

IndiGo Agency Credential Setup and Usage Guide

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Introduction

Travel Agencies wishing to access and book IndiGo content through Travelport may need to have a valid IndiGo AgencyID (a.k.a. OrgID) provided by IndiGo and a correctly configured PCC. Depending on the type of AgencyID provided by IndiGo, only *Corporate* or only *Retail* (Regular, Sale, Return and Family) fares will be provided. Please refer to the table below for determining if an IndiGo AgencyID is required in order to book IndiGo content.

Type of fare	Form of payment	IndiGo AgencyID required?
Retail Fares	Agency	Yes
Retail Fares	Credit Card	No
Corporate Fares	Agency	Yes
Corporate Fares	Credit Card	Yes

Note on naming convention

IndiGo credentials consist in three fields. In this document those fields are referred to as LoginID, AgencyID and Password. In the communication between the airline and other parties those fields can also be referred to as AgentID, OrgID and Password. This can lead to confusion so please always make sure to check which field you are considering. The table below summarize the different naming convention and how those fields have to be configured in Travelport PCC ZPROV table.

Please note that the airline will only provide the password. The AgentID and the OrgID correspond to IATA and they need to be checked.

Communication Indigo-Agency	Communication Indigo-Travelport	ZPROV
LoginID (value used for login into IndiGo online agency portal)	AgentID	Access Code

AgencyID	OrgID	UserID
Password (value used for login into IndiGo online agency portal)	Password	UID Password

Important: If your agency handles both Corporate and Retail fares, you will need a separate Agency Ids/PCC for each. Corporate fares cannot be accessed using Retail credentials and vice versa.

This document describes how to request an Agency Id from Indigo and how to configure the PCC with the IndiGo Agency Id and with the Login ID needed for agency account payment.

If you already have IndiGo credentials please note your Agency Id, Login ID and Password. For assistance please refer to your agency manager or IndiGo account manager.

How to request an Agency Id from IndiGo

Note: Please refer to the introduction section on page 1 to determine if your agency is required to obtain an AgencyID for booking IndiGo content. If your agency does not require an IndiGo AgencyID, then you may skip this section.

Travel Agents in countries where IndiGo is represented by a General Sales Agent (GSA) need to contact the GSA directly via the below e-mail addresses.

GSA countries: United Arab Emirates, Singapore, Oman, Thailand, Nepal, Kuwait, Bangladesh, Bahrain, Israel, Qatar, Sri Lanka, United States and Canada.

For most up to date details on GSA countries and details please visit:

https://www.goindigo.in/contactus.html?linkNav=contact-us_header

Country/City	Email
Bangladesh	saifur.khan@rasl-bd.com
Myanmar	6Ergn@aviareps.com
UAE	Lyndon.Peyoli@GOINDIGO.IN
Czech Republic	ernest.f@tal-aviation.cz
Greece	maria.m@tal-aviation.gr ; sara.p@tal-aviation.gr
Japan	indigo@sunrise-air.com
Singapore	manisha@aviationservices.com.sg ; martin@aviationservices.com.sg
Australia	myontar@airlinerepservices.com.au
New Zealand	rituk@airlinerepservices.co.nz
Sri Lanka	kumudu.aviation@acorn.lk
Maldives	Ishan.aviation@acorn.lk
Malaysia	VWong@aviareps.com
Germany	Indigo.Germany@aviareps.com
Sweden & Denmark	6ESales.scan@aviareps.com
Austria	salesAT.indigo@aviareps.com
Italy	Iroma@aviareps.com
France	IndigoFrance.sales@aviareps.com
Nepal	Dipesh.indigo@president.com.np
Vietnam	long.bn@hgaviation.vn
Oman	prem.indigo@misgsa.com
Kuwait	babu.indigo@ctgkwi.com
China	michaelz@megacap.aero
Hong Kong	sandy.yau@pam.com.hk

Qatar	Denver.Wodehouse@GOINDIGO.IN
Israel	Ravit.k@tal-aviation.com
Bahrain	Riyaz.x.Mohamed@GOINDIGO.IN
Turkey	tolga.taskesen@adonis.com
Saudi Arabia	Abdulrahman.R@GOINDIGO.IN;Pradeep.Adattu@GOINDIGO.IN;Waqas.Ahmad@GOINDIGO.IN
Thailand	TVidhayasai@aviareps.com;Ptanathornnichchakul@aviareps.com
Canada	kmuller@airlinepros.com
USA	jkolakowski@airlinepros.com
Netherlands	m.escobedo@intergsa.com
Belgium	e.gedeon@intergsa.com
Spain & Portugal	jgumiel@enlloyaviation.com portugal@enlloyaviation.com
Hungary	iulian.s@talaviation.ro

Travel agents in non GSA countries and in India need to use the below link to register and to request their Agency credentials: https://book.goindigo.in/Agency/Register?linkNav=Agency_Register You will need to provide the information below:

- Manager Name
- Full Address, including country, town, state, zip code
- Emergency Contact Number
- Alternate Contact number
- Agency Fax
- Agency Email
- IATA number if applicable

Agents will receive a response within 48 hrs. Once IndiGo has provided you with the Agency Id you can follow the below steps to configure your PCC to access IndiGo content.

To contact IndiGo in non-GSA countries (also questions related Agency credentials) please write to them at international.support@goindigo.in

Smartpoint/TAS Provisioning

Note: Please refer to the introduction section on page 1 to determine if your agency is required to obtain an AgencyID for booking IndiGo content. If your agency does not require an IndiGo AgencyID, then you may skip this section.

The PCC has to be provisioned with the Login ID in the “Access Code” field of IndiGo (6E) ZPROV table below, with the Agency Id in the “UserID” field and with the Agency Password in the UID Password field:

```

1-ZPROV/6E
*** Travelport Aggregated Shopping - Provisioning ***
>ZPROV          GDS:Galileo      IATA NUMBER:99999992
      Country:IN      PCC:ABC      Default Currency:INR
Opt:02/13 -----
1 U2  easyJet      Carrier Active for PCC(Y/N) :Y
2* 6E  IndiGo      Access Code   : LOGIN ID
3 JX  Jambojet     UserID       : AGENCY ID
4 AK  AirAsia      UID Password  : *****
5 FR  RYANAIR      Carrier Active for TAS(Y/N) :Y
6 TR  Tiger Airwa
7 TO  Transavia F
8 HV  Transavia
Next Opt:>ZPROV*03+-Update:>ZPROV/6E/ACT-Y/ACC-/UID-/PSW- -----
>

```

In order to change the ZPROV table:

- Galileo and Apollo users need second level access rights and run the following entry (valid for both cores):
ZPROV/6E/ACT-Y/ACC-AAA111/UID-BBB222/PSW-CCC333, where AAA111 is the Login ID, BBB222 is the Agency Id and CCC333 is the agent password
- Worldspan Smartpoint/TAS users need to contact their Travelport Support representative.

Please be aware that password is *case sensitive* and the following guidelines have to be followed in order to correctly enter the password value:

To identify a lower case character or an asterisk in a password, the agent will need to enter an asterisk (*) before each lower case character and before an asterisk when part of the password.

Example: if the password is Test1234

Enter in ZPROV as: T*E*S*T1234

Example: if the password is Test1234*

Enter: T*E*S*T1234** (note: ** is required)

There is no handling required for other special characters as long as they can be entered in terminal window. **Please be aware that when changing the password even if a successful response is returned instantly, the system may take up to 15 minutes to update the password value.**

Smartpoint/TAS Payment Usage Guide

When selecting "Agency Payment" as form of payment, the "Agency ID" field will need to be filled with the Agency Id. Please note Password field is also present but since it is not required its value can be left blank.

Customer Information

NAME* LOYALTY CONTACT* ADDRESS* TICKETING* **PAYMENT*** SECURITY

Fields marked by * are required.

Form Of Payment

Form of Payment: *
Agency Payment

Agency ID: *
[Yellow Mask]

Password: *
[Yellow Mask]

Apply Cancel

SAVE CANCEL

If the agent selects credit or debit card instead as Form of Payment, the below popup will be shown and the agent will be required to provide the card details:

Customer Information

NAME* LOYALTY CONTACT* ADDRESS* TICKETING* **PAYMENT*** SECURITY

Fields marked by * are required.

Form Of Payment

Form of Payment: *
Credit Card

Cardholder's Name: *
FRA TEST

Card Type: *
Select

Card Number: *
Enter the full card number

Expiration Date: *
MMYY

Security Code: *
CVV

Apply Cancel

SAVE CANCEL

In order to specify agency account as form of payment in the cryptic environment please use the following entries:

1G/1V ZF/AP/<id>
1P Z5\$#AP#<id>

Please note <id> should contain the Agency Id.

Universal Desktop/uAPI Provisioning

Universal Admin portal allows an Agency admin to enable/update the IndiGo credentials on the WorkAreaBranch (tied to the PCC/SID). PP:

<https://adminuniversaldesktoppp.travelport.com/web/travelport/travelportlogin?targetUrl=/web/travelport/tabs> PN:

<https://adminuniversaldesktop.travelport.com/web/travelport/travelportlogin?targetUrl=/web/travelport/tabs>

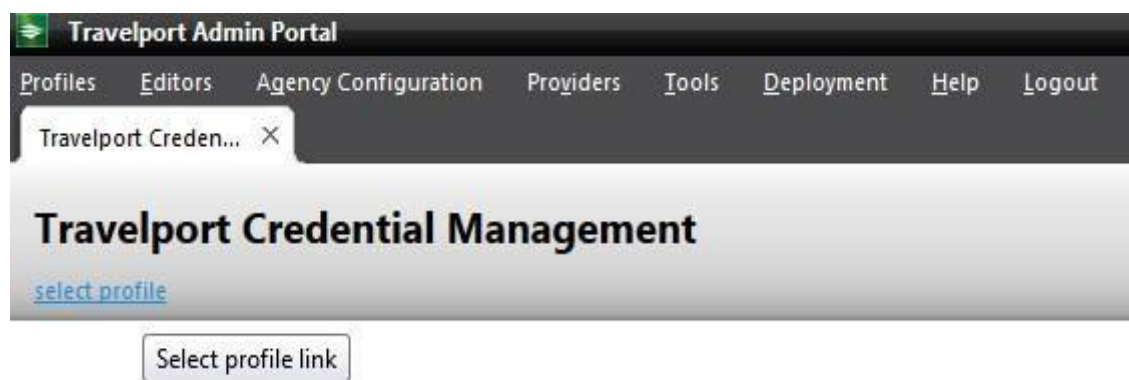
The agent will have to have a secondary authorization level (Portal admin) above agent to be able to make the update entry. This access can be requested through API Support or the Regional Account Management team.

Steps:

1. Login to the Portal and select Providers from the Menu. On the submenu select “Travelport Credentials”



2. Click on the Select Profile (hyperlink).



3. Navigate on the pop-up to select the branch (by name) and hit search button. The following screen should be displayed with a list of LCC Carriers that can be configured for the Branch.

Travelport Admin Portal						
Travelport Credential Management						
Status	Provider	Access Code	User ID	PCC/SID	IATA Code	
✓	easyJet (U2)	455454	5454545	5X19	9999992	
✓	Galileo (IG)	UDT_IG_5X19_6D1A4E	*****		9999992	
✓	HostelsClub (HB)					
✓	Hostelworld (HW)					
✓	Jet2 (LS)	ABC	ABC		9999992	
✓	Miki Travel (MI)					
✓	TRM (TRMSP)	uapi	uapi-connector			
✗	Jetstar (JQ)				9999992	
✗	AirAsia (AK)				9999992	
✗	American Airlines (AA)				9999992	
✗	Hotelzon (HZ)				9999992	
✗	IndiGo (6E)				9999992	
✗	JAMBOJET (JX)				9999992	
✗	Agoda (AG)					
✗	Jetstar (JQ)				9999992	
✗	Air Canada DC (AC)				9999992	
✗	Lots of Hotels (LH)					
✗	Easytobook.com (EA)					
✗	Nightsbridge (NB)					
✗	United Airlines (UA)				9999992	
✗	Quickbeds.com (QB)					
✗	Ryanair (FR)				9999992	
✗	Southwest (WN)				9999992	
✗	Tigerair API (TR)				9999992	
✗	Tourico (TO)					
✗	Transavia France (TO)				9999992	
✗	Transavia (HV)				9999992	

- Select IndiGo from the list and click on the edit icon to the right of the screen.

IndiGo

EDIT

DETAILS

The fields below are not required to be completed to activate the provider.

Access Code:

User ID:

Password:

PCC/SID:

IATA Code:

Activate IndiGo

Cancel

This is where the agency admin can enter the IndiGo credentials (Agency Id, Login ID and Password) given by IndiGo.

Required fields to be completed:

- AccessCode** should be the Login ID
- UserID** should be the Agency Id
- Password** IS mandatory

- Then Click on the Activate IndiGo button.

6. An agency admin can also see the rules required by Indigo by clicking the “Details” tab:

IndiGo

EDIT

DETAILS

IndiGo is available. The Branch and Provider settings are displayed below.

Status	Criteria	Branch Setting	Provider Setting
✓	Business Type	ALL	Leisure,Corporate
✓	Distributed Country	Australia	Australia
✓	POS Channel	All	Agency,Online

Close

Please contact your API support representative for more information or implementation help if needed.