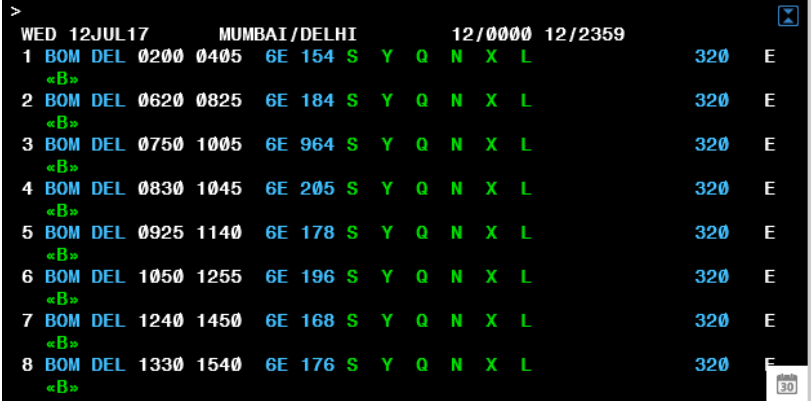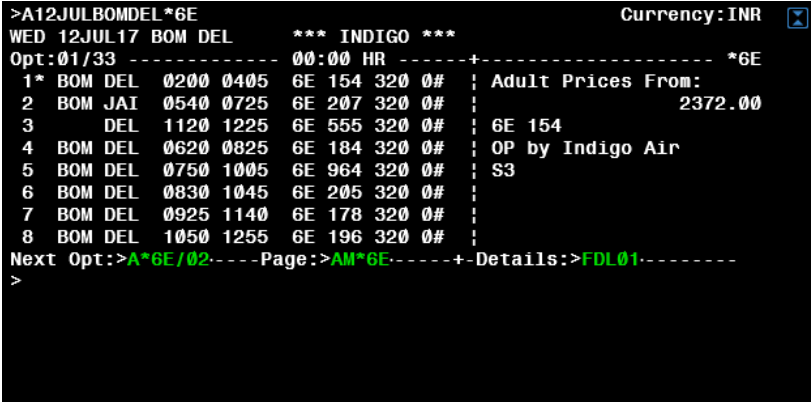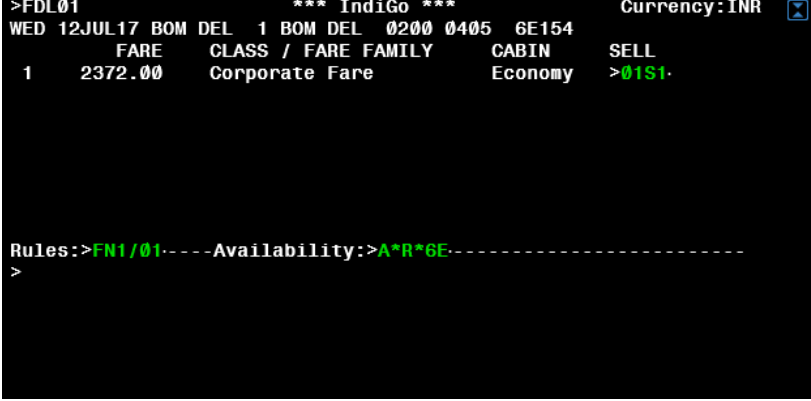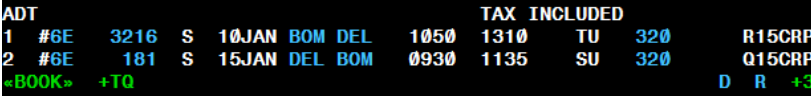# How to Book IndiGo/6E via Travelport GDS Channel Galileo: POS Smartpoint

Look for neutral or carrier specific display Availability or fare shopping	A12JULDELBOM A12JULDELBOM*6E A12JULDELBOM+15JUL FSDEL12JULBOM15JULDEL	IndiGo (6E)
Book required class		N1Y1 or *from Travelport Smartpoint neutral availability clicking on the class will do a direct sell.*

```
>
WED 12JUL17      MUMBAI/DELHI        12/0000 12/2359          ⊠
  1 BOM DEL 0200 0405  6E 154 S  Y  Q  N  X  L       320    E
    «B»
  2 BOM DEL 0620 0825  6E 184 S  Y  Q  N  X  L       320    E
    «B»
  3 BOM DEL 0750 1005  6E 964 S  Y  Q  N  X  L       320    E
    «B»
  4 BOM DEL 0830 1045  6E 205 S  Y  Q  N  X  L       320    E
    «B»
  5 BOM DEL 0925 1140  6E 178 S  Y  Q  N  X  L       320    E
    «B»
  6 BOM DEL 1050 1255  6E 196 S  Y  Q  N  X  L       320    E
    «B»
  7 BOM DEL 1240 1450  6E 168 S  Y  Q  N  X  L       320    E
    «B»
  8 BOM DEL 1330 1540  6E 176 S  Y  Q  N  X  L       320    E
    «B»                                                  📅
```

To select a different itinerary option from carrier specific availability, Click on or TAB to >A*6E/02 to move to option 2 then click on or TAB to Details:>FDL02 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 >01Y2

```
>A12JULBOMDEL*6E                               Currency:INR   ⊠
WED 12JUL17 BOM DEL      *** INDIGO ***
Opt:01/33 ------------- 00:00 HR ------+------------------ *6E
  1* BOM DEL  0200 0405  6E 154 320 0# ¦ Adult Prices From:
  2  BOM JAI  0540 0725  6E 207 320 0# ¦              2372.00
  3     DEL   1120 1225  6E 555 320 0# ¦ 6E 154
  4  BOM DEL  0620 0825  6E 184 320 0# ¦ OP by Indigo Air
  5  BOM DEL  0750 1005  6E 964 320 0# ¦ S3
  6  BOM DEL  0830 1045  6E 205 320 0# ¦
  7  BOM DEL  0925 1140  6E 178 320 0# ¦
  8  BOM DEL  1050 1255  6E 196 320 0# ¦
Next Opt:>A*6E/02-----Page:>AM*6E------+-Details:>FDL01---------
>
```

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.

```
>FDL01                   *** IndiGo ***        Currency:INR   ⊠
WED 12JUL17 BOM DEL   1 BOM DEL  0200 0405  6E154
              FARE    CLASS / FARE FAMILY    CABIN    SELL
  1   2372.00    Corporate Fare            Economy   >01S1·




Rules:>FN1/01-----Availability:>A*R*6E------------------------
>
```

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

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

```
ADT                              TAX INCLUDED
1  #6E   3216  S  10JAN BOM DEL  1050 1310  TU  320    R15CRP
2  #6E    181  S  15JAN DEL BOM  0930 1135  SU  320    Q15CRP
«BOOK»  +TQ                                        D  R  +3
```

		Shop
Enter mandatory passenger information	IndiGo requires the following fields: ☑ First Name ☑ Last Name ☑ Passenger Title ☑ Gender ☑ Date of Birth (for Child and Infant) ☑ Nationality ☑ Address ☑ Country Code ☑ City ☑ State (required for Credit Card/Debit payment) ☑ Postal Code ☑ Email Address ☑ Phone **N.TEST/JADE MRS** **T.T*** **D.MRS JADE TEST*RUKIYA BAGH*COCHIN*KL*IN*P/682016** **MT. or MF. example: MT.JADE.TEST@GALILEO.COM** **P.LONT*02071234567** **SI.P1/SSRDOCSAKHK1////GB/20JAN84/F//TEST/JADE** **R.** Passenger titles are mandatory. IndiGo supports the following: • ADT: (Only MR, MRS, MS) CHD/INF: (Only MR, MS)	*To check what salutations an airline accepts – Z*NT*
Forms of Payment Supported:	☑ Credit/Debit Card ☑ Agency Payment - For select agencies that have signed up for an agency account with IndiGo. Please note that in **Smartpoint** it is **necessary** to specify this address using **the cryptic entry** as below: D.<NAME>*<STREET ADDRESS>*<CITY>*<STATE>*<COUNTRY>*<POSTCODE> i.e.: D.XYZ MR*RUKIYA BAGH*COCHIN*KL*IN*P/682016 D.TRAVELPORT*10 HURRICANE WAY*SLOUGH*BERKS*GB*P/SL38AG	In order for credit/debit card form of payment to be accepted the delivery address needs to be specified with the following 6 mandatory elements: • Customer name • Street address • City • State/Province/Region • Country • ZIP/Postal code
Fare quote Booking	**FQ**	*Notice the Branded fares and ancillaries indicator at fare level.*

```
>FQ                    *** IndiGo ***          Currency:INR
Itin:   2522.00        OptSvcs:     0.00    Total:   2522.00
Pricing for: S1
--------------------------------------------------------------
Fare Basis : R15CRP
Description: Corporate Fare
--------------------------------------------------------------
Summary For All Passengers:
   Base Fare Amount                          :    1016.00
   Taxes Amount                              :    1356.00
   Fees Amount                               :     150.00
                                                ----------
   Total Fare Amount                         :    2522.00
P01:ADT/TEST/VEENA:                       Total:   2372.00
                                                ----------
   Base Fare Amount                          :    1016.00
   Optional Services Amount                  :       0.00
   Taxes Amount                              :    1356.00
      PHF                           :      50.00
      TTF                           :      50.00
      PSF                           :     150.00
      SVCT                          :      85.00
      KKCT                          :       3.00
      DF                            :     138.00
      SBCT                          :       3.00
      UDFA                          :     477.00
      YQ                            :     400.00
      SVCF INCLUDED IN BASE INR8.0  :       0.00
--------------------------------------------------------------
   Fees Amount:                           Total:    150.00
      CCF PaymentFee                :     150.00
   »Display Rules»

>
```

Selling ancillaries	**Launch Ancillary basket from PNR Viewer**	*You can use existing GDS formats to display the ancillary catalogue DAS**
	1.1TEST/VEENAMS 1.#6E 3216 S 10JAN BOMDEL ZK1 1050 1310 L TU *ALL *P *AD *TD *EM *RV *PI 🛒	
		Ancillaries can be filtered by passenger or by ancillary type.
	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.	Passenger VEENAMS TEST ⌄ VEENAMS TEST VEENAMS TEST - Frequent Flyer Filter All ⌄ All Baggage Meal/Beverage Travel Services

Scroll to the right to see per segment breakdown.

Click apply to add them to the reservation.

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

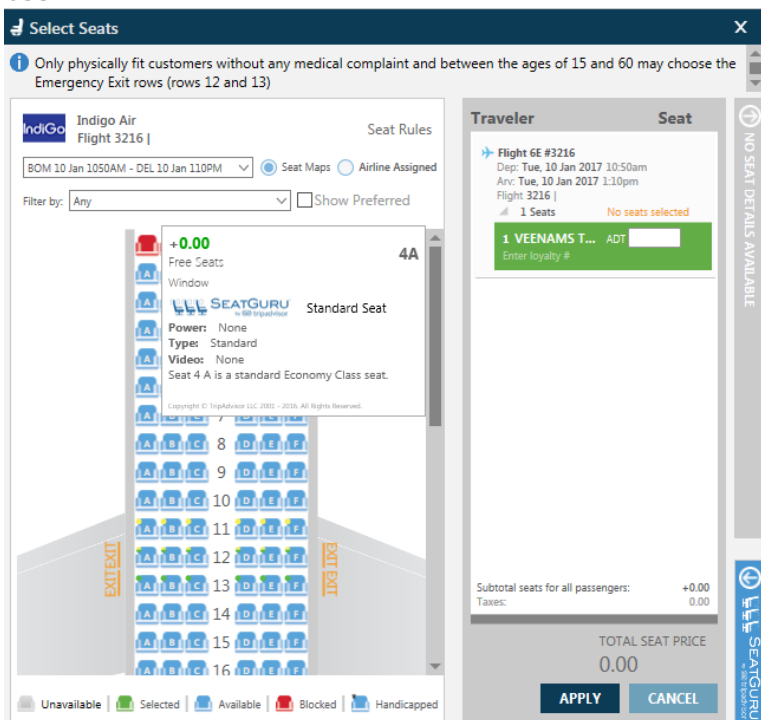|	
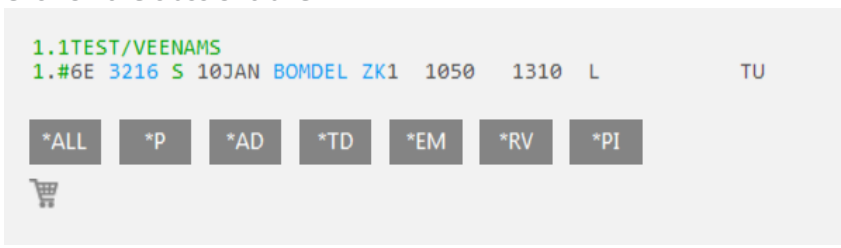
Optional Services offered by IndiGo:	☑ Excess Baggage
	• For domestic bookings
	
	    o BGXS05 = Excess Baggage - 5kg
	
	    o BGXS10 = Excess Baggage - 10kg
	
	    o BGXS15 = Excess Baggage - 15kg
	
	    o BGXS30 = Excess Baggage - 30kg
	
	• For international bookings
	
	    o BGXS05 = Excess Baggage - 5kg
	
	    o BGXS10 = Excess Baggage - 10kg
	
	• Excess baggage option can be purchased by any passenger in the PNR (except INF)
	
	• Each passenger can select a maximum of 1 excess baggage option per	
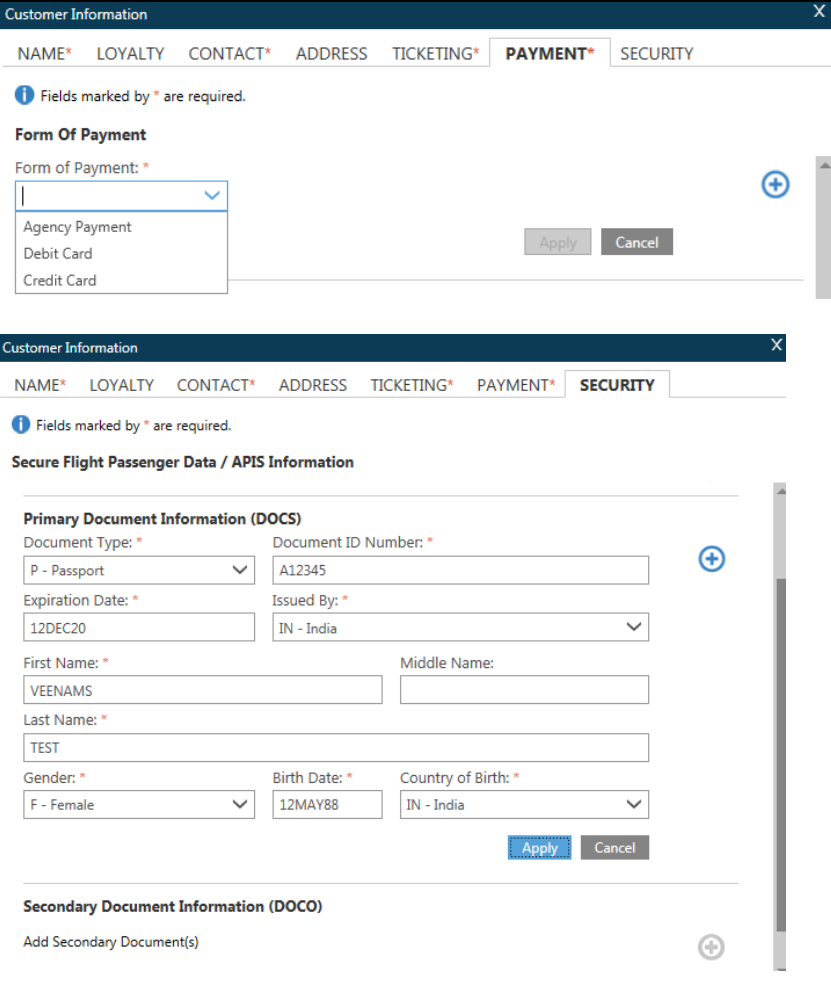
segment
- Excess baggage is not allowed to be purchased within 6 hours prior to scheduled time of departure

☑ Meals
- For Retail fares:
    - There are two types of meals available for selection:
        - Veg Meal (VGML)
        - Non-Veg Meal (NVML)
    - Meal cannot be booked within 24 hour prior to scheduled time of departure

- For Corporate fares:
    - Meal (CPML) is available free of charge
    - Meal will be auto-selected for traveller in POS
    - The meal type (Veg or Non-Veg) can be specified by the traveller on the plane.
    - Meal cannot be booked within 1 hour prior to scheduled time of departure

- For connecting/via flights Travelport platform will push the meal option only on first leg of the journey.
- Each passenger can specify only one meal option per segment
- No meals will be available on short sector flights (availability managed by the carrier)

☑ Lounge
- IndiGo support access to Airport Lounge in specific airports. The full list of airports and terminals where IndiGo can provide this option is available on the carrier website
- Airport Lounge (LNGE) option can be purchased by any passenger in the PNR (except INF) and for any segment of the itinerary

- Lounge option will be displayed only if IndiGo provide this option in the departing airport

- For connecting flights, this option need to be purchased for both the departing airports. For ex. for a journey DEL-MCT via BOM, Airport Lounge will be charged/available for both DEL and BOM airports.

☑ Fast Forward
- IndiGo support Fast Forward in specific Indian airports. The full list of airports and terminals where IndiGo can provide this option is available on the carrier website
- Fast-Forward (FFWD) have to be purchased by all passenger in the PNR (except INF) otherwise the following error will be returned: "TASERR068-SELECT TSPR FOR ALL PASSENGERS"

- Fast-Forward (FFWD) can be purchased for any segment of the itinerary

- Fast Forward will be displayed only if IndiGo provide this option in the

departing airport

- Fast Forward is supported for Via Flights but NOT for Connecting Flights

☑ Seats
- Paid and free seats are available for purchase
- All seats are presented as paid seats category. Free seats can be identified as seats with £0.00 price amount but the "Free seats" filter cannot be used in Smartpoint.
- Seat selection can be purchased by any passenger in the PNR (except INF) and for any sector of the itinerary
- For connecting/round-trip flights the agent needs to select seats for the individual segments in the journey
- PNRs with Infant passenger(s) are not eligible for seat selection in the Travelport Merchandising Suite. Please contact the carrier customer support for this service.
- Children or adults passengers travelling with children are not allowed to select exit row seats (rows 12 and 13)

Flexi and Corporate fares comprise any type of seat selection free of charge

To display seat map	**Click on the class of travel** 1.1TEST/VEENAMS 1.#6E 3216 S 10JAN BOMDEL ZK1 1050 1310 L TU *ALL *P *AD *TD *EM *RV *PI	*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.*

Hold Booking Allowed	The period for which the booking can be hold is determined by the carrier and is described by the below table:	Hold booking is supported for Retail fares only.

The period for which the booking can be hold is determined by the carrier and is described by the below table:

Fare Type	Hold Allowed	Hold TL	Travel time	
Retail fares	Yes	6 Hrs	> 72 Hrs.	Domestic
Retail fares	Yes	2 Hrs	outside 24 Hrs and within 48 Hrs.	International
Retail fares	Yes	24 Hrs	> 48 Hrs.	International
Corporate fares	Some agents may be authorized by IndiGO to hold Corporate bookings	Authorization per IndiGo	Authorization per IndiGo	

Hold booking is supported for Retail fares only.

Held Booking can include ancillaries and seats selection.

The booking is put automatically on hold if it is committed without specifying a form of payment.

If the hold booking is not confirmed IndiGo cancels the booking and an email and SMS confirmation is sent to inform about held PNR cancelled

After a held 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.

It is not possible to modify a hold booking

In order for the held PNR to be confirmed it is necessary to retrieve the PNR, add a valid form of payment and commit the booking.

| View final cost and Pay for and complete booking | **To view a total cost including any seats and ancillary services prior to submitting payment, fare quote the PNR by entering FQ**

Launch the payment screen (Customer Information) by clicking on the # next to the flight number.

1.1TEST/VEENAMS
1 #6E 3216 S 10JAN BOMDEL ZK1 1050 1310 L TU

*ALL *P *AD *TD *EM *RV *PI | |

Notice the option to select agency payment as form of payment

The IndiGo confirmation will be emailed to the email address in the PNR

Now enter "ER"

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

Supported Currency	IndiGo supports the following currencies:	

IndiGo supports the following currencies:

Code	Currency Name
EUR	EURO
GBP	BRITISH POUND
INR	INDIAN RUPEE
SGD	SINGAPORE DOLLAR
THB	THAI BAHT
USD	US DOLLAR
AED	UAE DIRHAM
OMR	OMANI RIYAL
NPR	NEPALESE RUPEE

For further information, please see ASK Travelport, Travelport Aggregated Shopping User Guide, Answer ID AN9274