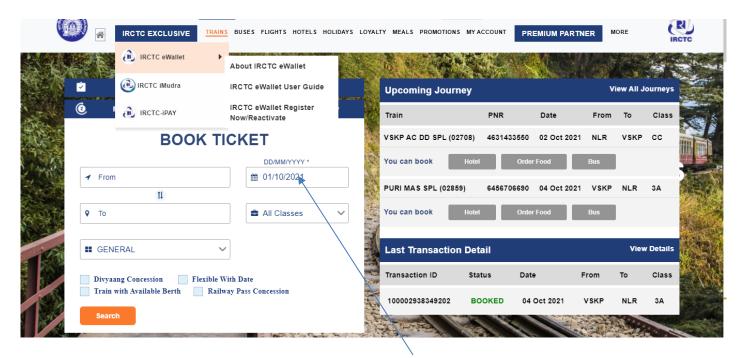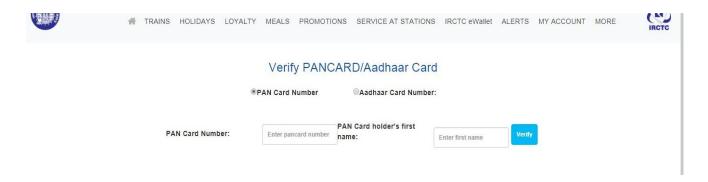## IRCTC eWallet User Guide

## About IRCTC eWallet

- IRCTC eWallet is a scheme under which user can deposit money in advance with IRCTC and can be used as payment option along with other payment options available on IRCTC for paying money at the time of booking tickets.

## IRCTC eWallet Registration

- Login by submitting your username and password on IRCTC eTicketing website.
- Click "IRCTC eWallet Register Now" provided in submenu of IRCTC eWallet in "IRCTC EXCLUSIVE" menu.

- User will have option to verify PAN or Aadhaar for IRCTC eWallet registration.



Verification can be done through PAN or Aadhaar. Please provide correct information for successful verification. In case of verification through Aadhaar, KYC response will be stored in user's IRCTC profile.

- After verification process , Create a Transaction Password required for authentication process and reconfirm the samepassword in the textbox provided.
- After creation of transaction password, user will be logged out and a successful registration message will be displayed.

## IRCTC eWallet Deposit

- Login by entering your user name and password.
- To deposit the amount in the IRCTC eWallet account click on 'IRCTC eWallet DEPOSIT' link on the Left Navigation Bar. Select option and enter the amount to be deposited and reconfirm the same amount. The deposit amount should be more than the minimum amount (Rs 100/-) and less than the maximum limit (Rs 10000 – Current Balance).
- Select the payment option from dropdown list and Click on submit button for payment.

- User can deposit minimum amount of Rs. 100/- and maintain maximum amount of Rs.10000/- in his eWallet account.
- Deposit amount is non-refundable.
- After the successful deposit, successful payment message will be provided.
- To check the status of deposit IRCTC eWallet account, click 'DEPOSIT HISTORY' link on the left navigation bar.
- User will be redirected to 'Deposit History' page where status of all the IRCTC eWallet Deposit Amount will be provided.
- In case amount debited from customer's bank account and deposit not reflecting in IRCTC eWallet account, amount will be refunded to customer bank account after confirmation from concerned Bank to IRCTC.

## Deposit History

| S.No. | Transaction ID | Payment Option | Account Recharge Status | Deposit Date | Amount Deposited | Pay/Refund Status |
|-------|----------------|----------------|-------------------------|--------------|------------------|-------------------|
| 1 | 200000063768275 | Online | Success | 07-June-2018 | 10000.0 | --- |

## IRCTC eWallet Transactions

- All of the IRCTC eWallet booking transactions can be accessed by clicking on this link.
- Members will be able to view bookings by their Date of Journey or Booking Date.
- Details of the booking can be viewed by clicking Transaction ID.

### IRCTC eWallet Transaction

◉ Journey Date▲   ○ Booking Date

| ☰ All Journey | 🗓 Upcoming | ↻ Past |

**Thursday 31 May 2018 BOOKED**
PNR Number: 2536109024
Train Number/Name: 12425 / JAMMU RAJDHANI
From: NEW DELHI (NDLS)31 May 2018
Ticket Type: E-ticket
Boarding Station: NEW DELHI (NDLS)
Booked From: IRCTC WEBSITE
Transaction ID: 200000063644210
Booking Date: 26 May 2018
To: JAMMU TAWI (JAT)01 Jun 2018 05:45 Hrs
Vikalp Status: No
Date of Boarding: 31 May 2018 20:40 Hrs

**Friday 22 Jun 2018 BOOKED**
PNR Number: 2441488179
Train Number/Name: 12218 / KERLA S KRANTI
From: NEW DELHI (NDLS)22 Jun 2018
Ticket Type: E-ticket
Boarding Station: NEW DELHI (NDLS)
Booked From: IRCTC WEBSITE
Transaction ID: 200000063856242
Booking Date: 15 Jun 2018
To: PANVEL (PNVL)23 Jun 2018 12:10 Hrs
Vikalp Status: No
Date of Boarding: 22 Jun 2018 13:40 Hrs
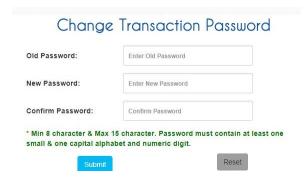
## IRCTC eWallet Refund Status

- Refund status of IRCTC eWallet bookings can be accessed by clicking on this link.
- Details of the booking can be viewed by clicking Transaction ID

### Refund Status

| Date from: | Date Upto: | |
|---|---|---|
| 01-05-2018 | 16-06-2018 | Search |

| S.No. | Transaction ID | Refund Amount | Reason | Refund Status | Refund Date |
|---|---|---|---|---|---|
| 1 | 200000063856238 | 1211.8 | SPECIAL_REFUND_FAILED_TXN | REFUNDED | 15-June-2018 |

## IRCTC eWallet Change Transaction Password

Users can change their transaction password from this link.

### Change Transaction Password

Old Password: [Enter Old Password]

New Password: [Enter New Password]

Confirm Password: [Confirm Password]

\* Min 8 character & Max 15 character. Password must contain at least one small & one capital alphabet and numeric digit.

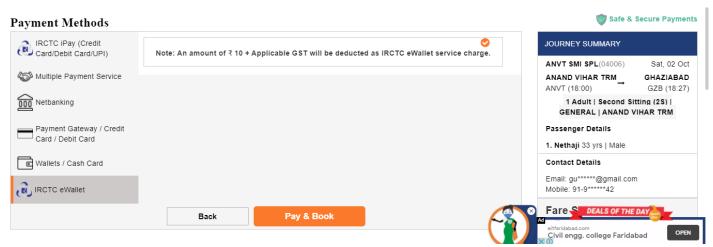Submit   Reset

## IRCTC eWallet Forgot Transaction Password

Users can reset IRCTC eWallet Transaction password from link under Tab, MY ACCOUNT >> My Profile >> Forgot Transaction Password:

1) Enter IRCTC Registered eMail id.
2) Enter IRCTC user Login Password.
3) Enter send OTP button.
4) Enter OTP received on IRCTC Registered Mobile.
5) Enter New Password and Confirm same password.

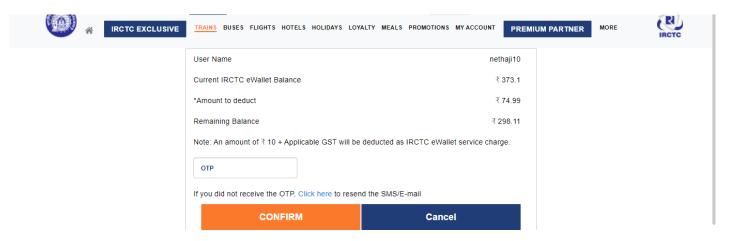### Forgot Transaction Password

| E-Mail ID: | anubhav75 |
|---|---|
| Login Password: | •••••••• |

Send OTP

tps://www.googleadservices.com/pagead/aclk?sa=L&ai=CrBfCKUsnW-eMF8bBr...

### Forgot Transaction Password

| OTP: | Enter OTP |
|---|---|
| New Password: | Enter New Password |
| Confirm Password: | Enter Confirm Password |

(8-15 chars with at least one capital,one small and one number.)

Submit

## Using IRCTC eWallet as a payment option for booking Railway Tickets

Once the user plans the travel and reaches the Payment Gateway page, he gets to see IRCTC eWallet as a payment option amongst other payment options.



User has to click on Pay & Book button to book the ticket. The amount will be debited from theIRCTC eWallet account and redirected to the confirmation page for submission of OTP.



User has to provide OTP received on mobile number or e-mail id registered with IRCTC to confirm the transaction. For every IRCTC eWallet transaction an additional IRCTC eWallet Transaction charge of Rs 10/- + applicable taxes will be deducted. Booking will be allowed only when ticket amount is less than the balance amount.

## Cancellation of bookings done using IRCTC eWallet

- Users can opt for Ticket Cancellation from "Booked Ticket History" link under "My Transaction".
- Details of the Transaction can be viewed by clicking Transaction ID.





- Refund amount is credited back to IRCTC eWallet account.