

# IndiGo Complimentary Meals for Corporate Fares

<b>Advisory number:</b>	PA-4127		
<b>Version:</b>	01		
<b>Effective date:</b>	July 23, 2022	10am	EDT
<b>High level description:</b>	Changes to automation for corporate fares with complimentary meals (CPML) for connecting flights.		
<b>Impact summary:</b>	For corporate fares, the system will automatically select the complimentary meal for one segment only of a connecting flight. The system will no longer automatically select the CPML for both segments when they are connecting.		
<b>Reason for issue:</b>	First notification		
<b>Impacted customers:</b>	<input type="checkbox"/> Internal only Advisory <input checked="" type="checkbox"/> Agency customers <input checked="" type="checkbox"/> eCommerce customers	<input checked="" type="checkbox"/> Developers <input checked="" type="checkbox"/> Airline customers <input type="checkbox"/> Car, hotel, rail, cruise customers	
<b>System(s):</b>	<input checked="" type="checkbox"/> Travelport+ (1G) <input checked="" type="checkbox"/> Travelport Apollo (1V) <input checked="" type="checkbox"/> Travelport Worldspan (1P)		
<b>Load to pre-production:</b>	July 20, 2022	10am	EDT
<b>Web services: (API and Messaging)</b>	Changes to system automation for corporate fares with complimentary meals (CPML) for connecting flights.		
<b>Issue history:</b>	Version 01 issue date: July 18, 2022		

## Overview

Meals are available complimentary free of charge for corporate fares for Corp Connect, Corporate, Fixed, and Flexi fares, however, when the origin and destination (O&D) includes connecting flights, the complimentary meal (CPML) is applicable to one segment only. With this change, the system will no longer automatically select the CPML for both segments of the connecting flights.



## Customer Benefit

If the user/agent does not select the complementary meal in the point of sale, the CPML (Complimentary Meal) is automatically selected for the traveler in the background.

## Detail and Customer Examples

For IndiGo corporate fares, only one complementary meal is included as part of the fare for each O&D of the itinerary. For connecting flights, the complimentary meal can be selected for either the first or second segment by the user/agent or the system. The complimentary meal is not included for both connecting segments free of charge.

ATR aircrafts/flights:

- Complimentary Meal (CPML) will be auto selected for traveler in the Point of Sales (POS).
- The meal type (Veg or Non-Veg) can be specified by the traveler on the plane.

A320/A321 aircrafts:

- User/Agent can select a meal from the available a la carte meal options in the Point of Sale (POS).
- If the User/Agent does not select an a la carte meal in the POS, then a CPML (Complimentary meal) is automatically selected by the Travelport system for the traveller.
- For connecting/via flights, the Travelport system will add the meal option to the first segment of the O&D. If the meal option is not available for the first segment, then the meal option is automatically selected for the second segment of the O&D.
- Meals cannot be booked within 1 hour prior to scheduled time of departure.
- Each passenger can specify only one meal option per direction.
- No meals will be available on short sector flights (availability is managed by the carrier).
- Free complementary meals are available for the following corporate fare types: Corp Connect/Corporate/Fixed/Flexi fares.
- A la Carte meal options are subject to change, at the discretion of the airline.
- Agents will be contacted by the carrier directly when complimentary meals are selected for both segments of the connecting flight.
- All other general business rules for meal selection apply.

## Glossary

Term	Definition
CPML	Complimentary Meal
O&D	Origin and Destination



Term	Definition
POS	Point of Sale
Travelport+	Previously known as Travelport Galileo (1G)

## 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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- Help us build better products by sharing your experience
- Help us tackle industry challenges by participating in customer research
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- Get early access to new products by participating in customer alpha programs

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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 18, 2022

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