can use URRRetrieve).

For example, on Travelport Smartpoint - Travelport Galileo 1G, run *GDS_PNR_Locator to retrieve the PNR, then run command ZSYNC/C6E. If the booking has been confirmed from IndiGo by now then the system will prompt you to sync up the PNR and will ask for End Transact again, in order to update the GDS Host PNR (see snippet below).

```
1-ZSYNC/C6E +
TASINFO06-END TRANSACT TO SAVE SYNCH CHANGES OR IGNORE PNR
>
```

Now once Agent End Transact PNR again, the reservation pending warning will get removed from the Host PNR display (see snippet below and you will notice that warning has been removed now), and agent/user will also see Ticket number(s) along-with 6E record-locator/PNR. So, ticket number(s) is another sign that booking has been confirmed.

Snapshot-1 below shows that the reservation pending warning has gone away.

```
DOCI-FREE TEXT-#TAS01#REF6E/LE54GS/QAR
2. FREE TEXT-#TAS01#P01ADT/170.00/25.00/195.00
3. FREE TEXT-#TAS01#TAX/P01/ASF/9.00
```

Snapshot-2 below shows the ticket numbers were successfully generated.

```
10. FREE TEXT-#TAS01#TKT/P1/S1/3122100004613
```

Once booking is confirmed, IndiGo will issue/send itinerary email as well to confirm the booking.

Additionally, users/agents can also run command Z*R/C6E to view ticket numbers (please see snippet below).

```
1-Z*R/C6E +
>Z*R/C6E *** IndiGo ***
1.1TEST/ABCMR
1. 6E 179 X 15OCT DELBOM ZK1 0830 1040
FONE-1234567890
TAS REF6E/LE54GS
P1-ADT/170.00/25.00/195.00
CURQAR
TKT/P1/S1/3122100004613
ALL FEES20.00
TOT215.00
>
```

Note: Above snapshots and steps may guide/advise user/agent on how to use BSP FOP for the Travelport Smartpoint Point of Sale (POS).

But uAPI agents/users should refer to the below mentioned **Developer Advisory** for guidance regarding how to book IndiGo flights using BSP FOP.

Number: DA-892

Version: 02

Title: Support BSP/ARC form of payment for ACH carriers

Issued on: 21-Sep-2020

Partial Payment:	Not supported by the airline at this time.
Multiple Payments:	Not supported by the airline at this time.
Hold Bookings:	<p>Hold booking is supported for both Retail and Corporate fares.</p> <p>Hold Bookings can include ancillaries and seats selection.</p> <p>The booking is put automatically on hold if it is committed without specifying a form of payment.</p> <p>The period for which the booking can be held is determined by the carrier.</p> <p>If the hold booking is not confirmed the carrier cancel the booking and an email and SMS confirmation is sent to inform about hold PNR cancelled.</p> <p>After a hold PNR is cancelled by the carrier the error message "Unable to retrieve reservation" will be displayed in Travelport Merchandising Suite if the agent tries to retrieve the booking.</p> <p>It is not possible to modify a hold booking.</p> <p>In order for the hold PNR to be confirmed it is necessary to retrieve the PNR, add a valid form of payment and commit the booking.</p> <p>In Travelport Smartpoint the form of payment needs to be added using the cryptic entry.</p>
Waitlisted Bookings:	Not supported by the airline at this time.
PNR Locator / Ticket number:	<p>The carrier returns record locator for the reservation but no eTicket number(s) for regular itineraries.</p> <p>But for Codeshare and BSP FOP itineraries, carrier returns both record locator as well as eTicket number(s).</p>

IndiGo RBDs on the GDS

Classes		
Corporate fare class		
S	Corporate	Free checked baggage, Free meal, Free seat selection, including extra legroom seats, Changeable/Refundable/Cancellable, Unlimited changes and cancellation at no extra fee, GST details required (FQ-PCpromo code FQ-PCINDIGO83, where INDIGO83 is the Promo Code)
V	Coupon	Free checked baggage, Free meal, Free seat selection, including extra legroom seats, Unlimited changes and cancellation at no extra fee, 6E Plus is not available
Retail & Regular fare classes		
L	Lite	Hand baggage only, not combinable with other fare families in round trip or multi-city itineraries, Changeable/Refundable/Cancellable
X	Regular	Free checked baggage, Changeable/Refundable/Cancellable
X	Sale	Promotional fare, free checked baggage (if both Regular & Sale fares apply for the itinerary, only Sale fare is shown) Non-Changeable / Non-Refundable / Non-Cancellable
N	Return	Valid only for round trip itineraries (will show in Shopping response), Free checked baggage, Non-Changeable/Refundable/Cancellable, Cancel fee applies
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), Domestic only, not available on connections, Free checked Baggage, Changeable/Refundable/Cancellable, Change and cancel fee apply
Y	Flexi	Not valid on connections, Free checked baggage, Unlimited changes at no extra fee, Changeable/Refundable/Cancellable
T	Promo	Promotional fare, Departure date should be within 20 days of requesting date, Change and cancel fee apply, Changeable/Refundable/Cancellable,
M	SME	Free checked baggage, Free meal, Changeable/Refundable/Cancellable, Allows unlimited changes and cancellations for a fee, Not combinable with any other fare family in roundtrip or multi-city itineraries, 6E Plus is not available

Booking Flow	<ol style="list-style-type: none">1. Search flights through SHOP or Availability<ol style="list-style-type: none">i. FS...../6E#ii. A.....*6E2. Book required flight & class3. Add Mandatory Booking File elements<p>N.GALILEO/TESTMRS (Passenger titles are mandatory, IndiGo supports the following: ADT: (Only MR, MRS, MS) CHD/INF: (Only MR, MS)</p>T.T*
--------------	--

D. ____ * ____ * ____ *STATE CODE* COUNTRY CODE*P/POSTAL CODE
 MT. _____
 P.CTYM*9812345678
 R.
 SI.P1/SSRDOCSAKHK1////GB/20JAN84/F//TRAVELLER/SMART

(Only for International bookings)

4. Sell Optional / Ancillary services Meals, Seats, Bags, etc.

5. Add GST details

SI.P1/SSRGSTN6E HK1/IND/22AAAAA0000A1Z5/XYZ ENTERPRISE
 SI.P1/SSRGSTE6E HK1/IND/GST.INFO//XYZENTERPRISE.IN

6. Quote the price for flights & optional services booked FQ

7. Add FOP (if payment to be completed) (Agency payment & Credit card accepted)

ZF/C6E/AP/Account Code (Agency deposit)

ZF/C6E/CC/... /D.../S... (Credit Card)

Form Of Payment

Form of Payment: *

8. Add Received from field

9. End the PNR

R.
E or ER

Notes:

- Supported passenger types - Adult, Child and Infant
 - Maximum 9 passengers per booking
 - Maximum 8 children per booking (unaccompanied minors 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/....)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 traveller for bookings created through Travelport
- IndiGo automatically sends SMS notifications to the traveller 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/SINGLENAMETITLE
- **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