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ACE Handout			
IndiGo	IndiGo Proprietary and Confidential	Issue 2	Revision 14

## ACE – Airport Core Essentials



This handout is only for training purpose and must not be printed or circulated.

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## Safety Policy

Safety is one of our core business functions. We are committed to developing, implementing, maintaining and constantly improving strategies and processes to ensure that all our aviation activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting national and international standards, while delivering our services. Employee health forms an integral and indispensable part of aviation safety within our organization. All levels of management and employees are accountable for the delivery of this highest level of safety performance.

Our commitment is to:

- **Support** the management of safety through the provision of all appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as of the other management systems of the organization.
- **Enforce** the management of safety as a primary responsibility of all managers and employees.
- **Clearly** define for staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system.
- **Establish** and operate hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to an acceptable level of safety performance (ALoSP).
- **Ensure** that no action will be taken against any employee who discloses a safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.
- **Comply** with and, wherever possible, exceed, legislative and regulatory requirements and standards.
- **Ensure** that sufficient skilled and trained human resources are available to implement safety strategies and processes.
- **Ensure** that staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are only allocated tasks in line with their skills.
- **Establish** and measure our safety performance against realistic safety performance indicators and safety performance targets.
- **Continually** improve our safety performance through management processes that ensure that relevant safety action is taken and is effective.
- **Ensure** employee health management to include preventive and curative aspects in individual health in their work environment resulting in optimized performance to enhance safety
- **Ensure** externally supplied systems and services to support our operations are delivered, and meet our safety performance standards.

(Isidre Porqueras)

Date: Nov 1, 2024

Chief Operating Officer (COO)

(Accountable Manager/Executive)

IndiGo

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## About IndiGo

- IndiGo started its operation on 04<sup>th</sup> Aug 2006 DEL to IMF via GAU was the 1<sup>st</sup> flight operated by 6E
- IndiGo started its international operation on 1<sup>st</sup> Sep 2011, **IndiGo's first international service was launched** between New Delhi and Dubai.
- IndiGo IPO was released on 27<sup>th</sup> Oct 2015

## What is 6E?

Every airline is given a 2-character IATA code. 6E is the code given to IndiGo.



## Logo of IndiGo

Twenty dots arranged in the shape of an aircraft serve as the **logo of the IndiGo**

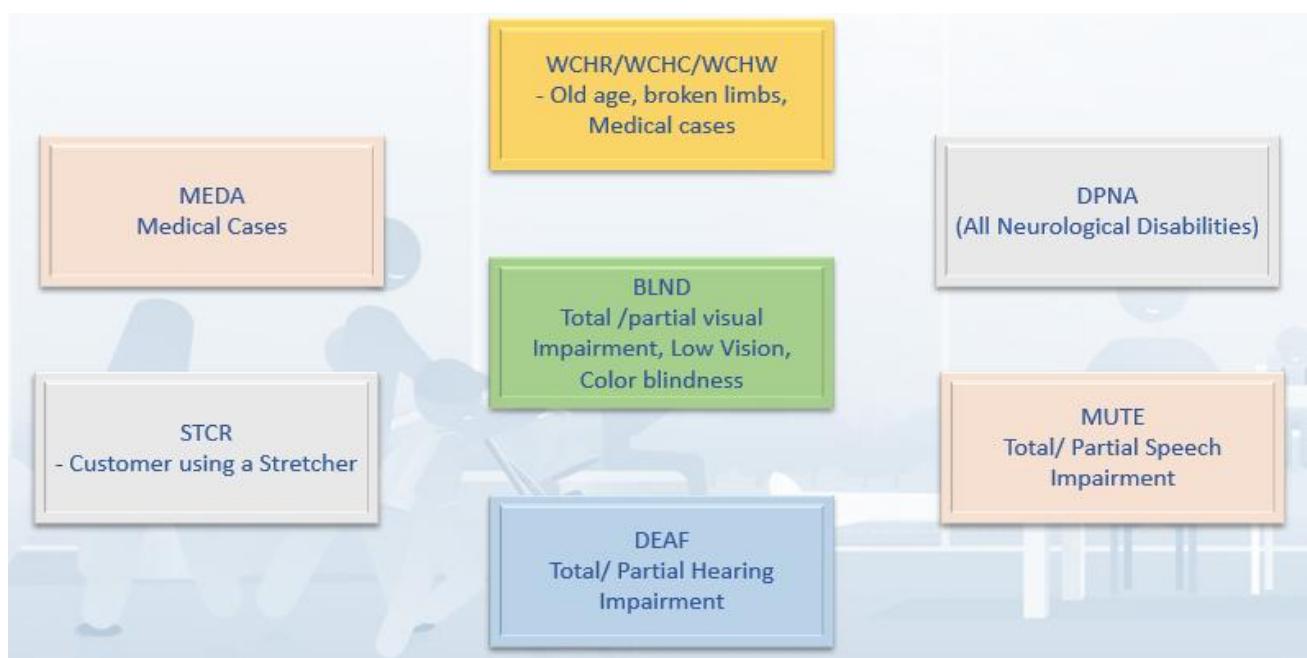
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## Disability

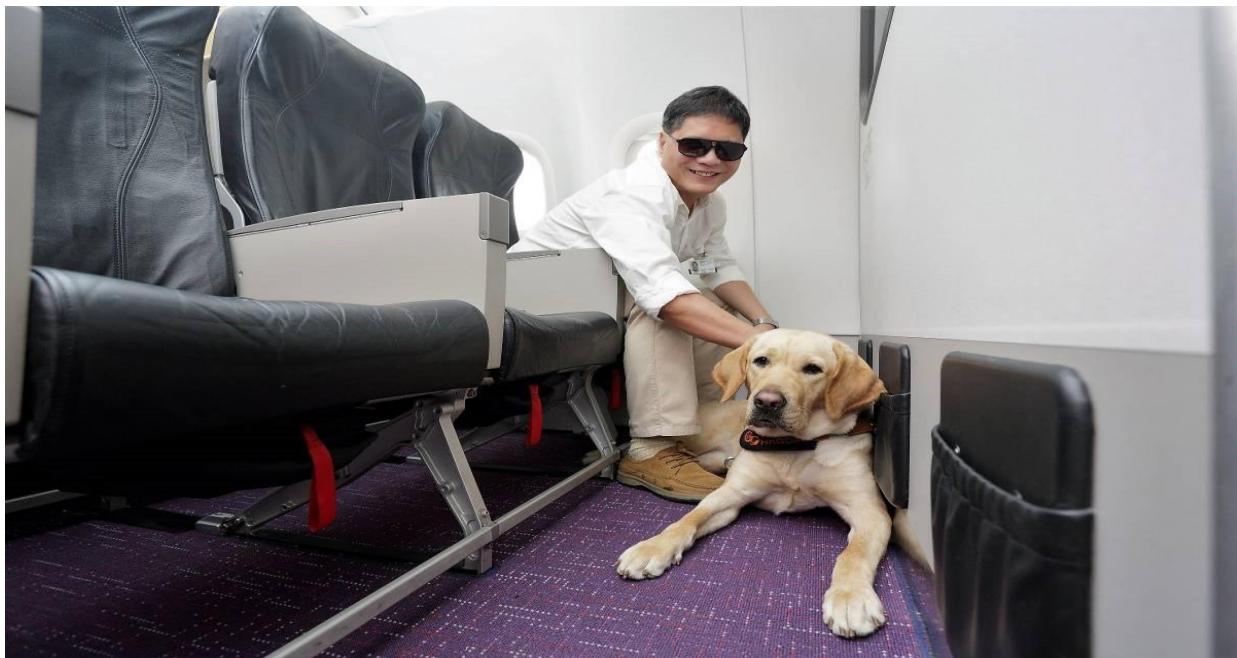
People whose mobility is reduced due to physical impairment (sensory or locomotors), an intellectual deficiency, age, illness, or any other cause of disability when using transport, and whose situation needs special attention. Customers With Disability (PWD) are also termed as Customers with Reduced Mobility (PRM). We shall not insist on medical or fit to fly certificate from people with disability or reduced mobility, however the certificate is required for customers who would require medical attention and/or special equipment to maintain their health during the flight

Points to ponder while conversing with a PRM customers:

- Putting the person before the disability and eliminating old, prejudicial, and hurtful descriptors
- Do not refer to a person's disability unless it is relevant to the conversation
- Use the word "disability" rather than "handicap". Do not refer to people with disabilities as "the disabled, the blind, the epileptic, the retarded"
- While interacting with wheelchair customers, go on your haunches.



## Customers Traveling with a Guide Dog



- Customers with sensory impairments intending to travel with a guide dog must **inform IndiGo at least 48 hours prior to departure** by making a reservation via the IndiGo call center
- The customer would be provided 1st Row – window seat and the guide dog would be seated in front of the customer's leg. Guide dogs **shall not occupy any seat** and customers traveling with them will be seated in **the first row** for ease of accessibility
- The customer is required to bring a moisture absorbent mat, to be placed under the guide dog.
- The guide dog **must be properly trained, restrained, muzzled, and vaccinated** to ensure safety and compliance with airline regulations
- Guide dogs should be clean and Odor free.
- Only one guide dog can be accepted per flight per sector.
- IndiGo shall not be able to allow Guide Dogs on ATR 72-600 aircrafts due safety reasons. PETC including Seeing Eye and hearing aid dog is not allowed on all ATR 72- 600 flights.
- **Meet and assist services** can be arranged on request for departure and arrival assistance
- For **international travel**, the guide dog must meet the entry and exit requirements of the respective country

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## 2. Training and Vaccination Proof

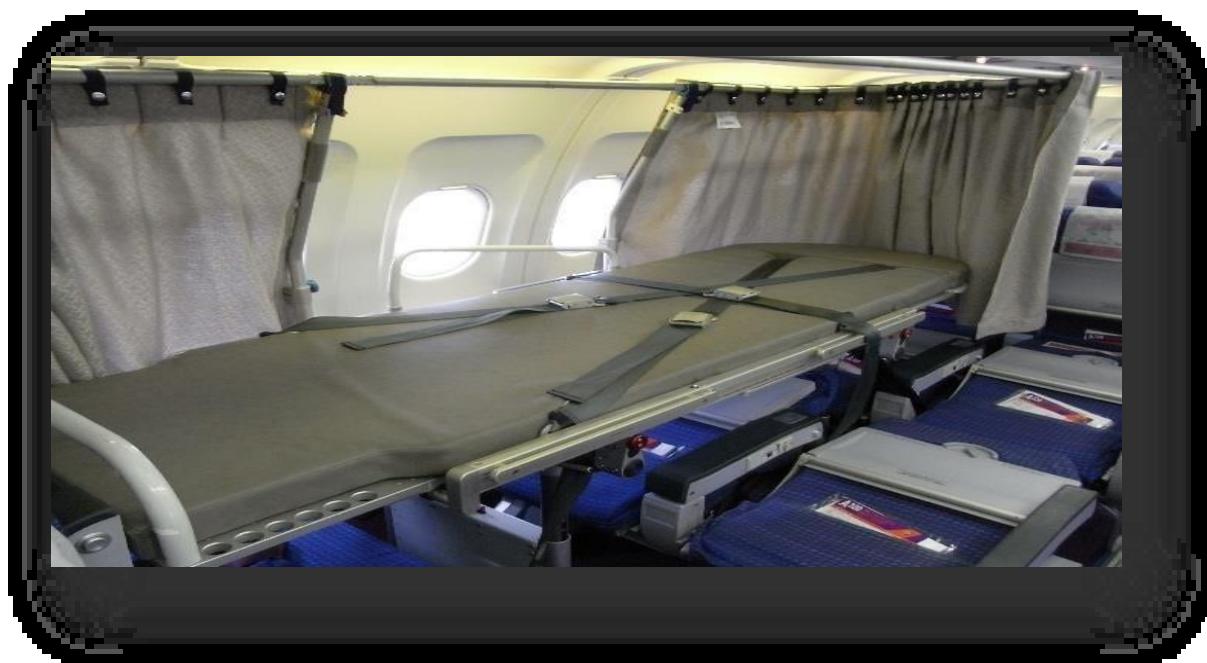
- Customers must provide **complete and valid documentation** proving that the guide dog is a trained service animal, including an **identification card** and certification from an appropriate institution.
- A **certificate of vaccination** must be presented at check-in as proof that the guide dog is vaccinated and medicated.
- IndiGo reserves the right to **deny boarding** or remove the guide dog if it exhibits behavior that poses a **health or safety risk** to customers or crew.

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## Customers Requiring a Stretcher

Reservation can only be processed from the call center at least 48hrs prior (Domestic) & (International) for departure. Filled MEDIF Form to be sent to MCC for approval, MCC would inform the call center within 24hrs about the travel. The call center would confirm the reservation for the customer with a fee for domestic & international sectors plus Cost of 09 seats to be paid by the customer. OCC, AOCS and ENG would be informed to block the last 3 rows on the port side for the stretcher. Customers on a stretcher always need to be escorted by an able-bodied family member/doctor. In International flights, the customers are required to include their booking confirmation / PNR number on the email when sharing details with the call center team. AOCS would inform the captain/crew and downline station.

**IndiGo shall not book a stretcher on ATR 72- 600 flights.**





## Additional Baggage Allowance for Special Handling

In addition to the allowance, a customer with the disability who is entitled to a certain additional baggage allowance, Free of Charge (FOC), is subject to the following limitations

**Baby strollers can also be checked in FOC or can be marked under DAA (Delivery at Aircraft). IndiGo does not charge for any assistive devices.**



**DAA Tag: - Delivery at aircraft tag:** Used for the assistive devices like WCHC/Baby prams/crutches/strollers etc. when the customer wants to carry the same to the aircraft door and will receive the same at aircraft door and not in arrivals.

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## Codes – SSR (Special Service Request)

Every profession has its own language or jargon, which can sound very confusing to an outsider. Airlines are no exception, and you will need to learn this new language.

Some abbreviations listed below will be spoken, others you will see very often written. It is important to remember that these terms are jargon, and you **MUST NOT** use them when you are talking to customers, as they might not understand you.

SSR	DESCRIPTION	SSR	DESCRIPTION
BLND	Blind/ Visually Impaired/ Pax travelling with Guide Dog	UMNR	Unaccompanied Minor (5yrs – Before 12th Birthday)
DEAF	Deaf/ Hearing Impaired	INFT	Infant
MUTE	Dumb/ Speech Impaired	CHLD	Child Customer
DEPA	Deportee Accompanied	SVAN	Visually Impaired Customers Traveling with Guide Dogs
DEPU	Deportee Unescorted (includes Amnesty customers)	WCHC	Wheelchair Until Cabin
INAD	Inadmissible Customer	WCHR	Wheelchair Until Ramp
MAAS	Meet and Assist Service	WCHW	Wheelchair on wait List
LEV4	Identification for baggage held at inline baggage screening security	MEDA	Medical Customer
LEVL	Confirmation taken from the customer that baggage held at inline baggage screening is cleared	STCR	Stretcher Customer
DFNS	Defense Customer	NSDR	Nurse & Doctor Traveler
HLOK	Health Declaration OK	FTIM	First Time Travelers
STUD	Student Fare	CPTR	Corporate Traveler
SUPR	Super 6E Fare	EXST	Extra Seat
ABHF	Additional Bag Fee	DBST	Double Seat
FFWD	Fast Forward	SRCT	Senior Citizen Booking
HUMR	Human Remains	NPSP	NPS Promoter
XSAT	Web check-in without seat preference	NPSN	NPS Neutral
aSMN1	Marine Fare – 10 kg prepaid excess baggage	NPSD	NPS Detractor
SMN2	Marine Fare – 20 kg prepaid excess baggage	WEAP	Weapon – firearm/ammunition
IGPR	6E Prime	REDC	Short Connection
IGFL	6E Flex	BLUE	Long Connection
PROM	IndiGo Promise	HAJJ	HAJJ Customers
BUSN	IndiGoStretch or Stretch+	UMRA	UMRAH Customers
BLU1,2,3	IndiGo BlueChip	CSBK	Codeshare Booking

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## Special Baggage Codes

CODE	DESCRIPTION	CODE	DESCRIPTION
LITE	Lite Fare	XBPA	Prepaid excess Baggage for 5KG
XBHH	Excess Baggage for Lite fare	XPB	Prepaid excess Baggage for 10KG
XBCR	Crew Baggage	XPB	Prepaid excess Baggage for 15KG
XPBD	Prepaid excess Baggage for 30 Kg		

## Communication Codes

CODE	DESCRIPTION	CODE	DESCRIPTION
A/C	Aircraft	ETA	Estimated time of arrival
AOG	Aircraft on ground	ETD	Estimated time of departure
ASAP	As soon as possible	FYI	For your information
ATA	Actual time of arrival	PAX	Customer
ATD	Actual time of departure	SOC	Seat Occupied
TBA	To be advised	STA	Scheduled time of arrival
LDM	Load distribution manifest	STD	Scheduled time of departure
OTT	On Time Turnaround	STBY	Standby
OTP	On Time Performance	TOB	Total on board

## Refreshment/Snack Codes

CODE	DESCRIPTION
CPML	Complimentary Refreshment/Snack
VGML	Vegetarian Refreshment/Snack
NVML	Non – Vegetarian Refreshment/Snack

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## Miscellaneous Codes

CODE	DESCRIPTION	CODE	DESCRIPTION
PRS	Customers Reconciliation system	APIS	Advance Passenger Information System
BRS	Baggage Reconciliation System	APPS	Advance Passengers Processing System
FOID	Form of Identification	NOTOC	Notification To Captain
FQT01/ FQT02	Frequent Flyer	FIDS	Flight Information Display System
PNL	Customers Name List	PNR	Customers Name Record
VIP	Very Important Pax	ULD	Unit Load Display
CIP	Commercially Important Pax	CXL	Cancellation fee
SIP	Socially Important Person		

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Charges : (All charges are subject to change. Please refer to the website/system before informing the

Services	DOM (INR)	Int. (INR)
Excess baggage	700	600 - 1400
XL Seat 1A, 1C, 1D, 1F	700	800
XL seat 1B, 1E	600	700
XL seat E-Exit	600	700
ATR Rows 1, 2, 19, 20	500	N/A
XL seat CPTR	50% Discount	50% Discount
ABHF	1000	2000 (After 2 bags)
FFWD	600	800
INFT	2000	4200/4700 depending on sector
UMNR	4999	9999
6E Prime	699-899	1199-1499
6E Promise	59	N/A
BULK	2000	3500
SPEQ (BULK Online)	1200	2500
SHFT	1800	N/A
NMOVE	3000	5000 and 6000 (if pax travelling to MRU, AMS and MAN)
Cancel Fee	3500 (0-3Day)	5000
Self-Offload	5000	N/A
WEAP	5500	N/A
STCR	9seats+1 seat+ 30,000	9seats+1seat+ 50,000



## IndiGo Special service

### 6E Add on

The charges of all add-ons keep changing in accordance with our ancillary revenue, always check the charges online or advise the customer to check it online before informing the customer anything.

Product	Details
6E prime	Seat + Meal + Fast forward service
6E Flex	Flexibility in rebooking – no change fees applicable
IndiGo promise	Protection against flight delay, lost baggage & XXLN
Fast forward	Priority Check-in and Priority Boarding
Airport Lounge service	Lounge access with a fee, can be booked 12 hrs. prior departure
6E tiffin	Meal and beverage of customer choice
Seat plus	Buying a seat of your choice
Pre-paid baggage	Buying excess baggage
Blue Ribbon	Baggage Protection Product - Baggage protection for Delayed and Lost Baggage
Travel Assistance	Medical assistance, Trip cancellation/delay assistance
6E BAR	Customer can pre book 2 alcoholic beverages (Whiskey/ Beer) 72hrs prior departure.
Pre-booked- Blanket/ Pillow & eye shade	Can be booked 24hrs prior departure Non-refundable – until ticket has been cancelled.
6E Fare Hold	A flexible payment option that allows customers to lock flight fares for 48 or 72 hours by paying a small Fare Lock Fee and completing the booking payment later.

### Fast Forward

Customers booking IndiGo flights have an option to buy 'FFWD' service which entitles the customers to get priority check-in, priority baggage-drop at a separate FFWD counter at the airport and anytime Boarding at the boarding gate for their flights

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## Additional Baggage Handling Fees - ABHF SSR

As per the current regulation, customers can check-in one piece of bag that is 15kgs. on domestic flights. If the customers wish to check-in an additional bag, a fee of 1000 rupees is charged by the customers, and this is termed as ABHF.

### Scenario 1:

A Customer is carrying 2 check-in bags of total 15 kgs.

- Staff, after entering the baggage weight, add ABHF fees on F6 for additional check-in bag and collect the amount.
- Note that there would not be any attempt to collect the handling fees. Staff must select the fees themselves from F6 and charge.

### Scenario 2:

A Customer is carrying 3 check-in bags of total 15 kgs.

- Staff, after entering the baggage weight, add ABHF fees on F6, for additional check-in bag and collect the amount shown in red. However here the ABHF must be charged twice.

### Scenario 3:

A Customer is carrying 2 check-in bags with a combined weight of 20 kgs.

- The system will prompt excess baggage charges of 5 kgs, however for the additional piece of check-in baggage staff must remember to add the ABHF from F6 and collect the excess baggage charges plus the handling fee from the customer.

## Baggage Protection Product - Blue Ribbon

Customers can purchase the Blue-Ribbon Baggage Protection online through website/mobile app up to 2 hrs. and 4 hrs. respectively for domestic and international flights, at a fee:

- (a) Domestic - INR 95 per customers per PNR
- (b) International – INR 330 per customers per PNR

- Customers can be identified by SSR, LBG for Domestic flights and BRB for International flights

Will be applicable for	Not be applicable for
All Domestic & International Sectors	Group booking
One way, Roundtrip Journeys	Call Centre roles
All types of fares	OTA Partner

- In case of cancellation
  - (a) product opted will be refunded to the customers
  - (b) For return booking, if the first leg is cancelled by the customer the SSR will be cancelled & refunded. Customer is required to purchase again
  - (c) For a date change the services shall be carried forward

### Introducing IndiGo Fare types

Super 6E	Vaxi Fare
Flexi Plus Fare	Student Fare
Regular Fare	Armed Forces
Lite Fare	Sr. Citizen

Visit the link to learn more:

<https://www.goindigo.in/add-on-services.html?linkNav=add-on-services header>

### Super 6E Fare

#### Domestic - Key features:

- a. No convenience fee applicable.
- b. Free Seat including XL Rows.
- c. Free snack combo of customer's choice (1 Snack + 1 Beverage).
- d. An extra 5 kg baggage allowance.
- e. 50% discounted rates on pre-paid excess baggage.

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### International - Key features:

- a. No convenience fee applicable.
- b. Free Seat including XL Rows.
- c. Free snack combo of customer's choice (1 Snack + 1 non-alcoholic beverage).
- d. An extra 5 kg baggage allowance.
- e. 50% discounted rates on pre-paid excess baggage.

### IndiGo Fare Lock

A flexible payment option that allows customers to lock flight fares for 48 or 72 hours by paying a small Fare Lock Fee and completing the booking payment later.

- Available On: IndiGo website & mobile app only
- Eligible Flights: All scheduled domestic & international (min. 7 days before departure)
- Lock Duration: 48 or 72 hours
- **Fare Lock Fee:**
  - Domestic: Up to ₹149/passenger
  - International: Up to ₹249/passenger
- Non-refundable & not adjustable against ticket fare
- Payment Deadline: Full fare must be paid within the chosen lock period
- Booking Auto-Cancellation if payment isn't made within lock period
- No rescheduling during the lock period
- Not applicable on sale fares, special fares, and group bookings
- Available For: 6E Saver, 6E Flexi, Super 6E, Stretch & Stretch+ fare types
- Subject to availability and IndiGo's terms & conditions



## CPTR- Corporate Traveler

This code is only an identifier for a corporate customer.

- CPTR code means a corporate traveler. It will always be associated with a 4-letter snack code; example- when you see CPTR SAMS (CPTR + 4 letter Meal Code), this means a corporate customer has pre-booked a specific snack such as samosa and non-alcoholic beverage. CPML code will be used as SSR code which will mean a complementary snack and a non-alcoholic beverage (no other entitlement)
- You will also see CPTR CPML code which will mean that the corporate customer has not pre-booked a specific snack and shall be entitled for one complementary snack and beverage available on board.

**Please refer to the grid below for your reference on their respective entitlements:**

SSR	Meal Entitlement	Additional Entitlements
<b>CPTR + CPML</b>	One complementary snack & One non-alcoholic Beverage or Two non-alcoholic Beverages.	<ul style="list-style-type: none"><li>• Shift fees are applicable</li><li>• Hand baggage allowance – 10 kgs</li><li>• 50% discount on XL row seat</li><li>• Changes &amp; Cancellation up to 1hr prior departure, no change &amp; cancellation fee is applicable</li></ul>
<b>CPTR + 4 letter meal Code</b>	Complementary specific pre-booked snack & One non-alcoholic Beverage	<ul style="list-style-type: none"><li>• Shift fees are applicable</li><li>• Hand baggage allowance – 10 kgs</li><li>• 50% discount on XL row seat</li><li>• Changes &amp; Cancellation up to 1hr prior departure, no change &amp; cancellation fee is applicable</li></ul>
<b>CPML</b>	Complementary one Snack & One non-alcoholic Beverage	<ul style="list-style-type: none"><li>• No additional entitlement - this Customer is not a corporate customer and free seat change to XL row will not be applicable</li></ul>



## NMOVE/ SHFT

NMOVE - If the customer wants to have a confirmed reservation for the same day or on a different date, he / she would have to pay the NMOVE fee, change fee, plus difference in fare. Sector change is also applicable in this scenario NMOVE is also known as Re-accommodation

Sector	NMOVE FEE
Domestic	INR 3000
International	INR 5000 and 6000 (for MRU, AMS and MAN)

### Option 1-

- The NMOVE must only be offered to No-shows & Gate No Shows who have reported at the airport
- In case the customer decides to wait till D-75 mins, only NMOVE fees to be charged
- Subject of seat availability
- Date & sector change is not permitted

### Option 2-

In case the customer wants immediate confirmation of seat and does not want to wait till D-75 mins

- NMOVE fee, CHANGE fee and Fare difference will be charged
- The booking can be made for the same day or on a different date
- Customer shall be checked in as soon as changes are made for the same day booking

Any customer who doesn't opt for any of the above 02 options, the entire fare shall get forfeited



## SHFT –

SHFT is also known as Shift your Flight. Shift your flight policy is applicable to all customers travelling on a domestic flight, wanting to pre-pone their flights (within 4 hours). Customers must be physically present at the airport as the change can be made only at airport. Changes can be done only for preponing the flight and not for postponing flight

Sector	SHFT Fee
Regular	INR 1800
Corporate/ SME	INR 500

- The time duration between STD of the desired flight and the originally booked flight must not exceed 4 (four) hours. For example, if the original booked flight is scheduled to depart at 1600 hours, then customers can prepone their flight at or after 1200 hours
  - Customers must report prior to the closing of the check-in counter for the desired flight
  - This service is subject to the availability of seats
  - Valid only for domestic flights

### Point to be noted:

1. NMOVE and SHFT charges must be manually added in SkySpeed (F9 – Fees)
2. NMOVE and SHFT charges must be manually entered into GoNow (F6 - Services) once the necessary action is done to the respective PNRs.



## Baggage Allowance and Charges

The Free Baggage Allowance (FBA) of customers is as per the sector or baggage allowance mentioned on the electronic ticket. Baggage allowance may vary depending on the destination, internal frequent flyer program or fare type in which the booking is made.

This concept applies to all the customers who have made the booking under IndiGo fare type except LITE fare. The baggage allowance in this concept is on the restriction of the total weight of the baggage.

Country	Baggage Allowance
Within INDIA	15kgs
For flights departing from India to international destinations	For each international sector we have different FBA and the same will be reflected in GoNow check-in system. However, if the customer is booked under the same PNR connecting from Domestic to International sector the FBA of international sector will be provided even on Domestic sector.

## Other Special Baggage

Special baggage can be defined as baggage not packed in a general suitcase or backpack, which can be accepted at the check-in counter as checked baggage and can be transported on the same aircraft

Special baggage can be divided into two categories

- Sporting equipment
- Musical instruments

Special baggage is not allowed in the free baggage allowance.

Sporting equipment can be divided into three categories:

**Please note:** IndiGo doesn't charge for musical instruments.

Any Oversized and Special Baggage like skiing equipment, golf bags, cricket kits, bicycle, surf boards, snow board, water ski, scuba diving equipment, kayak, harp, cello, etc.; falling outside the purview of the below mentioned dimensions should not be accepted on the ATR aircrafts. **L152 cm x W58 cm x H101 cm**



In case of onward connection on an ATR aircraft, staff at Origin station to inform the COC to the customer

Small	Medium	Large
Up to 15 Kgs. or the max. length of 1.4 meters	Between 15 Kgs. -32 Kgs. or the max length between 1.41-2.0 meters.	Between 15-32 Kgs. or over 2 meters in length

**Oversized baggage Charges:** Different charges will be applicable for domestic and international flights.

#### ➤ Musical Instrument

- Carriage of musical instrument shall not attract any handling fees.
- In case the total checked-in baggage weight including the musical instrument is more than the free baggage allowance, only excess baggage rate shall apply.
- The only musical instrument to be accepted as load in the cabin is cello (CBBG), provided the following rules and restrictions are met:
  - A window seat shall be used for the cello
  - The cello shall be placed on the cabin floor leaning against the reserved seat and secured with the seat/extension belt.
  - If one additional cello is placed in the same seat row, use the adjacent seat
  - The cello shall not be placed in the first seat row aft of a floor level exit or partition wall, in the over-wing exit rows or in front of an over-wing exit
  - Centre rows: Mid and aisle seats may be used provided that the Customers seated in the same seat row have free access to an aisle.

The most common sporting equipment and musical instruments have been pre-classified into three categories:

- Small
- Medium
- Large



Category	Definition
Small	Up to 15 kg and/or the maximum length of 1.40 meters.
Medium	Between 15 - 30 kg and/or between 1.41 - 2.0 meters.
Large	Between 30 - 45 kg and/or over 2.0 meters. <b>Note:</b> Large sporting equipment/musical instrument is excluded from the maximum weight baggage allowance, unless the item can be split or repacked.

## COC SIMPLIFIED - LCD/LED TV Charges

IndiGo will levy charges for domestic and international flights, for any special baggage like sports/skiing equipment, golf bags, bicycle, surf boards and LCD/LED TVs of size 40 and above inches, and all other large and/or odd-sized items, including cartons, whose dimensions (L+W+H) exceed 158 cms (62 inches), submitted as Checked Baggage. This fee will be applied over and above any excess baggage charges that might be applicable. Please find below rules and regulations regarding the SPEQ SSR (Pre Book-Sports Equipment). Airports to ensure they do not charge BULK charges on those PNRs/Bookings which have this SSR attached as and when the customer reports for check-in.

Booking Channel	Customers can purchase the sports equipment handling fee through IndiGo Website, Mobile app, call center, group tool, web agent
Fare Applicability	Pre-book option will be available for all the fare/products class except lite fare
Booking Time	Customer can book for up to 6 hours prior to departure
Sector	Domestic Sector
Aircraft Applicability	Will be available for pre-booking on all the aircraft except ATR
Quantity	Max 3 pieces per customer.
SSR Code	SPEQ, BULK

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**Please Note:** These are purely internal indicators; we should never inform customers about these codes. This is purely done for service recovery, please do not offer these services proactively. These benefits should only be given when customers ask for the same. Be extra vigilant and spot these SSR's.

#### VIP Customers:

- A VIP is a person who is accorded special privileges due to their status or importance.
- Diplomats – Cabinet Ministers, Ambassadors, Governors, Members of government.
- Business Personnel – Chairman or equivalent of other airlines, Chairman, Directors, and Senior Manager of companies Publicity Celebrities, Actors, Sportsmen.

#### CIP Customers:

Customers whose business status of ability to influence travel arrangements of others to the benefits of an airline and those customers who are of special importance to an Airline from the sales or publicity point of view.

#### Meet and Assist:

Expedite Check in at the Departure Station and assist him with a helper.

- Allocate Rows 1 or 13, if possible.
- A staff member to escort the customer until the aircraft.  
Communicate VIP details to the lead and the captain of the flight before boarding.
- Inform the arrival station of the details of the VIP.

At the arrival station, staff greet the customer at the aircraft. Staff escort the customer until he exits the arrival hall.

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## Corporate Houses

   
  
 We are eligible for international baggage allowance

 + 

- ✓ Applicable in the domestic flights for the above corporate customers taking to or fro international flight(including other Carriers) within 24 hours
- ✓ Allowance to be given for all passengers in the PNR
- ✓ Do not forget to check the Employee Identity card and the international itinerary

**Please note:** CPML / CPTR customers and corporate house customers are not the same.

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## VIP/CIP/Frequent Travelers Customer Recognition Program

### Identification codes

1. VIP
2. CIP
3. SIP
4. FQT02
5. FQT01

Examples	VIP	CIP	SIP	FQT2 / FQT1
<b>Benefits</b>	Heads of States (Govt.)  People of high official - Speakers of Parliament, Cabinet ministers/ Ambassadors, MPs, Governors of state etc.  Other VIP/ CIP as advised by selling office/ at the Company's discretion	Head of Corporate House with which IndiGo has association	Sportswomen / Sportsmen (e.g. National Cricket team)  Celebrities	Frequent travelers.
<b>XL seating</b>	Yes	Yes	Yes	Yes
<b>5 kgs excess baggage Waiver</b>	Yes	Yes	Yes	Yes
<b>Hand baggage – 10kgs</b>	Yes	Yes	Yes	Yes
<b>Complementary F &amp; B service if any issue raised on board</b>	Yes	Yes	Yes	Yes
<b>IROP – Priority information</b>	Yes	Yes	Yes	Yes



## 6E Double Seats Airport Process

Reservation can be made for an extra seat due to physical dimensions (e.g. Obese pax) or for personal comfort. The Customer is always charged for the extra seat. With this process, customers can book 2 seats for one person and get additional baggage of 10 kg, which lets them carry 2 pieces of checked baggage. Extra seat cannot be booked for flights within 2 hours in the domestic sector and within 4 hours in the international sector.

- Customers should ideally be reporting at the airport with a web check-in boarding pass after completing the online Health Declaration (HLOK)
- The web check-in flow has been designed in such a way that, customer will only be able to generate one boarding pass for himself/herself, with two seat numbers printed on the boarding pass.

The EXST SSR shall also be printed on the boarding pass.

IndiGo  Boarding Pass (WebCheck-in)		Departure Terminal - T1	www.goIndiGo.in
	<p>Name <b>MR DHEERAJ TENEJA</b></p> <p>From <b>BENGALURU (T1)</b></p> <p>Boarding Time <b>07:00</b></p> <p>Departure Time <b>07:45</b></p> <p>Sequence # <b>1</b></p> <p>Gate # <b>25</b></p> <p>To <b>THIRUVANANTHAPURAM (T2)</b></p> <p>Flight No. <b>6E5098</b></p> <p>Date <b>10JUL20</b></p> <p>Class <b>L</b></p> <p>Seat # <b>14D, 14E</b></p> <p>Boarding gate closes 25 mins prior to departure time. Boarding gate numbers are subject to change, please check the flight information screen for latest updates.</p>	<p>SPECIAL SERVICES <b>EXST</b></p> <p>Name: <b>MR DHEERAJ TANEJA</b></p> <p>PNR: <b>LESUSJ</b></p> <p>Flt #: <b>6E5098</b></p> <p>Seq # <b>1</b></p> <p>Seat #: <b>14D, 14E</b></p>	<p><b>MR DHEERAJ TANEJA</b></p> <p>From <b>Bengaluru (T1)</b></p> <p>To <b>Thiruvananthapuram (T2)</b></p> <p>Flight No. <b>6E5098</b></p> <p>Date <b>10JUL20</b></p> <p>Boarding Time <b>07:00</b></p> <p>Departure Time <b>07:45</b></p> <p>Seq # <b>1</b></p> <p>Class <b>L</b></p> <p>Gate # <b>25</b></p> <p>Seat # <b>14D, 14E</b></p>

- After retrieving the PNR in GoNow, staff must ensure to select only the first customer.
- Staff must remember to de-select the second customer if it is already pre-selected. In other words, the customer with 'EXTRASEAT' as middle name must never be selected for further processing.
- The second customer (with DBST SSR) shall always remain a no show in the system.

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**SEARCH** Scan, or enter search terms:  Go ▾ Adv  
 1 Passengers | 2 Booking EB3CVL Segments | 1 Final Dest | BOM  
  Taneja, Dheeraj Mr  Taneja, Dheeraj EXTRASEAT...  6E 993 DEL - BOM 15Jul 06:40

Staff must proceed with the remaining process of adding check-in bags

**Important:**

- There are chances where staff may assign the seat to somebody else, thinking the customer is a no show. Hence it must be ensured that the seat of the second customer is never assigned to any other customer. It must also be ensured that staff neither divides out the PNR, nor cancels the second customer's booking to accept a Go Show or process refund
- Currently only the web check-in boarding pass has the capability to print both the seat numbers. In case the boarding pass is printed through KIOSK or at counters, staff must mention the second seat number manually on the boarding pass. EXST SSR printed on the boarding pass shall help the staff to identify customers who have opted for an extra seat.
- In case a customer has opted seats on the emergency exit row, airports must verify that the customer meets the eligibility criteria of emergency exit seats laid down in CHM 7, Issue 01, Rev 00, Section 4.0.
- In case the customer does not meet the eligibility criteria, airport shall change seats after politely explaining the reason

Extra seat for the purpose of stowing personal items

- In case the extra seat is purchased to stow personal items, like cabin bag, funeral urn, artifacts, non-bulky musical instrument, diplomatic mail, etc., it must be ensured that these items are stowed on window seat and the customer occupies the middle seat next to it.
- These items may be allowed to be bestowed on window or aisle seat depending on the size and nature of such an item, provided it does not impede or obstruct the evacuation in case of an emergency and does not pose health and safety risk to anyone on the flight (e.g. injury to any customer or crew).
- Such items must never be bestowed on emergency exit seats or floor

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level exists.

- Such items must be secured using seat belts with or without extension seat belts as applicable and must be safe for the fellow customers on adjacent seats.
- The weight of such an item must not exceed 75 kgs.

## Manifest

- The seat assignment manifest shall reflect both the names, however the status of both the customers shall be different.
- The customer status with EXST SSR shall be reflected as FF, which means s/he is checked-in and boarded.
- The customer status with DBST SSR shall be blank, which means customer is no show, however with a seat assignment.
- This shall work as an identifier for the cabin crew, and she shall ensure that nobody else is allowed to occupy that seat.

a0024ros 16JUL20 11 37			IndiGo Seat Assignments for 15JUL20 DELBOM 6E 993					By: TESTGN6		
Seat	PNR	Pax Name	Pax	Stat	C1	SSR1	SSR2	SSR3	SSR4	Bags
1C	HJZKJQ	KATTA/RAVI KIRANABCDE	1	R	XBPA					0
6E	KHRV9T	TEST/SUNIL	1	K	EXST					0
6F	KHRV9T	TEST/SUNIL/EXST	3		K					0
9E	KHRV9T	TEST/FSDF	2		K					0
14D	EB3CVL	TANEJA/DHEERAJ	1	FF	E	EXST	HLOK			0
14E	EB3CVL	TANEJA/DHEERAJ	2		E	DBST				0
15E	ZYJMWR	DUBEY/ASHISH	1	V						0

## Frequently Asked Questions

### Q. How can a customer book 6E Double Seat?

Ans. 6E Double Seat can be booked on IndiGo's website at least 24 hours in advance

### Q. How many extra seats can a customer book?

Ans. Only one extra seat can be booked under 6E Double Seat service.

### Q. How many boarding passes will be issued?

Ans. Only one boarding pass will be issued. This boarding pass will show two seat numbers.

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**Q. Can a customer purchase a premium seat under 6E Double Seat?**

Ans. Customer can purchase the same. However, if the extra seat is purchased with the purpose of stowing a musical instrument or a bag on the vacant seat, it will not be allowed on emergency exit row seats.

**Q. In case the customer travels with an infant books 6E Double Seat, does the customer have to pay the infant fees?**

Ans. Yes, the infant fees shall be applicable

**Q. Can UMNR buy 6E Double Seat?**

Ans. UMNR can buy 6E Double Seat during the booking, however selection of emergency exit row seats shall not be available.

**Q. In case of IROPs – can we move the booking to the next flight at the airport?**

Ans. Yes, we can move as per the current process. However, we need to ensure that while moving the customer seats 2 adjacent seats on the new flight are blocked

**Q. Will 6E Double Seat be available for sale on all aircraft types?**

Ans. Yes, the same available for sale on all aircraft types

**Q. Will the seat fee be charged twice?**

Ans. The customer will have to pay for seat fee for both the seats.

**Q. Will the convenience fee be charged twice?**

Ans. Yes convenience will be charged twice from the customer.

**Q. Can the customer cancel the booking at the airport?**

Ans. Yes, the booking can be cancelled at the airport.

**Q. Can the airports change the seats of customers on his/her request?**

Ans. The same is permitted only if requested by the customer. In case the customer opts for a seat that has a higher seat fee, the difference shall be paid by the customer. In case the customer opts for a seat with lower seat fee, the difference shall not be refunded.

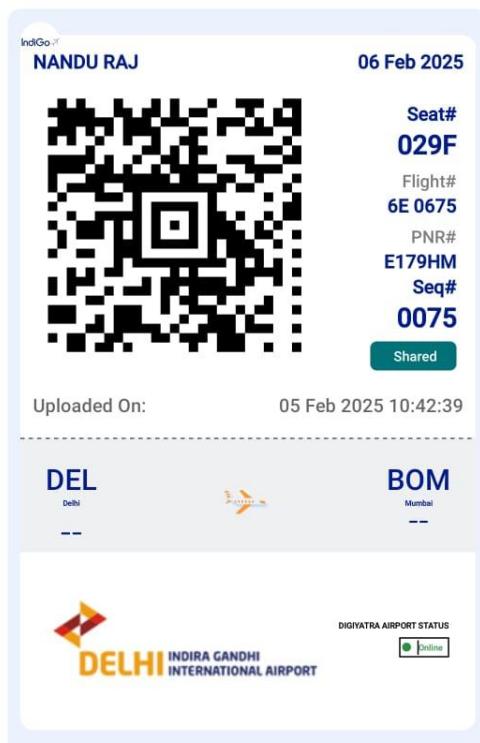


## NPSD & NPSP SSRs: Identifying NPS Promoters and Detractors

### OBJECTIVE:

New SSR codes (**NPSP & NPSD**) have been created to help our AOCS TEAM identify customers with previous travel & survey history with us. This knowledge would enable them to customize interactions to drive overall customer experience for IndiGo by going an extra mile and by providing courteous and provide hassle free service with warmth and smile.

### Customers Travelling with Digi Yatra mobile application



A customer who has Digi Yatra installed on their mobile application and is showing you the app along with QR code which shows the PNR and Customer's name (as shown in the picture), it is not required to check the customer's ID card as the ID card verification is done through the mobile application.

Kindly refrain from asking for ID card for customer's name verification if he/she displays the QR code through Digi Yatra app

Delete

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## Type of Aircraft

**Aircraft:** any structure or machine designed to travel through the air, whether heavier or lighter than air; airplane, airship, balloon, helicopter, etc.

**Airplane:** Any structure with fixed wings and engines, heavier than air and has the capacity to fly

Airplanes are further divided into 2 categories:

**Narrow body** – Airplane with single Aisle and baggage / cargo is loaded in bulk

**Wide body** - Airplane with double Aisle and baggage / cargo is stacked in containers and pallets. The same is loaded in the airplane with the help of mechanized loading process.

Types of Aircraft 6E operate.

IndiGo operates three types of Aircraft: ATR 72-600, Airbus 320 and Airbus 321. All 6E aircrafts are registered in India and has a registration number. The registration number of each aircraft starts with VT the prefix VT stands for 'Victorian Territory or Viceroy Territory.

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ATR 72-600

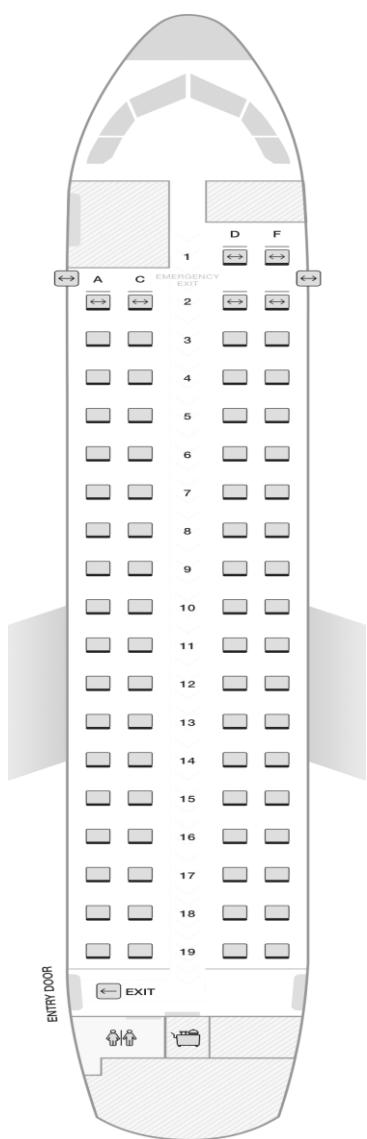


A320



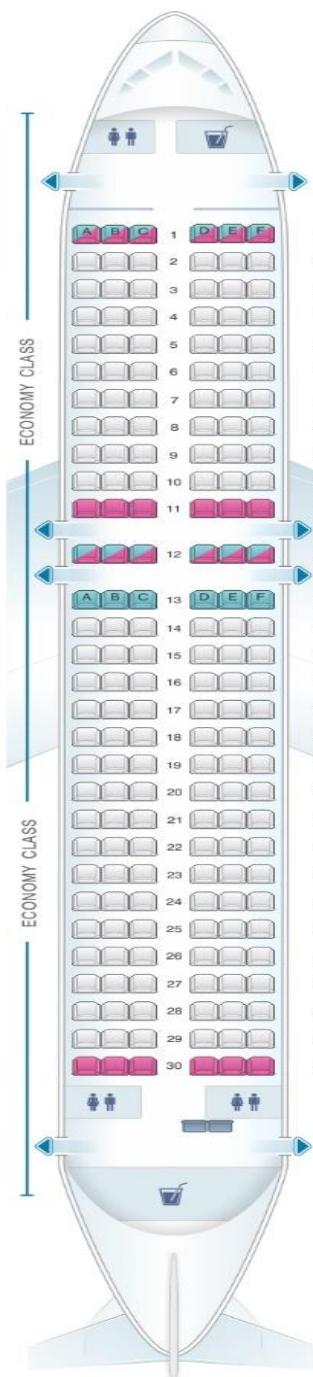
A321

## ATR 72-600 – 78-seater



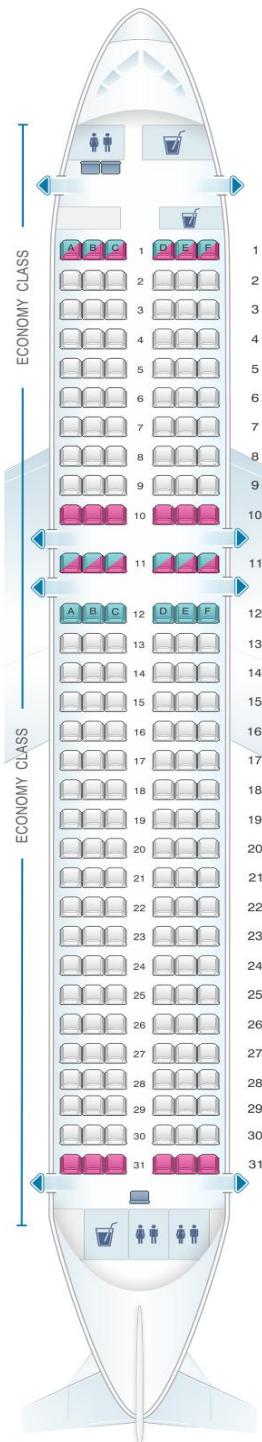
Configuration	78
Jump seat location	1 FWD,1 AFT
Emergency exit row	1 <sup>st</sup> & 2 <sup>nd</sup> Row
Emergency exits	L1, R1, L2, R2
Infants	Flying over land –17 Flying over sea –06
Lavatories	01(01 Aft)
Non- Reclining	All seats
WCHC/R (02 per flight)	18 & 19 row
STCR	Not allowed
Firearms & weapons	Not allowed
PETC/Guide Dog	Not allowed
Boarding/De-boarding	01(L2)

## Airbus 320 – 180-Seater



Configuration	Economy - 180
Jump seat cabin	06 (Only 04 in "D" series A/C)
Jump seat location	02 FWD, 04 AFT
Emergency exit row	12 <sup>th</sup> & 13 <sup>th</sup> Row
Entry	04(L1, R1, L2, R2)
Infants	Flying over Land – 19 Flying over sea – 12
Non- Reclining rows	11 <sup>th</sup> , 12 <sup>th</sup> & 30
Number of rows	30
WCHC/R (04 per flight)	Any row except EEA
Toilets	03(01 Fwd, 02 Aft)
Exit	08(L1, L2, L3, L4 & R1, R2, R3, R4)
IndiGo also has A320 with seat configuration of 186 where we have additional rows with 6 seats each And the non-reclining seats in 186-seater aircraft are 11 <sup>th</sup> and 12 <sup>th</sup> row.	

## Airbus 320 – 186-Seater



Configuration	Economy - 186
Jump seat cabin	06 (Only 04 in "D" series A/C)
Jump seat location	02 FWD, 04 AFT
Emergency exit row	12 <sup>th</sup> & 13 <sup>th</sup> Row
Entry	04(L1, R1, L2, R2)
Infants	Flying over Land – 19 Flying over sea – 12
Non- Reclining rows	11 <sup>th</sup> & 12 <sup>th</sup>
Number of rows	31
WCHC/R (04 per flight)	Any row except EEA
Toilets	03(01 Fwd, 02 Aft)
Exit	08(L1, L2, L3, L4 & R1, R2, R3, R4)

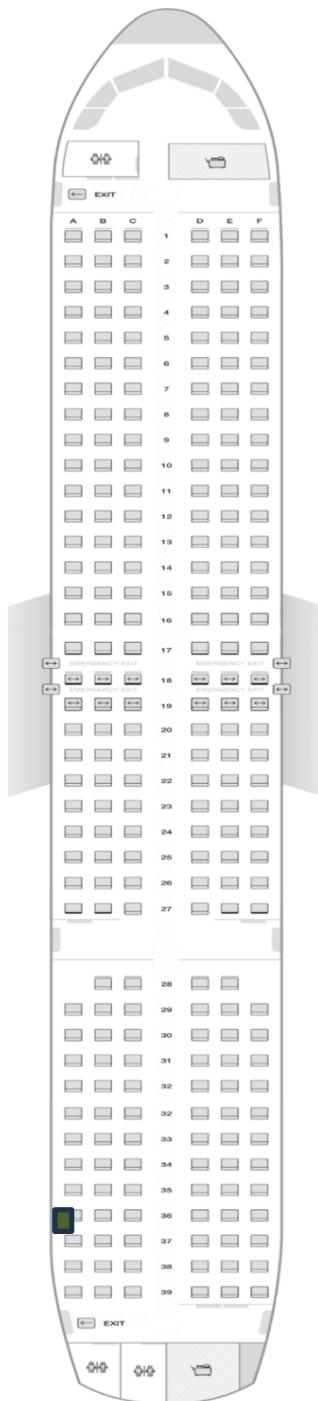
## Airbus 321 – 222-Seater



Configuration	Economy - 222
Jump seat cabin	06
Jump seat location	02 FWD, 02 Mid Exit, 02AFT
Emergency exit row	18 <sup>th</sup> , 19 <sup>th</sup> and 28 <sup>th</sup> 18 <sup>th</sup> and 28 <sup>th</sup> ('U' series Aircraft)
Entry	04(L1, R1, L4, R4)
Infants	Flying above land – 19 Flying above sea – 12
Non- Reclining rows	17 <sup>th</sup> , 18 <sup>th</sup> and 27 <sup>th</sup>
No of Rows	37
WCHC/R	Any row except EEA
Toilets	03 (01 Fwd, 02 Aft)
Exit	12(02 Cockpit sliding windows, L1, OWE 1L, OWE 2L, L3, L4 & R1, OWE 1L, OWE 2R, R3, R4)
IndiGo also has A321 with seat configuration of 232 where it does not have 28A and 28F with 2 additional rows with 6 seats each.	



## Airbus 321 – 232-Seater



Configuration	Economy - 232
Jump seat cabin	06
Jump seat location	02 FWD, 02 Mid Exit, 02AFT
Emergency exit row	18 <sup>th</sup> , 19 <sup>th</sup> , 28 <sup>th</sup> & 29 <sup>th</sup>
Entry	04(L1, R1, L4, R4)
Infants	Flying above land –19 Flying above sea – 12
Non- Reclining rows	17 <sup>th</sup> and 18 <sup>th</sup>
No of Rows	39
WCHC/R	Any row except EEA
Toilets	03 (01 Fwd, 02 Aft)
Exit	12(02 Cockpit sliding windows, L1, OWE 1L, OWE 2L, L3, L4 & R1, OWE 1L, OWE 2R, R3, R4)



## Airbus 321 – IndiGoStretch Aircraft



Configuration	IndiGoStretch - 12 Economy - 208
Jump seat cabin	06
Jump seat location	02 FWD, 02 Mid Exit, 02AFT
Emergency exit row	18 <sup>th</sup> , 28 <sup>th</sup> & 29 <sup>th</sup>
Entry	04(L1, R1, L4, R4)
Infants	Flying above land – 19 Flying above sea – 12
No of Rows	39
WCHC/R	Any row except EEA
Toilets	03 (01 Fwd, 02 Aft)
Exit	12(02 Cockpit sliding windows, L1, OWE 1L, OWE 2L, L3, L4 & R1, OWE 1L, OWE 2R, R3, R4)
The decision was taken to skip the 27th row in economy section, this is to have same XL rows on all versions of 321	

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## IndiGoStretch:

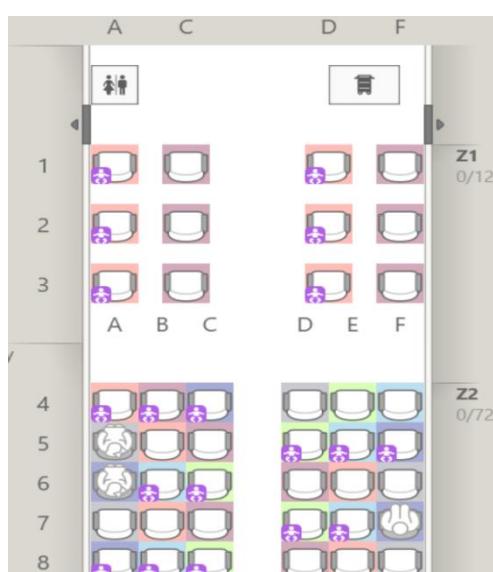
- 3. IndiGo will be commencing tailor made Business cabin operations with aircraft type A32132P with total capacity of 220 seats for selected domestic metro routes
- 4. The IndiGoStretch operations commenced on 14th November 2024.
- 5. Stretch cabin can accommodate 3 INFT. Therefore, we can book a total of 12 INFT on A321 (3 INFT in stretch + 09 INFT in Economy).

**Product Description:** IndiGo shall be offering two different cabins in the flight Business Class with 12 Seats and Economy with 208 seats. Business Class Fare will be available as Stretch Fare or Stretch+ Fare Economy class shall continue to offer as per the current fare type.

The IndiGoStretch & IndiGoStretch+ fares are available and may be purchased from IndiGo's website, mobile app, call center, Airport reservation counters, Travel agents and Online travel partners

Key Features	Stretch	Stretch+
Meals on board	Complimentary - Standard veg meal box	Complimentary - Standard veg meal box
Beverage on board	Included	Included
Free check-in Baggage Allowance	30 kgs (2 pcs)	40 kgs (2 pcs)
Hand Baggage Allowance	12 kgs (1 pc)	12 kgs (1 pc)
Advance Seat Selection	Complimentary	Complimentary
Infant Fare	INR 3800	INR 3800
Infant Hand Baggage Allowance	7 Kgs	7 Kgs
Change Fee (3hrs and beyond)	INR 2499	Complimentary
Cancellation Fee (3hrs and beyond)	INR 3499	INR 999
Convenience Fee	NIL	NIL
Priority Check-in (D-60) & anytime boarding (D-25)	Complimentary	Complimentary

## Seat Map in GoNow:



"IndiGoStretch class" customers will be offered priority check-in at FFWD counters, and remaining customers will be checked in at economy counters.

Upon retrieval on the PNR in GoNow, a STAR indicator as highlighted in red in the below image at the glance bar will be shown for all Stretch class PNRs

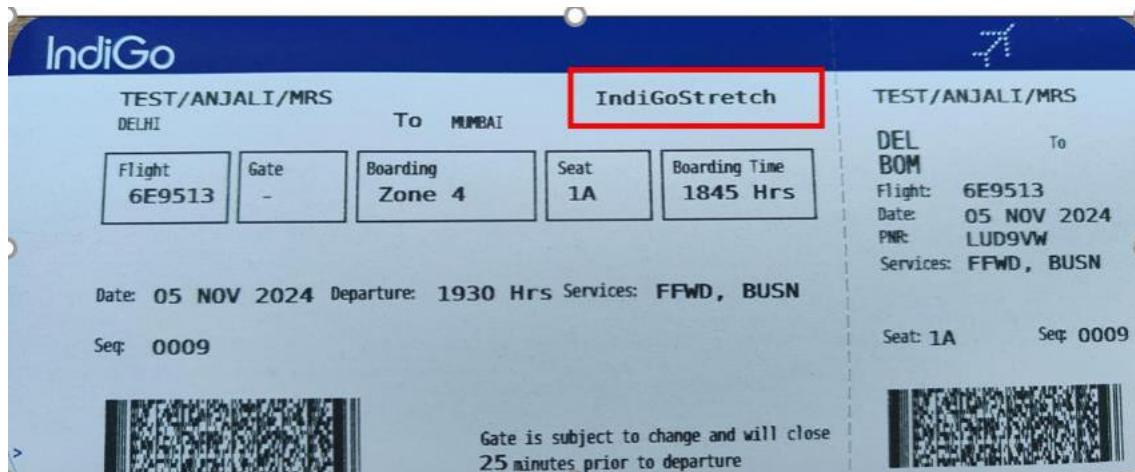


In case of connecting flights, STAR identifier shall only be visible for IndiGoStretch leg. SSR would be BUSN for Stretch customers

On the boarding pass "IndiGoStretch" would be mentioned

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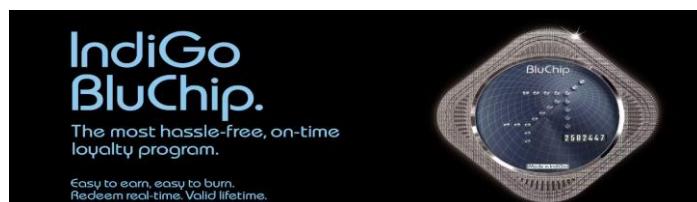
IndiGoStretch Boarding Pass:



IndiGo BlueChip:

IndiGo introduced its loyalty program, IndiGo BluChip. This program rewards loyal customers by offering exclusive benefits and the chance to earn IndiGo BluChips with every IndiGo flight or select add-on purchase like Seat Select, Excess Baggage and Fast Forward Services. Customers can sign up for the program through our IndiGo Website or Mobile App.

Lifetime Validity: IndiGo BluChips remain valid as long as the customers stay active in the program



Members Earn IndiGo BluChips when they:

- Book and fly on IndiGo marketed and operated flights
- Book and fly on IndiGo marketed and Codeshare operated flights with Turkish and Qantas Airline.
- Purchase select IndiGo add-ons like Seat Select, Excess Baggage and Fast Forward Services on IndiGo's website and mobile App

Eligibility:

- Customers must be 18 years or older
- Available to nationals from all countries

How to Enroll: Customers can sign up for free by providing basic information such as name, gender, date of birth, mobile number, and email address on the IndiGo website or Mobile App

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SSR involved with BlueChip are BLU1, BLU2 or BLU3.

Tier System: IndiGo BluChip has a three-Tier structure:

- a. Blu 3: Entry-level Tier
- b. Blu 2: Requires a minimum spend of INR 1,00,000 and 4 IndiGo flights within 12 months
- c. Blu 1: Requires a minimum spend of INR 2,00,000 and 8 IndiGo flights within 12 months

Tiers	Blu1	Blu2	Blu3
Upgrade	INR 200,000 + 8 6E flight segs	INR 100,000 + 4 6E flight segs	-
Retention	INR 200,000 + 8 6E flight segs	INR 100,000 + 4 6E flight segs	-
Tier Validity	365 days	365 days	No expiry
Tier Review (upgrade)	Daily, based on last 365 days	Daily, based on last 365 days	N.A
Tier Review (retention)	On Anniversary, last 365 days	On Anniversary, last 365 days	N.A
Tier Qualifying Spends	Base Fare + YQ (on 6E*/6E & 6E*/OAL)	Base Fare + YQ (on 6E*/6E & 6E*/OAL)	Base Fare + YQ (on 6E*/6E & 6E*/OAL)

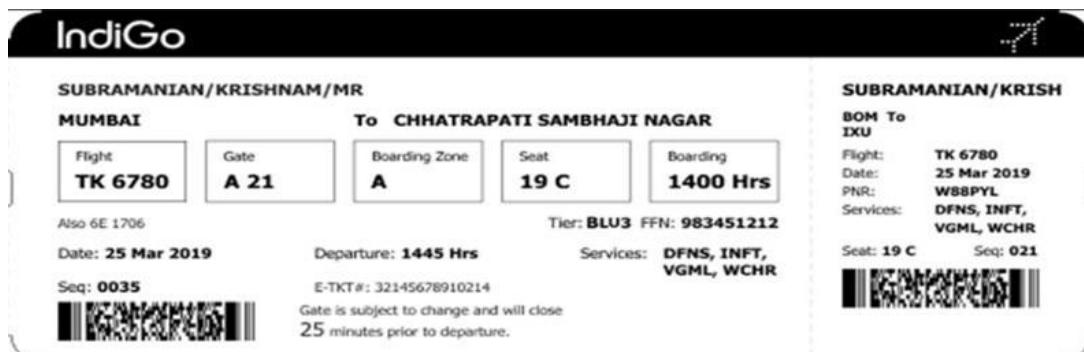
Important points to keep in mind with regards to IndiGo BluChip

1. BluChip miles don't have any expiry.
2. BluChip miles cannot be redeemed for Upgrade to Stretch / Payment of excess baggage / Purchasing Meals on Board / Purchasing XL rows on board / FFWD Etc.
3. If a BluChip member ID is booked in group PNR only he/she will be entitled to accumulate miles only for his ticket. The BlueChip members cannot claim miles for the entire group.
4. BluChip members can redeem miles only for those members who are nominated by him/her in the BluChip program against his account.
5. BluChip members can redeem miles only for payment of base fare.
  - a. No redemption for ancillaries, taxes, or insurance products
  - b. IndiGo BluChip cannot be redeemed for infant tickets or special fares
  - c. For Unaccompanied Minors (UMNR), redemption is allowed, but UMNR fees must be paid separately in cash/card/UPI.
6. Blue Chip number can be added through SkySpeed and GoNow.
7. Customers can add BluChip miles for flights flown in past 90 days through the App or by logging in to IndiGo website.
8. Members earn IndiGo BluChip when they:
  - a. **Book and fly on IndiGo marketed and operated flights** on IndiGo (booking can be made on IndiGo's website / App or with travel partners)
  - b. Book and fly on IndiGo marketed and Codeshare operated flights (Turkish and Qantas Airline)

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IndiGo BluChip Partner's Boarding Pass:

### System Boarding Pass



### Kiosk Boarding Pass



### Web Checking Boarding Pass

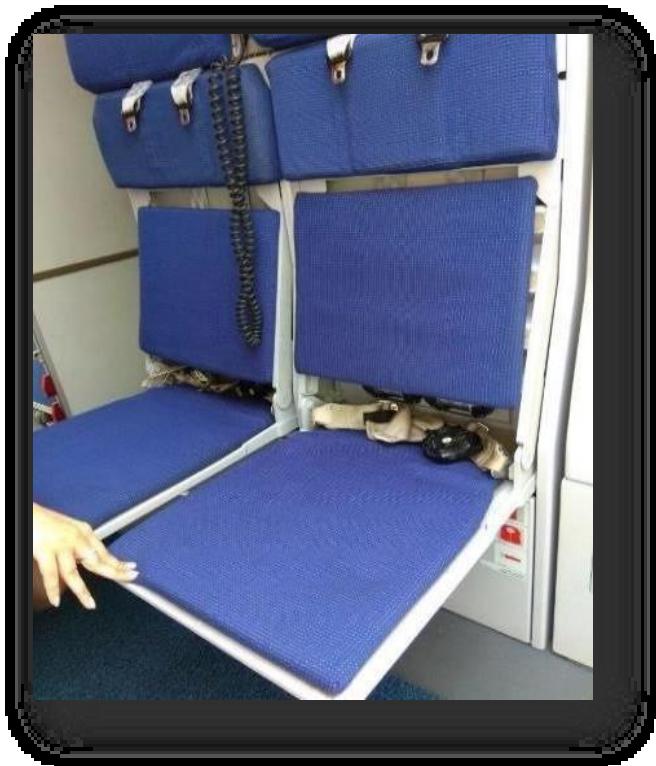
<b>IndiGo</b>	<b>Boarding Pass (Web Check-In)</b>																									
<p><b>SUBRAMANIAN/KRISH MR</b></p> <p><b>CHHATRAPATI SAMBHANJI NAGAR</b></p> <p><b>To THIRUVANANTHAPURAM</b></p> <table border="1"> <tr> <td><b>Flight 6E 7634</b></td> <td><b>Gate -</b></td> <td><b>Boarding Time 1245 Hrs</b></td> <td><b>Boarding Zone 1</b></td> <td><b>Seat 28 F</b></td> </tr> <tr> <td></td> <td>Date 25 Mar 2019</td> <td>Departure 1445</td> <td>Services FFWD</td> <td></td> </tr> <tr> <td></td> <td>Seq 0001</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5"><b>Tier: BLU3 FFN: 983451212</b></td> </tr> <tr> <td colspan="5">Gate is subject to change and will close 25 minutes prior to departure</td> </tr> </table>	<b>Flight 6E 7634</b>	<b>Gate -</b>	<b>Boarding Time 1245 Hrs</b>	<b>Boarding Zone 1</b>	<b>Seat 28 F</b>		Date 25 Mar 2019	Departure 1445	Services FFWD			Seq 0001				<b>Tier: BLU3 FFN: 983451212</b>					Gate is subject to change and will close 25 minutes prior to departure					<p><b>SUBRAMANIAN/KRISH MR</b></p> <p><b>CHHATRAPATI SAMBHANJI NAGAR To THIRUVANANTHAPURAM</b></p> <p>PNR <b>W88PYL</b></p> <p>Flight <b>6E 7634</b></p> <p>Date <b>25 Mar 2019</b></p> <p>Services <b>FFWD</b></p> <p></p> <p>Seat <b>19C</b></p> <p>Seq <b>0001</b></p>
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Aircraft Type	ATR	A320	A321	A320S	A321	A321 IndiGoStretch
Rows	20	30	37	31	39	39
Capacity	78	180	222	186	232	220
Crew	2	4	5	4	5	5
Wheelchair	2	4	5	4	5	5
PRM	2	4	5	4	5	5
Emergency Exit Rows	Rows 1, 2	Rows 12, 13	Rows 18, 19, 28  Rows 18 & 28 (U series)	Rows 12, 13	Rows 18, 19, 28, 29	Rows 18,28 & 29
WEAP	Nil	1	1	1	1	1
Guide Dog	Nil	1	1	1	1	1
Stretcher	N/A	28, 29, 30 ABC	35, 36, 37 ABC	29, 30, 31 ABC	37, 38, 39 ABC	37, 38, 39 ABC
Lavatories	1	3	3	3	3	3
Extra Jump Seats	NIL	2	1	2	1	1
Infants Over Land	17	19	19	19	19	19
Infants Over Water	6	12	12	12	12	12



## Jump Seat



These are vacant crew seats which can only be given to staff leisure travel customers after the approval of the Airport Manager and the Captain if the load of the flight is full.

### **Please note:**

Checks for giving jump seat to a staff travel customer are the same as EEA seating restrictions.

Jump seats can only be offered on A320 and A321 aircraft, it cannot be offered on ATR aircraft.

## Acceptance on EEA

The following conditions must be met before a customer can be seated on an Emergency Exit:

- Should not be less than 15 years of age.
- Should have the capacity and willingness to perform the applicable functions without the assistance of others in case of an emergency.
- Should be able bodied, able to read and understand instructions in English or Hindi related to emergency evacuation provided by the operator in printed, handwritten or graphic form or the ability to understand oral crew commands.
- Should not be a potential threat or obstruct evacuation of others on board (customers must be profiled and shall be ascertained that he/she is not under the influence of alcohol or other toxic substance)
  - Should be willing to operate emergency exit in case of an emergency.

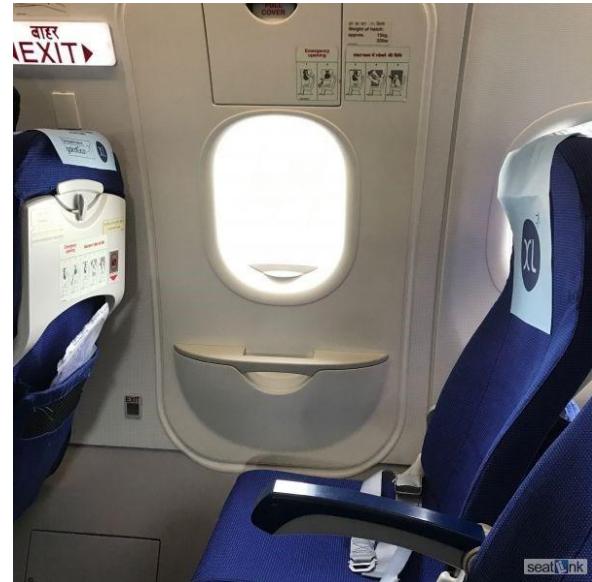
**Note:** Check-in supervisor & Boarding gate in-charge should ensure that at least one seat in each of the blocks of the emergency exit rows to be occupied

## Customers with seating restrictions

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The following Customer categories have seating restrictions and shall therefore never be seated in the Emergency Exit Areas (EEA) or on vacant crew seats:

- BLND, blind Customers (specify if accompanied by Seeing Eye dog)
- DEAF, deaf Customers (specify if accompanied by hearing aid dog)
- DEPU/DEPA, deportees with/without escort. DPNA, is Disabled Customers with an intellectual or developmental disability needing assistance.
- Customer not understanding either Hindi or English language
- Infants & children under 15 years of age
- Customers requiring a stretcher
- Customer needing assistance to/from aircraft
- Customers requiring medical assistance
- Customers requiring an extension seat belt
- UMNR, unaccompanied minors
- Customers requiring wheelchairs
- Expectant Mothers
- INAD, DEPU & DEPA



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## Duration of the flight

**Short Haul:** The duration of the flight is less than 2hrs and covers a distance of 1500Km.

**Medium Haul:** The duration of the flight is less than 4hrs and covering distance of 4000Km.

**Long Haul:** The duration of the flight is more than 4hrs and covering distance of 4000Km.

## Types of Flights:

### Direct Flight or Non-stop Flight

A non-stop flight is no extra stop between departure and arrival. e.g.

6E 171 DEL - BOM

6E 53 MAA - SIN

### Transit Flight

A transit flight is a flight that makes a short stopover in one station before it continues to the next station. The flight number remains the same.

e.g.

6E 251                    DEL - GAU- IMF

### Connecting Flight

A connecting flight is a flight in which there are two or more aircraft involved in taking the customers to their respective destinations. On arrival the customer needs to de-board and must catch an onward flight.

e.g

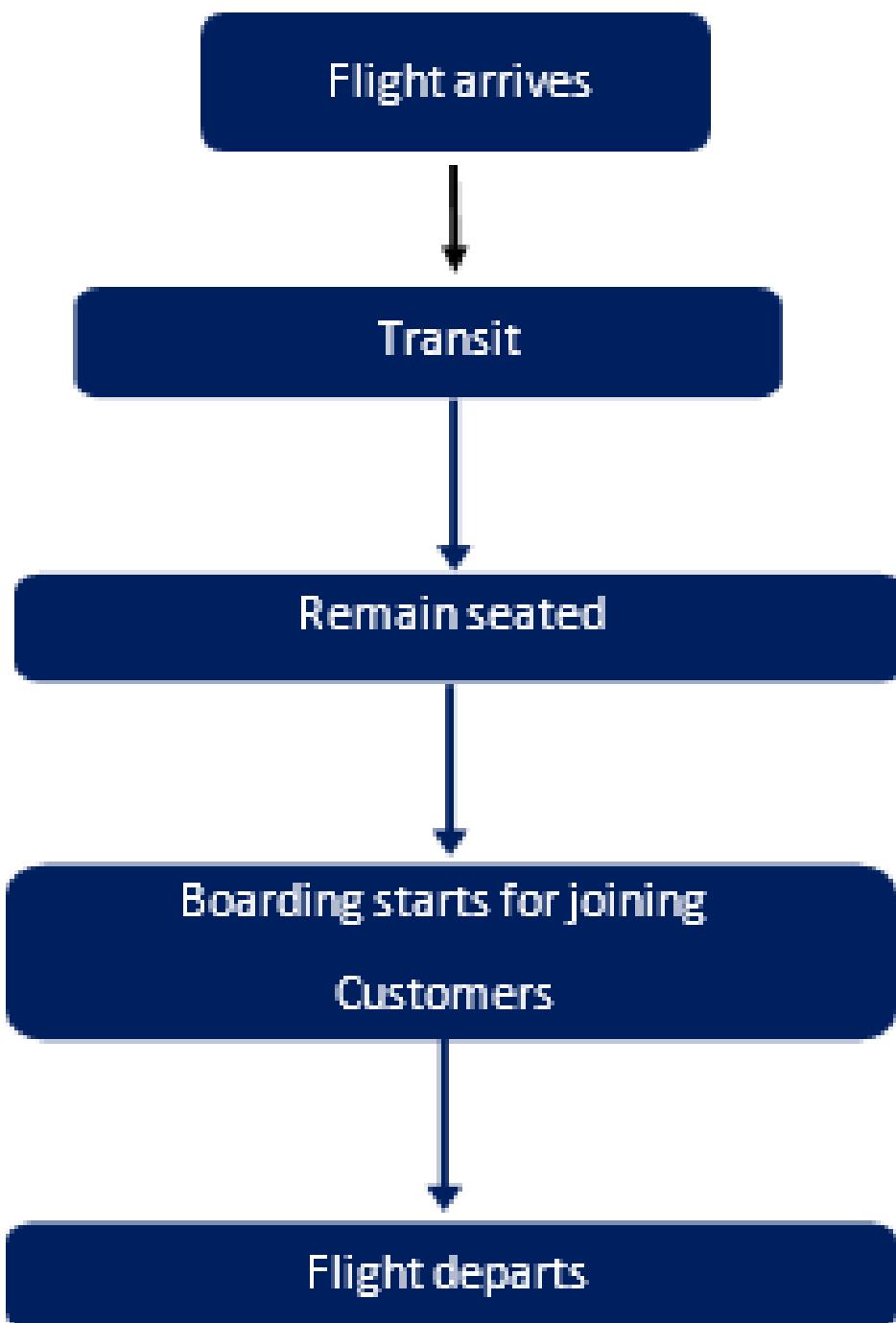
6E 443                    DEL-MAA

6E 53                    MAA- SIN

## Types of Customers

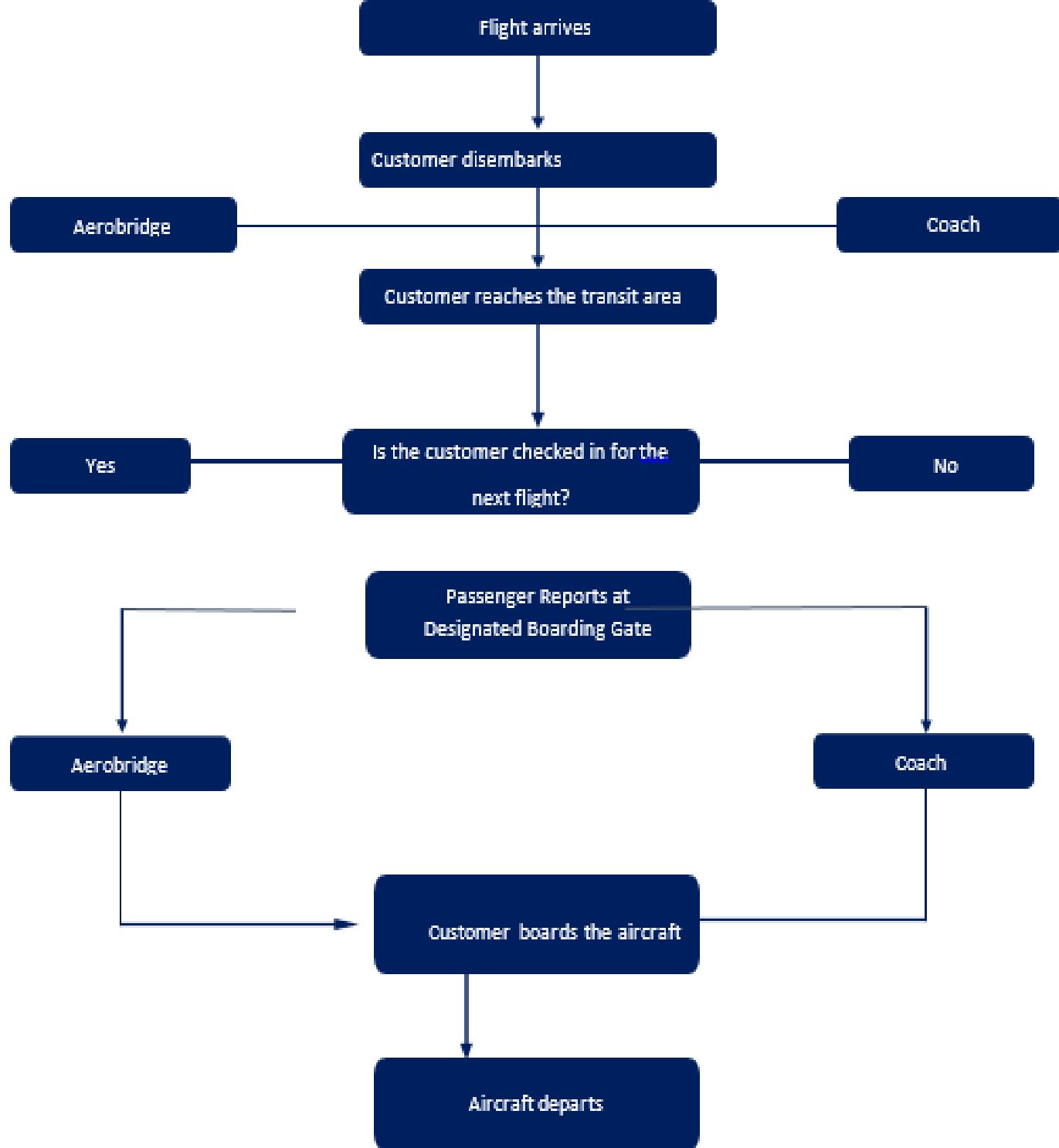
### Transit Customers

Transit customers will never disembark from the flight while the aircraft is being serviced. They will continue their journey with the same aircraft they arrive from.

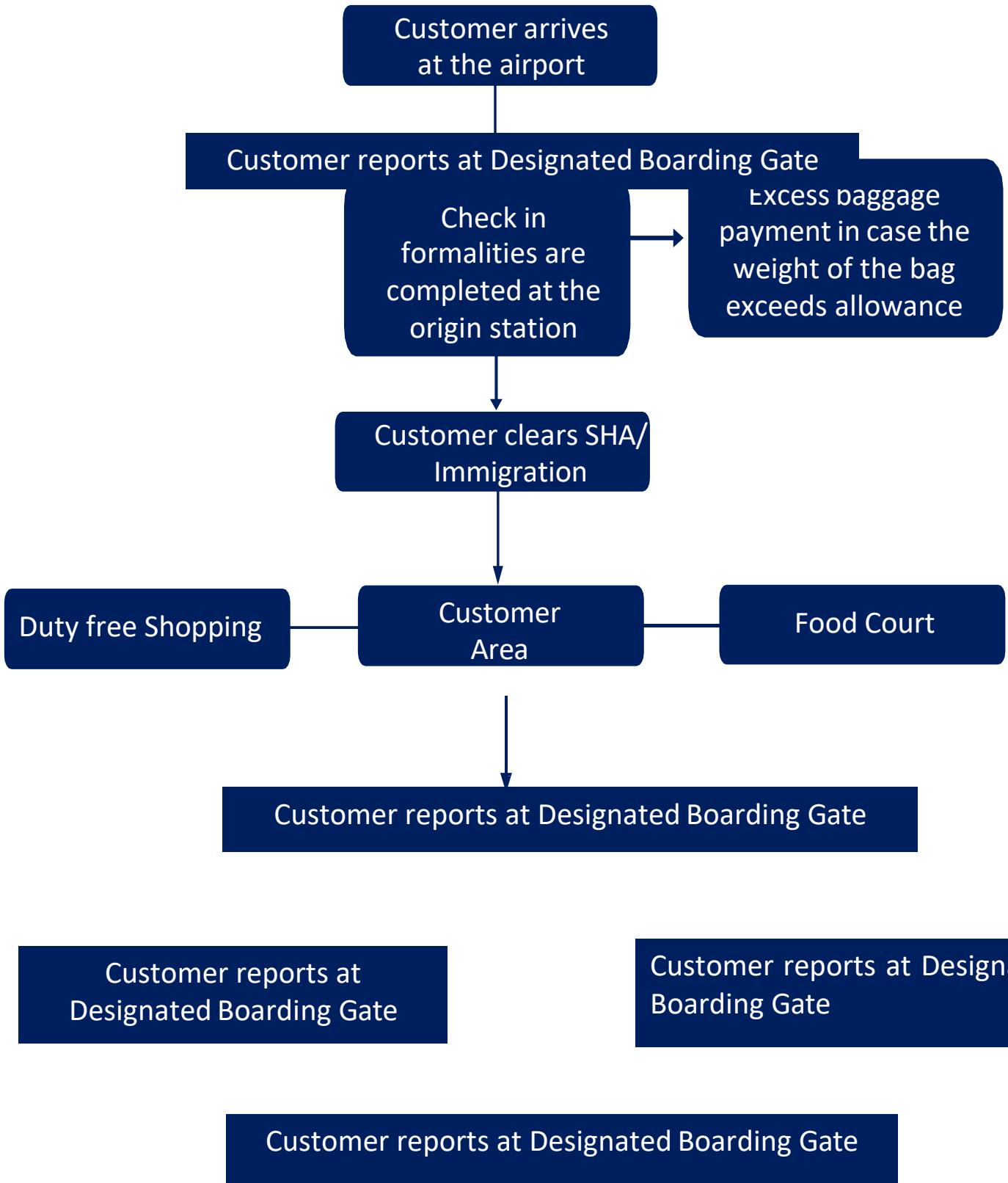


## Transfer/connecting customers

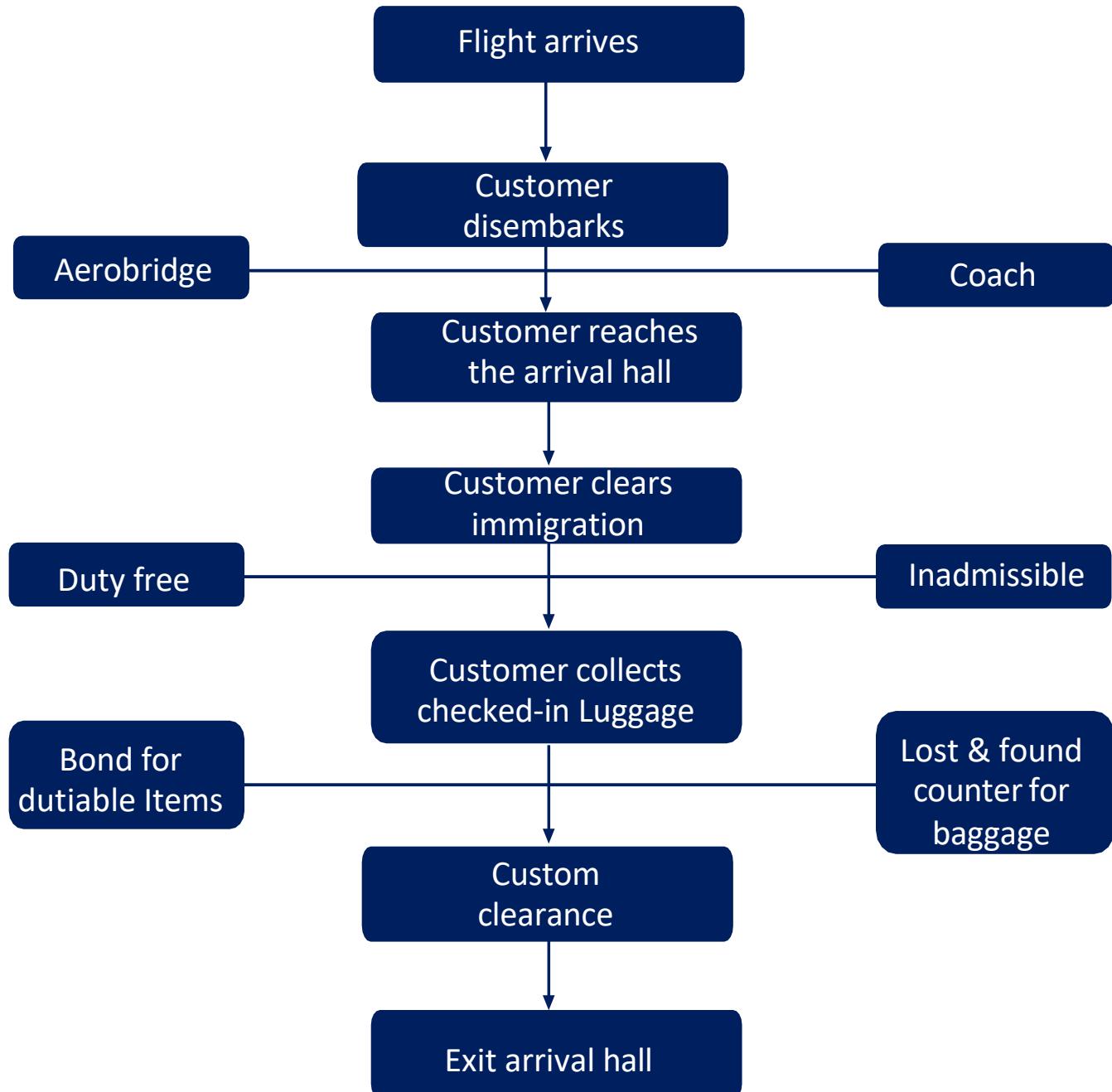
Transfer customers are also known as connecting flight customers. Their final destination is not your station; customers are transferring/connecting to another flight, and then continue their journey to their next/final destination.



## Journey of an international customer



## Arriving Customers



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## Important Policies

### Documents and Forms

CASH DEPOSIT SLIP		
Name of Employee :	Employee Code : IGA:	
Date of Sale :	AIRPORT :- BOM	
ID Used :	Serial No.	
Shift :	No. Of Charge Slips Deposit	
DENOM	Rs.	Ps.
2000 X	0	
500 X	0	
100 X	0	
50 X	0	
20 X	0	
10 X	0	
5 X	0	
2 X	0	
1 X	0	
TOTAL	0	
Passenger Refund Request Form - for transferring funds to bank account		
Date of Request		
PNR		
Name of Person requesting refund (mandatory should be one of the travelling members of the PNR)	NEFT FORM	
Mobile number of the requester		
Email ID of the requester		
Name of the Account Holder (mandatory should be one of the travelling members of the PNR)		
PAN card number of the Account Holder		
Name of the Bank & Branch		
Account Number		
IFSC Code		
Account Type (Savings/Current)		
Amount to be transferred (Cannot be greater than approved / PNR amount) after deducting cancellation and other charges, if any		
Note: Enclosed self-attested copy of the PAN card		
I hereby certify that the above information is correct to the best of my knowledge.		
_____ Signature of the requester		

**UNMR FORM**



Form to be completed by parent / guardian in respect of an unaccompanied minor customer travelling with Indigo

I Mr. / Mrs. \_\_\_\_\_ Parent / Guardian of  
Master / Miss \_\_\_\_\_ do hereby authorize Indigo to carry unaccompanied unaccompanied minor customer between \_\_\_\_\_ (Departure city) and \_\_\_\_\_ (Arrival city).  
The unaccompanied minor will be travelling by Indigo Flight No. \_\_\_\_\_ on \_\_\_\_\_ (Date).  
I confirm that Master / Miss \_\_\_\_\_ will be minor's normal tag.  
Mr. / Mrs. \_\_\_\_\_ takes full responsibility  
been depicted by me and I shall indemnify Indigo against any claims, liabilities arising from such emergency.  
Name, address and telephone number of Parent/Guardian, at departure city.  
  
Name, address and telephone contact, at arrival city, of authorized representative retaining the unaccompanied minor.  
  
1. Copy Parent / guardian at departure city.  
2. Copy Indigo at departure airport.  
3. Copy Cabin Crew  
4. Copy arrival airport

**Reservation Slip:** To be given to the customer once he confirms to make a booking so that we can collect the right information regarding the booking.

**6E Itinerary:** It has a complete detailing regarding the travel of the customer on a particular PNR.

**EDC Slip:** This is a system generated receipt of the EDC machine when we use the Credit/Debit card of a customer to charge him.

**Cash Deposit & Denomination slip:** At the end of the shift, when tallying the total cash sales of the day for the staff. The particular staff fills the denominations & rest of the details & deposits the amount to the finance team/ICD (Intelligent cash deposit) machine.

**UMNR form:** When a UMNR is travelling, the parent/guardian has to fill a particular form which will contain all the details of the parent/guardian at departure & arrival.



## EDC – Electronic Data Capturing



**Electronic Data Capturing** machine is used while accepting payments from the customer through Credit/Debit Cards.

**Step 1:** Insert/Swipe the card depending upon the type of card (Chip card/ Magnetic strip card).

**Step 2:** Put in the desired amount (remember the machine picks up 2 decimal points, so put in 2 extra zeroes always).

**Step 3:** Allow the customer to input the pin no.

**Step 4:** The machine prints 2 receipts, 1 Merchant copy & 1 Customer copy

### Credit Card Policy

If a customer makes a booking through his domestic credit card

If a customer makes a booking through international credit card

Customer is required to present the credit card or photocopy of the credit card used to pay for the booking, at the time of check-in

When a customer makes a booking through an international credit card, he/she must be a part of the travelling party and carry the original credit card for verification at the time of check-in

Any failure to do so shall result in repayment or in IndiGo denying boarding privileges to the customer

**Supervisor to call FCU (Fraud Control Unit) and give a detailed overview**

**Filing Periods:**

**The table below shows the period various Customer handling forms and documents must be kept on file:**

Medical information (MEDIF)	2 Years
Load sheet/ NOTOC	4 Months
Handling advice for UMNR	4 Months
Customer Manifest	4 Months
PIR – Closed cases	4 Months

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## Cancellations

Voluntary	In Voluntary
Customer Cancels	IndiGo cancels due to weather, operational or technical reasons
Options Rebooking Credit Shell Refund	Options Rebooking Credit Shell Refund
Cancellation fees/ Change Fees for domestic & international are applicable	No fee or fare difference charged
Cancellations can be done up to Up to 3 hours prior dep (dom) Up to 4 hours prior to dep (intl)	Cancellation 2 or more hours of delay
Change in sector/ date/ flight time is allowed. No. of Customers cannot be changed	Change in sector/ re-routing is allowed. No. of Customers cannot be changed



## Cancellation charges

Domestic	
Days	Fees
Less than 3 hours prior departure	Only Govt. & airport taxes will be refunded
More than 3 hours prior departure	Cancellation charges will be applicable (Per Customer, Per Segment)
International	
Days	Fees
Less than 4 hours prior departure	Only Govt. & airport taxes will be refunded
More than 4 hours prior departure	Cancellation charges will be applicable (Per Customer, Per Segment)

As the cancellation charges keep changing in accordance with our ancillary revenue, always check the charges online/in system before informing the customer of anything.

“Conditions of Carriage” is also updated on the website.

Airports / call center can inform the customers to log on to the website and claim the tax for un-utilized tickets. (Manual process of queuing the PNR upon customer's request for tax is still available with new skies users).

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## Refund Policy

Upon failure by IndiGo to provide carriage in accordance with these conditions of carriage, where a customer requests a voluntary change of his arrangements, a refund for an unused booking, or a portion thereof shall be made by IndiGo in accordance with this article and IndiGo's regulations, after deducting the fees, charges, and taxes. A refund against the residual value after deduction of the applicable fee will be made available as per the following:

- For Bookings made through credit/debit cards, the refund will be processed to the credit/debit card.
- For Bookings made through net banking, the refund will be processed to the same bank account.
- For Bookings made through travel partners or online travel portals, the refund may be claimed from the respective travel agents/ portals.
- For Bookings made by cash at the airport, the refund will be processed through NEFT.



## NEFT form – Domestic Travel



InterGlobe Aviation Limited

GRF - 598

## NEFT form- Domestic Travel

Issue 01

Revision 00

## Refund Request form – for transferring funds to bank account- Domestic Travel

Customer/ Requester Name:

IndiGo flight no:

Arrival city:

Departure city:

Permanent address:

PNR

Name of Person requesting refund (mandatorily should be one of the travelling members of the PNR)

Mobile number of the requester

Email ID of the requester

Name of the Account Holder (mandatorily should be one of the travelling members of the PNR)

PAN card number of the Account Holder

Name of the Bank &amp; Branch

Account Number

IFSC Code

Account Type (Savings/Current)

I, hereby agree and acknowledge to IndiGo that:

- All information as mentioned above, is given by my consent for the purposes of availing refund from IndiGo.
- All information provided under this form is true to the best of my knowledge.
- I have read and agreed that the information provided under this form is to be used by IndiGo in accordance with IndiGo's privacy policy available at IndiGo's website [www.goindigo.in](http://www.goindigo.in)
- The decision of IndiGo, in all cases of refund, shall be in accordance with DGCA CAR Section 3, Air transport, Series M, Part II, Issue I, and will be final and binding on me.

.....  
Signature of the Requester

Date:

Effective: 03-06-2025

	InterGlobe Aviation Limited	ifly
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	IndiGo Proprietary and Confidential	Issue 2   Revision 14

## NEFT Form - International Travel

	InterGlobe Aviation Limited	GRF - 599
NEFT form- International Travel		Issue 01
<b>Refund Request form – for transferring funds to international bank account</b>		
<b>Customer/ Requester Name:</b>		
<b>IndiGo flight no:</b>		
<b>Arrival city:</b>		
<b>Departure city:</b>		
<b>Permanent address:</b>		
<b>PNR</b>		
<b>1) Remittance Amount:</b>		
<b>2) Beneficiary Bank Name:</b>		
<b>3) Beneficiary Swift Code:</b>		
<b>4) Beneficiary Bank Address</b>		
<b>5) Beneficiary Account Name:</b>		
<b>6) Beneficiary Account Number:</b>		
<b>7) Value Date of Payment:</b>		
<b>Date of request raised to Indigo</b>		
<b>9) IBAN number:</b>		

**Note:** Enclose a self-attested copy of the valid photo ID Proof of the account holder.

I, hereby agree and acknowledge to IndiGo that:

- All information as mentioned above, is given by my consent for the purposes of availing refund from IndiGo.
- All information provided under this form is true to the best of my knowledge.
- I have read and agreed that the information provided under this form is to be used by IndiGo in accordance with IndiGo's privacy policy available at IndiGo's website [www.goindigo.in](http://www.goindigo.in)
- The decision of IndiGo, in all cases of refund, shall be in accordance with DGCA CAR Section 3, Air transport, Series M, Part II, Issue I, and will be final and binding on me.

.....  
**Signature of the Requester**  
 Date:

Effective – 03-06-2025

## Customers requiring special attention

There are various categories of customers who require special attention while they travel with us. Some of them are listed below:

### Infants

- Infant is a baby who is above 3 days and is below 2 years of age on the date of travel.
- Policy to accept an Infant on IndiGo Aircrafts is as below:

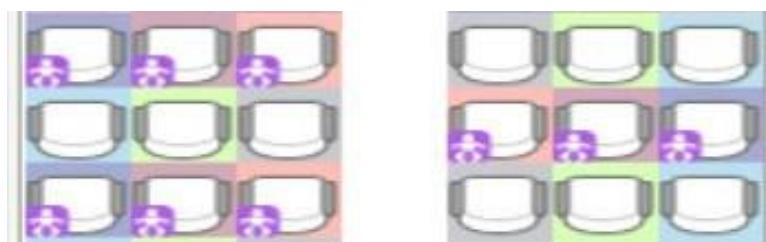


Criteria	ATR	A320	A321
Maximum no of Inf.	Flying Over land – 17 Flying Over Water (Sea) – 6	Flying Over land – 19 Flying Over Water (Sea) – 12	Flying Over land – 19 Flying Over Water (Sea) – 12
NO infant to be seated on rows	Rows 1 and 2	Rows 1-4, 12,13, 30/31 Every 3rd row infnt not allowed	Rows 1-4, 17, 18, 27, 31-37 Every 3rd row infnt not allowed
1st row for Infant to be seated	Row 3 onwards	Row 5 onwards	Row 5 onwards
Infant seating	1 infant per row (4 seats)	1 Infnt per row (6 seats) Even row: Left side (A,B,C) Odd row: Right side (D,E,F)	1 Infnt per row (6 seats) Even row: Left side (A,B,C) Odd row: Right side (D,E,F)

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For Airbus 320, the following policies will apply:

- Only one infant is allowed per adult and the Proof of age to be checked for the infant is on the date of the flight.
- Infant will sit on the lap of the adult, and they will not be assigned seats in the emergency exit area (12 and 13 row).
- No pushcart/ baby stroller is allowed in the cabin. However, can be checked in FOC
- Customers accompanying infants are allowed an additional piece of hand baggage weighing up to 7Kgs
- Mothers with infants should be allocated a seat next to a female customer only so that they are comfortable while nursing the child during the flight



Row 1-3 is called as silent zone and no INFT is allowed, however if the customer insists that they require a convenient extra leg room (XL seats) or 2<sup>nd</sup>/3<sup>rd</sup> row, the same request can be accommodated with the Manager's approval

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## For ATR 72-600, the following policies will apply:

- Customers with an infant cannot be seated on rows 1 & 2(EEA)
- On ATR 72-600 only one infant is allowed on each side of the aircraft per 4 seats (excluding the emergency rows). Example If there is a customer with an infant on the seat number 8A then the next customer with an infant can be seated diagonally in the next row i.e. 9D/9F and not on 9A/9C.
- **Please note:** The infant inventory is restricted to 6 in our system, additional infants can be accepted on board for which we need to follow the same process that we follow in A320.

Seating restrictions / indicators for infants in our check-in systems. Below is the system wise behavior:

- Website, KIOSK & SkySpeed (Reservation system)
- Infants will be seated on permitted seats only
- GoNow (Check-in system)-System will allow the infant to be seated only on those seats, which are highlighted with infant signs.
- A child is a customer who is above 2 years but below 12 years of age on the date of travel. Children who have reached 2 years of age but not 5 years of age must be seated with a travel companion above the age of 18.
- To comply with safety regulations and the comfort of corporate customers following rows on board our A320 & 321 aircraft are being termed as quiet zones.
- Customers/families travelling with Infants and Children shall not be seated on rows 1 to 5 and 11 to 14 on board our A320 aircraft.
- Customers/families travelling with Infants and Children shall not be seated on rows 1 to 5 and 16 to 19 on board our A321 aircraft.
- **Note:** Such seating restrictions on IndiGo website, DCS, travel portals and mobile app will be incorporated soon.
- Till such time, any pre-assigned seat on these rows must be changed at the airport manually. The verbiage used in such cases is mentioned below.

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- **Verbiage**

- Dear Mr./Ms., rows 1 to 5 and 11 & 14 are quiet zones. Hence these seats cannot be assigned to customers/families with children and infant

### **Child Seating,**

- We need to ensure that children up to the age of 12 years should have their seat assigned with at least one of their parents/guardians who are travelling on the same PNR. Please note that if the child and parents are travelling on two different PNRs,
  1. The seats must be assigned together; proper comment must be updated in both PNRs if it is a domestic or international booking. The comment must be- "Child seat changed for compliance"
  2. If it's a codeshare booking, the same must be updated with ICD and necessary action is to be taken by ICD
- At Check-In counter- Every effort must be made to ensure that children are allocated seats with at least one of their parents/guardians. Involve counter supervisor in case of any challenge due to full flight or help needed to ensure compliance with.
- At Boarding Gate- If the flight is full and a customer request for a seat change, politely inquire with nearby customers about the possibility of swapping seats Assists with necessary boarding pass amendments upon successful swap.

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## Unaccompanied Minor

A UMNR is a child who is above 5 years and below 12 years of age travelling alone. The following guidelines must be followed when there is a UMNR on a flight:

- A UMNR is given a pouch from IndiGo and the staff must ensure all the documents are kept safely in them. A child should always wear the pouch around his/her neck.
- A child cannot decline the service and shall be assisted by IndiGo personnel from the departure station till the arrival station. At all points the UMNR must be accompanied by a female staff only.
- The UMNR SSR fee includes a complimentary food item and beverage on board for the flight.
- Depending on the time of reporting and seat availability, the check-in staff will try and allot seats next to a lady customer.
- Once the UMNR is on board, the staff shall make a call to the parents/guardian to inform them that the UMNR has boarded safely. If there is any delay, that shall be promptly intimated.
- On IROP flights, the staff should keep the parents/guardian updated every 30 mins and the child must be always in our care.
- In case of a split or a transit flight, the UMNR will be with a ground staff employee and shall be assisted. He/she cannot be left alone.
- In case the flight is cancelled or some IROP (Irregular Operations) takes place, then all extra costs to help the child to the other destination will be borne by IndiGo. At the departure city and the arrival city, the family will be kept informed.

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**UMNR form:** When a UMNR is travelling, the parent/guardian must fill a particular form which will contain all the details of the parent/guardian at departure & arrival.

This form contains contact details of the parent/guardian at the departure and arrival airport. Four copies of the form are required to be completed. Remind the parents/guardian that a photo identification is required for both the parties dropping and picking the UMNR.

- **1<sup>st</sup> Copy (White)** – Parent/Guardian (Signed by staff of departure station and lead crew of the flight)
- **2<sup>nd</sup> Copy (Blue)** – Departure Station (Signed by staff of departure station and lead crew of the flight)
- **3<sup>rd</sup> Copy (Pink)** – Lead Cabin Crew of the Flight (Signed by staff of departure station, lead crew of the flight and staff of arrival station)
- **4<sup>th</sup> Copy (Yellow)** – Arrival Station (Signed by staff of departure station, lead crew of the flight, staff of arrival station and the parent/guardian who came to receive the UMNR)

New UMNR form:

<b>IndiGo</b>	<b>UNACCOMPANIED MINOR FORM</b>		GRF/027
	Issue 1	Revision 0	
<b>Details of Unaccompanied Minor</b>			
Family Name	Given Name	Flight Number & Destination	
Gender		Date of Travel	
Age		PNR Number & Seat Number	
Nationality		Date of Birth	
		Languages Spoken	
<b>Details of Airline Representatives</b>			
Departure Station	Lead Crew	Arrival Station	
Name	Name	Name	
Designation	Designation	Designation	
IGA	IGA	IGA	
Signature	Signature	Signature	
<b>Details of Parent/Guardian</b>			
<b>At Departure Station</b>		<b>At Arrival Station</b>	
Name	Name	Name	
Address	Address	Address	
Mobile Number	Mobile Number	Mobile Number	
Photo ID Number	Photo ID Number	Photo ID Number	
Signature	Signature	Signature	
<b>DECLARATION OF PARENT/GUARDIAN</b>			
<p>1. I confirm that the liability of the carriers and agents for all claims or damages arising howsoever in connection with the transportation of the above-mentioned minor, shall be limited in all respect in accordance with the Conditions of Contract printed on the passenger ticket(s) and the carriers and agents shall have no further or other liability or responsibility.</p> <p>2. I confirm that I have arranged for the above-mentioned minor to be accompanied to the airport on departure and to be met at arrival by the person named. These persons will remain at the airport until the flight has departed and/or be available at the airport at the scheduled time of arrival of the flight.</p> <p>3. Should the minor not be met at the destination, I authorize the carrier to take whatever action they consider necessary to ensure the minor's safe custody including return of minor to the airport of departure, and I agree to indemnify and reimburse the carrier(s) for the cost and expenses incurred by them in taking such action.</p> <p>4. I certify that the minor possesses all travel documents (passport, visa, health certificate, etc.) required by applicable laws.</p> <p>5. I, the undersigned parent or guardian of the above-mentioned minor, agree to and request the unaccompanied carriage of the minor named above and certify that the information provided is accurate.</p>			
Name of the Parent /Guardian: .....		Date: .....	
Signature of the Parent/Guardian (Departure): .....		Date: .....	
<input type="checkbox"/> Copy one <input type="checkbox"/> Copy two <input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Departure Airport <input type="checkbox"/> Copy three <input type="checkbox"/> Lead crew <input type="checkbox"/> Copy four <input type="checkbox"/> Arrival Airport			

Level 1 Tower C Global Business Park MG Road, Gurgaon- 122002, India T+91 124 435 2500 F+91 124 406 8536



Reservation	Departure station	In flight	Arrival station
Each UMNR will be charged full fare + service fee depending on Domestic and international flight. The SSR fee will be displayed and added in the fare automatically on selection in SkySpeed.	Person who comes to drop the child will have to produce his photo id and must be there at least 2hrs prior to departure. They must state the name of the person on the form who will come to receive the UMNR on arrival.	Seat allocation should be as close as possible to the front of the plane so that the lead flight attendant can keep an eye on them. Complimentary meal and non-alcoholic beverages are served to the UMNR.	The child will not be released without The Guardians' Photo ID. The UMNR will be handed over to the same person whose name is mentioned in the form
UMNR form can be downloaded from the website	While boarding the ground staff will inform the Lead crew and the captain.	UMNR should not be assigned a seat in the Emergency Exit area.	Signature to be taken on the form before handing over the child.

(IndiGo original form has different colors for every copy in a set. However, customers might come to the airport with forms filled with white paper downloaded from our website. That is why color segregation is negligible if parent/guardian and staff responsible for the UMNR gets a signed copy. Every sign needs to have the name of the staff along with his/her IGA under it)

**Note:** Female UMNR to be escorted by only female IndiGo staff, Male UMNR can be escorted by either male or female IndiGo staff)

## Extra Seat Customers



Those customers who cannot fit in a single seat or those customers who want an extra seat for comfort can opt for it. A Customer needs to buy full fare ticket to get an extra seat on a flight.

**Voluminous (obese) Customers** When a customer cannot sit in one seat, reservation, and use of two seats is permitted on a chargeable fare basis except seats on Emergency exit rows and First Row, where armrests are not movable.

The following seats are restricted to obese customers with extra seats.

Type of Aircraft	XL Rows
ATR	Rows 1 & 2
A320	Rows 1, 12 & 13
A321	Rows 1,18 & 28

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## Expectant Mothers

Expectant mothers are allowed to travel with IndiGo under the following conditions:

Type of pregnancy	Allowed to travel	Travel restrictions	Additional documentation
Single & Uncomplicated	Up to 36 weeks	Not allowed to travel if pregnancy has advanced beyond 36 weeks.	Fit to Fly certificate from the treating obstetrician dated not more than 7 days before the date of travel is required only if the pregnancy is between 32 <sup>nd</sup> to 36 <sup>th</sup> week.
Multiple & Uncomplicated (Multiple means twins, triplets Etc.)	Up to 32 weeks	Not allowed to travel if pregnancy has advanced beyond 32 weeks.	Fit to Fly certificate from the treating obstetrician dated not more than 3 days before the date of travel is required only if the pregnancy is between 28 <sup>th</sup> & 32 <sup>nd</sup> week.
Complicated	Up to 32 weeks	Not allowed to travel if pregnancy has advanced beyond 32 weeks.	Fit to Fly certificate from the treating obstetrician dated not more than 3 days before the date of travel is required only if the pregnancy is between 28 <sup>th</sup> and 32 <sup>nd</sup> week. In addition, medical clearance is given by the company doctor who will discuss the case on an individual basis with the Customer's doctor/or will check all the medical documents of the customer (pregnant lady) in case treating obstetrician is not contactable.

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The 'Fit to Fly' certificate should include the following details:

- Weeks of pregnancy
- Expected date of delivery
- Complications if present
- Fitness of travel

The policy and process of carriage of expectant mothers in ATR 72- 600 would be same as A320 flights.

Note: Kindly consult company Doctor

Document/ form	Filing Period in the station file
Fit to fly certificate for expectant mothers	6 Months

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## Types of Boarding Pass

A boarding pass or boarding card is a document provided by an airline during check-in, giving a customer permission to enter the restricted area of an airport (also known as the airside portion of the airport) and to board the airplane for a particular flight.

### Counter Printed

Boarding cards are issued to customers at check-in counters after verifying their government approved Photo ID for domestic flights and for international sectors after checking the passport and VISA.



### Web Check-in

Customers can log-in on to the Indigo website [www.goindigo.in](http://www.goindigo.in) and check themselves in for all flights. The boarding pass will be emailed to them on their registered email address, and they also have the option of printing the boarding card. Customers travelling on international flights will have to approach the check-in counter and after the staff verify the travel documents they will issue the regular boarding card. Customers travelling on domestic flights may directly proceed to board if they are travelling only with a handbag. Should they wish to check in any bag the staff can add bags and stick the baggage stub on the same web check-in boarding card.

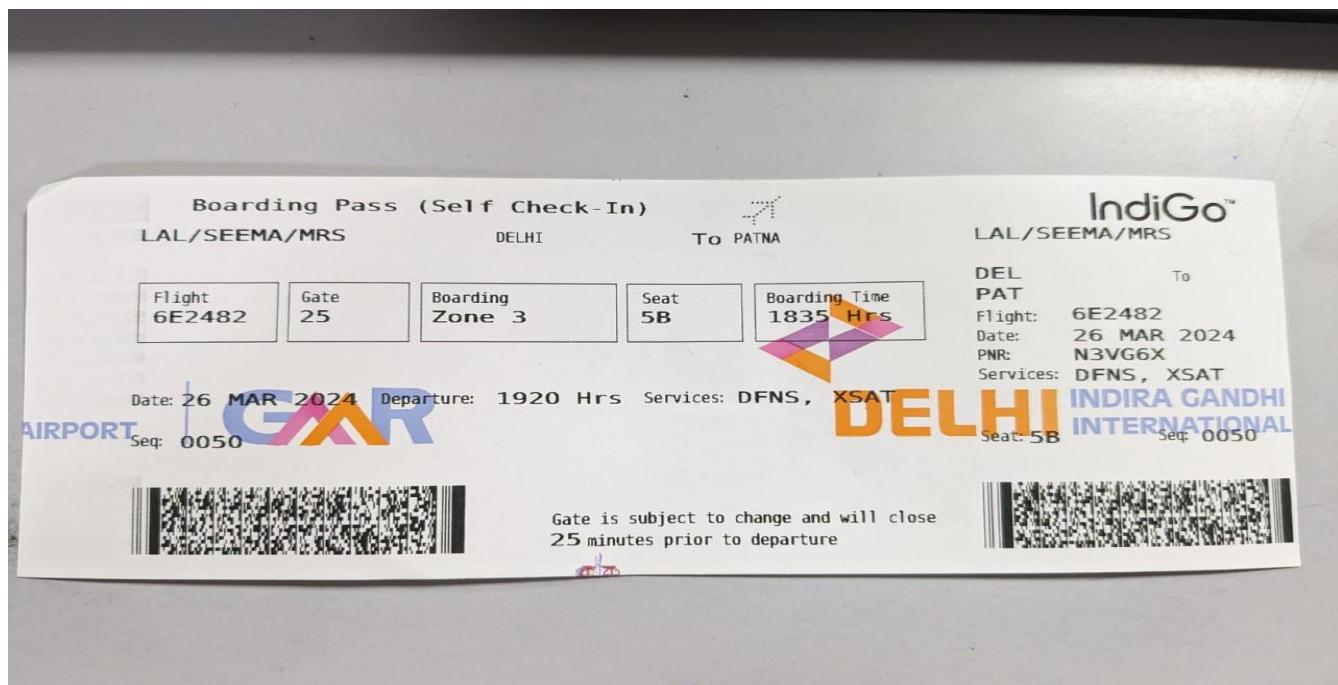
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IndiGo  Boarding Pass (Web Check-in)					Your Departure terminal is T1 
MAHNA/SURBHIT MR		BENGALURU (T1) To DELHI (T2)			
Flight <b>6E 2174</b>	Gate -	Boarding Time <b>1715 Hrs</b>	Boarding Zone 1	Seat <b>38D</b>	
		Date <b>24 Jan 2023</b> Seq <b>0044</b>	Departure <b>1800 Hrs</b> Services <b>NIL</b>		
					
Gate is subject to change and will close 25 minutes prior to departure					

### KIOSK Check-in

KIOSK check-in boarding card will be issued at airport. The customers can approach the KIOSK check-in and print their boarding card. Should the customer wish to add baggage the customer then can approach the check-in counter and add the baggage.

**IMP:** Customers holding web and KIOSK boarding cards and proceeding for boarding directly without approaching the check-in counter their government approved photo id will be checked at boarding gate before boarding. The boarding card then will be stamped after verifying the photo id.



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## Baggage Policies

- Baggage refers to articles, effects and other personal properties of a customer which is necessary or appropriate for wear, use, comfort, or convenience in connection with the trip.
- Baggage can be classified as follows:

### Cabin or Hand Baggage

- Hand carry or carryon baggage are also referred to as unchecked baggage.
- Each travelling Customer is permitted to carry one Hand Baggage weighing a maximum of 7 Kgs, and not exceeding the following dimensions: CPTR, VVIP, VIP and CIP pax can carry a handbag of 10 kgs.
- The length is 55 cms. + Width 35 cms. + Height 25 cms. (total 115 cms)
- Customers accompanying infants are allowed an additional piece of Hand Baggage as per the limitations on weight and size provided above
- In addition to the one piece of Hand Baggage permitted to be carried in accordance with the above, Customer shall be permitted to carry one additional personal article such as ladies' purse or a small bag containing laptop not weighing more than 3 kgs
- In case the hand baggage is over-sized / over-weight, such handbags shall be loaded in the cargo hold as per current process. Before transferring such bags to the cargo compartment, it must be ensured that valuables, important documents, power banks, laptops and all electronic items containing battery are removed by the customer from the handbag.
- The Shift Manager may use his/her discretion for any exceptions required to be made.
- It must be stored in the overhead cabin or under the seat.
- It's under the care and responsibility of the customer.
- Must adhere to the limitation of LAGs (Liquid, Aerosols, and Gels).
- Floor walker to ensure that the customers are carrying one handbag and a laptop bag or a lady's purse within permissible weight and dimensions. In case a customer is carrying an oversized bag or an extra handbag, the floor walker will direct the customer to the check-in counter and add it to the customer's check-in



baggage. If the total weight of a customer's check-in baggage exceeds the allowance, we will charge an excess baggage fee.

## Baggage Policies

Some possible situations are as follows:

- If the customer is carrying a handbag weighing 12 kgs but no check-in baggage, politely advise the customer to check-in the luggage. Ask him/her to take out the valuables and check in the rest.
- In case a bag is detected at the SHA or the Ramp, we will put the manual baggage tag, write the baggage weight, name of the customer, seat number and get it loaded in the cargo compartment.
- Delivery At Aircraft Tag- Is to be used on any baggage like baby prams/strollers, wheelchairs or over-sized bags which are taken at the aircraft for placing it on hold.
- Please note: IndiGo assumes no liability for lost, forgotten or pilfered carryon baggage. All the customers travelling on an international flight are allowed to carry 3kgs extra apart from their hand baggage allowance

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## Checked-In/ Registered Baggage

- Checked baggage is also known as registered baggage. This is baggage which is weighed and carried in the baggage or cargo compartment of the aircraft.
- IndiGo takes responsibility for the baggage.
- Checked baggage is not accessible to a customer during the flight.
- They are labelled with the name of the customer, destination, flight details and a unique Tag Number for identification.
- A portion of this baggage tag is attached to the customer's boarding card.
- The Purchase of a flight ticket entitles the customer to a certain limit of baggage to be carried along with them for the journey. This is called as "Free Baggage Allowance".
- Condition for checked baggage acceptance:
- Baggage should be strong enough for normal handling.
- All checked baggage should be properly packed.
- Baggage should be labelled inside and outside.
- The baggage should be properly locked or strapped to keep it from opening as its contents could be lost.
- Old destination tags must be removed.
- The customer should only carry valuable items and important documents like unchecked baggage.
- Each piece of checked baggage should not exceed 32kg.

## Baggage Pooling

- Two or more customers travel to a common destination or stop over, on the same flight & present their baggage together for check-in at the same time. There are certain conditions which are to be met:
- Customers should present their baggage together and check-in at the same time.
- Pooling of baggage can be permitted only if customers travelling together

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are Family members and are booked under the same PNR.

- Staff customers travelling on duty, annual leave is not entitled to pool their baggage with commercial (fare paying) customers.

## Security Regulations and Procedure

### Weapons

As per Government of India regulations, a bonafide customer can carry one licensed revolver or pistol or shotgun and fifty cartridges in registered baggage after declaring them at check-in and meeting all safety and security requirements.

**Domestic Sector:** At check-in counter, the staff to inform IndiGo authorized security staff to handle all these cases. At a Check-in counter the staff is not supposed to clear the baggage from the baggage conveyor belt.

- A handling charge will be applicable per firearm and /or 50 cartridges will be levied per customer. Sport goods and other weapons may only be transported as cargo or checked baggage, i.e. transportation as unchecked baggage is forbidden.
- The weapon must always be escorted and must never be left unattended. IndiGo security manual must always be referred to while handling firearms and other weapons.

**Please note:** There is no provision to carry weapons and ammunition on ATR flights due to safety reasons.

**International Sector:** On our international sectors also, the above rules will apply. However, at international stations, such carriages will also be subject to local laws and necessary permits.

### Weight Restrictions

- As per Safety rules, customers travelling to or from INDIA should note that their checked baggage cannot exceed 32 kg per piece.
- This baggage weight limitation of 32kg is an issue relating to Occupational Health Safety (OHS), and customers are required to re-



pack their baggage if the baggage weight exceeds the above stipulated limitation per piece. Heavy machinery or spare parts that exceed the indicated weight above would not be accepted as check-in baggage.

- The weight restriction must not be confused with the customer's free baggage allowance. Irrespective of the customer's baggage allowance, the customer cannot carry more than 32kg in a single piece of baggage.

**Note:** It is also mandatory to attach a **Heavy Tag** on any bag that weighs more than 23 to 32 kgs and the actual weight must be mentioned on the tag.



### Lids, Aerosols, Gels (LAGs)

- Different airports have different security restrictions, which limit the quantity of LAGs that each customer is allowed to carry.
- These restrictions only apply to cabin baggage. Customers can still pack their LAGs in the check-in baggage if they wish to. All LAGs are to be carried in a transport re-sealable plastic bag with a maximum capacity of 1 Liter.

Exceptions may be made for medications, baby milk/food and special diets. The contents of each container must not exceed 100ML.

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## Baggage Tags and Labels

- All bags accepted as checked-in baggage require a tag or label to be affixed on them at check-in. It is the responsibility of the check-in agent to ensure that the baggage is tagged to the right destination. Every item of baggage loaded into the aircraft hold must have one baggage tag on each piece.

### System Generated Tags

- System generated tags, also known as destination tags, are mandatory to ensure that the baggage is delivered to the appropriate destination. These tags consist of information such as - Destination, date, flight number, customer's name, and tag number.
- Tag printed with single destination will be called as online tag. This tag will be used for Direct and transit flight. Tag printed with more than one destination will be called as Interline Tag. This tag will be used for transfers.



System Generated Tag

Manual Tag

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## Limited Release Tag

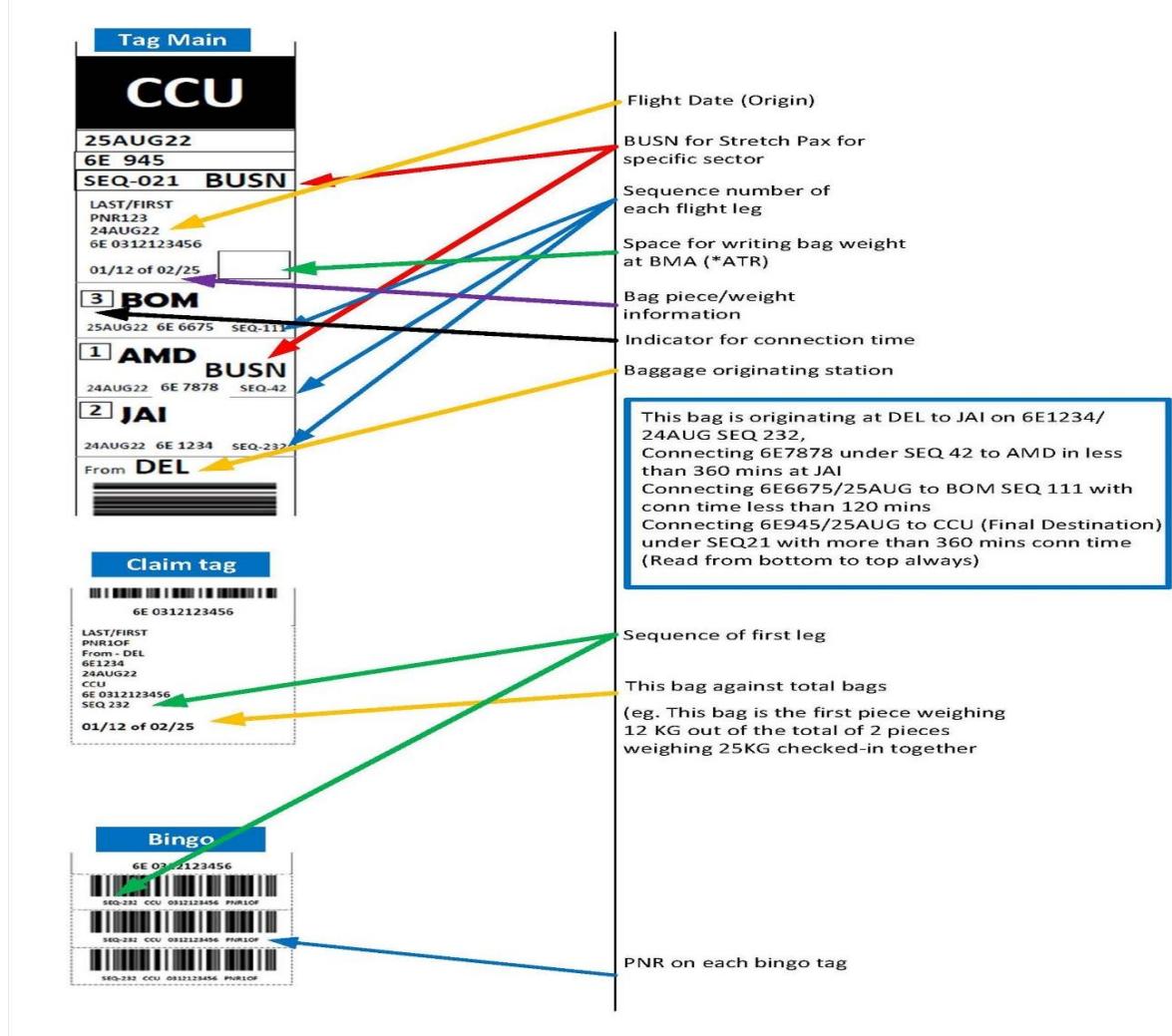
- Definition of LRT: It limits the airline responsibility towards customers' baggage.
- Use of LRT:
- If the bag contains any fragile articles
- If the bag is unsuitably packed (carton / Jute bag Etc.)
- If bag contains perishable commodities
- If the bag is damaged at the time of check-in
- Late check-in (if we check-in the customer after counter closer).
- Any other reason. The process of LRT:

The staff seated at the check-in counter will explain to the customer about the conditions of the bag. The staff then will print the baggage tag and obtain the customers' signature on the reverse of the check-in bag tag by selecting the reason.

IMP: the LRT will be invalid without signature from the customer

- Please ensure that you follow this:
- Use system generated or pre-printed (manual) 6E tag for destination.
- Ensure that the baggage is labelled to the correct destination.
- Confirm the destination with the customer and number of bags by encircling on the baggage claim tag.
- Ensure it is attached at the back of the boarding card.

## Parts of the Baggage Tag



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The baggage requires this tag to ensure that the responsibility of carriage is met by the airline.

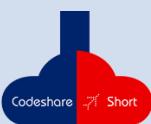
A baggage identification receipt is also known as **Baggage Claim Tag** is given to the customer as a receipt and to enable correct identification of the baggage on arrival at the destination.

#### **Proper Acceptance / Dispatching of bags.**

- Baggage should be properly/ adequately packed.
- Baggage handlers should be retracted.
- Baggage should be dispatched in a sleeping position.
- Baggage with loose straps must be dispatched in a baggage tray
- Cylindrical items must be sent in baggage tray(tub).
- An odd size baggage dimension should be sent by odd size baggage belt.
- Small soft bags should be dispatched in a baggage tray(tub).

## Types of Baggage Tag Stickers

S.NO	Picture	Description
1		<b>Weapon Tag:</b> - Customers carrying arms and ammunition: When a customer is carrying weapon/arms or ammunition and has paid the charge, after the security team does their check, tag the check-in baggage with the weapon tag.
2		To ensure a seamless travel experience for IndiGoStretch customers, it is essential that priority baggage is clearly identified and handled with special care. Accurate tagging and prompt processing not only reduces wait times at baggage claim but also reflects the premium service promised to these customers. Proper handling enhances customer satisfaction, minimizes complaints, and reinforces IndiGo's commitment to efficiency and quality.

3		<b>UMNR Pouch:</b> - Given to the kids booked as UMNR to keep all docs safe and may hang it around their neck for easy identification.
4	 	<b>Short and long connection codeshare tags</b> must be affixed to customer's baggage
5	 	In quantities not exceeding 2.5kgs per person when used to pack perishables that are not subject to Dangerous Goods regulations.
6		<b>Long connection tag:</b> - connecting time more than 90mins: When a customer is booked on a connecting flight and your system shows an SSR BLUE, tag the check-in baggage with this long connection tag.

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7		<p><b>Short connection tag:</b> - connection time less than 90 mins: When a customer is booked on a connecting flight and your system shows an SSR REDC, tag the check-in baggage with this short connection tag.</p>
8		<p><b>Check before you load tag</b> is affixed on SLT and VOLY customers. This tag is essential for Security and Flight Manager team to load the bag after confirmation from Boarding Gate staff</p>
9		<p><b>Customer baggage sticker:</b> - when a customer is carrying a carton as check-in baggage, stick this passenger baggage sticker on the carton so that it does not get exchanged with cargo.</p>

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10		<b>LRT Sticker:</b> - Limited release Baggage sticker, this is used by a floor walker/check-in agent for check-in baggage which is identified as damaged.
11		<b>Wheelchair sticker:</b> - Used on the boarding pass of a customer who has been given a wheelchair service.
12		<b>T sticker:</b> -To be pasted on the second boarding card of the customer who is travelling on a transit flight
13		<b>Long connection tag:</b> - connecting time more than 90mins: When a customer is booked on an International connecting flight and your system shows an SSR BLUE, tag the check-in baggage with this long connection tag.
14		<b>Short connection tag:</b> - connection time less than 90 mins: When a customer is booked on an International connecting flight and your system shows an SSR REDC, tag the check-in baggage with this short connection tag

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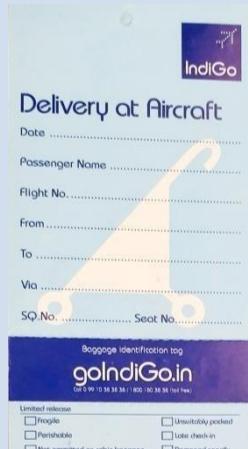
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**No power bank sticker:** - Used on the check-in baggage of a customer after confirming there is no power bank in his check-in baggage and the signature must be taken on the sticker as well.

**Please note:** If the baggage is screened before the check-in we don't have to use this Sticker.

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**DAA Tag:** - Delivery at aircraft tag: Used for the assistive devices like WCHC/Baby prams/crutches/strollers etc. when the customer wants to carry the same till the aircraft door and will receive the same at aircraft door and not in arrivals.

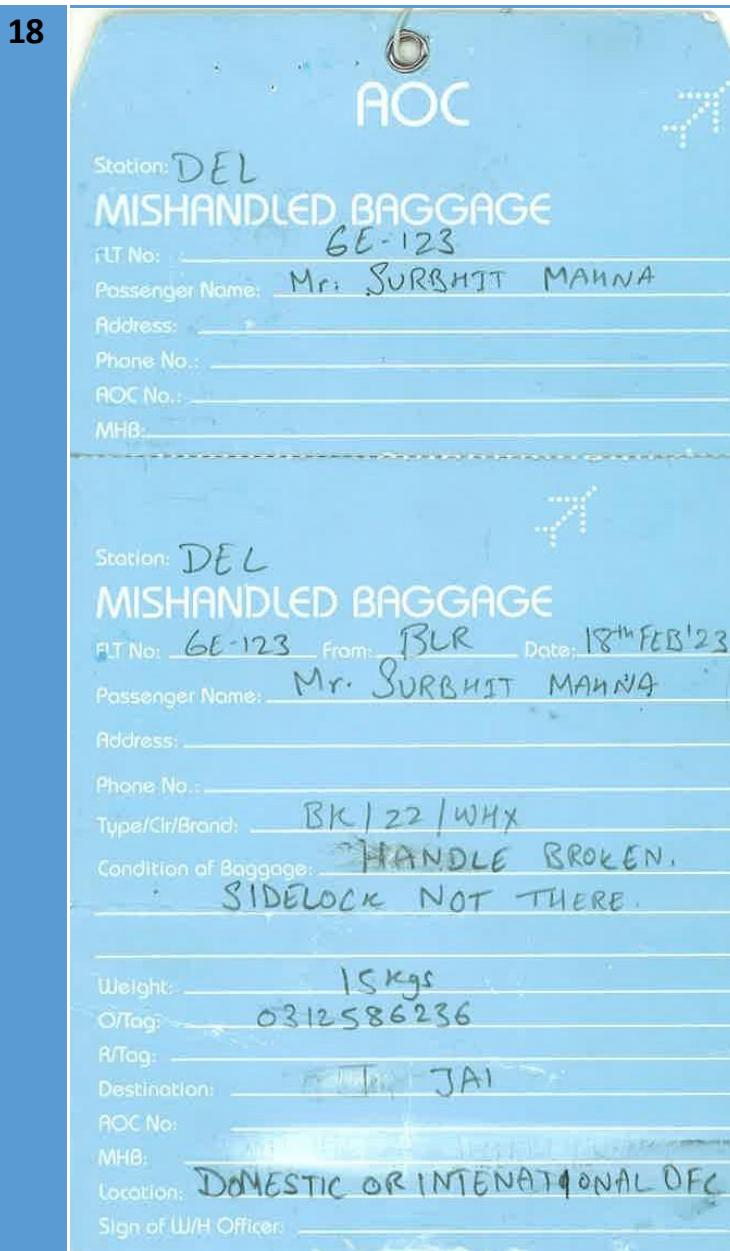
17



**HAJJ/UMRAH tags:** When a customer is booked on a connecting flight, and your system shows an SSR HAJJ/UMRAH tag the check-in baggage with this long connection tag.

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### Gate Bag Tag

The Gate retrieve baggage requires this tag to ensure that the responsibility of carriage is met by the airline.

A baggage identification receipt is also known as **Gate Bag Claim Tag** is given to the customer as a receipt and to enable correct identification of the baggage on arrival at the destination.

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### **Proper Acceptance / Dispatching of bags.**

- Baggage should be properly/ adequately packed.
- No Power bank, Laptop, iPad, Valuable item (Cash, Jewelry, Important Documents)
- Ensure the tag is filled up with proper information and correctly labelled in the baggage.
- Ensure if any connection baggage is offloaded, proper information is mentioned on the tag and same information has been passed on to Flight manager for it to be mentioned on LDM.



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Revision 14

Final DEST <b>BOM</b>	Flight No. <b>6E123</b>	Date <b>25/09/22</b>	VIA <b>JAI</b>	PNR <b>AB12CD</b>	Weight <b>7 Kg</b>	SEQ <b>175</b>	GE 123456
<b>Detachable Claim Coupon</b>							
<b>Detachable Bingo</b>							
Name <b>SHARMA/NITIN</b> PNR <b>AB12CD</b> SEQ <b>175</b> Weight <b>7 Kg</b>							
<b>Gate Bag</b>							
IndiGo							
6E 123456							
<b>Gate Bag</b>	IndiGo	IndiGo	<b>Gate Bag</b>	IndiGo	IndiGo	<b>Gate Bag</b>	IndiGo
Final Destination <b>BOM</b>							
(3) Flight No.	Date	<b>6E123</b>	<b>25/09/22</b>				
VIA							
<b>AMD</b>							
(2) Flight No.	Date	<b>6E234</b>	<b>26/09/22</b>				
VIA							
<b>JAI</b>							
(1) Flight No.	Date	<b>6E123</b>	<b>25/09/22</b>				
6E 123456							
IndiGo							

Final DEST <b>JAI</b>	Flight No. <b>6E123</b>	Date <b>25/09/22</b>	VIA <b>JAI</b>	PNR <b>AB12CD</b>	Weight <b>7 Kg</b>	SEQ <b>175</b>	GE 123456
<b>Detachable Claim Coupon</b>							
<b>Detachable Bingo</b>							
Name <b>SHARMA/NITIN</b> PNR <b>AB12CD</b> SEQ <b>175</b> Weight <b>7 Kg</b>							
<b>Gate Bag</b>							
IndiGo							
6E 123456							
<b>Gate Bag</b>	IndiGo	IndiGo	<b>Gate Bag</b>	IndiGo	IndiGo	<b>Gate Bag</b>	IndiGo
Final Destination <b>JAI</b>							
(3) Flight No.	Date	<b>6E123</b>	<b>25/09/22</b>				
VIA							
(2) Flight No.	Date	<b>6E234</b>	<b>26/09/22</b>				
VIA							
(1) Flight No.	Date	<b>6E123</b>	<b>25/09/22</b>				
6E 123456							
IndiGo							

## Parts of the Gate Bag Tag



## Check-in Counters

The process of official registration of the customer with the airline is called check-in

A Check-in counter is a place where customers are checked in with their baggage to their respective destinations. There are various types of check-in counters:

- All flight counters
- Baggage drop counters.
- Excess baggage & rescheduling counters.
- Fast forward counters

Some of the tasks performed at check-in counters are travel document check, seat assignment, and baggage registration, printing boarding passes and baggage tags and charging excess baggage if any.

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## Objectives of a check-in agent

- Safety – Record correct weight of the check-in baggage in system
- Service and courtesy – Smile greet welcome all customers. Make eye contact. Address the customers by their name
- On time performance – Complete the check-in process before the established deadline.
- Protection of revenue – Charge excess baggage and collect the required charges like N move re- accommodation Etc.

## Pre-Check-In Activities

- Ensure proper grooming standards are met before starting check-in for a flight.
- Check functionality of equipment Weighing scale, DCS systems, Printers (BP & BT), FIDS, Baggage belt. Report any defect to the relevant authority.
- Check availability of stationery E.g. (Boarding Pass, Baggage Tags, add on tags like heavy, Fast forward, etc.)
- Obtain the Flight briefing from the Flight Controller.
- Open the Check-in counters as per the counter opening times for domestic and international flights.
- Check if flight information display system (FIDS) is working and display the correct counter details
- Ensure floor walkers are present on the floors to guide the customer.
- Ensure EDC machines are charged
- Check-in counters are clean and tidy
- Maintain positive temperament

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## Check-in Transaction

Steps to be followed during the check-in transaction with the customer:

- Smile, Greet and Welcome the customer, request for the travel documents and thereafter address the customer with his/her last name
- Verify the ticket validity, perform the document checks and confirm the seat request and destination
- Ask the customer the prescribed security questions related to baggage eg. (Power banks, Dangerous goods mentioned on the chart)
- Accept the baggage after checking name tags, prohibited and fragile items. Remove any old tags/labels from the bag
- Ensure that the hand baggage does not exceed the specific allowance.
- Complete the check-in transaction using the departure control system
- Print the baggage tags and boarding Pass. Label the bags with required tags.
- In case of a connecting flight, please inform the customer that their baggage has been tagged till the final destination and provide them with the onward boarding pass too.
- Brief the customer about the seat number, boarding gate number, boarding time & baggage details on claim tags number of checked baggage and the destination and direct them towards the SHA.
- Release the bags in a sleeping position on the baggage belt only after the customer has got his boarding pass and all the things have been cross checked
- Wish them a pleasant flight and thank them for choosing IndiGo. Check-in counter should be closed 60 minutes prior to schedule or estimated time of departure for domestic flights and 75 minutes prior to scheduled or estimated time of departure for international flights.







The 6E Service Standards to be followed at check-in counters are:

- Always smile & greet the customer with their surname example- Good Morning, Mr. Chopra!
- Always maintain eye contact with the customer.
- Always ensure you give the boarding pass to the customer with both hands.
- Attend to one customer at a time, avoid casual conversations with your colleagues in front of the customers
- Ensure grooming standards are maintained
- End the conversation with 'Have a pleasant flight' or thank you for choosing IndiGo'.

Here are some Dos and Don'ts:

Dos	Don'ts
<b>Smile and greet the customer.</b>	<b>Do not look into the system while talking to the Customer</b>
<b>While taking the ticket and photo id, thank the customer</b>	<b>Do not check-in the customer without checking the photo id</b>
<b>Do cross check to ensure the name on the system and the ID match</b>	<b>Do not enter the wrong weight of the check-in baggage in the system</b>
<b>Do ask the customer for his seat preference before checking in &amp; no. of bags he is carrying. Then tag the correct bags in front of the customers. Do look up and keep eye contact while informing</b>	<b>Do not handover the boarding cards with one hand or without circling &amp; explaining the details</b>
<b>Ensure you circle the details in the boarding pass &amp; explain it (boarding time/gate no/seat no/no of bags), while giving the boarding card thank &amp; wish the customer for choosing IndiGo</b>	<b>Do not release the check-in baggage without tagging before the customer leaves the counter</b>

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## Manual Check-In

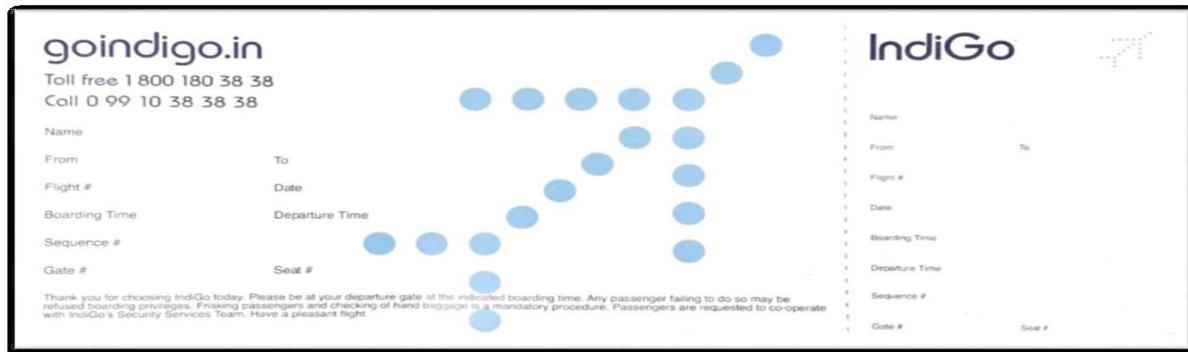
When the systems go down, we must follow the manual check-in procedure. Kindly ensure to use separate stationery for the manual process. Staff must write down the details on the boarding cards, bag tags, manifest etc. proper eye contact must be maintained with customers and the customers should be guided by using open palm gestures.

### **Advance Information & Check-in Not Started:**

Manifest for all the flights should be printed at least 2 hours before the flight departure and keep it at the check-in and the reservation counter. All staff, including security and loaders, to be briefed about manual operations. Manual boarding cards and manual baggage tags are to be used at counters.

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## Manual Boarding Pass



- Seats to be assigned with the help of the manual seat chart.
- Suggestion: Seat chart can be divided into zones by the counter supervisor and seats can be assigned by the check-in staff in the designated zone only to avoid duplication.
- Separate counters to be allocated for each flight. Counter supervisor should maintain the records for every flight in detail including the infant boarding pass count.
- Excess baggage & charge of exit rows to be taken manually. Details to be entered in the register for records after handing over the slip to the customers.
- Baggage weight to be recorded on the manifest for the load & trim staff.
- A staff member should be dedicated for maintaining the manifest for all flights and remarks (if any) should be mentioned against the name. Total count along with the manifest is to be handed over to the counter supervisor once the counters are closed.
- At the boarding gate, the customer count should be tallied with the counter supervisors.
- BMA and boarding gate staff should be vigilant as they play a crucial role in identifying the customers/baggage in the event of gate no- show.
- Manual reconciliation should be done at ladder point by the ramp staff.
- Manual manifest to be sent on-board.
- Flight to be released once the headcount is tallied.

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- Once the systems are available, all customers to be checked-in with the help of stubs and ticket printouts. Entries to be updated in the system regarding EBT & exit row as per the available slips and details entered into the register.

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## No Advance Information & Check-in is in progress:

- Manual boarding cards are to be used with sequence numbers starting from 300 for the first sector and 400 for the onward sector.
- All staff including security and loaders to be briefed about manual operations.
- In case of no information about seating given to the customers, then free seating to be advised by the customers. Baggage weight to be recorded on the manifest for the load & trim staff.
- Excess baggage & charge of exit rows to be taken manually. Details to be entered in the register for records after handing over the slip to the customers.
- To avoid confusion on-board, information about free seating should be given to the lead crew as well as the ramp staff so that accordingly the emergency exit seats can be allocated to able bodied customers.
- Once the counters are closed, the total count of manual boarding passes issued to be advised to the boarding gate staff as well as the ramp staff.
- At the boarding gate, a separate count should be maintained for manual check-in and DCS check-in.
- BMA and boarding gate staff should be vigilant as they play a crucial role in identifying customers' baggage in the event of gate no-show.
- Manual reconciliation to be done at the ladder point by the ramp staff, who in turn are required to re- confirm to the boarding gate staff that the count of customers with manual and system generated boarding passes tallies. Only after tallying the head count with the stub count, flight to be released and down line station should be informed regarding the free seating.
- Once the systems are available all the customers should be checked in with the help of stubs and manifest. Entries to be made in the PNR regarding EBT and exit row.
- Below is the proposed sample of the manual manifest that can be used at the check-in counters and we can have multiple copies of the same for the other related departments.

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Connection type	Boarding pass	Baggage Tag	Remarks
Domestic to Domestic	Final destination	Final destination	Customers will have to undergo security process at point of transfer. Customer will receive his/ her baggage at final destination..
Domestic to International	Final destination	Final destination	Customer's international documents will be checked at point of origin. Customers will have to undergo security process at gateway point. Customer's international documents will be checked at gateway point before boarding. Customer will receive his/ her baggage at final destination
International to Domestic	Final destination	Final destination	Customer will clear Immigration at first port of entry collect baggage clear custom. Hand over baggage to Indigo representative after clearing custom. Customer will have to undergo security process at point of transfer
International to International	Final Destination	Final destination	Customer's international documents will be checked at point of origin. Customer will have to undergo security process at transfer point. Customer's international documents will be checked at transfer point before boarding. Customer will receive his/ her baggage at final destination.



Connection type	Boarding pass	Baggage Tag	Remarks
Domestic to Domestic	Final destination	Final destination	Customer would require to go to other Terminal by their own
Domestic to International	Final destination	Final destination	Docs check to be done at transit station post which Customer gets his International leg's boarding pass
International to Domestic	Final destination	Final destination	Customer would need to clear immigration, collect his baggage & proceed to IndiGo check in counters.
International to International	Final Destination	Final Destination	Customer to remain in transit area of the Airport.

### Through Check-in

Through check in process scenarios according to Airports (terminals) –

- Integrated terminal – i.e. domestic and international flights for IndiGo are operating from the same terminal. Examples – BLR, CCU, HYD.
- Non - Integrated terminal – i.e. Domestic and International flights for IndiGo are operating from different terminals. Examples – DEL, BOM.

### International through Check-in

Objective: To enhance customer experience with seamless through check-in of customers and baggage travelling from domestic to international destination.

### Check-in & Documentation check

#### **Indian Airport to Foreign Airport (Gateway point Indian Airport)**

This process is applicable for all customers originating from an Indian airport, transferring via Indian airport and arriving at a foreign airport on an IndiGo flight or on a Codeshare flight.

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**Airports shall be required follow below process:**

### **At the origin station**

The Check-in agent must,

- Verify if the customer is booked on a legitimate connecting fare (not forceful connection)
- Perform a thorough visa and documentation check. For any additional details please refer [www.timaticweb2.com](http://www.timaticweb2.com) which can be accessed through station laptop or smart phone
- Check-in the customer till final foreign destination, i.e. provide boarding passes up to final foreign destination post a thorough documentation check
- Check-in the bag till the final foreign destination
- Depending upon the available connecting time, affix the long/short connection tag appropriately
- The check-in agent must also advise the customer if his or her baggage is required for further inspection at the transit/connecting station by any regulatory authorities, the customer must be willing to do so and the same would be facilitated by IndiGo staff

Note:

In case of customer's inadmissibility in foreign countries due to documentation error, the origin airport shall be held accountable for any such error.

### **At the Transfer / Connecting Airport:**

- Customer shall not be required to present himself/herself at check- in counters of the transfer / connecting airport
- IndiGo staff must provide a list of transfer / connecting customers to CISF, Customs & Immigrations and to any other regulatory authorities in advance or as per local prescribed regulations.
- IndiGo staff must facilitate & cooperate with local authorities in cases where they have prior information from such authorities about identifying these customers and baggage
- At the boarding gate, staff must ensure documentation check as per requirement of final foreign destination

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## Baggage Transfer:

Detailed roles & responsibilities of airside personnel to facilitate baggage transfer are tabled below:

S. No	Responsibility	Accountable personnel
1	<p>Transfer baggage bag shall be screened at the origin airport. This is a mandatory requirement.</p> <p>At airports which have a standalone x-ray machine facility, screening of check-in baggage will be undertaken by IndiGo's security staff</p> <p>Security of the screened baggage shall be maintained by Security staff for any unauthorized interference from time baggage is screened, received in the baggage make up area for reconciliation and loaded on the aircraft.</p> <p>At airports where inline baggage screening facilities are available, screening of check-in baggage will be undertaken by the airport operator.</p>	<b>AOCS (Security) Airport Operator Security</b>
2	<p>Post screening, transfer baggage will flow into BMA area, where Security staff shall identify and segregate all such Transfer baggage.</p> <p>Baggage reconciliation should be carried out manually or by Baggage scanner, as applicable at the airport. The total number of baggage checked-in at the counters for each flight should be matched with total number of baggage received in the baggage make up area for reconciliation and loading.</p> <p>In manual reconciliation process, baggage received from the check-in area shall be matched with one part of the baggage tag which contains customer name, seat number, boarding number and routing.</p> <p>c. In both, manual and automated reconciliation system the procedures utilized shall keep track of number of baggage received against each customer.</p> <p>In order to ensure proper baggage reconciliation total number of baggage received in makeup area and loaded into the aircraft must be matched with the total number of baggage accepted at</p>	<b>AOCS (Security)</b>



	<p>the check-in counters for each flight.</p> <p>In automated reconciliation process by Baggage scanner, staff shall ensure baggage checked-in on the flight being accepted by the baggage scanner makes a positive match to the customer name, seat number, boarding number and routing.</p>	
3	Load the transfer baggage in a separate lockable trolley, secure it by closing the door, locking / sealing it.	<b>AOCS (Security)</b>
4	<b>Ensure that the baggage are released on respective flights in secured lockable trolley(s), under escort to the aircraft bay in time bound of ATA +5 minutes time.</b>	<b>AOCS (Security)</b>

#### Domestic to International:

Customer is travelling from DEL-BLR-SIN on a legitimate connecting fare (not forceful connection, multi city booking or multi airline booking)

- Check-in agent at DEL must check-in the customer and bags till SIN.
- Customer must be informed that he or she is not required to collect the bag at BLR however he or she needs to reconfirm the boarding gate at BLR and proceed for security and immigration check.

#### International to Domestic:

Customer is travelling from SIN-BLR-DEL on a legitimate connecting fare (not forceful connection, multi city booking or multi airline booking).

- Check-in agent at SIN must check-in the customer & bag both till DEL
- Customer must be informed that he or she is required to collect the bag at BLR, clear customs and then handover the bags at IndiGo

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### International to International:

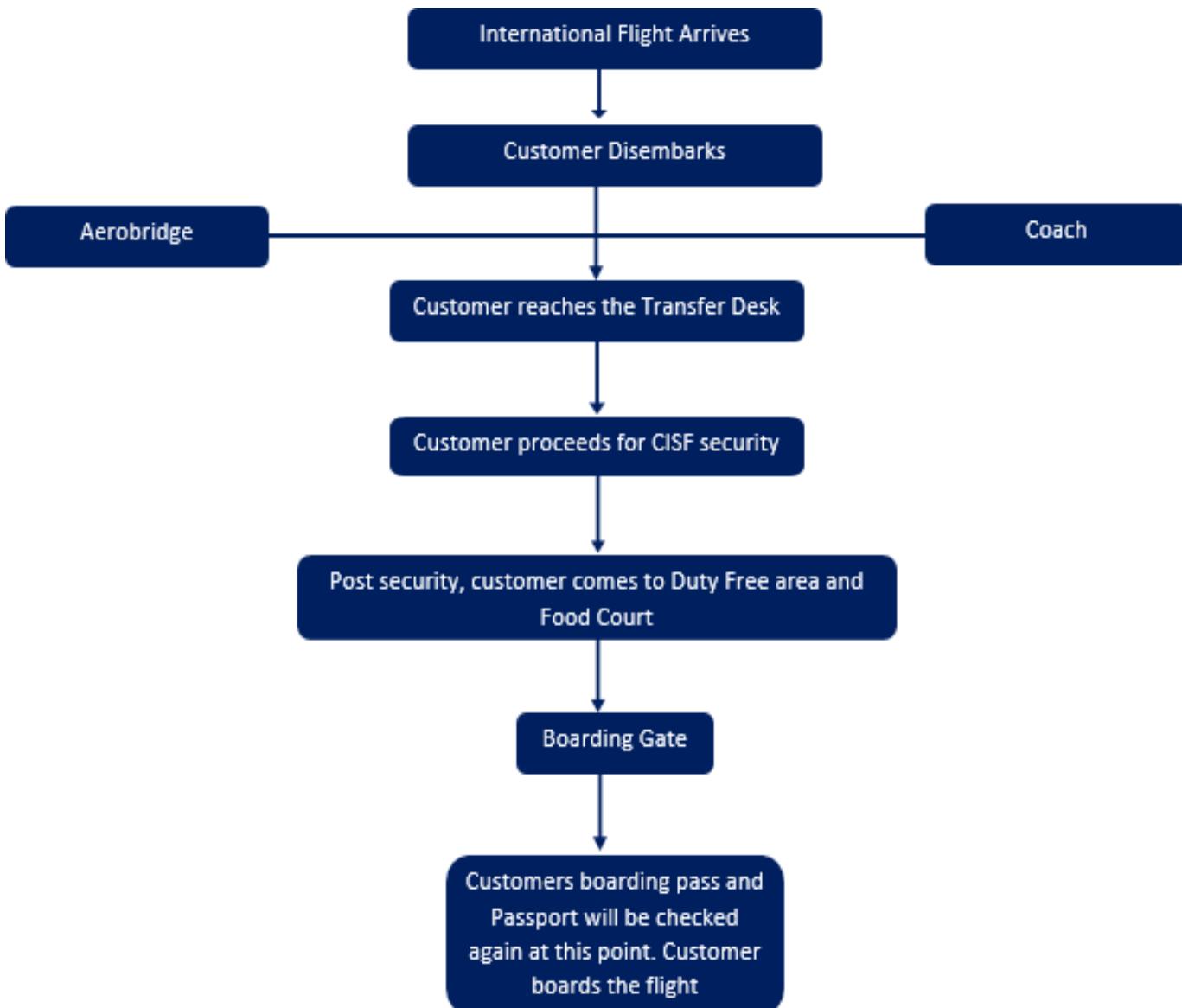
This process is applicable for all customers originating from a foreign airport, transferring via Indian airport and scheduled to arrive at a foreign airport.

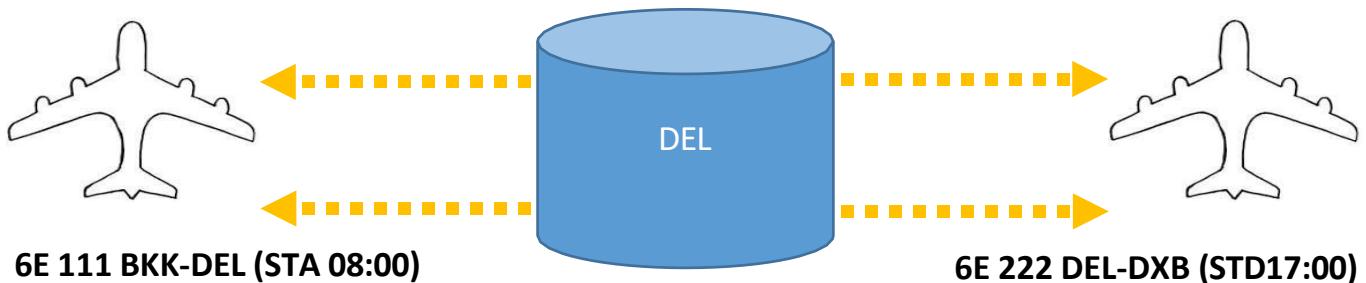
- Customer is travelling from DXB-DEL-KTM on a legitimate connecting fare (not forceful connection, multi city booking or multi airline booking)
- Check-in agent at DXB must check-in the customer & bag both till KTM
- Customer must be informed that he or she is required to enter the Transit Area at DEL airport on basis of DEL- KTM boarding pass. Customer is not required to collect the bag at DEL.
- Such customers will be termed as Direct Transit (DT) customers.
- DT customers can stay in transit area for less than 24Hrs.

## Journey of a DT Customer

### **Direct transit customer: DT**

Customers who have a stopover of under 24 hours anywhere between the starting point and final destination of their journey and then board a connecting flight with the same or a different airline are referred to as direct transit customers. These customers will remain in transit area at the terminal and will not be allowed to enter.





**Important: DT customer should be through checked-in till final destination i.e. boarding card to be issued and baggage to be tagged till final destination These customers will remain in Transit Area at terminal and will not be allowed to enter the transiting country.**

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## Operational Requirements

IndiGo's Order of Priority is as follows:

### Safety and Security:

Prime responsibility of every airline is to provide safe and secure departure, that's the reason safety and security is the first and foremost priority of IndiGo.

### Health and Safety:

Safety is the state in which the risk of harm to people or property damage is reduced to and maintained at or below an acceptable level through a continuing process of hazard identification and risk management.

- IndiGo safety policy.
- Safety management system and safety risk management.
- Safety deficiencies, Hazards, consequences and risks.
- The difference between a hazard and a risk.
- How to find hazard and risk and ways to resolve them?

Our commitment is to:

Support the safe practices inculcated by all the employees at every point and foster effective reporting, communication, investigation and resolution.

Establish and operate Hazard identification and risk management process to ensure that no action would be taken against any employee who discloses a safety concern through a hazard reporting system and effective training which provides adequate and appropriate safety information.

**Punctuality:** IndiGo's second priority is to provide on time departure and on time turnaround without compromising safety and security of our customers. As our Three pillars Are-

- On Time
- Courteous and Hassle Free
- Low Fares

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### **Any Other Service:**

We believe in delighting our customers through “Customer first” and making the journey hassle free for our customers. We know that positive actions have a long lasting impact on our customers. We have Kiosks check-in, Web check-in, fast forward counters, and PRM assistance counter etc. for our customers to make their journey hassle free and comfortable.

### Documentation Check

### **Travel Documents:**

All the Customers must present a valid ID proof for domestic travel and a valid passport and visa documents for international travel at the time of check-in. It is the customer's responsibility to ensure the appropriate travel documents are available i.e. shall be responsible for complying with all laws, regulation orders, demands and travel requirements of the countries to be flown from, into or through which he/she transits.

**Please note :** As per the government of Andaman & Nicobar Islands, citizens of Afghanistan, China, Pakistan, Foreign nationals of Pakistani origin, foreign diplomats, members of the United Nations, international organizations holding diplomatic/official passport and the visa holders of journalists, research and conference shall not be issued a special permit (RAP) without the prior approval of Ministry of Home Affairs ( MHA).

### **Rules:**

- If a Customer is checked in from a kiosk or a web check in facility, we need to check his ID at the check in- counter or at the boarding gate.
- A Customer needs to be physically present with a valid passport, visa and the ticket of the same name on the date of travel.
- Failure to produce a valid proof will result in denied boarding.

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## Documentation Protection and Security:

- Staff must always ensure to keep the company related documents within the vicinity of the office. It is against the company policy to disclose any information to a third party about its customers.
- All the data, example Manuals is to be accessed from my 6Eworld and is stored in a PDF format. Only 6E staff can access the document. Sharing of any data is against Code of conduct. Post completion of the program the staff should be given ID's which they are not supposed to share with any one as they are password protected. The staff has to follow IndiGo IT data protection policy.

## Overbooking

When seats are sold more than the capacity of the aircraft it is called as over booking. Overbooking is done to utilize the complete seating capacity of a flight. Below is an end-to-end process for overbooking that needs to be followed at the Airport.

Overbooking may result into denied boarding situation.

- Denied boarding (DNB): Customers traveling on a flight holds a confirmed ticket, their booking is reflecting on the flight (check-in system), has reported before the counter closer time. Has not violated any law of the land / airline. However if the airline is not able to accommodate this customer on the flight due to over booking this customer will be termed as DNB.
- DNB is further classified into 2 categories Voluntary DNB and Involuntary DNB.

## Briefing pointers by Asst. Managers / Managers

- ✓ Check-in, Floor walkers and KIOSK team members about the overbooked flight & list of flights to be shared.
- ✓ There will be a situation where there will be no seats left for assignment in DCS. This should be considered as an alert to identify last reported customers

## Checks to be done before soliciting of Volunteers

- ✓ Check for SLT customers checked in on the flight. For SLT Customers, inform

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BMA to hold their baggage.

- ✓ SOD customers **must never be** approached to volunteer for subsequent flights.
- ✓ For pilots and crew dead heading, speak to them first and take required approval

Check for inbound connecting customers and status of their incoming flights. We might adjust OB customers in case the connecting customer are to miss their flight.

### Delays:

1. Provide facilities to customer who has checked in on time, and the delay is beyond its original scheduled time and or revised departure time of:
  - a. 2 hours or more in case of flights having a block time of
  - b. Up to 2.5 hours or 3 hours or more in case of flights having a block time of more than 2.5 hours and
  - c. Up to 5 hours or 4 hours or more in case of flights not falling under (a) and (b)
2. Food and refreshments will not be served on the tarmac in the event of flight delays. Such service will only be provided onboard the aircraft or within the terminal building.
3. If domestic flight is delayed for more than 6 (six) Hrs. from the published schedule time or revised departure time (communicated more than 24 hrs. prior to original STD, customer shall be offered option of alternate flight within period of 6 hrs. or full refund.
4. In the event where the delay is more than 24 Hrs. from the original STD or more than 6 Hrs. for flight having STD between 2000 and 0300 hrs. Customer shall be offered hotel accommodation with transfers
5. In the event of flight delay and or cancellation due to extraordinary circumstance, no liability of compensation and facilities as mentioned in CAR such that the cause of delay is beyond IndiGo control:
  - a) political instability
  - b) natural disaster
  - c) insurrection or riot, flood, explosion
  - d) government regulation
  - e) strikes and labour disputes
  - f) delays clearly attributable to Air Traffic Control
  - g) meteorological conditions, security risks
6. PNR to be referred for proof of communication shared to customer on delay of the flight.



## Profiling

Whom to approach	Whom not to approach
Customers traveling alone	Special Assistance Customers
Students	UMNRs / Expecting Mothers / Old age Customers
Backpackers	Families with Infant / Children
Young travelers	VIP, CIP, SIP, FQT2 and FQT1
Holiday makers	MEDA

## 2. Process –

### For Customers -

- ✓ Volantio – A software procured by IndiGo Volantio will send SMS to all customers at D-150 Mins to solicit volunteers. The SMS content will contain options of the next 3 available flights for the customer to choose from and the subsequent compensation that will be offered to the customer.
- ✓ This offer will continue to be available till D-40Mins.
- ✓ Once the customer has responded to the SMS received with flight on which he wishes to travel, Volantio will add a SSR by the name **of VOLY**. The SMS response content accepted by the customer will be pasted in the reservation comments section of the PNR.

### For IndiGo team members performing Check-in -

- ✓ Once volunteer reports at the check-in counter and check-in agent identifies the volunteer upon retrieval of the PNRs by seeing the SSR code **VOLY**
- ✓ The check-in agent to advise the volunteer to proceed towardsthe supervisor counter.
- ✓ Once the volunteer reports at the supervisor counter, the supervisor to explain the T&C to the volunteer.
- ✓ In case on an overbooked flight if no customer has responded to the SMS sent by Volantio, Supervisor to inform the agents to request customers to become a volunteer
- ✓ Check-in agent to request the customer to respond to the SMS received and solicit volunteer
- ✓ The supervisor to check-in the volunteer and put a tag on the bag with a

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**'check before you load'** tag (for easy identification in BMA).

- ✓ IndiGo would be offering a voucher for all Customers who solicit to become VOL with below benefits:
  1. Can be utilized for future bookings.
  2. Voucher validity will be 3 months.

Can be utilized for booking prepaid meals, excess baggage, seat assignments etc.

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## Voluntary

The benefit for voluntary denied boarding shall be a complementary voucher of Rs. 6000/- per customer

## Involuntary

Involuntary denied boarding shall be in line with CAR Section 3 Series M Part IV, which is also incorporated specifically in the Conditions of Carriage.

- For clarity, if the boarding is denied to customers against their will, the airline shall not be liable for any compensation in case alternate flight is arranged that is scheduled to depart within one hour of the original schedule departure time of the initial reservation

In case we are unable to arrange for an alternate flight (including through exercise of OAL options) then we shall compensate the involuntarily de-boarded customers as per the following provisions

An amount equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 10,000, in case airline arranges alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure	An amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arranges alternate flight that is scheduled to depart more than 24 hours of the booked scheduled departure.	In case customer does not opt for alternate flight, refund of full value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000.
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## Self-Offload

If the Customer wants to discontinue his/her journey on-board at the origin/transit station then the amount of the ticket would be forfeited and self-offload fees would be applicable in certain cases: Note: these charges are not applicable in IROP.



Situation	Self-offload
When a customer or his fellow customer is seriously unwell at the origin or transit station, the captain and the lead crew to be informed and the available doctor at the station will be called on-board to examine the customer.	NA
When a customer travelling at the point of origin has checked-in for the flight along with his registered baggage or at the point of transit has been informed by his/her sources of sudden demise in his/her immediate family.	NA
When a customer is checked in without registered baggage and has not yet boarded the aircraft.	NA
If Customer is travelling on an international sector	NA
Under any other circumstances	Rs.5000/-

All cases of self-offloading will be at the discretion and sole judgment of the captain or any other official designated by the captain.

- In case of self-offloading staff must always ensure:
- Customer must deplane from the aircraft with all his/her belongings.
- Anti-sabotage check and hand bag identification to be performed in the aircraft.
- Offload checked in bags, if any hand over the same in the arrival hall.

Always make sure to collect the boarding card in original, copy of photo ID and customer's duly signed statement towards reason for offloading, for the station record purpose before he/she leaves the airport.

## Refusal of Carriage

Refusal of carriage is a very serious issue and executing it without a strong reason can lead to legal issues. Hence it, should always be done only after speaking to your immediate superiors or managers. IndiGo will refuse to carry a customer who:

- Refuses to go through security check and baggage.
- Refuses to follow safety rules and instructions laid down by the company.

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- Has consumed alcohol or drugs and is out of control or not in his senses.
- Appears or is offensive to other customers.
- Refused on medical grounds or contagious disease e.g. Yellow fever, chicken pox, etc.
- Travelling on a fraud /stolen ticket, ticket issued to another customer or on an invalid travel document.
- Refused by the captain for any other reason.

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## Unruly/Disruptive Customer

IndiGo will not tolerate unruly / disruptive customers and will follow the CAR 3 M VI guidelines on offences and certain other acts committed on- board. These Customers are divided into Three levels:-

### **Level I - Unruly Behaviour** (physical gestures, verbal harassment, unruly inebriation etc.)

S. No.	Customer Action	Staff Response
1	The customer is aggressive and fails to show due consideration to other customers and/or staff	The AOCS team member shall take the Customers aside and try to defuse the situation. The Customers should be asked to comply with the rules.
2	He/she disregards the rules or objects to them.	

### **Level 2 - Physically abusive behavior** (pushing, kicking, hitting grabbing or inappropriate touching or sexual harassment etc.)

S. No.	Customer Action	Staff Response
1.	The customer repeatedly refuses to comply with the rules.	The customer should be taken aside, preferably by a supervisor, and be informed that his or her behaviour is not as per acceptable norms.
2.	Customer gets aggressive and physically violent, and it is very difficult to reason with him/her.	The customer must be informed of the requirements concerning air travel. If the customer accepts the requirements, and boards the aircraft, the ground staff will brief the lead crew and PIC of the occurrence on ground involving such customer.



3	Indulges in inappropriate touching or sexual harassment.	Should the customer's behaviour or condition be such that continued boarding may jeopardize the safety of the customers and that of the aircraft, the supervisor may deny the customer boarding, in accordance with the relevant provisions of the Conditions of Carriage ("COC").
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**Level 3 Life threatening behavior** -Damage to aircraft, physical violence, murderous assault or breach of flight crew compartment.

S No.	Customer Action	Staff Response
1	Displays a conduct or indulges in severe physical assault, is perceived to be dangerous to the fellow customers, to the crew and/or to the aircraft itself.	Deny the customer boarding in accordance with the relevant provisions of the COC.

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Second Level of Patience should be demonstrated by 6E staff when-

- The Customer is shouting/abusing you
- When the Customer is repeating one thing again and again
- When Customer is pointing your mistakes

### **The 6E Way**

- When customer is screaming or saying something, patiently listen
- Do not interrupt, let them complete
- Keep pleasant facial expressions- be careful not to frown or raise eyebrows
- Calm body language- no shrugging of shoulders
- Control the pitch and tone of the voice
- It is ok, if customer is asking something repeatedly, do not get irritated- Patiently answer them
- If you are not able to manage the Customer, call for help

## Level 1- Unruly Behaviour



Indulges in verbal assault, displays unruly inebriation, makes unacceptable physical gestures

The AOCS team member shall take the Customers aside and try to defuse the situation. The Customers should be asked to comply with the rules.

The Customers is aggressive and fails to show due consideration to other customers and/or ground crew

"If the Customers does not change his/her behavior even after repeated requests, supervisor or shift-in charge who is handling the customer should give a stern verbal warning to the customer about his/her behavior."

They disregard the rules or objects to them

## Level 2- Physically abusive behaviour



The Customer repeatedly refuses to comply with the rules

The customer should be taken aside preferably by a supervisor and be informed that his/her behavior is not as per acceptable norms

Customer gets aggressive and physically violent, and it is very difficult to reason with them

The customer must be informed of the requirements concerning air travel. If the customer accepts the requirements, and boards the aircraft, the AOCS team member will brief the lead crew and PIC of the occurrence on ground involving such customer

While handling unruly customers, follow below:-

- Managing emotions (self + customer's)
- Be empathetic
- Power of Sorry
- Service recovery.

Indulges in inappropriate touching or sexual harassment

Should the customer's behaviour or condition may jeopardize the safety of the customers and that of the aircraft, the supervisor may deny the customer boarding, the involved Customer Service ground crew shall fill the FSF014 form with all relevant and complete details and hand it to the Indigo security team for further documentation in accordance with the relevant provisions of the Conditions of Carriage ("COC"). Ground team member to accompany Indigo security team to police station if required. Report should be sent to Flight safety team by security team immediately from the time of occurrence. APM to be informed about the Incident.

## Level 3- Life Threatening Behaviour



Displays a conduct or indulges in severe physical assault, is perceived to be dangerous to the fellow customers, to the crew and/or to the aircraft itself

- Deny the Customers travel in accordance with the relevant provisions of the COC

Causes a breach/ or tries to breach the cockpit



### For your information

Unruly customer- Instances of Customers posing a threat to flight safety or security of fellow-Customers. Indigo Security personnel shall report the following to

- Chief Security Officer
- Director of Security operations
- Airport Manager and Regional Head
- Flight Safety - fltsafe.hq@goindigo.in
- Unruly.CustomersReport@GOINDIGO.IN

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## Floor Walking

Floor walking is the most important allocation. A floorwalker is the brand ambassador of IndiGo. A floorwalker needs to create an IndiGo bubble of customer service at every 6E touch point like:

- Entry point & baggage screening
- Kiosk, Check-in & SHA
- Boarding gate and arrival hall

The 6E Service Standards to be followed by a Floor Walker are:

- Greet, Smile and Welcome the Customer using their last name (Eg. Good Morning Mr.Chopra, Welcome to IndiGo)
- Step forward and Pro-actively approach customers and initiate a Conversation. Do not wait for customers to reach out to you.
- Use Courteous words like May I, Please, kindly, thanks etc. (Thank You Mr. Chopra).
- Positive body language – Upright, Inclined forward toward a customer and distribute the weight on both their feet equally. Use both their hands for transactions.
- Calm & Composed (Don't look hassled and as if we are in a hurry)
- Don't abruptly say no – look for options/alternatives.
- Use open palm gestures to guide
- Thank the customer after the transaction (Eg. Thank You for choosing IndiGo



## Dos and Don'ts for Floorwalkers

Do's	Don'ts
Queue Management: Floor walker must ensure that all Customers are allocated equally among all the open check-in counters	Floorwalker should never leave his or her allocation i.e the defined area of work.
Directing Customers: One of the main roles of a floorwalker is to represent the airline for customers, who may be traveling for the first time. We must direct Customers to the correct queue on the basis of the type of check-in or flight.	Don't direct the No show customers to the manager. They should always be directed towards Counter controllers.
Checking Photo Ids: This is another method of reducing the wait time for Customers. The floor walker can carry ID verification while the Customers are standing in the queue so that their check-in time at the counters may be reduced.	Staff should not stand facing the counters and point out with their finger.
Assisting Customers: In case we spot any Customers who may require assistance like expectant mothers,	In case a wheelchair is not available, the staff should not leave the customer unaccompanied. Should escort him/her to the nearby seat available until the wheel chair is provided.
UMNRs, wheelchair users, etc., we must ensure they receive proper assistance.	
Floorwalkers will continue to observe the condition of the bag and place an "LRT Sticker" on the damaged ones as a message to the Check- in Agent for further action. The floor walker shall also observe the size and weight of the hand bags in a more focused manner.	Staff should not let go of any oversized hand bag and use bag sizer to check for a right fit. Staff must not misguide customers and always provide correct information with the help of colleagues, if required.



Should the floor walker notice expectant mothers, Ladies travelling alone with INF or Sr. citizens. Such customers should be given priority for check-in without disturbing the other customers standing in queue.

If counter supervisor or staff makes a paging announcement for closer of the flight. Customers travelling on such flights waiting in queue for check-in should be taken ahead from the queue by informing other customers and guided to check-in counter.

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Since this is a very vital role in the daily operations especially at the check-in counters, only the staff who is customer centric, proactive & tenured must be allocated on the floors.

Below are the roles & responsibilities of Floor Walkers near check-in area. Depending upon the layout and size of the airport, this number shall vary.

**FW – Shall be positioned near the main entry Gate facing the gate.**

- Welcome the customers with a smile and greet them.
- If a customer is flying with IndiGo, guide him/her to a KIOSK (Always use open palm gesture while guiding them or showing directions).
- Look out for customers who need special assistance.

**FW – Shall be positioned near the KIOSK machines**

- Be available for assistance. However, **DO NOT TOUCH THE KIOSK SCREEN**.
- The best way to assist the customer is to educate them to do it themselves.
- Please ensure, not to touch the screen of the KIOSK while assisting the customer.
- Ask the customer and ensure power bank is not carried inside the checked-in bag. Paste the power bank stickers on the bag.
- Once the customers have printed the boarding pass, guide them towards the baggage drop counter.
- In case the customer's flight is within 60 mins or is restricted from doing KIOSK check-in due to our business rules, guide them to full service check-in counters.
- Be mobile and perform hand baggage control.

**FW – Shall be positioned near the entry of the queue (assuming there are two entries for bag drop).**

- Check if the customer already has a boarding pass. If not guide him politely to the KIOSK.
- In case the customer's flight is within 60 mins or is restricted from doing KIOSK check-in due to our business rules, guide them to full service check-in counters.
- Ensure the queues are well balanced.

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**FW** - Shall be positioned near the exit of the queue that leads to check- in / bag drop counters.

- Guide the customers towards vacant counters.
- Ensure at least two customers are waiting, one behind the other at check-in / bag drop counters.
- Ensure the GHA staff affixes plastic seals and removes old tags from the bags. (Refer roles & responsibilities of GHA).
- Ensure the passage is clear of trollies & check-in / bag drop counters have correct display.

### Kiosk Check-in

A kiosk is a self-check-in device that looks like an ATM machine. Customers are free to use these devices to avoid queues especially if they are only carrying hand baggage. They just need to enter the PNR details, select a seat and collect their boarding pass. In case they have check-in luggage, they can proceed to the baggage drop counters. At the kiosk machines, check-in closes 1 hour prior to departure. It is the duty of the kiosk floor walker to step forward and encourage IndiGo customers to use the kiosk for check-in.

The 6E Service Standards to be followed by a Floor Walker at the kiosk are:

- Smile, Greet and be well groomed.
- Direct customers to different counters according to their respective flights.
- You must always distribute hand baggage tags to customers when they are standing in the queue.
- A floor walker can also reduce the wait time for the customers by conducting their photo ID check, while the customers are standing in the queue for check-in.
- Carry a print of the flight format (routing sheet).

## Dos and Don'ts

Dos	Don'ts
Staff must guide the customer on how to use the machine.	Don't divert customer towards check-in counter for seat change request. This can be done by a kiosk machine.
Staff must check the id proof and put the "ID Verified stamp" and inform them, the same would be checked at the boarding gate.	Staff is not supposed to operate the device and issue boarding cards. It is a self-check-in, so please only assist the customer.
Customers who are unable to check-in at a Kiosk must be diverted to the counter.	Customers should not be diverted to the counters in case they are travelling with just a handbag.
Please ask the airport authorities to display, if the machine is not operational.	Staff must not divert a customer to the kiosk if the departure is within 1hr.
The customers who have their check-in baggage can also be checked in through a kiosk machine and later they can be guided towards the baggage drop counter.	Bookings under standby & WATCH queue cannot be checked in through a kiosk. Please be extra vigilant to spot the SSR.

## Baggage Makeup Area (BMA)

All the baggage that has been checked is transported to an area with the help of conveyer belts. It is in this area the bags are collected, sorted depending on the flight number, destination and reconciled this area is called as Baggage Makeup Area. This area is located at the Airside of the terminal. Makeup means making or marking the bags as per the flight number in their respective units or trolleys.

Staff working at BMA should be very careful and vigilant at all times as mishandled baggage will result into customer inconvenience, additional cost and damage to the reputation of the company.

Staff allocated in BMA will mainly be responsible for:

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- Baggage Reconciliation (Computerized) – With the help of baggage tag scanning device the bags are scanned and tallied later are loaded in the baggage trolley
- Baggage Reconciliation (Manual) – The baggage once reaching BMA to be reconciled by removing the bingo stub & to be pasted in the baggage reconciling sheets.
- Baggage Identification- The customers will called in baggage area(after completing the CISF security process) with their boarding cards and baggage claim stub. Staff will tally the number of bags, tag number on the bag tag and claim stub

Tasks done in BMA are as follows:

- Identifying and sorting the bags as per their flight number
- Assigning of baggage trolley and reconciling the bags
- Loading of special bags FF, Fragile & odd sized bag in separate trollies
- Passing on the baggage trolley number and ULD manifest to ramp or hold staff



## BMA Activities for Gate No Show

- Staff performing baggage reconciliation in BMA must enter the trolley number in BRS before scanning the bags. This will help the BMA staff to swiftly communicate the trolley number of gate no show bags to the Flight Manager.
- Staff in BMA must close the trolley in the scanner as soon as the trolley gets full and/or another trolley is being used.
- Trolley/ULD manifest must be sent to ramp along with every departure baggage trolley
- Staff in BMA must create new trolley in the scanner before loading the baggage in the new trolley.
- Staff responsible to monitor loading must receive the trolley/ULD manifest without fail. He/she must mention the loading position on trolley/ULD manifest.

### On Arrival flight:

Dos	Don't's
FF Bags to be offloaded on priority on the belt. All bags must be offloaded with utmost care. After offloading FF bags Gate Tag bags to be offloaded on the belt.	Do not throw/allow helpers to throw bags on the belt.
Oversized bags to be sent separately with a helper.	Do not allow the helpers to sit on a bag.
All the handles of the bags should be facing the customers	Do not allow helpers to take anything from the bags
Check all baggage trolleys before releasing them from BBA for any bags left behind	Do not release or allow helpers to release the baggage trolleys without checking for leftover bags

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## Boarding Gate

Boarding gate is the place at an airport through which the customers board their designated aircraft. There is usually a waiting area around it. Boarding gates can be of two types:

1. Aerobridge Gate
2. Bussing Gate

Boarding gate opens D-45 mins for Domestic Flights and closes D-25. For international flights, it opens D-60 mins and closes D- 25.

Some activities performed at the Boarding Gate are:

- Reconciling the customers against the checked-in load
- Printing the manifest, flight close and SSR Report
- Making announcements for pre-boarding, names and final call
- Gate no-show procedure.
- Coordinating with baggage staff for any baggage related issued like identifying the baggage.

Depending on the mode of check-in, different documents/boarding cards maybe presented at the gate by the customer.

Domestic boarding gate	International Boarding gate
<ol style="list-style-type: none"> <li>1. <b>Kiosk Checked in</b></li> <li>2. <b>Web Checked in</b></li> <li>3. <b>Issued from the IndiGo Check in Counters</b></li> <li>4. <b>Issued by Qatar airways and Turkish airlines</b></li> </ol>	1. Issued from the IndiGo Check in Counters as Immigration authorities will allow only those boarding cards which are issued by Indigo check-in counters.
<b>Customers who hold KIOSK and Web boarding cads will have to display their government approved photo ID at the time of boarding if these boarding cards are not stamped with Photo id check stamp</b>	All customers need to display their passports at the time of boarding.

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**All boarding cards must be stamped with CISF security stamp**

1. All boarding cards must be stamped with CISF security stamp and immigrations if they have checked-in at same station.
2. For DT customers only CISF stamp to be checked.

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## Pre Boarding Activities

- For every flight, the boarding gate staff must be available at the designated gates, 10 minutes prior to boarding time as printed on the boarding pass. CISF staff shall be arranged well in advance.
  - Stationery items such as markers, A4 sheets, DAA and Gate Tags, Manual Baggage Tags etc. shall be kept ready to update the flight status, change in gate or any other relevant information.
  - Teams shall carry flight routing chart with relevant details such as A/C Regn , Flight No, Sector, STD/ ETD, also Incoming flight number , sector, STA/ ETA, Bay no, Gate no., the wheelchair report tallied with the system.
  - The staff shall check functionality of all devices including desktop, keyboards, scanners, manifest printer, manual display boards, PA system for announcements and any other device used as required at the respective airports.
  - Q Manager shall be aligned as per station layout (Straight/serpentine queue). FIDS for the flight must be displayed as soon as boarding is about to commence.
  - In case of change in gates, airports to update FIDS and make clear announcements.
  - Silent airports must use SMS application to notify gate changes timely.
  - Team members shall greet and smile and resolve queries at all customer touch points while approaching towards the boarding gate. In case the boarding is not likely to commence at the time printed on boarding pass, staff must use white board to update the estimated boarding time, along with reason of delay. And also team members should ensure that incase of International, the customers's boarding pass should have the required stamps. However in domestic, the stamps are not required for boarding
  - In the absence of white boards, A4 size printed sheets must be used and existing Q manager mounts to be used to display this information. The responsible team member shall also keep manual reconciliation sheets and A4 sheets for exigencies.

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- One staff member shall ensure coaches are aligned at the gate and its display shows the correct flight number.

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It shall be the responsibility of the gate personnel as well as the ramp coordinator to ensure that the above is fulfilled during the boarding process.

**Remember:** Each transaction shall be carried out with utmost courtesy and politeness.

### Gate Manager Announcements



It is the responsibility of a certified Gate Manager to make announcements at the Boarding gate

### Types of Announcements

- Pre Boarding
- Boarding
- Delay
- Cancellation
- India by IndiGo
- Hand Baggage Retrieval
- Quick Board

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The announcements shall be made in the following languages in the below sequence:

- ✓ Hindi.
- ✓ English.
- ✓ If necessary, in the local language spoken at the boarding station.

In the interest of time and punctuality, announcements should be made at regular intervals, requesting the customers to proceed to the boarding gate and to keep their boarding cards handy for reconciliation. Proactive verbal calls shall also be made to suit the requirements.

- Start the boarding according to locally set deadlines.
- Always ensure that the boarding sequence is followed.
- Make sure that the customer is boarding the correct flight.
- Sequential boarding to be followed as per the company guidelines.
- Customer stub of the boarding card shall always be handed over to the customer.
- **If the system shows a customer has boarded, request the customer to wait; call the supervisor to handle the situation and continue boarding**
- In case you are the only person at the gates, coordinate with the ramp staff before releasing the customer
- If the aircraft is parked at a remote location and the customers are transported to the aircraft by a bus, before release, the staff managing the coach must ensure that:
  - The coach driver is informed of the correct flight number and the correct bay number
  - The driver is informed not to allow the customers to enter the ramp before there is a “clear” signal from the Flight Manager or L1 is given
- Close the flight according to local deadlines.
- It's important to maintain communication with all relevant staff. Communication typically includes information sharing using a hand-held device (Walkie-Talkie) and handover of documents
- There are possibilities that there are discrepancies during the process. All endeavours must be made to ensure such



## Priority Boarding

The following categories of customers are boarded in the aircraft before other customers and before the regular boarding announcements:

- Customers travelling with young children and infants
- Unaccompanied Minors
- Wheelchair customers
- Elderly Customers
- Expectant mothers
- Armed forces personnel in uniform
- Customers who need special assistance such as customers with disabilities or sensory impairment
- Medical cases
- Customers who have opted for Quick Board - Priority boarding (PRBG)

## Sequential Boarding:

At the aerobridge, row-wise boarding must be ensured. In order to do that three queues must be formed with three different signage:

Type of Aircraft	Aerobridge	Non-Aerobridge
ATR	N/A	Zone 1 to be boarded first Zone 2 & 3 to be boarded next
A320	Zone 03 to be boarded first Zone 01 to be boarded second Zone 02 to be boarded last	Zone 02 to be boarded first Zone 01 and 03 to be boarded next
A321	Zone 03 to be boarded first Zone 01 to be boarded second Zone 02 to be boarded last	Zone 02 to be boarded first Zone 01 and 03 to be boarded next

Aerobridge can be used for boarding all A320 & A321 type of A/C

ATR aircraft can never be aligned to an aerobridge.  
However, to maintain the ground stability the sequential boarding must be followed

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- The sequence of boarding shall be done in the same order mentioned above
- Make boarding announcements. Refer to announcements
- Customers who need special assistance shall be allowed to board first.

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At bussing gate, row wise boarding must be ensured. In order to do that three queues must be formed with three different signage:

First  Rows 11 – 20

Second  Rows 01 – 10

Third  Rows 21 – 30

- Make boarding announcements. Refer to announcements
- Customers who need special assistance shall be allowed to board first
- Always ensure that you hand over the Coach Slip to the coach driver so that the coach can be dispatched to the respective flight and Bay Boarding responses:

Boarding response on GoNow	Action to be taken by staff
Green light on scanner and in GoNow boarding response	Allow the customer to board
Green light on scanner and Yellow response in GoNow boarding	Allow the customer to board however check for the following 1. Customer travelling with INF 2. MAAS customer 3. Customer with SSR (WCHR / DFNS/ UMNR) 4. Customer seated on Emergency exit row. Check for eligibility criterion.
Red light on scanner and Red response in GoNow boarding	Do not allow the customer to board. Ask the customer to wait aside. Following might be the reasons for the warning. 1. Duplicate Boarding card 2. Wrong flight or date 3. Might have scanned INF boarding card

- Initiate conversation
- Use Courteous words like May I, Please, kindly, thanks etc.
- Positive body language – Upright, Inclined forward towards customer and distribute weight on both the feet equally
- Use both hands for transactions



- Calm & Composed (Don't look hassled and as if we are in a hurry)
- Don't abruptly say no – look for options/alternates
- Use open palm gestures to guide

# Case Study

## Boarding system Alerting **Red alert**



### Situation:



A customer reports to boarding gate and the system response is **Red alert**, GoNow is showing a Red alert warning “Customer already boarded”



### Doing it the 6E Way ! Steps to combat misses/malpractice

We treat every customer with respect and dignity , it's important to carry out these steps:

**Step 1** : If the system response is **Red** , ask the customer to wait aside

**Step 2** : Gate Manager and/or AM to handle the situation

**Step 3** : Verify the Photo ID , tickets , system history to ensure there is no malpractice

**Step 4** : If a flight is light , customer may not necessarily sit in the allotted seat

**Step 5** : If the wrong customer is onboard ensuring we correct this after a thorough check is carried out

**Step 6** : After a thorough verification , we ensure that the correct customer is boarded before closing the flight

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## Dos and Don'ts

Dos	Don'ts
<b>Always ensure to display the FIDS and also ensure the Placard is ready with a marker</b>	<b>Do not start the boarding without senior or supervisor's approval</b>
<b>Customers with special needs and children or infants to be given priority boarding</b>	<b>Staff should not release the customer from the boarding gate if scanner gives "RED Light or Blue Light"</b>
<b>Announcements to be done for the missing customers continuously.</b>	<b>Do not check the photo id of the paper boarding of the customer if the baggage claim tag is pasted.</b>
<b>Staff must know about the process to be followed when the light turns "RED /GREEN" while boarding</b>	<b>Do not use "DAA Tags" for the bags, baby strollers, wheelchairs etc. which are checked in at the last minute at the boarding gate</b>
<b>Staff must be careful while scanning the boarding card and also must enter the seq. number manually if scanner fails to read</b>	<b>Staff must not allow any helper or colleague staff member to leave WCHR/C, BLND, UMNR or pax with special needs unattended at the boarding gate.</b>
<b>Ensure that the display on the coaches are correct and announcements to be done before releasing the coach. Coach dispatch slip to be handed over to the driver</b>	<b>Do not allow the customers to board after scanning the boarding card without cross checking in the system</b>
<b>Staff must check fit number, name, date and sector before releasing customer</b>	<b>Do not board the customer without checking the flight no &amp; Sector</b>



<p><b>Staff must scan the boarding card then look at the system if the system is showing double “++” sign before releasing customer</b></p>	<p><b>Do not forget to print the Seat assignment report along with Flight close Report and send it to the flight in the last coach</b></p>
<p><b>Staff must ensure to share the details of the gate no- show customers with the ramp staff eg. Name, Seq no. &amp; Bag tag no.</b></p>	<p><b>Do not forget to pass the details of gate no show customers to the ramp and L&amp;T staff</b></p>
<p><b>Staff must handover Seat assignment report along with Flight close Report to Cabin Crew</b></p>	<p><b>Do not forget to do the announcements in case of any delays on the flight</b></p>

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## Boarding Standby Customers

Incase standby customers are at the gates, provide seats to them post the flight is closed from check-in. In case the seats are not available, inform them that they would be seated on the jump seat (if applicable). Ensure adherence to jump seat seating criteria as per the CHM. Inform the Flight Manager to offload the bags of standby customers if they are not travelling on the flight.

## Process for intercepting handbags at boarding gate.

In case if the customer is caring oversized handbag / due to space constrain in cabin / if the flight is full we might have to offload hand bags of the customer.

In our endeavor to reduce Customer dissatisfaction and encourage hand baggage interception at boarding gates, the below to be followed with immediate effect

- Ask the customer to remove valuables like cash, jewelry, any other important documents like Passport or business documents or any fragile articles like Liquor bottles Etc.
- If the customer has the facility to lock the handbag, ask them to do so.
- Affix Gate Bag Tag on the hand baggage mentioning all relevant Customer details (flight No. / Destination / Date / seat No. Etc.)
- Subsequent claim tag to be given to the customer
- Inform the customer that his/her baggage would be received first in the arrival hall after the Fast forward bags.
- Bag to be loaded in Compartment 1.1 along with Fast Forward bags for offloading first at arrival station
- Information of such bags to be advised to CLC for them to mention



## Gate No Show

When a customer check-in for the flight and if he/she doesn't report for boarding before the gates are closed will be offloaded from the flight with their bags if any. Such customers will be termed as gate no-show.

If customer(s) is not located 20 Minutes prior to the departure, the boarding gate shall start the gate no show drill, as below:

- Boarding gate shall inform the ramp Flight Manager the missing sequence & details of the checked-in baggage (as per baggage tag number only) as soon as possible.
- If the Customer is not found on-board, his/her checked in baggage shall be removed / offloaded from the aircraft.
- Boarding gate supervisor shall ensure that the **Gate No-Show Customer shall be un-checked from the system along with his/her checked in baggage.**
- The Load Officer shall be informed to make LMC for the customer & baggage before the submission of the load & trim sheet to the PIC and the cabin crew is also informed about the changes in the customer manifest. (In case the manifest is not handed over, the Flight Manager shall make the changes to the manifest)
- Baggage of the customer, who does not board the flight shall be handed over to the concerned customer by the security staff on duty.

Activity	Responsibility
Inform Flight Manager about missing customer sequence and bag tag nos.	Boarding Gate Staff
Basis the missing sequence, check on board if the customer is present or not. Simultaneously pass on the bag tag nos. to the staff at holds.	Flight Manager
Immediately check the trolley / ULD manifest, zero down to compartment no. where the bag has been loaded and immediately initiate the offloading process	Staff at Holds
Inform helpers to quickly locate the bag from said compartment no.	Staff at Holds

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If customer not found on board, start performing LMC immediately without waiting for bags to be offloaded.	Load & Trim Staff
Once the bags are offloaded, submit the revised load & trim sheet to captain along with Aircraft Release Certificate	
Close cargo doors immediately	Staff at Holds

**Note:** In an event of Gate No Show it shall be ensured that the “no customer no baggage” rule is strictly implemented.

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### Gate No Show Customer: -

Once a Gate No Show Customer reports at Gate, staff needs to ensure: -

- Need to calm the customer & inform politely that we will not be able to accept you on the flight. Staff need to update the PNR & mention the reporting time of the customer.
- Need to inform the customer the next available flight details
- Inform customer the Re-accommodation Policy: - ***Option to be on Standby for the next available flight: Charges: Rs. 2500/-*** (Pax can be accepted D -75 depending the flight load) or ***Option to get a Confirmed seat on the flight of his / her choice: Charge Fee: Rs 3500 + fare difference + Nmove Fee***
- Boarding gate staff to inform that the Re-accommodation will be done at the check-in Counter / Reservation Counter (Depending on stations where check-in counter does not have the Re-accommodation Counter).
- Staff to escort the customer out of the SHA (Security Hold Area). Staff to make an entry in the CISF's logbook. The CISF cancels the boarding pass with a cancelled stamp.
- Staff to inform the customer that his/her bag will be sent to the check-in counter by a security staff.
- Counter staff need to inform the Re-accommodation process & then do the changes on the customer's PNR.
- Counter staff will issue a new boarding pass for the next flight.
- Customer with baggage is offloaded by the Hold staff & sent to the counter / BMA (Depending on stations) & retagging of the bag is done by the counter staff of the BMA staff (as a fresh tag will be sent to replace the old one).

**Metro Stations:**

Step 1: Note the time when the customer reported at the boarding gate

Step 2: Calm the customer.

Step 3: Ask for the boarding pass.

Step 4: Add a Manifest Comment of the reporting time

Step 5: Use Bury the NO tool & inform customer the Re-accommodation Policy  
Option 1 - to be on Standby for the next available flight: Charges: Rs. 2500/- (Pax can be accepted D -75 depending on the flight load) (subject to availability).  
Option 2 - to get a Confirmed seat on the flight of his / her choice: Charges: (change fee) + fare difference + Nmove fee. (seats are subject to availability).

Step 6: Escort the customer to the Security Hold Area

Step 7: Make an entry in the CISF register

Step 8: Ensure the BP has a xxld stamp

Step 9: Escort the customer to the re-accommodation counter. Boarding gate staff to inform that the Reaccommodation will be done at the check-in Counter

Step10: Counter Staff to reiterate the Reaccommodation policy: -

Option 1 - To be on Standby for the next available flight: Charges: Rs. 2500/- (Pax

**Non-Metro Stations:**

Step 1: Note the time when the customer reported at the boarding gate

Step 2: Calm the customer

Step 3: Ask for the boarding pass.

Step 4: Add a Manifest Comment of the reporting time

Step 5: Use Bury the NO tool & inform customer the Re-accommodation Policy: -  
Option 1 - to be on Standby for the next available flight: Charges: Rs. 2500/- (Pax can be accepted D -75 depending on the flight load) (seats are subject to availability).  
Option 2 - to get a Confirmed seat on the flight of his / her choice: Charges: (change fee) + fare difference + Nmove Fee. (seats are subject to availability).

Step 6: Escort the customer to the Security Hold Area

Step 7: Make an entry in the CISF register

Step 8: Ensure the BP has a cancelled stamp

Step 9: Escort the customer to the reservation counter. Boarding gate staff to inform that the Re-accommodation will be done at the Reservation Counter.

Step10: Counter Staff to reiterate the Re-accommodation policy: -

Option 1 - To be on Standby for the next available flight: Charges: Rs. 2500/- (Pax can be



can be accepted D -75 depending on the flight load) (seats are subject to availability).

Option 2 - To get a Confirmed seat on the flight of his / her choice: Charges: (change fee) + fare difference + Nmove Fee (seats are subject to availability).

Step11: Customer along with his/her baggage is offloaded by the Hold staff & sent to BMA & retagging of the bag is done by the BMA staff (as a fresh tag will be sent to replace the old one)

Step12: New BP to be issued & inform the customer to proceed to the Boarding gate.

accepted D -75 depending on the flight load) (seats are subject to availability).

Option 2 - To get a Confirmed seat on the flight of his / her choice: Charges: (change fee) + fare difference + Nmove Fee (seats are subject to availability).

Step11: Customer along with his/her baggage is offloaded by the Hold staff & sent to the counter. The counter staff will print a fresh tag & retagging will be done.

Step12: New BP to be issued & inform the customer to proceed to the Boarding gate.



## International

### Customer does not reach the boarding gate - International(India)

**Step 1:** Note the time when the customer reported at the boarding gate **Step 2:** Calm the customer.

**Step 3:** Ask for the boarding pass.

**Step 4:** Add a Manifest Comment of the reporting time

**Step 5:** Use Bury the NO tool & inform the customer about the Re- accommodation Policy:-

**Option 1** - To be on Standby for the next available flight: Charges: Rs. 4000/- (Pax can be accepted D - 75 depending on the flight load) (seats are subject to availability).

**Option 2** - To get a Confirmed seat on the flight of his / her choice: Charges : (change fee) + fare difference + Nmove Fee (seats are subject to availability).

**Step 6:** Escort the customer to the Security Hold Area **Step 7:**

Make an entry in the CISF register

**Step 8:** Ensure the BP has a cancelled stamp. After the BP is cancelled, same is to be cancelled by immigration, customs and CISF commandant to retrieve the bag from BMA.

**Step 9:** Escort the customer to the re-accommodation counter or Reservation Counter. Boarding gate staff to inform that the Re-accommodation will be done at the check-in Counter / Reservation Counter (Depending on stations where check-in counter does not have the Re-accommodation Counter).

**Step10:** Counter Staff to reiterate the Re-accommodation policy :-

**Option 1** - To be on Standby for the next available flight: Charges: Rs. 4000/- (Pax can be accepted D - 75 depending the flight load)

**Option 2** - To get a Confirmed seat on the flight of his / her choice: Charges : (change fee) + fare difference+ Nmove Fee

**Step11:** Customer along with his/her baggage is offloaded by the Hold staff & Bags are brought up to the counters after taking clearance from immigration, customs and the CISF commandant. The bag/s will be retagged by a counter staff, verified by customs and later dispatched to the belt.

**Step12:** New BP to be issued & inform the customer to proceed to Immigrations & the Boarding gate.

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**Very Rare Situation:** Visa expiring on the date of travel and customer is a Gate No show In case the customer has an issue with his Visa, expiring on the date of travel. Staff to call a manager and the customer would be supported in getting in touch with the Embassy for visa extension. In case Visa cannot be extended and the customer cannot be sent on any other airline or flight, the Manager to connect with the immigration officer and assist the customer as directed by the immigration team.

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## Boarding Completed

Communicate with the cabin crew when the boarding is completed. Provide information about the boarded customers and hand over a seat assignment and flight close report (2 copies each) printed to the cabin crew and ensure that FIDS is displayed as “Gate Closed”

Please Note: Reports should be printed not earlier than 30 minutes prior to the departure time. In case after printing this manifest, there are gate no-show, it's the Flight Manager responsibility to strike out the names of gate no show customers from the flight close manifest only.

There is no need of making changes on seat assignment manifest.

## Irregular Operations (IROP)

IROPS situation in aviation can be caused by various factors which are within or outside the control of IndiGo. In IROPS situation all efforts should be made to:

- ✓ Eliminate, avoid, or reduce the effect of irregularity.
- ✓ Handle IROPS situation with a high degree of efficiency, professionalism, and courteousness.
- ✓ Bring the customer to his destination or as close to his schedule as possible keeping in mind his comfort and convenience.

**IROPS Policy** is based on a professional and friendly treatment of the customer.

In all IROPS situations, honest and relevant information is to be provided.

Depending upon the IROPS situation, a customer reserves the right to rebook, refund or re- rout his/her ticket.

**Care i.e. Snacks/ refreshments, telephone/e-mail/fax facility etc. should be provided automatically.**

- ✓ Approval of the APM is necessary if delayed beyond 2 hours.
- ✓ In the event of rebooking, the best possible alternative should be offered to the customer.
- ✓ We must try to exceed the customer's expectations and give them a feeling of trust.
- ✓ Customers should always be well informed about the IROPS situation.

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## Care Policy:

IndiGo will plan for and absorb the customer's expenses for the following:

- ✓ Meals & Refreshments.
- ✓ Hotel accommodation if necessary (Only to be offered by the APM).
- ✓ Transportation to/from the hotel and the airport (Only to be offered by the APM).
- ✓ Telephone call, e-mail, or fax facility.
- ✓ Rebooking charges or difference of fare on 6E.

**Note:** As per the current policy, we honor free move / complete refund incase a flight is delayed / preponed by 2 hours or preponed by an hour.

## Pro Active steps:

When an IROPS occurs, some proactive steps are required i.e.

- ✓ Keep the staff well informed.
- ✓ IROPS should be announced as soon as possible and should be repeated after every 15 minutes.
- ✓ All internal and concerned stations to be informed.
- ✓ Decide on the service to be offered.
- ✓ Special attention is to be given to UMNR's, WCHR, elderly customers, customers with infants etc.

## Information to the customer:

- Information to the customer about the reason and duration of IROPS is a must.
- This should not be later than 15 minutes prior to the STD.
- After every 15 minutes the reason/duration shall continuously be informed to the customer.
- Staff should always be available at all important allocations i.e. check in, floor walking, reservations BMA SHA etc. with the updated information.

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## Flight Interruption:

- Customer should be informed about the duration of the delay.
- If the delay is beyond 1 hour, snacks should be served (after approval of APM). All possible courtesies should be extended.

**Note:** In any event, for further clarification / instructions, please speak with the Airport Manager/Duty Manager

## Some Useful Tips during IROPS-

- Select a SPOC from the Group to communicate
- Keep communicating and informing about the status
- Divide the group - Cut down the possibility of big show
- Proactively provide options
- Show them that some effort is being taken- for e.g. Calling up a Team or the Captains
- Stay Flexible
- Managing One person at a time
- If there are multiple queries, then ask for time and first finish with the customer you are in conversation with and only after finishing with him should we move to the next query.
- Appreciate the customer's patience and thank him for waiting.
- Never try to answer both at the same time.
- Never handle queries out of turn as this can really aggravate the customers
- Can be stressful managing multiple queries. Beat it by showing patience.

## Arrivals

Allocation of flight arriving to its destination/lay over sector where customers collect their bags or move to transfer desk or security for further connecting flight.

Dos	Don'ts
Senior staff members to be allocated with the normal staff	Staff to ensure that wheelchairs, baby prams, fragile items or over size bags should not be kept on the belt for delivery
Staff must ensure that enough number of wheelchairs, stationery, helpers Etc. to be available in advance	Never leave your allocation
Staff must inform the ramp staff about the belt number	Do not commit customer or tell them anything about the maximum compensation if the bag has been damaged/lost
In case of MHB staff must proactively fill details on WTW	Do not offer cash compensation at the arrivals. If so needs to be done thru NEFT only.
Senior staff must brief the team before arrival of the aircraft and also allocate them duties in case of any UMNR /MAAS/Wheelchair etc	Do not ignore the complaint raised by the customers even if that is related to the airport infrastructure and go extra mile to help them
Staff must interact with the customers on the floor and assist them	Do not use any equipment eg. Wheelchair, trolleys etc which are not serviceable
Must display the names of the customers whose bags have not arrived so that the formalities can be done quickly and customer can leave without wasting time	While on the floor staff must not talk to each other
Co-ordinate with the BBA if the delivery is getting delayed and keep the customers informed about status of their bags	Don't forget to inform the Flight Manager the arrival belt no for the flights



Involve senior staff if the bag has been damaged and customer is seeking for the compensation	Do not forget to monitor the RTs for any important messages from ramp or BBA to arrivals, as they may be missed.
Always guide customers having connecting flight through the right channel	Don't stand away from the concerned belts or in a place where the customers can't see you when the arrivals is happening
If you have to leave your allocation or call off your duty then please handover the work with details	Do not get into any argument with the customers

### Pre Flight Arrival Activities

- ✓ Ensure the correct belt numbers are displayed in the arrival hall
- ✓ Arrival counter Staff must pass on the information of all the SSR like no of WC, UMNR, special handling etc. so that they can be deplaned last with 6E staff.
- ✓ Staff to monitor the timings of the first and last bag on the belt
- ✓ Baggage tags to be checked before customers depart from the arrival hall
- ✓ Handles of the bags to be towards the outside as bags travel on the conveyor belt
- ✓ Using suggested verbiage as customers depart the arrival hall
- ✓ Ensure that "Customer Feedback Forms" are readily available in the arrival hall for customers.
- ✓ Ensure baggage trolleys are available in arrival hall.

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## Mishandled Baggage (PIR)

In case of a mishandled baggage, we raise a PIR. PIR is a legal document, which is filled in a form to raise an official case of damaged, missing, pilfered or left behind checked in bags. In simple words, a PIR is filled when a customer claims that his registered baggage is missing on arrival. This report should be filled in detail and clearly so the case can be followed up by any staff on duty. Staff should write his name and IGA Code on the report very clearly for seamless follow ups by the following shifts.

PIR has following categories:

1. Delayed Bag (AHL – Advise If Hold) - non-arrival of customer's check- in/ registered baggage.
2. Damaged baggage (DPR) - damage to check-in/ registered baggage.
3. Pilfered baggage (DPR) - items missing from check-in/ registered baggage.
4. On Hand Baggage (OHD) - bag found unclaimed on arrival.

**Note:** We do not raise any PIR for any loss or damage to customer's hand/carry-on baggage, as they are the sole responsibility of the customers and not the airline.

### AHL – Advise if Hold

Show empathy/reassure and immediately check:

- ✓ Baggage claim tag on the boarding pass.
- ✓ Verify the name of the customer with name on the claim tag.
- ✓ Check on baggage belt for any left behind or exchange case.
- ✓ Check at BBA / BMA / Cargo section if by any chance the customers bag has reached there
- ✓ Check with the ramp staff for any left behind baggage.
- ✓ For exchange cases, check with other airlines, in case the same arrival belt is shared with them.
- ✓ Call the origin or Transit station to check if the bag is still there
- ✓ Fill PIR as per baggage identification chart

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## Tracing the Bag

- ✓ Check the baggage tracer on World Tracer-Desktop (WTD)
- ✓ Call the originating station / transit station.
- ✓ Send an e-mail to all stations regarding any unclaimed bags at their stations.
- ✓ Check with cargo as cartons sometimes are wrongly dispatched to the cargo warehouse.
- ✓ Check with other airlines & airport authority's lost and found department.
- ✓ Update the customer regarding the status of the missing bag.

### Compensation for AHL

#### Domestic:

6E liability -Rs.350/- per kg to the max. of Rs. 20,000/- Claim settlement: only if the bag is untraced after 05 days

#### International:

Our liability- USD 20/- per kg. Claim settlement: only if the bag is untraced after 14 days

DPR – Damage or Pilferage Report

#### Damage:

- ✓ Show empathy/reassure
- ✓ Check the baggage tag if it is LRT.
- ✓ If yes, check what type of damage was mentioned on LRT. If it is the same damage, do not fill PIR. If it is a fresh damage then fill PIR report
- ✓ Highlight the area damaged
- ✓ Costs of the damaged bag / articles
- ✓ Weight of the damaged bag to be mentioned
- ✓ Click photographs of the damaged portion

#### Pilferage:

- ✓ Show empathy / reassurance
- ✓ Please call Indigo security staff for observation
- ✓ Fill PIR report
- ✓ Enter the difference of weight of actual checked-in baggage & pilfered

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baggage.

- ✓ Enter weight of delivered baggage
- ✓ Enter articles and costs of articles missing
- ✓ Click photographs of the pilfered portion & send it along with the compensation approval format.

## Compensation Policy for DPR

<b>Station</b>	<b>Compensation Amount</b>	<b>Approving Authority</b>
<b>XXX</b>	<= 1000	<b>Arrival Staff</b>
	< or = 3000	<b>Respective APM or Dy APM</b>
	> 3000 < or = 5500	<b>Respective Regional Director</b>
	<b>&gt; Rs 5500</b>	<b>Mr. Anil Kumar Pal</b>

### Replacement of Baggage

There are some brand new soft top and hard top bags available at all stations which are meant for on the spot replacement for bags which are totally damaged and are beyond repair however the cost of the replacement bag in the DPR file in WTW

### Baggage swapping:

When a customer approaches, you stating his baggage is missing on arrival however a similar bag is on the arrival belt. This can be a case of baggage swapping i.e. some other customer has picked up similar bag instead of his own bag.

Follow the following points in case of baggage swapping.

- Check the claim stub of the customer claiming missing bag
- If the baggage belt is shared with another airline check with OAL about the missing baggage.
- Check the details of the customer from OHD bag on the belt.
- Retrieve the contact details from GoNow. Call the customer and inform him about the baggage swapping
- Ask the customer to return to airport drop the wrong bag and collect his bag.
- Inform the supervisor about the baggage swapping and action taken by you.

### OHD – On Hand Baggage

On Hand (OHD) is created for left behind baggage in the Arrival baggage reclaim hall. These baggage's either are left behind by a Customer or has been forwarded from a different port against the PIR (AHL) which are then required to be delivered to the Customers.

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## Carry-on Items

**IndiGo will not accept claims for lost, forgotten, pilfered or damaged carry-on items.**

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## Arrival End-to-End process (specific to baggage handling)

### 1. Process followed at Origin Station

Any left behind/untagged/unclaimed baggage noticed in BMA or at the arrival belt, below actions to be taken:

- MHB Coordinator / Check-in Counter or BMA (depending upon where the bag is found) , staff to create OHD, QOH File in World Tracer with correct color, type, brand, along with the content details and mention where the baggage was found in the free form section of World tracer file.
- Bags reaching erroneously/over carried to other airports should follow the same process as stated above by the arrival staff raising OHD/QOH.
- Simultaneously, the departure airport shall trigger SMS using SMS application and same shall reach the customer as soon as he land at the destination, Reference GRC 13/2016
- Stations to ensure provision of World Tracer & SMS portal access to the BMA staff to ensure immediate creation of OHD/QOH/ FWD Files in World Tracer
- Staff shall update all such PNRs with necessary comments including tag numbers of left behind bags and shall inform the destination airports through various mediums of communication.
- Origin Station shall immediately provide feedback to staff member who commits such an error, and his/her personal file shall be updated as per EPMM policy
- In case of an untagged or unclaimed bag, all efforts must be made to find out the owner of the bag, by looking for matches in WTW, pulling out the PNR and contacting the customer. If need be, the bag must be opened under CCTV in presence of one security staff member and one MHB staff member.  
Bag to be sent out on the next available flight, as a rush bag followed by FOH/FWD file.

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## 2. Pre Flight checks before the Arrivals

Fifteen minutes prior to ETA, Arrival Staff to ensure Podium is clean, placed suitably in the arrival hall and visibility of IndiGo as counters get instantly noticed by the customers.

All devices including Laptop, Laser printer, Walky-Talkies, LAN cable/ Data card , Shift Duty Cell are in working condition at all times and desired stationery items in place:

1. Clip Board and stationery items
  2. Flight movement sheet
  3. Manual PIR copies
  4. Baggage ID chart
  5. Laminated copies of IndiGo, conditions of Carriage
  6. Compensation form
  7. NEFT form
  8. Blank A4 Sheets
- Staff to check if Go Now / Sky Speed and World Tracer are in working condition and kept logged in for swift action.
  - In case of any connectivity issues, IT representatives should be called to resolve such issues before the customers arrive in the arrival hall.
  - Staff should keep necessary information ready in case any prior FOH/FWD message received from Origin station regarding left behind bags
  - Proactively coordinate with the Airport Operator to display the correct belt numbers of all Incoming Flights
  - Call up the station MHB coordination team to ensure if any relevant message is received by them regarding any short bags and keep the customer details handy.

As soon as the flight lands, call the customer and request him to contact the IndiGo representative in the arrival hall. Do not wait for the customer to come, search, and report the missing baggage.

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## Missing Baggage Action1

When a customer report missing or lost bag:

- Greet the customer as per time of the day, take baggage tag number and baggage description such as: Colour, type and brand
- Share description with the staff at Ramp, BBA, and BMA: Check the incoming baggage trollies, break up area staff, around arrival belts, aircraft holds including transit baggage (if sufficient ground time available),
- Baggage make up area to check if baggage received along with long connection baggage
- Check with Cargo and share the baggage description very clearly.
- Simultaneously initiate tag number tracing on WTW.
- If the baggage is located, handover the same to the customer and apologize for the delay and inconvenience caused. However, if the baggage tracing is taking longer, do not make the customer wait, instead get the PIR copy signed with an assurance that the baggage shall be delivered as soon as it's traced and received.
- If the baggage is not located:
  - Staff shall check with MHB Coordinators if any relevant information is received through various modes of communication
  - Staff shall also check the PNR to see if any relevant comment has been added
  - Staff should also call up origin / transit / transfer station to check if any bag has been left behind and confirm details of Rush tag/ Next Flight bringing in the baggage. Keep the customer informed if any information is received.
  - In case no information is found and the bag is not located even at the origin or not located on WTW:
  - Staff must process the PIR formalities
  - All efforts to be made to ensure the customer receives an Electronic Copy of the AHL File created on World Tracer.

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- In situations such as connectivity issues where AHL cannot be created on World Tracer immediately, only then manual PIR should be filled. With the objective of strict compliance of World Tracer usage, Airport Managers shall ensure Manual PIR copies stock is kept under their control.
- All precautions to be taken to ensure each section is filled neatly and with the correct details.
- Staff should write his name and IGA Code on the PIR and take signatures from the customer.
- One copy of the PIR to be given to the customer with the assurance of the first phone call as early as, we receive any information or within the first 4 hours even if information is negative.
- Contact number of the Station MHB Coordination Desk to be shared with the customer.

As far as possible avoid Manual PIR, however in case of multiple customers, manual PIRs can be made to reduce the waiting time.

### **Restoration of found baggage**

If the missing or lost baggage is found, it must be returned to the customer as quickly as possible. On no account must the customer be asked to collect his baggage personally from the airport unless Customer himself/herself proposes the same. MHB Coordination Team should expedite closure of each AHL file in minimum possible time

In case the baggage is left behind at the origin due to Power Bank/ OOG/Level 4 reasons, the customer shall collect the bag himself from the IndiGo office at the Airport.

### **Settlement of Missing/ Lost Baggage Cases**

- If the baggage is not found for over a period of 5 days, same is declared as lost.
- In this case, the compensation amount is calculated @Rs 350 per Kg and the customer is informed about the same basis the actual weight of the baggage mentioned in the PIR Report (Compensation process as per circular IGA / AOCS, 010 / 2014.)
- In case the same is acceptable to the Customer, the MHB Coordinator shall take the compensation approval on the MHB Portal, once the approval is

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received then the staff shall enquire about the bank account details from the Customer for NEFT transaction (Reference Circular number IGA / AOCS/ 012/2014 )

Airports shall fill up the NEFT request form in Annexure A / IGA/ AOCS/012/2014 and send it to Finance team via email to process the NEFT transaction.

- Please ensure that all the details in the NEFT form are correct. Once the amount gets credited, the same cannot be reversed. The customer name and bank account holder name should be same.
- MHB Coordinator shall stay connected with the finance team and with the customer until the required amount gets credited in the Customer's account and the file gets closed on World Tracer.
- In case of any delay in the amount transaction, the case should be escalated to the Finance Department.
- However, in case the customer does not agree with the AHL settlement, amount shared by MHB Coordinator:
- MHB Coordinator escalates the case to [customer.relations@goindigo.in](mailto:customer.relations@goindigo.in)
- MHB Coordinator proactively follows up with the Customer Relations Team until the case gets closed by them

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## Damaged Baggage

When a customer reports Damage of Property, following action should be taken:

### Action 1

- Check whether the baggage has been tagged with a limited release tag
- Also, if the customer is claiming for compensation for Minor Damages such as scratches, nicks and bruises, broken handle, broken rubber foot or wheel
- If so, politely decline any compensation and explain that the customer has already signed “Limited Release Tag” at the origin
- In case of minor damages, the staff shall apologize for the inconvenience caused however shall politely decline any compensation referring to “IndiGo Conditions of Carriage” available on the website and a laminated copy of the same also available in the arrival folder
- In case the customer gets upset, staff shall call up the “Priority Service Help Desk” and explain the case. Under no circumstances the staff should be viewed by the customer as rude, indifferent, non-cooperative, aggressive or complacent.
- All efforts should be made to handle the situation politely, courteously, and calmly.

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## Action 2

- Staff must ensure that the Customer interaction happens at the IndiGo podium/IndiGo Desk at arrival and process the DPR formalities
- Preferably the customer should be given an Electronic Copy of the DPR file created on World Tracer
- In case connectivity is an issue and DPR cannot be created on World Tracer, manual DPR should be filled
- All precautions to be taken to ensure each section is filled neatly and with the correct details
- In case Damage of Baggage can be ascertained as a major damage, the compensation process as per the circular IGA/ AOCS, 010 / 2014 should be initiated right away. In case the compensation amount is less than Rs 1000, the case should be closed immediately by the arrival staff.
- Staff should write his name and the IGA Code on the PIR and take signatures from the customer and the File should be labelled as "CLOSED".

## Settlement of Damaged Baggage Cases

- However, in case the DPR is not closed in arrival, the MHB Coordinator shall call up the Customer within 4 hours and follow the compensation process as per the circular IGA / AOCS, 010 / 2014.
- Customer shall be offered a replacement bag or a compensation amount basis the MHB Coordinator's follow ups / Customer's expectations.
- Once the cash compensation is agreed, the MHB staff shall seek compensation approval on the MHB portal and once the approval is received, the MHB Coordinator shall enquire about the bank account details from the Customer for the NEFT transaction

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- Once the Bank account details are received, the same are forwarded to the Finance team for necessary processing, exactly as stated above in the Missing bags settlement process.
- MHB Coordinator shall stay connected with Finance and with the customer until the required amount gets credited in Customer's account and the file get closed on World Tracer.
- However, if the replacement bag is demanded, the staff shall ensure to deliver the replacement bag in coordination with the customer as per his preferred address and convenience and the file gets closed in World Tracer.

**Pilferage:**

- Customer informs the staff that there has been a pilferage in his/her baggage.
- Staff shall Inform BBA, Ramp, and security manager about the missing item details. In case anything is found in the trolley or hold or near the belt, the same is handed over to the customer and the staff shall apologize.
- In case nothing is found, the staff requests the security manager to visit the arrival hall.
- The baggage weight to be checked in the presence of the security manager to find out the weight difference. Same to be checked with the help of the portable baggage weighing scale.
- Create a PIR and inform the customer that we shall investigate and get back to the customer within 24hrs. Security manager would get all the helpers checked, CCTV footage observed, and he/she shall investigate the issue.
- MHB coordinator to write to the CR with the complete details and full case history along with the PIR and the World Tracer File details for them to take the case forward for closure.

Customer Relations would call the customer and close the case with suitable compensation.



## IATA Baggage Identification Chart (BIC)

White/Clear	Black	Gray	Blue	Purple	Red	Yellow	Beige	Brown	Green	Multi-Coloured 2 or more solid colors excluding trim	Pattern	
WT	BK	GY	BU	PU	RD	YW	BE	BN	GN	MC	PR	
<b>Closes without zippers Types 01-29</b>												
Horizontal design Hard Shell	Upright design	Horizontal design suitcase Non-expandable	Horizontal design suitcase Expandable	Document Case	Horizontal design suitcase	Upright design, soft material	Upright design, combined hard and soft material	Upright design, hard material	Duffel/Sport Bag			
01	02	03	05	07	20	22	22D	22R	25			
06	Closes without zippers Types 01-12			10	12	23	Closes with zippers Types 20-29					
	Closes without zippers Types 01-12											
08	09	10	12	26	27	28	29					

## Descriptive Elements

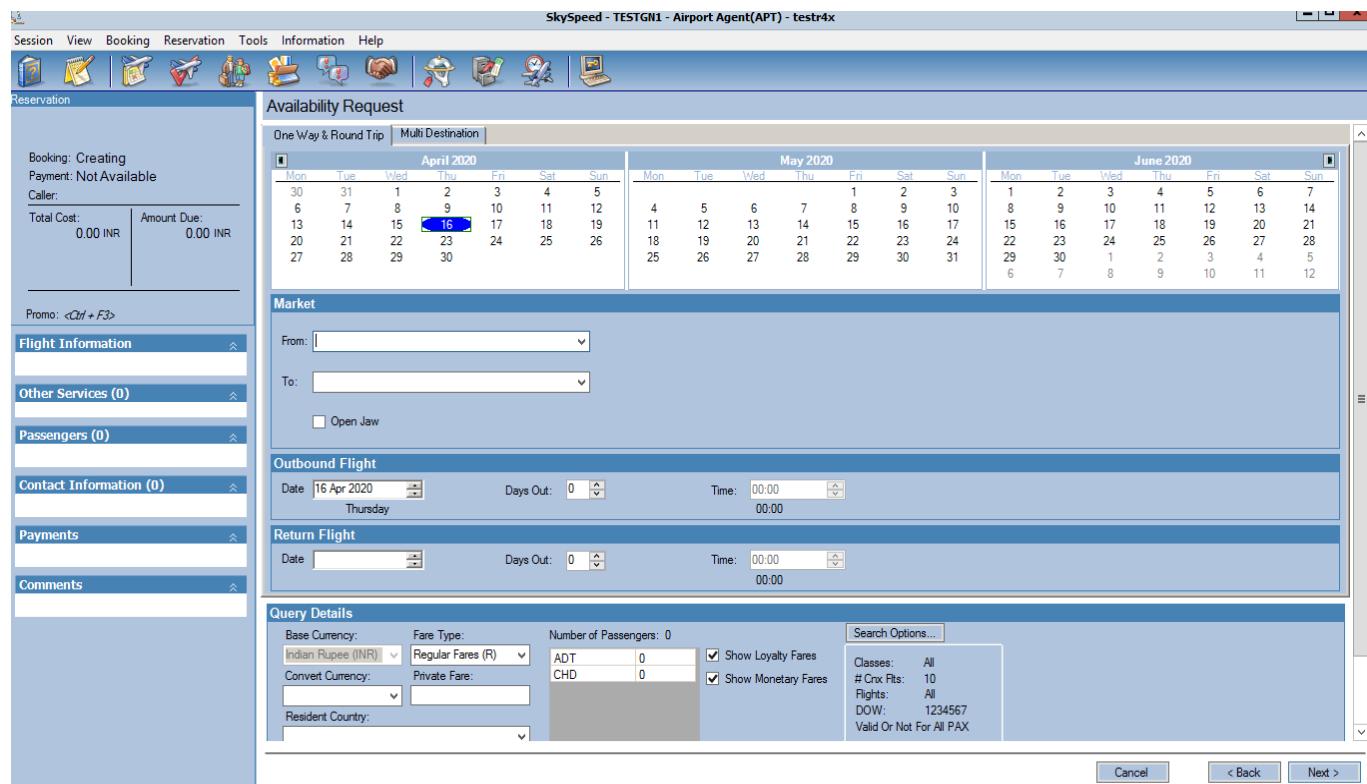
Material Elements		Basic Elements		External Elements	
Dual Soft / Hard	L Leather	M Metal	R Rigid (Hard)	T Tweed	B Single item in a box w - l - h - 153 cm - 49.29 in K Cabin Size

Miscellaneous Articles												
White/Clear	Black	Gray	Blue	Purple	Red	Yellow	Beige	Brown	Green	Multi-Coloured 2 or more solid colors excluding trim	Pattern	
WT	BK	GY	BU	PU	RD	YW	BE	BN	GN	MC	PR	
Hat Box	Courier Bag/Box/Package	Trunk/Sample/Display case (Describe item)	Art/Display Portfolio	Tube — without sporting equipment	Duty free articles (Describe item)	Cosmetic/Beauty case	Kennel/Pet container	Ice Chest/ Cooler	Tool/Tackle box			
50	51	52	53	54	55	56	57	58	59			
Fishing Rods	Firearm(s)	Golf bag and/or Clubs (Describe item)	Bicycle and/or accessories (Describe item)	Sleeping bag/ Bed roll Tent (Describe item)	Surf Equipment (Describe item)	Ski/Ski Poles	Snow Board and Other Skidding Devices (Describe item)	Ski Boots/ Boot Bag	Sporting Equipment — Not shown elsewhere (Describe item)			
60	61	62	63	64	65	66	67	68	69			
Child/Infant Car Seat	Child/Infant equipment not shown elsewhere (Describe item)	Full Size Baby Garage	Umbrella Stroller	Wheeled Sporting Items (Describe item)	Audio/Video/Visual/ Photo equipment (Describe item)	Computer and Electronic equipment (Describe item)			Electrical Appliances (Describe item)	All Music Instruments (Describe item)	85	
71	72	73	74	75	81	82					Article not shown (describe item)	
Folding Chair	Baggage Trolley	Securely Tied/ixed Items (Describe item)	Shopping Bag (all materials)	Wheel Chair, powered or manual and accessories	Orthopaedic Devices	Bedding Bag	Dive Bag/ Equipment	Umbrella (all types)			99	
89	90	92	93	94	95	96	97	98				

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Skyspeed:

## S Reservation



The screenshot shows the SkySpeed software interface for flight booking. The main window title is "SkySpeed - TESTGHI - Airport Agent(APT) - testr4x". The left sidebar contains sections for Session, View, Booking, Reservation, Tools, Information, and Help, along with various icons. The main content area is divided into several panels:

- Availability Request:** A calendar grid for April, May, and June 2020. The month of May is highlighted in yellow. Specific dates like April 16, May 15, and June 6 are highlighted in blue.
- Market:** Fields for "From" and "To" destinations, and an "Open Jaw" checkbox.
- Outbound Flight:** Date set to 16 Apr 2020, Days Out: 0, Time: 00:00.
- Return Flight:** Date set to [empty], Days Out: 0, Time: 00:00.
- Query Details:** Fields for Base Currency (Indian Rupee (INR)), Fare Type (Regular Fares (R)), Number of Passengers (0), and search filters for Loyalty and Monetary Fares, Classes (All), # Crx Flts (10), Rights (All), DOW (1234567), and Valid Or Not For All PAX.

Sky speed system is used for making reservation (bookings of customer) and changes to the bookings.

The booking details of customer will be called as PNR – Customers name record. It will comprise of the following.

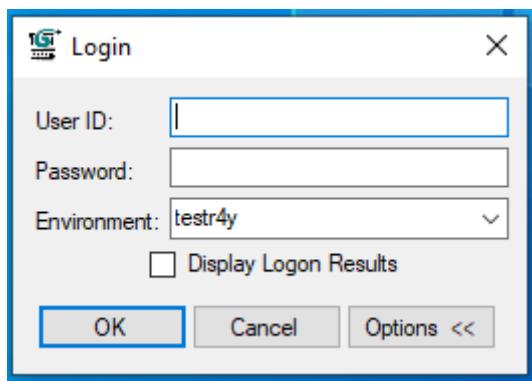
1. Name of the customer
2. Flight details (Sector / flight No. / STD / STA / Booking status Etc.)
3. Any SSR – Special service required
4. Passport details in case of interatrial flight
5. Customer information (Contact number / email Id Etc.)
6. Form of payment (Cash / credit card – CC / CC number / CC DOE/Approval code Etc)
7. Any comments pertaining to customer's journey.

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Maximum 9 customers and 7 sectors can be booked in 1 PNR. if more than 09 customers want to make the booking under single PNR they should be given to IndiGo contact center number or help the customers with the group booking email ID.

Work environment (mode) to be used during training: Test (Since we will be working in dummy mode please ensure we select testr4x mode.

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## Function keys



F1: General reference. It contains all rules and regulations of Indigo reservations. It is also called as Skyspeed help

F2: Scratch pad. Can be used for making notes during reservation. The notes cannot be saved.

F3: Availability. Following options are available on the function key.

- Availability request
- 3months calendar
- Sectors from and to
- Dates (single journey / return journey / Onward journey Etc.) The colors indicate the following
  - Black box current date / Blue – One way or out bound / Purple – same day return / Red – Return or inbound
- **Currency conversion (Applicable only for international sectors) E.g. Customer wants to make a booking from any domestic stations within India for sector DXB-BOM. The base currency will be AED and fare will be displayed in AED. Therefore, we will click on convert currency and select INR.**
- Number and type of customers (Adult / Child)

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SkySpeed - TESTIGN1 - Airport Agent(APT) - testr4x

Session View Booking Reservation Tools Information Help

Reservation

Availability Request

One Way & Round Trip | Multi Destination

April 2020							May 2020							June 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5	4	5	6	7	8	9	10	1	2	3	4	5	6	7
6	7	8	9	10	11	12	11	12	13	14	15	16	17	8	9	10	11	12	13	14
13	14	15	16	17	18	19	18	19	20	21	22	23	24	15	16	17	18	19	20	21
20	21	22	23	24	25	26	25	26	27	28	29	30	31	22	23	24	25	26	27	28
27	28	29	30											29	30	1	2	3	4	5

Promo: <Ctrl + F3>

**Flight Information**

From: Delhi (DEL)

To: Chennai (MAA)

Open Jaw

**Outbound Flight**

Date: 16 Apr 2020  
Thursday

Days Out: 0

Time: 00:00  
00:00

**Return Flight**

Date:

Days Out: 0

Time: 00:00  
00:00

**Query Details**

Base Currency: Indian Rupee (INR)

Fare Type: Regular Fares (R)

Number of Passengers: 0

Convert Currency:

Resident Country: India (IN)

ADT: 1

CHD: 0

Show Loyalty Fares

Show Monetary Fares

Search Options...

Classes: All

# Crx Flts: 10

Flights: All

DOW: 1234567

Valid Or Not For All PAX

Cancel < Back Next >

Click on Next. The system will go to F4

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F4: Reserve flight. All flights will appear on the screen from 00:00 till 23:59 in order. Provide all flight details to customer and ask customer which flight he / she will prefer. Accordingly now click on desired flight.

**Identification of flight: Based on the color coding the flight can be identified as follows. Green –**

**Direct**

**Blue – Transit** (Please check for ST column which will specify the flight will be stopping over)

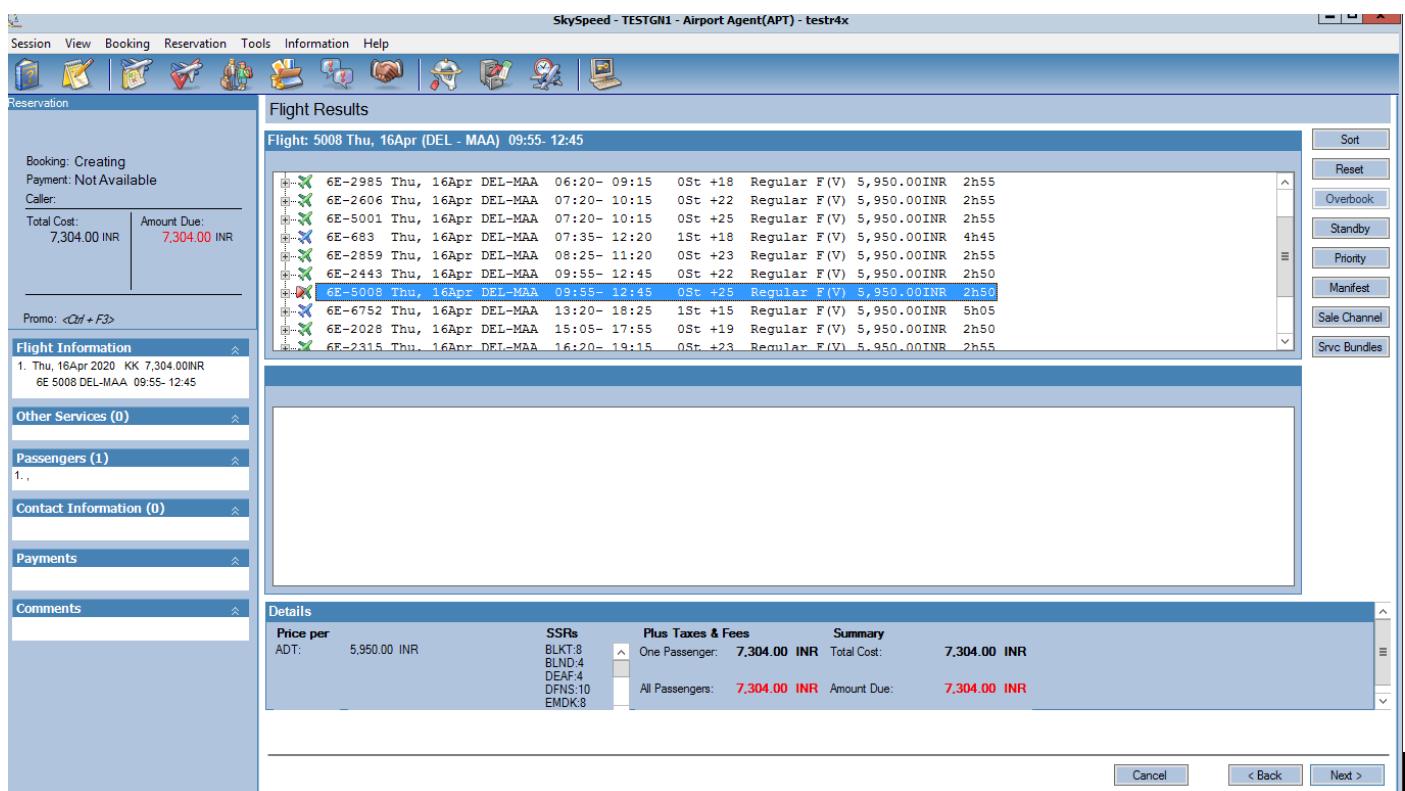
**Yellow - transfer**

**Any flight with O Red circle the flight is full and cannot be booked.** Should you wish to see the details of the flight selected click on the + sign before the aircraft picture.

**Important: Just by clicking on the flight the flight will not be selected. We need to press the space bar on the highlighted flight only the flight will be selected for booking.**

**Please do not inform the customer the fare reflecting in front of the selected flight as the fare will not include taxes. The fare which reflects in the Amount due will be the correct fare to be charged and we will inform the same to the customer.**

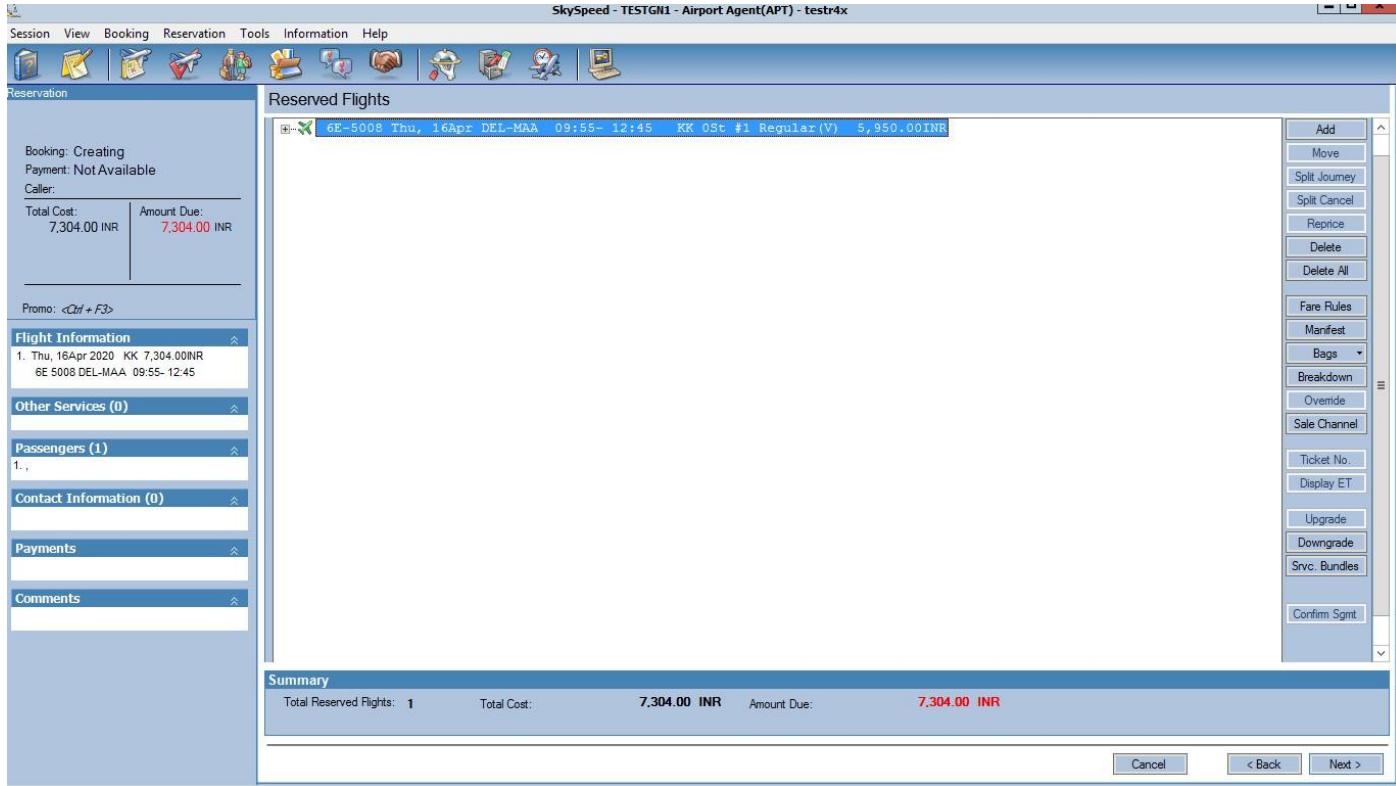
**Family fare is a discounter fare – No refund and no cancellation policy will be applicable**



Flight Details	SSRs	Plus Taxes & Fees	Summary
ADT: 5,950.00 INR	BLKT:8 BLNA:4 DEAF:4 DFNS:10 EMDK:8	One Passenger: 7,304.00 INR Total Cost: 7,304.00 INR	
		All Passengers: 7,304.00 INR Amount Due: 7,304.00 INR	

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Click on Next the system will go to 2<sup>nd</sup> page of F4, Where we need to reconfirm the flight selected.



Click on next it will take you to F5.

**F5: Customer Details. It will have total 3pages**

**F5: 1<sup>st</sup> page we will provide the following information.**

- Last name / first name / title
- Any SSR which needs to be added
- Passport details for international flight
- INFT details if customer is travelling with INFT

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Session View Booking Reservation Tools Information Help

Reservation Passengers

Booking: Creating Payment: Not Available Caller:

Total Cost: 7,304.00 INR Amount Due: 7,304.00 INR

Promo: <Ctrl + F3>

Flight Information 1. Thu, 16Apr 2020 KK 7,304.00INR 6E 5008 DEL-MAA 09:55- 12:45

Other Services (0)

Passengers (1) 1. sharma, kaveer

Contact Information (0)

Payments

Comments

Passengers

Name	Type	Insurance	SSR
1. sharma, kaveer	ADT		

Add Edit Divide Delete Travel Ins.

Edit Passenger(1)

Customer Program

Program: Level: Number:

Passenger Details

Customer ID: <input type="text"/>	Look Up	Create	<input type="checkbox"/> Group (Can enter pax names now or later)
Last Name: sharma	Suffix: <input type="button"/>	Gender: Male	Date of Birth: <input type="button"/>
First Name: kaveer	<input type="button"/>	Pass Type: Adult	Nationality: <input type="button"/>
Middle Name: <input type="button"/>	<input type="button"/>	Doc Type: <input type="button"/>	Country: <input type="button"/>
Title: Mr	<input type="button"/>		

Save Cancel

Infant Details

Last Name: <input type="text"/>	Title: <input type="button"/>	Date of Birth: <input type="button"/>
First Name: <input type="text"/>	Suffix: <input type="button"/>	Nationality: <input type="button"/>
Middle Name: <input type="button"/>	Gender: <input type="button"/>	Country: <input type="button"/>

SSR Details

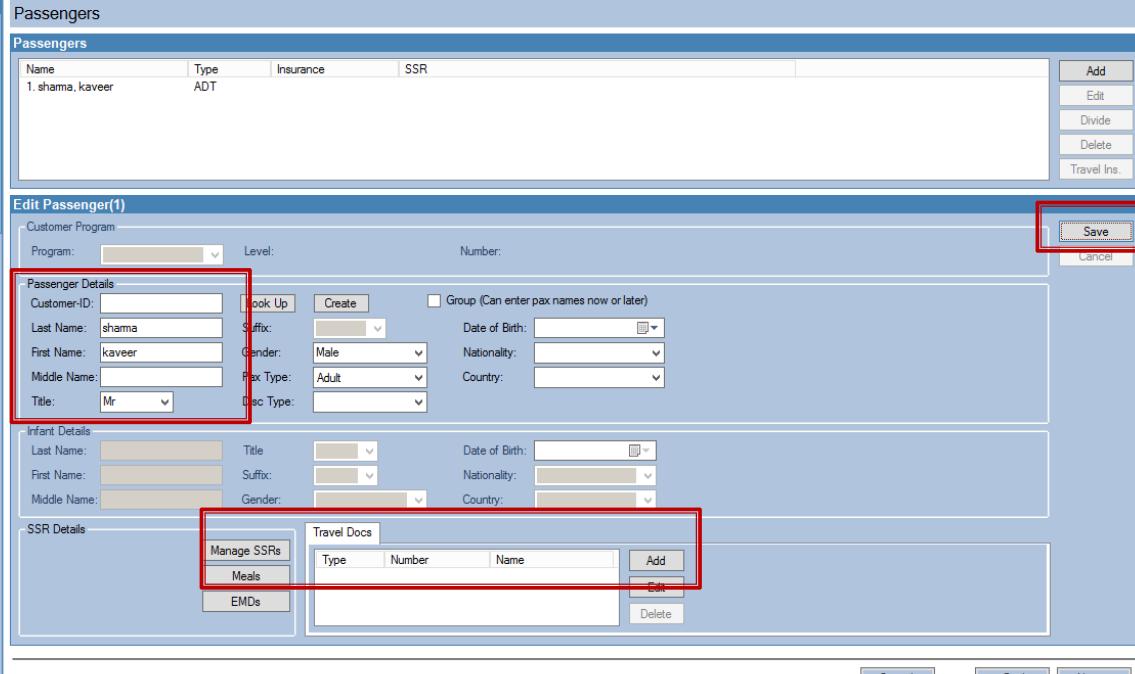
Manage SSRs Meals EMDs

Travel Docs

Type	Number	Name	Add
			<input type="button"/>

Edit  Delete

Cancel < Back Next >



Click on save the system will take you to next page where we need to confirm customers details and click on next.

SkySpeed - TESTGN1 - Airport Agent(APT) - testr4x

Session View Booking Reservation Tools Information Help

Reservation Passengers

Booking: Creating Payment: Not Available Caller:

Total Cost: 7,304.00 INR Amount Due: 7,304.00 INR

Promo: <Ctrl + F3>

Flight Information 1. Thu, 16Apr 2020 KK 7,304.00INR 6E 5008 DEL-MAA 09:55- 12:45

Other Services (0)

Passengers (1) 1. sharma, kaveer

Contact Information (0)

Payments

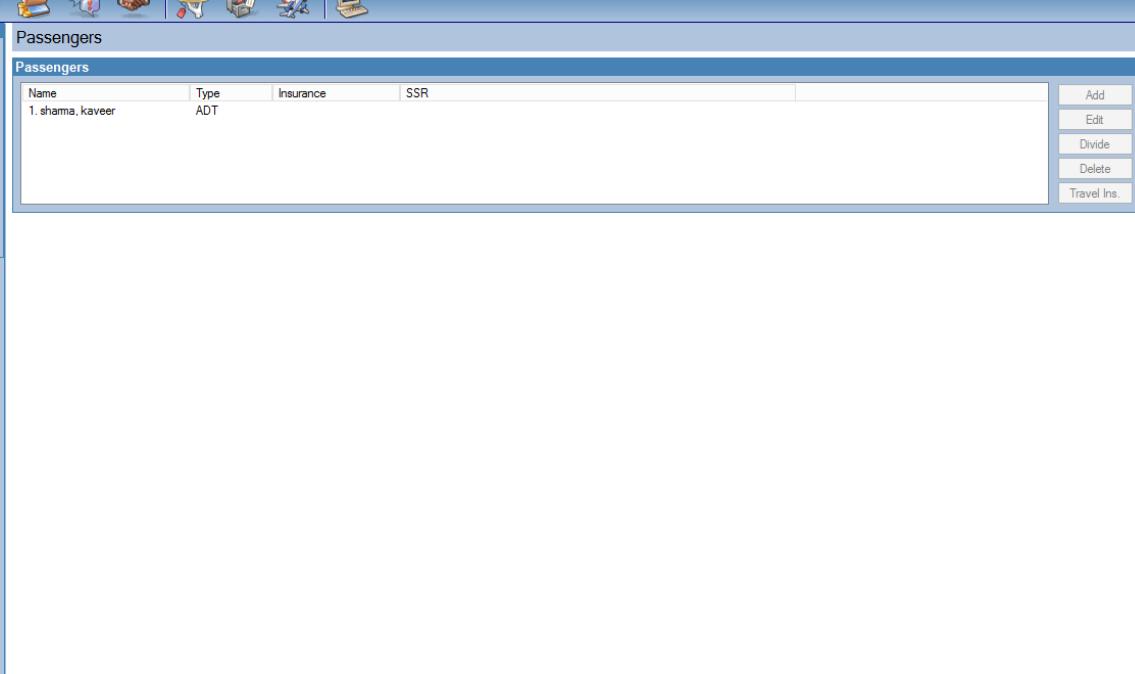
Comments

Passengers

Name	Type	Insurance	SSR
1. sharma, kaveer	ADT		

Add Edit Divide Delete Travel Ins.

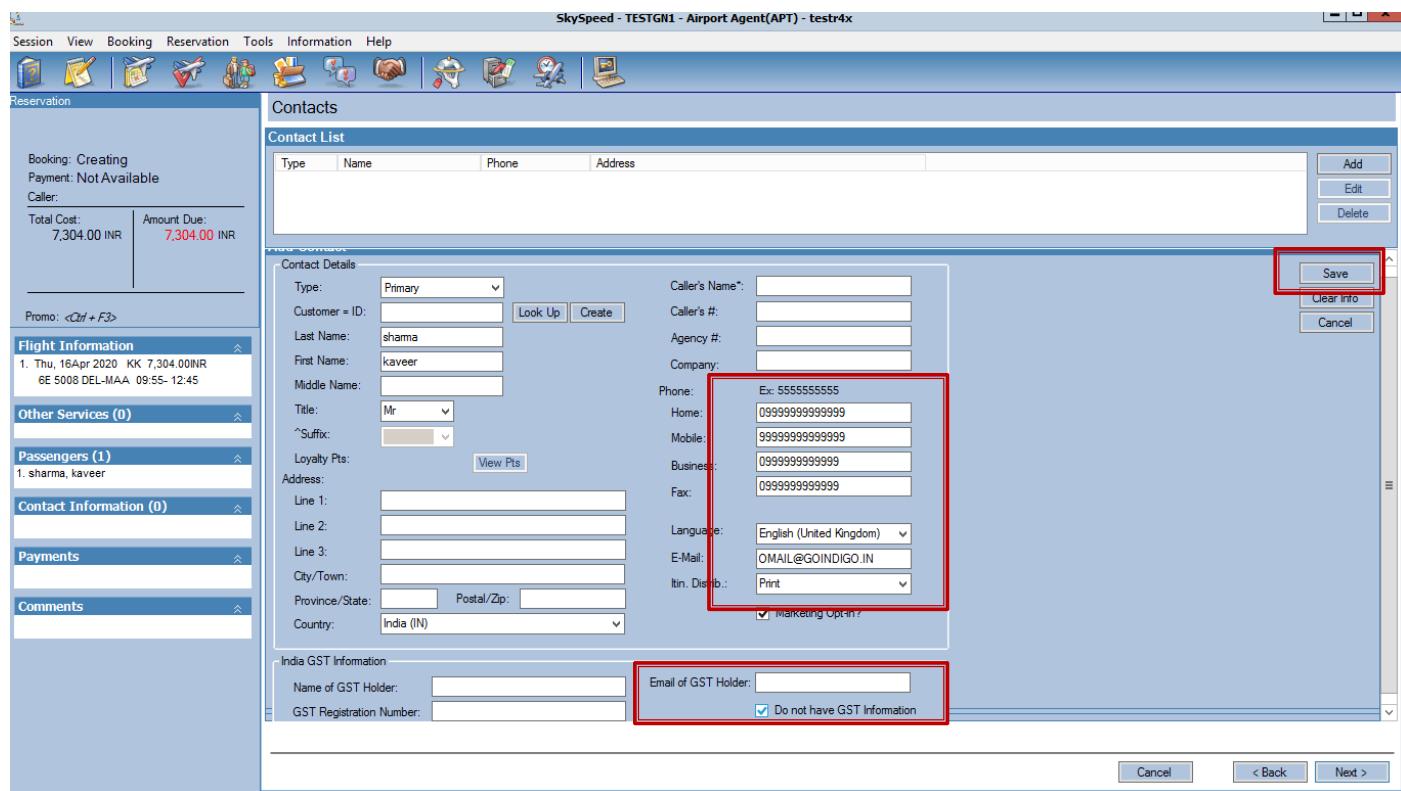
Cancel < Back Next >



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F5: 2<sup>nd</sup> page of F5 will open following details needs to be entered

- Mobile Number
- Email Id
- Click on Do not have GST information if the customer has no GST details



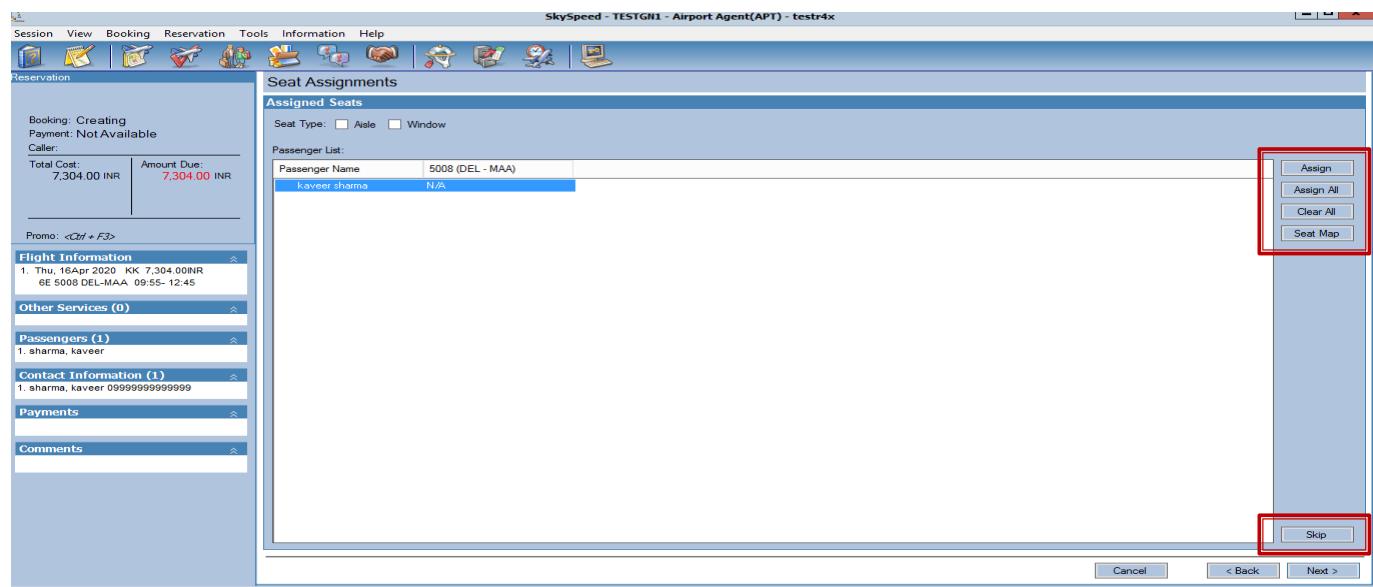
The screenshot shows the 'Contact Details' section with fields for Type (Primary), Customer ID, Last Name (shama), First Name (kaveer), Middle Name, Title (Mr), Suffix, Loyalty Pts, Address, Line 1-3, City/Town, Province/State, Postal/Zip, Country (India (IN)), Phone (dropdown showing 099999999999, 999999999999, 099999999999, 099999999999), Home, Mobile, Business, Fax, Language (English (United Kingdom)), E-Mail (OMAIL@GOINDIGO.IN), Itin. Distrib., and Marketing Opt-in. The 'Save' button is highlighted.

The 'India GST Information' section includes fields for Name of GST Holder, GST Registration Number, Email of GST Holder, and a checked checkbox for 'Do not have GST Information'. The 'Email of GST Holder' field and the 'Do not have GST Information' checkbox are also highlighted with red boxes.

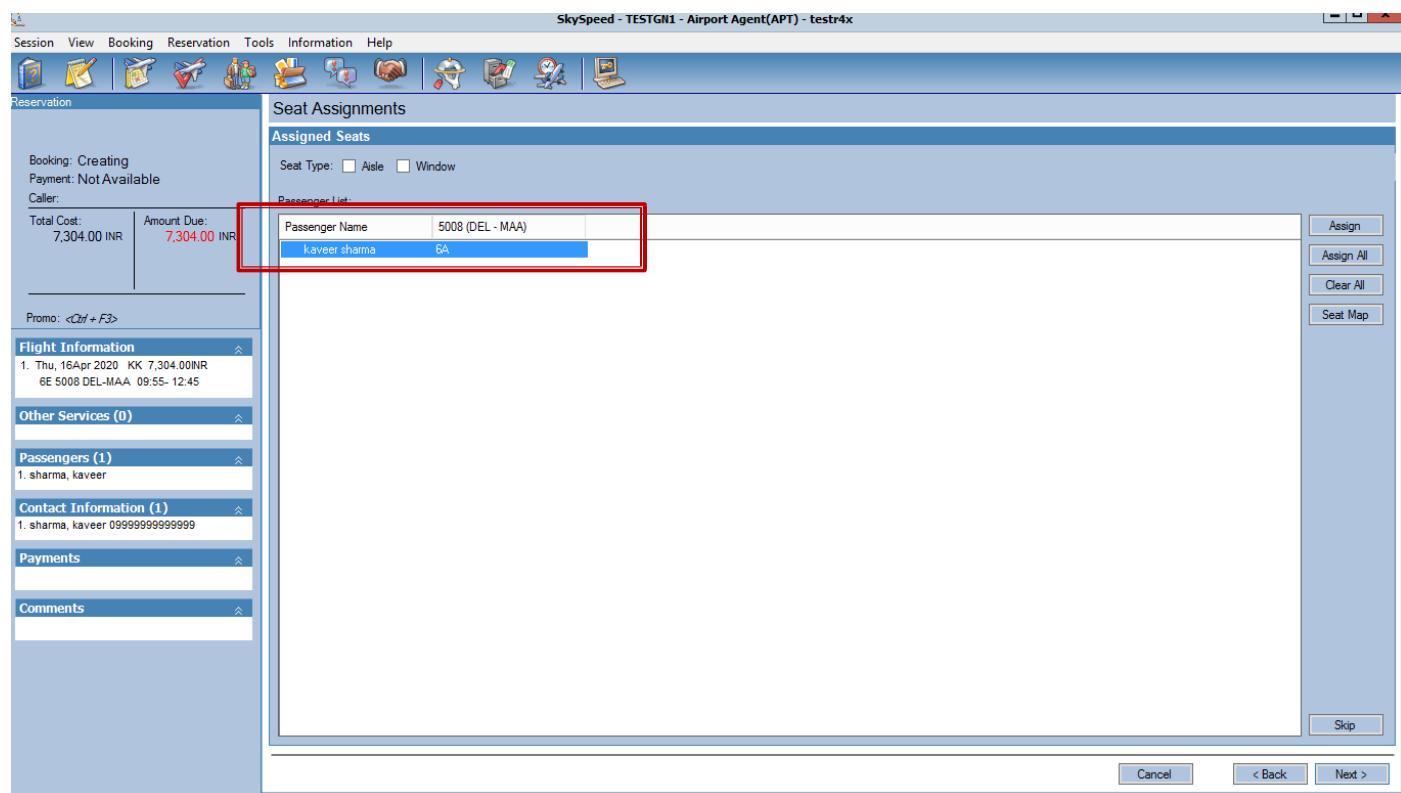
Click on save the system will take you to 3<sup>rd</sup> page of F5

F5: 3<sup>rd</sup> page seat options. Here should you wish to reserve a seat for customer you can do so. Inform customer charges will be applicable. Click on seat map and the seat map for the flight will open. If not then click on skip

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By clicking on the desired seat of the customer you may select a seat please explain the customer charges will be.



Seat selected will appear next to customer's name.

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Click on next it will take you to Payments page F6.

## F6: Payments

The amount due will reflect in Red

**Important: Please check and reconfirm the currency you will be charging to the customer at this point (Incase the journey is originating from abroad)**

Method of payment:

CA- Cash

CF – Credit file

CS- Credit shell

EA – American express Credit card ED –  
debit card

EM – Master Credit card EN –  
Maestro Credit card EV – VISA  
Credit card

EI - UPI

**Important: Split payments can be accepted (E.g. If the amount due is INR 5000/- INR 2500 can be accepted in cash and balance INR 2500/- can be accepted by credit card or debit card or credit shell)**

**If the payment is done through CC then following details will be required to be entered in the payment option.**

**Card No. / Date of expiry of card / Manual approval code / Name of the card holder.**

**Please note no payment of Rs. 2,00,000/- is to be taken in cash in 1 PNR. If any customers is paying more than Rs.49999/- in cash Pan Card is to be taken from the customers.**

For training purpose we will use the following credit cards

EV – 444433322221111 / DOE 12/22 / Approval code 123456

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SkySpeed - TESTGN1 - Airport Agent(APT) - testr4x

Session View Booking Reservation Tools Information Help

Reservation

Payments

Payments Summary

ID	Payment Type	Details	Status	Amount	Date

Add  
Delete  
Copy  
Reverse  
Authorize  
Decline  
Hold  
View  
Refund

Booking: Creating  
Payment: Not Available  
Caller:  
Total Cost: 7,304.00 INR Amount Due: 7,304.00 INR

Promo: <Ctrl + F3>

Reservation Number:  Show

Flight Information  
1. Thu, 16Apr 2020 KK 7,304.00INR 6E 5008 DEL-MAA 09:55- 12:45

Other Services (0)

Passengers (1)  
1. sharma, kaveer

Contact Information (1)  
1. sharma, kaveer 0999999999999999

Payments

Comments

Add Payment - INR

Payment Method: EDC Visa (EV.ExternalAccount)

Card Number: 4444333222211111

Amount: 7,304.00

Expiration Date: 12 2020

Card Holder Name: kaveer sharma

Indian Rupee (INR)

Split  
Save  
Cancel

Cancel < Back Next >

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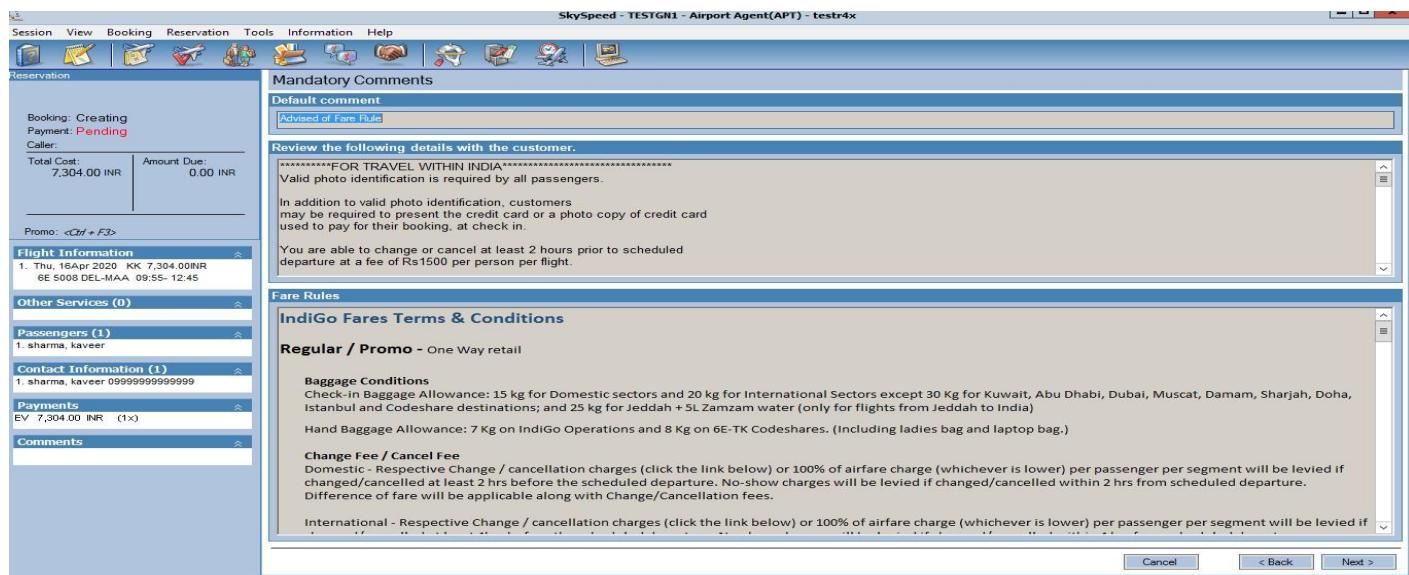
Click on save first then next the system will take you to 7F

#### F7: Fare rules

##### F7:1<sup>st</sup> Page

The system will show fare rules where we are supposed to explain the customer the following

- Free baggage allowance
- Change and cancellation fee



The screenshot shows the Skyspeed software interface for creating a flight booking. The top menu bar includes Session, View, Booking, Reservation, Tools, Information, and Help. The main window displays the following sections:

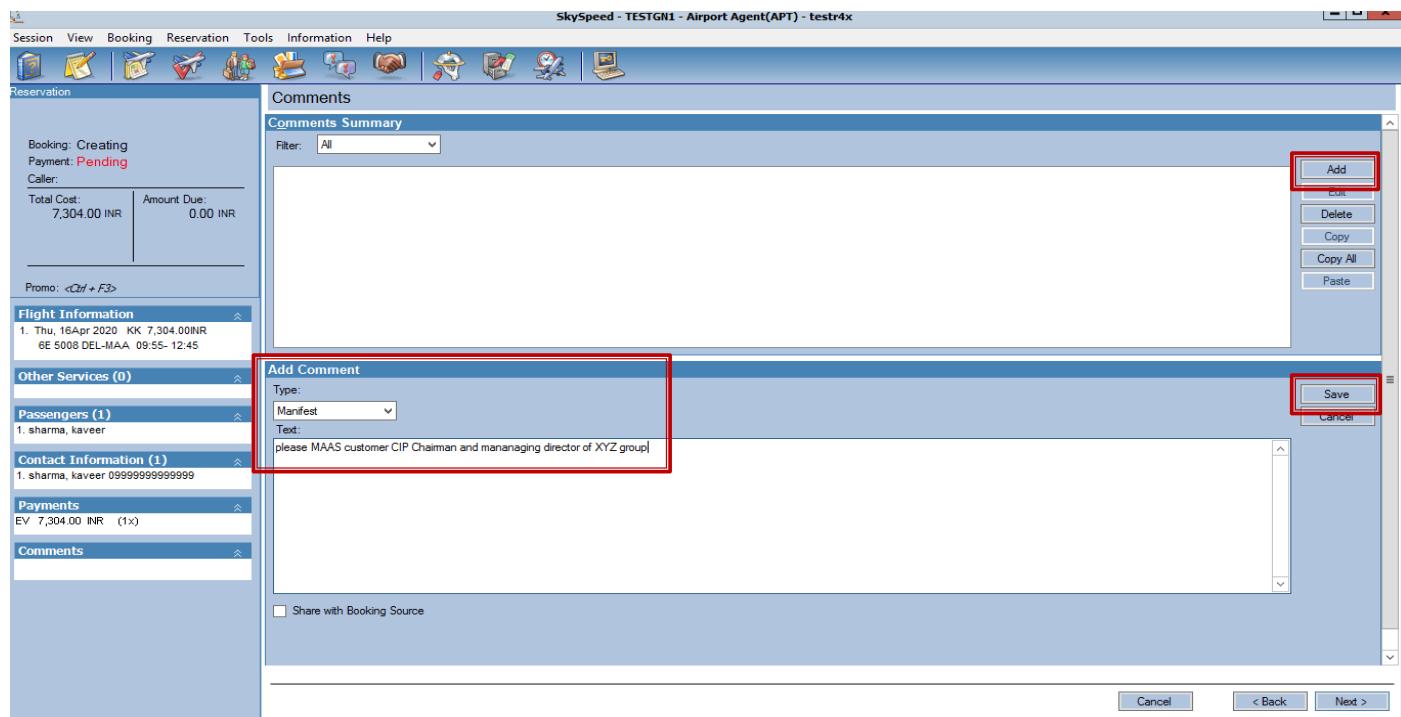
- Mandatory Comments:** A section titled "Default comment" contains the text "Advised of Fare Rule". Below it is a note: "Review the following details with the customer." It specifies "FOR TRAVEL WITHIN INDIA" and states that valid photo identification is required by all passengers.
- Flight Information:** Shows a flight from DEL-MAA on Thu, 16Apr 2020 at 09:55-12:45.
- Other Services (0):** Includes sections for Passengers (1), Contact Information (1), Payments (EV 7,304.00 INR - 1x), and Comments.
- Fare Rules:** Titled "IndiGo Fares Terms & Conditions", it specifies "Regular / Promo - One Way retail". It includes sections for Baggage Conditions (allowing 15 kg for domestic 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), and Hand Baggage Allowance (7 kg on IndiGo Operations and 8 kg on 6E-TK Codeshares). It also mentions change and cancellation fees.

Click on next the system will take you F7 2<sup>nd</sup> Page to add comment Click on add and select the type of comments

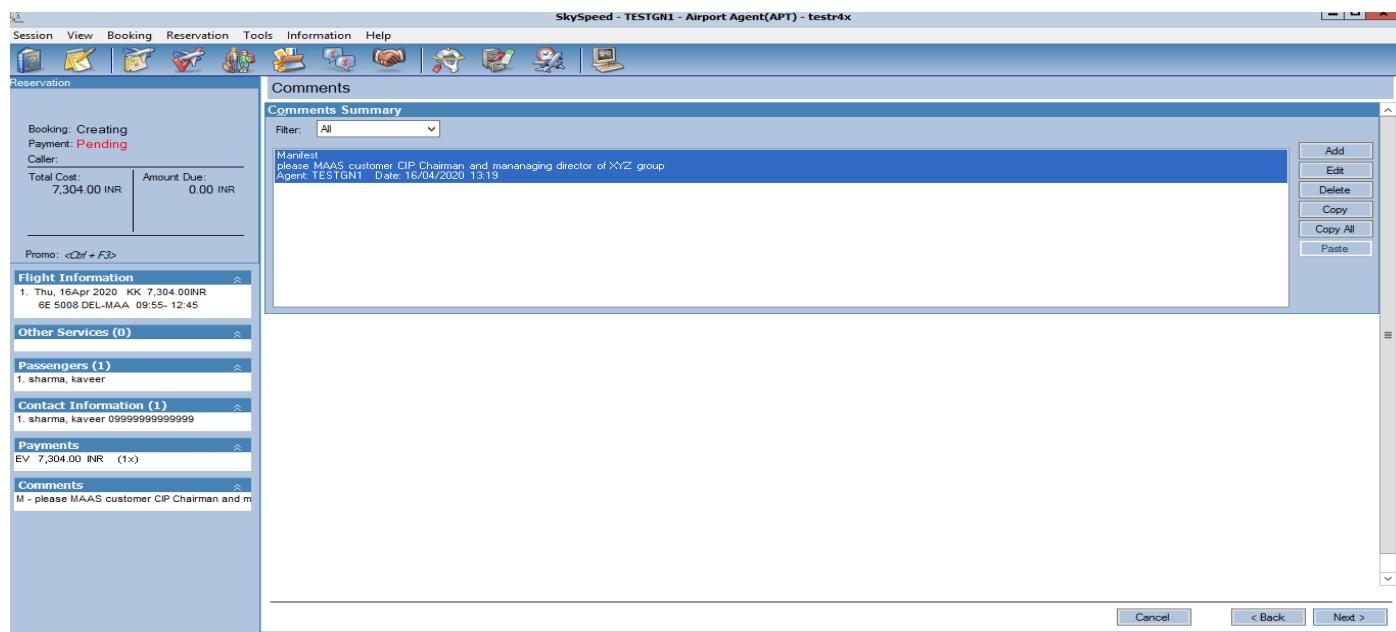
Reservation: the comment will only reflect in PNR

Manifest: The comment will reflect in PNR as well as in GoNow check-in screen

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The comment will be accepted by the system.

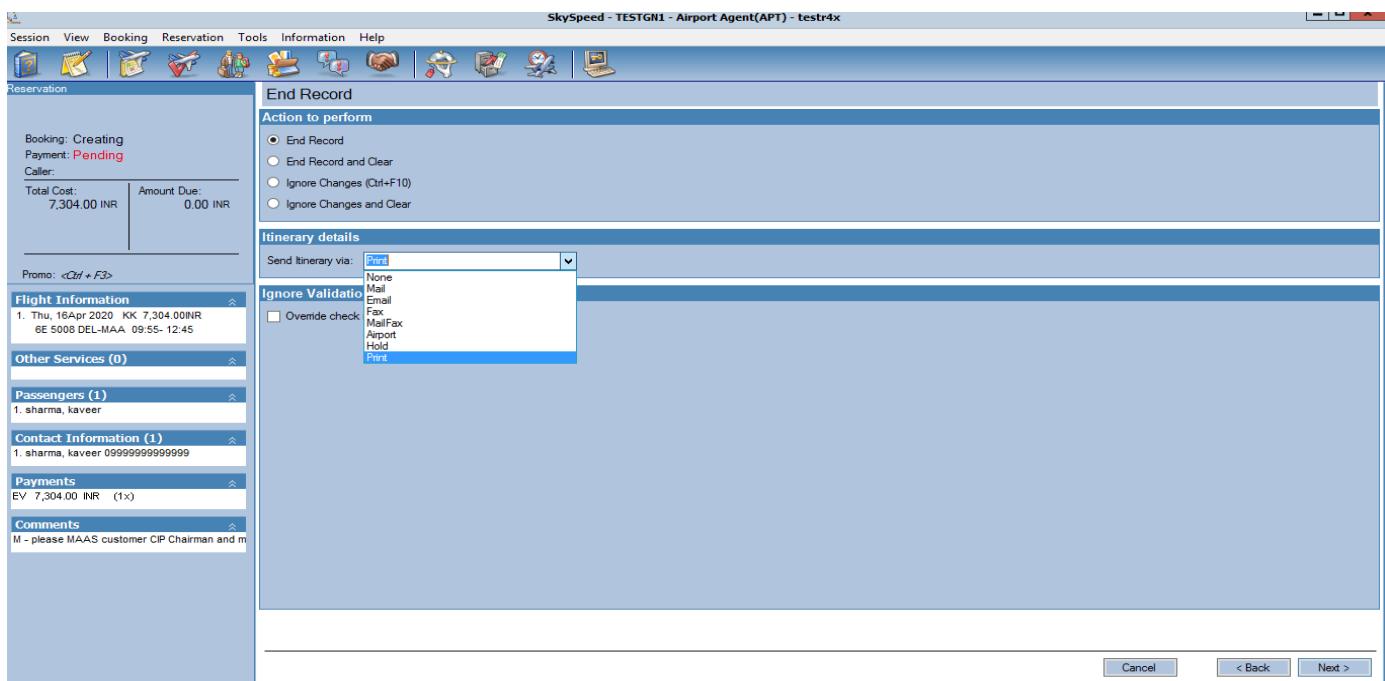


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Now click on next the system will take you to F8

## F8: End record

Select how the mode of sending the itinerary



SkySpeed - TESTGN1 - Airport Agent(APT) - testr4x

Session View Booking Reservation Tools Information Help

Reservation

Booking: Creating  
Payment: Pending  
Caller:  
Total Cost: 7,304.00 INR Amount Due: 0.00 INR

Promo: <Ctrl + F3>

Flight Information  
1. Thu, 16Apr 2020 KK 7,304.00INR 6E 5008 DEL-MAA 09:55- 12:45

Other Services (0)

Passengers (1)  
1. sharma, kaveer

Contact Information (1)  
1. sharma, kaveer 0999999999999999

Payments  
EV 7,304.00 INR (1x)

Comments  
M - please MAAS customer CIP Chairman and m

Action to perform

- End Record
- End Record and Clear
- Ignore Changes (Ctrl+F10)
- Ignore Changes and Clear

Itinerary details

Send Itinerary via:

Ignore Validation

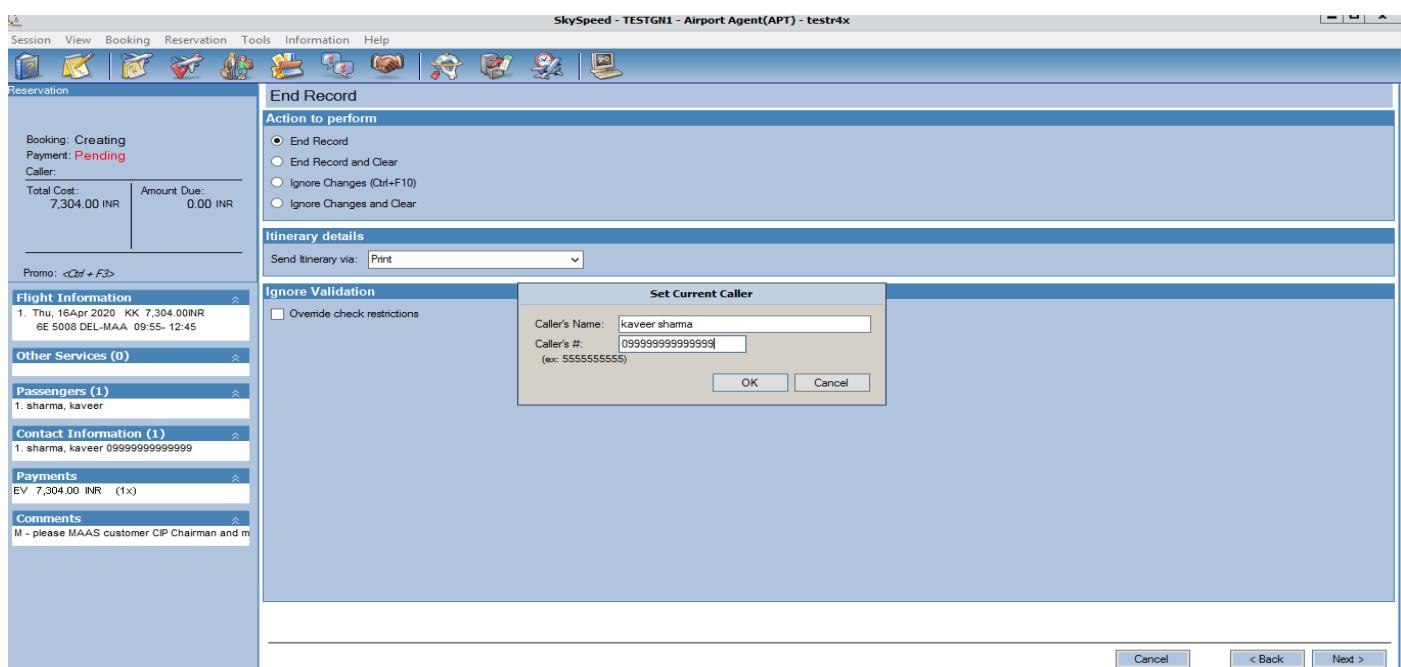
Override check restrictions

None  
Mail  
Email  
Fax  
MailFax  
Airport  
Hold  
Print

Cancel < Back Next >

Select Next

The system will ask you for the caller's name and contact details enter the same and click on next.



SkySpeed - TESTGN1 - Airport Agent(APT) - testr4x

Session View Booking Reservation Tools Information Help

Reservation

Booking: Creating  
Payment: Pending  
Caller:  
Total Cost: 7,304.00 INR Amount Due: 0.00 INR

Promo: <Ctrl + F3>

Flight Information  
1. Thu, 16Apr 2020 KK 7,304.00INR 6E 5008 DEL-MAA 09:55- 12:45

Other Services (0)

Passengers (1)  
1. sharma, kaveer

Contact Information (1)  
1. sharma, kaveer 0999999999999999

Payments  
EV 7,304.00 INR (1x)

Comments  
M - please MAAS customer CIP Chairman and m

Action to perform

- End Record
- End Record and Clear
- Ignore Changes (Ctrl+F10)
- Ignore Changes and Clear

Itinerary details

Send Itinerary via:

Ignore Validation

Override check restrictions

Set Current Caller

Caller's Name: kaveer sharma  
Caller's #: 0999999999999999  
(ex: 5555555555)

OK Cancel

Cancel < Back Next >

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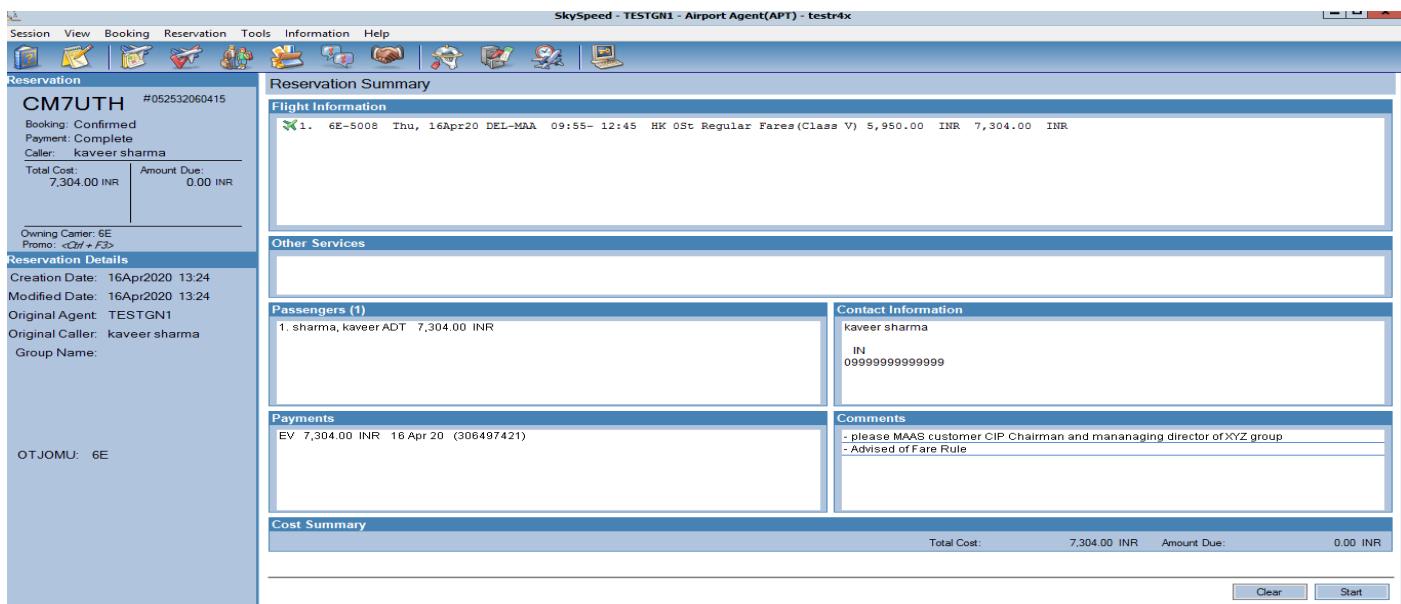
The PNR will be created

### Status of PNR:

HK – Confirm

HU – Hold

KK - Pending



F9: Fees. Following fees can be charged to the customer through F9 Self offload / N move.

F10: For retrieving the reservation / PNR

F11: Flight information ETA /ETD F12: Log-out

**Function key F3 to F8 are called at main function keys and function key F1, F2, F9 to F12 are called as support function keys.**

Short cut Keys:

CTRL +F4 = Set assignment

SHIFT +F11 = Opens F.Y.I. page

SHIFT +F5 = Opens contact details

SHIFT + F7 = Full history of PNR

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SHIFT + F4 = Flight manifest

SHIFT + F6 = Credit shell information

### Credit shell

Important:

Credit shell is created in 2 circumstances

- Rebooking fare is lower than the refund amount
- Cancellation and no rebooking

Credit shell is valid for 1 year from the date of creation and can be used only by the account holder for any 6E services.

The PNR for which the credit shell is created becomes the account number.

Credit shell can be created for Cash / EDC / Online transactions. Tickets issued by travel agents, booking websites or by other international airlines cannot be used for credit shell.

6. **Credit shell shall be utilized for same customer name**
7. **Use credit shell in XXGN roles only however creation of credit shell is allowed in all airport roles.**
8. **Customer shall be able to use Credit shell through Website as well**

Functionality	APTO	APGK	APTS	XXGN
Creating Credit Shell (CS)	Yes	Yes	Yes	Yes
Utilizing Credit Fund (CF)	No	No	No	Yes

### History of PNR in GoNow:

Shortcut key: CTRL + H

View and Access	APTO	APGK	APTS	XXGN
PNR with past travel date from 0-3 months	YES	YES	YES	YES
PNR with past travel date beyond 3 months	NO	NO	NO	YES
PNR having last leg with past travel date of beyond 3 months	NO	NO	NO	YES
PNR with combination of future travel date and past travel date beyond 3 months	YES	YES	YES	YES

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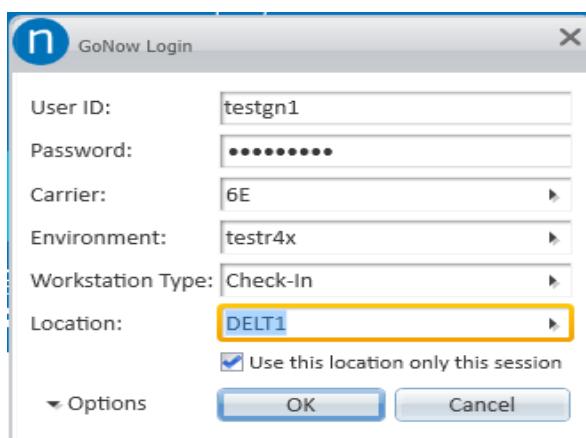
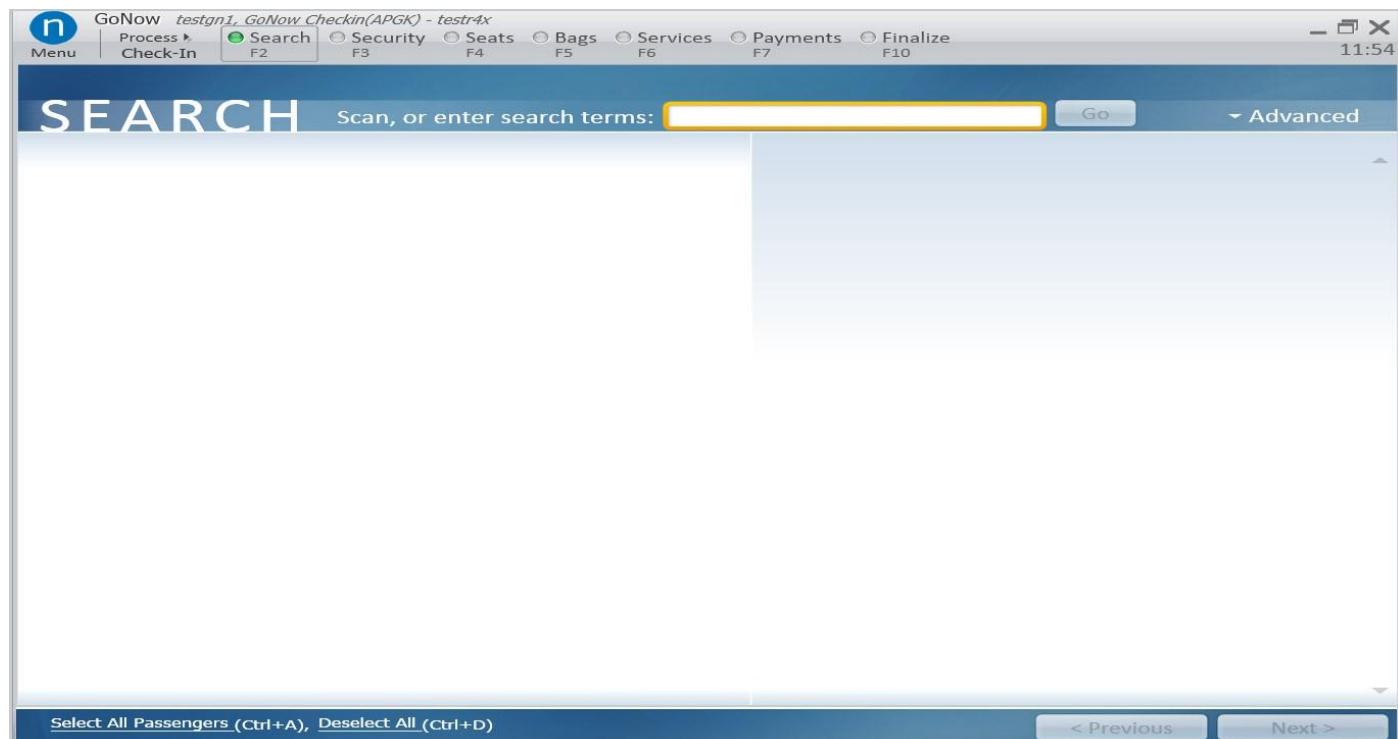
## Repayment

Repayment option is used when a customer is booked under watch queue for using international credit card for making the payment. If he / she cannot present the credit card then repayment option will be used.

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## GoNow: Check-in and Boarding System

The system used by Indigo for checking-in the customer and make necessary additions during check-in is called as GoNow.



Carrier: 6E which indicates the Airline using the software

Environment: testr4y (Test environment for training)

Workstation type: This window will provide 3 options to us depending upon which allocations you will be placed. You will either select Check- in or Departures. Fast bag drop option is included in check-in therefore we will never use this option.

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Workstation Type: **Check-In**

Location:

▼ Options

Check-In

Departure

FastBagDrop

Location: This window will allow you to choose the station you are currently working for. E.g. At DEL we operate out of T1 / T2 / T3 if you select T1 then system will warn you if you try to check-in customer who's flight is departing from T2 or T3.

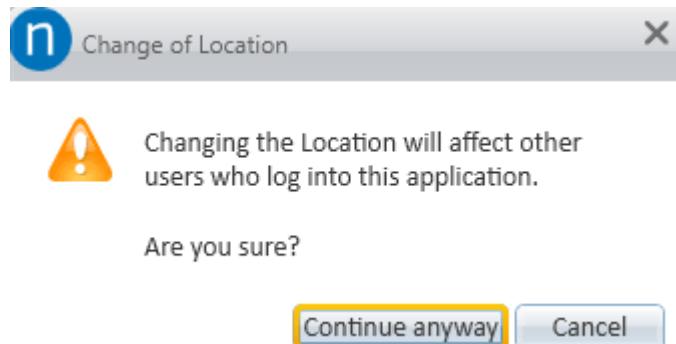
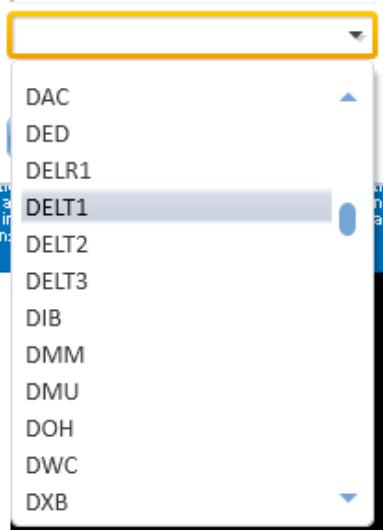


Click on OK

Location:

▼ Options

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this computer program, or a  
er program also embodies in  
y or under third party license.



Click on Continue anyway

Now the system will open for Check-in

**Navigating GoNow**

To search all options select Menu

The role for Check-in and departure can be managed from same window

This indicates the logged in user

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## Check-in



The color coding for each function key is as follows

Red – Mandatory

Yellow – Optional

Green – Function completed or good to go

- Search
  - To retrieve Customer by PNR / Flight / and last name
- Security
  - Unlock PNR from watch queue
  - Add travel document for international travel
- Seats
  - Assign seat
  - Change seat
- Bags
  - Add and remove bags
  - Edit weight
  - Add manual bag tag
- Services
  - Adding SSR and fees
  - Viewing current SSR
- Payments
  - Charging payments
  - View existing payments



- Finalize
  - Save changes to PNR
  - Complete check-in
  - Reprint Boarding pass and Bag tag
  - Uncheck customers

Search PNR: This is the first step in check-in. Following 2 options are available for searching the PNR

- Quick search – PNR for flight departing in next 8hrs can be searched here Advance search – PNR for flights departing up to next 48hrs can be searched. Advance search window provides further options to search by PNR and to search by Name.

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GoNow testgn1, GoNow Checkin(APGK) - testr4x  
 Process ▾ F2 Search F3 Security F4 Seats F5 Bags F6 Services F7 Payments F8 Finalize F10  
 Check-In 12:56

**SEARCH** Scan, or enter search terms: WM4Y9X Go Advanced

GoNow testgn1, GoNow Checkin(APGK) - testr4x  
 Process ▾ F2 Search F3 Security F4 Seats F5 Bags F6 Services F7 Payments F8 Finalize F10  
 Check-In 13:14

**SEARCH** Scan, or enter search terms:

1 Passengers   1 Booking WM4Y9X	Segments   1 Final Dest   GOI
joshi, aniket Mr	6E 831 BOM - GOI 18Apr 12:40

This customer is not checked in. Press enter or click on next. Important:



The page will go to F3 Security. If the customer is booked on international flight or is booked in watch queue DFNS / SR. Citizen

GO NOW testgn1, GoNow Checkin(APGK) - testr4x  
 Process ▾ F2 Search F3 Security F4 Seats F5 Bags F6 Services F7 Payments F8 Finalize F10  
 Check-In 13:20

Passengers | 1 WM4Y9X R:O Segments | 1 To GOI Departs in 23h 19m Balance INR  
 1 joshi, aniket Mr DFNS, MAAS, B... 1 6E 831 BOM-GOI 12:40 - 14:00 0stph 0.00

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## SECURITY

Security Checklist

Add new security item 

General

1  On locked queue "WATCH" 

Booking on Locked Queue

Locked Queue: FIN - AOCS  
 Passenger: All passengers on booking  
 Matching Criteria: Not applicable  
 Comments: Predetermined SSR on booking

Clear from queue?  
 Authorized by:  
 Reasons/Notes:

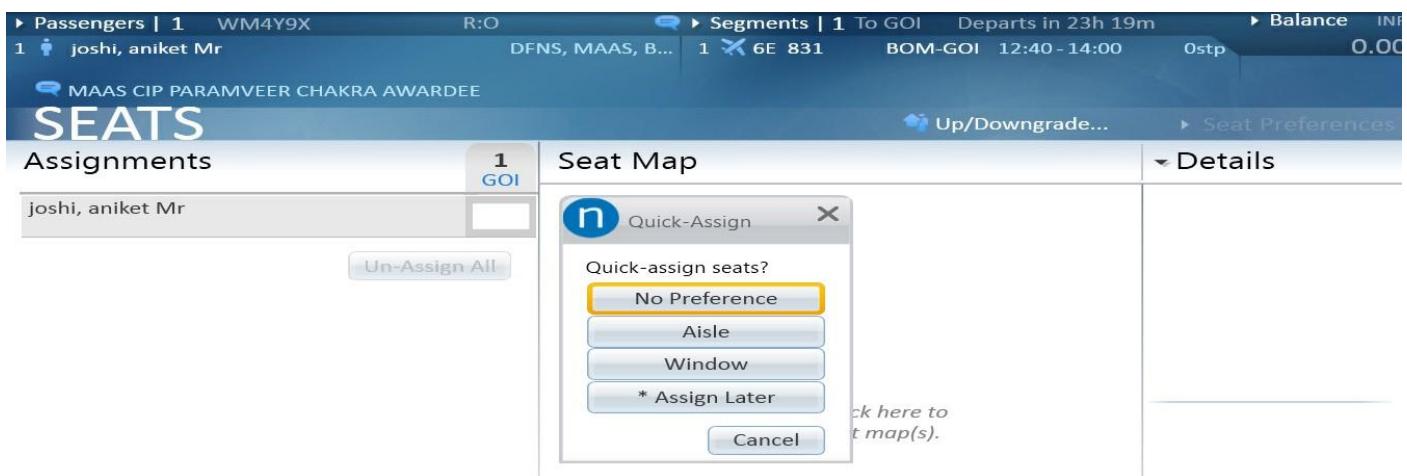
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The next page will be F4 seats

If Seats are pre-booked by the customer this page will be skipped by the system and will directly go to Baggage

However, if seats are not preassigned to the customer, then the seats should be assigned.

Press escape the Quick-Assign option will disappear and seat map will be displayed. **If the seat map is not displayed press ALT+M**



Ask the customer seat of his / her choice press **ALT + A** the cursor will move to the blank seat column and type the seat number press enter

If you select any premium seat the system will automatically calculate the charges

If the customer wants to change the seat, click on unassigned seat Alt + u. All seats will be unassigned. Now assign new seat.

All SSR will be displayed on the right side of the screen

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Passengers | 1 WM4Y9X R:O Segments | 1 To GOI Departs in 23h 19m Balance INR  
 1 joshi, aniket Mr 1F DFNS, MAAS, B... 1 ✈ 6E 831 BOM-GOI 12:40 - 14:00 Ostp 1,000.00

MAAS CIP PARAMVEER CHAKRA AWARDEE

**SEATS**

Assignments

joshi, aniket Mr	Total 1,000.00
------------------	----------------

1 GOI 1F Un-Assign All

Seat Map | 1 6E 831 BOM-GOI 320

Z1 0/60

Up/Downgrade... Seat Preferences

**Details** 1F

- joshi, aniket Mr
- 1,000.00 Male
- R:O
- DFNS
- MAAS
- BULK

Press Enter the system will go to F5 Baggage

The system will display the free baggage allowance (FBA) Important: Maximum 10bags can be added per customer.

Enter number of Pieces and weight of each bag individually. Press Enter



Bags

Add bags Insert

Bag Group 1 (1 Passenger) Fees: 0.00

Baggage Type: ANY Allowance: 15 Kg Remaining: 15 Kg

joshi, aniket Mr

Add Bags

Passenger: joshi, aniket Mr

Bags to Add: 2

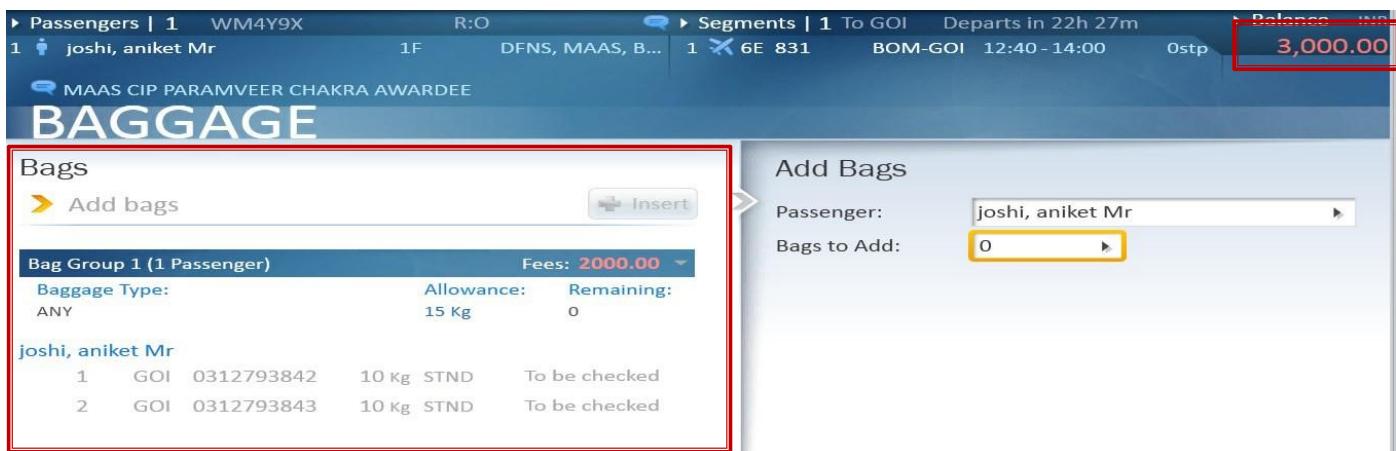
Bag 1: 10 Kg STND

Bag 2: 10 Kg STND

Destination: Goa (GOI)

The system will calculate excess bag and will reflect the amount.

Even though the tag number displays on the screen. It will be called as a passive tag and will not appear on the baggage reconciliation system. Only once the check-in is finalized the tag will be active.



Passengers | 1 WM4Y9X R:O Segments | 1 To GOI Departs in 22h 27m Balance ...  
 1 joshi, aniket Mr 1F DFNS, MAAS, B... 1 ✈ 6E 831 BOM-GOI 12:40 - 14:00 Ostp 3,000.00

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**BAGGAGE**

Bags

Add bags Insert

Bag Group 1 (1 Passenger) Fees: 2000.00

Baggage Type: ANY Allowance: 15 Kg Remaining: 0

joshi, aniket Mr

1 GOI 0312793842	10 Kg STND	To be checked
2 GOI 0312793843	10 Kg STND	To be checked

Add Bags

Passenger: joshi, aniket Mr

Bags to Add: 0

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Press Enter the system will take you to Payment page F7

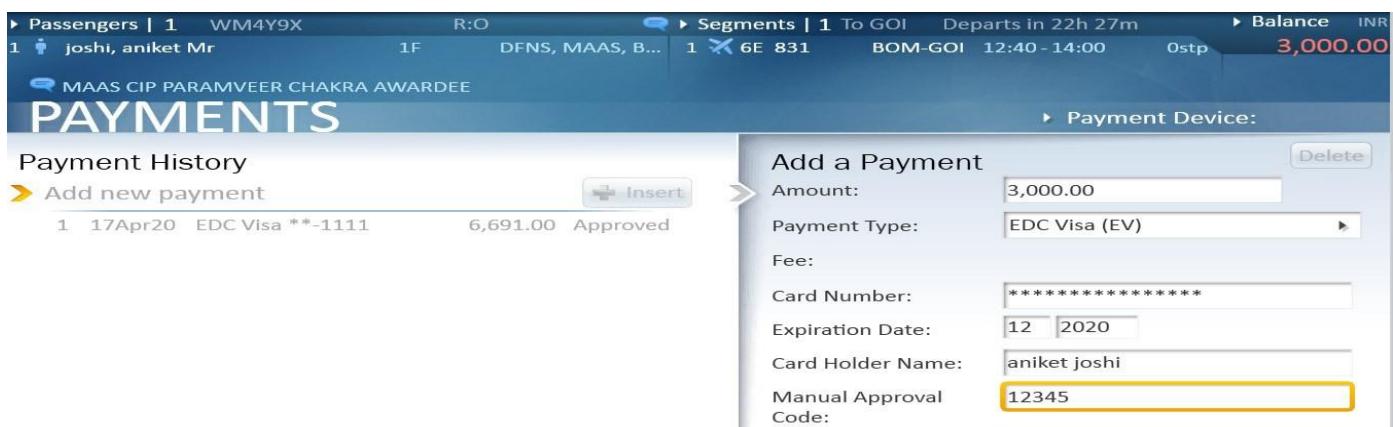
However, should we need to add any more SSR we can press F6 services.



Passengers | 1 WM4Y9X R:O Segments | 1 To GOI Departs in 22h 27m Balance INR  
1 joshi, aniket Mr 1F DFNS, MAAS, B... 1 ✈ 6E 831 BOM-GOI 12:40 - 14:00 Ostp 3,000.00  
MAAS CIP PARAMVEER CHAKRA AWARDEE  
**PAYMENTS**  
Payment History  
Add new payment Insert  
1 17Apr20 EDC Visa \*\*-1111 6,691.00 Approved  
Add a Payment  
Amount: 3,000.00  
Payment Type: EDC Visa (EV)  
Fee:

Important:

- Credit shell and vouchers cannot be used for payments in GoNow
- Split payment can be accepted E.g. Combination of Credit card and Cash
- Until and unless the payments are clear the check-in cannot be completed.
- In the payment history the mode of payment used for purchasing the ticket will appear. This can be used for check-in the International credit card details in case of international ticket transactions.



Passengers | 1 WM4Y9X R:O Segments | 1 To GOI Departs in 22h 27m Balance INR  
1 joshi, aniket Mr 1F DFNS, MAAS, B... 1 ✈ 6E 831 BOM-GOI 12:40 - 14:00 Ostp 3,000.00  
MAAS CIP PARAMVEER CHAKRA AWARDEE  
**PAYMENTS**  
Payment History  
Add new payment Insert  
1 17Apr20 EDC Visa \*\*-1111 6,691.00 Approved  
Add a Payment  
Amount: 3,000.00  
Payment Type: EDC Visa (EV)  
Fee:  
Card Number: \*\*\*\*-\*\*\*\*-\*\*\*\*-\*\*\*\*  
Expiration Date: 12 2020  
Card Holder Name: aniket joshi  
Manual Approval Code: 12345

Press Enter

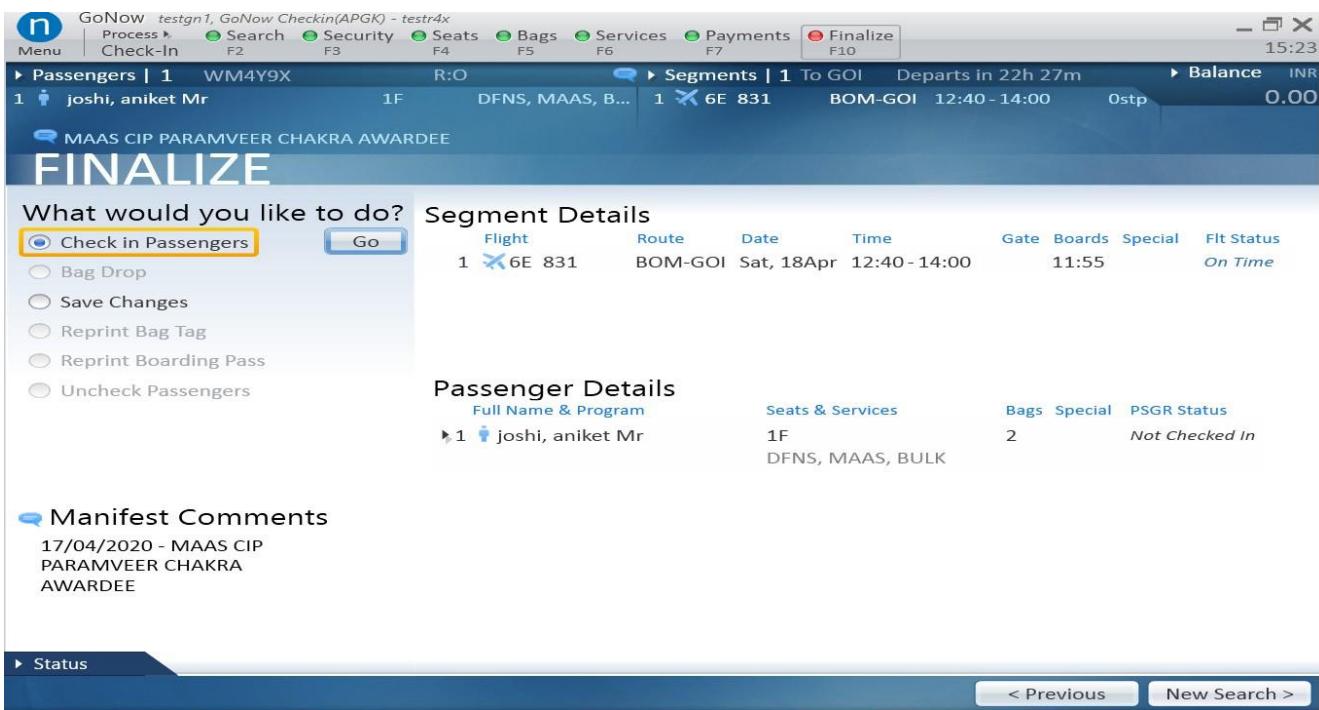
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The system will take you to F10 Finalize check-in. The following 2 options can be performed.

- Check-in customers - The customer will get checked-in and the boarding card and baggage tag will be printed. It is at this stage the bag tag will be active and will appear in the baggage reconciliation system.
- Save the changes – All changes made to the PNR will be saved E.g. Seat will be protected / Baggage tag will be added but in passive mode / additional SSR / Payment Etc.) However, the customer will not be checked-in.
- Reprinting baggage tag and boarding card
- Uncheck customers – Will offload the customer
- Select the option and press enter

Following details will be displayed on the screen.

- Flight details
- Customers details
- Comments for the customer



The screenshot shows the GoNow software interface for flight WM4Y9X from DFNS to GOI on Sat, 18 Apr 12:40-14:00. The passenger is joshi, aniket Mr. The manifest comment is: 17/04/2020 - MAAS CIP PARAMVEER CHAKRA AWARDEE.

**Segment Details:**

Flight	Route	Date	Time	Gate	Boards	Special	Flt Status
1 ✈ 6E 831	BOM-GOI	Sat, 18Apr	12:40 - 14:00	11:55			On Time

**Passenger Details:**

Full Name & Program	Seats & Services	Bags	Special	PSGR Status
joshi, aniket Mr	1F	2		Not Checked In
	DFNS, MAAS, BULK			

**Manifest Comments:**

17/04/2020 - MAAS CIP  
PARAMVEER CHAKRA  
AWARDEE

The response after completing the check-in

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## FINALIZE

What would you like to do?

- Check in Passengers
- Bag Drop
- Save Changes
- Reprint Bag Tag

Go

### Segment Details

Flight	Route	Date	Time	Gate	Boards	Special	Flt Status
1 ✈ 6E 831	BOM-GOI	Sat, 18Apr	12:40 - 14:00		11:55		On Time

### Status

	Done	Success	Failed
✓ Commit			
Save Changes			
✗ Print Receipt			
<i>GoNow Payment Receipt_1 - Access to the path 'C:\Program Files (x86)\IndiGo\testr4x\GoNow\4.1.1.14\Native GoNow\GoNow Payment Receipt_1_20200417_153327_5920535.txt' is denied.</i>	Done	Success	Failed
✓ Check-In			
Host Check-In			
✗ Print Bag Tags			
<i>BagTag_2 - Access to the path 'C:\Program Files (x86)\IndiGo\testr4x\GoNow\4.1.1.14\Native GoNow\BagTag_2_20200417_153328_8108205.txt' is denied.</i>	Done	Success	Failed
✗ Print Boarding Passes			
<i>BoardingPass_1 - Access to the path 'C:\Program Files (x86)\IndiGo\testr4x\GoNow\4.1.1.14\Native GoNow\BoardingPass_1_20200417_153328_7951973.txt' is denied.</i>			Failed
			Process failed
			15:33

### Seats & Services

1F	Bags	Special	PSGR Status
DFNS, MAAS, BULK	2		Checked In

Press escape the status of the customer will appear as checked-in.

► Passengers   1 WM4Y9X	R:O	► Segments   1 To GOI Departs in 21h 06m	► Balance INR 0.00
1 ✶ joshi, aniket Mr	1F	1 ✈ 6E 831 BOM-GOI 12:40 - 14:00	Ostp

MAAS CIP PARAMVEER CHAKRA AWARDEE

## FINALIZE

What would you like to do?

- Check in Passengers
- Bag Drop
- Save Changes
- Reprint Bag Tag
- Reprint Boarding Pass
- Uncheck Passengers

Go

### Segment Details

Flight	Route	Date	Time	Gate	Boards	Special	Flt Status
1 ✈ 6E 831	BOM-GOI	Sat, 18Apr	12:40 - 14:00		11:55		On Time

### Passenger Details

Full Name & Program	Seats & Services	Bags	Special	PSGR Status
1 ✶ joshi, aniket Mr	1F	2		Checked In
	DFNS, MAAS, BULK			

### Manifest Comments

17/04/2020 - MAAS CIP  
PARAMVEER CHAKRA  
AWARDEE

► Status

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## Flow of Process

### F2: Search

This key/page is to retrieve a PNR or use Advance search to search for an outdated or future reservations.

### F3: Security

#### Flow to clear watch queue

Ctrl + N / Quick search PNR – enter / F3 clear watch queue - Edit - Approved by (name of the staff) - Comment / Enter.....

#### Flow to enter passport

Ctrl + N / Quick search PNR – enter / F3 Select the name of the customer / Edit / add passport details – Enter.....

### F4: Seat

Customer may request to change seat after web check-in / KIOSK check-in

F4 Seat – escape – Alt + A – seat No.- Enter / Add baggage PC & WT – Enter / F10 Finalize / Check-in customers - Enter

#### Direct / Transit flight

Ctrl + N / Quick search PNR – enter / F4 Seat - escape -if seat map does not appear Alt+M / Alt + A.....

Type the new seat number into the seat column – Enter /Seat will change / press F10.....

Save changes option will be highlighted – Enter

### F5: Baggage after check-in

#### Flow to add baggage

Ctrl + N / Quick search PNR – enter / F5 – add No. of bags – weight of individual bag – enter – enter / F10.....

Bag drop option will be selected- Go – enter

#### Flow to delete bag tag

Ctrl + N / Quick search PNR – enter / F5 – escape – select the tag you want to delete –

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delete- enter / F10.

Save changes – Go- enter

### **Flow to add bags manually**

Ctrl + N / Quick search PNR – enter / F5 – Ctrl+O (option menu) – Alt+M (manual)- tag No. – Destination – weight.....

Enter-enter/ F10 – Bag drop – Go – Enter

(Remember to exit the manual mode and come back to automated mode Ctrl+O – Alt+A - enter)

### **F6: Services**

**If customer has not added the SSR at the time of booking the same can be added during check-in.**

**Important: INF SSR cannot be added through F6 services. Customers need to make payment should they select any paid SSR. During check-in**

Ctrl + N / Quick search PNR – enter / F4 Seat - escape -if seat map does not appear Alt+M – Alt+A – type seat – enter....

F5 – add bags - PC – WT – enter – enter / F6 select the SSR – name of customer Alt+G – sector Alt+M – write comment in note.....

Alt+N - If the SSR is paid the amount will reflect in balance – enter / F7 add the payment details if needed.....

F10 Check-in – Go – Enter

### **After check-in**

Ctrl + N / Quick search PNR – enter / F6 select the SSR – name of customer Alt+G – sector Alt+M – write comment in note.....

Alt+N - If the SSR is paid the amount will reflect in balance – enter / F7 add the payment details if needed.....

F10 Check-in – Go – Enter

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## F10: Finalize

If customer approaches for issuance of duplicate boarding pass, follow the following steps

- **Reconfirm the photo ID of the customer**
- **Check with customer which check-in counter did he check-in**
- **Check with the counter supervisor then reprint the boarding pass**
- **Inform boarding gate**
- **Add comment into the system**

### Reprint boarding pass

Ctrl + N / Quick search PNR – enter / F10 – reprint boarding pass – go – select the name of the customers.

While reprinting boarding pass, make sure a comment is updated in GoNow (CTRL+M), stating why the boarding pass was reprinted and also about the reference (if it was SRE or MoD's approval)

Enter

### Reprint baggage tag

Ctrl + N / Quick search PNR – enter / F10 – reprint bag tag – go – select the name of the customers

Select the tag Number –Enter

### Offload the customer

Ctrl + N / Quick search PNR – enter / F10 – uncheck customers – go – Select the name of customers.....

Remove bags – Remove seat assign- Enter

Update proper comment (CTRL+M) stating the reason for offload.

### At a glance bar

**At a glance bar will provide detail information about the customer / His or her flight details / Payment details**

Ctrl + N / Quick search PNR – enter

- ALT + P = Customers (Details seat / seq No./ Comments / No. of bags)

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- Alt + S = Segment (Flt No. / ORG-DEST / Date / STD STA / Gate No. / Boarding time / Flt status)
- Alt + B = Balance (Total break up of charges paid by Customers)

### **Adding comment**

Ctrl + N / Quick search PNR – enter / Ctrl +M / Select manifest – add comment Enter – enter – close .....

F10 save changes – Go - enter

### **Adding INFT**

- **INFT can be added only before check-in or during check-in**
- **If seat is protected for the customer first un-assign the seat and only then the INFT can be added.**

Ctrl + N / Quick search PNR – enter / F4 Seat – Ctrl +I – insert – add INFT details – (Name / Gender / DOB).

Select the same of the customer on whom the INFT will be added- add / continue the check-in entry

### **Change the title of the customer**

- **The title change can be done before check-in**

Ctrl + N / Quick search PNR – enter / F4 Seat – Ctrl +I – edit – Alt+ T change the title – Alt+ A – Update....

Continue the check-in entry

### **Divide the group**

- **This is to be used in case Customers booked in 1 single group must be divided because of some reasons.**
- **This will not be applicable on family and group fares**

Ctrl + N / Quick search PNR – enter / Ctrl + Alt + D / Select customer to be divided out – enter.

Automatically allocate payment – divide / 2 PNR will be generated

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## Short cut keys for check-in

### CHECK-IN

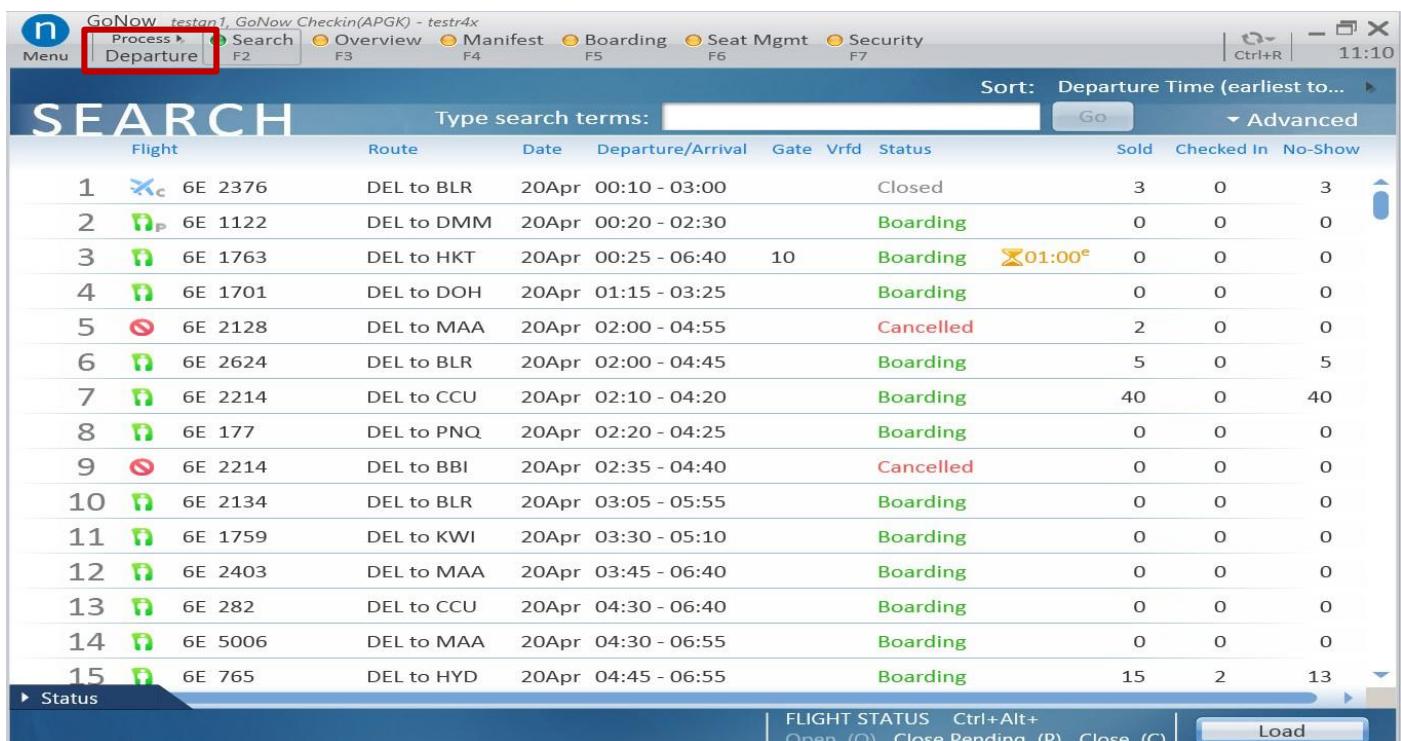
#### Departure

To shift from Check-in to Departures Alt + R / Ctrl + F2 To shift from Departures to Check-in Alt + R / Alt + F2

F2: Departure page

It will provide the following details:

1. Flight status in symbol
2. Flight No.
3. Sector
4. Date of operation
5. STD / STA / Gate No.
6. Status of the flight (On-time / Delayed / Boarding / Cancelled)
7. Total seats sold on the flight / Number of customers checked-in for the flight / No-Show customers



GoNow testan1, GoNow Checkin(APGK) - testr4x

Menu Process Search Overview Manifest Boarding Seat Mgmt Security

ctrl+R 11:10

Sort: Departure Time (earliest to...)

Type search terms:

SEARCH Advanced

Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Sold	Checked In	No-Show
1 ✈c 6E 2376	DEL to BLR	20Apr	00:10 - 03:00			Closed	3	0	3
2 ✈P 6E 1122	DEL to DMM	20Apr	00:20 - 02:30			Boarding	0	0	0
3 ✈ 6E 1763	DEL to HKT	20Apr	00:25 - 06:40	10		Boarding ✈01:00e	0	0	0
4 ✈ 6E 1701	DEL to DOH	20Apr	01:15 - 03:25			Boarding	0	0	0
5 ✈ 6E 2128	DEL to MAA	20Apr	02:00 - 04:55			Cancelled	2	0	0
6 ✈ 6E 2624	DEL to BLR	20Apr	02:00 - 04:45			Boarding	5	0	5
7 ✈ 6E 2214	DEL to CCU	20Apr	02:10 - 04:20			Boarding	40	0	40
8 ✈ 6E 177	DEL to PNQ	20Apr	02:20 - 04:25			Boarding	0	0	0
9 ✈ 6E 2214	DEL to BBI	20Apr	02:35 - 04:40			Cancelled	0	0	0
10 ✈ 6E 2134	DEL to BLR	20Apr	03:05 - 05:55			Boarding	0	0	0
11 ✈ 6E 1759	DEL to KWI	20Apr	03:30 - 05:10			Boarding	0	0	0
12 ✈ 6E 2403	DEL to MAA	20Apr	03:45 - 06:40			Boarding	0	0	0
13 ✈ 6E 282	DEL to CCU	20Apr	04:30 - 06:40			Boarding	0	0	0
14 ✈ 6E 5006	DEL to MAA	20Apr	04:30 - 06:55			Boarding	0	0	0
15 ✈ 6E 765	DEL to HYD	20Apr	04:45 - 06:55			Boarding	15	2	13

Status FLIGHT STATUS Ctrl+Alt+ Open (O) Close Pending (P) Close (C) Load

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Following activities can be done in Departures:

1. Closing and finalizing the flight
2. Update the flight details (Registration of the flight / Operational comments)
3. Check the flight summary and overview (Total customers booked on the flight/ checked-in/ No-Show / Transit / Boarded Etc.)
4. Generate report and manifest
5. Boarding process
6. Seat management (Protect seats / Block and Unblock seats / Release No- Show seats)
7. APIS related process (Push PNR GOV)

To select the list of flights operated between two cities

For close pending the flight – Select the flight / Ctrl + Alt + P To close the

flight – Select the flight / Ctrl + Alt + C

Alt + A / Date / Origin / Destination / Alt + S For selecting  
a particular flight

Alt + A / Date / Origin / Destination/ Flight No. / Alt + S

SEARCH							Type search terms:	Sort: Departure Time (earliest to... ▶	
Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Advanced		
15 6E 765	DEL to HYD	20Apr	04:45 - 06:55			Boarding			
16 6E 643	DEL to PNQ	20Apr	04:50 - 06:55			Boarding			
17 6E 171	DEL to BOM	20Apr	04:50 - 07:10			Boarding X06			
18 6E 2702	DEL to BDQ	20Apr	05:05 - 06:35			Boarding			
19 6E 2133	DEL to BLR	20Apr	05:05 - 07:50			Boarding			
20 6E 5031	DEL to BLR	20Apr	05:05 - 07:50			Boarding			
21 6E 5016	DEL to ATQ	20Apr	05:15 - 06:25			Boarding			
22 6E 2524	DEL to ATQ	20Apr	05:15 - 06:25			Boarding			
23 6E 774	DEL to NAG	20Apr	05:15 - 07:00			Boarding			

Date: 21/04/2020

Origin: DEL  Destination: CCU

Carrier: 6E  Flight No.:

Op Suffix:

ESC or Alt+A to close

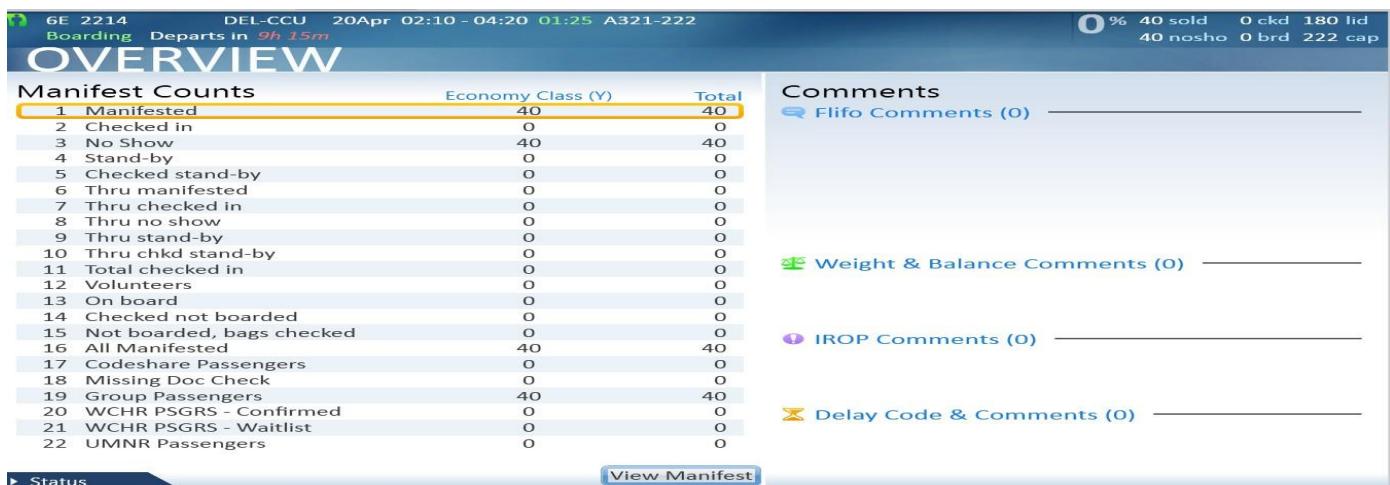
Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Sold	Checked In	No-Show
1 6E 2214	DEL to CCU	21Apr	02:10 - 04:20			On Time	0	0	0
2 6E 282	DEL to CCU	21Apr	04:30 - 06:40			On Time	0	0	0
3 6E 861	DEL to CCU	21Apr	05:45 - 07:55			On Time	0	0	0
4 6E 377	DEL to CCU	21Apr	07:55 - 10:15			On Time	0	0	0
5 6E 455	DEL to CCU	21Apr	09:30 - 11:35			On Time	0	0	0
6 6E 2019	DEL to CCU	21Apr	11:30 - 13:35			On Time	0	0	0
7 6E 921	DEL to CCU	21Apr	13:50 - 16:05			Cancelled	0	0	0

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To default into a flight:

Highlight the flight / Alt + L

### F3: Overview



	Economy Class (Y)	Total	Comments
1 Manifested	40	40	Flifo Comments (0)
2 Checked in	0	0	
3 No Show	40	40	
4 Stand-by	0	0	
5 Checked stand-by	0	0	
6 Thru manifested	0	0	
7 Thru checked in	0	0	
8 Thru no show	0	0	
9 Thru stand-by	0	0	
10 Thru chkd stand-by	0	0	
11 Total checked in	0	0	
12 Volunteers	0	0	
13 On board	0	0	
14 Checked not boarded	0	0	
15 Not boarded, bags checked	0	0	
16 All Manifested	40	40	
17 Codeshare Passengers	0	0	
18 Missing Doc Check	0	0	
19 Group Passengers	40	40	
20 WCHR PSGRS - Confirmed	0	0	
21 WCHR PSGRS - Waitlist	0	0	
22 UMNR Passengers	0	0	

Update the flight detail Ctrl + L Following

details can be updated

1. Flight registration (Alt + F / Alt + U / Alt + A)
2. ETA/ ETD / ETD / ATD
3. Gate Number
4. Operational comment (Alt + C / Alt + A / Alt + T / Select the type of comment / Operations / add the comment / Alt + S)

The operations comments added will appear during check-in.

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Status: Boarding   Flight: 6E 1763   Date: 20Apr   STD - STA: 00:25 - 06:40   Departure - Arrival: 01:00e - 07:05e   Last Update: TESTGN1 - 11:08:29 (05:38:29)   Designate as IROP   Search

Flight Times		Comments
Departure	Original Gate: 10 Actual Gate: 10 Tail Number: VT-IJT Fuel Uplift: 0 Fuel Out: 0	No comments available.
Arrival		Add Comment (1 of 1)
FIDS Status		Comment Type: Operations Comment: < Previous Comment    Next Comment >    Save Added Comments    Cancel

## F4: Manifest

Following manifest can be viewed.

1. Checked-in / Not Checked-in
2. Boarded / Not boarded / Not boarded with Bags
3. Through checked-in (Transit customers list)

View and Sort by are the 2 options available to display the required number of manifests.

View: Manifested (10)		In / Outbound Times		Sort by: Seat Assignment		ifly				
		Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
1	Manifested (10)	R:V	Y			0	0	BLR	IN OUT	
2	Checked in (5)									
2	No Show (5)									
2	Stand-by (0)									
2	Checked stand-by (0)									
2	Thru manifested (0)									
2	Thru checked in (0)									
2	Thru no show (0)									
2	Thru stand-by (0)									
2	Thru chkd stand-by (0)									
2	Total checked in (5)									
2	Volunteers (0)									
4	malhotra, deep Mr	KGFUPZ HK	R:M MAAS	Y		0	0	HYD	IN OUT	
5	sharma, summi Mrs	ZH7FTM HK	R:V MAAS	Y	1F	2	1	BLR	IN OUT	

Following details of the customer can be viewed by selecting the customer.

1. Seat No. / Sequence Number
2. Comments / SSR
3. Baggage details like No. Pieces / Weight of the bag / Bag tag Number Etc.

5	sharma, summi Mrs	ZH7FTM HK	R:V MAAS	Y	1F	2	1	BLR	IN OUT	
Manifest Comments (1) —————— 20Apr20 - MAAS CIP										

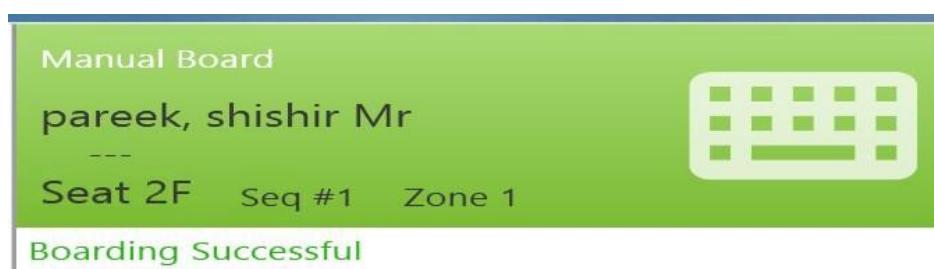
F4 can be used for the following options

1. Boarding (select the customer / Alt + B)
2. De board (select the customer / Alt + N)
3. Offloading the gate no-show customers (select the customer / Alt + H)

#### F5: Boarding

The scanner will be attached to GoNow. Staff will scan the boarding pass and will see the responses on the screen.

#### Ok to board: Green Response



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### Ok to board but pay attention: Yellow response the reasons mentioned below

1. Customers with SSR: UMNR / WCHR / MAAS / Extra seat / BLND / DEAF / INFT
2. Customer seated on emergency exit row (check for eligibility criterion)
3. Watch queue customers
4. Customer travelling on Jump seat



### Do not board the customer: Red Reasons mentioned below

1. Customers boarding wrong flight / Wrong date
2. Duplicate boarding pass / Duplicate customer boarding
3. INFT boarding pass scanned.

### Important: Stop these customers from boarding.



### In case of duplicate boarding pass please follow the below mentioned steps:

1. Ask the customer politely to wait aside. Check for his / her photo ID and ticket
2. Check with RAMP if any customer with same boarding card is on board.
3. If yes, ask the RAMP staff to check for the photo ID of the customer.
4. Identify the correct customer and allow him / her to board

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5. Offload the wrong customer and If time permitting ask the check-in counters to check-in the offloaded customer. Ensure the boarding card is stamped by CISF security. And then board the customer.

#### Do not board the customer: Blue Reasons mentioned below

- Discounted Fare (SRCT, STUD, DFNS, SEMN)

**Assist Manual Board**

Mahna, Surbhit Mr

---

Seat 2A Seq #1 Zone 3

?

Since this is a discounted fare, please check and verify required documents as per process.

Reason:

Comment:

Services \_\_\_\_\_ Comments \_\_\_\_\_

DFNS Defence Per...

■■■ **Manual Board by Seq #:**

#### Important: Stop these customers from boarding.

- Ask the customer politely to wait aside.
- Check for his / her photo ID and ticket
- Once the ID has been verified click on YES and board the customer and allow the customer to board the flight.

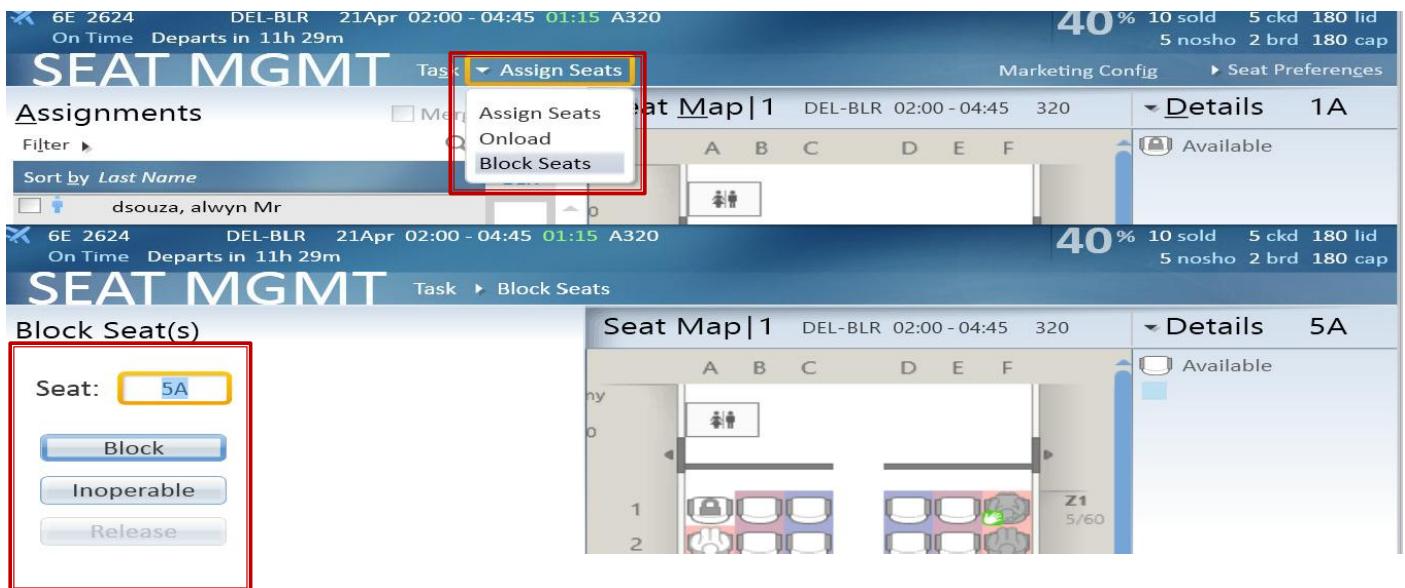
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## F6: Seats

This function key will provide the following options.

1. Block and unblock seats (Operational reason / to balance the aircraft / Unserviceable seats Etc.)
2. Flight editing (Protected seat for customers who are not checked-in / Group seat protections)
3. On-load a customer (allot seat) to the customer travelling on JUMP seat.
4. Release seats of no-show customer.

To block seats: Alt + S / click on right arrow / select options block seats.



To block / un-block seats: Alt + L / Select option No-show / Go



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Revision 14

6E 2624 DEL-BLR 21Apr 02:00 - 04:45 01:15 A320  
On Time Departs in 11h 29m 40%

## SEAT MGMT

Task ▶ Assign Seats Marketing Co

### Assignments

Merged View

Filter ▾

- Checked in
- No Show
- Checked stand-by
- Thru checked in
- Thru chkd stand-by
- Total checked in
- Volunteers
- All Checked In Without Seat
- No seats
- With extra seat
- Group Passengers
- WCHR PSGRS - Confirmed
- WCHR PSGRS - Waitlist
- Special Assistance
- UMNR Passengers
- Services
- Inbound
- Outbound

Name   
  ESC or Alt+L to close X

Seat Map | 1 DEL-BLR 02:00 - 04:45 320

Type the seta Number in the seat column / Enter

6E 2624 DEL-BLR 21Apr 02:00 - 04:45 01:15 A320  
On Time Departs in 10h 44m 40%

## SEAT MGMT

Task ▶ Assign Seats Marketing Conf

### Assignments (5 of 10)

Merged View

Filter ▾  No Show

Sort by Last Name

<input type="checkbox"/>	dsouza, alwyn Mr	5A
1/2	GFHFH, SDGRFYHER Mr INFT	<input type="text"/>
1/2	HRTHR, YTRETYER Miss	<input type="text"/>
	malhotra, deep Mr	<input type="text"/>
	TGSFDGS, AFDF Mr	2A

Seat Map | 1 DEL-BLR 02:00 - 04:45 320

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Generating report: Ctrl + G

## REPORTS

Report: Pre/Post Flight Manifest

Parameters

Flight: 6E 2624 DEL-BLR 21Apr

Report Type: PreFlight Manifest (

Sort By: Seat (S)

Include Seat Map?  Yes  No

View

Indigo PreFlight Manifest Report By: TESTGN1

Flight: 6E2624 DELBLR Date: 21APR20 02 00

PASSENGER SUMMARY:

Manifested	- 10
Inf Manifested	- 1
Manifested Stand By	- 0
No Shows	- 5
Checked-In	- 5
Inf Checked-In	- 0
Total Checked-In	- 5

Go Print Only

## REPORTS

Report: Check In

Parameters

Flight: 6E 2624 DEL-BLR 21Apr

Show passenger names?  Yes  No

Include thru passengers?  Yes  No

Show seat number?  Yes  No

View

Indigo Check - In Origin City: DEL Flight No: 2624 Fli

Flight	Flt	Passenger Name	Title	PNR	S#	Chkd In	SSR Code	Phor Type
DEL/BLR	6E2624	DSOUZA/ALYN	MR	FNL7NR	5A	N		P
DEL/BLR	6E2624	KAPOOR/AAYUSH	MSTR	IYL29L	3C	Y		P
DEL/BLR	6E2624	KAPOOR/ARUN	MR	IYL29L	3A	Y		P
DEL/BLR	6E2624	KAPOOR/VINITA	MRS	IYL29L	3B	Y		P
DEL/BLR	6E2624	SHARMA/SUMMI	MRS	ZH7FTM	1F	Y	MAAS	P

Go Print Only

## REPORTS

Report: Flight Close

Parameters

Flight: 6E 2624 DEL-BLR 21Apr

Sort by: Passenger Name (N

Weight Type: Kilograms (Kg)

View

Indigo Flight Close Weight Type: Kilograms By: TESTGN1

Flight: 2624 DELBLR Date: 21Apr20/0200

Totals:

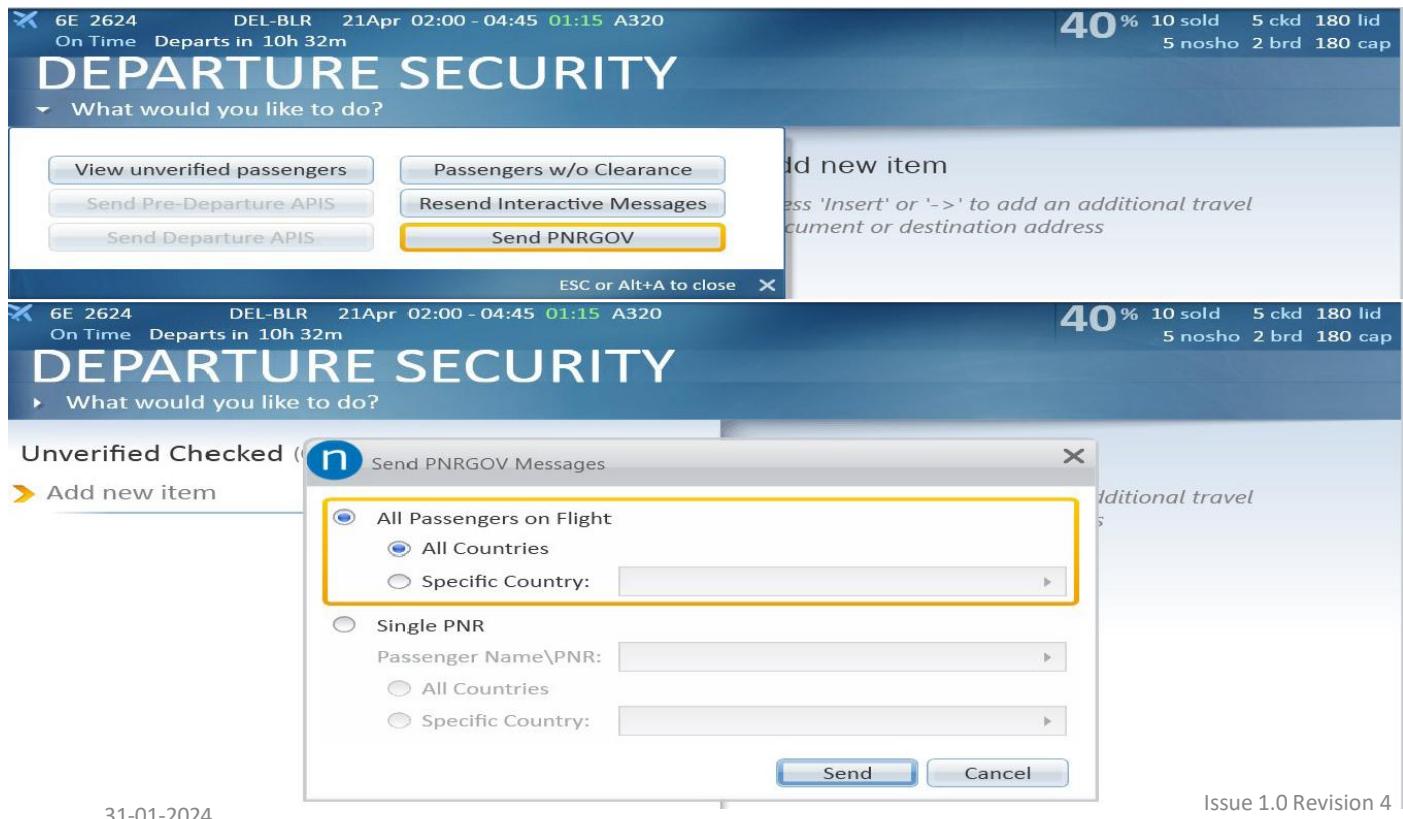
Manifested	- 10	Checked-in/Boarded	- 5
Unconfirmed	- 0	No Shows	- 5
Stand-by Pax	- 0	Cleared Stand-by Pax	- 0
Thru Manifested	- 0	Thru Checked-in/Boarded	- 0
Thru No - shows	- 0	Total Checked-in	- 5
Total Manifested	- 10	Inf. Checked-in/Boarded	- 0
Inf. Manifested	- 1	Child Checked-in/Boarded	- 1
Child Manifested	- 2	Female Checked-in/Boarded	- 2
Female Manifested	- 2	Male Checked-in/Boarded	- 2
Male Manifested	- 6	Flt Cdns Possible	- 0
		Flt Cdns Required	- 0
Total Bag Checked	- 6	Total Bag Weight	- 55
		Pax Checked-In by Zone	
Zone 1 1-10 :	M 2 F 2 C 1 TTL 5 I 0		
Totals:	2 2 1 5 0		

Go Print Only

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## F7: Security

PNRGOV (APIS LIST) need to be sent manually to certain countries.



## Short cut Keys for departure

BOARDING	
Commands	Description
CTRL + F2	Departure process
F1	Help
F2	Search
F3	Overview
F4	Manifest
F5	Boarding Screen
F6	Seat management
F7	Security
F12 / ALT+F4	Log out
ALT + A	Advance search
ALT+L	To onload standby customers
ALT + /	To select all customers in the group during assigning seats
ALT +O	To assign seats to all customers on standby list
CTRL + P	Print

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<b>CTRL + O</b>	Options for settings
<b>CTRL + N</b>	Search NEW Sectors / Flights
<b>CTRL + F2</b>	Departure process
<b>CTRL + U</b>	Flight summary (Joining of the flight)
<b>CTRL + L</b>	Updating Gate No. and Gate Comments
<b>CTRL + W</b>	Print crew & rush tag bags
<b>CTRL + A</b>	To select all customers who are on standby list
<b>CTRL + E</b>	IROPS
<b>CTRL + G</b>	Reports
<b>CTRL + H</b>	History of flight (= .FR)
<b>CTRL + ALT + R</b>	Refresh
<b>CTRL + ALT + I</b>	FLT Info (ETA/ETD) (= .FI/FLIGHT No.)
<b>CTRL + ALT + O</b>	Open flight status (OP)
<b>CTRL + ALT + P</b>	Close pending status (counter closer - CP)
<b>CTRL + ALT + C</b>	Flight closed post boarding (CF)

## NPSD & NPSP SSRs

### Identifying NPS Promoters and Detractors

#### OBJECTIVE:

New SSR codes (**NPSP & NPSD**) created to help our AOCS TEAM identify customers with previous travel & survey history with us. This knowledge would enable them to customize interactions to drive overall customer experience for IndiGo by going an extra mile and by providing courteous and provide hassle free service with warmth and smile.

#### TOUCHPOINTS

- Check-in
- Boarding
- Inflight
- Arrival

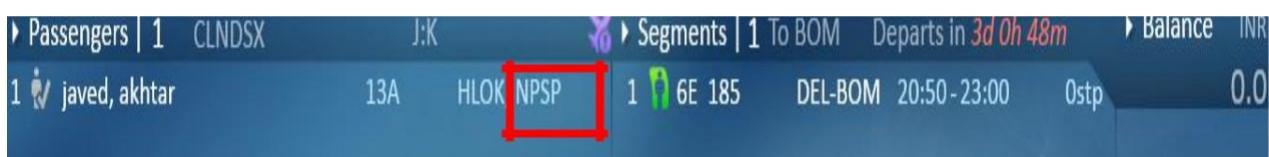
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## PROCESS DETAILS:

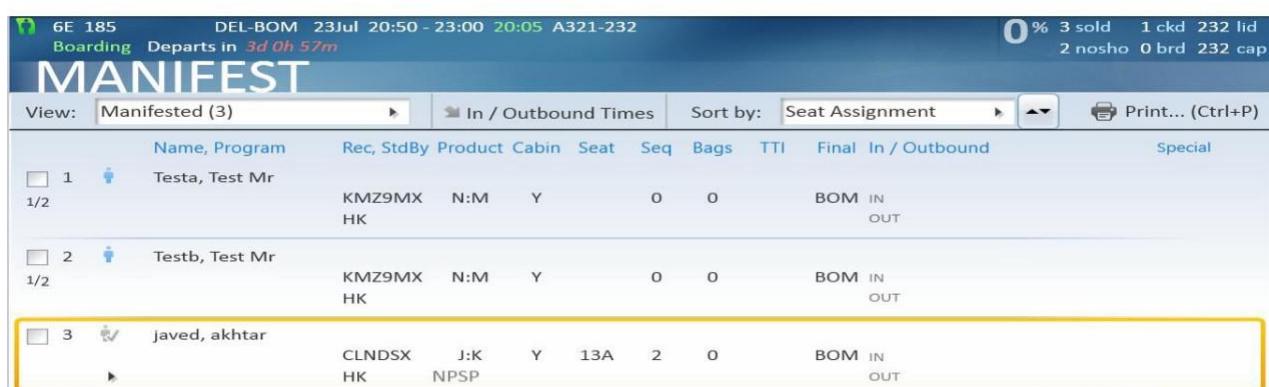
- After the PNR is retrieved in search page, the SSR is visible at a glance



Passengers | 1 YEVFMS J:K Segments | 1 To BOM Departs in 5d 6h 30m Balance INR  
 1 Asopa, Deepak NPSD 1 6E 189 DEL-BOM 15:00-17:10 Ostp 0.0



Passengers | 1 CLNSDX J:K Segments | 1 To BOM Departs in 3d 0h 48m Balance INR  
 1 javed, akhtar 13A HLOK NPSP 1 6E 185 DEL-BOM 20:50-23:00 Ostp 0.0



Boarding Departs in 3d 0h 57m 0% 3 sold 1 ckd 232 lid 2 nosho 0 brd 232 cap  
**MANIFEST**  
 View: Manifested (3) In / Outbound Times Sort by: Seat Assignment Print... (Ctrl+P)  
 Name, Program Rec, StdBy Product Cabin Seat Seq Bags TTI Final In / Outbound Special  
 1 Testa, Test Mr KMZ9MX N:M Y 0 0 BOM IN OUT  
 1/2 HK  
 2 Testb, Test Mr KMZ9MX N:M Y 0 0 BOM IN OUT  
 1/2 HK  
 3 javed, akhtar CLNSDX J:K Y 13A 2 0 BOM IN OUT  
 1/2 HK NPSP



Boarding Departs in 3d 1h 02m 100% 3 sold 1 ckd 232 lid 2 nosho 1 brd 232 cap Scanners  
**BOARDING**  
 Assist Queue (0)  
 No issues  
 Lanes (0)  
 Manual Board  
 javed, akhtar ---  
 Seat 13A seq #2 Zone 2  
 Boarding Successful  
 Services \_\_\_\_\_ Comments \_\_\_\_\_  
 NPS - Prom...

## How it appears in Seat Assignments Report (Manifest)

- In the Seat assignments report, these SSR will appear along with the normal SSR. Once the manifest is printed the SSR will be visible against the customer's name

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IndiGo	IndiGo Proprietary and Confidential		Issue 2

```

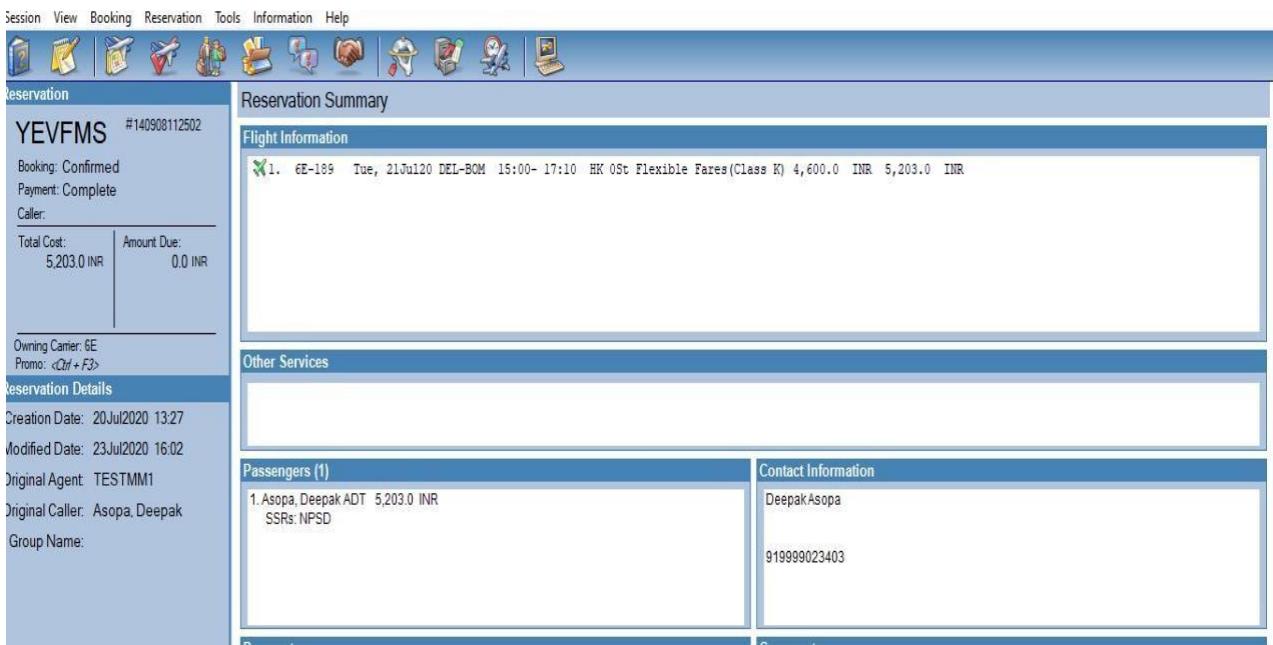
a0024ros          IndiGo
26JUL20 22 01      Seat Assignments
                   for 23JUL20 DELBOM 6E 185
By: TESTGN6

Seat PNR      Pax Name      Pax Stat C1 SSR1 SSR2 SSR3 SSR4 Bags
-----      -----
13A CLNDSX    JAVED/AKHTAR   1  FF  K  HLOK NPSP   0
Total bags on board: 0

End of report

```

## How it appears in Skyspeed



The screenshot shows the Skyspeed software interface with the following details:

- Reservation Summary:** Flight YEVFMS #140908112502. Booking: Confirmed, Payment: Complete.
- Flight Information:** Flight 6E-189 from DEL-BOM on Tue, 21Jul20 15:00- 17:10 HK 0st Flexible Fares(Class K) 4,600.0 INR 5,203.0 INR.
- Other Services:** No information displayed.
- Passengers (1):** 1. Asopa, Deepak ADT 5,203.0 INR SSRs: NPSD.
- Contact Information:** DeepakAsopa 919999023403.

## **MANAGER's RESPONSIBILITIES**

- Scan all his flights for the SSR code at D-24 (Until the automated report is ready)
- Brief the team to be vigilant and supportive (must create a WOW moment)
- Inform the check-in team on WhatsApp about the total number of Promoters and Detractors for the flights
- Meet all Promoters and Detractors who have any concern/feedback.
- The APM/Managers to inform Downline station APM/Arrival Managers incase further service recovery required
- Inform PHSD if required at any allocations

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**IMPORTANT**

- Staff shall look for the new SSR “NPSP” or “NPSD” in the PNR to identify the customer for every customer
- Description of the SSR
  - ✓ NPSP-NPS Promoter
  - ✓ NPSD-NPS Detractors
- The SSR code is purely an internal indicator for special handling and not to be communicated to the customer
- NPSP SSR’s –Staff to show their patronage to the customers for the valuable feedback
- There are no additional benefits for the customer. Normal policy will apply
- Customer not to be probed on the reason for previous survey
- Target WOW moments for 20% of daily customers with the SSR codes

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## HLOK Change in Process

- For all such customers who have declared "I am not COVID-19 positive" will continue to have HLOK SSR in the booking.
- For all such customers who have declared "I was diagnosed with COVID-19 and have recovered after treatment" will continue to have **HLOK SSR** in their booking but in addition there will be one more **SSR CO19** in the booking.

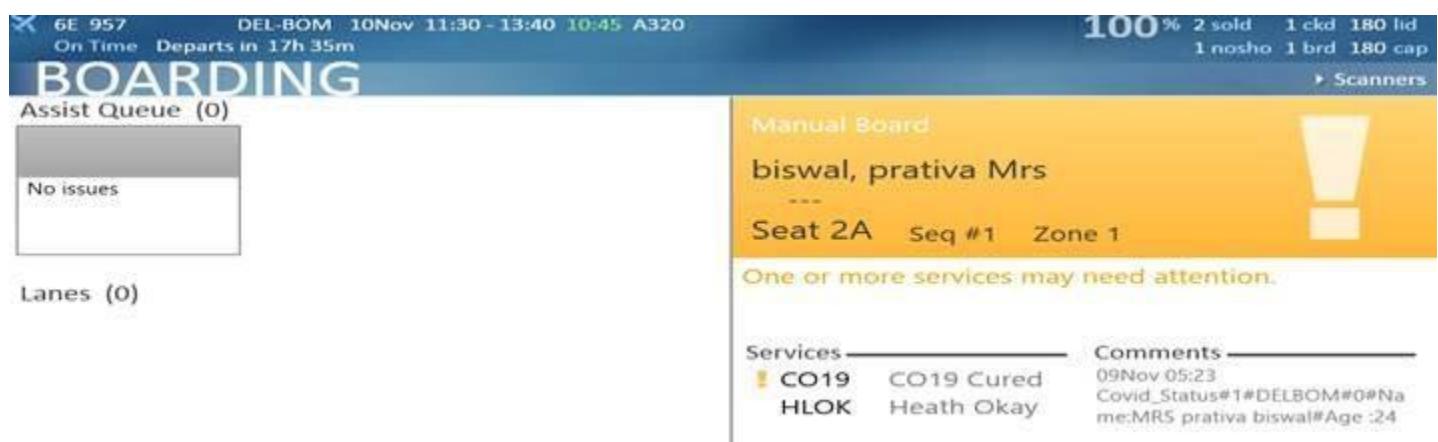


- For the bookings with CO19 SSR, Staff at the check-in counter and boarding gate must ensure to verify the COVID-19 recovered/discharged certificate or COVID-19 negative certificate issued from ICMR approved testing center .**

Airports to use the

link [https://www.icmr.gov.in/pdf/covid/labs/COVID\\_Testing\\_Labs\\_28092020.pdf](https://www.icmr.gov.in/pdf/covid/labs/COVID_Testing_Labs_28092020.pdf) to find the list of ICMR certified designated laboratory.

- While boarding PNR with CO19 SSR ,GoNow will prompt with an amber color for staff to identify the customer.**



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## **Codeshare**

A **codeshare agreement**, also known as **codeshare**, is a business arrangement, common in the aviation industry, in which two or more airlines publish and market the same flight under their own airline designator and flight number (the “airline flight code”) as part of their published timetable or schedule.

In code share agreement 2 airlines are involved

### **Marketing Carrier**

When an airline is allowed to sell a seat on another carrier using their airline code, it is called the marketing carrier.

### **Operating carrier**

When an airline is carrying customer for its code share partner it is called an operating carrier. The aircraft Crew and staff will belong to the operating carrier

At present IndiGo has codeshare partnership with TK (Turkish airlines) and QR (Qatar airways)

### **E-ticket: Electronic ticket**

In an environment where two or more airlines enter into a partnership with an arrangement to sell each other's flight inventory there is a need for a common document for financial reconciliation. This document is called e-ticket.

- Each customer will hold different ticket number.
- One e-ticket will have maximum 4 sectors.
- E-ticket issued by 6E will start with 312 / By TK will start with 235 / by QR will start with 157.

## **Interline**

It is an agreement between two Airlines, where there is a “connection” between two Airlines in one single itinerary.

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## Passport VISA and documentation

**The main two documents required by a customer to travel abroad are Passport and VISA.**

**Passport:** An official document issued by a government, certifying the holder's identity and citizenship and entitling them to travel under its protection to and from foreign countries.

**VISA:** VISA (visitors intended to stay abroad) is an official document that allows the bearer the legally enter a foreign country. The VISA is issued in 2 forms Sticker VISA is glued to the passport and e-VISA which can be printed from the official website of the embassy or high commission.

### Details of customers to be checked on Bio page of passport:

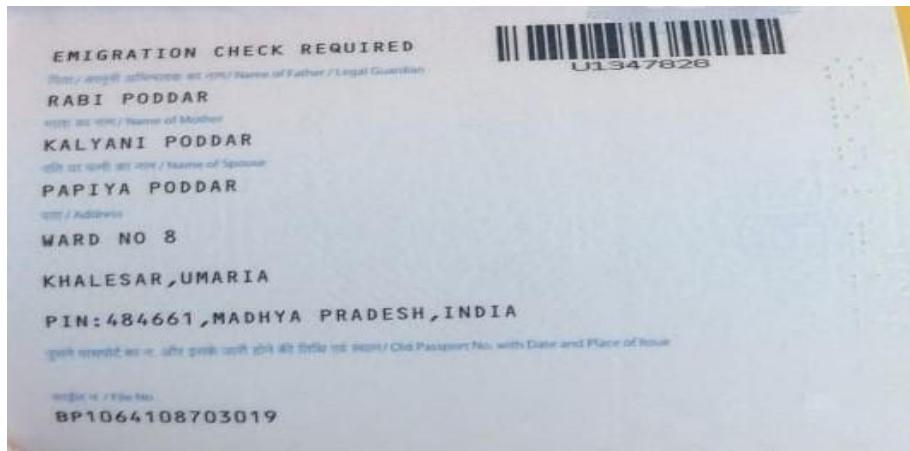


1. Photo of the customer
2. First and Last name of the customer
3. Passport number
4. Date of birth
5. Date of issue and expiry of passport.

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### Details to be checked on the last page of the passport:

ECR stamp



**ECR:** Emigration check required.

If a customer is holding ECR passport and is travelling abroad (to certain countries) for employment purpose, then he / she needs to obtain Protector of emigrant's (POE) clearance.

If ECR passport holder is travelling abroad for vacation / business / student, he or she will not need any clearance from the POE.

As per guidelines issued by Bureau of Immigrations ECR passport holders can not avail the facility of VISA on arrival abroad.

**ECNR:** Emigration check not required. Customers holding ECNR passport does not require to obtain any clearance from POE.

**Following categories of customers are entitled for ECNR passport:**

- Age above 18 and below 50
- Education above 10<sup>th</sup> Grade
- Any person who is paying income tax for 3 years and above
- Any person who is staying abroad for more than 3 years
- Seamen who are in possession of CDC
- Any person holding permanent resident card or VISA E.g. Green card in case of ECR



## Customer profiling

- Customer Profiling is a method for identifying illegal travelers, criminals and terrorists by behavioral analysis, documentation, and expert observation and/or questioning techniques.
- Profiling can selectively target certain individuals for additional searches and questioning and quickly isolate those few individuals who might warrant more thorough scrutiny by security personnel.

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## Who are Imposters?

- Imposters are “Lookalikes”. These are people who use a travel document that is not their own & pretend to be that person the travel document is usually genuine but the person using it is not the rightful holder.

## Human trafficking:

When any person is forced to travel against his / her wish or desire will be called as human trafficking.

## Reasons for human trafficking.

- For Sexual Exploitation
- For Commercial Labor (Agricultural or restaurant trade)
- For Slavery
- For Domestic servitude
- For Trade in human body parts
- For Human sacrifice

## Action taken against staff involved in human trafficking.

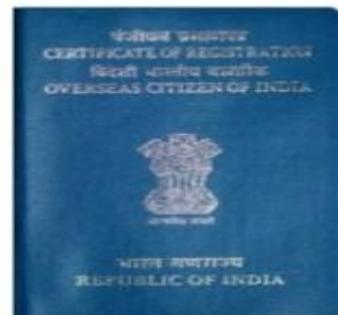
- Staff should not get involved with any agency or person (external agency employees, OAL, Etc.) in bypassing any document verification, profiling of customers.
- Staff should not be involved or assist any external agency in human trafficking or transporting customers with improper documentation.
- If the staff is found guilty the due enquiry will be conducted as per the law of the land and will be terminated from their services form the organization.

## OCI CARD

- The following categories of persons (except Pakistan and Bangladesh) are eligible to apply under OCI scheme: Who is a citizen of another country, but was a citizen of India at the time of, or at any time after, the commencement of the constitution; or
- Who is a citizen of another country, but was eligible to become a citizen of India at the time of the commencement of the constitution; or



- Who is a citizen of another country, but belonged to a territory that became part of India after the 15th day of August, 1947; or
- Who is a child or a grand-child or a great grandchild of such a citizen

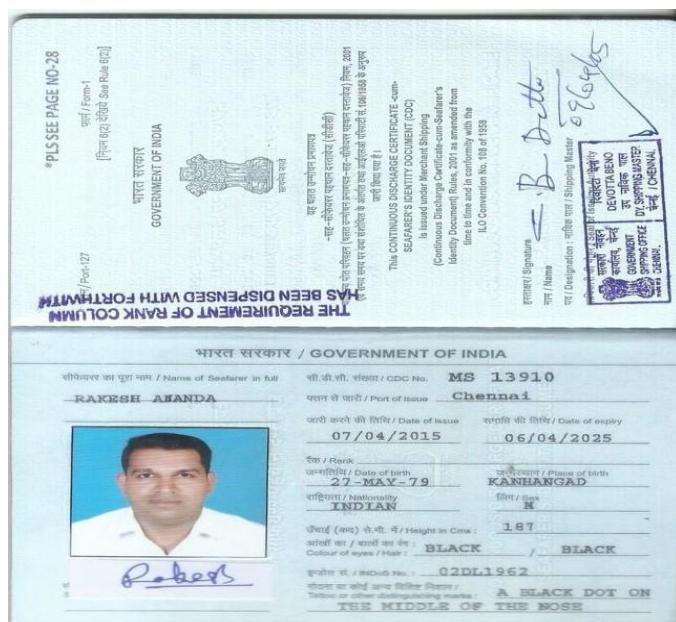
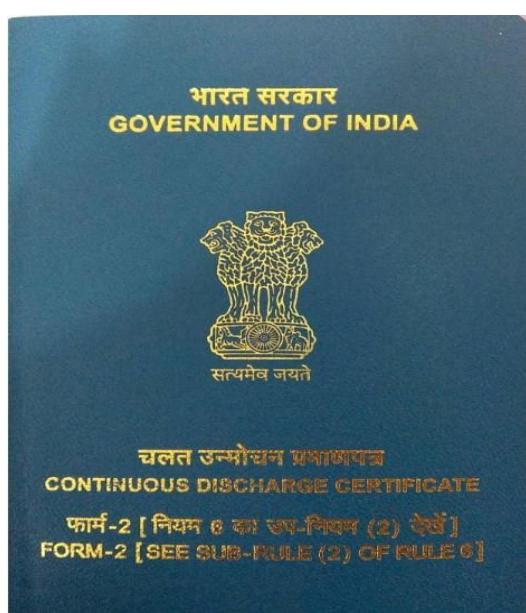


<https://boi.gov.in/content/overseas-citizen-india-oci-cardholder>

### Continues discharge certificate: CDC

CDC is issued to seamen (SEMN). These customers are working on ship. The VISA rules for SEMN may differ from other customers. They must travel with a Joining letter issued form their employer.

SEMN can use the CDC only while travelling on duty (either joining the ship or returning to home country from duty)



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Documents SEMN should carry while travelling on duty.

1. Passport
2. VISA if applicable
3. CDC
4. Letter from employer (Ship joining letter)
5. POI clearance from ministry of shipping.

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## Travel Information Manual Automatic or

TIMATIC

Link: [www.timaticweb2.com](http://www.timaticweb2.com)

- Timatic is an IATA website containing the complete information of documentation requirements for a Customer of any nationality travelling in and out of any country.
- Timatic is used by airlines to determine whether a Customer can be carried and what are the documents to be checked while accepting a Customer on an international flight.

Timatic has all the information as below:

1. Passport requirements & VISA requirements
2. Health requirements
3. Airport tax to be paid by the at departure and arrival by a Customer
4. Customs regulations regarding import and export by a Customer
5. Currency regulations regarding import and export by a Customer



Basic details to be entered in Timatic:

1. Destination country
2. Boarding from country
3. Nationality of the customer

## Itinerary & Traveler Details

### Itinerary Details

Destination Country \*

United Kingdom or

Arrival Date

25 January 2019

Departure/Airport

or

Carrier

Duration of Stay

Days

Purpose of Stay

Ticket

Transit Point 1

**add**  or

### Traveler details

Nationality \*

Document Held \*

Passport: Normal

Issuing Country

Issue Date

day month year

Expiry Date

day month year

Residence Country

Country of Birth

Birth Date

day month year

Passport Series

(Up to 2 letters)

Secondary Document Held

Document feature

\* Required field

Check Passport and Visa Advice

Save as a template



## Inadmissible Customers: (INAD)

Inadmissible (INAD) customers mean a customer who is refused admission to a state by Immigration authorities of that state, or who is refused onward carriage by a state authority at a point of transfer, e.g. due to lack of a visa, expired passport, forged travel documents etc.

Such INAD customer will be transported back to his/her country of origin on the next available flight. It will be the responsibility of inbound carrier to transport the INAD customer back to his / her country of origin.



## Categorization of INAD:

There are three general categories of INAD Customers

- Improperly documented Customers
- Fraudulently documented or undocumented Customers
- Other Admission refusals – states often refuse admission to persons who are in possession of all documents and who appear to the operating carrier to meet all other conditions for entry. Reasons for such refusal may include, for example, lack of funds, information contained in a State's border control database, and/or other pertinent factors.

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## Inadmissible customer facilitation

2. At the airport where customer is declared inadmissible, Immigrations shall notify IndiGo regarding any inadmissible customer in writing as soon as possible.
3. IndiGo shall take the responsibility of facilitating the departure of the INAD customer to any country (where he may have commenced his journey, or another country of the customer's choice where he would be admissible) check Timatic, consult Immigrations and seek customer consent.
4. It shall be IndiGo's responsibility to ensure this customer leaves from the country where he is INAD on the first available flight either on IndiGo or OAL in absence of an IndiGo flight.
5. The customer should be advised of the cost of his onward travel to pay for the same. However, in case the customer does not have the financial ability, IndiGo will incur the cost for his onward travel.
6. In case of inadmissibility due to travel agency error or negligence, Airports are required to send details of such customers to Jitender.Juneja@GOINDIGO.IN and Gaurav.Thakur@GOINDIGO.IN on monthly basis for them to recover the cost from travel agent.
7. Arrival and departure stations must coordinate and attempt to recover the cost of the travel from the customer, however, at no point should the customer travel documents be withheld for recovery of the cost. It is illegal to withhold Passports / CDC's or any government issued travel documents.

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## Deportee

A deportee is a customer who has entered the country either legally or illegally and who at some time later is ordered by the authorities to be withdrawn from the country.

For Example:

- A person who has entered a country legally and overstayed.
- A person who has entered a country with legal documents and overstayed.
- A person who is arrested for immigration offence or a criminal offence.

These immigration offenders have served punishment for the offence that they have committed in the state and are to be repatriated to their country of origin.

These deportees are further classified in to 2 categories

DEPU is used for deportee Unescorted

DEPA is used for deportee Escorted Handling

### Procedure:

- The documents (passport/boarding pass/ticket/any other form) must always be handed over to a lead in an envelope.
- Crew (cabin/cockpit) must always be briefed about the special category customers on board.
- While handing these customers, advise the details (seat no/name etc.) to the lead and identify them to the crew.
- The PNR in Go Now is to be updated as per following:  
Inadmissible/Refusal – INAD.
- Deportee Unescorted – DEPU Deportee Escorted/Prisoners – DEPA.
- Onward station to be advised with complete details.
- All documents pertaining to these customers to be filed at the (DEP/ARR) station.

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## Inner Line Permit - Mizoram

Inner Line Permit (ILP) is an official travel document issued by the concerned state government to allow inward travel of an Indian citizen into a protected area for a limited period. It is obligatory for Indian citizens from outside those states to obtain a permit for entering into the protected state

The document is an effort by the government to regulate movement to certain areas located near the international border of India. Despite the fact that the ILP was originally created by the British to safeguard their commercial interests, it continues to be used in India, officially to protect indigenous communities, cultures in northeastern India. There are different kinds of ILP's, one for tourists and others for people who intend to stay for long-term periods, often for employment purposes.

ILP's valid for tourism purposes are granted as a matter of routine

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## Which states require ILP?

The three states that require Indian citizens to obtain an Inner Line Permit are Nagaland, Arunachal Pradesh and Mizoram. Apart from these, many other regions within some other states also require Indian Citizens to have a permit before they enter.

Note: we will currently focus on Aizawl, where we will begin to fly starting 29<sup>th</sup> Feb'20

## How do I get ILP?

Inner line Permits are issued by the Secretary (Political), Government of Arunachal Pradesh, respective Deputy Commissioner and Additional Deputy Commissioner of the Districts. These can also be obtained from Resident Commissioner's office / Deputy Resident Commissioner & Liaison Offices

Entry Formalities for Domestic Tourists:

Inner Line Pass is required for entry into Mizoram and can be obtained from Liaison Officer, Government of Mizoram from the following cities- Kolkata, Silchar, Shillong, Guwahati and New Delhi. Government employees travelling for official purposes are exempted from obtaining ILP but are required to carry a photo identification card with them at all times. Tourists arriving by air can obtain passes from the Security Officer on arrival at Lengpui Airport, Aizawl

## Documents required for ILP

Any of the following identity documents is necessary for applying for Inner Line Permit in Arunachal Pradesh.

Pan Card

Aadhaar Card

Driving License

Passport

Voter Id

Passport Size Photo

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## Two types of ILP can be issued

1. Temporary: 15 days at a time which can be renewed once for another 15 days.

Fees to be paid:

Rs.20 Application Form Rs.100

Processing Fee Rs.20 Renewal

Fee

Requirements: 4 passport size photo and a photo ID (Driving License/Voter ID/Department ID)

2. Regular: 6 months at a time which can be renewed twice for another 6 months each. However, sponsorship from a local resident or a Government Department is required.

Fees to be paid:

Rs.20 Application Form

Rs.200 Processing Fee Rs.100

Renewal Fee

Requirements: 4 passport size photo and a photo ID and 2 passport size photos of the sponsor

Renewal for both Temporary and Regular ILP can be done at District

Commissioner's Office located at Treasury Square, Aizawl

For tourists originating from Cachar, Hailakandi and Karimganj Districts of Assam State, Electoral Roll details are required due to porous international boundary with Bangladesh and so is the case with persons coming from the state of Tripura.

Tourists entering from Bairabi and Vairengte can obtain ILP from Sub- Deputy Commissioner, Bairabi and Sub-Divisional Officer Vairengte respectively.

ILP cannot be issued at Check gates upon entering the State.

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## ILP for Foreign Tourists

All foreign nationals must register themselves at the office of Superintendent of Police (CID/SB) Mizoram who is the designated Foreigners Registration Officer (FRO) of the State within 24 hours of arrival. Citizens of Afghanistan, China and Pakistan and foreign nationals having their origin in these countries would continue to require prior approval of the Ministry of Home Affairs before entering the state. The addresses of Mizoram House:

At Lengpui Airport Officer in charge Anti Hijacking Security Civil Aerodrome Lengpui	At Shillong Liaison Officer Government of Mizoram Nongrim Hills, Shillong Ph:0364-2230149(O), 225058(R)	At Guwahati Liaison Officer MIZORAM HOUSE Christian Basti. G.S.Road Guwahati-781005 Ph:0361-2529448 Reception : 529 411
At Silchar Liaison Officer Mizoram Run SonaiRoad Silchar -788005 Ph No: 03842-25655(O), 25419 (R of LO)	At Kolkata Liaison Officer Government Of Mizoram Mizoram, Hou e24, Old Ballygunge Road, Calcutta, 700 019 Phone: 033- 4756430/4757887/4757064 Fax: 033-4757034	At New Delhi Resident Commissioner Government of Mizoram MIZORAM HOUSE Circular Road, Chankypuri New Delhi 110 021 Ph(R.C):011- 3016408(O) 6440954 (R) (DyR.C.)3010548 Reception:3016101 PABX: 3012331



## ILP Form

Rs. 120/-  
Enclose 2 Nos. of  
passport size  
Photographs of  
Applicant

**FORM - D**

To,

The Resident Commissioner,  
Govt.of Mizoram,  
Chanakayapuri New Delhi.

Sub: Temporary Inner line Permit

Sir,

I have the honor to request you kindly to issue temporary Inner line Permit to my visit to Mizoram. My particulars are given below:-

1. Name (In Block Letter): \_\_\_\_\_

2. Father's Name: \_\_\_\_\_

3. Full Address: \_\_\_\_\_  
\_\_\_\_\_  
Tel. No. \_\_\_\_\_

Post Office: \_\_\_\_\_ Police Station: \_\_\_\_\_

District: \_\_\_\_\_ State: \_\_\_\_\_

4. Purpose of visit: \_\_\_\_\_

5. Name of Sponsor ( if any): \_\_\_\_\_

Address \_\_\_\_\_

Police Station \_\_\_\_\_ House No. \_\_\_\_\_

6. Validity of Pass: From \_\_\_\_\_ To \_\_\_\_\_

7. E/Roll No. \_\_\_\_\_ Part No. \_\_\_\_\_ Constituency \_\_\_\_\_

Yours faithfully

Signature of applicant  
Phone :- \_\_\_\_\_



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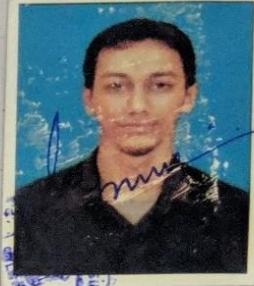
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**Filled Temporary IL****FORM - 'E'**(See Para 4 read with sub-para (1) and (2) of 6)  
**TEMPORARY INNER LINE PASS**PASS No. ....1471/2.....1. a) Name of Pass Holder : Rajiv Vermab) EPIC/UID/Pan card No of Pass Holder : .....-11-07-.....Address/Village : #District : Bangalore P.S. : Habba P.State : Karnatakac) Father's Name : Hari Narayan Vermad) Name of sponsor : .....e) Father's name of Sponsor : .....f) Phone No of Sponsor : .....g) Address of Sponsor : .....2. Purpose of Visit : Tourist to Agambo & Champa3. Validity of the Pass : W.E.F 03/3/19 To 09/3/19Signature of Pass holderSignature of issuing AuthorityDeputy Commissioner  
Govt of Mizoram  
SilcharCONDITIONS :

1. This pass is temporary and subject to cancellation by this Office.
2. Pass holder should produce his/her pass to the Police Officer-in-Charge/Post Commander, Vairengte/Kanhmun/Barirabi/Ngopa/New Kawnpui/Saiphai Check Gate, Mizoram or any other Officer duly authorized by Govt. of Mizoram on this behalf.
3. Pass holder should report to the Deputy Commissioner concerned on his / her arrival at the district headquarter within 7 (Seven) days of arrival.

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## ANNEXURE

### External Organizations

**I.C.A.O - International Civil Aviation Organizations:** In 1944, the world's governments agreed to the setting up of an Organization to establish standards for things such as navigational equipment and safety. The Organization was named I.C.A.O. At its conception, the aim of ICAO was to ensure the safe and orderly growth of international civil aviation throughout the world, meet needs of the people of the world for safe, regular, efficient and economical air transportation, ensure that rights of contracting states are fully respected and that every contracting state has a fair opportunity to operate international airlines.

**I.A.T.A - International Air Transport Association:** It is a voluntary organization of scheduled airlines, which works closely with ICAO to bring about co – operation between member airlines, in matters concerning standards of safety, economy and efficient service. It was founded in 1945 to meet problems created by the rapid expansion of Civil Air services. It is a non-political and democratic Organization, open to any operating air services licensed by a government member of the ICAO.

**D.G.C.A - Directorate General of Civil Aviation:** They are responsible for the administration and maintenance of airports, aerodromes and the registration and licensing of aircraft and licensing of personnel and safety.

**A.A.I. - Airports Authority of India:** Airport Authority of India is a semi-Government authority responsible for the proper administration, maintenance and security of all airports under its jurisdiction.

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**B.C.A.S. - Bureau of Civil Aviation Security:** Bureau of Civil Aviation Security is an independent department under Ministry of Civil Aviation, Government of India, which ensures National Aviation Security. It communicates the policy decisions and directives given by advisory committee for Civil Aviation Security to appropriate authorities for implementation and keeps a watch on the enforcement of these directives at the Airports to keep the Govt. informed. It co-ordinates with the Government of the states and Union Territories to insure implementation of Security measures contained in the National Aviation Security directives. It also formulates Security schemes indicating measures to be enforced in normal times and during high threat situations.

**B.D.D.S. - Bomb Detection and Disposal Squad:** Bomb Detection & Disposal Squad is a branch of B.C.A.S. It is headed by Deputy Commissioner of Security as 'Controller of Explosives' on deputation from the Army. B. D. D. S. Unit has a team of bomb experts/ technicians who can detect and dispose off the explosive devices, if found at the Airport. It imparts training to Aviation staff on 'Bomb Threat procedures' and 'Awareness of Explosive Devices' for the purpose of detection and quick information to concerned authorities to take necessary action.

**C.I.S.F - Central Industrial Security Force:** The CISF is now providing security to the critical infrastructure as well as all the major centers of economic growth of the country. It is also protecting the national assets and highly vital and sensitive installations, which are exceedingly critical from national security point of view. At a time when our country is making rapid strides and is poised to emerge as a global economic power, there are constant efforts by the forces inimical to our country to stall our progress.

**BOI – Bureau of Immigration:** The Immigration services at the major International Airports in India and the Foreigners' registration work in five major cities, are handled by the Bureau of Immigration (BOI). The field officers in charge of immigration and registration activities at Delhi, Mumbai, Kolkata, Chennai and Amritsar are called Foreigners Regional Registration Officers (FRROs). Apart from the FRROs who look after the immigration/registration functions in the above-mentioned five cities, the concerned Districts Superintendents of Police function as Foreigners Registration Officers (FROs) in all the states in the country.



**CBEC – Central Board of Excise and Customs:** Central Board of Excise and Customs (CBEC) is a part of the Department of Revenue under the Ministry of Finance, Government of India. It deals with the tasks of formulation of policy concerning levy and collection of Customs and Central Excise duties, prevention of smuggling and administration of matters relating to Customs, Central Excise and Narcotics to the extent under CBEC's purview. The Board is the administrative authority for its subordinate organizations, including Custom Houses, Central Excise Commissioner and the Central Revenues Control Laboratory.

## Human Factor

What is stress?

The way our mind and body react to the demands of our lifestyle.

We experience 'fatigue' after intense physical or mental effort.

Fatigue comes from consuming our physical or mental resources.

Our resources, mental and physical, are like fuel in a car. During a normal day, we consume our fuel at a constant level (like being in 'cruise mode' on the highway). But if we must go faster or if we have to work harder, then just like a car, we will consume our fuel more quickly. The result is obvious: No fuel, no go! We will talk about how to 'refuel' shortly.





Signs of Fatigue	Fatigue effects	Effects of stress	Managing stress
<ul style="list-style-type: none"><li>▪ Feeling of tiredness</li><li>▪ Drop of performance</li><li>▪ Accumulates with time</li></ul>	<ul style="list-style-type: none"><li>▪ Vision and Memory</li><li>▪ Decision making</li><li>▪ Poor Communication</li><li>▪ Muscular Strength</li></ul>	<ul style="list-style-type: none"><li>▪ Trouble concentrating</li><li>▪ Apathy</li><li>▪ Muscle tension</li><li>▪ Skin irritation</li><li>▪ Stomach problems</li><li>▪ Anger</li><li>▪ Anxiety</li><li>▪ Headaches</li></ul>	<ul style="list-style-type: none"><li>▪ Track your stressors</li><li>▪ Develop healthy responses</li><li>▪ Establish Boundaries</li><li>▪ Take time to recharge</li><li>▪ Learn how to relax</li><li>▪ Talk to your supervisor</li><li>▪ Get some support</li></ul>



## World Time Zone:

A time zone is a region of the globe that observes a uniform standard time for legal, commercial, and social purposes. Time zones tend to follow the boundaries of countries and their subdivisions because it is convenient for area in close commercials or other communication to keep the same time.



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## Jargons

ACK	ACKNOWLEDGE
ACM	ADDITIONAL CREW MEMBER
ACSI	AIRPORT CHECK-IN SYSTEM INTERNATIONAL
ADJ	ADJUSTMENT
ADL	ADDITION AND DELETION LIST
ALI	ABBREVIATED LOAD INFORMATION MESSAGE
AHL	ADVISE IF HOLD
AME	AIRCRAFT MAINTENANCE ENGINEER
AOG	AIRCRAFT ON GROUND
APU	AUXILIARY POWER UNIT
APS	AIRCRAFT PREPARED FOR SERVICE
ATA	ACTUAL TIME OF ARRIVAL
ATC	AIR TRAFFIC CONTROL
ATD	ACTUAL TIME OF DEPARTURE
ATS	AIR TRAFFIC SERVICES
AVI	LIVE ANIMAL
AVIH	LIVE ANIMAL IN HOLD
AVML	HINDU VEGETARIAN MEAL
AWB	AIRWAY BILL
ASAP	AS SOON AS POSSIBLE
BAL	BALLAST(UNMANIFESTED)
BCAS	BUREAU OF CIVIL AVIATION SECURITY
BDDS	BOMB DETECTION AND DISPOSAL SQUAD
BED	STRETCHER INSTALLED

CAO	CARGO AIRCRAFT ONLY
CBBG	CABIN BAGGAGE
CHD	CHILD
CHML	CHILD MEAL



CG	CENTRE OF GRAVITY
CIP	COMMERCIALLY IMPORTANT
CONFIG	CONFIGURATION
COM	COMPANY MAIL
CRB	CREW BAGGAGE
CRT	CATHODE RAY TUBE
CTL	CONTROL
DAPO	DO ALL POSSIBLE
DCS	DEPARTURE CONTROL SYSTEM
DHC	DEAD HEADING CREW
DGCA	DIRECTORATE – GENERAL OF CIVIL AVIATION
DGR	DANGEROUS GOODS REGULATIONS
DIP	DIPLOMATIC MAIL
EFF	EFFECTIVE

ETA	ESTIMATED TIME OF ARRIVAL
ETD	ESTIMATED TIME OF DEPARTURE
EXP	EXPECTANT MOTHER
EXST	EXTRA SEAT PAID FOR
FOC	FREE OF COST
FLT	FLIGHT
FYI	FOR YOUR INFORMATION
GPU	GROUND POWER UNIT
HK	HOLDS CONFIRMED
HL	HAVE WAITLISTED
HN	HAVE REQUESTED
HOTAC	HOTEL ACCOMMODATION
INF	INFANT
J/C	BUSINESS/ PREMIERE
LMC	LAST MINUTE CHANGES
MAAS	MEET AND ASSIST
MCO	MISCELLANEOUS CHARGES ORDER
MEDA	MEDICAL CASE
MVT	MOVEMENT



NOOP	NO OPERATION
NOSH	NO SHOW
NOTOC	NOTIFICATION TO CAPTAIN
NRC	NO RECORD CUSTOMER
OSI	OTHER SERVICE INFO / OTHER SUPPLEMENTARY INFORMATION
ORIG	ORIGINATING

OTHS	OTHER SERVICES (FOR WHICH NO CODE EXISTS)
OHD	ON HAND BAGGAGE
PAD	CUSTOMER AVAILABLE FOR DISEMBARKATION
PAX	CUSTOMERS
PIR	PROPERTY IRREGULARITY REPORT
PIL	CUSTOMER INFORMATION LIST
PNR	CUSTOMER NAME RECORD
PSM	CUSTOMER SERVICE MESSAGE
PSF	CUSTOMER SERVICE FEE
PTA	PREPAID TICKET ADVISE
PTM	CUSTOMER TRANSFER MANIFEST
RCFM	RECONFIRMED
REML	REFERENCE MY LETTER
RLSE	RELEASE
RNFC	ROUTE NAVIGATIONAL FACILITATION CHARGES
RR	RECONFIRMATION
SKED	SCHEDULE

SOM	SEATING OCCUPIED MESSAGE
STA	SCHEDULED TIME OF ARRIVAL
STD	SCHEDULED TIME OF DEPARTURE
SPML	SPECIAL MEAL
SS	SOLD
SITA	SOCIETY INTERNATIONAL TELECOMMUNICATION AERONAUTICS
SUR	SURFACE TRAVEL
TKNO	TICKET NUMBER



TKTD	TICKETED
TKTL	TICKETING TIME LIMIT
UU	UNABLE (WAITLISTED)
UC	UNABLE TO CONFIRM
UM	UNACCOMPANIED MINOR
UM08	UNACCOMPANIED MINOR (FOLLOWED BY AGE)
VIP	VERY IMPORTANT CUSTOMER
WX	WEATHER
WCHR	WHEELCHAIR UPTO RAMP (PAX CAN ASCEND/DESCEND AIRCRAFT STEPS AND MAKE OWN WAY TO THE CABIN)
WCHS	WHEELCHAIR UPTO STAIRS (PAX CANNOT ASCEND/DESCEND STEPS BUT IS ABLE SLOWLY TO MAKE OWN WAY TO THE CABIN)
WCHC	WHEELCHAIR UPTO CABIN (PAX COMPLETELY IMMOBILE & NEEDS ATTENDANTS TO CARRY/SUPPORT TO REACH CABIN SEAT)
YY	ALL AIRLINES CONCERNED
YP	YOUNG CUSTOMER
XBAG	EXCESS BAGGAGE
XX	CANCEL

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## Airline Terminology

- **Aerodrome**- A defined area on land or water intended to be used for arrival or departures and surface movement of the aircraft. Which comprises of runway taxiway and apron.
- **Airside** – The movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is restricted/controlled.
- **Apron (RAMP)** – A defined area on a land aerodrome provided for the stationing of the aircraft for embarkation or disembarkation of customers, the loading and unloading of cargo, and for parking.
- **Booking** – means a booking made in IndiGo's database subject to the receipt by IndiGo, of the full payment, which is the primary record of the reservation.
- **Connected Segments** – Segment means sector operated by any flight. Connecting segment is the connectivity offered by IndiGo between two Flight Segments operated by IndiGo.
- **Conditions of Carriage** – means these conditions, i.e. the contract which governs the carriage of Customers on IndiGo Carriers for domestic/international air travel and terms of Bookings made by Customers, as are available on IndiGo's website and are incorporated by reference in the Itinerary/Receipt/Invoice delivered with the Customer's Booking
- **GST** - means tax on provision of goods and services (Goods and services tax)
- **ICAO** – International Civil Aviation Organization. A specialized agent of the United Nations, Represented by Airport Authorities, Conducts research and develops International Air Law.
- **IATA** – International Air Transport Association. Trade association of airlines, Represent, lead and serve the Airline Industry, IATA is responsible for coordination between airlines and economic growth of the airlines. IATA defines airline rules and regulations
- **Directorate General of Civil Aviation (DGCA)** - Implements, controls, and supervises Airworthiness standards, Safety operations, Crew training in India, Registration of civil aircraft.
- **Bureau of Civil Aviation Security (BCAS)** - Monitors implementation of security rules and regulations and carrying out survey of security needs, Plans and coordinates Aviation Security (AVSEC) matter, Issues Airport Entry Permit (AEP).
- **Port Side** - Indicated by steady red light at left wingtip

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- **Starboard side** - Indicated by steady green light at right wingtip.
- **Anti-collision beacon** - Indicated by a rotating Reddish light on the top & bottom of the Fuselage. The different colours make it possible for an outside observer, such as the pilot of another aircraft, to determine which direction the plane is maneuvering.
- **Adult** – A person who has reached their 12th birthday as of the date of commencement of travel.
- **Baggage identification tag** – Also known as baggage claim tag, this is the portion of the destination or primary tag given to the customer as a receipt for their checked baggage.
- **Baggage tag** – It is a primary tag used as an identification of the customer has checked baggage. Issued by the carrier with the name of the customer, tag no, sequence number, flight number, date of travel and destination printed on the tag and attached to the checked baggage.
- **Chocks-on** – The A/C after landing & taxiing through the taxiway reaches the designated bay. The A/C is marshalled in by the marshal and brought to a halt & the time at which the safety chocks are placed is known as chocks- on. The chocks on time is considered as ATA of the aircraft.
- **Chocks-off** – The A/C after all activities, i.e.. Boarding, baggage loading, fueling etc. is ready for departure with all the doors closed. The point when safety chocks are removed & aircraft moves from the bay is known as Chocks-off.
- **Aircraft Position/Navigation Lights**- All aircraft are equipped with a steady light at the leading edge of each wingtip and an anti-collision beacon at the top of the fuselage.
- **Carrier/ Airline** – The air transport provider issuing the ticket to carry or undertake to carry the customer and his baggage and \ or perform any other service related to such air transport.
- **Child** – A person who is above 02 years of age but has not reached his/her 12th birthday on the date of travel. Domestic Sector – Travel in which the points of departure, stopover and destination are within the same country.
- **Fare** – The amount charged by the carrier for the carriage of customer.
- **Flight Interruption/IROP** – Any unprecedeted change to a scheduled flight due to cancellation or delay
- **Free baggage allowance** – The maximum weight of baggage, which can be carried by a customer without incurring additional charges.
- **General Declaration** – A declaration submitted by an airline to declare the details



of flight crew operating on board an aircraft to facilitate landside formalities.

- **Gate No Show** – When a customer check-in for the flight and if he/she does not report for boarding before the gates are closed will be offloaded from the flight with their bags if any. Such customers will be termed as gate no-show.
- **Inadmissible customer (INAD)** – A customer who is refused to enter country by authorities (usually by local immigrations) or who is refused onward carriage by an airline or government authority by a point of transfer, e.g due to a lack of visa, expired passport, etc.
- **Identity document** – An official document issued by the national authority of the issuing country, most common form is the passport for the international travel & driving license, Aadhaar card etc. for domestic travel.
- **Infant** - Infant would travel on their parent's/guardian (separate seat will not be provided for infants). Applicable charges would be levied per sector towards the infant's booking. Infant is between the ages of 3 days - 2 years.
- **International sector** – Carriage or travel between two or more sovereign states or nations.
- **Journey** – The sum of all portions from beginning to end of a customer's trip, even though separated by gap(s).
- **Jump seat** – These are small foldable seats located at various points in an aircraft. These are meant for crew members during take-off and landing. Commercial customers are not accepted for travel on these seats.
- **Last Minute Change (LMC)** – Information regarding the customer and his baggage accepted or offloaded after the closure of the check-in. It is vital that such changes are immediately conveyed to the supervisor, departure control, boarding gate and load control.
- **Load sheet** – It contains weight and balance data pertaining to a flight, including the weight of the aircraft, crew, pantry, fuel, customers, baggage, cargo and mail. Where necessary, it also contains details of the distribution of this load.
- **Late reporting** – Any customer who reports late after the check-in counters are closed will be termed as late reporting customer
- **Misconnection** – A customer who due to late arrival or non-operation of his original flight arrived late at the transfer point and missed the connecting flight.
- **No Record (NOREC)** – A customer holding an OK status ticket but not booked on the scheduled/ticketed flight and who may be accepted depending on the load and space available on the flight.
- **No-Show** – A customer who fails to use the reservation of the scheduled



flight for reasons other than misconnection.

- **Origin** – The starting place of the journey as shown on the customer ticket.
- **Deportee** – A person formally ordered by the local authorities to be removed from the country after having entered the country.
- **Customer/Pax** – Any person, except member of the crew, travelling in an aircraft with the consent of the carrier.
- **Customers Name Record (PNR)** – or Reference Number/Booking Reference. It is record of each customer's travel requirements, which contains all necessary information about the customer.
- **Customer Manifest** – A report that contains the details of customers on board an aircraft.
- **Refund** – The return of payment to the purchaser of all or a portion of a fare, rate of charge for unused carriage of service.
- **Sector** – A portion of the journey covered by a single flight, commonly known as "From/To".
- **Taxiing In** – It means when a plane lands and moves towards the terminal.
- **Taxiing Out** – It means when a plane moves towards the runway to take off.
- **Transfer** – A change from the service of one carrier (bearing a flight number) to the service of another carrier or the same carrier (bearing a different flight number).
- **VISA** – (VISITORS INTENDED to STAY ABROAD) It is an entry in a passport or other travel documents to enable a customer to enter or transit other countries.



## World Time

Airlines timetables are based on the 24-hour clock. In the 24- hour clock system, times are expressed from 0001 to 2400hrs.

### Examples:

AM/ PM	24 – Hour Clock
12:00 am	0000
12:00 pm	1200

## 24 HOUR CLOCK

All airlines use the 24-hour clock in their schedules and time – tables. This is done to avoid any confusion that may arise when the terms AM (Anti – Meridian) and PM (Post Meridian) are used.

The 24 – hour clock counts continuously from 1 minute past mid – night – 0001 hours – until 1 minute to mid – night - 2359.

### Examples:

10 a.m. - 1000 hours / 10 p.m. - 2200 hours

11 a.m. - 1100 hours / 11 p.m. - 2300 hours

1.10 a.m. - 0110 hours / 1.10 p.m. - 1310 hours



## Airline Language

LETTER	PHONETICS	LETTER	PHONETICS	LETTER	PHONETICS
A	ALPHA	J	JULIET	S	SIERRA
B	BRAVO	K	KILO	T	TANGO
C	CHARLIE	L	LIMA	U	UNIFORM
D	DELTA	M	MIKE	V	VICTORY
E	ECHO	N	NOVEMBER	W	WHISKY
F	FOXTROT	O	OSCAR	X	XRAY
G	GOLF	P	PAPA	Y	YANKEE
H	HOTEL	Q	QUEBEC	Z	ZULU
I	INDIA	R	ROMEO		

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State	City	Airport	IATA Code
Andaman & Nicobar Islands	Sri Vijaya Puram	Veer Savarkar International Airport	IXZ
Andhra Pradesh	Kurnool	Kurnool Airport	KJB
	Rajahmundry	Rajahmundry Airport	RJA
	Tirupati	Tirupati Airport	TIR
	Vijayawada	Vijayawada Airport	VGA
	Visakhapatnam	Visakhapatnam Airport	VTZ
	Kadapa	Kadapa Airport	CDP
Arunachal Pradesh	Itanagar	Donyi Polo Airport	HGI
Assam	Dibrugarh	Dibrugarh Airport	DIB
	Guwahati	Lokpriya Gopinath Bordoloi International Airport	GAU
	Jorhat	Jorhat Airport	JRH
	Silchar	Silchar Airport	IXS
Bihar	Darbhanga	Darbhanga Airport	DBR
	Gaya	Gaya Airport	GAY
	Patna	Jay Prakash Narayan Airport	PAT
Chandigarh	Chandigarh	Chandigarh Airport	IXC
Chhattisgarh	Raipur	Swami Vivekananda Airport	RPR
Delhi	Delhi	Indira Gandhi International Airport	DEL
Goa	Goa	Dabolim Airport	GOI
Gujarat	Ahmedabad	Sardar Vallabhbhai Patel International Airport	AMD
	Rajkot	Rajkot Airport	RAJ
	Surat	Surat International Airport	STV
	Vadodara	Vadodara Airport	BDQ
Jammu and Kashmir	Jammu	Jammu Airport	IXJ
	Srinagar	Sheikh ul-Alam International Airport	SXR
Jharkhand	Ranchi	Birsia Munda Airport	IXR
	Deoghar	Deoghar Airport	DGH
Karnataka	Bengaluru	Kempegowda International Airport	BLR
	Belgaum	Belgaum Airport	IXG
	Hubli	Hubli Airport	HBX
	Mangalore	Mangalore International Airport	IXE
	Mysuru	Mysore Airport	MYQ
	Shivamogga	Shivamogga Domestic Airport	RQY

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State	City	Airport	IATA Code
Madhya Pradesh	Indore	Devi Ahilya Bai Holkar Airport	IDR
	Bhopal	Raja Bhoj Airport	BHO
	Gwalior	Rajmata Vijayaraje Scindia Terminal	GWL
	Jabalpur	Jabalpur Airport	JLR
	Khajuraho	Khajuraho Airport	HJR
Maharashtra	Chhatrapati Sambhajinagar	Aurangabad Airport	IXU
	Kolhapur	Kolhapur Airport	KLH
	Mumbai	Chhatrapati Shivaji Maharaj International Airport	BOM
	Nagpur	Dr. Babasaheb Ambedkar International Airport	NAG
	Pune	Pune Airport	PNQ
	Shirdi	Shirdi Airport	SAG
	Nashik	Nashik National Airport	ISK
	Gondia	Birsai Airport Gondia	GDB
Manipur	Imphal	Imphal Airport	IMF
Meghalaya	Shillong	Shillong Airport	SHL
Mizoram	Aizawl	Lengpui Airport	AJL
Nagaland	Dimapur	Dimapur Airport	DMU
Odisha	Bhubaneswar	Biju Patnaik Airport	BBI
	Jharsuguda	Veer Surendra Sai Airport	JRG
Punjab	Amritsar	Sri Guru Ram Dass Jee International Airport	ATQ
Rajasthan	Jaipur	Jaipur International Airport	JAI
	Jodhpur	Jodhpur Airport	JDH
	Kishangarh	Kishangarh Airport	KQH
	Udaipur	Maharana Pratap Airport	UDR
	Bikaner	Bikaner Air Force Station	BKB
	Jaisalmer	Jaisalmer Airport	JSA
Tamil Nadu	Chennai	Chennai International Airport	MAA
	Coimbatore	Coimbatore International Airport	CJB

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	Madurai	Madurai Airport	IXM
	Tiruchirappalli	Tiruchirappalli International Airport	TRZ
	Tuticorin	Thoothukudi Airport	TCR
	Salem	Salem Airport	SXV
Telangana	Hyderabad	Rajiv Gandhi International Airport	HYD
Tripura	Agartala	Maharaja Bir Bikram Airport	IXA
Uttarakhand	Dehradun	Dehradun Airport	DED
	Pantnagar	Pantnagar Airport	PGH
Ladakh	Leh	Kushok Bakula Rimpochee Airport	IXL

Kerala	Thiruvananthapuram	Thiruvananthapuram International Airport	TRV
	Cochin	Cochin International Airport	COK
	Kannur	Kannur International Airport	CNN
	Calicut	Calicut International Airport	CCJ
West Bengal	Bagdogra	Bagdogra Airport	IXB
	Durgapur	Kazi Nazrul Islam Airport	RDP
	Kolkata	Netaji Subhas Chandra Bose International Airport	CCU
Himachal Pradesh	Dharamshala	Kangra Airport	DHM
Dadra and Nagar Haveli and Daman	Diu	DIU Airport	DIU
Uttar Pradesh	Agra	Agra Airport	AGR
	Prayagraj	Allahabad Airport	IXD
	Bareilly	Bareilly Airport	BEK
	Gorakhpur	Gorakhpur Airport	GOP
	Lucknow	Chaudhary Charan Singh Airport	LKO
	Varanasi	Lal Bahadur Shastri Airport	VNS
	Kanpur	Kanpur Airport	KNU
	Ayodhya	Maharishi Valmiki International Airport, Ayodhya Dham	AYJ

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## Airport IATA Code- International

Country (State)	City	Airport	IATA Code
Bangladesh	Dhaka	Shahjalal International Airport	DAC
China	Chengdu	Chengdu Shuangliu International Airport	CTU
	Guangzhou	Guangzhou Baiyun International Airport	CAN
Saudi Arabia	Dammam	King Fahd International Airport	DMM
	Jeddah	King Abdulaziz International Airport	JED
	Medina	Prince Mohammad Bin Abdulaziz International Airport	MED
	Riyadh	King Khalid International Airport	RUH
Singapore	Singapore	Singapore Changi Airport	SIN
Sri Lanka	Colombo	Bandaranaike International Airport	CMB
	Jaffna	Jaffna International Airport	JAF
Thailand	Bangkok	Suvarnabhumi Airport	BKK
	Phuket	Phuket International Airport	HKT
	Krabi	Krabi International Airport	KBV
Turkey	Istanbul	Istanbul Airport	IST
United Arab Emirates	Abu Dhabi	Abu Dhabi International Airport	AUH
	Dubai	Dubai International Airport	DXB
	Sharjah	Sharjah International Airport	SHJ
	Ras Al Khaimah	Ras Al Khaimah International Airport	RKT
Vietnam	Hanoi	Noi Bai International Airport	HAN
	Ho Chi Minh City	Tan Son Nhat International Airport	SGN
Hong Kong	Hong Kong	Hong Kong International Airport	HKG
Kuwait	Kuwait City	Kuwait International Airport	KWI
Malaysia	Kuala Lumpur	Kuala Lumpur International Airport	KUL
	Penang	Penang International Airport	PEN
	Langkawi	Langkawi International Airport	LGK
Maldives	Malé	Velana International Airport	MLE
Myanmar	Yangon	Yangon International Airport	RGN



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Nepal	Kathmandu	Tribhuvan International Airport	KTM
Oman	Muscat	Muscat International Airport	MCT
Qatar	Doha	Hamad International Airport	DOH
Bahrain	Bahrain	Bahrain International Airport	BAH
Kenya	Nairobi	Jomo Kenyatta International Airport	NBO
Indonesia	Jakarta	Soekarno-Hatta International Airport	CGK
Georgia	Tbilisi	Tbilisi International Airport	TBS
Azerbaijan	Baku	Heydar Aliyev International Airport	GYD
Uzbekistan	Tashkent	Tashkent International Airport	TAS
Kazakhstan	Almaty	Almaty International Airport	ALA
Mauritius	Port Louis	Sir Seewoosagur Ramgoolam International Airport	MRU
Island of Mahe	Seychelles	Seychelles International Airport	SEZ