

# IndiGo BSP Form of Payment

|  |   |
|--|---|
| <b>Advisory number:</b>                      | PA-4129   |
| <b>Version:</b>                              | 01  |
| <b>Effective date:</b>                       | Not applicable (this is a reminder of existing process)   |
| <b>High level description:</b>               | Billing and Settlement Plan (BSP) Form of Payment (FOP) reservation process flow reminder.  |
| <b>Impact summary:</b>                       | When using BSP Form of Payment, the payment type must match for both price and book transactions for fees to be assessed correctly and to avoid reconciliation discrepancies with IndiGo when the BSP fee is added.   |
| <b>Reason for issue:</b>                     | First reminder notification   |
| <b>Impacted customers:</b>                   | <input type="checkbox"/> Internal only Advisory <input checked="" type="checkbox"/> Developers<br><input checked="" type="checkbox"/> Agency customers <input checked="" type="checkbox"/> Airline customers<br><input checked="" type="checkbox"/> eCommerce customers <input type="checkbox"/> Car, hotel, rail, cruise customers |
| <b>System(s):</b>                            | <input checked="" type="checkbox"/> Travelport+ (1G)<br><input checked="" type="checkbox"/> Travelport Apollo (1V)<br><input checked="" type="checkbox"/> Travelport Worldspan (1P)   |
| <b>Load to pre-production:</b>               | Not applicable  |
| <b>Web services:<br/>(API and Messaging)</b> | Please reference DA-892 for more information.   |
| <b>Issue history:</b>                        | Version 01 issue date: July 25, 2022  |

## Overview

When using BSP Form of Payment as a payment method, **the process must be followed correctly for each step**—so that fees are correctly calculated, and to avoid reconciliation discrepancies with IndiGo when the BSP fee is added.

To generate the BSP fee accurately, the form of payment type must match for both price and book transactions to avoid reconciliation discrepancies with IndiGo.



The BSP FOP comment must also be included in the correct format.

If the BSP fee is assessed due to incorrect procedures, the BSP fee will not be waived, resulting in a loss to the agency.

IndiGo may contact customers directly if procedures are not followed correctly.

## Customer Benefit

BSP form of payment fees are accurately assessed, and reconciliation is correctly accounted for in PNR's with this form of payment type.

## Detail and Customer Examples

BSP Form of Payment (FOP) is only available in selected countries and only to selected agencies who 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 to/from this list.

Currently, the below listed countries are supported for BSP FOP:

| BSP FOP Supported Countries |
|-----------------------------|
| Australia (AU)              |
| Canada (CA)                 |
| Kuwait (KW)                 |
| Nepal (NP)                  |
| Oman (OM)                   |
| Qatar (QA)                  |
| Saudi Arabia (SA)           |
| Singapore (SG)              |
| Thailand (TH)               |
| United Arab Emirates (UAE)  |
| United Kingdom (UK)         |



More information on supported Credit and Debit Cards can be found within [MyTravelport](#) by searching for 'IndiGo – 6E – General Information'.

A payment processing fee is charged when booking with BSP form of payment. The fee applies per passenger, per segment, and displays in the Price, Book and Retrieve responses.

The 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 for approved agents cannot create a voluntary HOLD booking. Approved agents must provide another FOP (either BSP FOP, Agency Payment FOP or Credit Card) in their book request.
- Itineraries booked with BSP FOP cannot be modified to change a segment or add/change ancillaries. Agents can modify such bookings later through the IndiGo website. Also note that itineraries booked using BSP FOP can be cancelled like any other itinerary. There is NO RESTRICTION on full PNR cancellation for BSP FOP bookings.

## BSP Form of Payment (FOP) Booking Flow

In the Travelport Smartpoint Desktop Point of Sale (POS), BSP FOP can be added to the itinerary/booking by using the command ZF/C6E/BP/Payment\_ID. The Payment\_ID represents the Agency\_ID (also known as Org\_ID or IATA number). Please contact your IndiGo Account Manager for more details and activation.

To view the BSP Service Fee in the Price response, agents/users need to perform the Fare Quote/Pricing step, and then add BSP FOP using the command ZF/C6E/BP/Payment\_ID (as explained above). **The Fare Quote command must be generated again to reprice the itinerary with the BSP service fee.**

### Step 1 – Fare Shop:

| PRICING OPTION 1                                 | TOTAL AMOUNT | TAX INCLUDED |
|--|--------------|--------------|
| 1 #6E 179 X 15OCT DEL BOM 0830 1040 TH 321 M08AP | 195.00 QAR   | 0.00 QAR     |

### Step 2 – Select an IndiGo flight Option:

1.1TEST/ABCMR  
1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH

\*ALL \*RV \*PI



### Step 3 – Perform Fare Quote:

The initial fare quote does not include the BSP service fee. The itinerary must be repriced after BSP FOP is entered.

```
1.1TEST/ABCMR
1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH

*ALL *RV *PI

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-FQ
BKD:REGULAR FARE
ADDITIONAL BRANDS INFO *** IndiGo *** Currency:QAR
>FQ Itin: 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
PHF : 2.00
PSF : 4.00
07SGST : 4.00
RCF : 2.00
Fees Amount: Total: 5.00
CCFD PaymentFee : 5.00
<+play notes>
<+CALC>
```

### Step 4 – Add BSP FOP to the booking to view BSP service fee in the Price details:

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

```
1.1TEST/ABCMR
1.#6E 179 X 15OCT DELBOM ZK1 0830 1040 L TH

*ALL *RV *PI

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-ZF/C6E/BP/65200074
*** IndiGo ***
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, Damam, Sharjah, Doha, Istanbul and
Codeshare destinations. and 25 kg for Jeddah + 5L Zamzam water
(only for flights from Jeddah to India)
)>
```



## Step 5 – Enter the Fare Quote to reprice the itinerary including the BSP service fee:

You will see BSP Service Fee.

The screenshot displays the IndiGo GDS interface. On the left, there is a header with 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. The main window shows the fare quote details for '1-FQ'. The quote includes a regular fare of 215.00 and optional services of 0.00, totaling 215.00. The fare basis is M88AP. A summary for all passengers shows a base fare of 170.00, taxes of 25.00, and fees of 20.00, totaling 195.00. A detailed breakdown of fees is shown at the bottom, with the 'BSP ServiceFee' of 20.00 highlighted in a red box.

| Item                     | Amount        | Total                |
|--------------------------|---------------|----------------------|
| Base Fare Amount         | 170.00        |                      |
| Taxes Amount             | 25.00         |                      |
| Fees Amount              | 20.00         |                      |
| <b>Total Fare Amount</b> | <b>215.00</b> |                      |
| <b>P01:ADT/TEST/ABC:</b> |               | <b>Total: 195.00</b> |
| Base Fare Amount         | 170.00        |                      |
| Taxes Amount             | 25.00         |                      |
| ASF                      | 9.00          |                      |
| 07CGST                   | 4.00          |                      |
| PHF                      | 2.00          |                      |
| PSF                      | 4.00          |                      |
| 07SGST                   | 4.00          |                      |
| RCF                      | 2.00          |                      |
| <b>Fees Amount:</b>      | <b>20.00</b>  | <b>Total: 20.00</b>  |
| BSP ServiceFee           | 20.00         |                      |

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

## Step 7 – End transaction to complete booking:

IndiGo may not confirm the BSP FOP booking instantly and may systematically place the booking on hold to process the payment with BSP/IATA. It may take anywhere between 1 minute to 30 minutes to get payment confirmed. During the booking flow, if IndiGo could not confirm the PNR instantly, then the user will receive the below warning message 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.”

Free text also updates with sample verbiage below:

```
DOCI-FREE TEXT-#TAS01#REF6E/LE54GS/QAR
2. FREE TEXT-#TAS01#WARNING-RESERVATION PENDING WITH THE VENDOR
```

## Step 8 – Retrieve and sync up PNR to confirm the booking and view ticket numbers.

Users should wait for a couple of minutes, and re-retrieve the PNR, and sync-up the PNR to confirm their booking using the standard GDS PNR sync process (Travelport Smartpoint Desktop POS can use ZSYNC commands, and SOAP/XML API Services can use URRetrieve).



For example, on Travelport Smartpoint Desktop using Travelport+, enter \*GDS\_PNR\_Locator to retrieve the PNR, then run command ZSYNC/C6E. If the booking has been confirmed by IndiGo, the system will prompt you to sync-up the PNR and will instruct the user to End Transact again to update the GDS Host PNR (see sample below).

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

When the agent completes an End Transact PNR again, the reservation pending warning is removed from the Host PNR display (see sample below and you will notice that warning has been removed). The agent/user will also see Ticket number(s) with the 6E record-locator/PNR. Ticket numbers are another confirmation that the booking is confirmed.

Snapshot-1 shows 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 shows the ticket numbers were successfully generated.

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

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

Additionally, users/agents can also run command Z\*R/C6E to view ticket numbers (see snapshot 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
>
```



## Additional Information

The above snapshots and steps guide/advise the user/agent on how to enter BSP FOP as a payment method for the Travelport Smartpoint Desktop Point of Sale (POS).

SOAP/XML API 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

## Glossary

| Term        | Definition                                       |
|-------------|--|
| 6E          | IndiGo IATA Designator (two letter airline code) |
| ACH         | Airline Content Hub                              |
| AU          | Australia  |
| BSP         | Billing and Settlement Plan                      |
| CA          | Canada   |
| FOP         | Form of Payment                                  |
| KW          | Kuwait   |
| NP          | Nepal  |
| OM          | Oman   |
| PCC         | Pseudo City Code                                 |
| PNR         | Passenger Name Record                            |
| QA          | Qatar  |
| SA          | Saudi Arabia                                     |
| SG          | Singapore  |
| SOAP/XML    | Travelport Point of Sale API Services            |
| TH          | Thailand   |
| Travelport+ | Previously known as Travelport Galileo (1G)      |
| UAE         | United Arab Emirates                             |
| UK          | United Kingdom                                   |



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## Travelport Advisories Listing

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A **PDF copy** of this Advisory is attached to this Advisory record within [MyTravelport](#).

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*Please note that all research and activities on the Customer Voice Panel will be conducted in English.*

## Issue History Information

Version 01 issue date: July 25, 2022

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