

PARTNERS (B2B) USER MANUAL

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Version 1.0

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 and GST 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.

B2B User Manual

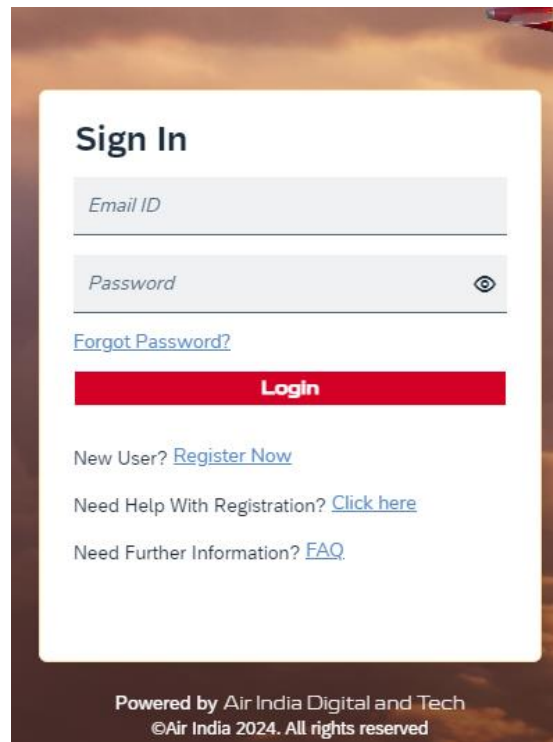
2. Sub-user account creation

Once the registration has been approved, your account will be created as an admin user, which will have 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.



Sign In

Email ID

Password

[Forgot Password?](#)

Login

New User? [Register Now](#)

Need Help With Registration? [Click here](#)

Need Further Information? [FAQ](#)

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2.2. NEW REGISTRATION PAGE

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

New User? [Register Now](#)

Need Help With Registration? [Click here](#)

Need Further Information? [FAQ](#)

2.3. SELECTING USER CLASSIFICATION

When registering a new account, you will be prompted to choose the user category applicable to you from the given list. Depending on your classification, you will need to select one of the following options:

- Taxpayer in India – Businesses and online travel agencies (OTAs) registered in India must choose this option to proceed with their registration process.
- Overseas Agent – Online travel agencies that are registered outside India must choose this option to proceed with their registration process.
- Consulate/Embassy – If you represent a consulate or an embassy, you must select this category.
- UN Body – Representatives of various bodies of the United Nations

Sign Up

Taxpayer in India

Overseas Agent

Consulate/Embassy

UN Body


Already Registered? [Sign In](#)

2.4. 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.

2.5. OPTION FOR SUB-USER

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

 Warning

Company is already registered.
Do you want to register as a sub-user ?

Yes No

- 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.

AIR INDIA

PROFILE

Welcome, Business Admin

Details

GSTIN Details

Sub-Users

Approvals

Attachments

Approvals

Name

E-Mail

Contact Number

Status

Requested On

Business Sub User

9 56 90

Pending

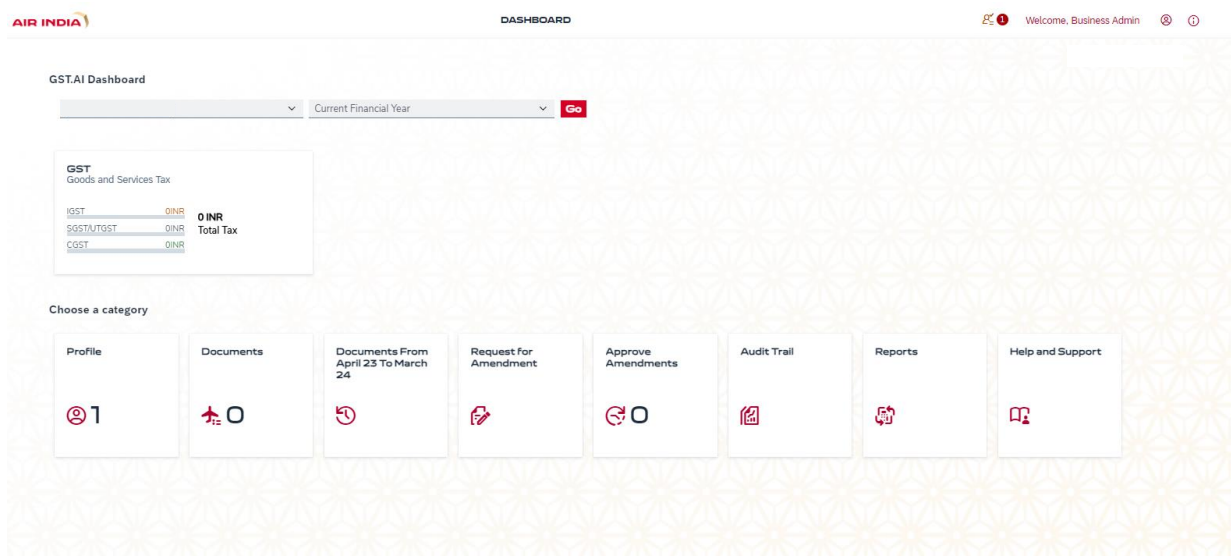
18-04-2024 10:17 AM

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

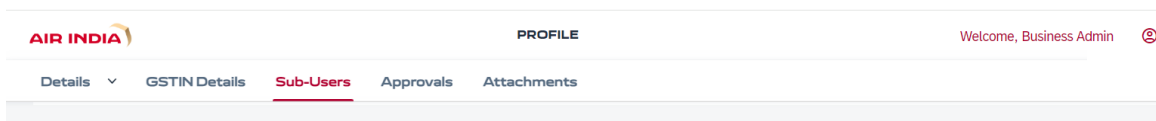
Only admin users will have access to all the features mentioned above. In case you are a sub-user, you will not be able to use the Approve Amendments feature.



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:

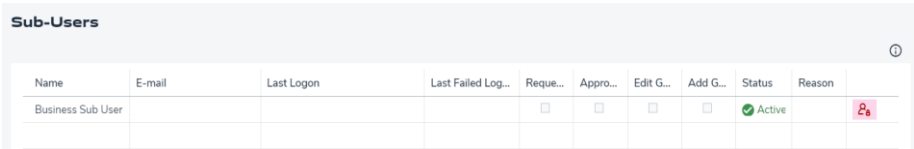


The overview and functionality of this section are detailed below for your reference:

Overview	Functionality
Provides comprehensive visibility into all provisions related to 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.	Under the sub-user section, admin can restrict the rights of 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, excluding category, company PAN, and country.
User management details	Review and modify user details i.e. name or mobile number, excluding the login email address.
GSTIN details	Review, add, edit, delete and export GSTIN details
Approvals	Feature available for admin users to approve the sub-user accounts request based on validation.
Sub-user management	<p>Facilitates management of sub-users and granting necessary approvals.</p> <p>Admin users hold the authority to block sub-users for enhanced control.</p> 
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>

3.2 Documents

Documents section provides users access to ticket-level data for the current financial year.

A screenshot of the features available under the Documents section:

The screenshot shows the AIR INDIA DOCUMENTS section. At the top, there's a header with the AIR INDIA logo, the word 'DOCUMENTS', and a 'Business Admin' link with a help icon. Below the header is a search and filter section with various input fields: Document Type (dropdown with 'GST Invoices x'), Document Number (text input with a copy icon), Passenger GSTIN (text input with a copy icon), Passenger Name (text input with a copy icon), Buyer Name (text input with a copy icon), Supplier GSTIN (dropdown), Ticket Number (text input with a copy icon), PNR Number (text input with a copy icon), IATA Code (text input with a copy icon), Period (dropdown with 'Current Financial Year'), and Document Date (calendar icon). There are 'Go' and 'Adapt Filters' buttons. Below this is a table header for 'Documents(0)' with columns: Document Type, Document No., Document Da..., Ticket No., Ticket Issue ..., PNR, IATA Code, and Buyer Name. A settings icon is visible on the right.

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>Search: To swiftly locate specific documents, enhancing efficiency in document retrieval.</p> <p>Document Handling:</p> <ul style="list-style-type: none"> • View and Download documents in PDF format. • Export Table of Documents in Excel format for efficient record keeping. • Bulk Download of documents simultaneously.

3.3 DOCUMENTS FROM APRIL 2023 TO MARCH 2024

This section allows users to access ticket-level data from April 2023 to March 2024 year.

The screenshot shows the AIR INDIA DOCUMENTS FROM APRIL 2023 TO MARCH 2024 section. At the top, there's a header with the AIR INDIA logo, the text 'DOCUMENTS FROM APRIL 2023 TO MARCH 2024', and a 'Business Admin' link with a help icon. Below the header is a search and filter section with various input fields: Document Number (text input with a copy icon), Passenger GSTIN (dropdown), Date of Issue (calendar icon), Ticket Number (text input with a copy icon), IATA Code (text input with a copy icon), and Document Date (calendar icon). There are 'Go' and 'Adapt Filters' buttons. Below this is a table header for 'Documents(1 - 18 of 18)' with columns: Document Type, Invoice Number, Invoice Date, Ticket Number, Ticket Issue ..., Buyer Name, and IATA Num. A note at the bottom right states: '* All amounts in the table are denominated in Indian Rupees (INR)'. There are also icons for a table, a download, and a settings icon.

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>Search: To swiftly locate specific documents, enhancing efficiency in document retrieval.</p> <p>Document Handling:</p> <ul style="list-style-type: none"> • View and Download documents in PDF format. • Export Table of Documents in Excel format for efficient record keeping. <p>Bulk Download of documents simultaneously.</p>

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.

The workflow may be different based on the period in which tickets and amendment fall.

The customer may encounter the amendments under two scenarios, the workflow for those have been demonstrated below:

Scenario 1: Amendment made by the customer before the filing of GSTR 1 (GST monthly return) by Air India by 4th of the following month.



Scenario 2: Amendment made by the customer after the filing of GSTR 1 (GST monthly return) by Air India by 4th of the following month.



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. The workflows will be applied accordingly to the amendment requests which can be placed under the following conditions:

Please note that the below steps have been elaborated considering the amendments made post filing by 4th of the following month. However, the basic principle of amendments remains same [as defined above](#).

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

For e.g., instead of 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 and click on the new request button.

The screenshot shows the 'REQUEST FOR AMENDMENT' interface. At the top, there are search filters for Document Type (GST Invoices X), Document Number, Period (Previous Financial Year), Document Date, PNR, and Ticket Number. Below these are filters for Ticket Issue Date, Supplier GSTIN, Passenger GSTIN, Passenger Name, and IATA Code. A 'Go' button and 'Adapt Filters' link are present. Below the filters is a table titled 'Documents (1 - 2 of 2)'. The table has columns for Document Type, Document Number, Documents Date, PNR, Ticket Number, Ticket Issue Date, Passenger GSTIN, and Supplier GSTIN. Two rows are shown, both for 'GST Invoice' with document number '3' and date '14-10-2023'. A 'New Request' button is visible in the top right corner of the table area.

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

The screenshot shows the same 'REQUEST FOR AMENDMENT' interface, but with a 'New Request' modal open. The modal contains fields for Invoice Number (332412BP10AR0612), GSTIN, Current Address, Action (Change/Add GSTIN), New GSTIN, and Reason (Change GSTIN). There are 'Request' and 'Close' buttons at the bottom of the modal. In the background, the document table is visible, and the first row is highlighted in red.

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.

AIR INDIA REQUEST FOR AMENDMENT

Business Admin

Document Type: GST Invoices x Document Number: Document Number Period: Previous Final

Ticket Issue Date: dd/MM/yyyy to dd/MM/yyyy Supplier GSTIN: Supplier GSTIN Passenger GSTIN: Passenger GSTIN

PNR: PNR Number Ticket Number: Ticket Number

IATA Code: IATA Code

Go Adapt Filters

Documents (1 - 2 of 2)

Document Type	Document Number	Documents Date	PNR
<input checked="" type="checkbox"/> GST Invoice	332412BP10ARO612	14-10-2023	L
<input type="checkbox"/> GST Invoice	332412BP10ARO612	14-10-2023	L

New Request

Invoice Number: 332412BP10ARO612

GSTIN:

Current Address:

Action: Change/Add GSTIN

New GSTIN:

332412BP10ARO612

332412BP10ARO612

Request Close

Step 4: Click on 'OK' to submit the request.

✓ Success

Amendment Requested for Approval

OK

The approval process steps are the same as [described below](#).

2. Remove GSTIN: The ticket has been incorrectly issued in your GSTIN and hence, needs to be removed from your GSTIN.

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

Step 1: Select the invoice to be removed and then click on the new request button. Select the Remove GSTIN action from the drop-down list, fill out the address and reason for removal, and click on the 'Request' button.

New Request

Invoice Number:

272412BP02OIJ007

GSTIN:

Current Address:

Action:

Remove GSTIN

Address:

Mumbai Maharashtra

Reason: *

Remove GSTIN

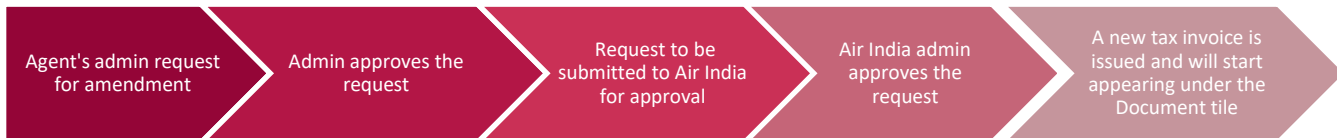
Request

Close

The approval process steps are the same as [described below](#).

- 3. Add GSTIN:** You booked a ticket either through an agent or a website. However, the same is not available in your document/ document history. In such scenarios, please follow the process:

Option A: Consult with the agent who booked your ticket to add GSTIN to the ticket. The process will be:



Option B: Consult with gstsupport@airindia.com for amendments. The process will be:



The approval process steps are the same as [described below](#).

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 below](#).

Screenshots of the bulk amendment process are provided below:

AIR INDIA REQUEST FOR AMENDMENT

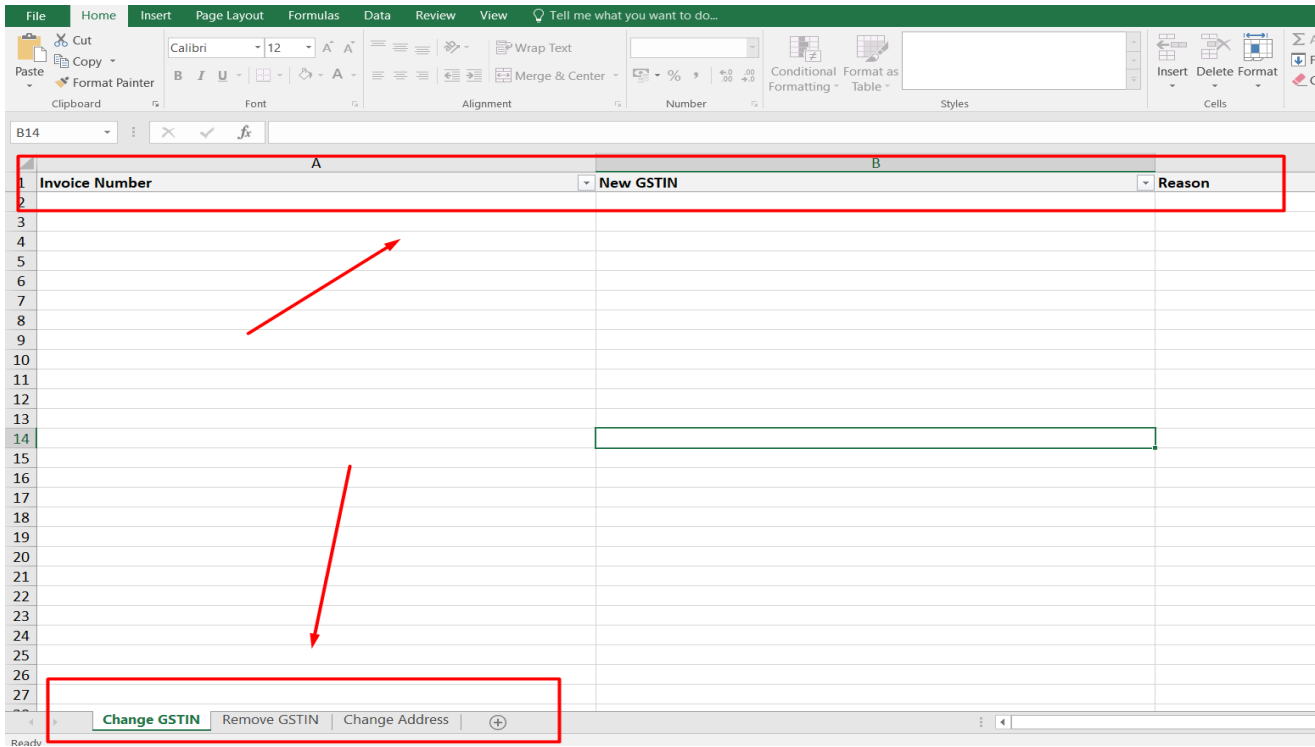
Document Type: Document Number: Period: Document Date: PNR: Ticket Number: Ticket Issue Date:

Supplier GSTIN: Passenger Name: IATA Code:

Documents (1 - 500 of 929102)

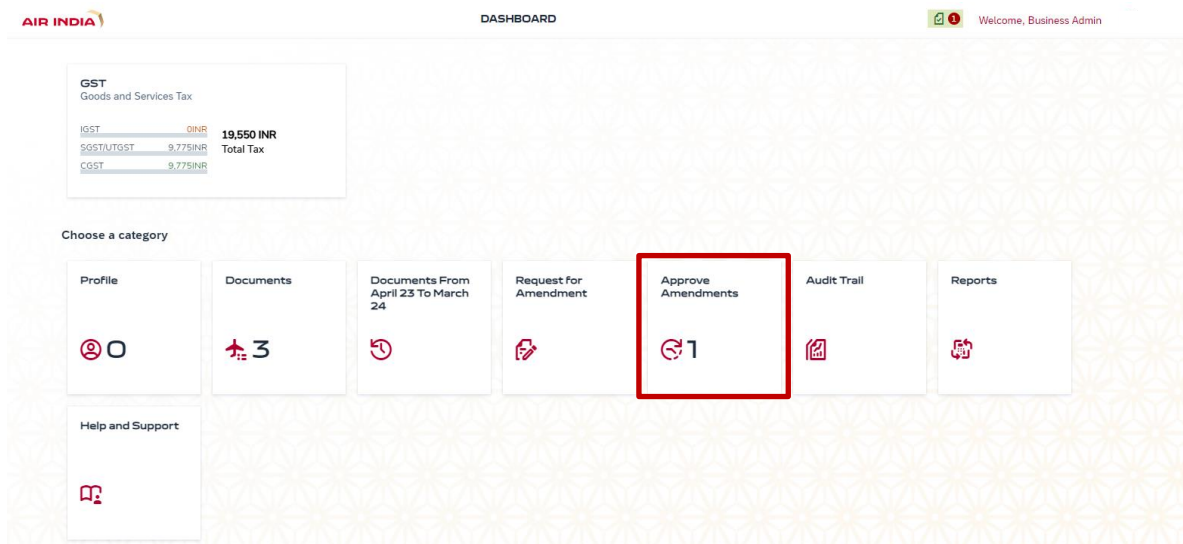
Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Code	Total Invoice amount	
GST Invoice	072412CP10AGQ245	07-10-2023			07-10-2023		0	Q	14339942	8579.00
GST Invoice	242412CP10AVQ500	12-10-2023			12-10-2023		1	V	14339942	4280.00
GST Invoice	272412CP10BLP675	24-10-2023			24-10-2023		2	P	14339942	3714.00
GST Invoice	032412CP10BSF275	31-10-2023			31-10-2023		1	T	14339942	3514.00
GST Invoice	072412CP02NGB743	02-02-2024			02-02-2024		07	Q	14339942	6763.00
GST Invoice	242412CP02NPC276	06-02-2024			06-02-2024		2	V	14339942	9914.00
GST Invoice	072412CP02OAE205	11-02-2024			11-02-2024		07	Q	14339942	5981.00
GST Invoice	332412CP02NYX024	13-02-2024			13-02-2024		3	S	14339942	4009.00
GST Invoice	242412CP02OFE114	20-02-2024			20-02-2024		24	V	14339942	7553.00
GST Invoice	272412CP02DDQ570	16-02-2024			16-02-2024		2	P	14339942	3798.00

Bulk Amendment Template: [Download](#) [Select an excel file](#) [Browse...](#) [Upload](#)



3.4.2 APPROVE AMENDMENTS

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



Step 2: Select the invoice for approval and click on the approve button.

APPROVE AMENDMENTS

Business Admin

Approved

Pending

Rejected

Document Type:
GST Invoices x

Document Number:
Document No...

Ticket Number:
Ticket No...

Document Date:
dd/MM/yyyy to dd/MM/yyyy

Go

Adapt Filters

Amendments (1 - 2 of 2)

Approve

Reject

<input type="checkbox"/>	Document Type	Document Number	Document Date	Ticket Number	Reason	Old GSTIN / Address	New GSTIN / Address	Amendment Status	
<input checked="" type="checkbox"/>	INVOICE	332412BP10ARO612	14-10-2023		Change GSTIN		33	Pending	
<input type="checkbox"/>	INVOICE	332412BP10ARO612	14-10-2023		Change GSTIN	33	33	Pending	

More..

Step 3: Click on 'Close'.


Status Message

Search



Invoice Number	Status
332412BP10ARO612	Amendment request approved successfully

Close

Step 4: User can download the Amended Invoice by click on the red pdf button and Original invoice by click on the blue pdf button. Credit Note also have the same functionality



APPROVE AMENDMENTS

Agent Admin  

Approved

Pending

Rejected

Document Type:
GST Invoices x 2 more

Document Number:
Document No...

Ticket Number:
Ticket No...

Document Date:
14/02/2024 to 14/02/2024

Go Adapt Filters

Amendments (1 - 2 of 2)

Document Type

Document Number

Document D...

Original Document Nu...

Ticket Number

Reason

Old GSTIN / Address

New GSTIN / Address

CREDIT

072432BP02CUV419

14-02-2024

072412BP10BND773

Address change

INVOICE


072412BP02CUV420

14-02-2024

072412BP10BND773

Address change

floor, 72.82316

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GST.AI

3.5 REPORTS

The following reports are available to support you in the efficient and smooth filing of GST returns.

- GSTIN Master Report
- GST Report
- Invoice 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	Other Features
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"> • Allows searching for a specific GSTIN. • Download the details in Excel for your records.
Invoice Report	Summary of all the GST documents issued during a selected period and GSTIN.	<ul style="list-style-type: none"> • Facilitates refining of report by allowing multiple options. • Download the details of selected tickets in Excel for your records. • Readily access to download the GST documents, either single or in bulk.
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"> • Facilitates refining of reports by allowing multiple options. • Download the details of selected tickets in Excel for your records. • Readily access to download the GST documents, either single or in bulk.

Screenshots of these reports are given below for your reference:

GSTIN Master Report



GSTIN MASTER REPORT
Business Admin

GSTIN:
Status:
GST Type:

GSTIN Master (1 - 2 of 2)

	Address	Valid From	Status	GST Type
<input type="checkbox"/> GSTIN				

Invoice Report


INVOICE REPORT
Business Admin


Document Number:
Passenger GSTIN:
Supplier GSTIN:
Ticket Number:
Document Date:

Invoices (1 - 3 of 3)

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

	Company	Document Number	Document Date	Total Invoice Amount	Supplier GSTIN	Passenger GSTIN
<input type="checkbox"/>						

GST Report


GST REPORT
Business Admin

Document Type:
Document Number:
Passenger GSTIN:
Passenger Name:
Supplier GSTIN:
Ticket Number:

Ticket Issue Date:
PNR Number:
IATA Code:
Period:
Document Date:

Documents (1 - 3 of 3)

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

	Document Type	Document Number	Document Date	IATA Code	PNR	Period Covered	Supplier GSTIN	Passenger GSTIN	Passenger Name
<input type="checkbox"/>									

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:

AIR INDIA AUDIT TRAIL Business Admin

Log Type: System Module: Module... Event: Event... User Name: User Name... Period: dd/MM/yyyy to dd/MM/... Go Adapt Filters

System Log(1 - 16 of 16)

Module	Event	Old Value	New Value	User	Created At	Final Status
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Invoice Log:

AIR INDIA AUDIT TRAIL Business Admin

Log Type: Invoices Invoice Number: 332422BP12CJO558 Go Adapt Filters

Timeline:

- Ticket Issue Date: 26/12/2023
- Invoice Date: 26/12/2023
- SBR Received on: 05/02/2024
- SBR Processed on: 05/02/2024

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.