Process Document
(IndiGo employees on Other Airlines (OAL))

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1   Booking / Listing

1.1   Introduction

This chapter specifies the booking/listing process from the user's point of view.
The graphical user interface guides the user through the booking/listing process. The leisure travel process is the guiding example in this document.

1.2   Process steps

Step 1 Login to SLT mobile or web App
Step 2 Click on the myID link as shown in the below picture

==Link On Mobile App== : Once you open the left panel of the Mobile App, the MyIDtravel link might take a few seconds to reflect. Please wait during this time, Incase it still does not reflect, please login to your SLT app again.
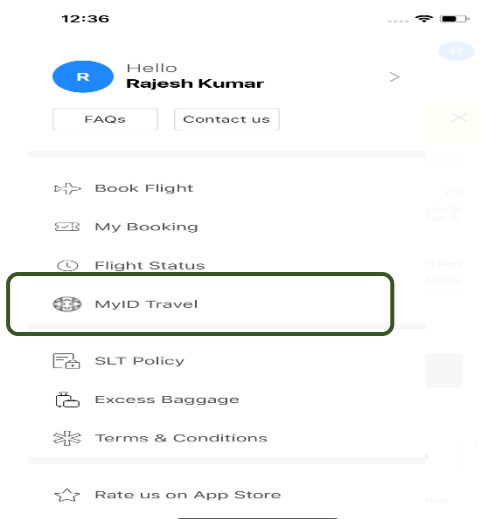
==Link on Website==

Privacy statement

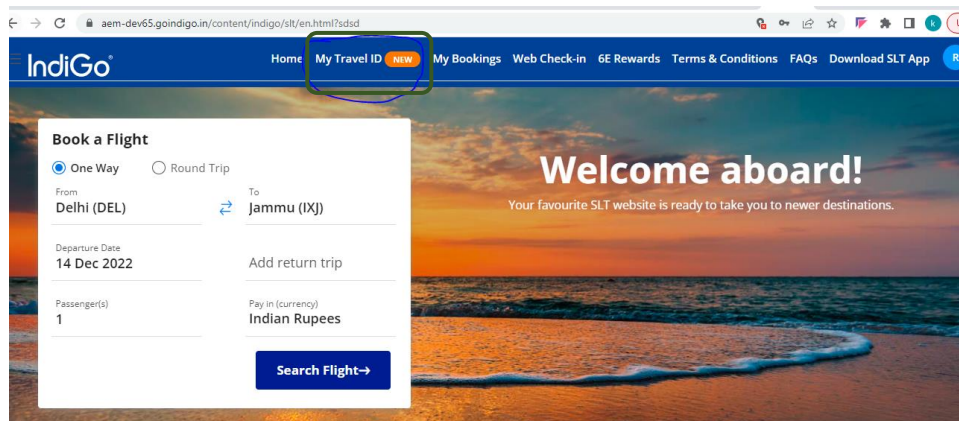Once a user has logged in via the links above, it will take you to the myIDtravel portal. The system displays a privacy statement which is required by German federal law. The user has to confirm that they have read, understood and acknowledged the privacy statement by clicking the appropriate checkbox. If this acknowledgment is not given, the user will not be able to carry out any action within myIDTravel.

The booking/listing process consists of the steps shown in fig.1.
Personal login is described in this document.

fig. 1 - Process steps

1.3   Process starting point

A new booking/listing process starts when the **New Flight / Ticket** link has been selected from the navigation bar (Fig. 2). The progress information bar which is included on every screen shows which step of the booking/listing process is currently being performed (Fig. 4).

fig. 2 - Navigation bar

The visibility of the side-menu can be toggled by clicking on the **Menu** button at the upper-left corner (see fig. 3).
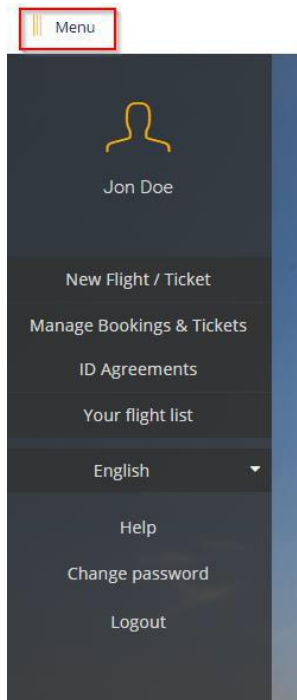
Fig. 3 - The visibility of the side-menu is controlled by the Menu toggle-button.
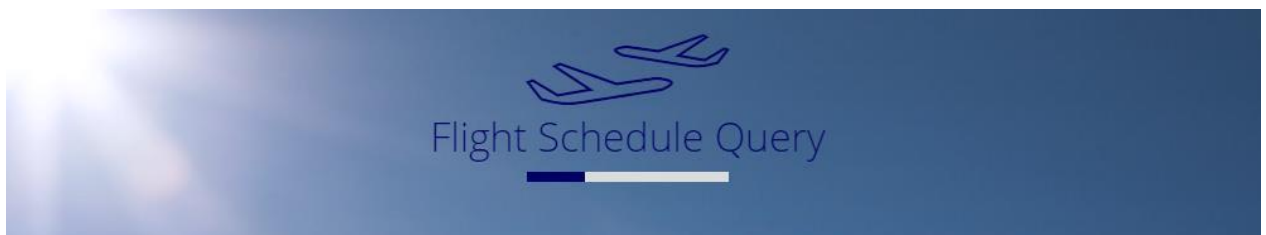
Fig. 4 - Progress information bar

Since the booking/listing process for leisure travel starts with a selection of the travelers, the first screen in this process is the Traveler Selection page (see chapter 1.4.1)

1.4   Process flow

1.4.1   Traveler selection page

For leisure travel, the user has to select the passengers for whom the booking/listing is to be performed on the **Traveler Selection** page (Fig. 5). This page shows the list of all entitled persons created along with the employee's profile. The user can select up to six persons from the list by selecting the checkbox next to the respective name.

In case that all chosen travelers are children, the systems displays a message on the **Flight Schedule Display** page (see chapter 1.4.3) informing the user that children have to be accompanied by an adult.

For every infant selected on the **Traveler Selection** page, at least one adult has to be selected as well.

While selecting the travelers', please ensure that you select the right "Title" for each traveler and it matches with the travel documents of the traveler. Any mismatch in the above, will lead to issues during travel and / or at the immigration.

The **Continue** button on the **Traveler Selection** page leads the user to the **Flight Schedule Query** page (see chapter 1.4.2).
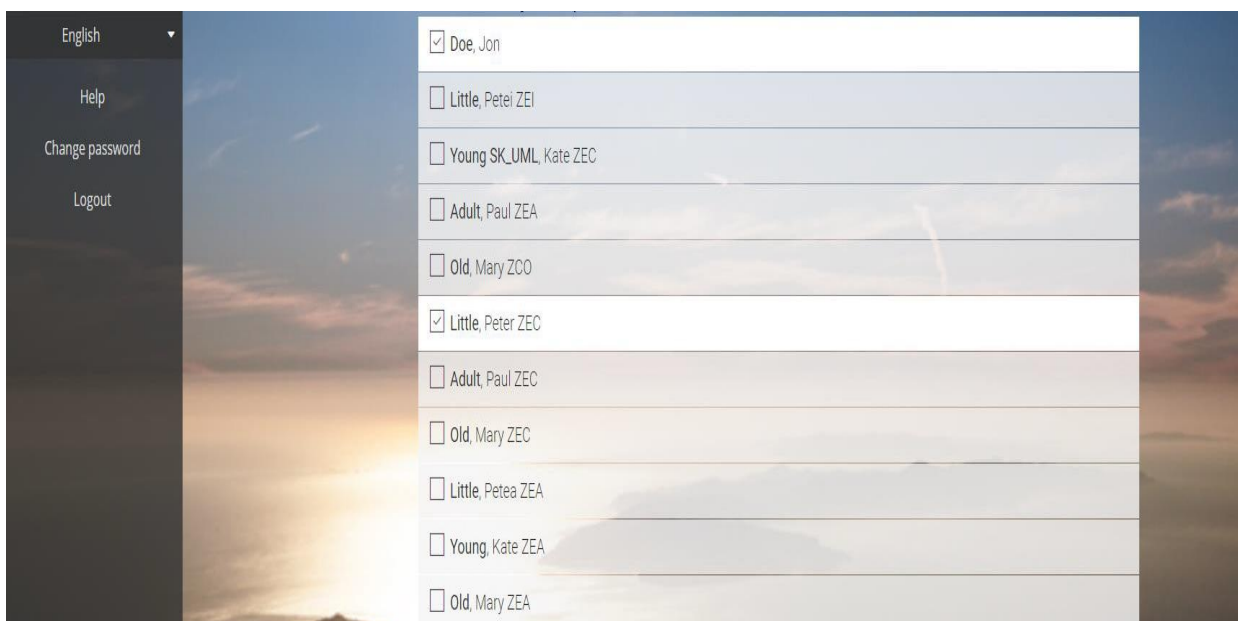
Fig. 5 - Traveler Selection pag

1.4.2 Flight Schedule Query page

There are three options for the type of travel:

1. **One Way**: as a result of this choice, only one route/data row will be displayed.

2. **Return:** as a result of this choice, two route/data rows will be displayed. The value of the origin input field in the first row will be filled into the destination input field of the second row and vice versa.

3. **Multiple Legs:** as a result of this choice, up to eight route/data rows will be available.

Fig. 6 - Flight Schedule Query page

The **Airline** element enables the user to choose a specific airline for which the flight schedule will be requested. It has two options:

The user has to fill in the 3-letter-codes for origin and destination into the respective input fields for each route/data row.

If a user doesn't know the 3-letter-code, the user can just type in the city name into the field. A list with up to five possible suggestions will appear from which the user has to select one (see fig. 7).

fig. 7 – Searching for the 3-letter-code with a city name

The user has to enter a valid date into the **Departure** input field. The user can either type the date into the field in the presented format or access a calendar to look up the desired date by clicking on the **calendar icon** (see fig. 8).

fig. 8 - The calendar helps the user to select the correct date

The Time dropdown menu gives the user the option to choose the desired starting time of their flight. However, they can choose not to select any time and it will show all available flights.

Under the Travel Status dropdown for leisure travel process, selection that is available to IndiGo employees is "R2 standby". R2 Standby means Leisure standby.

The **Class** dropdown contains the compartments that are available for the employing airline and IndiGo employees need to select "Economy",

By pressing the **back** button, the user returns to the **Traveler Selection** page. As the **Traveler Selection** page only exists in the leisure travel process, the **Back** button is not shown in the duty travel process.

The **Find flights** button leads the user to the **Flight Schedule Display** page.

1.4.3   Flight Schedule Display page

For each route/data row entered on the **Flight Schedule Query** page, the **Flight Schedule Display** page shows an availability information block. This block starts with a header which shows the requested date, origin and destination. The checkbox **Selectable flights only** is activated by default and hides the flights that are not available for selection.

Below this header, the page contains a flight availability block for each available flight matching the request. If no flights are available, an informational text is displayed instead.

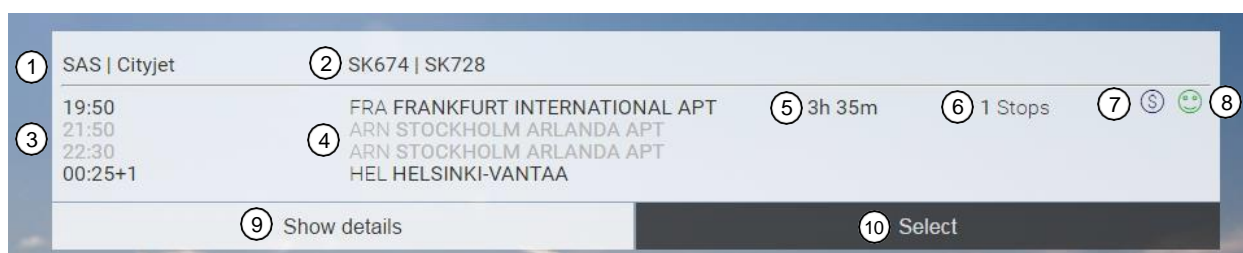Each flight availability block contains the following information:

Fig. 9 – flight availability display

1. The operating airline(s) for the flight.
2. The flight number(s).
3. The local times of first departure and final arrival are listed at the top and bottom of the time-list. If the flight contains a stop, the arrival and departure times are listed in between. The "+1" indicates that the arrival will be at the next day.
4. For each time entry (3), the corresponding airport for arrival or departure is provided.
5. Flight duration from first departure till final arrival
6. The number of stops
7. Tariff information indicator. Indicates the price level of the first traveler who mostly is the employee himself. One dollar icon presents a cheap tariff, while three dollar icons relate to a more expensive tariff.
8. Chance indicator. Indicator for the current booking situation. The following options exist:
    ☺ (green) → good chance
    ☺ (orange) → moderate chance
    ☹ (red) → bad chance
9. The **Show details** button opens a new window with more information about the flight (see chapter 1.4.4).
10. The **Select** button needs to be pressed to choose the specific flight for the route.

The user chooses a flight using the **Select** button. A requested route (entered in one route/data row on the **Flight Schedule Query** page) can consist of more than one segment. In this case, all segments are shown in one flight availability box and can only be selected as a union. As soon as one flight has

been selected, the other flights for that route will disappear (see Fig. 10). If the user would like to choose another flight, he can do so by pressing the **Change flight** button. In that case all queried flights for the route will be visible for selection again.

The **Back** button leads back to the **Flight Schedule Query** page.

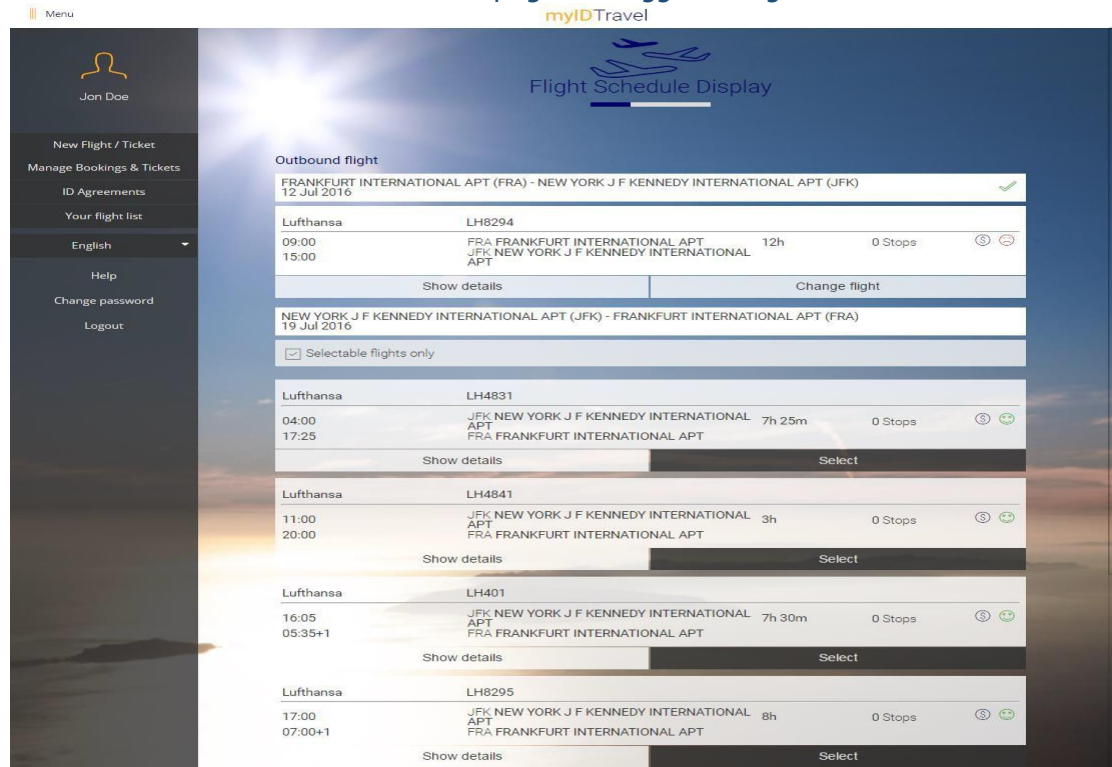The **Continue** button leads to the **Fare Information** page and triggers a segment sell.

Fig. 10 - Flight Schedule Display page

1.4.4   Flight Details window

In the **Flight Details** window, further information concerning a specific flight are shown (see Fig. 11). The page can be reached from the **Flight Schedule Display** page by clicking on **Show Details** for a specific flight. The popup window can be closed by clicking the cross icon at the upper-right corner.
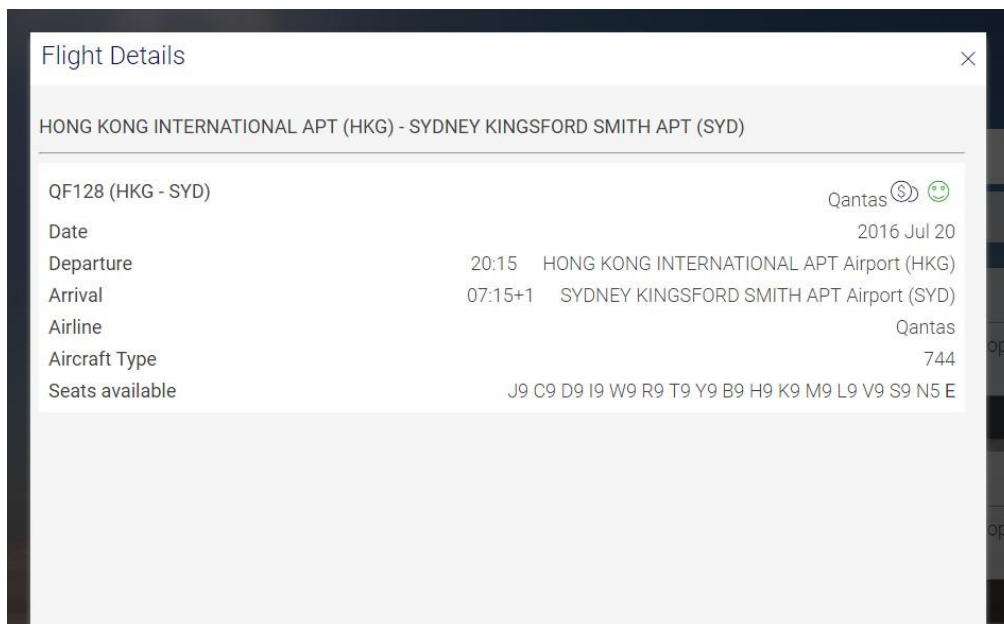

Fig. 11 - Flight Details window

1.4.5   Fare Information page

The screen layout of **Fare Information** page is shown in Fig. 12.

A price information box is shown for each ticketing airline. Below the related segments and the travelers, a price summary is presented. This includes the total fare, total government taxes and the myIDTravel fee.

If there is more than one passenger, the fees for each traveler are listed when the user presses the **Show Subtotals** button (see Fig. 13).

All values are displayed and charged in the transporting airline's currency. The **Grand Total** for all segments is converted into the currency defined by the user in his staff profile as a non-binding information. For IndiGo employee, the Grand Total will be reflected as INR, however, the deduction from Credit Card will be as per the transporting airline's currency.

The conversion is done either through Global Distribution System (GDS) functionality or using the currently valid IATA ROE. For further information regarding the fares calculation and currency conversion see chapter 5.

The **Back** button leads back to the **Flight Schedule Display** page. The **Continue** button leads to the **Contact and Payment** page.

Fig. 12 - Fare Information page

Fig. 13 - Subtotals for each traveler

1.4.6 Contact and Payment Information page

The layout of the **Contact and Payment Information** page is shown in fig. 14. After a headers section with the selected flights and travelers, it consists of the following input fields in the first section:

- Phone number 1
- Phone number 2
- Mobile number
- E-mail address (requested twice to prevent typing errors)

The values of the input fields **Phone number 1, Phone number 2, Mobile number** and **E-mail address** are added to the Passenger Name Record (PNR). It is mandatory to insert at least one phone number. The **Phone number 1** and **Phone number 2** fields are prepopulated with the values sent for login. Please check the same before making the booking.

The email address field is mandatory as the user will not be able to receive his booking confirmation along with the booking confirmation code in any other way than by email. The input fields for the email address are prepopulated with the user's email address which the system gets from the staff profile/login interface. In case the staff profile does not contain an email address, the fields contain an '@' sign. Please fill in the required information.

Below these contact data, the following payment information is requested separately for each transporting carrier:

- Credit card type
- Credit card number
- Credit card validation code (CVC)
- Expiration date ("valid until")

Accepted credit cards are defined by the transporting airline. The system validates the format of the credit card information and adds the information to the PNR.

The credit card number entered on the **Contact and Payment Information** page is shown to the user in plain text to verify the number. All credit card information is encrypted for transmission to a separate myIDTravel PCI-server. It is inserted to the PNR using regular transactions. No credit card information is stored by the myIDTravel system, therefore the user has to enter the information every time he accesses the **Contact and Payment Information** page.

The user needs to verify the credit card information by clicking on the **Verify** button inside the credit card frame. The information is validated by the myIDTravel PCI-Server. Fig. 15 shows a credit card that has been successfully validated. Fig. 16 shows the message that appears if the validation process has failed.

When the credit card has been successfully validated, the user can complete his booking by clicking on the **Finish** button.

fig. 14 - Contact and Payment Information page

fig. 15 - The credit card has been successfully validated for the booking

fig. 16 - An invalid credit card was provided

1.4.7   Confirmation page

The **Confirmation** page (see fig. 17) contains a header section with all created PNR's and tickets. The system does also send a confirmation email to the email address entered into the **email address** input field on the **contact** page. In case the email cannot be sent, the system shows an error message on the **confirmation** page to notify the user to print out the **confirmation** page or to write down the booking code(s).

The **Confirmation** page also provides a summary of the booking, including the travelers, the flights and the fares.

Menu   **my**IDTravel

✔ Your booking/listing has been completed successfully.

Jon Doe

Please mark the baggage you are checking in with your name and address.

New Flight / Ticket	Booking Reference:	**5O3GK5**
Manage Bookings & Tickets	Ticket number:	**220-2453934782**
ID Agreements		**220-2453934783**
Your flight list		
English ▼	**Travelers**	
Help	Doe, Jon Mr.	
Change password	Adult, Paul ZEC Mr.	
Logout		

Your flights

FRA FRANKFURT INTERNATIONAL APT – HEL HELSINKI-VANTAA		26 Jul 2016
Lufthansa	LH848	Economy / R2 Standby
09:50	FRA FRANKFURT INTERNATIONAL APT 2h 25m	0 Stop
13:15	HEL HELSINKI-VANTAA	LISTABLE

Fare Information

Lufthansa

FRANKFURT INTERNATIONAL APT (FRA) -
HELSINKI-VANTAA (HEL)

Doe, Jon Mr.
Adult, Paul ZEC Mr.

Show Subtotals

Total Fare	51.00 EUR
Total Government taxes	85.96 EUR
myIDTravel Fee	2.68 EUR
Total Lufthansa	**139.64 EUR**
Grand Total	**1293.00 NOK**

fig. 17 - Confirmation page

2   Manage Bookings and Tickets

2.1   Introduction

This chapter specifies the retrieval, cancellation and refund processes. The starting point for these processes is the menu entry **Manage Bookings & Tickets** (see fig. 18).
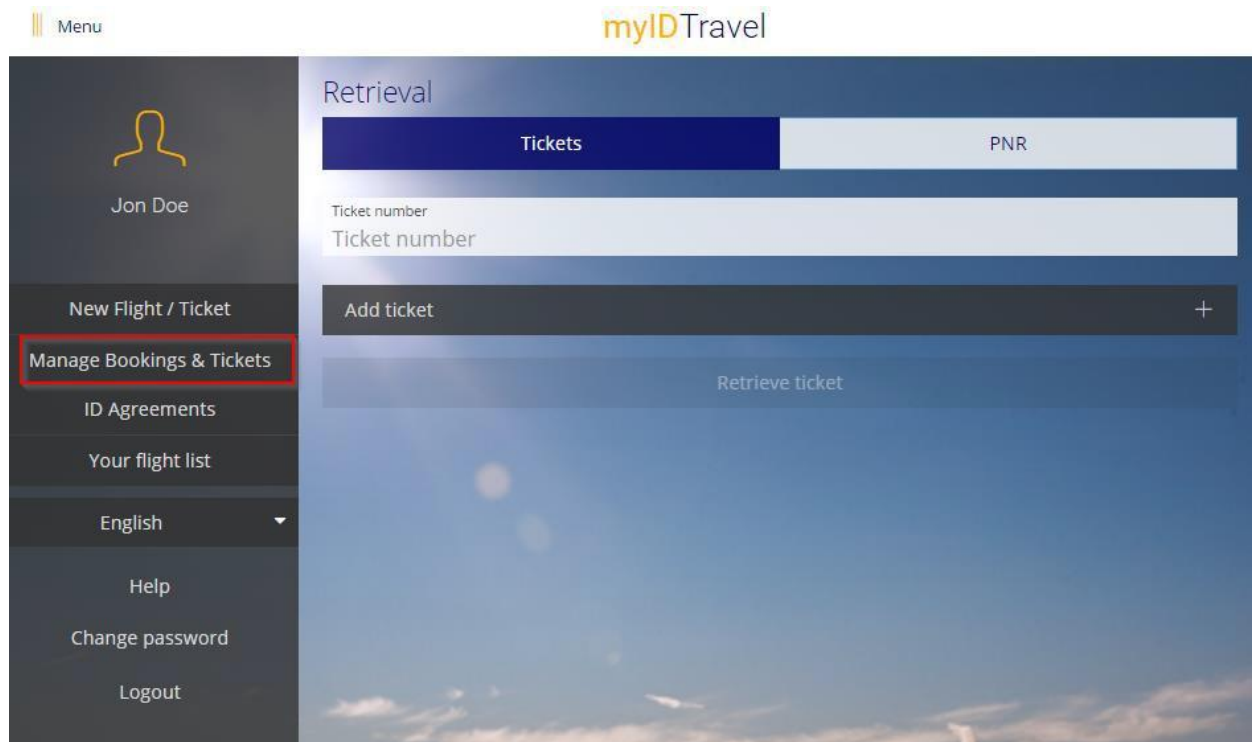
fig. 18 - Manage Bookings & Tickets

2.2   PNR retrieval and cancellation

myIDTravel can be used to retrieve a PNR which was previously created in myIDTravel. The **PNR Retrieval input** page is shown in fig. 19. This page is shown when a user clicks on the **PNR** button on the **Manage Bookings & Tickets** page. The user enters the **booking reference** code and retrieves the PNR with the **Retrieve PNR** button.

If a valid PNR has been found, the PNR summary page is shown. If no valid PNR was found, the user is asked to provide the operating airline and optionally his last name in addition to the record locator (see fig. 20).

fig. 19 - PNR Retrieval with the booking reference

fig. 20 - PNR retrieval with booking reference and airline

The **PNR retrieval output** page is shown in fig. 21. On this page, the user can either choose the segment he would like to cancel and press the **Cancel** button, or he can cancel the whole PNR by pressing the **Cancel all** button.

The rebooking process is described in chapter 3.2.

fig. 21 - PNR retrieval output page

2.3 Ticket retrieval

myIDTravel can be used to retrieve a ticket which was previously created in myIDTravel. The **Ticket retrieval input** page is shown in Fig. 22. This page becomes visible when a user clicks on the **Tickets** button on the **Manage Bookings & Tickets** page. The user enters the **ticket number**. With the **Add ticket** button, another ticket number input field appears. This allows the simultaneous retrieval of multiple tickets. The **Retrieve ticket** button leads to the **Ticket retrieval output** page (see Fig. 23).

fig. 22 - Ticket retrieval input page

After a ticket has been retrieved, it can be refunded or a new listing for the ticket can be created if the underlying PNR has been completely cancelled before. The refund process is described further down in this chapter; the "listing for existing ticket" process is described in chapter 4.

Fig. 23 - Ticket retrieval output page

2.4   Ticket refund

myIDTravel supports both full (the ticket contains unused coupons only) and partial (the ticket contains at least one used coupon) refunds. After clicking the **Refund** button on the **Ticket retrieval output** page, the user is lead to a page which requests his confirmation for the refund. Refunds need to be requested manually by the user.

3   Rebooking

3.1   Introduction

This chapter describes the rebooking process.

3.2   Process flow

myIDTravel can be used to rebook flights for bookings on the same airline and the same routing. The rebooking process starts with a PNR retrieval that leads the user to the **PNR retrieval output** page (see chapter 2.2). On this page, the user can either choose to rebook all segments or to rebook just one particular segment.

The **Rebooking Flight Schedule Query** page is similar to the **Flight Schedule Query** page (see chapter 1.4.2) with the limitation that only the date and time can be adjusted. In Fig. 24, the **Rebooking Flight Schedule Query** page for the **Rebook all** option is shown.

Fig. 24 - Rebooking Flight Schedule Query page

In the upper section of the page the user's current selection of flights is shown.

In the section below there are input elements to change the **Date and Time** of the selected or all segments contained in the PNR. As the user is only allowed to rebook on the same airline, route and class, those two input fields are sufficient for the rebooking process.

The **Back** button leads back to the **PNR Retrieval Output** page, the **Continue** button leads to the **Rebooking Flight Schedule Display** page.

The **Rebooking Flight Schedule Display page** (see fig. 25) is similar to the **Flight Schedule Display** page. An airline-specific availability is requested as the user is only allowed to rebook on the same airline.
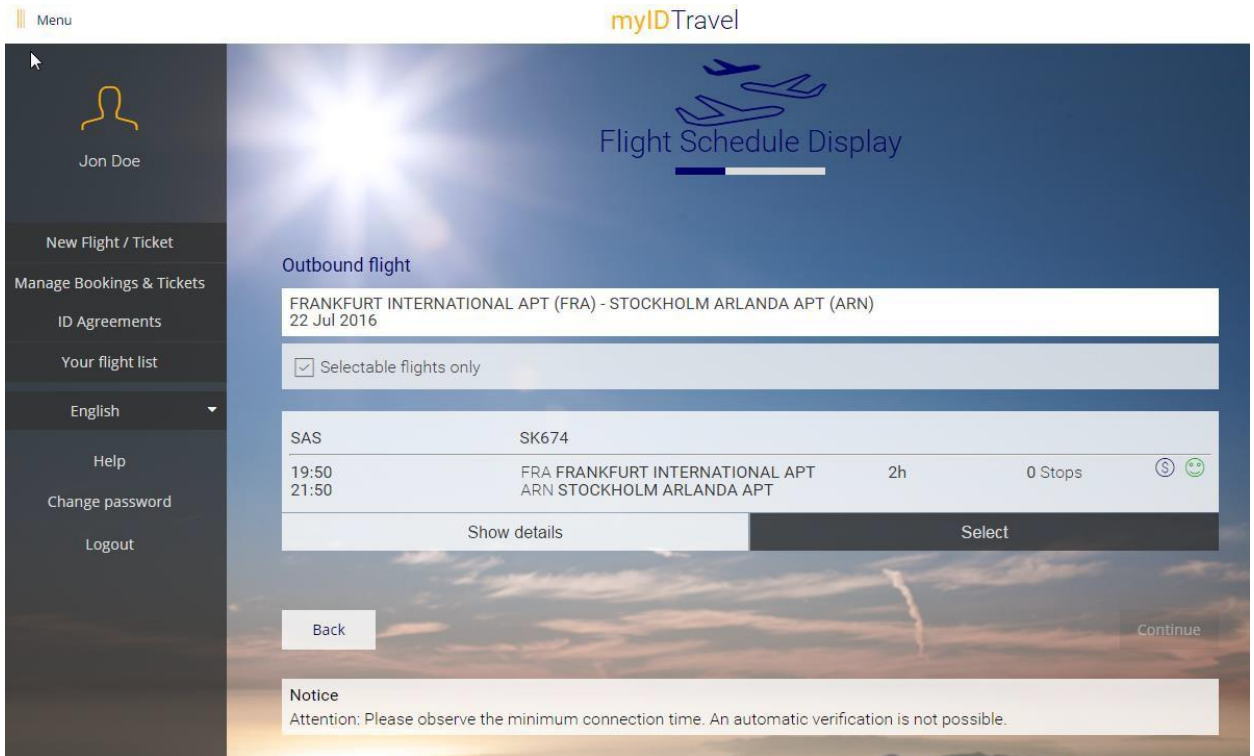
Fig. 25 - Rebooking Flight Schedule Display page

Again, in the upper section the PNR's itinerary is shown. In the section below, the available flights are shown (see chapter 1.4.3 for an explanation of the availability output).

The **Back** button leads to the **Rebooking Flight Schedule Query** page, the **Continue** button leads to the final booking page with a summary of the flights. After clicking the **Rebook Now** button, a **Rebooking Confirmation** page is shown which looks similar to the one described in chapter 1.4.7.

A confirmation email about the rebooking is sent to the E-mail address the user has entered during the original booking/listing process.

4 Listing for existing tickets

4.1 Introduction

This chapter describes the "Listing for existing ticket functionality" which offers the possibility to create listings for unused tickets which have originally been issued by myIDTravel. To create a listing for a ticket for an unused ticket, it is necessary that the underlying PNR has been completely cancelled.

4.2 Process flow

The process is called from the **Ticket retrieval output** page (see Fig. 23) by clicking the **Create booking/listing** button. This leads the user to the **Traveler Input** page (see Fig. 26).

It is also possible to create listings for multiple tickets in just one step. The multiple ticket retrieval

process is described in chapter 2.3. If the itineraries of the tickets differ, the intersection of the consistent flight segments with "open" segment status are available for selection.

On the Traveler Input page, the traveler's data that was provided for the original booking is listed for each ticket. If a mandatory field is missing, the user will be asked to fill in the information. The Continue button leads to the Coupon Selection page.

fig

On the **Coupons** page, the user can select the segments for which he wants to create a listing by selecting the appropriate checkboxes and entering **Date** and **Time** of the desired flights (see Fig. 27). Only flights which have an "open" segment status in the ticket are selectable.

Fig. 27 - Coupons selection page

After clicking the **Continue** button, a **Flight Schedule Display** page for the requested segments is displayed. This page looks similar to the one shown in chapter 1.4.3.

The Listing **Contact and Payment Information** page (see Fig. 28) which is displayed prior to the listing confirmation does only contain input fields for contact information; payment information fields are omitted as the ticket has already been paid upon issuance.

Fig. 28 - Listing Contact and Payment Information page

5   Pricing & taxes

5.1   Introduction

This chapter explains the calculation of fares and taxes for the transporting airline. fare
calculation via the myIDTravel fares module.

It is also described how the price is displayed to the user and which currency conversions are
performed.
If a routing contains several transporting airlines, the process results in creating one PNR for each
transporting airline and one ticket for each transporting airline per traveler.

5.2   Pricing via myIDTravel pricing module

In the myIDTravel pricing module, all fares are calculated based on

- ZED/MIBA standard zone fares or
- fares defined by the transporting airline's administrator.

A price calculation performed by the myIDTravel pricing module consists of the following process steps:

1. calculate the mileage for each segment using the GDS
2. identify the applicable distance zone* according to the calculated mileage
3. identify the applicable fare base for each traveler using the ID agreements
4. read fare base entry from airline-specific fare base table, or, if no airline specific fare base exists, read fare base entry from standard ZED/MIBA fare base table for each traveler
5. read applicable fare from fare base.
6. read transporting airline's preferred currency from master data
7. convert fare amount for each traveler and segment to the transporting airline's preferred currency using the IATA ROE
8. calculate taxes using the transporting airline's GDS'
9. exclude the taxes exempted in the myIDTravel *tax exclusion* table
10. calculate taxes based on a specific percentage according to the myIDTravel *percentage taxes* table
11. calculate the total amount for each transporting airline
12. convert total amount to the users preferred currency for a non-binding informative price display, either by using the GDS' currency conversion functions or the respective IATA ROE

*ZED/MIBA zones are defined as follows:

Zone ID	Minimum mileage	Maximum mileage
1	1	450
2	451	750
3	751	1600
4	1601	3200
5	3201	4080
6	4081	5000
7	5001	6100
8	6101	7100
9	7101	9999

Zone 0 is used for infants.

5.3 Airline-specific fare bases

Airline-specific fare bases can be defined by the airline administrator. Each specific fare base is created for a combination of the following attributes:

- leisure/duty travel
- PTC (Passenger Type Code)
- compartment
- travel type (standby/confirmed)

5.4 Standard ZED/MIBA fare bases

The standard ZED and MIBA fare bases are maintained by Lufthansa Industry Solutions and cannot be changed by the airlines. Lufthansa Industry Solutions updates the fares once per year with data provided in an electronic format by the MSC.

To handle fare reductions for children (ZEC) and infants (ZEI), separate fare bases are defined in myIDTravel according to the child and infant fares from the ZED fares filing guide. Child fares are defined for all compartment/zone combinations. Infant fares are defined for zone 0 only as they always have a value of 0 NUC regardless of the applicable mileage.

5.5 Rate of exchange (ROE)

Fares are converted from NUC to the transporting (which is the issuing) airline's currency.
The transporting airline's administrator has to specify this currency in the master data. The list of ROEs is maintained by Lufthansa Industry Solutions based on information provided by the IATA. If no ROE is defined, an error condition will result.

5.6 Taxes

Taxes are calculated using the transporting airline's informative pricing functionality.

Transfer taxes for the same transporting airline are considered. Transfer taxes for different transporting airlines cannot be considered. This is because each airline is issuing separate tickets that must be valid stand-alone.

Additionally, myIDTravel supports taxes based on a specific percentage of the fare alone or of the sum of fare and taxes. Fix-amount taxes are supported as well and are converted using the ROE.

The total price of a ticket is calculated by adding the fares, the taxes and the myIDTravel fee. It is displayed in each transporting airline's currency and separately for each traveler on the *fares* page.

As an information for the traveler, the grand total amount is converted to the user's preferred currency and displayed as non-binding price information at the bottom of the *fares* page.

6   Booking, listing & ticketing

6.1   Introduction

This chapter specifies the booking, listing and ticketing processes. Listing is very similar to the booking process. The booking process and its differences to the listing process are described in chapter 6.2.
The standard workflow contains the following steps:

- The user selects a flight from the flight schedule

- myIDTravel initiates the booking with a segment sell in the transporting airline's system

- myIDTravel calculates and displays the price (see chapter 5)

- The user adds contact details and payment information

- myIDTravel adds the following items to the booking and finalizes the PNR:

    - travelers' names

    - contact details

    - payment information

    - booking elements from the ID agreements module, e.g., OSI, SSR

    - additional ticketing elements from the ID agreement module, e.g., endorsement information

- The system triggers the ticket generation in the transporting airline's system or moves the PNR to a pre-defined queue for manual/robotic ticketing by the airline.
  The transporting airline generates the ticket

6.2   Split bookings for different transporting airlines

Segment sell and any other PNR or ticketing activities are performed in the transporting airline's system. If there is more than one transporting airline, myIDTravel splits the booking. It makes no difference if the transporting airline's system is hosted on the same GDS or a different GDS/ airline system.

As a consequence, myIDTravel creates a new PNR with its own file key for each transporting airline. Due to the fact that myIDTravel does not store any customer data within the booking process, myIDTravel cannot identify which PNRs have been created together. The PNRs are therefore

independent and do not refer to each other.

7. Glossary

Term/Abbreviation	Explanation
Airline System	Airline-specific reservation or ticketing system
Airline System Session	Session within an airline system to create booking/listings and tickets
APIS	Advance Passenger Information System
Employing Airline	Role in myIDTravel, representing the airline which employs a user of myIDTravel
Fares Filing	Distribution of airfares in a GDS
Filekey	Record locator within a GDS or a reservation system
FOID	Form Of Identification
GDS	Global Distribution System
HR	Human Resources
IATA	International Air Transport Association
ID Travel	Industry Discount Travel
Listing	A booking with "seat available" segment status
MIBA	Multilateral Interline Business Agreement
NUC	Neutral Unit of Currency, 1 NUC = 1 USD
O&D	Origin & Destination
OSI	Other Service Information (type of booking element)
OTHS	Others (type of booking element)
PCI	Payment Card Industry
PNR	Passenger name record
PTC	Passenger Type Code , e.g., ADT (standard PTC for adult) or ZEA (ZED PTC for adult)
RES	Reservation
ROE	Rate of exchange
SA	Space available
Single Sign On	Handshake authentication between the employing carrier's intranet and myIDTravel
SSR	Special Service Request (type of booking element)
SSO	See "Single Sign On"
Token	WebService response of myIDTravel after successfully registering a user; used to access a myIDTravel session
Transporting Airline	Airline that operates a specific flight
WebService	Technical way to establish system-to-system communication. Based on XML transmitted via HTTP.
ZED	Zonal Employee Discount

| ZED PTC | ZED Passenger Type Code - defines the relation of a person to the employee |