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 1

Welcome!

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

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

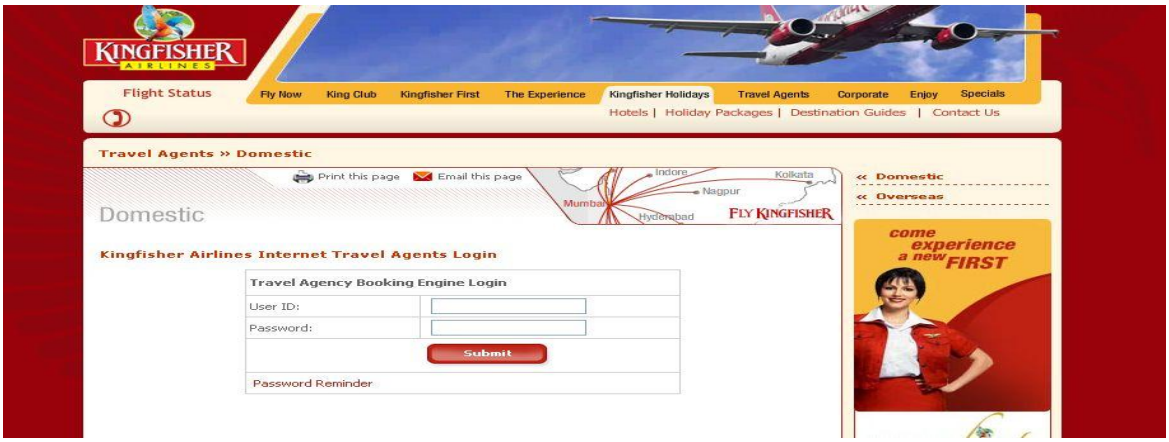
Sometime end of day on 29th August 2008, Kingfisher will migrate to our new Kingfisher Reservations System. We are currently planning to migrate all Passenger Name Records (PNRs) and ticketing records that have been created in our existing system that will have travel dates on or after 29th August. PNRs 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 28th 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

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

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 2

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 Arlines 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.

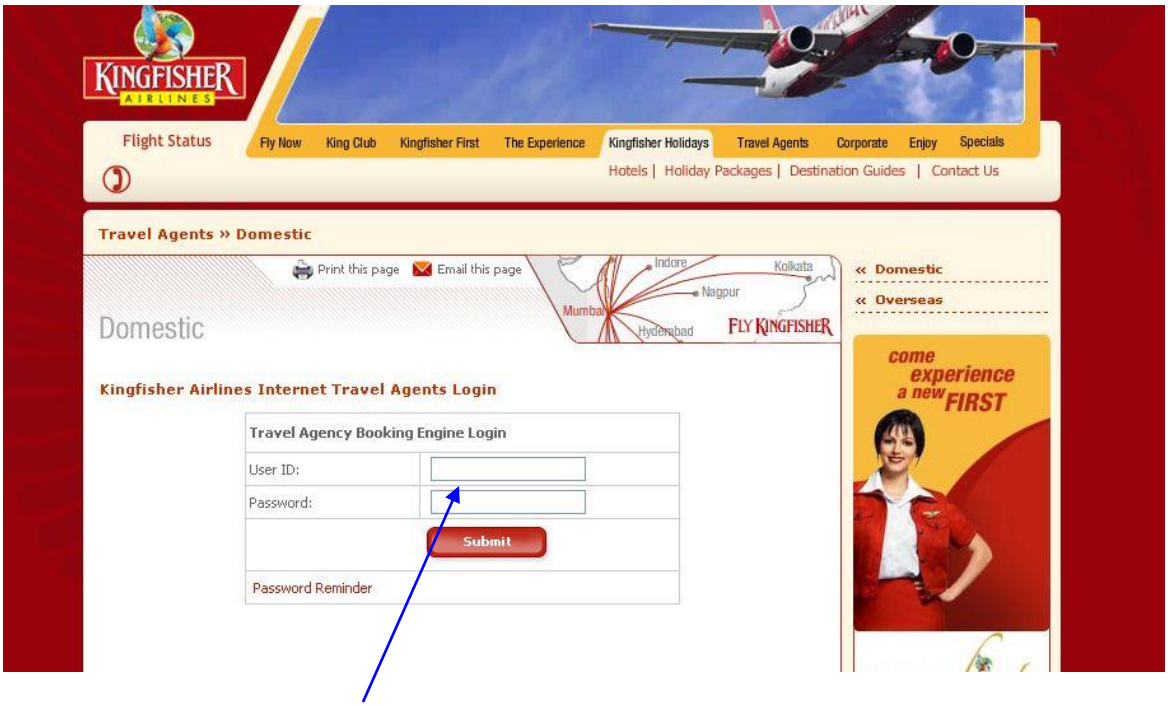
Regards

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 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"*

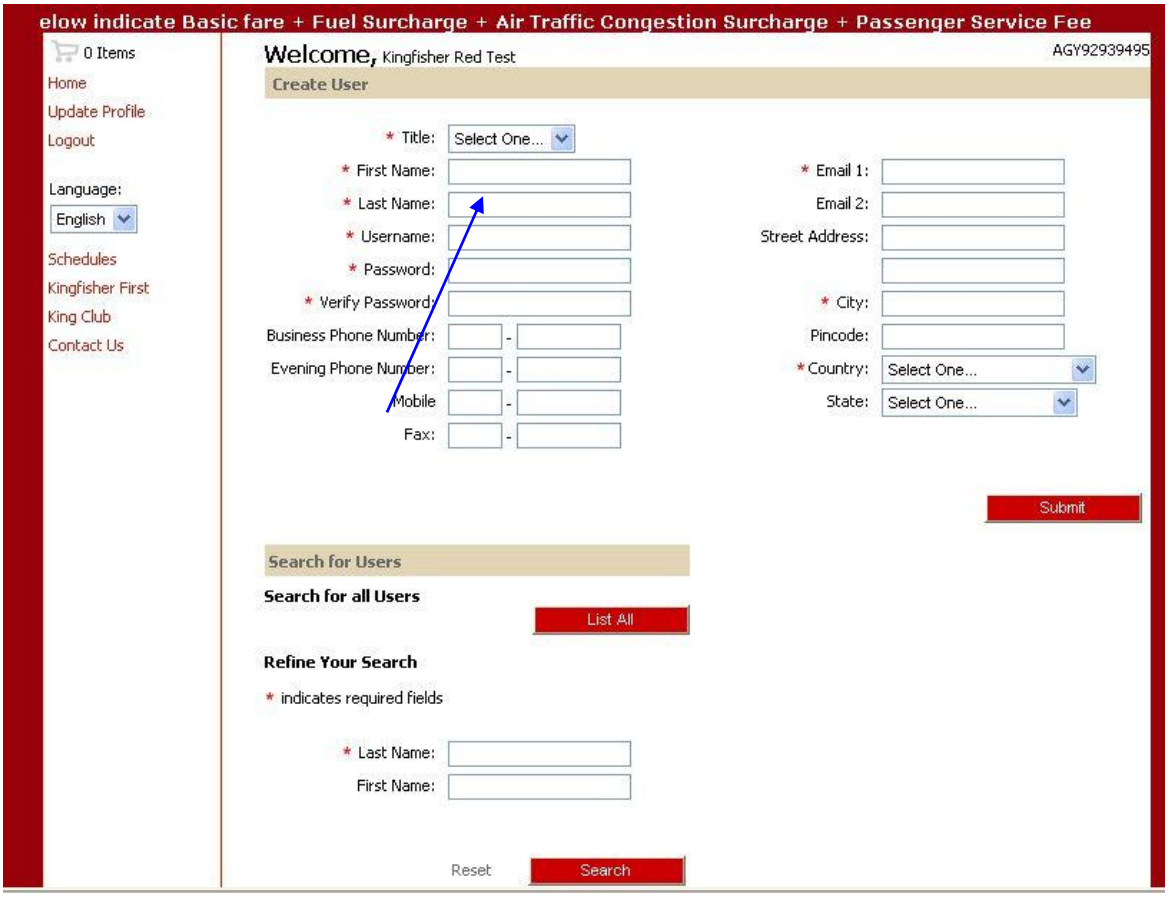
4. Enter your Travel Agency Administrator or Agent (staff) Password in the box marked *"Password"*

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.



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.

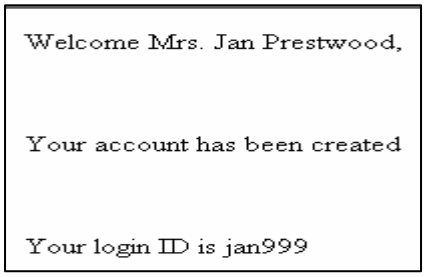
When creating an agent (staff), the administrator should enter all of the details requested. The detail field descriptions that have a red * asterisk next to them indicate that the field is mandatory in order to create the agent.

Step 2: The Submit Button

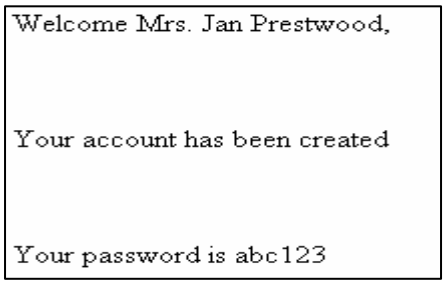
After you have entered all of the requested information and are satisfied that the information is correct, click on the Submit button. Two actions will take place at this time.

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:



The contents of the second email will appear as follows:



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.

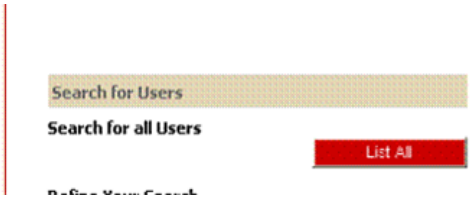
Searching for Agents

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 3

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.

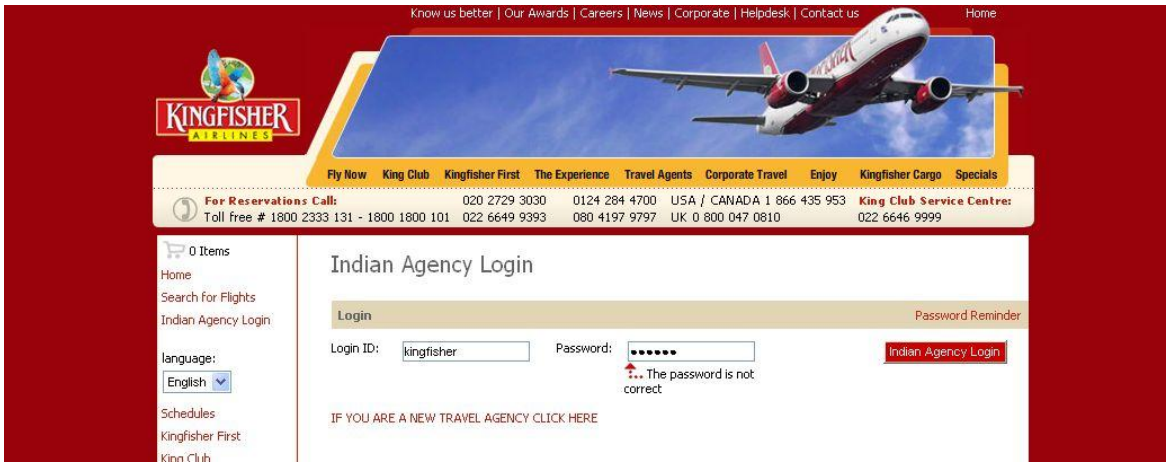
You will not be able to modify these PNRs. If a refund is requested for this itinerary, you will need to request a refund via the agency helpdesk who will process the Refund and have the amount credited back to the Agency Account. The refund once processed will credit to the agency account overnight

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 and click "**Travel Agent"**
2. This will take you to our below Travel Agency micro site.

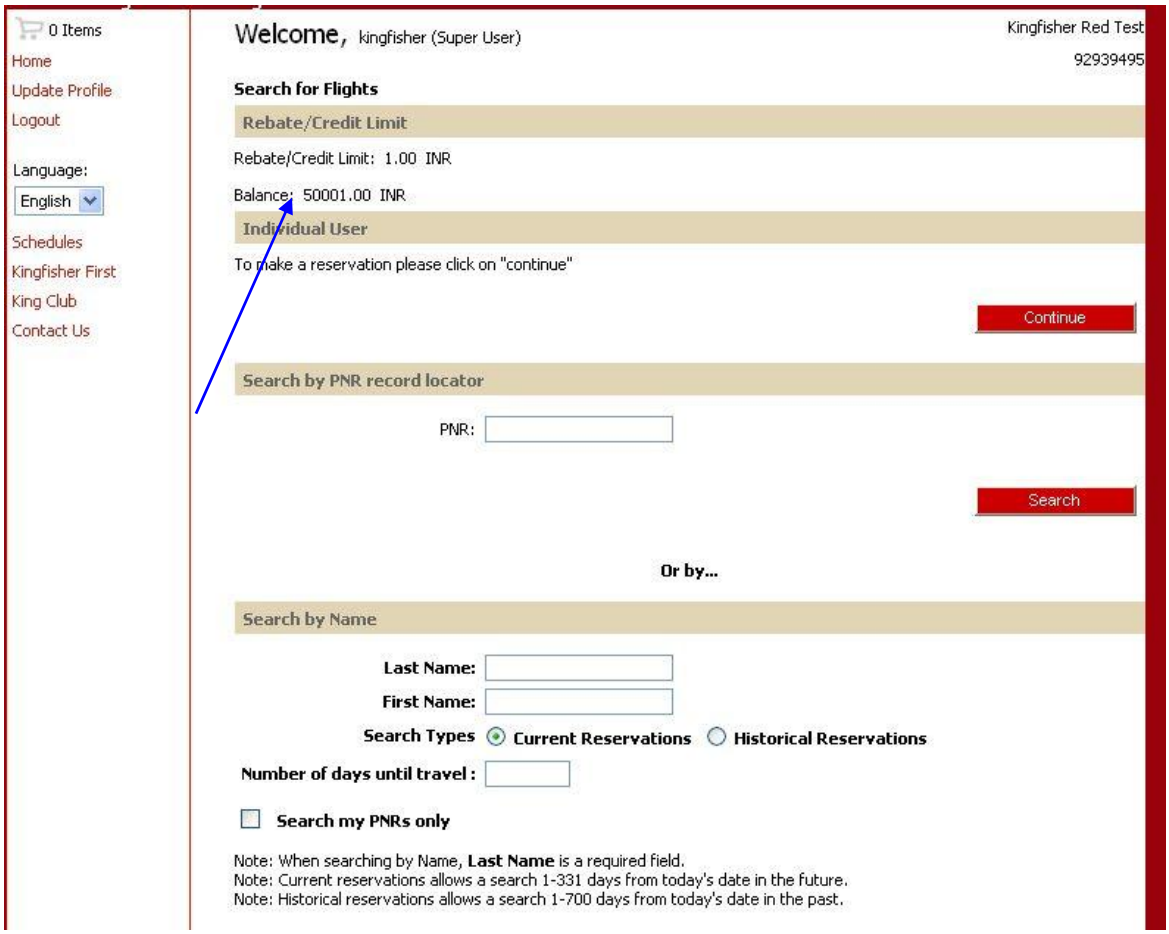


3. Enter your Agent (staff) Log-In ID in the box marked *"User ID"*
4. Enter your Agent (staff) Password in the box marked *"Password"*

Step 1

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

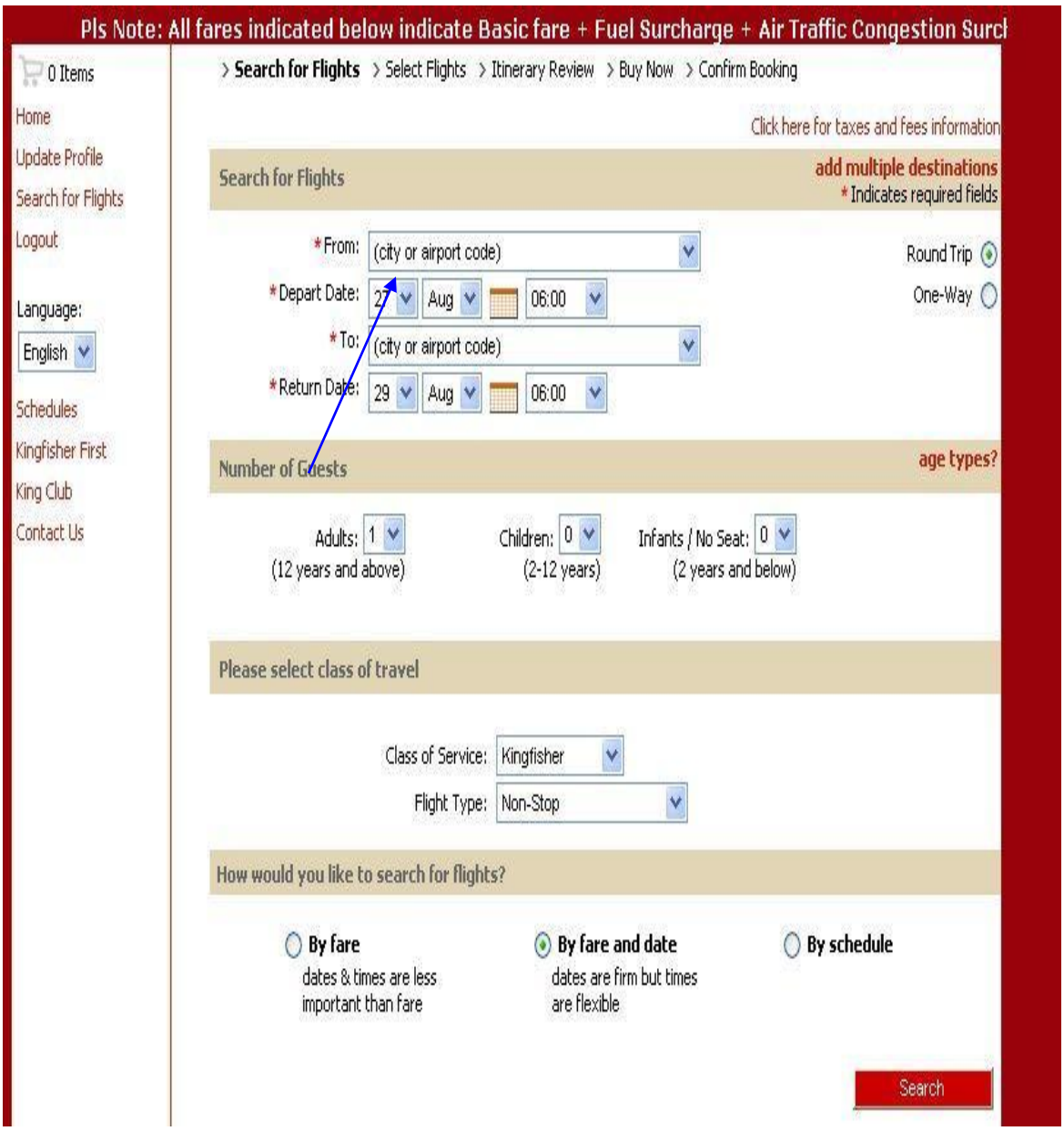
By default, the **Welcome Page** will also display your Agency Balance



Step 2: Making a Flight Request

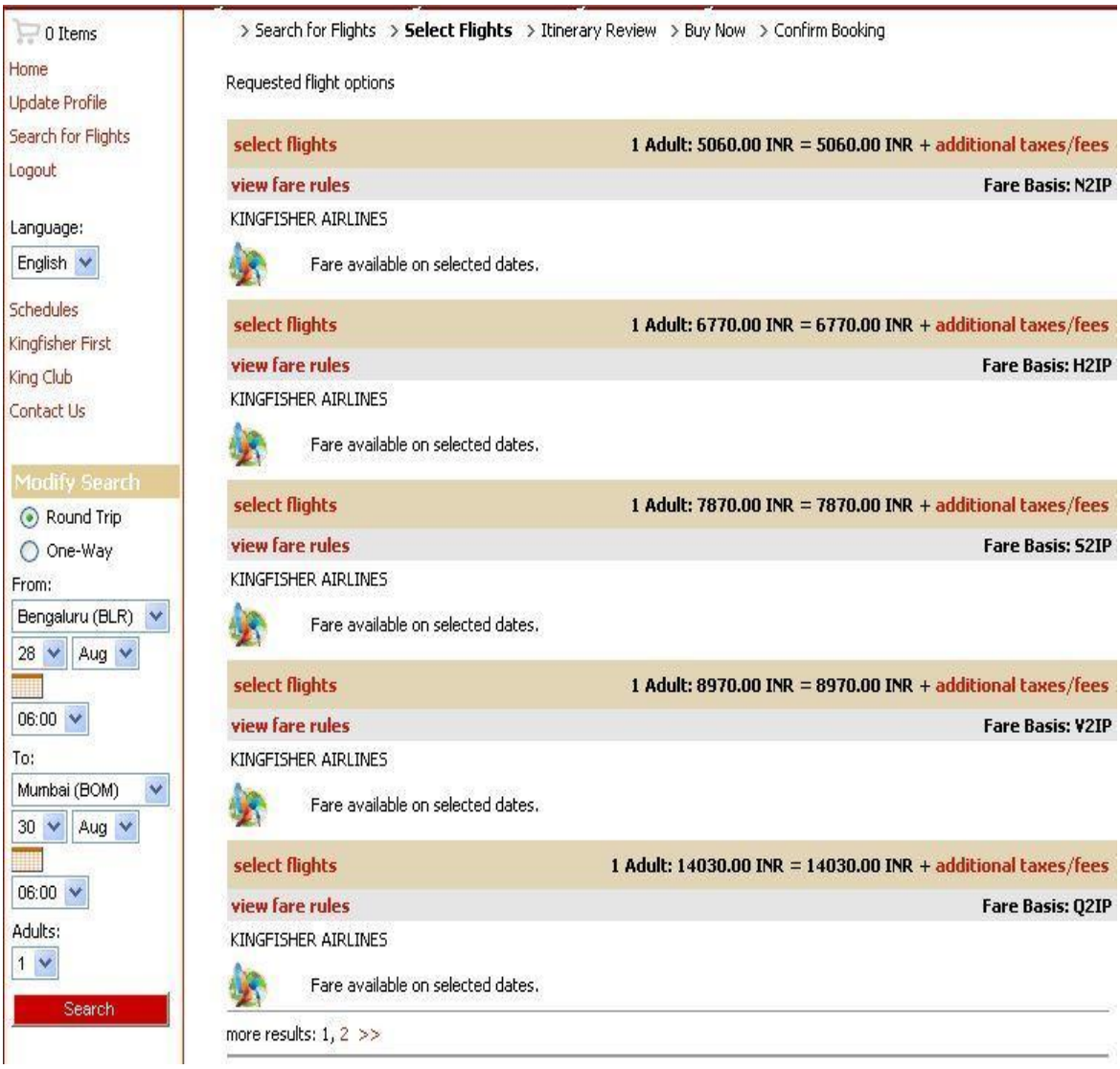
Our new booking engine site will have a similar look and feel to our existing one, however it is important to remember that the site may respond differently to various inputs than does the current site.

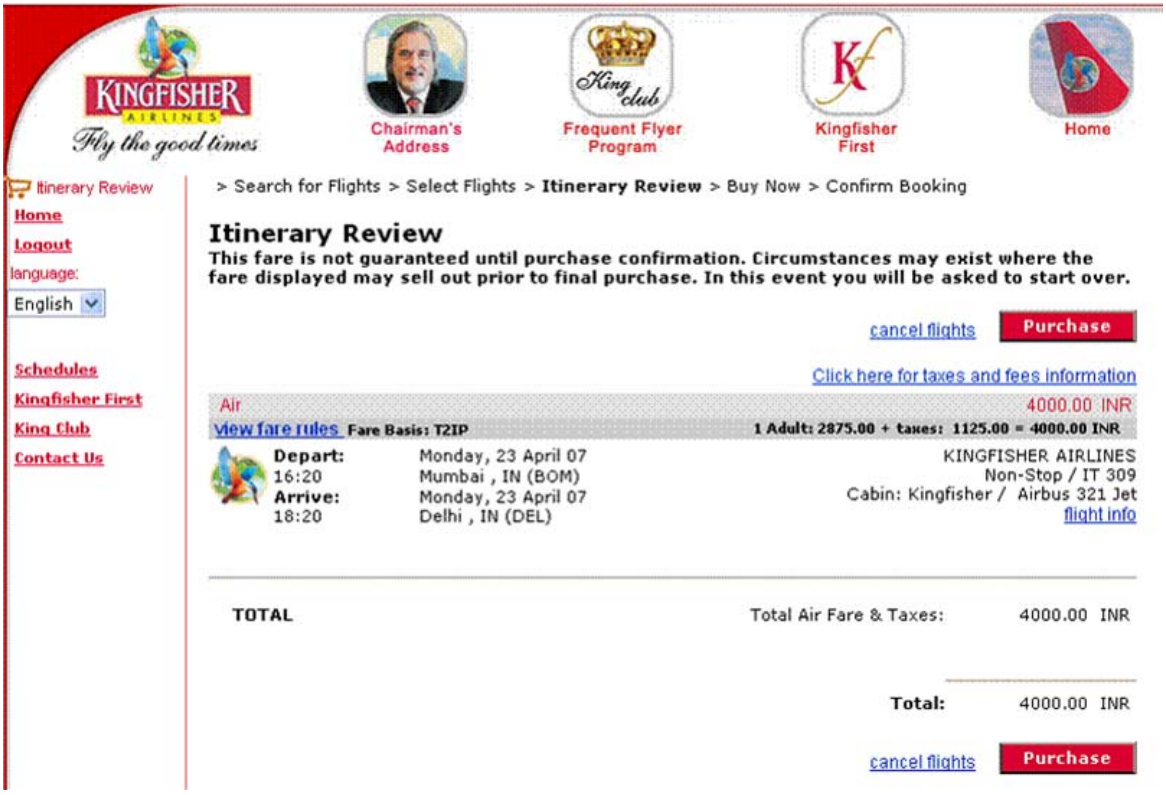
Your staff inputs criteria on **Search** page.



The flight results are displayed

Agencies can select from all flights available for the required date





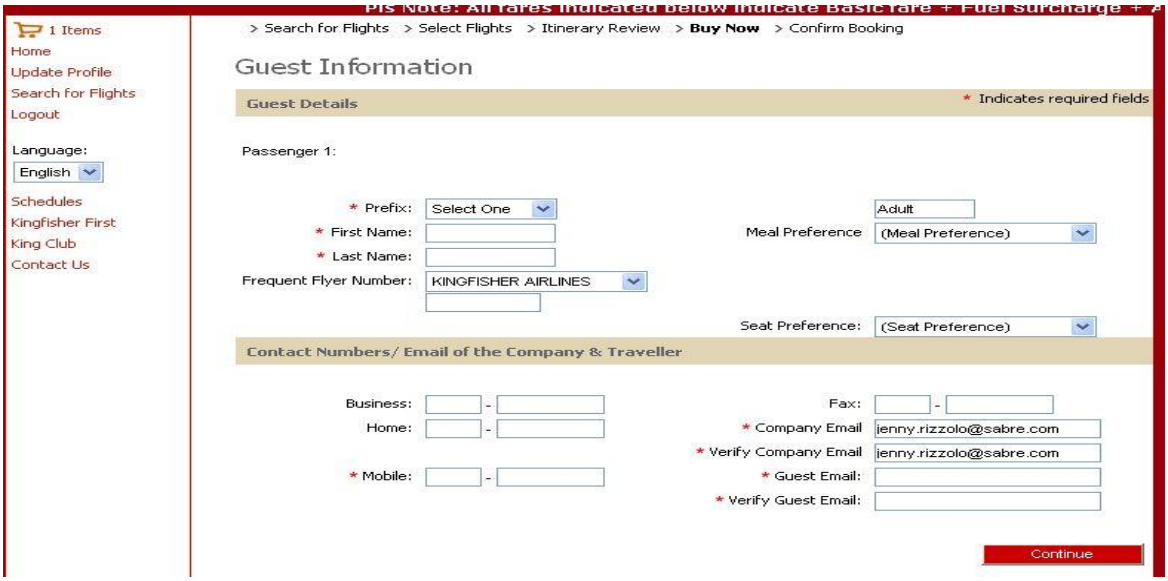
Notice that there are three methods to shop for flights. Each method will return slightly different results, so you will want to test to see which method works best for you.

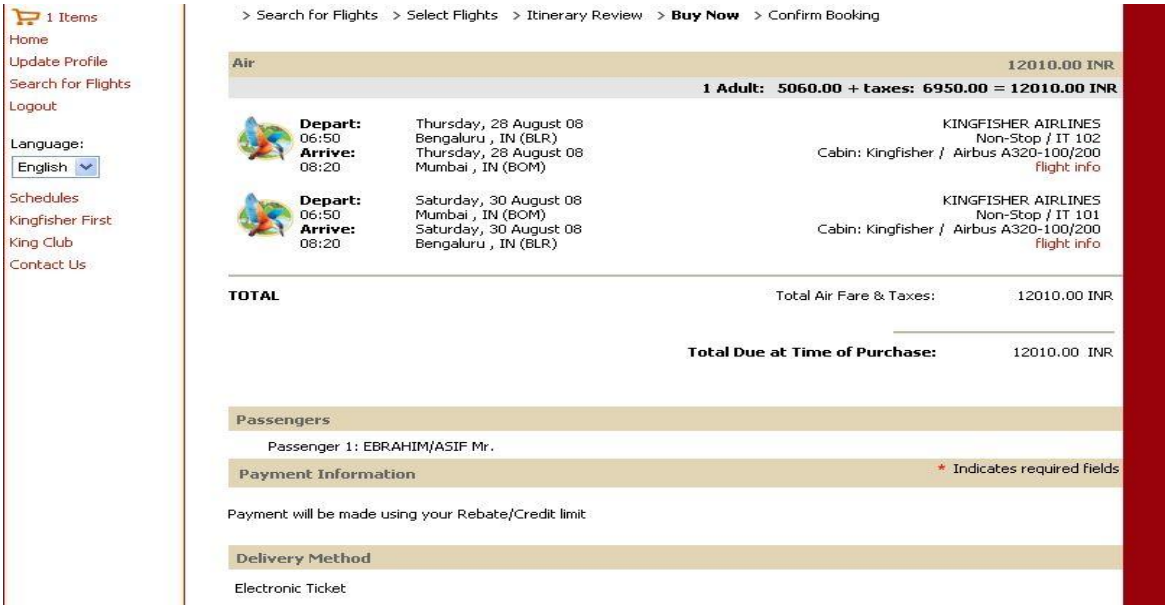
Step 2: Selecting Flights

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

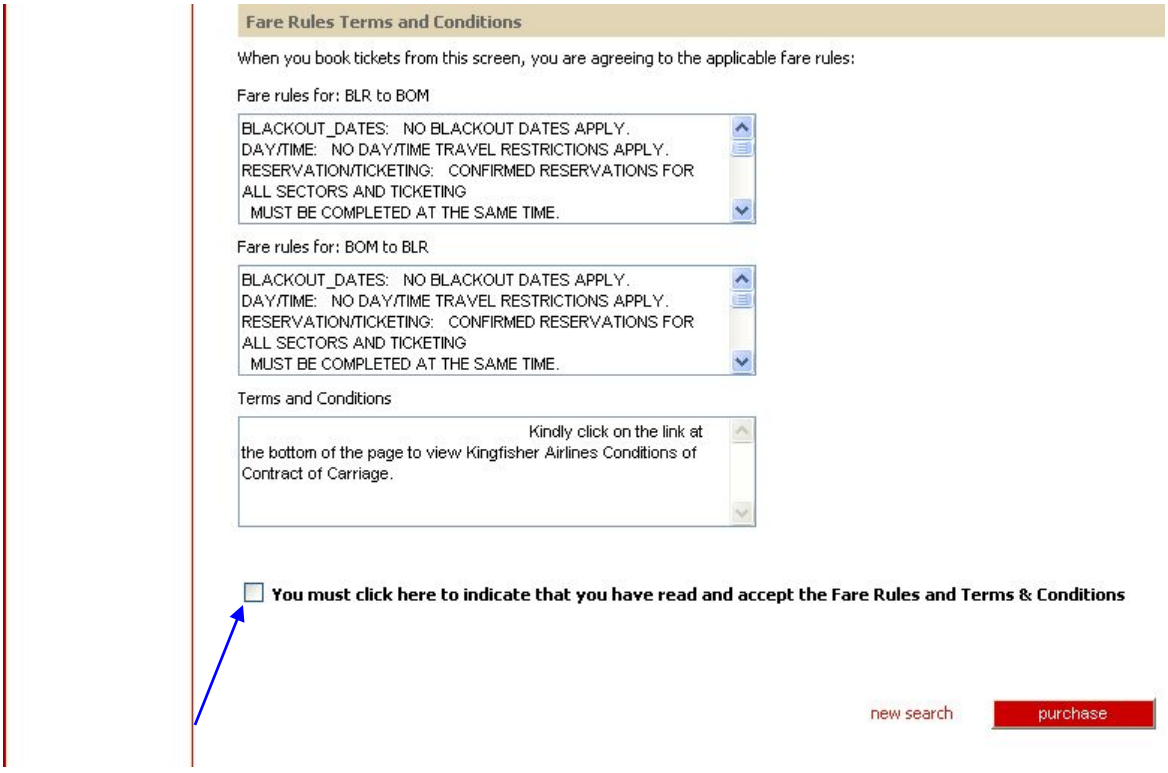
Step 3: Reviewing the Itinerary

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.

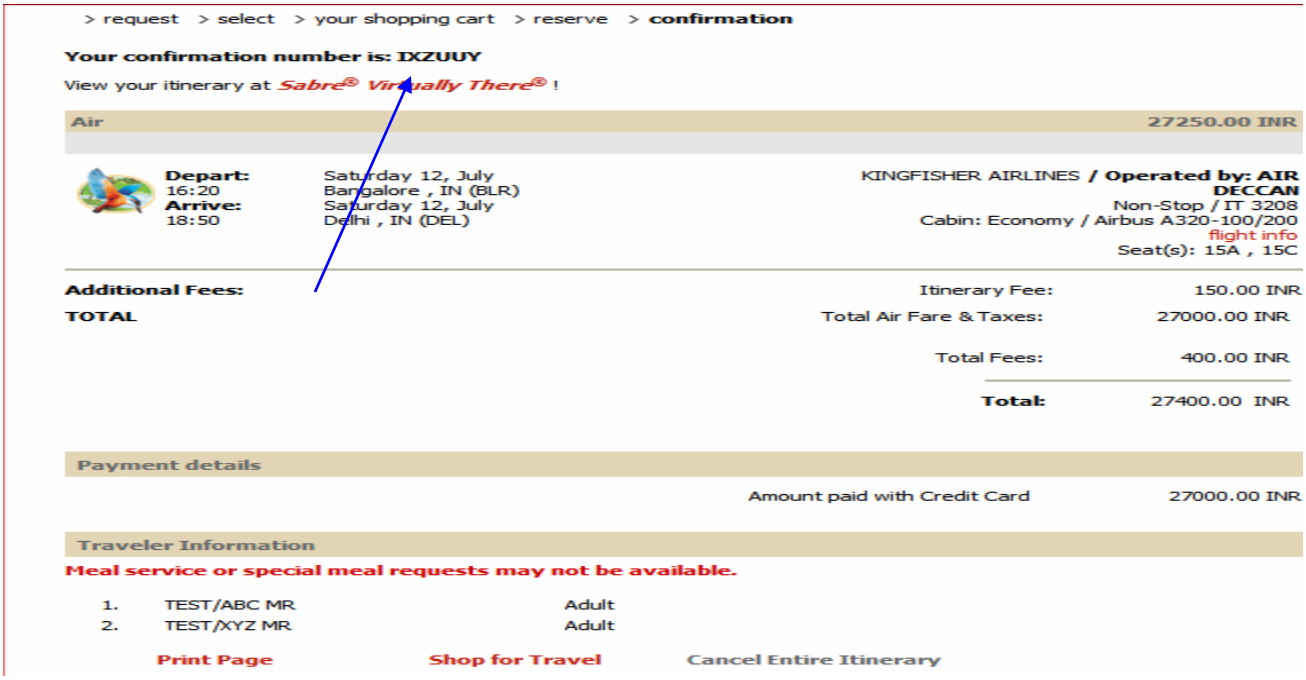


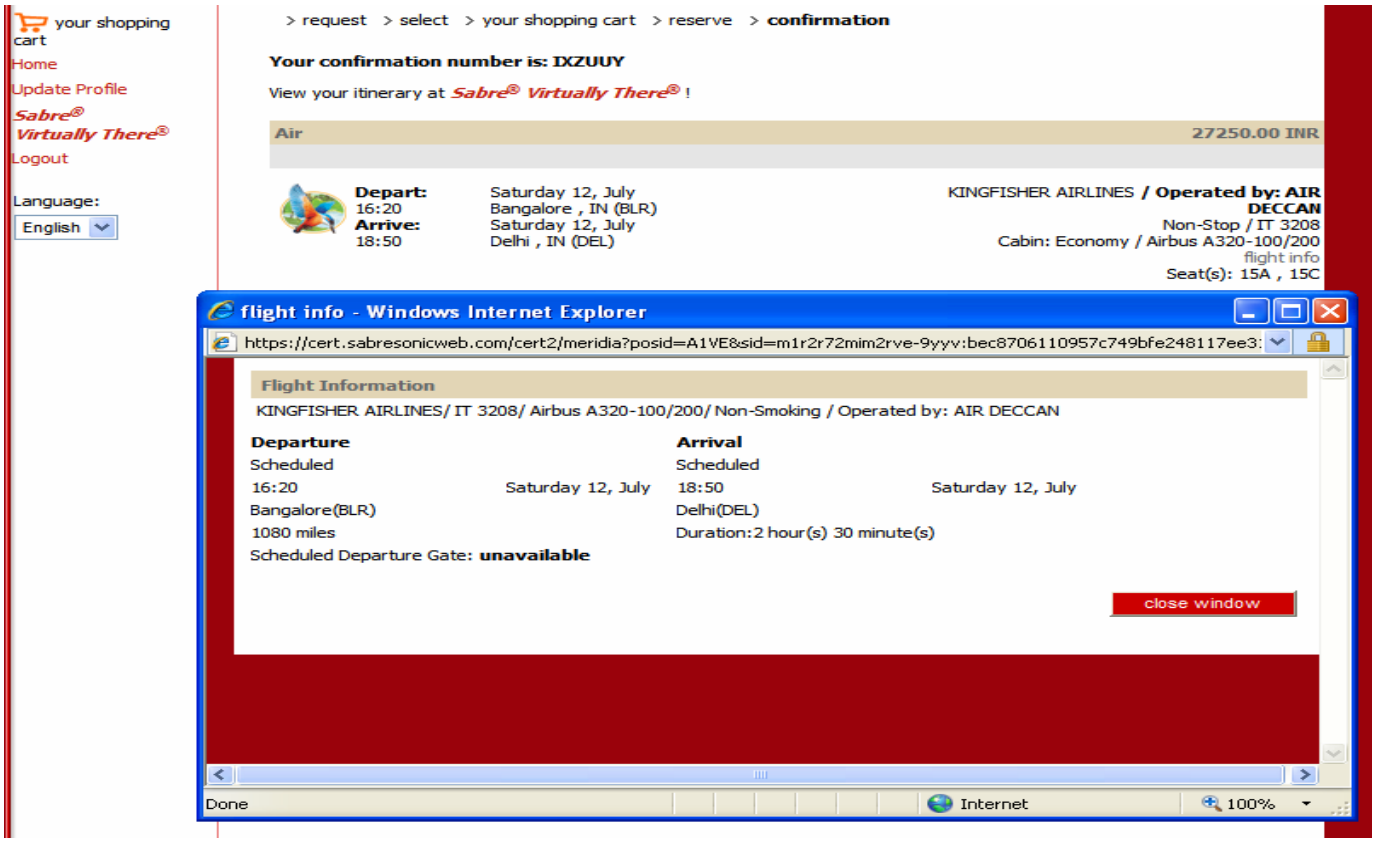


To Continue with the Purchase you will need to check the box below as marked to accept the Terms and Conditions



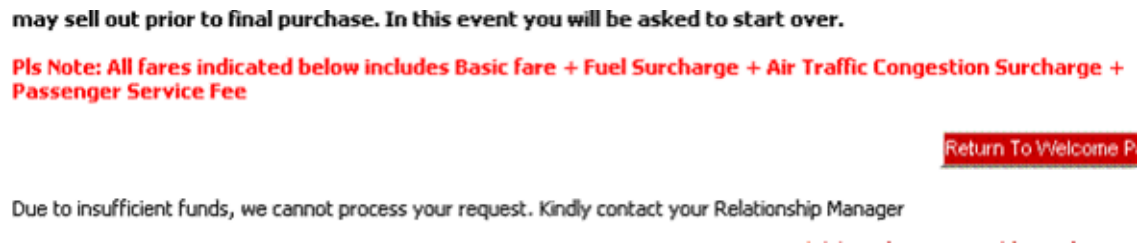
Once you click ‘PURCHASE’ you will get the Confirmation Number





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

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

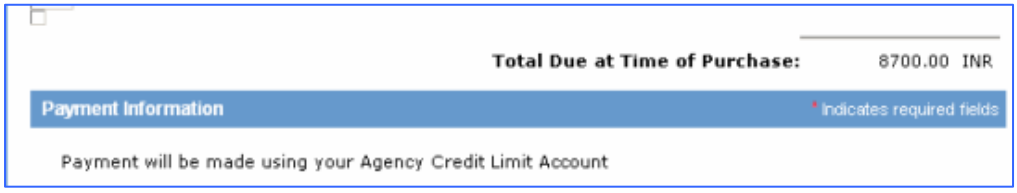


If this screen appears, the Agency Administrator should contact the Kingfisher Airlines local sales staff or our Web Support desk at our call centre on 1800 233 3131 or 020 2727 3030 for further assistance. You may also write to agencyhelpdesk@flykingfisher.com

Step 4: Make the Payment

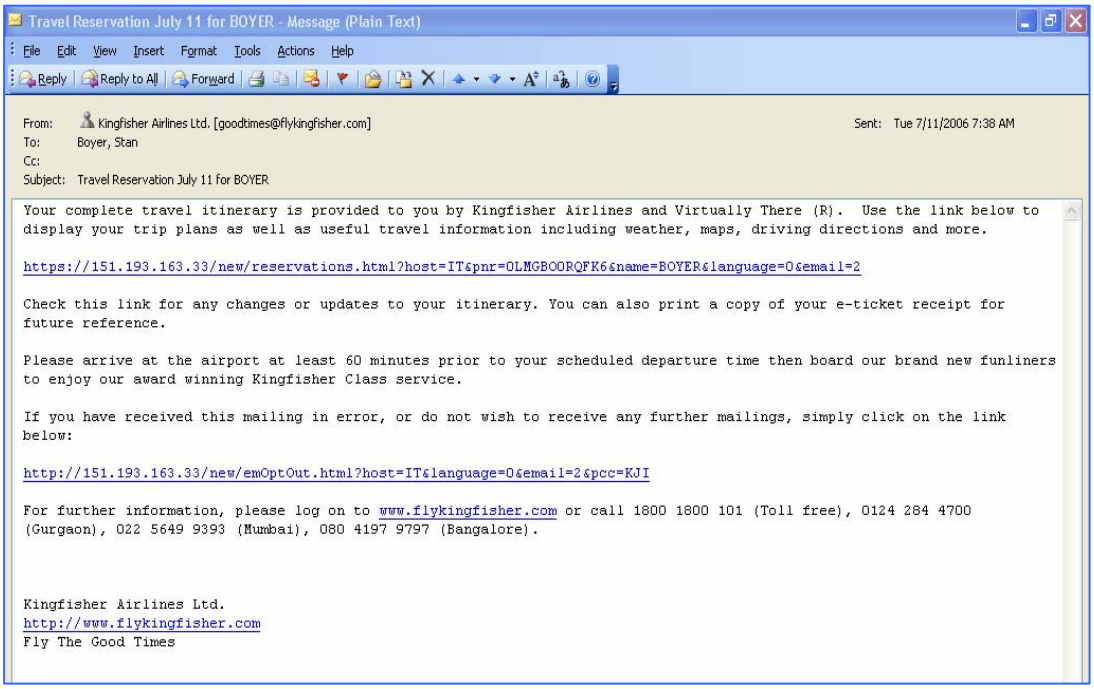
The **Payment Screen** appears. At this point, the staff will select **Balance** as the **Form of Payment** for the transaction. Sri if BT FOP is the only FOP (and it is) they do not get a choice, it is automatic and the page looks different.

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

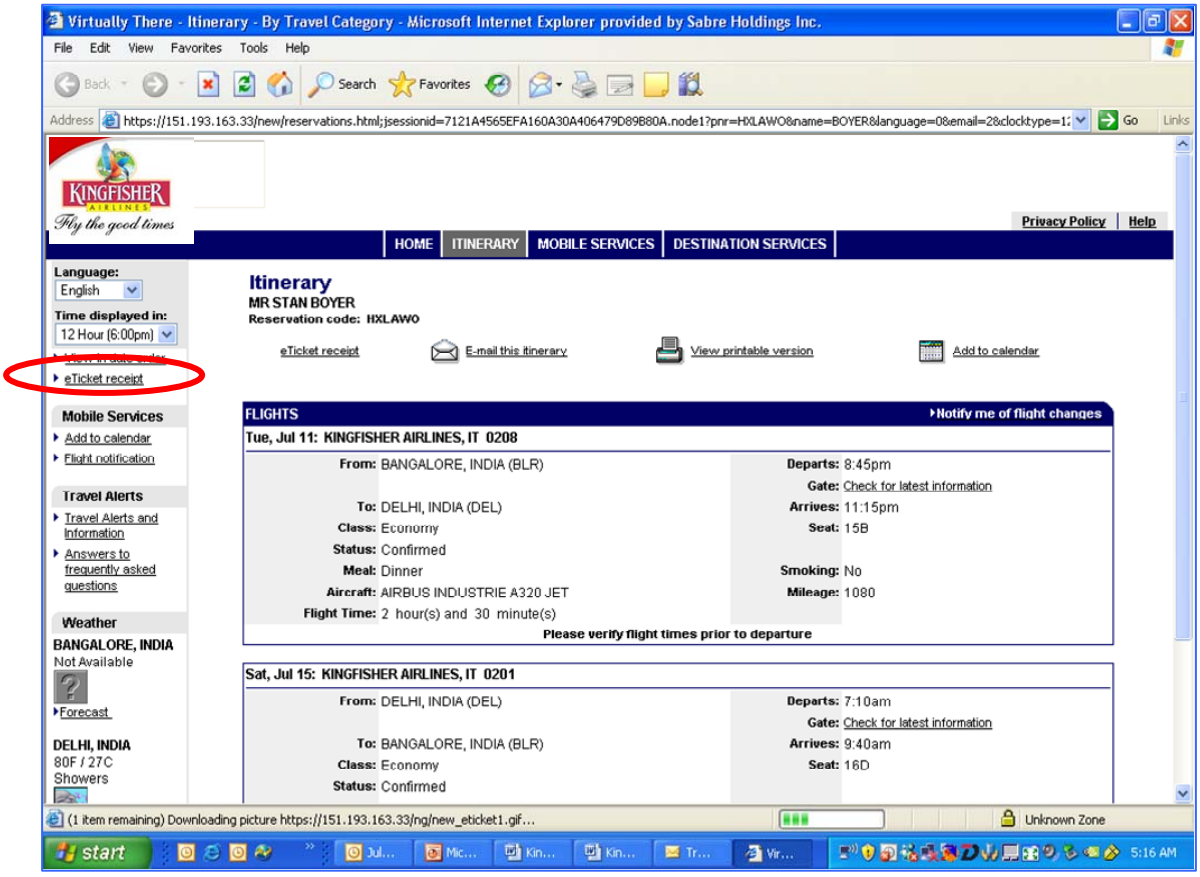


The agent must also enter the agency email address, and then a record of the transaction will be emailed to the agency. **This is mandatory**

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.**

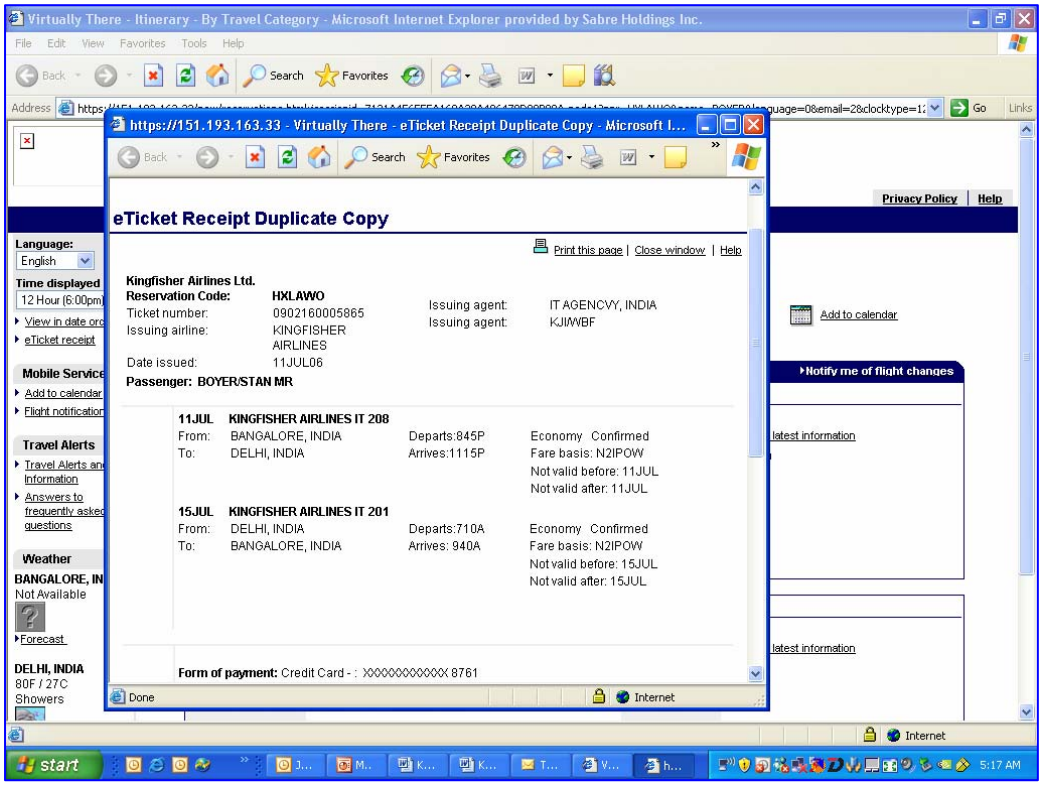


If the guest is present and desires an itinerary, e-ticket receipt or both, the staff may click on the "SabreVirtually There" button and the itinerary will be displayed and is printable on an A4 paper.

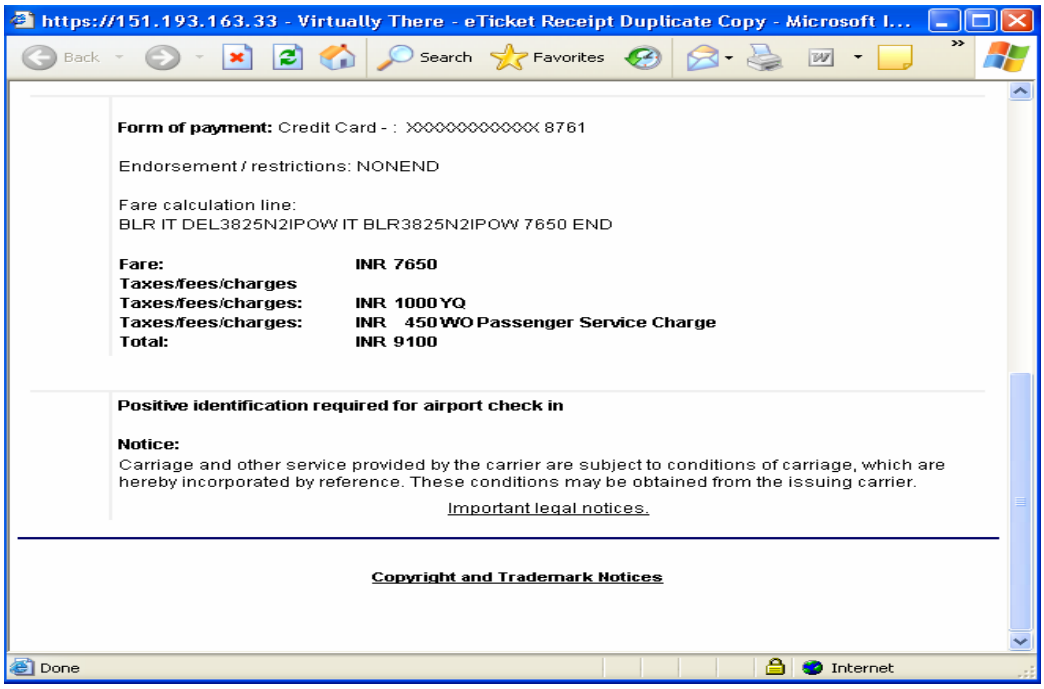


For e-ticket receipts, the agent must select the "E-ticket Receipt" on the left hand side of the web page.

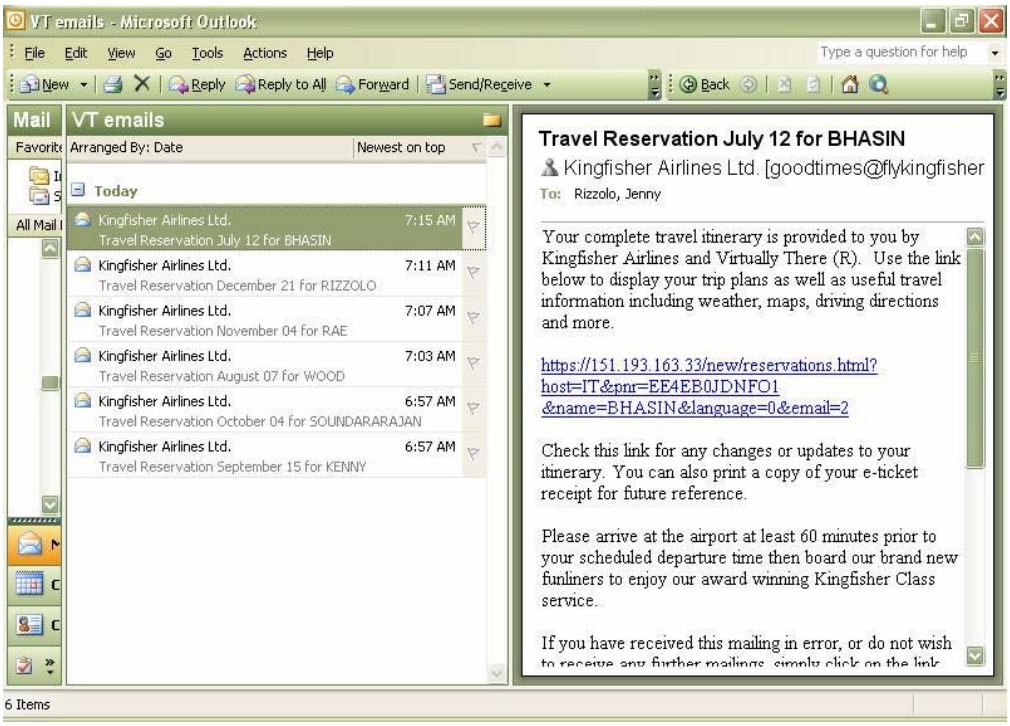
Once the agent selects the e-ticket receipt, a pop-up window appears with a copy of the e-ticket receipt.



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



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

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

Phase 1 Procedures

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

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

4

General Guidelines

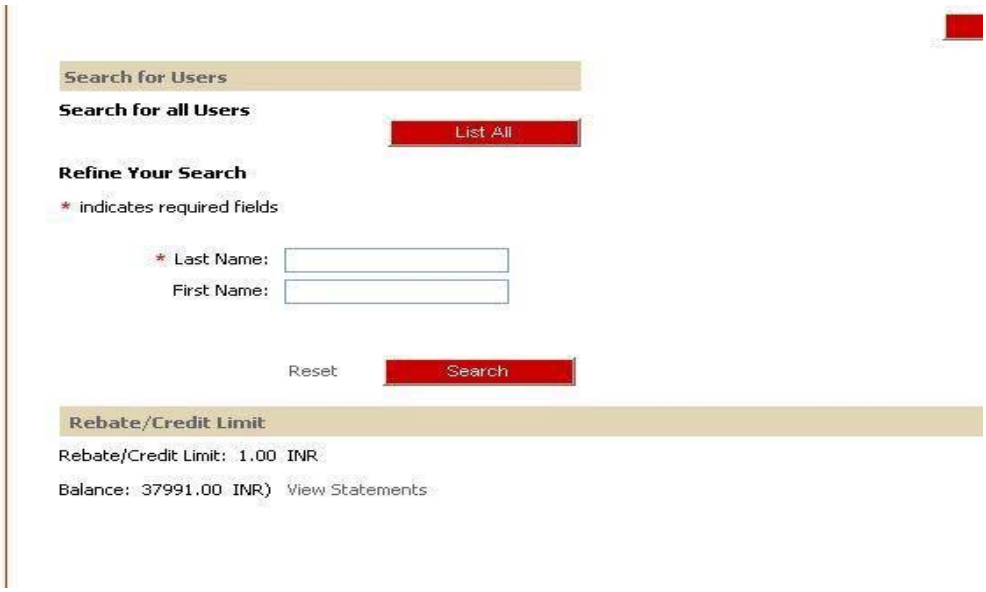
Only the Agency Administrator is allowed to view the invoices for your travel agency. When a credit limit is used, the invoices are instantly updated with the e-ticketing transaction. This applies to e-ticket purchases and refunds.

Accessing the Agency Invoice

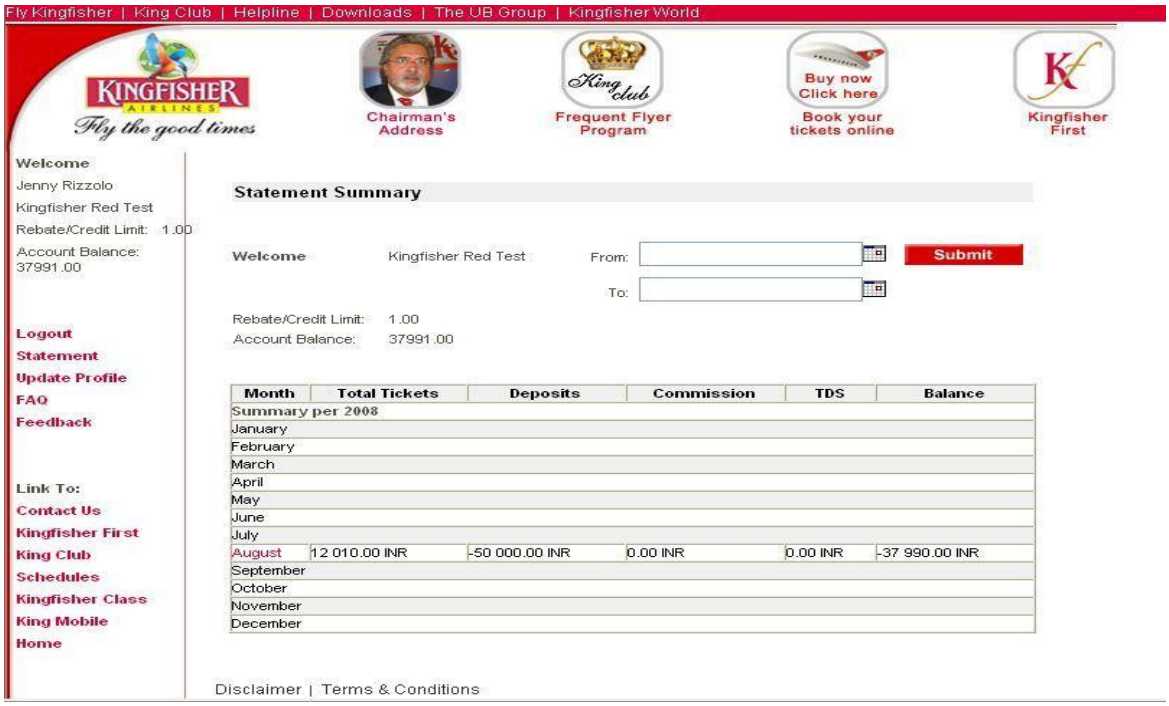
The Agency Invoice has different features than that of our previous one. The first screen that you see has the total amount by month for your agency.

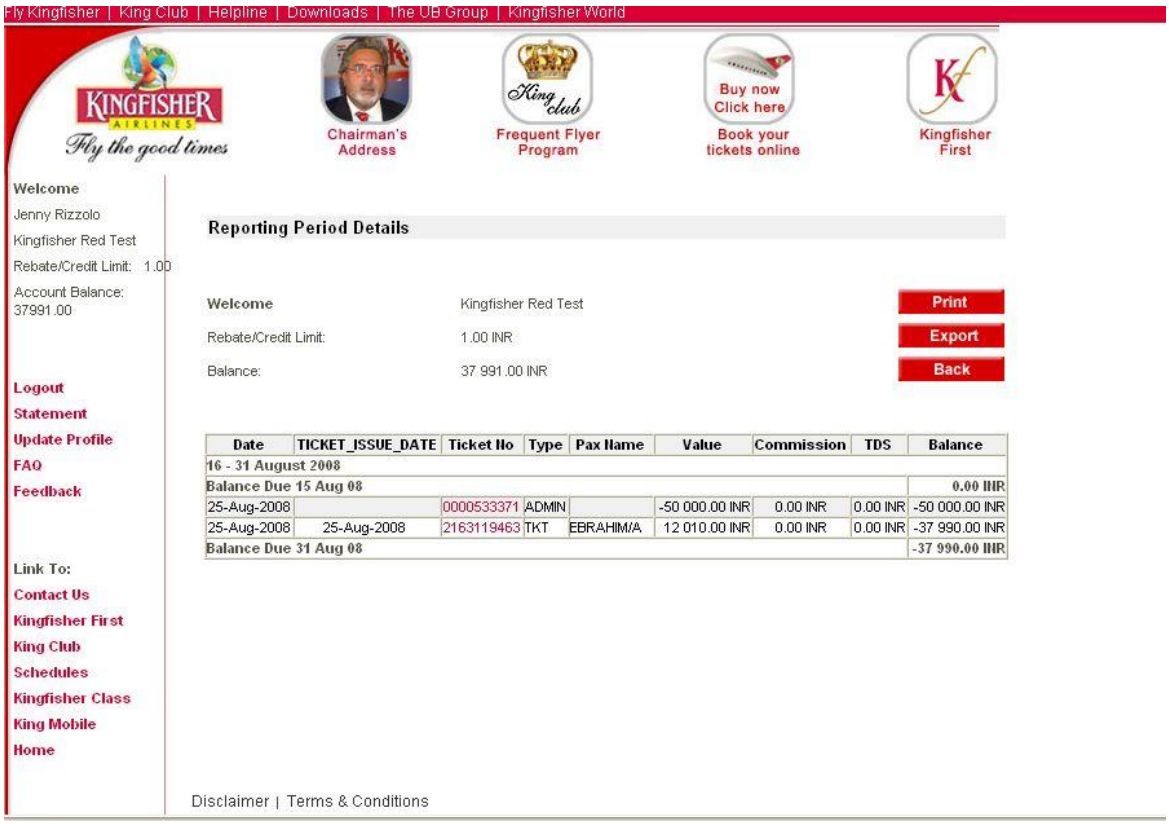
Kingfisher will calculate commission and tax on commission for you, just as we always have. There is no TDS …this is not an accurate statement, there is also no Commission

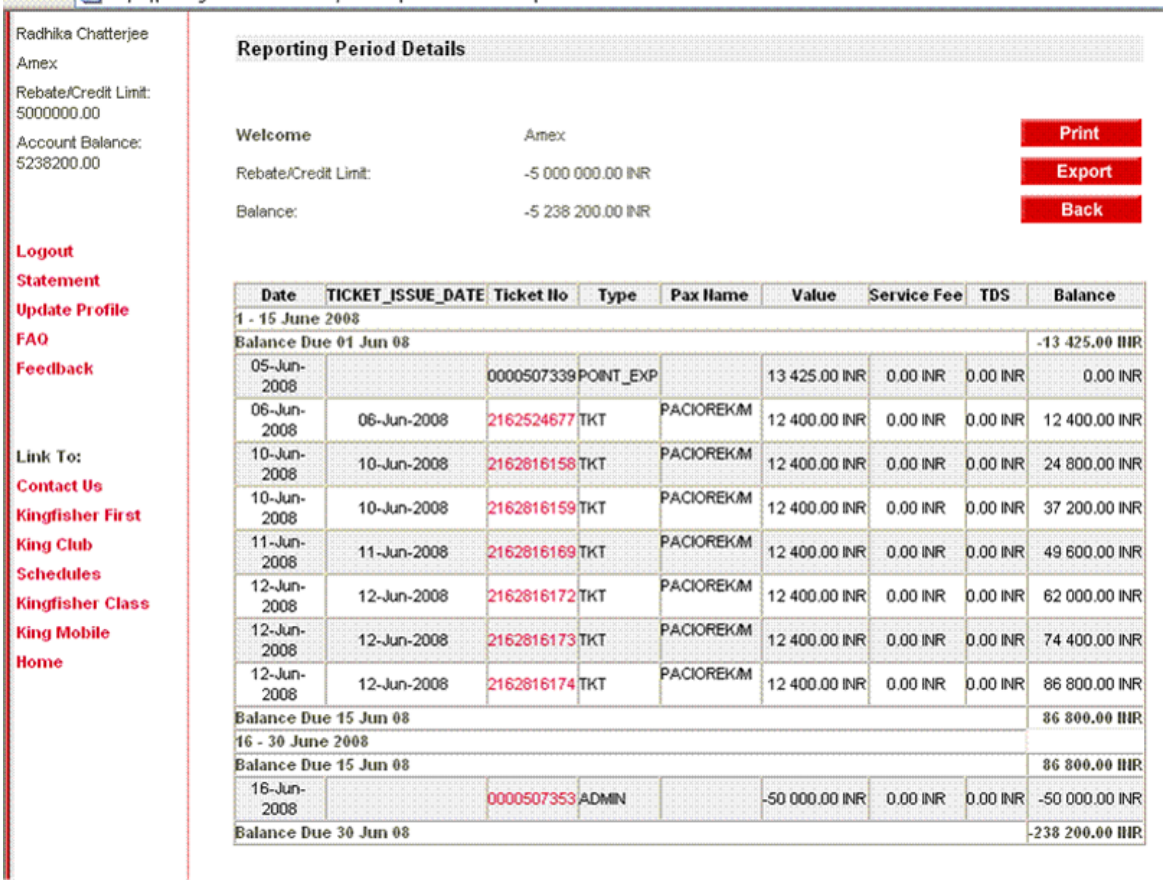
The screen shot is showing a Credit Limit…Kingfisher are not using Credit Limits – would it not be better to insert a Pre Paid screen shot that shows a 0 Credit Limit but a positive balance?



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.







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

Logout
Statement
Update Profile
FAQ
Feedback

Link To:
Contact Us
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 INR
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	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	12 400.00 INR
10-Jun-2008	10-Jun-2008	2162816158	TKT	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	24 800.00 INR
10-Jun-2008	10-Jun-2008	2162816159	TKT	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	37 200.00 INR
11-Jun-2008	11-Jun-2008	2162816169	TKT	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	49 600.00 INR
12-Jun-2008	12-Jun-2008	2162816172	TKT	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	62 000.00 INR
12-Jun-2008	12-Jun-2008	2162816173	TKT	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	74 400.00 INR
12-Jun-2008	12-Jun-2008	2162816174	TKT	PACIOREK/M	12 400.00 INR	0.00 INR	0.00 INR	86 800.00 INR
Balance Due 15 Jun 08								86 800.00 INR
16 - 30 June 2008								
Balance Due 15 Jun 08								86 800.00 INR
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 INR

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

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

Segment Information

No.	Date	Carrier	Flt	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

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 *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.