

INFINITI

PS

Travel Agent
User Guide

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1. Introduction

You can use GroupRM for bulk bookings and also to create user roles in the application. Based on the user role you choose and register in GroupRM, corresponding responsibilities are given.

You can enjoy the benefits of group booking with:

- Timely and prompt responses to your queries
- End to end automation; from requesting fare quotes to entering passengers' names, you can now do everything
- A dashboard to view and manage your group bookings

The roles and responsibilities are clearly defined based on the functions you perform.

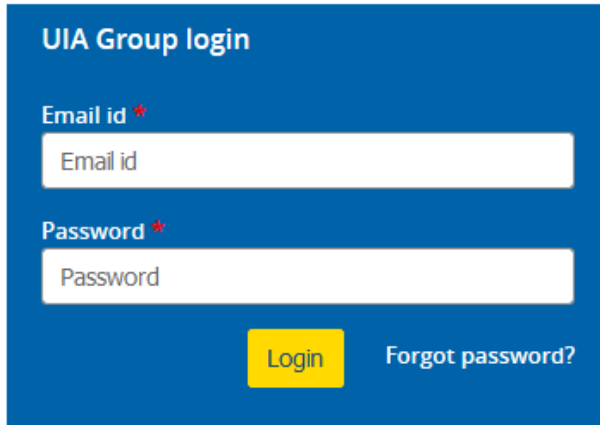
2. Login

You can use the GroupRM to log on and to create user roles in the application.

To log on to GroupRM

1. Open GroupRM

The GroupRM login page appears,



Not yet registered?



If you are a IATA travel agent, please [Click here](#) to sign up.



If you are a NON IATA travel agent, please [Click here](#) to sign up.

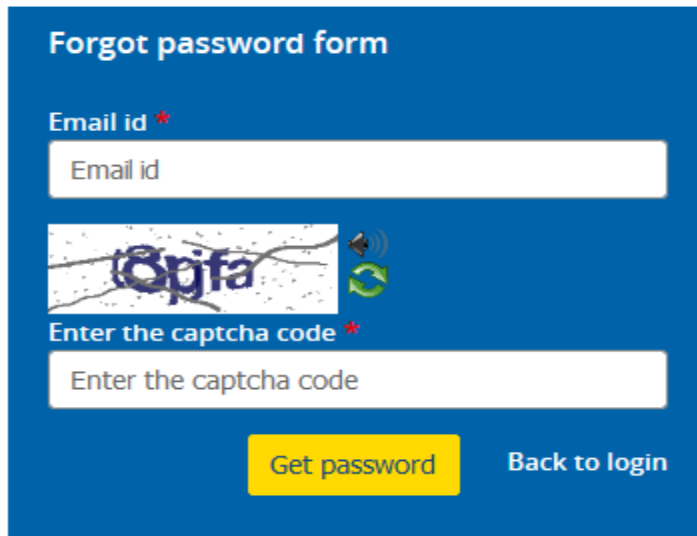


If you are a retail customer, please [Click here](#) to sign up.

2. In the **Email id** box, type your email address
3. In the **Password** box, type your password
4. Click **Login**

You are now logged on to GroupRM

5. If you have forgotten the password, click the **Forgot Password?** Link to generate a new one. The Forgot password form appears as below,



- 4.1. In the **Forgot password form** area, in the Email id box, type the registered email address
- 4.2. In the **Enter the captcha code** box, type the code shown in the image
- 4.3. Click **Get Password**
- 4.4. An E-mail will be sent to your registered email ID with the link to reset your password.
Click on Back to login to go back to login page

IATA Travel Agent Registration

1. Click on the [Click here](#) link next to this icon  in the login page to register as IATA Travel Agent.

The registration form appears as follows,

IATA travel agent registration [« Back to login](#)

Title *

First name *

Last name *

Email id *

Password *

Confirm password *

IATA code *

AIDL ID

Travel agency name *


Phone number *

Address *

Country *

City *

Fax number

Enter the captcha code* 


I have read and accepted the conditions of the [User rules of UIA group booking system](#) and UIA's [Privacy Policy](#) placed on www.flyuia.com. I hereby confirm the validity of all personal data herein and grant my consent to the processing of this personal data for the purpose of the implementation all functions provided by UIA group booking system. Warning! Passengers' personal data should be processed in accordance with the UIA's [Privacy Policy](#) only and with the valid passengers' consent for the purpose of the performance of the [Contract of Carriage](#) of UIA and other carriage related additional services. All passengers in a booking should be informed about the conditions of the UIA's [Contract of Carriage](#), the [Passenger and Baggage Carriage Rules](#), the [Privacy Policy](#), as well as Fare Rules, applied for the journey. *

I hereby grant my consent to the processing of this personal data for the purpose of receiving from UIA the information (marketing materials) with current special offers for airline travel and other services, including e-News, joint promotional campaigns of UIA and its partners, in compliance with UIA's [Privacy Policy](#). Commercial subscription can be withdrawn at any time.

2. In the registration form do the following:
 - a. In the **Title** list, click to select the preferred title
 - b. In the **First name** box, type the first name

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- c. In the **Last name** box, type the last name
- d. In the **Email Id** box, type the email address.
- e. In the **Password** box, type the password you want to use
- f. In the **Confirm Password** box, type the same password that you typed in the previous box.
- g. In the **IATA code** box, type the agency's IATA code
- h. In the **AIDL ID** box, enter the AIDL office ID number if applies
- i. In the **Travel Agency name** field, enter the name of the travel agency
- j. In the **Phone number** box, type the phone number
- k. In the **Address** box, type the address
- l. In the **Country** field, the country will be auto filled based on the GeolP
- m. In the **City** field, specify city
- n. In the **Fax number** field, enter the fax number
- o. In the **Enter the captcha code** box, type the captcha code you see above the box

Note If you are having difficulty reading the code, you can click the  icon to reload the captcha code as necessary until there is a code you can read.

2. Click **Sign Up**.

Note The airline will review the provided registration details and will activate your account. After this, the user can log on to the Group Optimizer with the credentials specified.

Non - IATA Travel Agent Registration

1. Click on the [Click here](#) link next to this icon  in the login page to register as Non - IATA Travel Agent.

The Non – IATA registration form appears as follows,

NON-IATA travel agent registration [« Back to login](#)

Title *

First name *

Last name *

Email id *

Password *

Confirm password *

AIDL ID

Travel agency name *


Phone number *

Address *

Country *

City *

Fax number

Enter the captcha code * 


I have read and accepted the conditions of the [User rules of UIA group booking system](#) and UIA's [Privacy Policy](#) placed on www.flyuia.com. I hereby confirm the validity of all personal data herein and grant my consent to the processing of this personal data for the purpose of the implementation all functions provided by UIA group booking system. Warning! Passengers' personal data should be processed in accordance with the UIA's [Privacy Policy](#) only and with the valid passengers' consent for the purpose of the performance of the [Contract of Carriage](#) of UIA and other carriage related additional services. All passengers in a booking should be informed about the conditions of the UIA's [Contract of Carriage](#), the [Passenger and Baggage Carriage Rules](#), the [Privacy Policy](#), as well as Fare Rules, applied for the journey. *

I hereby grant my consent to the processing of this personal data for the purpose of receiving from UIA the information (marketing materials) with current special offers for airline travel and other services, including e-News, joint promotional campaigns of UIA and its partners, in compliance with UIA's [Privacy Policy](#). Commercial subscription can be withdrawn at any time.

2. In the registration form do the following:
 - a. In the **Title** list, click to select the preferred title
 - b. In the **First name** box, type the first name
 - c. In the **Last name** box, type the last name

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- d. In the **Email Id** box, type the email address.
- e. In the **Password** box, type the password you want to use
- f. In the **Confirm Password** box, type the same password that you typed in the previous box.
- g. In the **AIDL ID** box, enter the AIDL office ID number if applies
- h. In the **Travel Agency name** field, enter the name of the travel agency
- i. In the **Phone number** box, type the phone number
- j. In the **Address** box, type the address
- k. In the **Country** field, the country will be auto filled based on the GeoIP
- l. In the **City** field, specify city
- m. In the **Fax number** field, enter the fax number
- n. In the **Enter the captcha code** box, type the captcha code you see above the box

Note If you are having difficulty reading the code, you can click the  icon to reload the captcha code as necessary until there is a code you can read.

2. Click **Sign Up**.

Note The airline will review the provided registration details and will activate your account. After this, the user can log on to the Group Optimizer with the credentials specified.

3. New Booking

3.1 Requesting Group Travel

You can request group travel as an ad-hoc group request, series group request or an instant quote request. An ad-hoc is one-time request for travel sent to the airline. Series requests are multiple trips undertaken by the groups over a period of time or for selected days in repetition. An Instant quote request is one-time group request which is instantly priced and followed by immediate actions from the agent.

To create an ad-hoc group travel request




1. On the New booking menu, click the **Ad-hoc group request**

The Ad-hoc group request page appears,




[Home](#) / [Adhoc group request](#)

Adhoc group request




Group name *

 One-way  Round-trip  Multi-city

Origin * Destination * Departure date * Return date *

  Select departure date  Select return date


No of guests * Expected fare / pax (Taxes included) Cabin Group category *

 Adult  Child  Infant USD Economy

Remarks

SUBMIT

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2. Enter the group name in **Group name** box
3. To select the travel type, click on **One-way** or **Round-trip** or **Multi-city**
4. In the **Origin** box, type the city you want to start from
5. In the **Destination** box, type the city you want to go to
6. In the **Onward/Departure date** and **Return date** (for **Round-trip**) boxes, click  to select the desired start and return date for your travel
7. Repeat steps 6-8 as needed for Multi-city requests
8. In the **No of guests** box, type the number of **Adults, Children and Infants**
9. In the **Expected fare** box, enter the expected fare in **Per pax** box
10. In the **Cabin** box, select the cabin type from drop down list
11. Select an appropriate **Group category** type from the drop down list
12. In the **Remarks** box, type any other specifications you have about the group request
13. Click on **Submit** to forward the request details to the Group Desk to review and respond. A request ID is generated for tracking purpose

To create a series group travel request

1. On the **New booking** menu, click the **Series group request**
The Series group request page appears as below,



1. Sector selection

i Add group details and select journey for the booking.

Group name * Group category *

Origin * Destination *

No of guests * Cabin Expected fare / pax (Taxes included)

SELECT DATE

2. Series group request will have four sections as below,
 - 2.1. Sector selection
 - 2.2. Departure date selection
 - 2.3. Flight selection
 - 2.4. Series list

3. In **Sector selection** section,
 - 3.1. Enter the group name in **Group name** box
 - 3.2. Select the appropriate **Group category** type from the drop down list.
 - 3.3. To select the travel type, click on **One-way**, **Round-trip** or **Multi city**.
 - 3.4. In the **Origin box**, type the city you want to start from.
 - 3.5. In the **Destination box**, type the city where you want to go.
 - 3.6. In the **No of guests box**, type the number of **Adults**, **Children** and **Infant** travelling.
 - 3.7. Select the preferred cabin from the **Cabin** list (i.e., Economy or Business).
 - 3.8. In the **Expected fare** box, enter the fare which you expect. The Expected fare includes the Tax as well.

3. Click on **Select date** to go **Departure date section**
4. **Departure date section** appears as,

Series group request

The screenshot shows a progress bar with four steps: 1. Selected sector, 2. Departure date selection, 3. Flight selection, and 4. Series list. Step 2 is currently active. Below the progress bar, the '1. Selected sector' section shows 'KBP → CDG' and a 'View and edit' link. The '2. Departure date selection' section has an information icon and the text 'Select the specific travel date(s) or series of date range for the group.' Below this, there is a dropdown menu showing 'KBP → CDG'. There are two radio buttons: 'Date Range' (selected) and 'Specific date'. Under 'Date Range', there are three sections: 'Start date *' with a 'Select start date' button, 'End date *' with a 'Select end date' button, and 'Day preference' with an 'All days' button. To the right of these buttons is a 'Tips' section with three bullet points. At the bottom of the section is a blue 'PROCEED' button.

1. Selected sector KBP → CDG [View and edit](#)

2. Departure date selection

Select the specific travel date(s) or series of date range for the group.

KBP → CDG

Date Range Specific date


Start date * End date * Day preference

Select start date Select end date All days

Tips:


- Number of groups in this series is equal to number of date selected between start date and end date.
- Start date refers to the first group's travel date.
- End date refers to the last group's travel date.
- Day preference can be useful if your series travel falls on any specific day(s) of the week.

PROCEED

- 4.1. Click on [View and edit](#) option to go back to **Sector section** to view or modify the sector or no of guest details
- 4.2. In **Departure date** selection window,
 - 4.2.1. Click **Date range** or **Specific date** for the group
 - 4.2.2. Provide the start date and end date for onward journey by clicking on  icon in respective boxes. Also, select the preferred days from **Day preference** box
 - 4.2.3. Click on **Proceed** to select the dates for return journey







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2. Departure date selection

 Select the travel date for each group by selecting individual travel date or provide lag days to auto fill the travel date for all groups. Lag days refers to the number of days after which the next journey begins in each group.

KBP → CDG CDG → KBP

Enter length of stay days

	KBP → CDG	CDG → KBP		
<input type="checkbox"/> Group 1	<input type="text" value="28-March-2019"/>	 <input type="text" value="30-March-2019"/>	<input type="button" value="Remove"/>	<input type="button" value="Remove"/>
<input type="checkbox"/> Group 2	<input type="text" value="29-March-2019"/>	 <input type="text" value="31-March-2019"/>	<input type="button" value="Remove"/>	
<input type="checkbox"/> Group 3	<input type="text" value="30-March-2019"/>	 <input type="text" value="01-April-2019"/>	<input type="button" value="Remove"/>	
<input type="checkbox"/> Group 4	<input type="text" value="31-March-2019"/>	 <input type="text" value="02-April-2019"/>	<input type="button" value="Remove"/>	
<input type="checkbox"/> Group 5	<input type="text" value="01-April-2019"/>	 <input type="text" value="03-April-2019"/>	<input type="button" value="Remove"/>	
<input type="checkbox"/> Group 6	<input type="text" value="02-April-2019"/>	 <input type="text" value="04-April-2019"/>	<input type="button" value="Remove"/>	

4.2.4. Enter no of lag days in given box so that system will calculate the return journey date and the same will display in respective group's return journey date box. Click on



to edit/ enter the return journey date to any group in the request

4.3. Click on **Proceed** to select the preferred flight in Flight selection page

5. **Flight selection** section will appear as,

3. Flight selection

Select one or multiple flights choices for each sector. The Flights listed below is based on the departure date for each selected sector in Group1.

Select flight

BORYSPIL INTL (KIEV)(KBP) → CHARLES DE GAULLE (PARIS)(CDG) 28-03-2019				CHARLES DE GAULLE (PARIS)(CDG) → BORYSPIL INTL (KIEV)(KBP) 30-03-2019					
Flight number	Departure time	Arrival time	Duration	Flight number	Departure time	Arrival time	Duration		
PS-127	09:45 KBP	→ 12:10 CDG	03:25	<input checked="" type="checkbox"/>	PS-130	05:30 CDG	→ 09:35 KBP	03:05	<input type="checkbox"/>
PS-129	19:30 KBP	→ 22:00 CDG	03:30	<input type="checkbox"/>	PS-128	13:20 CDG	→ 17:35 KBP	03:15	<input checked="" type="checkbox"/>
PS-9263	14:45 KBP	→ 17:10 CDG	03:25	<input type="checkbox"/>	PS-9262	09:45 CDG	→ 13:55 KBP	03:10	<input type="checkbox"/>

CREATE LIST

5.1. Select the preferred flights for onward and return journey. Click on Create list to verify the groups list in **Series list** page.

6. **Series list** page appears as,

4. Series list

Confirm the groups list and submit the series request to receive quote from airline. You can modify preferences for individual groups using edit option or can remove any group before submitting the request.

Series group	KBP → CDG	CDG → KBP	No of guests	
Group 1	28-March-2019 / PS-127	30-March-2019 / PS-128	11A	
Group 2	29-March-2019 / PS-127	31-March-2019 / PS-128	11A	
Group 3	30-March-2019 / PS-127	01-April-2019 / PS-128	11A	
Group 4	31-March-2019 / PS-127	02-April-2019 / PS-128	11A	
Group 5	01-April-2019 / PS-127	03-April-2019 / PS-128	11A	
Group 6	02-April-2019 / PS-127	04-April-2019 / PS-128	11A	

Remarks

SUBMIT

Note You can click the  icon to edit or  to delete the selections accordingly.

7. In the Remarks box, type any other specifications you have about the group request

8. Click **Submit**

A request ID will generate for your reference. This submitted request is reviewed by your Group Desk and fare will be quoted.


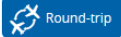
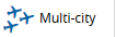
To create an Instant Quote

1. On the **New booking** menu, click the **Instant Quote** request




The Instant Quote request page appears as below,

[Home](#) / [Instant quote request](#)
Instant quote request




Group name *

 One-way  Round-trip  Multi-city

Origin * Destination * Departure date * Return date *

  Select departure date  Select return date

No of guests * Expected fare / pax (Taxes included) Cabin Group category *

 Adult  Child  Infant USD Expected fare / pax Economy Select

Remarks


GET QUOTE

2. Enter the group name in **Group name** box

3. To select the travel type, click on **One-way** or **Round-trip** or **Multi-city**

4. In the **Origin** box, type the city you want to start from

5. In the **Destination** box, type the city you want to go to

6. In the **Onward/Departure date** and **Return date** (for **Round-trip**) boxes, click  to select the desired start and return date for your travel

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7. Repeat steps 6-8 as needed for Multi-city requests
8. In the **No of guests** box, type the number of **Adults, Children and Infants**
9. In the **Expected fare** box, select the currency type from the drop down list and enter the expected fare in **Per pax** box
10. In the **Cabin** box, select the cabin type from drop down list
Select an appropriate **Group category** type from the drop down list
11. Select the desired flight under the **Select flight** segment
12. In the **Remarks** box, type any other specifications you have about the group request
13. Click on **Get Quote**
14. For the selected flight, the fare will be displayed along with the travel request information. The page will be displayed as below,

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Home / Instant quote request

Instant quote request


Request information

Request id : **GRP07228** | Trip Type : **One-way**


[Change itinerary](#)

Origin	Destination	Travel date	Cabin	No of guests	Requested fare
BORYSPIL INTL (KIEV)(KBP)	GATWICK (LONDON)(LGW)	04-Aug-2019	Economy	11A / 0C / 0I	USD 1111.00

Instant quote

 **Additional discount may apply in case of immediate full payment. Please contact us by email group.dep@flyuia.com to get more details.**

Flight number	Departure time	Arrival time	Duration	Fare
PS-111	10:00 KBP	→	11:25 LGW	03:25

 **USD 164**
Adult fare

[^ Detailed information](#)

Fare details


Adult **USD 164.00**

Total : USD 1804.00

Validity

Payment validity : 10-Jul-2019 16:03 (100%)
Passenger validity : 10-Jul-2019 17:03

Flight details

 **BORYSPIL INTL (KIEV)(KBP) - GATWICK (LONDON)(LGW)** 04-Aug-2019

PS-111	10:00 KBP	→	11:25 LGW
--------	--------------	---	--------------

Terms and conditions

- Fares quoted are inclusive FOC 7KG hand carry luggage
- All fares and taxes are subject to changes prior to booking confirmation
- No reservation has been made until your acceptance
- Upon confirmation, deposit/full payment is required

I agree to terms and conditions

ACCEPT **NEGOTIATE** **DECLINE**

15. Upon clicking the Detailed information, the information about the fare breakup, payment validity and passenger validity will be displayed
16. Check the **Terms and conditions** check-box
17. Click Accept

To Negotiate

1. To Negotiate the provided fare, click Negotiate button.

The Negotiation window will appear as follows,

Negotiate

Fare advised (Taxes included) : USD 124(A)

Total fare (Taxes included) (USD) : *

Remarks : *

Please provide competitor flight and fare details that will help us to validate and give better fare. Example : Flight number with carrier code – Total fare with currency

[Go back to accept](#)

2. Enter the expected fare in **Total fare (Taxes included)** field
3. Provide the Remarks in the specified field
4. Click Submit

4. Request Info

4.1 View Request

1. On the **Request Info** menu, click the **View request**

The View Request page appears,

Search group request

Group name	Request id	Status	Requested start date	Requested end date	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	All	<input type="text" value="27-March-2019"/>	<input type="text" value="27-March-2019"/>	<input type="button" value="SEARCH"/>

[Advanced search](#) [Clear](#)

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **Status** list, select the request status you want to search for
5. In the **Requested start date** and **Requested end date** fields, specify the respective dates
6. Click **Advanced search**, for more options for your view request

[Advanced search](#) [Clear](#)

Origin * <input type="text" value="Enter origin city"/>	Destination * <input type="text" value="Enter destination city"/>	Request type <input type="text" value="All"/>	Trip type <input type="text" value="All"/>
PNR <input type="text" value="Enter the PNR"/>	Group category <input type="text" value="Select"/>	Flight number <input type="text" value="Flight number"/>	Departure start date <input type="text" value="Select date"/>
Departure end date <input type="text" value="Select date"/>			

7. Click **Search**

The list will appear as follows,

View request

Agency details	Group details	Flight details	Request details	Status
Last updated on : 27-Mar-2019 15:40				
Travel Agency Travel Agent	test GRP05464 Adhoc	CDG → CWC 09-05-2019 , PS-128/311/340 CWC → CDG 16-05-2019 , PS-42/127	14 pax (12A,2I) Fare requested : EUR 754.00 (Requested date : 27-Mar-2019 15:38)	New Request Cancel request View details
Last updated on : 27-Mar-2019 15:27				
Travel Agency Travel Agent	ASDSF GRP05463 Adhoc	CDG → CWC 29-03-2019 , PS-128/41 CWC → CDG 30-03-2019 , PS-42/127	12 pax (12A) Fare requested : EUR 124.00 (Requested date : 27-Mar-2019 15:27)	New Request Cancel request View details

8. Click [View details](#) to view the details of the request.

The window will appear as follows,

[Home](#) / [Search group request](#) / [View request](#) / [View user response](#)

Request details


Agent request	Airline response	Ticket Issued
<p>Adhoc One way</p> <p>ALC → KBP 10-Sep-2019</p> <p>Request id : GRP07197</p> <p>Group name : rwrgrf</p> <p>Group category : children</p> <p>Requested by : premkumar@infinitsoftware.net</p> <p>No of guests : 10 (10A)</p> <p>Requested fare : EUR 0</p> <p>Requested date : 05-Jul-2019 17:28</p> <p>Remarks : --</p> <p>PNR : S4GAES</p> <p>View request details</p>	<p>Adult fare/pax : EUR 137.47</p> <p>Last responded on : 05-Jul-2019 18:20</p> <p>Airline remarks : --</p> <p>TIME LIMIT</p> <p>Fare expires : 05-Jul-2019 18:29</p> <p>Payment : 05-Jul-2019 19:29 (100%)</p> <p>Guest : 05-Jul-2019 20:29</p>	<p>EUR 1374.70 Total fare (Base fare+Tax)</p>

Airline suggested flights

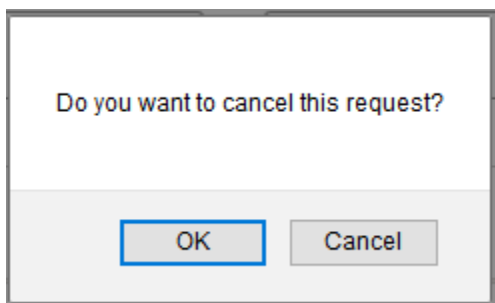
ALC-KBP						
Flight number	Departure date	Arrival date	No of guests	Stops	SSR	Fare
PS-936/80	10-09-2019 01:30	10-09-2019 13:55	10 (10A)	1 Stops	1 Piece	EUR 137.47 Fare breakdown

Terms and conditions

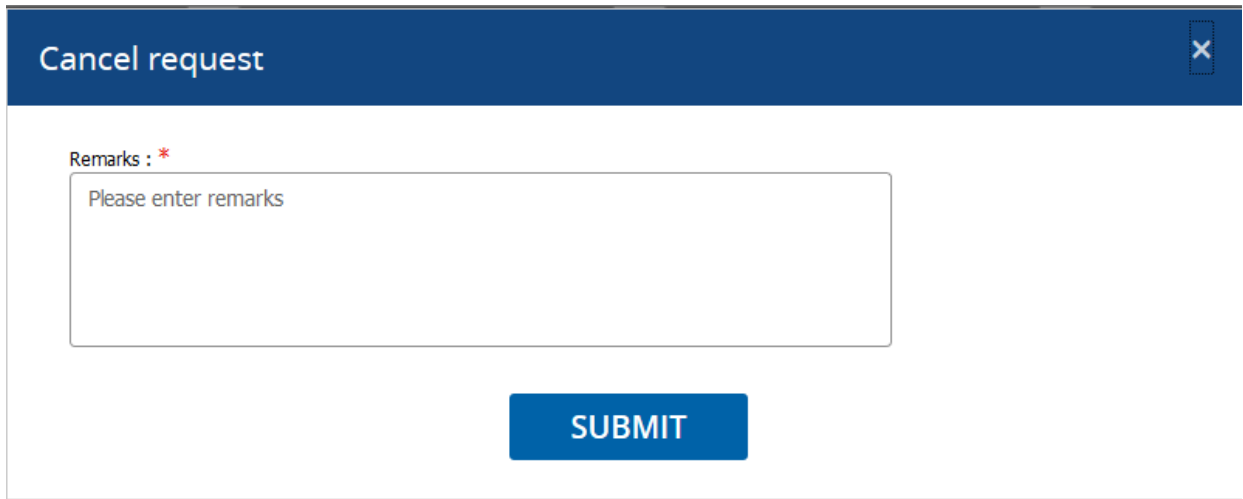
- Fares quoted are inclusive FOC 7KG hand carry luggage
- All fares and taxes are subject to changes prior to booking confirmation
- No reservation has been made until your acceptance
- Upon confirmation, deposit/full payment is required

 **Cancel**
request

9. Click **Cancel request** to cancel the group request. A prompt screen will be displayed.



Upon clicking **OK**, the following window will appear as follows,



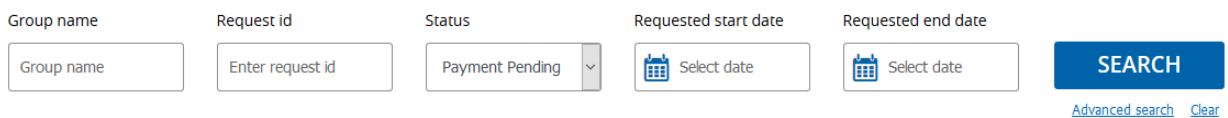
Enter the remarks in the **Remarks** field and click **Submit**

4.2 Make Payment

1. On the **Request Info** menu, click the **Make Payment**

The Make Payment page appears,

Make payment



2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **Status** list, select the request status you want to search for
5. In the **Requested start date** and **Requested end date** fields, specify the respective dates
6. Click **Advanced search**, for more options for your view request

[Advanced search](#) [Clear](#)

Origin * <input type="text" value="Enter origin city"/>	Destination * <input type="text" value="Enter destination city"/>	PNR <input type="text" value="Enter the PNR"/>	Trip type <input type="text" value="All"/>
Request type <input type="text" value="All"/>	Group category <input type="text" value="Select"/>	Departure start date <input type="text" value="Select date"/>	Departure end date <input type="text" value="Select date"/>
Payment expiry Start date <input type="text" value="Select date"/>	Payment expiry End date <input type="text" value="Select date"/>		

7. Click **Search**

The list will appear as follows,
[Request](#)

Group details	City pair	Request details	PNR	Status	
Last updated on : 08-Jul-2019 18:56					
Bggage GRP07217 Adhoc	CDG → KBP 17-Sep-2019 , PS-130 KBP → CDG 22-Sep-2019 , PS-127	12 pax (10A,1C,1I) Fare requested : EUR 111.00 (Requested date : 08-Jul-2019 18:42)	OWHEK2	Payment Pending EUR 232.80	Payment details View details
Last updated on : 08-Jul-2019 19:00					
Baggage GRP07216 Series	KBP → CDG 11-Sep-2019 , PS-129 CDG → KBP 21-Sep-2019 , PS-128	65 pax (55A,5C,5I) Fare requested : USD 111.00 (Requested date : 08-Jul-2019 18:38)	OWHROD, O WHU65, OWI 5AA, OWJ6P7, OWIERQ	Payment Pending USD 332.32	Payment details View details
Last updated on : 08-Jul-2019 19:02					
BaggageRT GRP07215 Adhoc	DEL → KBP 17-Sep-2019 , PS-392 KBP → DEL 23-Sep-2019 , PS-391	12 pax (10A,1C,1I) Fare requested : INR 1111.00 (Requested date : 08-Jul-2019 18:37)	OWHTL5	Payment Pending INR 36990.00	Payment details Extend time limit View details

8. Click **Payment details**

The following window will appear as follows,

Travel Agent User Guide - PS

Home / Make payment / Request / Payment summary

Payment summary

Request details

Group details	Details	Fare
GRP07217 Bggage Adhoc	No of guests : 12 (10 A, 1 C, 1 I) Accepted fare(per pax) : EUR 232.80 (A), 232.80 (C), 15.00 (I)	Total fare : EUR 2575.80 PNR : OWHEK2

Flight details

City pair	No of guests	Depart	Arrival	Fare
✖ PNR: OWHEK2				
CDG → KBP, PS-130	12 (10 A, 1 C, 1 I)	17-09-2019 05:30	17-09-2019 09:35	EUR 232.80 ⓘ
KBP → CDG, PS-127	12 (10 A, 1 C, 1 I)	22-09-2019 09:55	22-09-2019 12:20	EUR 0 ⓘ

Payment details

S/N	Payment percentage	Amount	EMD	Expiration date	Requested on	Status
✖ PNR: OWHEK2						
1	50.00%	EUR 1287.90	—	10-Jul-2019 18:55	08-Jul-2019 18:56	ⓘ ⓧ

Make payment

Request id	PNR	Payment validity	PNR status	Paid amount	SSR charges	Total amount	Requested amount	Currency conversion	
GRP07217	OWHEK2	10-07-2019 18:55	Confirmed	EUR 0	EUR 0	EUR 2575.80	EUR 1287.90	INR 99754	<input checked="" type="checkbox"/>

Note: UIA also supports the cash mode of payment for group bookings. For cash payment, the retail user / travel agent has to make the payment in airline office.

📄 Invoice

🏠 BSP

Total Package Price	199508 INR
Total paid	0 INR
Total amount due later	99754 INR
Total amount due	99754 INR

Note:

1. UIA will check the status of the payment for the invoice.
2. The payment status will be changed to completed in GRM, once the invoice is approved by UIA.

Note: When you make payment in bank, please enter request ID and PNR in the payment remarks

GENERATE INVOICE

8.1. Select the **currency type** from the drop-down

8.2. Click **Generate Invoice** to generate the invoice under Invoice payment mode

8.3. Click **BSP payment** for BSP payment mode.

The following window will appear as follows,

The screenshot shows a payment window with two tabs: 'Invoice' and 'BSP'. The 'BSP' tab is active. On the left, there is a summary table with the following data:

Total Package Price	7989.60 EUR
Total paid	3994.8 EUR
Total amount due later	0 EUR
Total amount due	3994.80 EUR

Below the table, there is a note: "Note: When you make payment in bank, please enter request ID and PNR in the payment remarks". Below the note, there is another note: "*** When you make Credit/Debit card payment make sure the **Block pop-up windows** is activated (checkbox)".

On the right side of the window, there is a field labeled "EMD number *" with a red asterisk, and a text input box containing the placeholder text "Enter emd number".

At the bottom center of the window, there is a blue button labeled "SUBMIT".

8.4. Enter the **EMD number** in the respective field and Click **Submit**

9. Click **View Details**

The following window will appear as follows,

Request details

Agent request

A Adhoc Round-trip

CDG → KBP | KBP → CDG
17-Sep-2019

Request id : GRP07217

Group name : Bggage

Group category : ethnic

Requested by : premkumar@infinitsoftware.net

No of guests : 12 (10A, 1C, 1I)

Requested fare : EUR 111

Requested date : 08-Jul-2019 18:42

Last negotiated : EUR 212

Remarks : --

PNR : [OWHEK2](#)

[View request details](#) [View negotiation history](#)

Airline response

[EUR 2575.80](#)
Total fare (Base fare+Tax)

Adult fare/pax : [EUR 232.80](#)

Child fare/pax : [EUR 232.80](#)

Infant fare/pax : [EUR 15.00](#)

Last responded on : 08-Jul-2019 18:56

Airline remarks : --

⏰ TIME LIMIT

Fare expires : 09-Jul-2019 18:55

Payment : 10-Jul-2019 18:55 (50%)
11-Jul-2019 18:55 (50%)

Guest : 12-Jul-2019 18:55

Payment Pending

Airline suggested flights

Option 1 Fare breakdown ✔						
City pair	Flight number	Departure date	Arrival date	No of guests	Stops	SSR
CDG-KBP	PS-130	17-09-2019 05:30	17-09-2019 09:35	12 (10A, 1C, 1I)	0	0 Piece
KBP-CDG	PS-127	22-09-2019 09:55	22-09-2019 12:20	12 (10A, 1C, 1I)	0	0 Piece

Terms and conditions

- Fares quoted are inclusive FOC 7KG hand carry luggage
- All fares and taxes are subject to changes prior to booking confirmation
- No reservation has been made until your acceptance
- Upon confirmation, deposit/full payment is required

4.3 Add Guest

- On the **Request Info** menu, click the **Add Guest**

The Add Guest page appears,

Name list

Group name	Request id	Status	Requested start date	Requested end date	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="All"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="04-April-2019"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px 5px;" type="text" value="04-April-2019"/>	SEARCH

[Advanced search](#) [Clear](#)

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **Status** list, select the request status you want to search for
5. In the **Requested start date** and **Requested end date** fields, specify the respective dates
6. Click **Advanced search**, for more options for your view request

The window will appear as follows,

[Advanced search](#) [Clear](#)

Origin * <input type="text" value="Enter origin city"/>	Destination * <input type="text" value="Enter destination city"/>	PNR <input type="text" value="Enter the PNR"/>	Trip type <input type="text" value="All"/>
Request type <input type="text" value="All"/>	Group category <input type="text" value="Select"/>	Departure start date <input type="text" value="Select date"/>	Departure end date <input type="text" value="Select date"/>
Payment expiry Start date <input type="text" value="Select date"/>	Payment expiry End date <input type="text" value="Select date"/>		

7. Click Search

The window will appear as follows,

Request

Group details	City pair	Request details	PNR	Submitted guests	Status	
Last updated on : 04-Apr-2019 18:26						
INVOICE GRP05709 Adhoc	CDG → KBP 12-Jan-2020 , PS-130	10 pax (10A) Fare requested : EUR 100.00 (Requested date : 04-Apr-2019 18:18)	QRKY6S	0 (0A)	Payment Completed EUR 810.32	Guest details
Last updated on : 04-Apr-2019 18:11						
dev GRP05708 Adhoc	KBP → CDG 27-Apr-2019 , PS-127	16 pax (12A,2C,2I) Fare requested : USD 124.00 (Requested date : 04-Apr-2019 18:09)	QRK49S	16 (12A,2C,2I)	Ticket Issued USD 985.00	Guest details

8. Click **Guest Details** to update the Guest name list

The window will appear as follows,

PNR details
✕

Request details

Group details	Requested date	Request status	Requested by
GRP05709 INVOICE adhoc	04-Apr-2019 12:48	Payment Completed	Travel Agent Ukraine

Booking details

Flight details	No of guests	Submitted guests	PNR	
CDG → KBP 12-Jan-2020, 05:30, PS-130	10 (10A)	0 (0A)	QRKY6S	✎ Update name list

9. Under Booking details segment, click **Update name list**

The window will appear as follows,

Guest details
✕

Booking details

Group details	Details	Status
GRP05709 INVOICE adhoc	No of guests: 10 (10A) Submitted guests: 0	Payment Completed

PNR details

PNR: QRKY6S (Name update validity: 04-Apr-2019 21:19)


CDG → KBP

Flight number	Departure date	Arrival date	No of guests	Stops
PS-130	12-Jan-2020 05:30	12-Jan-2020 09:35	10 (10A)	0 Stops

Guest details

- 1**
Verify Booking and PNR details
- 2**
Add guest details by uploading the guest information file in **XLS / XLSX** format in the below upload area (or) click **"I wish to enter guest details"** link to enter guest informations manually. Note: You can download sample name list format below.
- 3**
Confirm the updated guest details and click **"Save"** to update PNR.

[Sample name list format](#)



Drag & drop your file here
Supported format .xls , .xlsx
Or
[Select file](#)

(Or) [I wish to enter guest details](#)

10. If you want to upload the name list, click **Select file**

11. If you want to enter the guest details manually, click **I wish to enter guest details**

The window will appear as follows,

Submit guest details

S.no	Guest type *	Title *	First name *	Last name *	Date of birth *	Gender *
1	Adult	Mr			Select date	M
2	Adult	Mr			Select date	M
3	Adult	Mr			Select date	M
4	Adult	Mr			Select date	M

4.4 View Bookings

1. On the **Request Info** menu, click the **View Bookings**

The View Bookings page appears,

View bookings

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="SEARCH"/>

[Advanced search](#) [Clear](#)

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **PNR**, specify the PNR
5. In the **Status** list, select the request status you want to search for
6. Click **Advanced search**, for more options for your view request

The window will appear as follows,

Advanced search Clear			
Origin *	Destination *	Trip type	Request type
<input type="text" value="Enter origin city"/>	<input type="text" value="Enter destination city"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
Requested date	Departure date		
Start date	End date	Start date	End date
<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>
Group category			
<input type="text" value="Select"/>			

7. Click **Search**

The window will appear as follows,

Request

Group details	City pair	Guest details	Payment details	PNR	Status
Last updated on : 04-Apr-2019 18:26					
INVOICE GRP05709 adhoc	CDG → KBP 12-Jan-2020 , PS-130	Requested guest : 10 (10A) Submitted guest : 0 (0A)	Percentage paid : 100 Amount paid : 8103.20	QRKY6S	Payment Completed View details
Last updated on : 04-Apr-2019 18:11					
dev GRP05708 adhoc	KBP → CDG 27-Apr-2019 , PS-127	Requested guest : 16 (12A,2C,2I) Submitted guest : 16 (12A,2C,2I)	Percentage paid : 100 Amount paid : 13868.00	QRK49S	Ticket Issued View details

8. Click **View Details**

The window will appear as follows,

PNR details



Request details

Group details	Requested date	Request status	Requested by
GRP05709 INVOICE adhoc	04-Apr-2019 12:48	Payment Completed	Travel Agent Ukraine

Booking details

Flight details	No of guests	PNR
CDG → KBP 12-Jan-2020, 05:30, PS-130	10 (10A)	QRKY6S ✈ PNR details

PNR details

PNR: QRKY6S

Flight details

City pair	Flight number	Stops	Departure date	Arrival date
CDG → KBP	PS-130	0 Stop	12-Jan-2020 05:30	12-Jan-2020 09:35

Payment information

Total amount EUR 8103.2 Paid amount 8103.2

Percentage	Amount	Validity	Paid date	Payment mode	Status
49.36%	EUR 4000	04-Apr-2019 14:49	04-Apr-2019 12:52	WT	Payment completed
24.68%	EUR 2000	05-Apr-2019 12:52	04-Apr-2019 12:53	WT	Payment completed
25.96%	EUR 2103.2	05-Apr-2019 12:54	04-Apr-2019 12:55	WT	Payment completed

Guest details

Group name INVOICE No of guests 10 No of guests name to update 9

First name	Last name
TRAVEL AGENCY	DEL

4.4.1 Ticket Issuance

The travel agents can issue the tickets if guest details are submitted.

Request

Group details	City pair	Guest details	Payment details	PNR	Status
Last updated on : 11-Jul-2019 13:15					
shini groups GRP07252 adhoc	KBP → CDG 16-Aug-2019 , PS-127	Requested guest : 15 (8A,7I) Submitted guest : 15 (8A,7I)	Percentage paid : 100 Amount paid : 5989.00	PE5WO9	Guest Submitted View details View child request +
Last updated on : 16-Apr-2019 12:11					
Flow check GRP05911 series	CDG → KBP 13-May-2019 , PS-130 KBP → CDG 14-May-2019 , PS-129	Requested guest : 32 (24A,4C,4I) Submitted guest : 32 (24A,4C,4I)	Percentage paid : 100 Amount paid : 11935.52	SPZR4R, SPZ QYL	Guest Submitted View details

1. Click **View Details**

The window will appear as follows,

PNR details X

Request details

Group details	Requested date	Request status	Requested by
GRP07252 shini groups adhoc	11-Jul-2019 07:05	Guest Submitted	Mohamed Azharudeen Ukraine

Booking details

Flight details	No of guests	PNR
KBP → CDG 16-Aug-2019, 09:55, PS-127	15 (8A,7I)	PE5WO9 PNR details

Flight details

PNR: PE5WO9

City pair	Flight number	Stops	Departure date	Arrival date
KBP → CDG	PS-127	0 Stop	16-Aug-2019 09:55	16-Aug-2019 12:20

Payment information Total amount USD 5989 Paid amount 5989

Percentage	Amount	Validity	Paid date	Payment mode	Status
50%	USD 2994.5	13-Jul-2019 07:12	11-Jul-2019 07:19	CA	Payment completed
50%	USD 2994.5	14-Jul-2019 07:12	11-Jul-2019 07:20	CA	Payment completed

Guest details Group name SHINIGROUPS No of guests 8 No of guests name to update 0

First name	Last name	Date of birth	Gender
KARTHI MR	BALA	20-Dec-1991	Male
RAJESH MR	KUMAR	20-Dec-1991	Male
SURESH MR	KUMAR	20-Dec-1991	Male
LOKESH MR	MOHAN	20-Dec-1991	Male
SUNDAR MR	RAJAN	20-Dec-1991	Male
LAKMI MS	RAY	20-Dec-1991	Female
RAVI MR	VARMAN	20-Dec-1991	Male

Infant details Number of infants 7 Number of infants name to update 0

First name	Last name	Date of birth
OIUYTRE MASTER	C XSDA	02-Jul-2019
IUWTYR MASTER	ZSXDCFVG	03-Jul-2019
XEDDADTH MASTER	XTFXT	01-Jul-2019
WSHGFSG MASTER	AWESXDF	02-Jul-2019
TYDY MASTER	XXTTYJ	02-Jul-2019
SDTFSD MASTER	FXATRTR	13-Jul-2018
SDDFGV MASTER	VCFDXSDFCGV	09-Jul-2019

[Issue ticket](#)

2. Click **Issue ticket** for issuing the ticket
3. Upon successful issuance, a popup will appear stating that ticket issued successfully.

5. Modify Request

5.1 Downsize

You have an option to modify the size of the group traveling after the request has been raised.

To downsize request


1. On the **Modify request** menu, click **Downsize**

The request details will appear as follows,

Downsize

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="SEARCH"/>
				Advanced search Clear

Request

Group details	City pair	Number of guests	Status	Group change request
Last updated on : 04-Apr-2019 18:26				
INVOICE GRP05709 adhoc	CDG → KBP 12-Jan-2020, PS-130	10 pax (10A)	Payment Completed	
Last updated on : 04-Apr-2019 18:16				
TRAVEL GRP05707 adhoc	CDG → KBP 12-Jan-2020, PS-130	10 pax (10A)	Payment Pending	 Downsize

NOTE Click **Downsize**, enter the new guest details

NOTE Click **Send request**, to send for airline approval

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **PNR**, enter the PNR
5. In the **Status** list, select the request status you want to search for
6. Click **Advanced search**, for more options

The screenshot shows a search form with the following fields:

- Origin: All
- Destination: All
- Trip type: All
- Request type: All
- Travel agency: Please enter the travel agency name
- Cabin: All
- Requested date: Start date (Select date), End date (Select date)
- Departure date: Start date (Select date), End date (Select date)
- Group category: Select

7. Click **Search**

8. Click **Downsize**

The window will appear as follows,

The screenshot shows the 'Request group resize' window with the following details:

- Request id: GRP05504
- Request type: Adhoc
- City pair: ODS-KBP / ODS-KBP / ODS-KBP
- Group name: dev
- Requested by: Travel Agent
- Trip type: Multi-city
- Current status: Advance Requested
- Departure date: 06-Dec-2019 / 14-Dec-2019 / 17-Dec-2019
- PNR: PGHEL3
- Current guests:
 - No of adult: 12
 - No of child: 2
 - No of infant: 1
- New guests:
 - No of adult: 12
 - No of child: 2
 - No of infant: 1
- Remarks *: [Empty text box]
- Send request button

Note: The agent should enter the pax count under the respective fields which should be retained (not the downsize count) after downsizing the request

9. Click **Send request**, to send for airline approval

5.2 Upsize

You have an option to Upsize the size of the group traveling after the request has been raised.

To upsize a request

1. On the **Modify request** menu, click **Upsize**

The request details will appear as follows,

Upsize

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="SEARCH"/>
				Advanced search Clear

Request

Group details	City pair	Number of guests	Status	Group change request
Last updated on : 04-Apr-2019 18:26				
INVOICE GRP05709 adhoc	CDG → KBP 12-Jan-2020, P5-130	10 pax (10A)	Payment Completed	Upsize

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **PNR**, enter the PNR
5. In the **Status** list, select the request status you want to search for
6. Click **Advanced search**, for more options for your payment process request

Advanced search Clear			
Origin	Destination	Trip type	Request type
<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
Cabin			
<input type="text" value="All"/>			
Requested date	Departure date		
Start date	End date	Start date	End date
<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>
Group category			
<input type="text" value="Select"/>			

7. Click **Search**

8. Click **Upsize**

The Raise new group request window appears, displaying the data (Request ID, Group name, Market/Sector/City pair, Travel date, Flight number and passengers) of the original (parent) request

The screenshot shows a window titled "Raise New Group Request" with the following fields and values:

Request id:	GRP05504
Group name:	dev
City pair:	ODS - KBP / ODS - KBP / ODS - KBP
Travel date:	06 Dec, 2019 / 14 Dec, 2019 / 17 Dec, 2019
Flight number:	PS-58 / PS-58 / PS-60
Number of guests:	15 (12A + 2C + 1I)
No of additional adults *:	<input type="text" value="1"/>
No of additional child:	<input type="text" value="0"/>
No of additional infant:	<input type="text" value="0"/>
Expected fare / pax (UAH) *:	<input type="text"/>
Remarks *:	<input type="text"/>

At the bottom of the window is a blue button labeled "Raise New Request".

4. Enter the number of additional passengers and appropriate remarks and click **Raise New Request**. The new request for the additional group seats is created

5.3 Divide

You can divide the group of behalf of agent by doing the following action.

To divide request

1. On the **Modify request** menu, click **Divide**

The divide details will appear as follows,

DIVIDE

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="SEARCH"/>

[Advanced search](#) [Clear](#)

Request

Group details	City pair	Number of guests	Status	Group change request
Last updated on : 04-Apr-2019 18:26				
INVOICE GRP05709 adhoc	CDG → KBP 12-Jan-2020, PS-130	10 pax (10A)	Payment Completed	Divide

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **PNR**, enter the PNR
5. In the **Status** list, select the request status you want to search for
6. Click **Advanced search**, for more options for your payment process request

[Advanced search](#) [Clear](#)

Origin	Destination	Trip type	Request type
<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
Cabin			
<input type="text" value="All"/>			
Requested date		Departure date	
Start date	End date	Start date	End date
<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>
Group category			
<input type="text" value="Select"/>			

7. Click **Search**
8. Click **Divide**

Divide request ✕

Request id:	GRP05504	Request type:	Adhoc	City pair :	ODS-KBP / ODS-KBP / ODS-KBP
Group name:	dev	Requested by:	Travel Agent	Trip type:	Multi-city

Current status: Advance Requested

Note: Please do not use **DIVIDE** to reduce group size. Instead use the **DOWNSIZE** option

Departure date : 06-Dec-2019 / 14-Dec-2019 / 17-Dec-2019

PNR : PGHEL3

Parent request

No of adult:	12	No of child:	2	No of infant:	1
---------------------	----	---------------------	---	----------------------	---

Child request

No of adult:	<input type="text" value="0"/>	No of child:	<input type="text" value="0"/>	No of infant:	<input type="text" value="0"/>
---------------------	--------------------------------	---------------------	--------------------------------	----------------------	--------------------------------

Remarks *:

9. In the **No. of adult** text box, type the number of adults that the user want to divide it to new group
10. In the **No of child** and **No of infant** box, enter the number of child and number of infant
11. In the **Remarks** textbox, enter the remarks for dividing the group
12. Click **Divide Request**

5.4 Change Itinerary

You have the option to change the itinerary of the travel request which was requested

To Change Itinerary

1. On the **Modify request** menu, click **Change Itinerary**

The request details will appear as follows,

Change itinerary

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="SEARCH"/>
Advanced search Clear				

Request

Group details	City pair	Number of guests	Status	Group change request
Last updated on : 04-Apr-2019 18:26				
INVOICE GRP05709 adhoc	CDG → KBP 12-Jan-2020, PS-130	10 pax (10A)	Payment Completed	Change itinerary

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **PNR**, enter the PNR
5. In the **Status** list, select the request status you want to search for
6. Click **Advanced search**, for more options

Advanced search Clear			
Origin	Destination	Trip type	Request type
<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
Cabin			
<input type="text" value="All"/>			
Requested date	Departure date		
Start date	End date	Start date	End date
<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>	<input type="text" value="Select date"/>
Group category			
<input type="text" value="Select"/>			

7. Click **Search**
8. Click on **Change Itinerary** to view itinerary details of a particular request
The window will appear for the particular request.
9. After modifying the details, click **Submit**

5.5 Modification history

This page enables you to check for request modification history details. You also can check for child request details.

To view modify history of a request

1. On the **Response** menu, click the **Modify request**

The modify request page appears,

Modification history

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="SEARCH"/>
Advanced search Clear				

Request

Group details	City pair	Number of guests	Status	Group change request
Last updated on : 03-Apr-2019 13:55				
test GRP05689 adhoc	ODS → CDG CDG → ODS	14-Nov-2019, PS-58/127 27-Nov-2019, PS-128/59	10 pax (10A)	New Request View history

2. In the **Group name**, enter the name of the group
3. In the **Request ID**, enter the request ID details
4. In the **PNR**, enter the PNR
5. In the **Status** list, select the request status you want to search for
6. Click **Advanced search**, for more options for your payment process request

[Advanced search](#) [Clear](#)

Origin <input type="text" value="All"/>	Destination <input type="text" value="All"/>	Trip type <input type="text" value="All"/>	Request type <input type="text" value="All"/>
Cabin <input type="text" value="All"/>			
Requested date		Departure date	
Start date <input type="text" value="Select date"/>	End date <input type="text" value="Select date"/>	Start date <input type="text" value="Select date"/>	End date <input type="text" value="Select date"/>
Group category <input type="text" value="Select"/>			

7. Click **Search**

Request details will appear,

Request

Agency details	Group details	City pair	No of guests	Status	Group change request
Last updated on : 27-Mar-2019 15:40					
Travel Agency Travel Agent	test GRP05464 adhoc	CDG → CWC 09-05-2019, PS-128/311/340 CWC → CDG 16-05-2019, PS-42/127	14 pax (12A,2I)	New Request	View history
Last updated on : 27-Mar-2019 15:39					
RP Travels Ram Kumar	alternate flights GRP05462 adhoc	CDG → KBP 15-04-2019, PS-130	15 pax (15A)	Fare Quoted	View history View child request +

8. Click on [View history](#) to view modify history details of a particular request

9. Click on [View child request +](#) to view child request details

6. User Account

6.1 Edit Profile

You can Edit your profile to view or change your personal details and email settings.

To edit the users

1. On the **User** details menu, click **Edit profile**

The Edit Profile page appears as follows,

[Home](#) / [Edit Profile](#)

Edit Profile

User details Email settings

Title*	First name *	Last name *	Tips <p>This window allows you to create users under three different categories. Travel admin is the one who can view and edit all activities in the tool. Travel manager will be able to view and edit the user under his authority. He will also be able to generate reports under his control. And also he can make payments for the accepted requests. Travel employee is the one who can raise a new request.</p> <hr/> <p>This window also allows to keep the employee or the manager to be inactive by changing the status. This can be done by clicking on the 'Activation status' button.</p>
Mr	PremTravelAdmin	Kumar	
Email id *	Phone number *		
premkumar@ininitsoftware.net	+91	9840529475	
Address *			
Infini software, Chennai, Tamil nadu			
Country*	City*		
India	Delhi		
POS *			
Delhi			

[Change password](#)

SAVE CHANGES

2. The Profile screen is displayed containing your current personal information. To change the information, type the details, or select the desired option in the available list for:

- Title
- First name
- Last name
- Email id
- Phone number
- Address

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- Country
- City
- POS

3. Click **Save Changes**

Your modified user details are saved.

6.2 Adding user details

You can add users of the airline to the tool to give them access to the application.

To add the users

1. On the User details menu, click **Add user**

Add user

User details Email settings

User type *

Title * First name * Last name *

Email id * Phone number *

Password * Confirm password *

Address *

Country * Time zone *

City *

Activation status Email verification status

CREATE [Clear](#)

Tips

This window allows you to create users under three different categories. Travel admin is the one who can view and edit all activities in the tool. Travel manager will be able to view and edit the user under his authority. He will also be able to generate reports under his control. And also he can make payments for the accepted requests. Travel employee is the one who can raise a new request.

This window also allows to keep the employee or the manager to be inactive by changing the status. This can be done by clicking on the 'Activation status' button.

2. In the User type list, click to select Travel Admin or Travel employee. These User types determine the functionality available to the user within the system
3. Type the details, or select an option in the available list for:
 - Title
 - First name
 - Last name
 - Email id
 - Phone/Mobile number
 - Password
 - Confirm password
 - Address
 - Time zone
 - Country
 - City
4. Click **Activation status** as appropriate. A check mark with the white circle to the right indicates an active user, whereas the white circle to the left followed by an "X" indicates a user who is inactive.

Click **Email settings**. The email settings display appears,

User details | **Email settings**

Select all India - English [Copy to all](#)

<input checked="" type="checkbox"/> Registration India - English	<input checked="" type="checkbox"/> Forgot password India - English	<input checked="" type="checkbox"/> New request India - English
<input checked="" type="checkbox"/> Approve India - English	<input checked="" type="checkbox"/> Reject India - English	<input checked="" type="checkbox"/> Fare expiry alert India - English
<input checked="" type="checkbox"/> Accept India - English	<input checked="" type="checkbox"/> Decline India - English	<input checked="" type="checkbox"/> Payment request India - English
<input checked="" type="checkbox"/> Cancel pnr India - English	<input checked="" type="checkbox"/> Payment TLE request India - English	<input checked="" type="checkbox"/> Payment TLE approve India - English
<input checked="" type="checkbox"/> Payment TLE reject India - English	<input checked="" type="checkbox"/> Payment expiry alert India - English	<input checked="" type="checkbox"/> Payment completed India - English
<input checked="" type="checkbox"/> Guest request India - English	<input checked="" type="checkbox"/> Pax TLE request India - English	<input checked="" type="checkbox"/> Pax expiry alert India - English
<input checked="" type="checkbox"/> Update pnr India - English	<input checked="" type="checkbox"/> Group resize request India - English	<input checked="" type="checkbox"/> Group resize approve India - English
<input checked="" type="checkbox"/> Group resize reject India - English	<input checked="" type="checkbox"/> Divide request India - English	<input checked="" type="checkbox"/> Modify request India - English
<input checked="" type="checkbox"/> Help request India - English	<input checked="" type="checkbox"/> Help response India - English	<input checked="" type="checkbox"/> Help repost India - English

CREATE Clear

Email setting tips

Once the user is created, he can be mapped to receive notifications for various activities in the tool. In this window, all activities are displayed in separate drop down boxes. It also contains a check box nearer to each drop down fields to activate or deactivate email notification. Click on this to activate the notification email.

6. Select all options for which you require appropriate mails to be received. If applicable, you will also be able to select the desired language for each correspondence.

The email settings for receiving notifications from the users are set

7. Click **Create User**

A new user account is added.

6.3 Viewing Existing Users

You can use **View user** to view the list of users registered with the application.

To view the users

1. On the **User details** menu, point to **User** and then click **View user**. The details for the list of users appear as follows,

View users

Email id Country [SEARCH](#)

[Advanced search](#) [Clear](#)

Users

Contact person	Agency details	Email verification	Status	
Mr Travel Employee Travel Employee travelemployee@infinitisoftware.net	Travel Agency India	Active	Active (Registered date : 16-Jun-2014 05:30:00)	Edit

2. In the **Email id** field, type the mail id
3. In the **County** field, type the name of the country

[Advanced search](#) [Clear](#)

First name <input type="text" value="Enter first name"/>	Last name <input type="text" value="Enter last name"/>	User type <input type="text" value="Select"/>	Status <input type="text" value="All"/>
Email verification <input type="text" value="All"/>			

4. Click **Advanced search**, for more options for your view users
5. Click [Edit](#) icon in the desired user itinerary
Modify the user details as necessary.
6. Click **Update**
The new user details are saved and updated in the user's list.

7 Reports

7.1 Creating Custom Reports

You can use **Create custom reports** to extract data associated with pre-defined subsets of information.

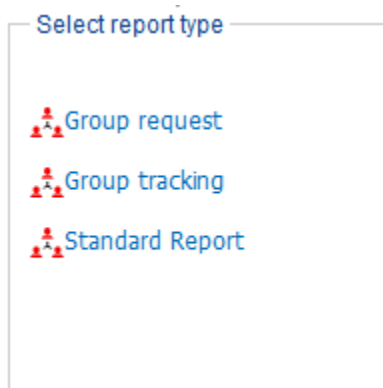
There are three types of custom reports that you can create:

- **Group request** - This report will show the details of requests raised within the tool
- **Group tracking** - You can create this report to illustrate details about the requests at different stages in the tool. For example, total number of requests processed, total number of requests that are yet to be processed, total number of requests that have been confirmed, etc
- **Standard report** - This will generate a report containing pre-specified data; it is useful for rapid report generation.

To create custom reports

1. On the **Reports** menu, point to **Custom report** and then click **Create custom report**.

The report type panel appears,



2. Click the appropriate description to select any one of the reports described above

The Field selection area appears,

Field selection

Fields		Conditions	
Available	Selected	Available	Selected
Group request id		Sector	Date range of requests
Group name		Status of request	
Request type		Agent email id	
Trip type		Departure date	
Trip category		POS	
Currency			
Requested / Expected fare			
User remarks			

Proceed

The **Fields** are the available data that can be shown in the resulting report, and the **Conditions** allows you to specify the criteria for the data that will be included in the report.

3. In the **Field selection** area do the following:

If you want to **then**

Select fields







In the Available list, click the desired options and then click the icon to move them to Selected.

Select conditions

In the Available list, click the desired options and then click the icon to move them to Selected.

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Note You can use the arrows to select and prioritize the Fields and Conditions or drag-and-drop the items according to your preferences. The following describes the usage and function of the arrows:

- ❖  - Moves the option to selected items
- ❖  - Moves the option back to Available items
- ❖  - Moves the item upward by one level in the list
- ❖  - Moves the item downward by one level in the list
- ❖  - Moves the item to the beginning of the list
- ❖  - Moves the item to the bottom of the list

3. Click Proceed



The Field selection page appears,

Field selection

Selected view name : Group request

Selected fields:

Selected conditions : Date range of requests ,Sector

Select date range : **From ***  **To ***  (Max 31 days)


Select city pair **Origin *** **Destination ***

5. In the Select date range area do the following:

If you want to

Then

Select the start date

In the From box,
click  to select the date.

Select the end date

In the To box, click  to select the date.

6. In the **Status** list, click on drop down  to select a status for the report

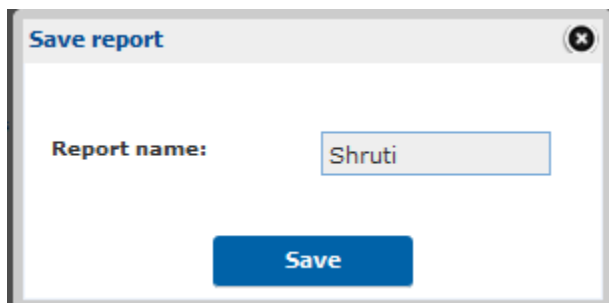
Notes

- If you want to see the custom report before saving, click **Show report**
- If you want to change the options in the custom report, click **Reset** and repeat steps 4-6 to update the report with the desired changes

7. Provide the values for any other Conditions you selected

8. Click **Save report as**

The Save report window appears,



9. In the **Report name box**, type the name you want to give the report

10. Click **Save**

The custom report is saved and you can generate it whenever you require.

7.2 Viewing Saved Reports

You can use **View saved report** to view the custom reports.

To view the custom report

1. On the Reports menu, point to **Custom Report** and then click **View saved report**. A page appears,

The screenshot displays a web interface for viewing saved reports. On the left, under 'Select report type', there is a list of report types: AZ3, AZH2, AZHAR, azw, and Shruti. On the right, under 'Field selection', the following information is shown: 'Selected report name' is Shruti; 'Selected fields' are Group name and Group request id; 'Selected conditions' are Date range of requests and Sector. Below this, there are fields for 'Select date range' with 'From*' and 'To*' (Max 31 days) and a 'Select city pair' section with 'Origin*' and 'Destination*' (both set to 'Select'). At the bottom of the field selection area are two buttons: 'Show report' and 'Reset'.

2. From the Select report type list, click the report you want to view
3. In the Field selection area, in the Select date range do the following:

If you want to **then**

Select the start date In the From box, click  to select the date

Select the end date In the To box, click  to select the date

4. In the **Status** list, click  to select a status for the report

Notes

- If you want to see the custom report before saving, click **Show report**


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- If you want to change the options in the custom report, click **Reset** and then make the desired changes.
5. Provide the values for any other Conditions you selected
 6. Click **Show report**
- The report appears,

Result

Group request	
Group name	Group request id
AI	GRP00704
AI	GRP00705
AI	GRP00706
test	GRP00708
AI	GRP00709
AI	GRP00711
RS	GRP00713
RS	GRP00715
group test data	GRP00716
group test	GRP00717

Page 1 of 125 | Displaying request 1 - 10 of 1248

Note You can click the  icon to export the report to an Excel sheet.

8 Support

8.1 User guide

You can use the user guide to understand the total process flow of GroupRM.

To view User guide

1. On the **Support** menu, click **User guide**

User guide will open in a separate page

8.2 Report an issue

In case of any technical question, you can use report an issue option

To report an issue

Creating Issue

You can use the user guide to understand the total process flow of GroupRM.

To Create an Issue

1. On the Support menu, click **Create Issue**.
2. Enter the below details and click **Submit** to post the issue
 - Select the Category of the issue
 - Select the Sub-category after selecting the category
 - Based on the issue, select the Severity
 - Enter Request ID and PNR
 - Now enter the Subject for the issue and brief the issue in the Content text field
 - If you want to attach any screen shot, drag and drop it in the provided space

Create issue

Category	Sub category	Severity
<input type="text" value="Booking errors"/>	<input type="text" value="PNR effected"/>	<input type="text" value="Minor"/>


Tips

This facility will help us to serve you better. If you have any problems or issues in raising the requests and following it up, you can let us know it by providing the details in the corresponding fields. You can also add the screen shots in the provided space for additional information. After filling all the details, click on Submit. Once we sort out your problem, we will get back to you at the earliest.

Request id *	PNR
<input type="text" value="Enter request id"/>	<input type="text" value="Enter the PNR"/>

Subject *

Content *



Drag & drop your file here

Supported format .jpeg, .png, .gif, .pdf, .xls, .xlsx, .docx,
or

[Select file](#)

SUBMIT