

# B2A (AGENT) USER MANUAL

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**Air India**

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## 1. Summary

The GST.AI user manual is a comprehensive document for users accessing the GST Portal in India, catering to a range of entities, including consulates/embassies, UN Bodies, overseas agents, and taxpayers in India. The manual defines the registration process, which includes PAN and email verification. Upon successful registration, users are directed to the account login landing page, where they can manage various aspects of their account, such as company details, user information, and GSTIN details.

The manual outlines portal features such as dashboard navigation and functionalities available within the profile section, restricting specific fields from editing for data integrity.

Users can manage company details, user information, GSTIN details, and sub-user management. The manual elaborates on the process of amendments, including types of amendments and approval procedures. It also explains the importance of document history and the audit trail feature for compliance and record-keeping.

Reports play a significant role, with various types available including Invoice Report, GSTIN Master Report, GST Report and TCS Summary Report. These reports provide insights into transactions, revenue, and ticketing status, facilitating analysis and compliance.

Overall, the manual provides a step-by-step instruction document for corporate passengers and all other registered passengers travelling for business reasons to navigate the GST Portal, ensuring support, management, and compliance with Goods and Services Tax regulations in India.

# B2A User Manual


## 2. Sub-user account creation


Once registration has been approved, your account will be created as an admin user which will have access to all the functionalities mentioned under dashboard navigation.

However, in case you would like to provide access to multiple users in your organisation with limited rights, this is how you can do it:

### 2.1. ACCESSING THE GST APPLICATION

Access the GST Application | Air India (ondemand.com) to initiate the registration process. You will be directed to the GST homepage.



**Login**

[Forgot Password?](#)

[New User ? Register Now](#)

Click on "New User? Register Now" and select the appropriate category (Others - Taxpayers in India).

[New User ? Register Now](#)

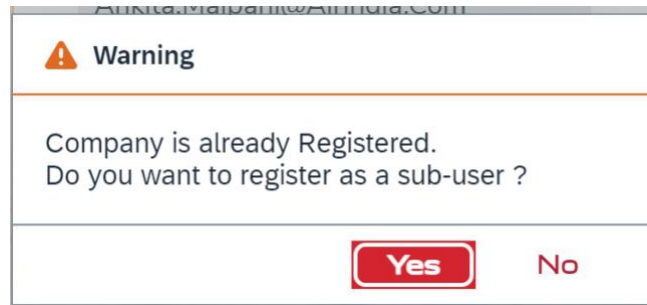
### 2.2. PAN AND EMAIL VERIFICATION

- To proceed with the registration as a sub-user process, please provide the Permanent Account Number (PAN) associated with either the user's business or proprietor. PAN is mandatory for registration (only for taxpayers in India).

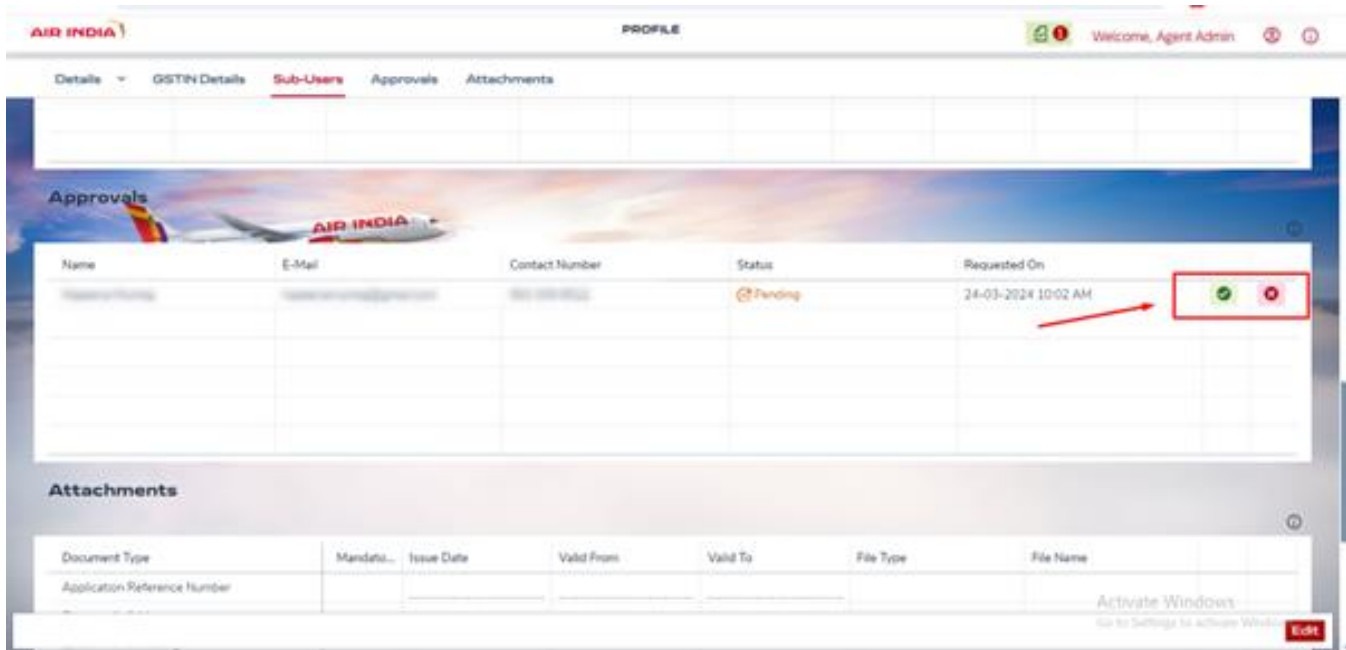
- Additionally, please enter the email address of the sub-user.

### 2.3. OPTION FOR SUB-USER

- GST.AI will provide a pop-up message by providing you with an option to register as a sub-user.



- Once you accept, you will be required to provide only the sub-user details.
- After submitting the request for a sub-user, the admin can approve or reject the request of the sub-user under the Profile section of the dashboard.

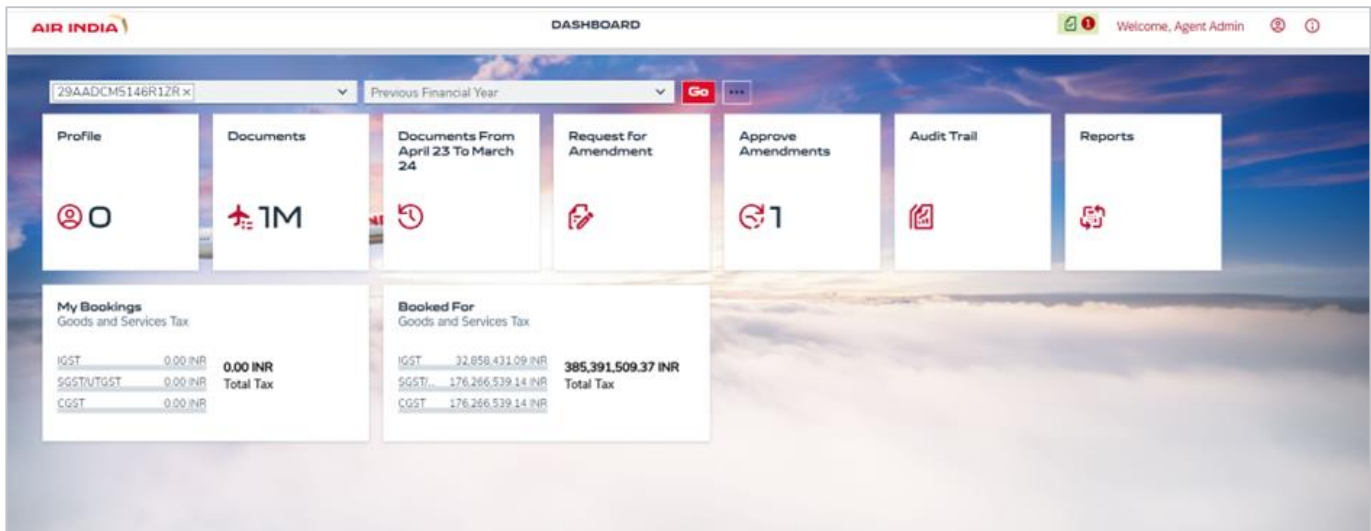


### 3. Dashboard Navigation

After successful registration on GST.AI, users gain access to a comprehensive dashboard equipped with various features that enable efficient management and compliance. Here's an overview of the available features:

- Profile
- Documents
- Document History
- Request For Amendment
- Approve Amendments
- Audit Trail
- Reports

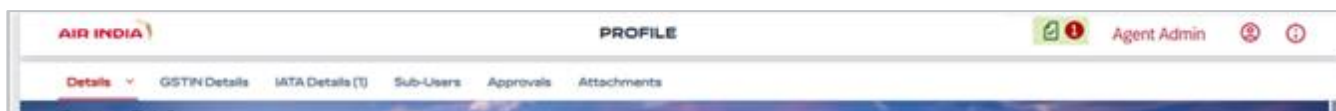
Only admin users will have access to all the features mentioned above. In case you are a sub-user, you will not be able to use the Approve Amendments feature unless the admin provides you the rights.



### 3.1. PROFILE

Upon accessing the dashboard, users can navigate to their profile section. Here, users can view and edit registration details as necessary. However, certain fields such as category, company PAN, and country are restricted from editing to maintain data integrity.

A screenshot of the features available under the Profile section:



The Overview and functionality of this section are detailed below for your reference.

Overview	Functionality
Provides comprehensive visibility into all provisions related to their company details.	Facilitates edits to various company details, excluding restricted fields like category, company PAN, and country.
Notification for any pending sub-user account to be approved.	Facilitates review, deletion, and export of IATA details as needed.
	Under the sub-user section, the admin can restrict the rights of the sub-users.

**Note:** Editing of restricted fields is prohibited to ensure data integrity and compliance.

Functionalities of individual features are provided below for your reference:

Name of sub-feature	Functionalities
Company details	Review and edit company details, <b>excluding category, company PAN, and country.</b>
User management details	Review and modify user details, i.e. name or mobile number, <b>excluding the login email address.</b>
GSTIN details	Review, <b>add, edit, delete and export</b> GSTIN details.
Approvals	Feature available for admin users to approve the sub-user accounts request based on validation.
Sub-user management	Facilitates <b>management of sub-users</b> and granting necessary <b>approvals</b> .  Admin users hold the authority <b>to block sub-users</b> for enhanced control.

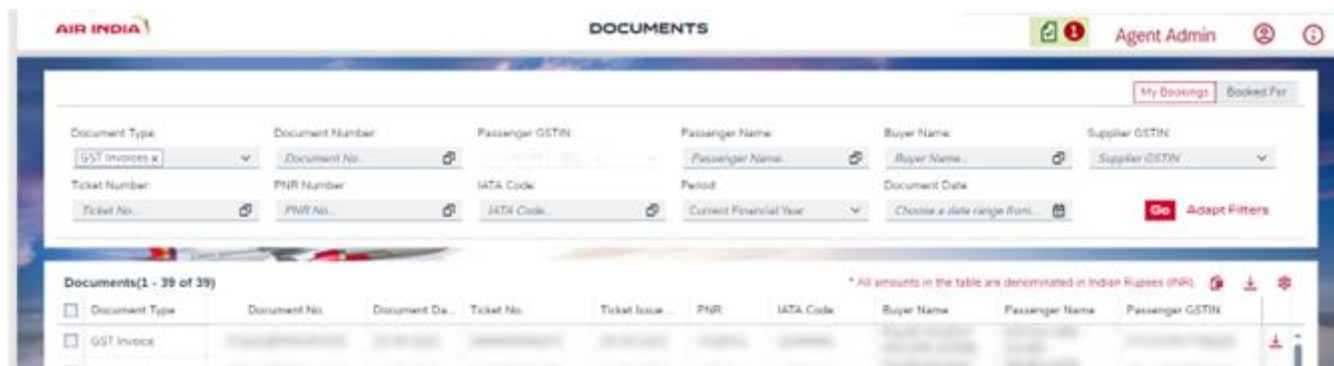
Name	E-mail	Last Login	Last Failed Log...	Request for A...	Approve Ame...	Edit GSTIN	Add GSTIN / U...	Status	Reason
Aquib Javed	aquib.javed@airindia.com	10-01-2024 9:54 AM		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Active	

Attachments	<p>Effortlessly view and upload necessary documents in supported formats, with options to delete documents as needed.</p> <p>The documents can be uploaded as JPG, JPEG, PNG, DOC or PDF files up to 400 KB in size.</p>
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### 3.2. DOCUMENTS

Documents section provides users access to TKT-level data for the current financial year for both bookings undertaken for your organisation under the tab “My Booking” and bookings made by customers using your services under the tab “Booked for.”

A screenshot of the features available under the Documents section:



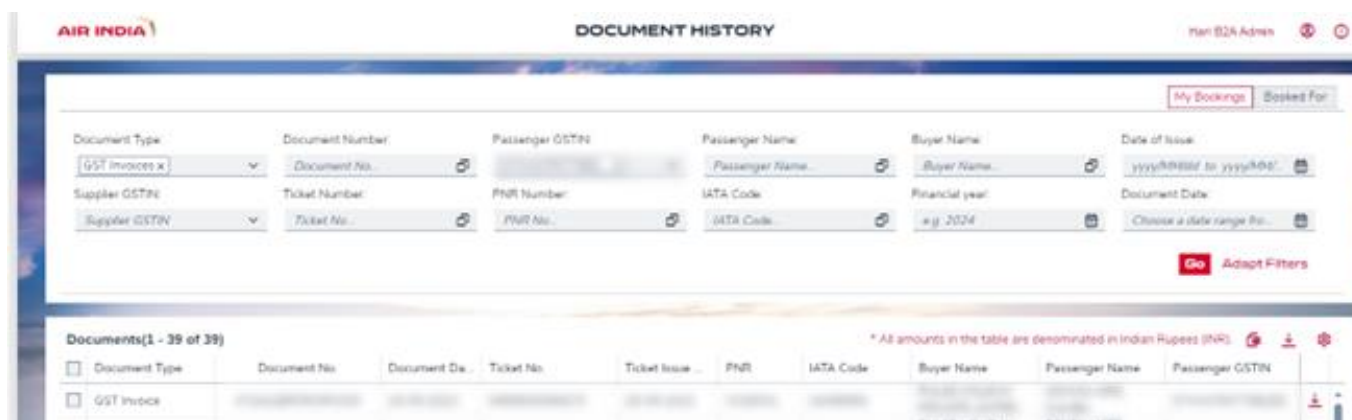
Overview and functionality of this section are detailed below for your reference:

Overview	Functionality
<p>Availability of Tax invoices, Debit Notes, Credit Notes, Bill of Supply, Bill of Supply Debit Notes, and Bill of Supply Credit Notes.</p> <p>Neatly presented in a tabular format for easy reference.</p>	<p><b>Search:</b> To swiftly locate specific documents, enhancing efficiency in document retrieval.</p> <p><b>Document Handling:</b></p> <ul style="list-style-type: none"> <li>• <b>View and Download</b> documents in PDF format.</li> <li>• <b>Export Table of</b> Documents in Excel format for efficient record keeping.</li> <li>• <b>Bulk Download of</b> documents simultaneously.</li> </ul>

### 3.3. DOCUMENT HISTORY

This section provides users with TKT-level data for the previous year, both for bookings undertaken for your organisation under the tab “My Booking” and for customers who booked by availing your services under “Booked for.”

A screenshot of the features available under the Document History section:



Overview	Functionality
<p>Availability of Tax invoices, Debit Notes, Credit Notes, Bill of Supply, Bill of Supply Debit Notes, and Bill of Supply Credit Notes for the period pertaining to previous year.</p> <p>Neatly presented in a tabular format for easy reference.</p>	<p><b>Search:</b> To swiftly locate specific documents, enhancing efficiency in document retrieval.</p> <p><b>Document Handling:</b></p> <ul style="list-style-type: none"> <li>• <b>View and Download</b> documents in PDF format.</li> <li>• <b>Export Table of</b> Documents in Excel format for efficient record keeping.</li> <li>• <b>Bulk Download of</b> documents simultaneously.</li> </ul>

### 3.4. SELF-AMENDMENT PROCEDURES:

This feature of GST.AI provides self-service functionality to amend the non-financial statistics on the GST Invoices, Debit Notes, Credit Notes, Bill of Supply, Bill of Supply Debit Notes, and Bill of Supply Credit Notes i.e. GSTIN.

The amendment workflow is as shown below:



Admin/Sub-user request for amendment of documents

Validation by admin if raised by Sub-user

Admin approves the request

Auto generation of credit notes and new invoices

### 3.4.1. REQUEST FOR AMENDMENT

#### Change GSTIN / Remove GSTIN / Change Address:

Both admin users and sub-users have the authority to initiate requests for amendments. Currently, amendment request can be placed under the following conditions:

#### 1. Change GSTIN: GSTIN has been incorrectly provided for the other state.

E.g., instead of the GSTIN of Uttar Pradesh, you have provided the GSTIN of Rajasthan while booking. In such scenarios, please follow the below process:

#### Step 1: Select the invoice for the amendment.

The screenshot displays the 'REQUEST FOR AMENDMENT' interface. At the top, there are search filters for Document Type, Document Number, Period, Document Date, PNR, and Ticket Number. Below these, there are fields for Ticket Issue Date, Supplier GSTIN, Passenger GSTIN, Passenger Name, and IATA Code. A 'Go' button and 'Adapt Filters' link are present. The main section shows a table of documents with columns: Document Type, Document Number, Documents Date, PNR, Ticket Number, Ticket Issue Date, Passenger GSTIN, Supplier GSTIN, and IATA Code. The first row is selected, showing a GST Invoice with Document Number 072412BP02NWX375, Date 12-02-2024, and Supplier GSTIN 07AACCN6194P2ZQ. A 'New Request' button is visible in the top right corner of the table area.

Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Code
<input checked="" type="checkbox"/> GST Invoice	072412BP02NWX375	12-02-2024			12-02-2024		07AACCN6194P2ZQ	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHE802	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHP653	04-01-2024			04-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHP653	04-01-2024			04-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIF687	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIF687	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHL149	16-01-2024			16-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHR156	29-01-2024			29-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP02PPN693	05-02-2024			05-02-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP02PPN693	05-02-2024			05-02-2024		06AACCN6194P1ZT	1433994

#### Step 2: Select the Change/Add GSTIN action from the drop-down list.

**New Request**

Invoice Number:  
072412BP02NWX375

GSTIN:  
06AADCMS146R1ZZ

Current Address:

Action:  
Change/Add GSTIN

New GSTIN:

Reason:\*

**Request** **Close**

Document Type	Document Number	Documents Date	PNR
Invoice	072412BP02NWX375	12-02-2024	52IO8P
Invoice	062412BP01MHE802	01-01-2024	
Invoice	062412BP01MHP653	04-01-2024	
Invoice	062412BP01MHP653	04-01-2024	
Invoice	062412BP01MIF687	01-01-2024	
Invoice	062412BP01MIF687	01-01-2024	
Invoice	062412BP01MHL149	16-01-2024	
Invoice	062412BP01MHR156	29-01-2024	

**Step 3:** In this step, user can provide the GSTIN of the other state i.e., Rajasthan or Karnataka from the New GSTIN drop-down list.

**New Request**

Invoice Number:  
072412BP02NWX375

GSTIN:  
06AADCMS146R1ZZ

Current Address:

Action:  
Change/Add GSTIN

New GSTIN:  
32AADCMS146R1Z4

Reason:\*

Wrong GSTIN

**Request** **Close**

Document Type	Document Number	Documents Date	PNR
Invoice	072412BP02NWX375	12-02-2024	52IO8P
Invoice	062412BP01MHE802	01-01-2024	
Invoice	062412BP01MHP653	04-01-2024	
Invoice	062412BP01MHP653	04-01-2024	
Invoice	062412BP01MIF687	01-01-2024	
Invoice	062412BP01MIF687	01-01-2024	
Invoice	062412BP01MHL149	16-01-2024	
Invoice	062412BP01MHR156	29-01-2024	

**Step 4:** Once the amendment is successfully submitted for approval, click the 'OK' button.

**REQUEST FOR AMENDMENT**

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Document Number:   Period:   Document Date:   PNR:

Supplier GSTIN:   Passenger GSTIN:   Passenger Name:   IATA Code:

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Document Number Documents Date PNR Date Passenger GSTIN Supplier

062412BP01MHE802	01-01-2024				06AACC
062412BP01MHP653	04-01-2024		6409889195	04-01-2024	06AACC

 **Success**  
 Amendment Requested for Approval

## Approval Process:


**Step 1:** Select the Approve Amendments tile from the dashboard.

**AIR INDIA DASHBOARD**


Welcome, Agent Admin

29AADCMS146R1ZR x Previous Financial Year Go


**Profile**

 O


**Documents**

 1M


**Documents From April 23 To March 24**




**Request for Amendment**




**Approve Amendments**

 1

**Audit Trail**



**Reports**



**My Bookings**  
Goods and Services Tax

IGST	0.00 INR	<b>0.00 INR</b> Total Tax
SGST/UTGST	0.00 INR	
CGST	0.00 INR	

**Booked For**  
Goods and Services Tax

IGST	32,858,431.09 INR	<b>385,391,509.37 INR</b> Total Tax
SGST/UTGST	176,266,539.14 INR	
CGST	176,266,539.14 INR	

**Step 2:** Select the pending tab.

AIR INDIA

APPROVE AMENDMENTS

Agent Admin

My Bookings

Booked For

Pending

Rejected

Document Number:

Ticket Number:

Document Date:

Document No...

Ticket No...

dd/MM/yyyy to dd/MM/yyyy

Go Adapt Filters

Invoices

Approve Reject Add Edit Settings

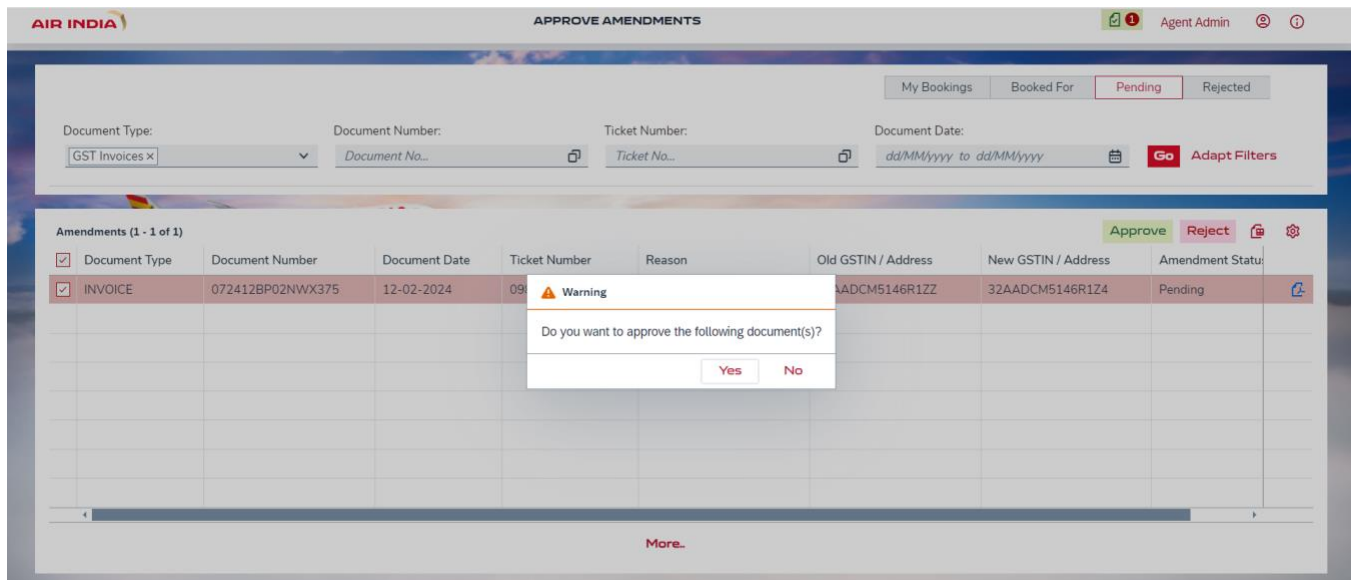
	Document Number	Document Date	Ticket Number	Reason	Old GSTIN / Address	New GSTIN / Address	Amendment Status	
<div>Invoice</div>	072412BP02NWX375	12-02-2024	WNRB12P02NWX375	Wrong GSTIN	06AADCM5146R1ZZ	32AADCMS146R1Z4	Pending	<div></div>

< More.. >

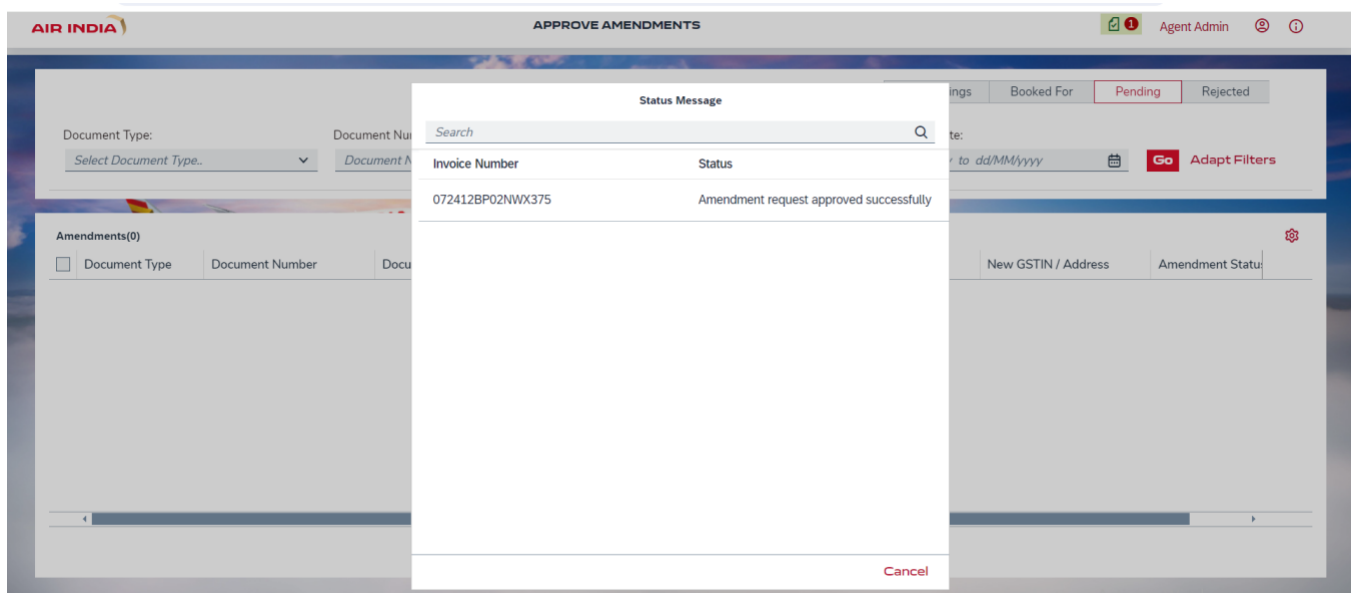
**Step 3: Select the invoice for approval and click on the green approve button to approve the amendment.**

[illegible]

**Step 4: Click 'Yes' for the confirmation.**



**Amendment successfully approved.**



- Remove GSTIN: TKT has been incorrectly issued in your GSTIN and, hence, needs to be removed from your GSTIN.**

E.g., a TKT is available in your document/ document history. However, that specific TKT has not been booked by you. In such scenarios, please follow the process:

**AIR INDIA** REQUEST FOR AMENDMENT Agent Admin

My Bookings Booked For

Document Type: GST Invoices x Document Number: Document Number Period: Previous Financial Year Document Date: dd/MM/yyyy to dd/MM/... PNR: PNR Number Ticket Number: Ticket Number

Ticket Issue Date: dd/MM/yyyy to dd/MM/... Supplier GSTIN: 19 Items Passenger GSTIN: Passenger GSTIN Passenger Name: Passenger Name IATA Code: IATA Code Go Adapt Filters

Documents (1 - 500 of 5676) \* All amounts in the table are denominated in Indian Rupees (INR). New Request

Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Cod
<input checked="" type="checkbox"/> GST Invoice	062412BP01MHE802	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> Click to Deselect	062412BP01MHP653	04-01-2024			04-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHP653	04-01-2024			04-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIF687	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIF687	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHL149	16-01-2024			16-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHR156	29-01-2024			29-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP02PPN693	05-02-2024			05-02-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP02PPN693	05-02-2024			05-02-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIG950	04-01-2024			04-01-2024		06AACCN6194P1ZT	1431695

**Step 1:** Select the Remove GSTIN action from the drop-down list.

**AIR INDIA** REQUEST FOR AMENDMENT Agent Admin

My Bookings Booked For

Document Type: GST Invoices x Document Number: Document Number Period: Previous Financial Year Document Date: dd/MM/yyyy to dd/MM/... PNR: PNR Number Ticket Number: Ticket Number

Ticket Issue Date: dd/MM/yyyy to dd/MM/... Supplier GSTIN: 19 Items Passenger GSTIN: Passenger GSTIN Passenger Name: Passenger Name IATA Code: IATA Code Go Adapt Filters

Documents (1 - 500 of 5676) \* All amounts in the table are denominated in Indian Rupees (INR). New Request

Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Cod
<input checked="" type="checkbox"/> GST Invoice	062412BP01MHE802	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHP653	04-01-2024			04-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHP653	04-01-2024			04-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIF687	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIF687	01-01-2024			01-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHL149	16-01-2024			16-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MHR156	29-01-2024			29-01-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP02PPN693	05-02-2024			05-02-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP02PPN693	05-02-2024			05-02-2024		06AACCN6194P1ZT	1433994
<input type="checkbox"/> GST Invoice	062412BP01MIG950	04-01-2024			04-01-2024		06AACCN6194P1ZT	1431695

**New Request**

Invoice Number: 062412BP01MHE802

GSTIN:

Current Address:

Action:

- Remove GSTIN
- Change/Add GSTIN
- Remove GSTIN
- Change Address

Reason: \*

Request Close

**Step 2:** Fill out the address, the reason for removal and click on the 'Request' button.



The screenshot shows the AIR INDIA REQUEST FOR AMENDMENT interface. A 'New Request' modal is open, displaying the following fields:

- Invoice Number: 062412BP01MHE802
- GSTIN: (blank)
- Current Address: (blank)
- Action: Remove GSTIN (dropdown)
- Address: Mumbai Maharashtra
- Reason: \* TKT has not been booked by you

Buttons at the bottom of the modal are 'Request' and 'Close'. The background interface shows a list of documents and various filters.

**Step 3: Click on 'OK' to complete the process.**

The screenshot shows the AIR INDIA REQUEST FOR AMENDMENT interface after the request has been submitted. A 'Success' message box is displayed in the center, stating 'Amendment Requested for Approval'. The 'OK' button is visible at the bottom of the message box. The background interface remains the same, showing the list of documents and filters.

The Approval process steps are the same as [described above](#).

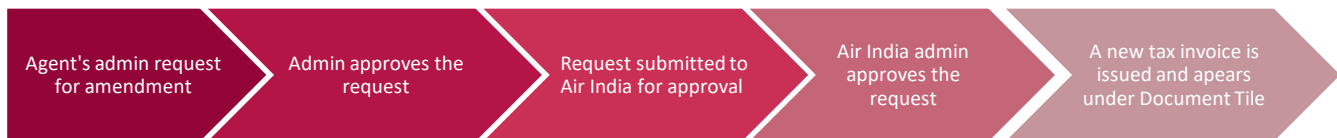
- Add GSTIN:** A TKT has been booked by you for your employees but not appearing under “My Bookings” section of documents/document history.

For e.g., TKT has been booked by you or either by another agent or through the website. However, the same is not available in your document/ document history. In such cases, you may follow the process as applicable:

**Option A:** If the TKT is booked using your IATA codes, please initiate the amendment via the “Booked For” tab. The process will be:



**Option B:** If the TKT is booked via another agent, consult with the agent who booked your TKT to add GSTIN to the TKT. The process will be:



**Option C:** If the TKT is booked via website/call centre, please consult with [gstsupport@airindia.com](mailto:gstsupport@airindia.com) for amendments. The process will be:



**Note:** A similar process will be followed for customers who made a booking through you, which can be initiated from the “Booked For” tab.

#### 4. Bulk amendments.

**Step 1:** Initiate bulk amendments of documents by downloading the bulk amendment template.

**Step 2:** Provide the appropriate invoice number, action, and reason for amendment in the template.

**Step 3:** Upload to GST.AI, the status of the amendment will be auto-requested for approval.

**Step 4:** Approval process steps are the same as [described above](#).

Screenshots of the bulk amendment process are provided below:



## Request for Amendment

Hari K
🔍
🔔

Document Type:

6 Items
▼

Document Number:

Document Number
🔍

Period:

Previous Financial Year
▼

Document Date:

dd/MM/yyyy to dd/MM/..
📅

PNR:

PNR Number
🔍

Ticket Number:

Ticket Number
🔍

Ticket Issue Date:

dd/MM/yyyy to dd/MM/..
📅

Supplier GSTIN:

17 Items
▼

Passenger GSTIN:

Passenger GSTIN
🔍

Passenger Name:

Passenger Name
🔍

IATA Code:

IATA Code
🔍

Go

Adapt Filters

**Documents (1 - 500 of 519)**

\* All amounts in the table are denominated in Indian Rupees (INR).

New Request
🔍
📄
🔄
⚙️

☐	Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Cod	🔍	📄	🔄	⚙️
☐	Debit Note	072422BP02PLH864	19-02-2024	6254AK	4		27AAACN6194P2ZQ	07AAACN6194P2ZQ	1431445	🔍	📄	🔄	⚙️
☐	GST Invoice	072412BP02OTA739	22-02-2024		4		27AAACN6194P2ZQ	07AAACN6194P2ZQ	1431445	🔍	📄	🔄	⚙️
☐	GST Invoice	242412BP10ARE300	12-10-2023		3		27AAACN6194P1ZV	24AAACN6194P1ZV	1432553	🔍	📄	🔄	⚙️
☐	GST Invoice	272412BP10AAE646	04-10-2023		7		27AAACN6194P1ZV	27AAACN6194P1ZV	1432553	🔍	📄	🔄	⚙️
☐	GST Invoice	292412BP01LNG473	30-01-2024		8		29AAACN6194P2ZK	29AAACN6194P2ZK	1431445	🔍	📄	🔄	⚙️
☐	GST Invoice	242412BP01KZ1324	17-01-2024		4		24AAACN6194P1ZV	24AAACN6194P1ZV	1431445	🔍	📄	🔄	⚙️
☐	Debit Note	292422BP02PMI064	23-02-2024		3		29AAACN6194P2ZK	29AAACN6194P2ZK	1431445	🔍	📄	🔄	⚙️
☐	GST Invoice	272412BP02OGV304	18-02-2024		5		27AAACN6194P1ZP	27AAACN6194P1ZP	1431445	🔍	📄	🔄	⚙️
☐	Debit Note	272422BP02PMH556	23-02-2024		3		27AAACN6194P1ZP	27AAACN6194P1ZP	1431445	🔍	📄	🔄	⚙️
☐	Debit Note	242422BP10BXW332	28-10-2023	6254AK	1		27AAACN6194P1ZV	24AAACN6194P1ZV	0000000	🔍	📄	🔄	⚙️

More...

Bulk Amendment Template: Download

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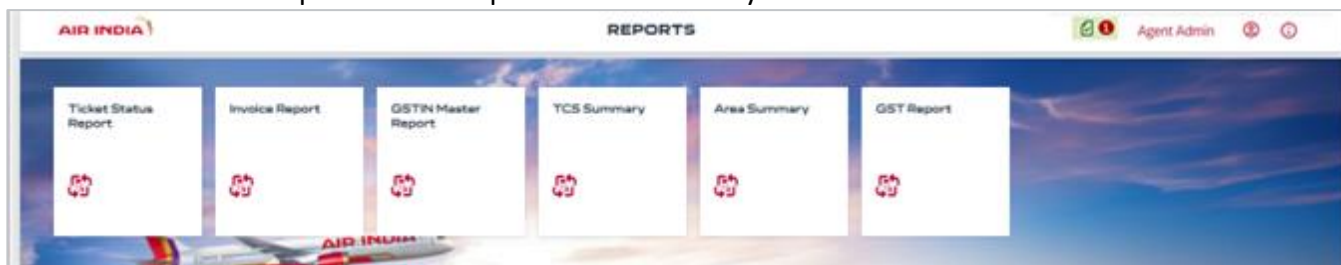
The screenshot displays the Microsoft Excel application window. The ribbon at the top includes tabs for File, Home, Insert, Page Layout, Data, Review, and View. The 'Home' tab is active, showing options for Clipboard, Font, Alignment, Number, Styles, Cells, and Editing. The worksheet grid shows column headers 'Invoice Number', 'New GSTIN', and 'Reason'. A red box highlights the 'Invoice Number' header. Two red arrows point from the bottom status bar towards the 'Invoice Number' header. The status bar at the bottom contains buttons for 'Change GSTIN', 'Remove GSTIN', 'Change Address', and a plus sign. The text 'Activate Windows' is visible in the bottom right corner.

### 3.5. REPORTS

**3.5.1.** Following reports are available to support you in the efficient and smooth filing of GST returns.

- GSTIN Master Report
- GST Report
- Invoice Report
- TCS Summary Report

A screenshot of the Report section is provided below for your reference:



A brief description of the reports is provided below for your reference:

Report Type	Description of report	Other Features of Report
GSTIN Master Report	Provides details of all GSTINs associated with a PAN for the logged-in user's company.	<ul style="list-style-type: none"> <li>• Allows searching for a specific GSTIN.</li> <li>• Download of the details in excel for your records</li> </ul>
Invoice Report	Summary of all the GST documents issued during a selected period and GSTIN.	<ul style="list-style-type: none"> <li>• Facilitates refining of report by allowing multiple options.</li> <li>• Download the details of selected TKTS in Excel for your records.</li> <li>• Readily access to download the GST documents, either single or in bulk.</li> </ul>
GST Report	An exhaustive report that provides itemised details of your GST documents, which can support you in bookkeeping as well as tax filing.	<ul style="list-style-type: none"> <li>• Facilitates refining of reports by allowing multiple options.</li> <li>• Download the details of selected TKTS in Excel for your records.</li> <li>• Readily access to download the GST documents, either single or in bulk.</li> </ul>
TCS Report	<p>Exclusive to e-commerce operators, providing information on Tax Collected at Source (TCS) with details.</p> <p>Those who have provided confirmation to Air India admin or in GST.AI against their IATA in the profile section or while registration.</p>	<ul style="list-style-type: none"> <li>• Users can swiftly locate specific documents related to invoices or support processes, view and download document PDFs, access Excel reports, and perform bulk downloads.</li> <li>• Real-time TCS summary against the TKTS booked via e-commerce IATAs.</li> </ul>

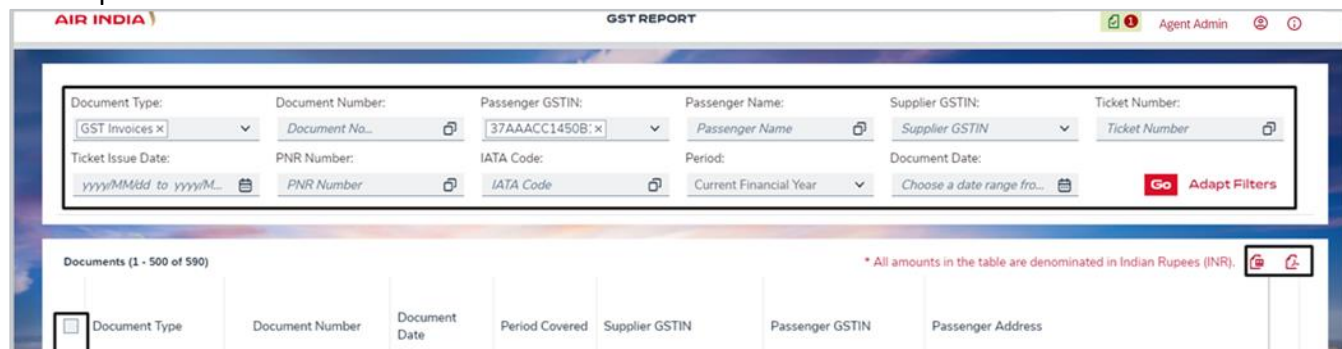
**Note:** You are not required to upload the TKT-level data to obtain TCS details. In case you do not find any TKT in the TCS report, please email the Air India admin at [gstsupport@airindia.com](mailto:gstsupport@airindia.com).

Screenshots of these reports are given below for your reference:

### GSTIN Master Report

### Invoice Report

### GST Report



### TCS Report

**TCS SUMMARY**

Agent Admin

TCS Summary TCS Summary Details

Invoice Number:  PNR:  Supplier GSTIN:  Passenger GSTIN:  Passenger Name:  IATA Code:

Ticket Number:  Period:  Invoice Date:

Go Adapt Filters

**Documents (1 - 500 of 981)**

\* All amounts in the table are denominated in Indian Rupees (INR).

Invoice Number	Ticket Number	Passenger GSTIN	Sale/Refund	IATA Code	Original Invoice Date	Place of Supply	Sum
072412CP104YE112	0089054683351		SALE	14389981		07	07

### 3.6. AUDIT TRAIL

The Audit Trail feature provides a detailed record of all changes made within the system. This feature provides a comprehensive overview of the activities with details of affected modules, types of events, old and new values, users responsible, timestamps, and status information.

The above-mentioned features are available in two forms in GST.AI. i.e. System Log and Invoice Log.

The system log captures the activities undertaken on GST.AI, and the Invoice log shows you the lifecycle of an invoice.

#### System Log:

**AUDIT TRAIL**

Agent Admin

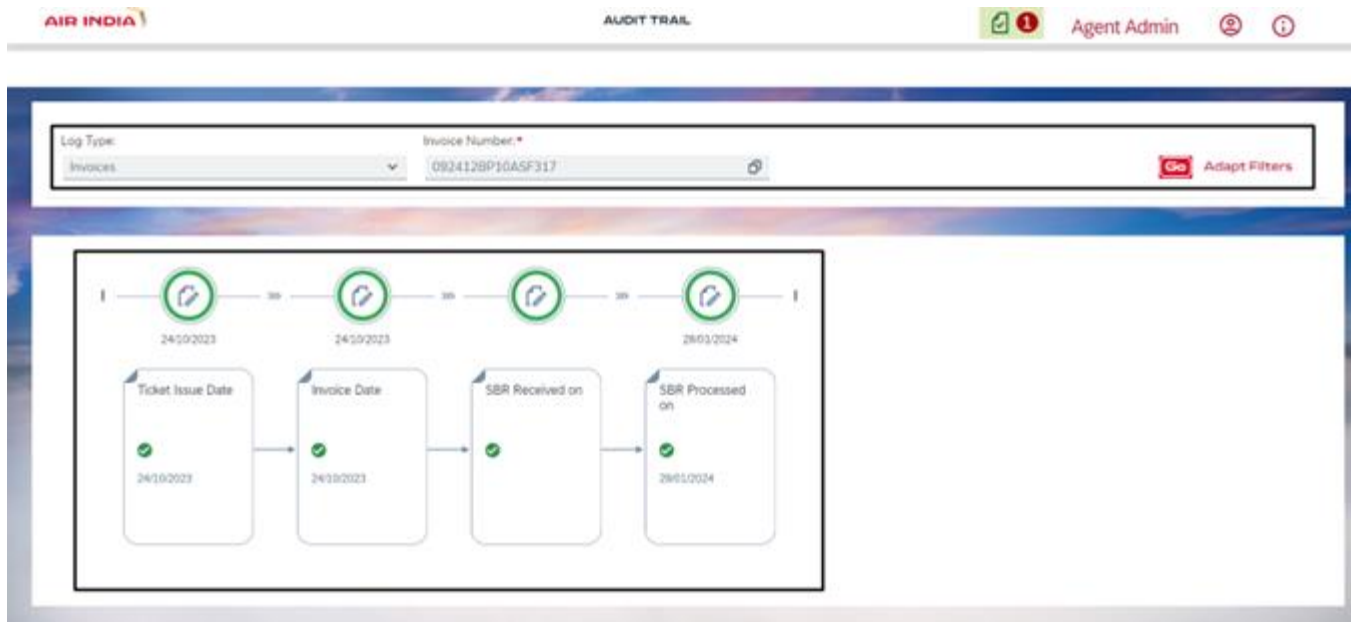
Log Type:  Module:  Event:  User Name:  Period:

Go Adapt Filters

**System Log(1 - 14 of 14)**

Module	Event	Old Value	New Value	User	Created At	Final Status
GSTAI	GSTAI	GSTAI	GSTAI	Agent Admin	21-03-2024	Success

#### Invoice Log:



## 4. Help & Support

If you're facing any challenges with the operation or any other aspect of the GST portal that is not addressed in the manual, you can send your queries to [gstsupport@airindia.com](mailto:gstsupport@airindia.com).