

TRAVEL PARTNERS (B2A) 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, 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

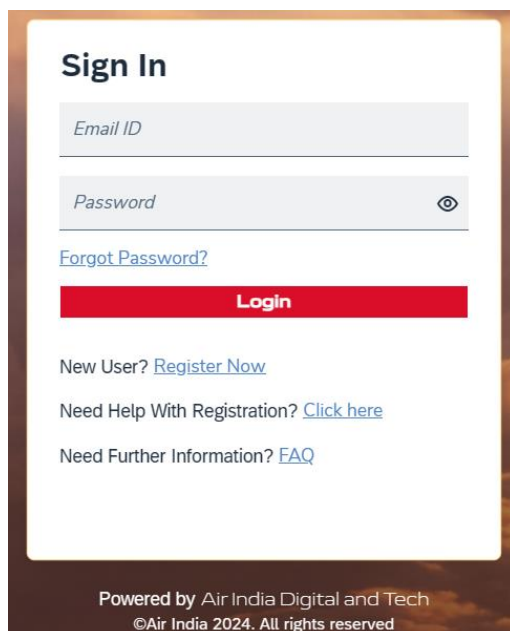
2. Sub-user account creation

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.



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](#)

2.2. 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.

⚠
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.

PROFILE

Welcome, Agent Admin

Details ▾
GSTIN Details
IATA Details (1)
Sub-Users
Approvals
Attachments

Approvals

Name	E-Mail	Contact Number	Status	Requested On		
Agent Admin			⏸ Pending	17-04-2024 11:05 PM	✔	✖

Attachments

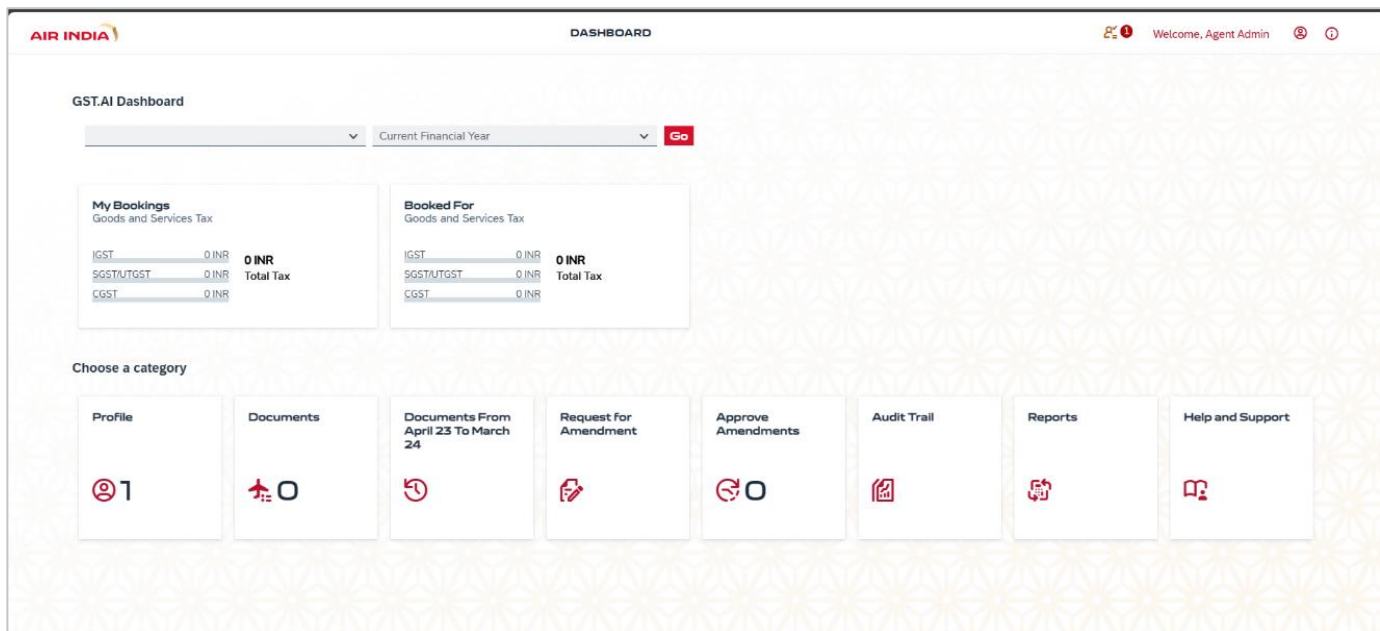
Document Type	Mandato...	Issue Date	Valid From	Valid To	File Type	File Name	
Application Reference Number		-----	-----	-----	application/vnd.openxmlfor...	TEST1.docx	📎
Company's Address		-----	-----	-----	image/jpeg	TEST1.jpeg	📎
Letter of Undertaking		-----	-----	-----	application/pdf	TEST1.pdf	📎
Permanent Account Number	✓	-----	-----	-----	image/png	TEST1.png	📎
Tax Deduction and Collection Account Num...		-----	-----	-----	application/pdf	TEST1.pdf	📎

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

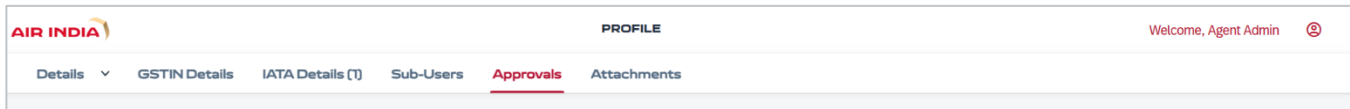
Only admin users will have access to all the features mentioned. In case you are a sub-user, you will not be able to use the Approve Amendments feature unless the admin provides you the rights.



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, 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> <div> </div>

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 ticket-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:

The 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 provides users with ticket-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 Documents from April 2023 to March 2024 section:

The screenshot displays the 'DOCUMENTS FROM APRIL 2023 TO MARCH 2024' section of the AIR INDIA portal. At the top, there's a header with the AIR INDIA logo and the title. Below the header, there are search filters for Document Number, Passenger GSTIN, Date of Issue, Ticket Number, IATA Code, and Document Date. Each filter has a text input field and a search icon. A 'Go' button and an 'Adapt Filters' link are also present. Below the filters, there's a table with columns: Document Type, Invoice Number, Invoice Date, Ticket Number, Ticket Issue..., Buyer Name, IATA Number, and Passang. The table is currently empty, showing 'Documents(0)'. Below the table, there's a magnifying glass icon and the text 'No results found. Try changing your search criteria.'

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. • Bulk Download of documents simultaneously.

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

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

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



Scenario 2: Amendment made by the customer after the filing of GSTR 1 (GST monthly return) by Air India 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 i.e. 4th of the following month. However, the basic principle of amendments remains the same [as defined above](#).

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.

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: Supplier GSTIN Passenger GSTIN: Passenger GSTIN Passenger Name: Passenger Name IATA Code: IATA Code Go Adapt Filters

Documents (1 - 34 of 34) * All amounts in the table are denominated in Indian Rupees (INR). New Request Download Upload

Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Co
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023			143433
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143433
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143899
<input type="checkbox"/> GST Invoice		19-09-2023			19-09-2023		A/ N619	143433

More... Bulk Amendment Template: Download Select an excel file Browse... Upload

Step 2: Select the Change/Add 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: Supplier GSTIN Passenger GSTIN: Passenger GSTIN Passenger Name: Passenger Name IATA Code: IATA Code Go Adapt Filters

Documents (1 - 34 of 34) * All amounts in the table are denominated in Indian Rupees (INR). New Request Download Upload

Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Co
<input type="checkbox"/> GST Invoice	072412BP09CPF208	19-09-2023						143433
<input type="checkbox"/> GST Invoice	072412BP09CPQ397	19-09-2023						143899
<input checked="" type="checkbox"/> GST Invoice	072412BP09CNK854	19-09-2023						143899
<input type="checkbox"/> GST Invoice	072412BP09CSD411	19-09-2023						143899
<input type="checkbox"/> GST Invoice	072412BP09CTA352	19-09-2023						143433
<input type="checkbox"/> GST Invoice	072412BP09CLQ932	19-09-2023						143899
<input type="checkbox"/> GST Invoice	072412BP09CQ351	19-09-2023						143899
<input type="checkbox"/> GST Invoice	072412BP09CSW019	19-09-2023						143899
<input type="checkbox"/> GST Invoice	072412BP09CJX247	19-09-2023						143899
<input type="checkbox"/> GST Invoice	072412BP09CMG270	19-09-2023						143433

More... Bulk Amendment Template: Download Select an excel file Browse... Upload

New Request

Invoice Number: 072412BP09CNK854

GSTIN:

Current Address:

Action: Change/Add GSTIN

New GSTIN:

Reason: *

Request Close

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.

The screenshot displays the 'REQUEST FOR AMENDMENT' interface on the AIR INDIA portal. A 'New Request' modal is open, allowing a user to submit an amendment request. The modal includes the following fields:

- Invoice Number:** A text input field.
- GSTIN:** A text input field.
- Current Address:** A text input field.
- Action:** A dropdown menu with the option 'Change/Add GSTIN' selected.
- New GSTIN:** A dropdown menu.
- Reason:*** A text input field with 'Wrong GSTIN' entered.

At the bottom of the modal are 'Request' and 'Close' buttons. The background shows a table of documents with columns for Document Type, Document Number, Documents Date, and PNR. The third row is selected, showing a GST Invoice with Document Number 072412BP09CNK854 and Date 19-09-2023.

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

A success message dialog box is displayed with a green checkmark icon and the text 'Success'. Below this, the message 'Amendment Requested for Approval' is shown. At the bottom right, there is a red 'OK' button.

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

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:

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/M... PNR: PNR Number Ticket Number: Ticket Number Ticket Issue Date: dd/MM/yyyy to dd/M...

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

Go Adapt Filters

Documents (1 - 33 of 33)

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

Document Type	Document Number	Documents Date	PNR	Ticket Number	Ticket Issue Date	Passenger GSTIN	Supplier GSTIN	IATA Code	Total Inv amount
<input checked="" type="checkbox"/> GST Invoice	072412BP09CPF208	19-09-2023			19-09-2023		07AACCN6194P22Q	14343372	
<input type="checkbox"/> GST Invoice	072412BP09CPQ397	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CNK854	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CSD411	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CTA352	19-09-2023			19-09-2023		07AACCN6194P22Q	14343372	
<input type="checkbox"/> GST Invoice	072412BP09CLQ932	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CQ351	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CSW019	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CJX247	19-09-2023			19-09-2023		07AACCN6194P22Q	14389981	
<input type="checkbox"/> GST Invoice	072412BP09CMG270	19-09-2023			19-09-2023		07AACCN6194P22Q	14343372	

More...

Bulk Amendment Template: Download Select an excel file Browse... Upload

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

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.

New Request

Invoice Number:
062412BP01MHE802

GSTIN:

Current Address:


Action:
Remove GSTIN ▼

Address:
Mumbai Maharashtra

Reason: *
TKT has not been booked by you

Request Close

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

 **Success**

Amendment Requested for Approval

OK

The approval process steps are the same as described below.

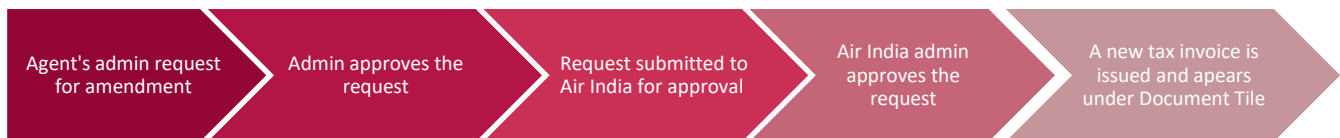
3. Add GSTIN: A ticket has been booked by you for your employees but not appearing under the “My Bookings” section of documents/document history.

For e.g., The ticket 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 ticket is booked using your IATA codes, please initiate the amendment via the “Booked For” tab. The process will be:



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

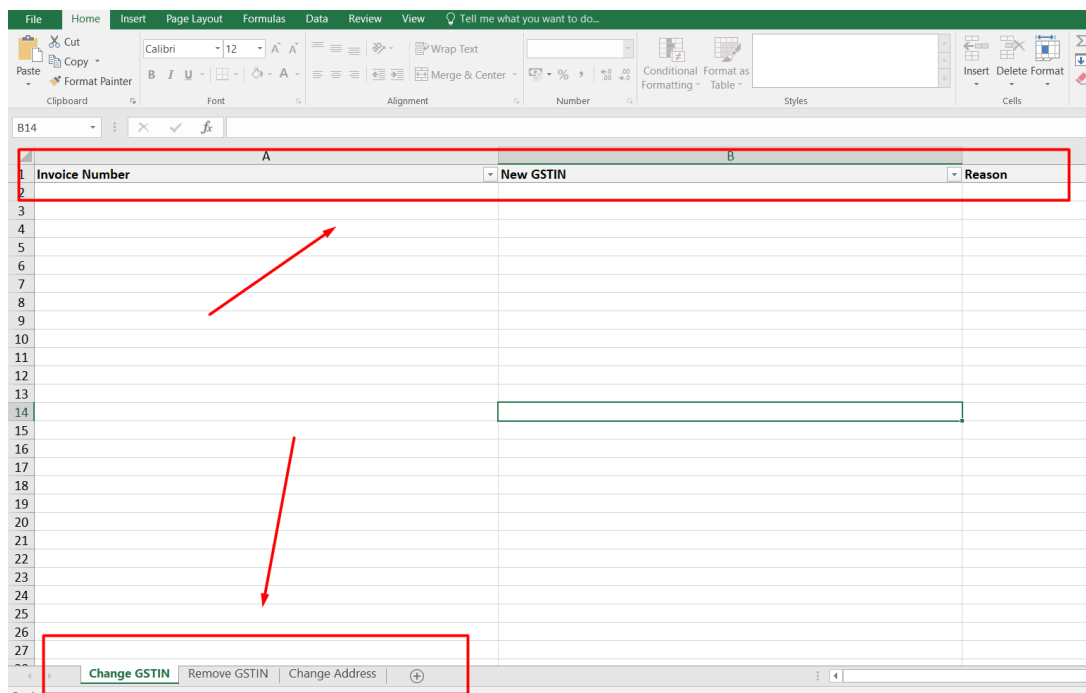


Option C: If the ticket is booked via website/call centre, please consult with gstsupport@airindia.com for amendments. The process will be:



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

The approval process steps are the same as described below.



3.4.2. Approve Amendment

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

The screenshot shows the AIR INDIA GST.AI Dashboard. At the top, there's a header with the AIR INDIA logo, 'DASHBOARD', and a user greeting 'Welcome, Agent Admin'. Below the header, there's a 'GST.AI Dashboard' section with a dropdown menu and a 'Go' button. The main content area is divided into two columns. The left column has 'My Bookings' and 'Booked For' sections, both showing tax details for Goods and Services Tax. The right column has a 'Choose a category' section with eight tiles: Profile, Documents, Documents From April 23 To March 24, Request for Amendment, Approve Amendments (highlighted with a red box), Audit Trail, Reports, and Help and Support. Each tile has an icon and a number.

Step 2: Select the pending tab.

The screenshot shows the AIR INDIA GST.AI 'APPROVE AMENDMENTS' page. At the top, there's a header with the AIR INDIA logo, 'APPROVE AMENDMENTS', and a user greeting 'Agent Admin'. Below the header, there's a navigation bar with tabs: 'My Bookings', 'Booked For', 'Pending' (selected), and 'Rejected'. The main content area has a search bar with fields for 'Document Type' (GST Invoices X), 'Document Number' (Document No.), 'Ticket Number' (Ticket No.), and 'Document Date' (dd/MM/yyyy to dd/MM/yyyy). Below the search bar, there's a table titled 'Amendments (1 - 1 of 1)'. The table has columns: Document Type, Document Number, Document Date, Ticket Number, Reason, Old GSTIN / Address, New GSTIN / Address, Amendment Status, and Action. The first row shows an 'INVOICE' with document number '072412BP09CKR361', date '19-09-2023', ticket number '01', reason 'Wrong GSTIN', and status 'Pending'. The 'Action' column has buttons for 'Approve', 'Reject', and a link icon. Below the table, there's a 'More...' link.

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

AIR INDIA APPROVE AMENDMENTS Agent Admin

My Bookings Booked For **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 - 1 of 1)

<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	072412BP09CKR361	19-09-2023		Wrong GSTIN			Pending	Approve Reject Info

[More...](#)

Step 4: Click 'Yes' for the confirmation.

AIR INDIA APPROVE AMENDMENTS Agent Admin

My Bookings Booked For **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 - 1 of 1)

<input checked="" type="checkbox"/>	Document Type	Document Number	Document Date	Ticket Number	Reason	Old GSTIN / Address	New GSTIN / Address	Amendment Status	
<input checked="" type="checkbox"/>	INVOICE	072412BP09CKR361	19-09-2023		Wrong GSTIN			Pending	Approve Reject Info

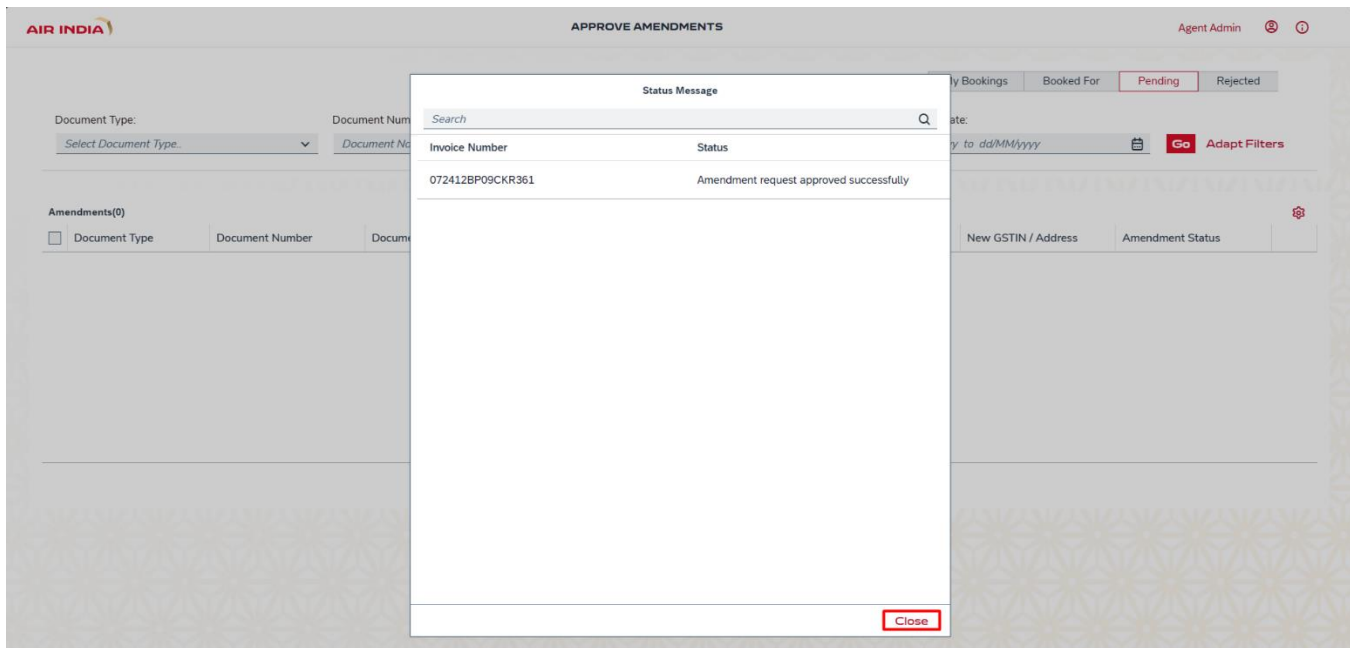
[More...](#)

Warning

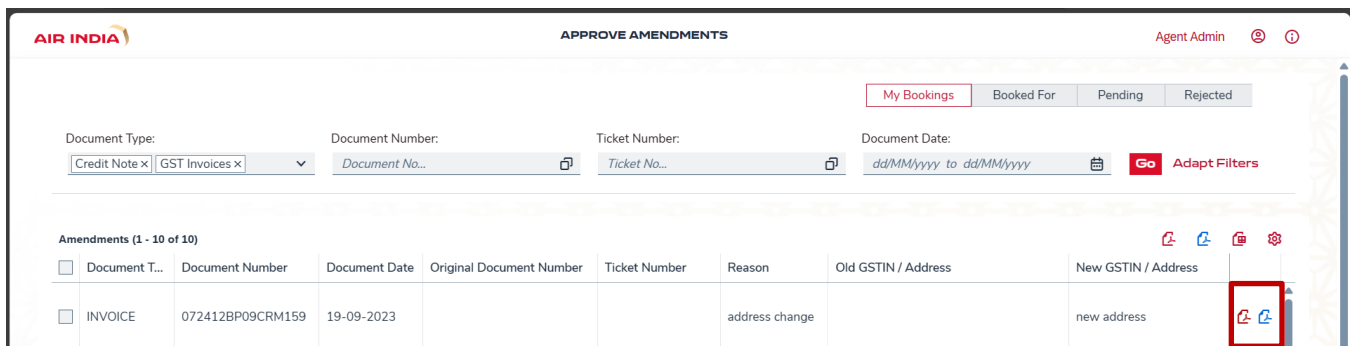
Do you want to approve the following document(s)?

[Yes](#) [No](#)

Amendment successfully approved.



Step 5: 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



3.5. REPORTS

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"> • Allows searching for a specific GSTIN. • Download of 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.
TCS Summary	<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"> • Users can swiftly locate specific documents related to invoices or support processes, view and download document PDFs, access Excel reports, and perform bulk downloads. • Real-time TCS summary against the tickets booked via e-commerce IATAs. <p>Note: You are not required to upload the ticket-level data to obtain TCS details. In case you do not find any ticket in the TCS report, please email the Air India admin at gstsupport@airindia.com.</p>


Screenshots of these reports are given below for your reference:

GSTIN Master Report


GSTIN MASTER REPORT
Agent Admin


GSTIN:
Status:
GST Type:

Invoice Report


INVOICE REPORT
Agent Admin

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

GST Report


GST REPORT
Agent 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 - 500 of 987)

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

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

TCS Summary


TCS SUMMARY
Agent Admin

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

Ticket Number:
Period:
Invoice Date:

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:

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.