

**USER GUIDE FOR TRAVEL AGENTS USING THE  
KINGFISHER INTERNET BOOKING ENGINE (T.B.E)**

Kingfisher Airlines Travel Agency Program



AUGUST 2008

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## Introduction to Our New Site

### Welcome!

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Welcome to the NEW Kingfisher Airlines Travel Agency Booking Engine and Kingfisher Airlines Travel Agency Programme. As Kingfisher continues to enhance its position as a world class airline, we have partnered with Sabre Airline Solutions to implement a new reservations system for Kingfisher RED and web site. On 29th August 2008, Kingfisher will activate both the new booking engine and the travel agency programme web site.

### What You Can Expect

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The new travel agency booking engine has some new features which we are confident you will find useful. The site will be rolled out on 29th August. Functionalities that as present on our booking engine may not be available on the new site. For this reason, it is important that you read and understand this document in order to ensure that your agency will make the best use of our site.

#### Getting Ready

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Sometime end of day on 29th August 2008, Kingfisher will migrate to our new Kingfisher Reservations System. We are currently planning to migrate all Passenger Name Records (PNRs) and ticketing records that have been created in our existing system that will have travel dates on or after 29th August. PNRs that will be flown prior to 29th August will NOT be migrated to the new system. Kingfisher, on the new booking engine, would enable the Cut & Pay process. The agencies would continue to be entitled to a service fee on all transactions. Business will continue as normal and you can continue making deposits to our existing Bank Account for your future bookings.

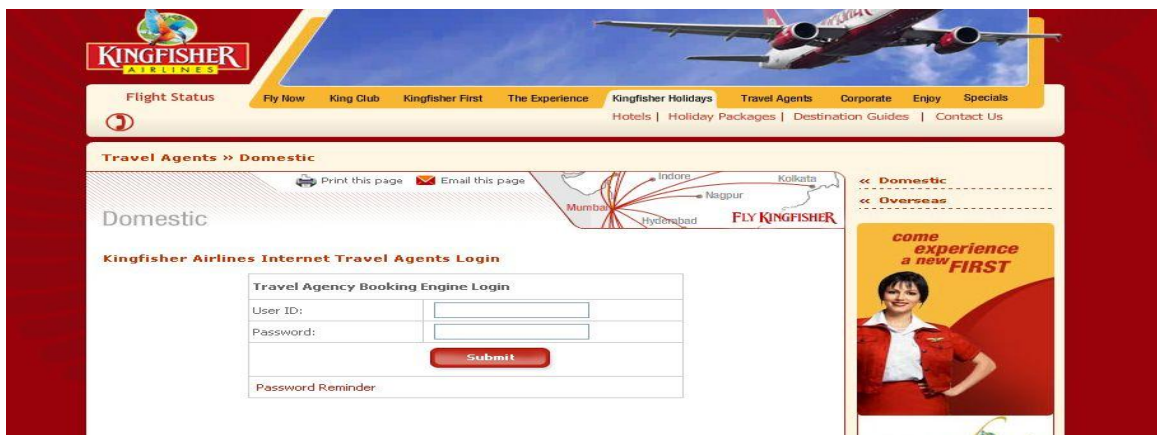
You will receive your travel agency login and password by email by the morning of the 28<sup>th</sup> August. If you do not receive your email please call 1800 233 3131 or 020 2727 3030 and after following our verification process the details will be sent again.

#### Invoices

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Kingfisher will be transferring the available balance of the agency on the Radixx System to the Sabre System. Once your ID and password is sent and the Agency logs into the account they will see the same Available balance to them as was on the Radixx System.

We suggest that you print out a copy of your invoice no later than 5 P.M. on 28th August for your reference



## New Site Features

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Our new booking engine and the travel agency programme provides the following:

- Upgraded security to provide an individual login for each staff member at the agency
- Ability to make bookings and issue tickets.
- Generates email to guest when ticketing transaction is completed
- Ability for travel agents and their guests to view itineraries and e-ticket receipts via a Kingfisher Airlines branded Sabre Virtually There website
- Ability for the travel agency administrator (one per agency) to:
  - View and print the statement of all tickets that have been issued and payments that have been made.
  - Research ticket transactions
  - Create new agents (as many as you wish)
  - Modify or delete agent (staff) profiles

# Setting Up Your Account

## Creating Your Agency

---

**Creating your Travel Agency account is easy.**

### **Step 1: Travel Agency Creation**

Kingfisher Airlines will initially create your travel agency and administrator log-in for the new programme. Once the Kingfisher Airlines has created your agency, you will receive an email that contains your Kingfisher website travel agency account number and password respectively.

The contents of the first email will contain your Travel Agency Log-in ID:

**From:** Kingfisher Red [mailto:agencyhelpdesk@kingfisher.com]  
**Sent:** Monday, August 25, 2008 2:59 AM  
**To:** xyz@xyz.com  
**Subject:** [CERT]Welcome to Kingfisher Airlines

Dear xyz

Congratulations.

Thank you for enrolling in to Kingfisher Airlines Agency Program.

As a Program Administrator for your company, you can access and manage your account online at <http://www.flykingfisher.com>

Here are the details to access your account.

Account Number is:  
User Name: 92939495  
Password: Shae8R4hae

Above are your details which you can use to log-in and access all information pertaining to your agency.

You may reset the password for security purposes.

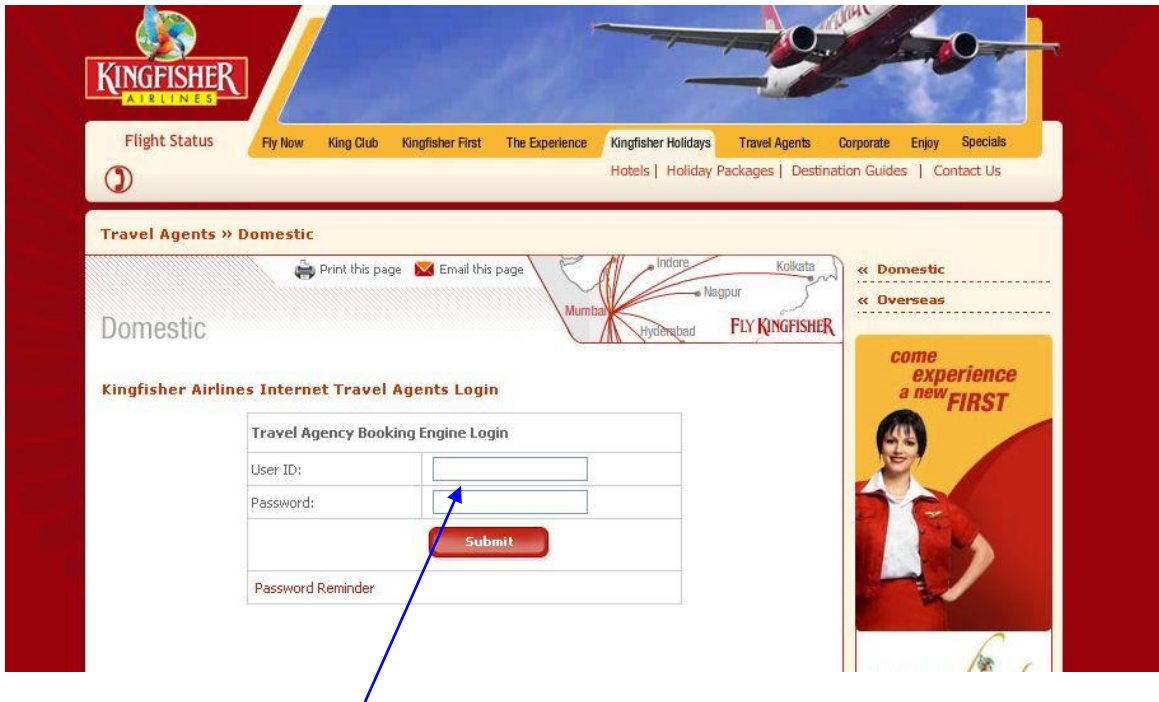
Regards

Kingfisher Sales Team

Using this information, proceed to the Kingfisher Travel Agency Booking Engine website.

### Steps to Log-in

1. Log onto our website [www.flykingfisher.com](http://www.flykingfisher.com) and click “Travel Agent”.
2. This will take you to our below Travel Agency micro site.



3. Enter your Travel Agency Administrator or Agent (staff) Log-In ID in the box marked “User ID”

4. Enter your Travel Agency Administrator or Agent (staff) Password in the box marked “Password”



Step 2: Agent Creation – Creating User Id for your staff

Once the Travel Agency administrator logs in, **they must create** a profile for each of their staff who would need to make a reservation.

**Please note: At least one agent needs to be created in order to make reservations**

**If you login as a travel agency administrator you will see below screen.**

elow indicate Basic fare + Fuel Surcharge + Air Traffic Congestion Surcharge + Passenger Service Fee

0 Items

Home

Update Profile

Logout

Language:

English

Schedules

Kingfisher First

King Club

Contact Us

Welcome, Kingfisher Red Test AGY92939495

Create User

\* Title: Select One... ▾

\* First Name:

\* Last Name:

\* Username:

\* Password:

\* Verify Password:

Business Phone Number:  -

Evening Phone Number:  -

Mobile:  -

Fax:  -

\* Email 1:

Email 2:

Street Address:

\* City:

Pincode:

\* Country: Select One... ▾

State: Select One... ▾

Submit

Search for Users

Search for all Users

Refine Your Search

\* indicates required fields

\* Last Name:

First Name:

Reset



## Before You Begin

---

Before you begin the process to create logins for your staff, you should first speak to your staff to determine the username and password that he/she will use when accessing the website to make reservations.

When creating an agent (staff), the administrator should enter all of the details requested. The detail field descriptions that have a red \* asterisk next to them indicate that the field is mandatory in order to create the agent.

## Step 2: The Submit Button

---

After you have entered all of the requested information and are satisfied that the information is correct, click on the **Submit** button. Two actions will take place at this time.

**Action 1:** A message is displayed to you; the Agency Administrator that agent has been added

**Action 2:** Two emails are generated to the **Staff** confirming her/his Username (Login ID) and Password. The contents of the first email will appear as follows:

```
Welcome Mrs. Jan Prestwood,  
  
Your account has been created  
  
Your login ID is jan999
```

The contents of the second email will appear as follows:

```
Welcome Mrs. Jan Prestwood,  
  
Your account has been created  
  
Your password is abc123
```

# Congratulations!

**You have just created a user id your first staff (agent). Step 1 and Step 2 must be repeated for each staff (agent) that you wish to create.**

## Searching for Agents

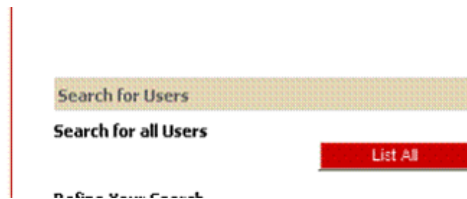
---

When you are creating your agents, if you forget how many you have created or if you wish to see who is set up as a Super User, simply click on the List **All** button on your screen.

What is the difference between a normal agent and a Super User agent?

A normal agent can view only the PNRs that they themselves have created they can not view PNRs for any other staff members at the agency.

A Super User agent has the ability to view all of the PNRs created at the agency. It is recommended that you have at least 1 Super User at all times.



This action will re-display the screen with a list of the agents you have created.



## Making Reservations and Ticketing

### Conversion of RADIXX PNRs

During the migration, all RADIXX PNRs will be converted to our new host system, Sabre. Each RADIXX PNR will be provided a new Sabre PNR record locator. The call center will maintain a list of all of your converted PNRs.

If you have a need to view one of these PNRs, you should call the Travel Agency Web Support desk on 1800 233 3131 or 020 2727 3030

The web support desk will send you an email with a link to the guest's itinerary and e-ticket receipt.

You will not be able to modify these PNRs. If a refund is requested for this itinerary, you will need to request a refund via the agency helpdesk who will process the Refund and have the amount credited back to the Agency Account. The refund once processed will credit to the agency account overnight

### Making Reservations

Making reservations on the new booking engine is simple and easy to do. This section describes what your staff will see and what they will need to do in order to complete a travel transaction.

#### Steps to Log-in

1. Log onto our website [www.flykingfisher.com](http://www.flykingfisher.com) and click “Travel Agent”
2. This will take you to our below Travel Agency micro site.

The screenshot shows the Kingfisher Airlines Travel Agency Web Site. The page has a red header with the Kingfisher logo and navigation links. Below the header is a banner image of a Kingfisher airplane. The main content area is titled "Indian Agency Login" and contains a login form with the following elements:

- Navigation menu: Home, Search for Flights, Indian Agency Login, language: English, Schedules, Kingfisher First, King Club.
- For Reservations Call: Toll free # 1800 2333 131 - 1800 1800 101, 020 2729 3030, 0124 284 4700, USA / CANADA 1 866 435 953, 022 6649 9393, 080 4197 9797, UK 0 800 047 0810, King Club Service Centre: 022 6646 9999.
- Indian Agency Login section: Login, Password Reminder, Login ID: kingfisher, Password: [redacted], Indian Agency Login button.
- Message: The password is not correct.
- IF YOU ARE A NEW TRAVEL AGENCY CLICK HERE

3. Enter your Agent (staff) Log-In ID in the box marked “User ID”

4. Enter your Agent (staff) Password in the box marked “Password”

Step 1

Your staff logs into the Kingfisher Travel Agency booking engine. At this point, a **Welcome Page** is displayed with booking selections.

By default, the **Welcome Page** will also display your Agency Balance

0 Items

Home  
Update Profile  
Logout

Language:  
English

Schedules  
Kingfisher First  
King Club  
Contact Us

Welcome, kingfisher (Super User) Kingfisher Red Test  
92939495

**Search for Flights**

Rebate/Credit Limit

Rebate/Credit Limit: 1.00 INR

Balance: 50001.00 INR

Individual User

To make a reservation please click on "continue"

Continue

Search by PNR record locator

PNR:

Search

Or by...

Search by Name

Last Name:

First Name:

Search Types  Current Reservations  Historical Reservations

Number of days until travel:

Search my PNRs only

Note: When searching by Name, Last Name is a required field.  
Note: Current reservations allows a search 1-331 days from today's date in the future.  
Note: Historical reservations allows a search 1-700 days from today's date in the past.

## Step 2: Making a Flight Request

Our new booking engine site will have a similar look and feel to our existing one, however it is important to remember that the site may respond differently to various inputs than does the current site.

Your staff inputs criteria on **Search** page.

**Pls Note: All fares indicated below indicate Basic fare + Fuel Surcharge + Air Traffic Congestion Surc**

> **Search for Flights** > Select Flights > Itinerary Review > Buy Now > Confirm Booking

Click here for taxes and fees information

**Search for Flights** **add multiple destinations**  
\* Indicates required fields

\* From: (city or airport code)

\* Depart Date: 27  Aug  06:00

\* To: (city or airport code)

\* Return Date: 29  Aug  06:00

Round Trip

One-Way

**Number of Guests** **age types?**

Adults: 1  (12 years and above)

Children: 0  (2-12 years)

Infants / No Seat: 0  (2 years and below)

**Please select class of travel**

Class of Service: Kingfisher

Flight Type: Non-Stop

**How would you like to search for flights?**

**By fare**  
dates & times are less important than fare

**By fare and date**  
dates are firm but times are flexible

**By schedule**

The flight results are displayed

Agencies can select from all flights available for the required date

0 Items

Home  
Update Profile  
Search for Flights  
Logout

Language:  
English

Schedules  
Kingfisher First  
King Club  
Contact Us

Modify Search

Round Trip  
 One-Way

From:  
Bengaluru (BLR)  
28 Aug  
06:00

To:  
Mumbai (BOM)  
30 Aug  
06:00

Adults:  
1

Search

> Search for Flights > **Select Flights** > Itinerary Review > Buy Now > Confirm Booking

Requested flight options

**select flights** 1 Adult: 5060.00 INR = 5060.00 INR + additional taxes/fees  
**view fare rules** Fare Basis: N2IP  
KINGFISHER AIRLINES  
Fare available on selected dates.

**select flights** 1 Adult: 6770.00 INR = 6770.00 INR + additional taxes/fees  
**view fare rules** Fare Basis: H2IP  
KINGFISHER AIRLINES  
Fare available on selected dates.

**select flights** 1 Adult: 7870.00 INR = 7870.00 INR + additional taxes/fees  
**view fare rules** Fare Basis: S2IP  
KINGFISHER AIRLINES  
Fare available on selected dates.

**select flights** 1 Adult: 8970.00 INR = 8970.00 INR + additional taxes/fees  
**view fare rules** Fare Basis: V2IP  
KINGFISHER AIRLINES  
Fare available on selected dates.

**select flights** 1 Adult: 14030.00 INR = 14030.00 INR + additional taxes/fees  
**view fare rules** Fare Basis: Q2IP  
KINGFISHER AIRLINES  
Fare available on selected dates.

more results: 1, 2 >>

[Home](#) | [Logout](#) | Language: [English](#) | [Schedules](#) | [Kingfisher First](#) | [King Club](#) | [Contact Us](#)


[Itinerary Review](#) > Search for Flights > Select Flights > **Itinerary Review** > Buy Now > Confirm Booking

### Itinerary Review

This fare is not guaranteed until purchase confirmation. Circumstances may exist where the fare displayed may sell out prior to final purchase. In this event you will be asked to start over.

[cancel flights](#)   **Purchase**

[Click here for taxes and fees information](#)

<b>Air</b>		<b>4000.00 INR</b>
<a href="#">View fare rules</a>	Fare Basis: T2IP	<b>1 Adult: 2875.00 + taxes: 1125.00 = 4000.00 INR</b>
 <b>Depart:</b>	Monday, 23 April 07	KINGFISHER AIRLINES
<b>16:20</b>	Mumbai, IN (BOM)	Non-Stop / IT 309
<b>Arrive:</b>	Monday, 23 April 07	Cabin: Kingfisher / Airbus 321 Jet
<b>18:20</b>	Delhi, IN (DEL)	<a href="#">flight info</a>

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<b>TOTAL</b>	Total Air Fare & Taxes:	4000.00 INR
		<b>Total:</b> 4000.00 INR

[cancel flights](#)   **Purchase**

Notice that there are three methods to shop for flights. Each method will return slightly different results, so you will want to test to see which method works best for you.

Step 2: Selecting Flights

The flight results are displayed. The staff selects Itinerary and clicks on the “Purchase” button.

Step 3: Reviewing the Itinerary

The **Itinerary Review** screen appears. Just follow the Purchase path and If there are sufficient funds in your Agency account, the agent may proceed to the **Payment** screen.

[Home](#) | [Update Profile](#) | [Search for Flights](#) | [Logout](#)

Language: [English](#) | [Schedules](#) | [Kingfisher First](#) | [King Club](#) | [Contact Us](#)

[Buy Now](#) > Confirm Booking

### Guest Information

**Guest Details** \* Indicates required fields

Passenger 1:

\* Prefix:     Meal Preference:  (Meal Preference)

\* First Name:     Seat Preference:

\* Last Name:

Frequent Flyer Number:

**Contact Numbers/ Email of the Company & Traveller**

Business:  -     Fax:  -

Home:  -     \* Company Email:

\* Mobile:  -     \* Verify Company Email:



\* Guest Email:

\* Verify Guest Email:

**Continue**

- 1 Items
- Home
- Update Profile
- Search for Flights
- Logout
- Language:
  - English
- Schedules
  - Kingfisher First
  - King Club
  - Contact Us

> Search for Flights > Select Flights > Itinerary Review > **Buy Now** > Confirm Booking

Air		12010.00 INR
<b>1 Adult: 5060.00 + taxes: 6950.00 = 12010.00 INR</b>		
	<b>Depart:</b> Thursday, 28 August 08 06:50 Bengaluru , IN (BLR) <b>Arrive:</b> Thursday, 28 August 08 08:20 Mumbai , IN (BOM)	KINGFISHER AIRLINES Non-Stop / IT 102 Cabin: Kingfisher / Airbus A320-100/200 <a href="#">flight info</a>
	<b>Depart:</b> Saturday, 30 August 08 06:50 Mumbai , IN (BOM) <b>Arrive:</b> Saturday, 30 August 08 08:20 Bengaluru , IN (BLR)	KINGFISHER AIRLINES Non-Stop / IT 101 Cabin: Kingfisher / Airbus A320-100/200 <a href="#">flight info</a>
<b>TOTAL</b>		Total Air Fare & Taxes: 12010.00 INR
		<b>Total Due at Time of Purchase: 12010.00 INR</b>

**Passengers**

Passenger 1: EBRAHIM/ASIF Mr.

**Payment Information**

\* Indicates required fields

Payment will be made using your Rebate/Credit limit

**Delivery Method**

Electronic Ticket

To Continue with the Purchase you will need to check the box below as marked to accept the Terms and Conditions

**Fare Rules Terms and Conditions**

When you book tickets from this screen, you are agreeing to the applicable fare rules:

Fare rules for: BLR to BOM

BLACKOUT\_DATES: NO BLACKOUT DATES APPLY.  
 DAY/TIME: NO DAY/TIME TRAVEL RESTRICTIONS APPLY.  
 RESERVATION/TICKETING: CONFIRMED RESERVATIONS FOR ALL SECTORS AND TICKETING MUST BE COMPLETED AT THE SAME TIME.

Fare rules for: BOM to BLR

BLACKOUT\_DATES: NO BLACKOUT DATES APPLY.  
 DAY/TIME: NO DAY/TIME TRAVEL RESTRICTIONS APPLY.  
 RESERVATION/TICKETING: CONFIRMED RESERVATIONS FOR ALL SECTORS AND TICKETING MUST BE COMPLETED AT THE SAME TIME.

Terms and Conditions

Kindly click on the link at the bottom of the page to view Kingfisher Airlines Conditions of Contract of Carriage.

You must click here to indicate that you have read and accept the Fare Rules and Terms & Conditions



[new search](#)

[purchase](#)





Once you click 'PURCHASE' you will get the Confirmation Number

> request > select > your shopping cart > reserve > **confirmation**

**Your confirmation number is: DXZUUY**

View your itinerary at *Sabre® Virtually There®* !

<b>Air</b>		<b>27250.00 INR</b>
	<b>Depart:</b> Saturday 12, July 16:20 Bangalore , IN (BLR) <b>Arrive:</b> Saturday 12, July 18:50 Delhi , IN (DEL)	<b>KINGFISHER AIRLINES / Operated by: AIR DECCAN</b> Non-Stop / IT 3208 Cabin: Economy / Airbus A320-100/200 flight info Seat(s): 15A , 15C
<b>Additional Fees:</b>		
<b>TOTAL</b>		Itinerary Fee: 150.00 INR Total Air Fare & Taxes: 27000.00 INR Total Fees: 400.00 INR <b>Total: 27400.00 INR</b>
<b>Payment details</b>		
		Amount paid with Credit Card 27000.00 INR
<b>Traveler Information</b>		
<b>Meal service or special meal requests may not be available.</b>		
1.	TEST/ABC MR	Adult
2.	TEST/XYZ MR	Adult
<a href="#">Print Page</a> <a href="#">Shop for Travel</a> <a href="#">Cancel Entire Itinerary</a>		

 your shopping cart

[Home](#)

[Update Profile](#)

*Sabre® Virtually There®*


[Logout](#)

Language:  
 English ▾

> request > select > your shopping cart > reserve > **confirmation**

**Your confirmation number is: DXZUUY**

View your itinerary at *Sabre® Virtually There®* !

<b>Air</b>		<b>27250.00 INR</b>
	<b>Depart:</b> Saturday 12, July 16:20 Bangalore , IN (BLR) <b>Arrive:</b> Saturday 12, July 18:50 Delhi , IN (DEL)	<b>KINGFISHER AIRLINES / Operated by: AIR DECCAN</b> Non-Stop / IT 3208 Cabin: Economy / Airbus A320-100/200 flight info Seat(s): 15A , 15C

**flight info - Windows Internet Explorer**

https://cert.sabresonicweb.com/cert2/meridia?posid=A1VE&sid=m1r2r72mim2rve-9yyv:bec8706110957c749bfe248117ee3:

**Flight Information**

KINGFISHER AIRLINES/ IT 3208/ Airbus A320-100/200/ Non-Smoking / Operated by: AIR DECCAN

<b>Departure</b>	<b>Arrival</b>
Scheduled	Scheduled
16:20	18:50
Bangalore(BLR)	Delhi(DEL)
1080 miles	Duration:2 hour(s) 30 minute(s)
Scheduled Departure Gate: <b>unavailable</b>	

[close window](#)

Home  
Update Profile  
**Sabre®**  
**Virtually There®**  
Logout

Language:  
English

Schedules  
Kingfisher First  
King Club  
Contact Us

---

**Guest PNR : HXCMTZ**  
View itinerary at: **Sabre® Virtually There®**

**Air** 12010.00 INR

**1 Adult: 5060.00 + taxes: 6950.00 = 12010.00 INR**

	<b>Depart:</b> 06:50 <b>Arrive:</b> 06:20	Thursday, 28 August 08 Bengaluru , IN (BLR) Thursday, 28 August 08 Mumbai , IN (BOM)	KINGFISHER AIRLINES Non-Stop / IT 0105 Cabin: Kingfisher / Airbus A320-100/200 Flight info Seat(s): 21A
	<b>Depart:</b> 06:50 <b>Arrive:</b> 06:20	Saturday, 30 August 08 Mumbai , IN (BOM) Saturday, 30 August 08 Bengaluru , IN (BLR)	KINGFISHER AIRLINES Non-Stop / IT 0101 Cabin: Kingfisher / Airbus A320-100/200 Flight info Seat(s): 21A

**Additional Fees:**

<b>TOTAL</b>	Total Air Fare & Taxes:	12010.00 INR
	<b>Total:</b>	12010.00 INR

**Payment details**

	Amount paid by Rebate/Credit Limit:	12010.00 INR
--	-------------------------------------	--------------



**Guest Details**

1.	EBRAHIM,ASIF MR	Adult Standard Meal
----	-----------------	---------------------

[Print Page](#)   [Search for Flights](#)

You can Also search for a reservation which would appear as below

Know us better | Our Awards | Careers | News | Corporate | Helpdesk | Contact us Home

Fly Now   King Club   Kingfisher First   The Experience   Travel Agents   Corporate Travel   Enjoy   Kingfisher Cargo   Specials

**For Reservations Call:** 020 2729 3030   0124 284 4700   USA / CANADA 1 866 435 953   **King Club Service Centre:** 022 6646 9999  
Toll free # 1800 2333 131 - 1800 1800 101   022 6649 9393   080 4197 9797   UK 0 800 047 0810

**Pis Note: All fares indicated below indicate Basic fare +**

0 Items

Home  
Logout

Language:  
English

Schedules  
Kingfisher First  
King Club  
Contact Us

**Reservations**

2008-08-28	Bengaluru , IN (BLR)	to	Mumbai , IN (BOM)	1 psgr	HXCMTZ	Purchased
------------	----------------------	----	-------------------	--------	--------	-----------

[Show Details](#)

[Back to home page](#)

In case of Insufficient Funds in your Agency account and if you try and make a booking the following screens would appear as Below

**may sell out prior to final purchase. In this event you will be asked to start over.**

**Pls Note: All fares indicated below includes Basic fare + Fuel Surcharge + Air Traffic Congestion Surcharge + Passenger Service Fee**

[Return To Welcome P](#)

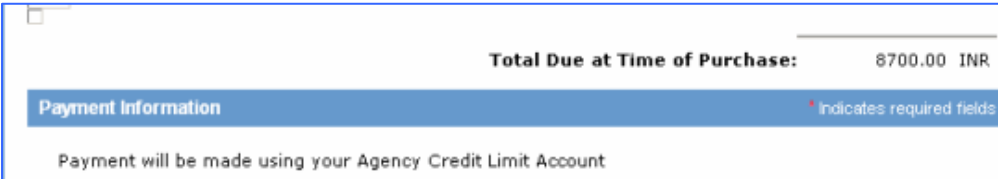
Due to insufficient funds, we cannot process your request. Kindly contact your Relationship Manager

If this screen appears, the Agency Administrator should contact the Kingfisher Airlines local sales staff or our Web Support desk at our call centre on 1800 233 3131 or 020 2727 3030 for further assistance. You may also write to [agencyhelpdesk@flykingfisher.com](mailto:agencyhelpdesk@flykingfisher.com)

Step 4: Make the Payment

The **Payment Screen** appears. At this point, the staff will select **Balance** as the **Form of Payment** for the transaction. Sri if BT FOP is the only FOP (and it is) they do not get a choice, it is automatic and the page looks different.

If the transaction is accepted, then the following message appears on the **Payment Screen**.

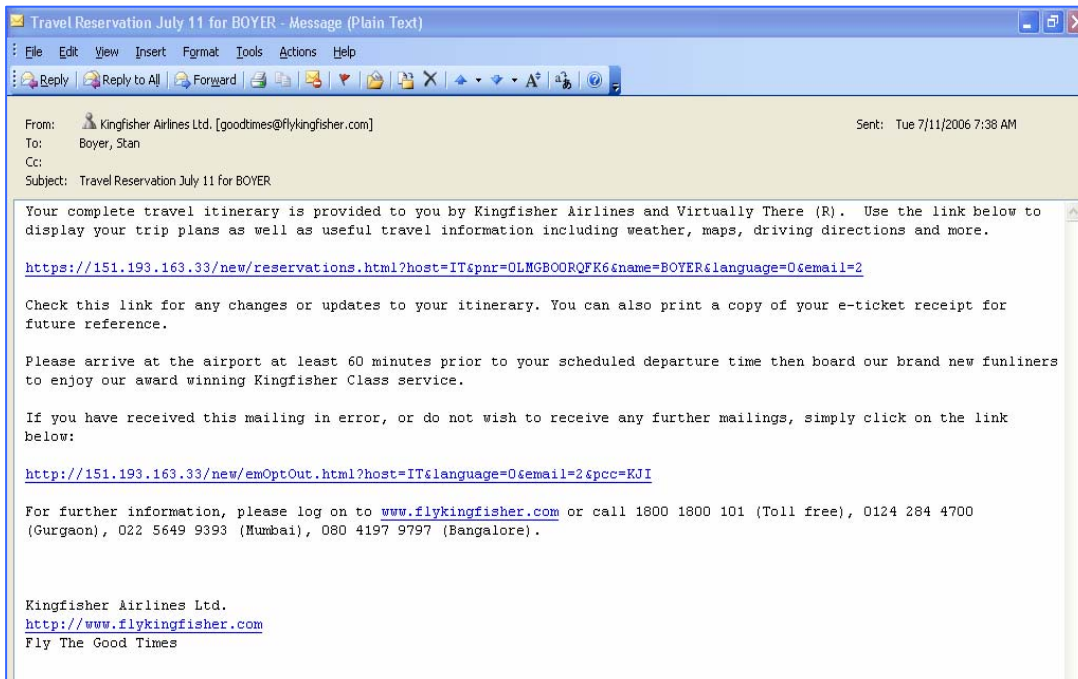


The screenshot shows a payment screen with the following content:

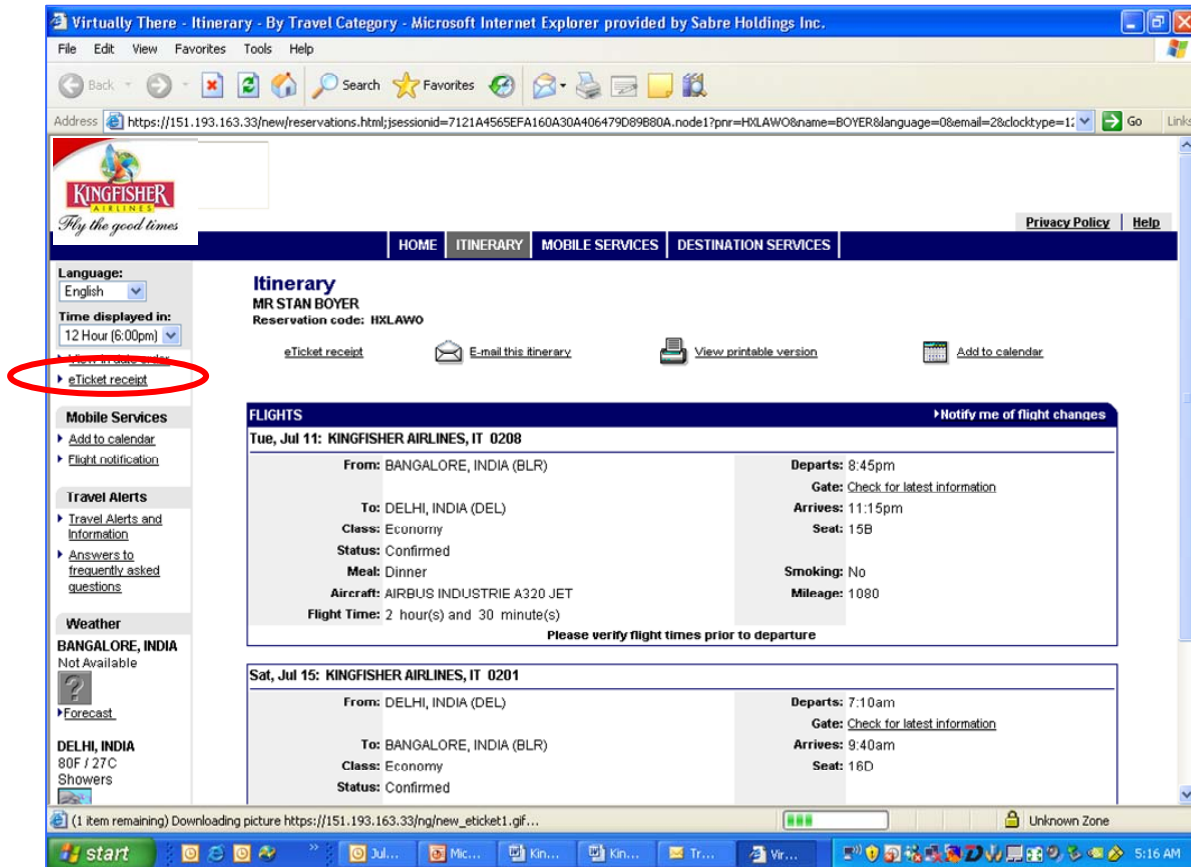
- Total Due at Time of Purchase:** 8700.00 INR
- Payment Information** (indicated as required fields)
- Payment will be made using your Agency Credit Limit Account

The agent must also enter the agency email address, and then a record of the transaction will be emailed to the agency. **This is mandatory**

At this point in the process an e-ticket is generated for your guest. The staff must enter the guest's email address in the Passenger Information screen; an email will be generated and sent to the guest. **This is mandatory.**

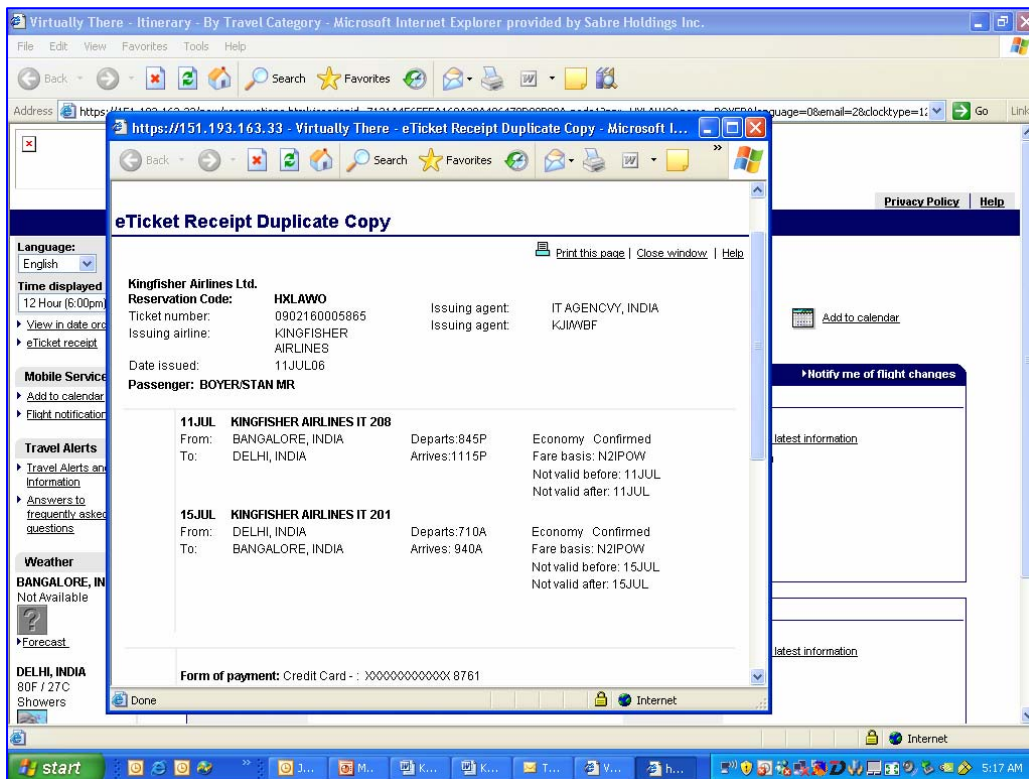


If the guest is present and desires an itinerary, e-ticket receipt or both, the staff may click on the “SabreVirtually There” button and the itinerary will be displayed and is printable on an A4 paper.

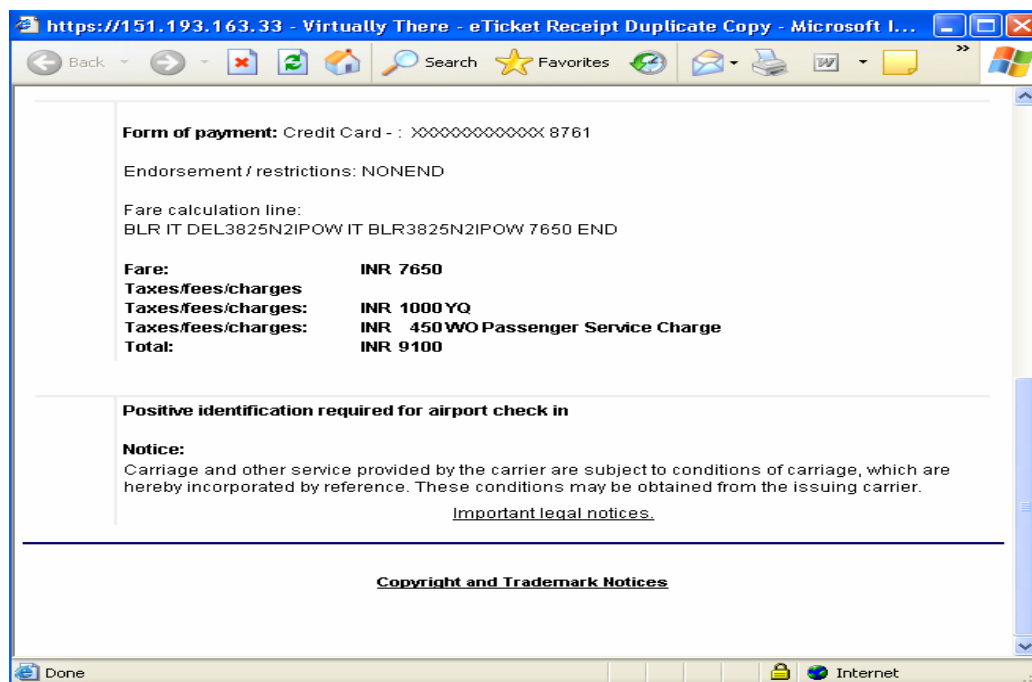


For e-ticket receipts, the agent must select the “E-ticket Receipt” on the left hand side of the web page.

Once the agent selects the e-ticket receipt, a pop-up window appears with a copy of the e-ticket receipt.



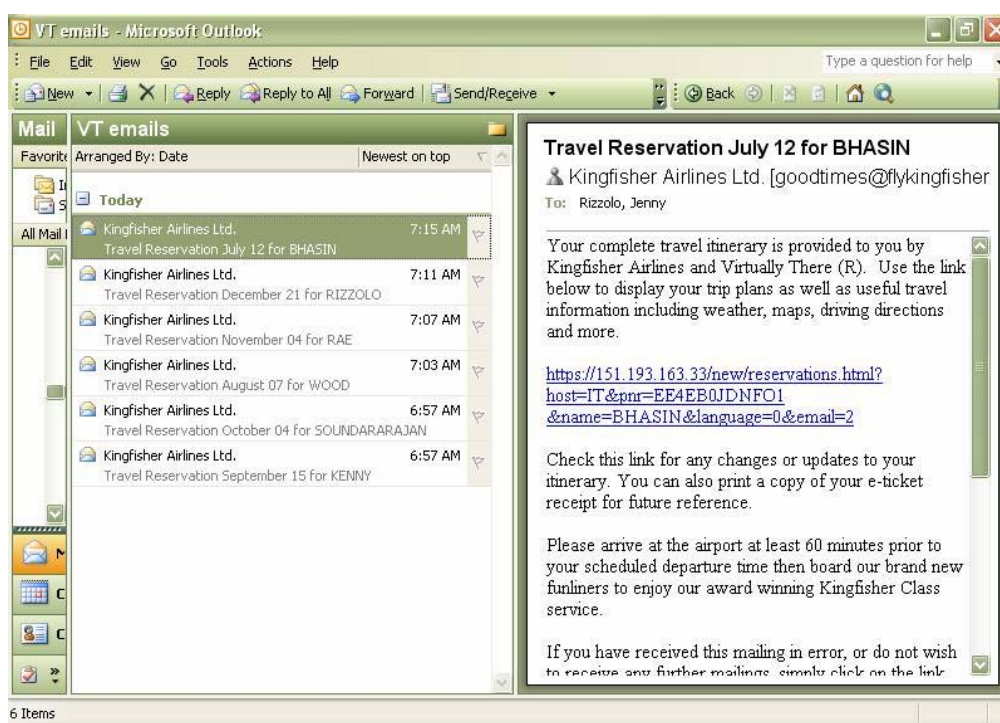
Use the “scroll bar” on the right hand side of the pop-up window to view the rest of the ticketing details.



## Viewing or Searching for a Guest Itinerary

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It is advice able that travel agent will need to create a mailbox on your email server for all of the guest itineraries that will be created via the website. If you need to look up a particular guest itinerary, simply access the travel agency mailbox where reservations records are stored to find the guest's itinerary. The staff may click on the link within the email in order to access the itinerary and e-ticket receipt.



Alternatively, the Agency Administrator may access the agency Invoice in order to view the details of the transaction. [Viewing Your Invoice](#)

The staff will not be able to perform any modifications, cancellations on the reservation

## Exchanges and Refunds

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The agent will not be able to Rebook or refund transaction via the website.

### Phase 1 Procedures

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In order to refund or exchange an e-ticket, the travel agent must call the Kingfisher Travel Agency Web Support Desk at our call centre on 1800 233 3131 or 020 2727 3030 for further assistance.

You may also write to [agencyhelpdesk@flykingfisher.com](mailto:agencyhelpdesk@flykingfisher.com)

The web support agent will access the transaction and refund the guest e-ticket back to the **travel agency account**. The refund is processed overnight and applied to the agency's account.



## Viewing Your Invoice

### General Guidelines

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Only the Agency Administrator is allowed to view the invoices for your travel agency. When a credit limit is used, the invoices are instantly updated with the e-ticketing transaction. This applies to e-ticket purchases and refunds.

### Accessing the Agency Invoice

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The Agency Invoice has different features than that of our previous one. The first screen that you see has the total amount by month for your agency.

Kingfisher will calculate commission and tax on commission for you, just as we always have. There is no TDS ...this is not an accurate statement, there is also no Commission






The screen shot is showing a Credit Limit...Kingfisher are not using Credit Limits – would it not be better to insert a Pre Paid screen shot that shows a 0 Credit Limit but a positive balance?

The screenshot displays a web interface with the following elements:

- Search for Users** section:
  - Search for all Users:
  - Refine Your Search:
    - \* indicates required fields
    - \* Last Name:
    - First Name:
    - Reset
- Rebate/Credit Limit** section:
  - Rebate/Credit Limit: 1.00 INR
  - Balance: 37991.00 INR [View Statements](#)

When the reporting period is clicked on from the body of the statement or a date range is selected from the top a child window opens with the ticket list statement for the applicable dates.

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Welcome  
Jenny Rizzolo  
Kingfisher Red Test  
Rebate/Credit Limit: 1.00  
Account Balance: 37991.00

**Statement Summary**






Welcome Kingfisher Red Test From:    
To:

Rebate/Credit Limit: 1.00  
Account Balance: 37991.00

Month	Total Tickets	Deposits	Commission	TDS	Balance
Summary per 2008					
January					
February					
March					
April					
May					
June					
July					
August	12 010.00 INR	-50 000.00 INR	0.00 INR	0.00 INR	-37 990.00 INR
September					
October					
November					
December					

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Welcome  
Jenny Rizzolo  
Kingfisher Red Test  
Rebate/Credit Limit: 1.00  
Account Balance: 37991.00

**Reporting Period Details**

Welcome Kingfisher Red Test   
Rebate/Credit Limit: 1.00 INR   
Balance: 37 991.00 INR

Date	TICKET_ISSUE_DATE	Ticket No	Type	Pax Name	Value	Commission	TDS	Balance
16 - 31 August 2008								
Balance Due 15 Aug 08								0.00 INR
25-Aug-2008		0000533371	ADMIN		-50 000.00 INR	0.00 INR	0.00 INR	-50 000.00 INR
25-Aug-2008	25-Aug-2008	2163119463	TKT	EBRAHIM/A	12 010.00 INR	0.00 INR	0.00 INR	-37 990.00 INR
Balance Due 31 Aug 08								-37 990.00 INR

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Radhika Chatterjee  
Amex  
Rebate/Credit Limit:  
5000000.00  
Account Balance:  
5238200.00

[Logout](#)  
[Statement](#)  
[Update Profile](#)  
[FAQ](#)  
[Feedback](#)

[Link To:](#)  
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[Kingfisher First](#)  
[King Club](#)  
[Schedules](#)  
[Kingfisher Class](#)  
[King Mobile](#)  
[Home](#)

## Reporting Period Details

Welcome Amex  
Rebate/Credit Limit: -5 000 000.00 INR  
Balance: -5 238 200.00 INR

[Print](#)  
[Export](#)  
[Back](#)

Date	TICKET_ISSUE_DATE	Ticket No	Type	Pax Name	Value	Service Fee	TDS	Balance
1 - 15 June 2008								
Balance Due 01 Jun 08								-13 425.00 IIR
05-Jun-2008		0000507339	POINT_EXP		13 425.00 INR	0.00 INR	0.00 INR	0.00 INR
06-Jun-2008	06-Jun-2008	2162524677	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	12 400.00 INR
10-Jun-2008	10-Jun-2008	2162816158	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	24 800.00 INR
10-Jun-2008	10-Jun-2008	2162816159	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	37 200.00 INR
11-Jun-2008	11-Jun-2008	2162816169	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	49 600.00 INR
12-Jun-2008	12-Jun-2008	2162816172	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	62 000.00 INR
12-Jun-2008	12-Jun-2008	2162816173	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	74 400.00 INR
12-Jun-2008	12-Jun-2008	2162816174	TKT	PACIOREKM	12 400.00 INR	0.00 INR	0.00 INR	86 800.00 INR
Balance Due 15 Jun 08								86 800.00 IIR
16 - 30 June 2008								
Balance Due 15 Jun 08								86 800.00 IIR
16-Jun-2008		0000507353	ADMIN		-50 000.00 INR	0.00 INR	0.00 INR	-50 000.00 INR
Balance Due 30 Jun 08								-238 200.00 IIR

You can search by ticket number or look through the pages of tickets. Export the Ticket list, including all the segment details.

You may also view Transaction Details when you click on Ticket Number. Click on a ticket number and a child window opens with all the segment and ticketing information including which

### Ticket Details

<b>Ticket Number: 2163119463</b>		<b>PIR: HXCMTZ</b>	
<b>Total Ticket Price: 12 010.00 IIR</b>		<b>ROE:1.0000</b>	
<b>Base Fare: 5 060.00 INR</b>		<b>Corporate ID:</b>	
<b>Taxes:</b>		Total: 6 950.00 INR	
	WO	450.00 INR	
	YQ	6 200.00 INR	
	YR	300.00 INR	
<b>Fees:</b>		Total: 0.00 INR	
<b>Form Of Payment:</b>		Total: 12 010.00 INR	
<b>Credits:</b>		12 010.00 INR	

Segment Information								
No.	Date	Carrier	Ft	Origin	Destination	Fare Basis	Class	Name
1	28-Aug-2008	IT	0102	BLR	BOM	N2IP	N	ASIF MR EBRAHIM
2	30-Aug-2008	IT	0101	BOM	BLR	N2IP	N	ASIF MR EBRAHIM

agent completed the transaction (if provided)

## Frequently Asked Questions

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1. Can I change the password that is provided to me as the administrator of the agency?

*Yes, simply select the **Update Profile** option from the agency enrollment screen to do so...*

2. What if our staff forgets the password?

*We have added a link of Password Reminder which will give a hint about your password or you can call your agency administrator who can reset your password.*

3. How many guests can I book on the Website?

*You can book a maximum of only 6 guests (combination of adult/child/infant) at any given time on the SSW.*

4. What if I want a refund or rebook my PNR created on the old booking engine (RADIXX)?

*Please contact our agency help desk at 1800 233 3131 or 020 2727 3030 or mail them at [agency.helpdesk@flykingfisher.com](mailto:agency.helpdesk@flykingfisher.com) and they will guide you through the process.*

5. Can I use any Credit Card for processing my reservation?

*No. According to the commercial policy of Kingfisher Airlines your travel agency must transact based on Balance Available only.*

6. If the Call Centre cancels my reservation, will that reflect in my invoice?

*Yes, it will.*

7. As an administrator can I make a reservation?

*No, you will have to create at least one agent to proceed with the reservation.*