

A TATA SIA JV

vistara®

Fly the new feeling

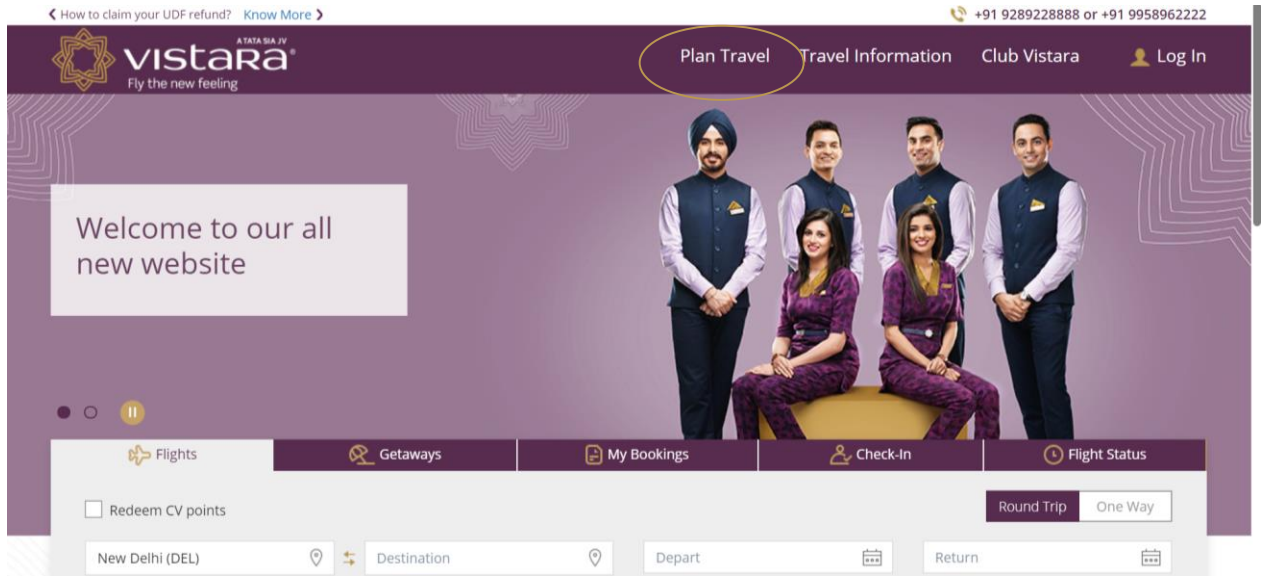
Vistara Group Request Management System (GRMS)

Table of Contents

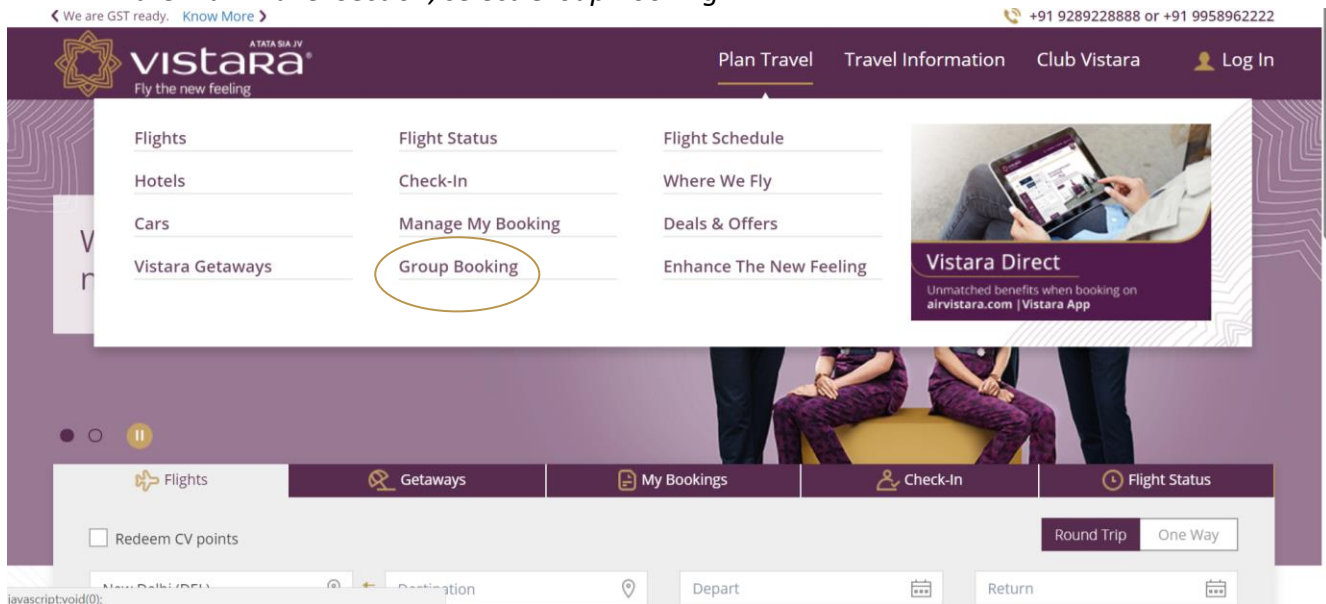
Login Process.....	2
Registration Process.....	4
Home Page	6
Create New Request	7
Flight Search.....	8
Checking for a Quote	10
Searching for a particular request	11
Negotiation Process	12
Updating Payment Details	14
Pnr Creation & Updating Pax Details	15
Confirmation of Names.....	16
TICKETING	17
Add Comment/ Request Changes.....	17

Login Process

- In your Web Browser, open the link www.airvistara.com



- In the Plan Travel Section, select **Group Booking**



- Enter your Login Details in the fields, if applicable else, click on Register

group of 10 or more passengers are traveling for leisure, a business conference or any other occasion, our assistance group booking team will make sure you are booked every step of the way. Travel hassle-free with Vistara Group Booking.

The benefits of Vistara Group Bookings:



01

Manage Your Bookings

Modify your details, check your flight schedule and access other services.

02

More Flexibility

Add passenger names up to 7 days before departure.



Group Booking Log-In

Email ID

Enter Email ID

PIN

Enter Pin

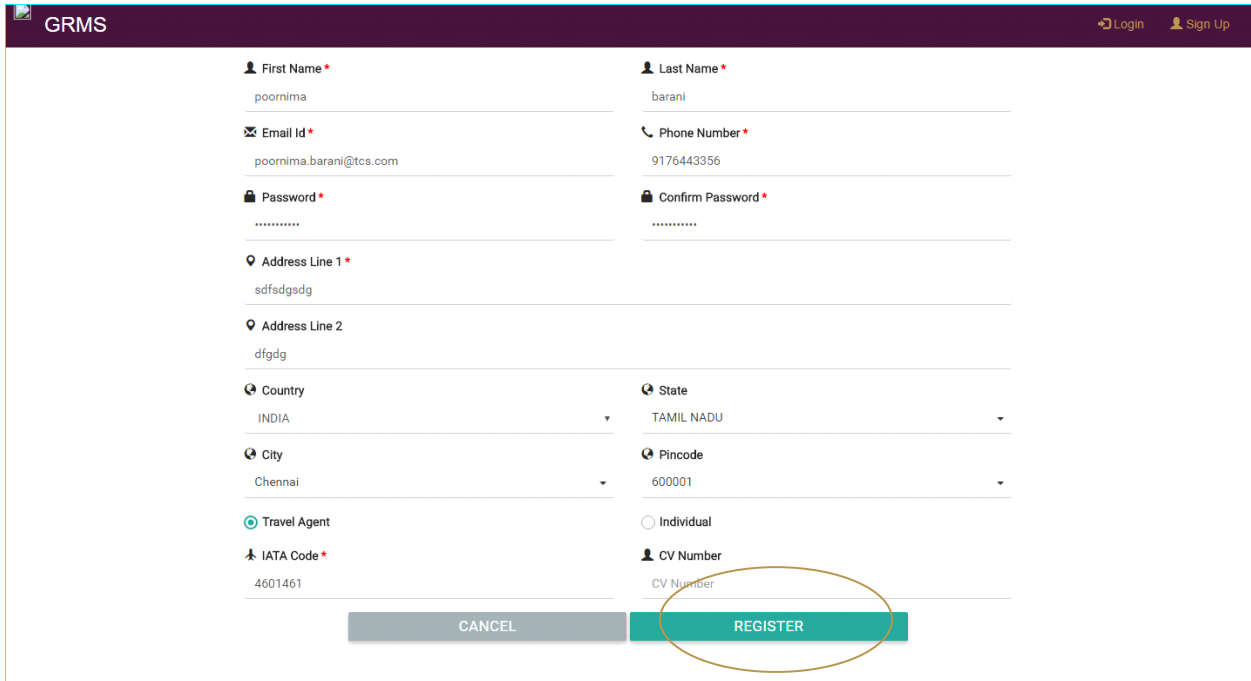
LOGIN

REGISTER

[Forgot Pin?](#)

Registration Process

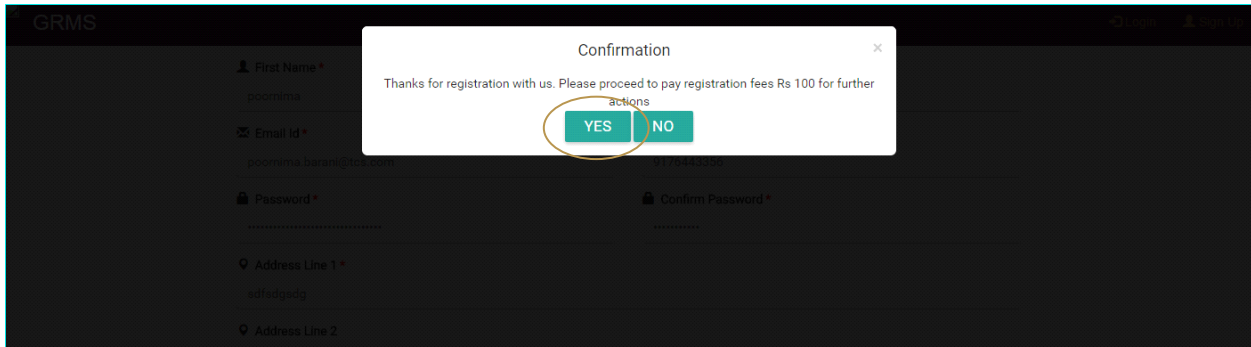
- On clicking Join Now, the agent/user will be re-directed to the registration page as shown below



GRMS Login Sign Up

Travel Agent Individual

- If required, the agent has to make a one-time payment for registration and create his/her credentials.

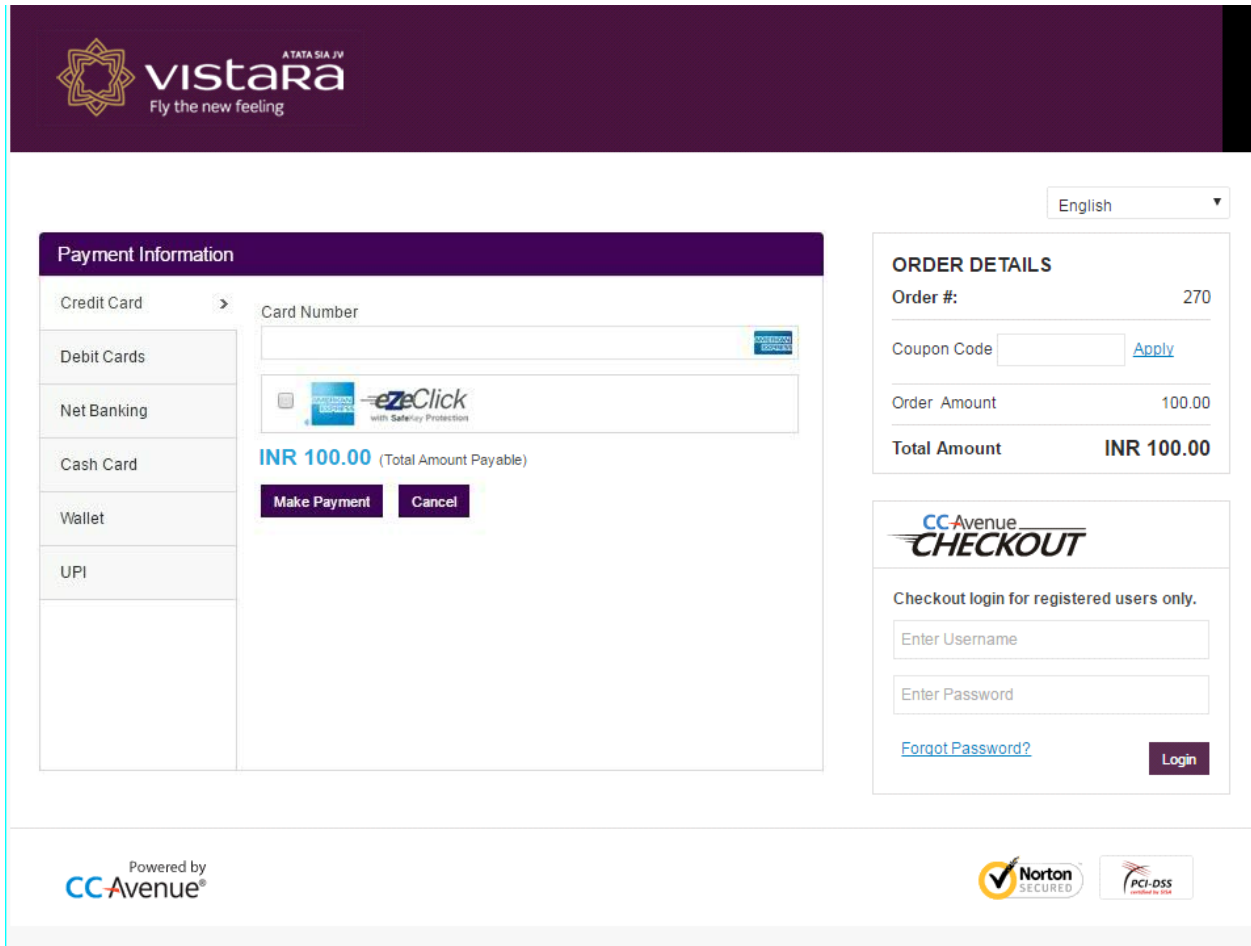


GRMS

Confirmation ✕

Thanks for registration with us. Please proceed to pay registration fees Rs 100 for further actions

- *Payment in the registration Payment Page can be done via CC or NetBanking.*

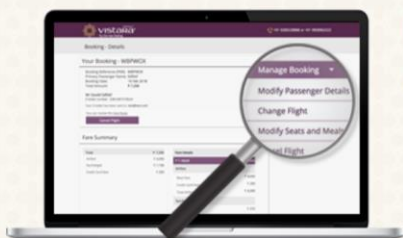


The screenshot displays the Vistara checkout interface. On the left, a 'Payment Information' section offers various payment methods: Credit Card, Debit Cards, Net Banking (highlighted with the ezeClick logo), Cash Card, Wallet, and UPI. The total amount payable is INR 100.00, with 'Make Payment' and 'Cancel' buttons. On the right, 'ORDER DETAILS' shows Order # 270, a coupon code field with an 'Apply' button, and an order amount of 100.00. Below this is a 'CC-Avenue CHECKOUT' section with login fields for 'Enter Username' and 'Enter Password', a 'Forgot Password?' link, and a 'Login' button. The footer includes 'Powered by CC-Avenue' and security logos for Norton Secured and PCI-DSS.

- *Post Obtaining the credentials, the agent can log-in to the tool*

group. Visit more passengers by clicking on 'Add', a banner consistent with other features for website group booking tool that makes your job as a travel agent a step of the way. Travel hassle-free with Vistara Group Booking.

The benefits of Vistara Group Bookings:



01

Manage Your Bookings

Modify your details, check your flight schedule and access other services.

02

More Flexibility

Add passenger names up to 7 days before departure.



Group Booking Log-In

Email ID

Enter Email ID

PIN

Enter Pin

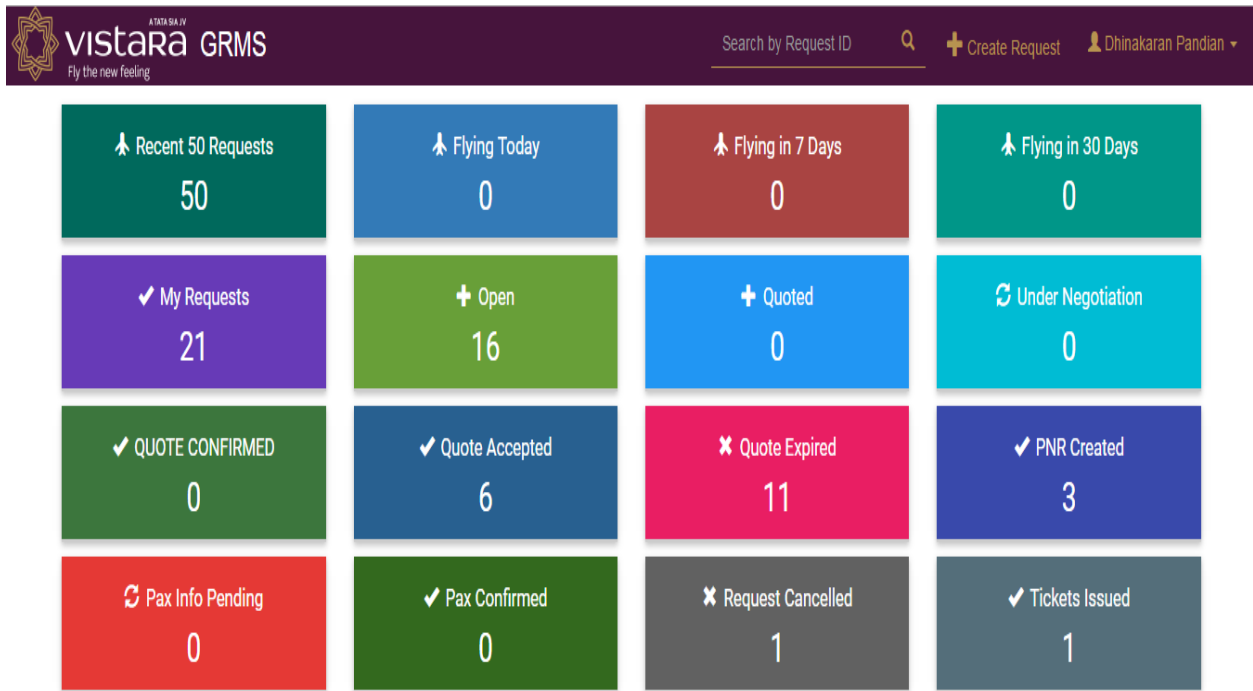
LOGIN

REGISTER

Forgot Pin?

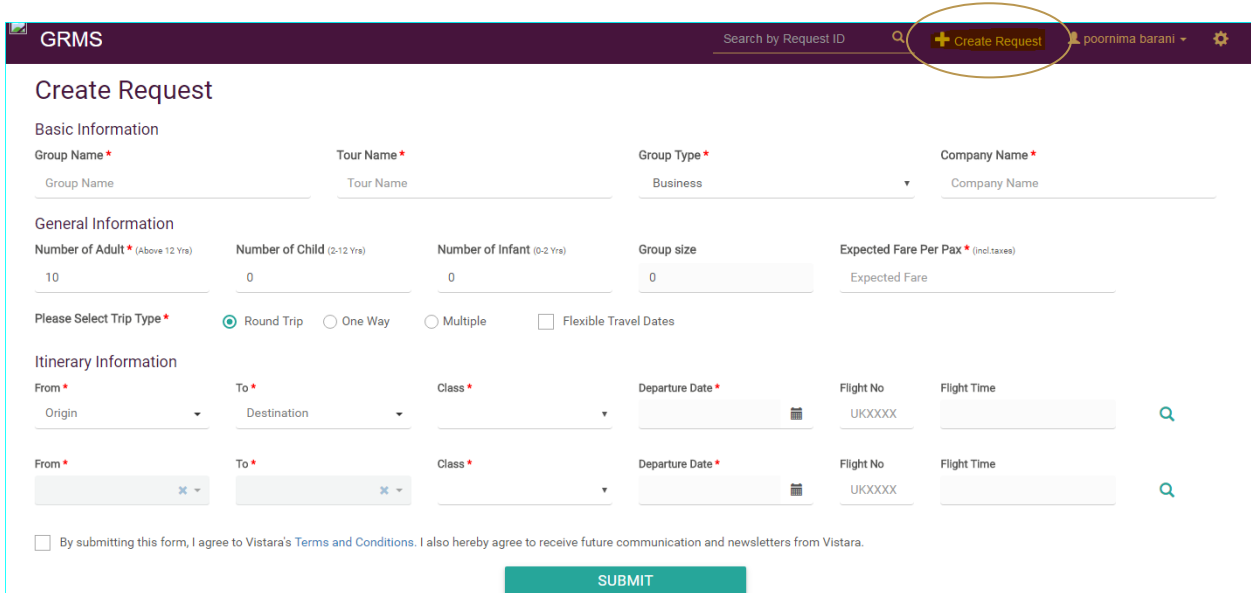
Home Page

- A Multi Tab Display screen for easy access to requested quotes and to track existing ones



Create New Request

- Agent can create a new request by clicking on the “Create Request” button on the top right corner of the home page once they have logged in. The following screen will be displayed.
- Agent has to enter all the mandatory details and then click SUBMIT button.



GRMS Search by Request ID **+ Create Request** poornima barani

Create Request

Basic Information

Group Name * Tour Name * Group Type * Company Name *

General Information

Number of Adult * (Above 12 Yrs) Number of Child (2-12 Yrs) Number of Infant (0-2 Yrs) Group size Expected Fare Per Pax * (incl.taxes)

Please Select Trip Type * Round Trip One Way Multiple Flexible Travel Dates

Itinerary Information

From * To * Class * Departure Date * Flight No Flight Time

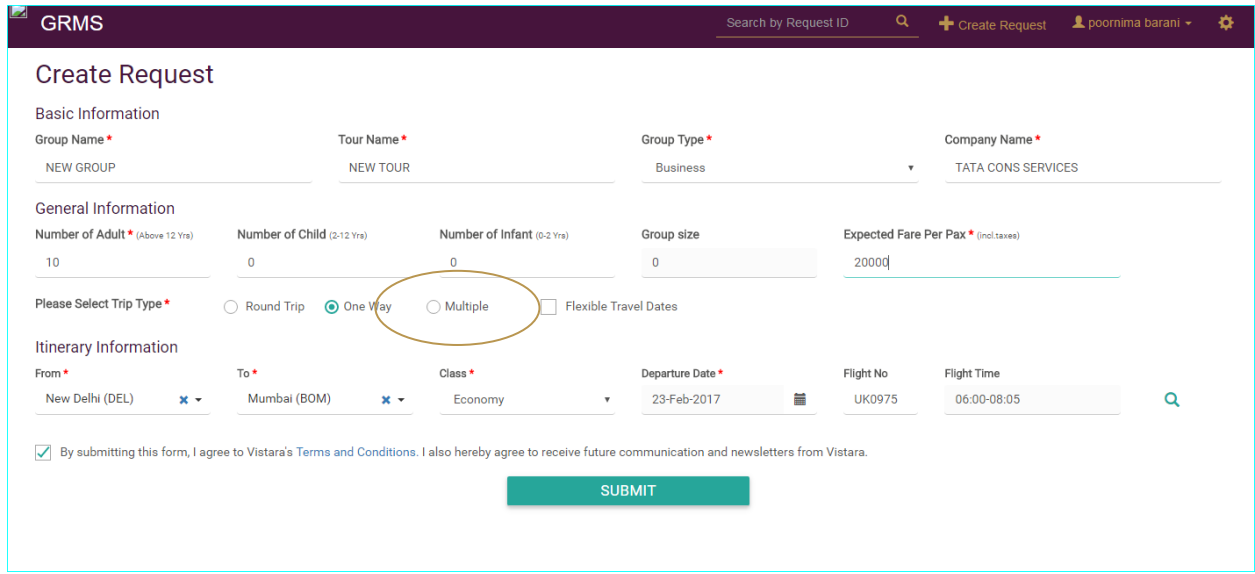
From * To * Class * Departure Date * Flight No Flight Time

By submitting this form, I agree to Vistara's [Terms and Conditions](#). I also hereby agree to receive future communication and newsletters from Vistara.

SUBMIT

Flight Search

- The User has an option to select desired flights which are live in the system.



GRMS Search by Request ID [+](#) Create Request [poornima barani](#) [⚙️](#)

Create Request

Basic Information

Group Name * Tour Name * Group Type * Company Name *

General Information

Number of Adult * (Above 12 Yrs) Number of Child (2-12 Yrs) Number of Infant (0-2 Yrs) Group size Expected Fare Per Pax * (incl.taxes)

Please Select Trip Type * Round Trip One Way Multiple Flexible Travel Dates

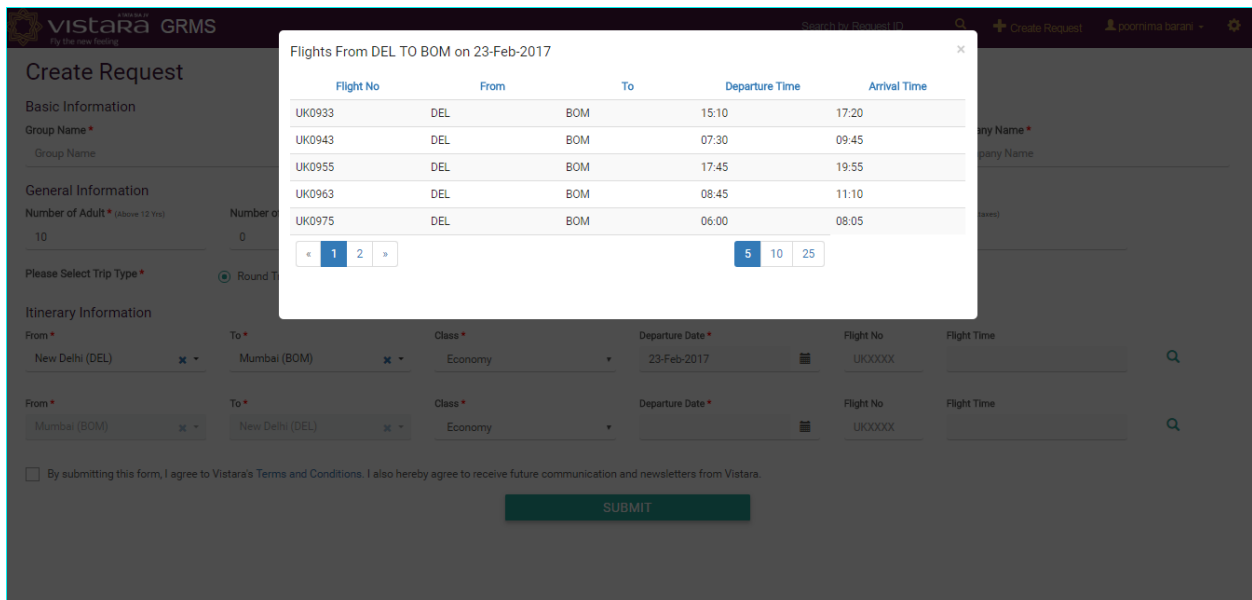
Itinerary Information

From * To * Class * Departure Date * Flight No Flight Time

By submitting this form, I agree to Vistara's Terms and Conditions. I also hereby agree to receive future communication and newsletters from Vistara.

SUBMIT

- In Case the flight is not direct and not displayed in the options, the user can choose 'Multiple' option in the create request page (highlighted above), which is the same as multi-itinerary.



vistara GRMS Search by Request ID [+](#) Create Request [poornima barani](#) [⚙️](#)

Create Request

Basic Information

Group Name *

General Information

Number of Adult * (Above 12 Yrs) Number of Child (2-12 Yrs)

Please Select Trip Type * Round Trip One Way

Itinerary Information

From * To * Class * Departure Date * Flight No Flight Time

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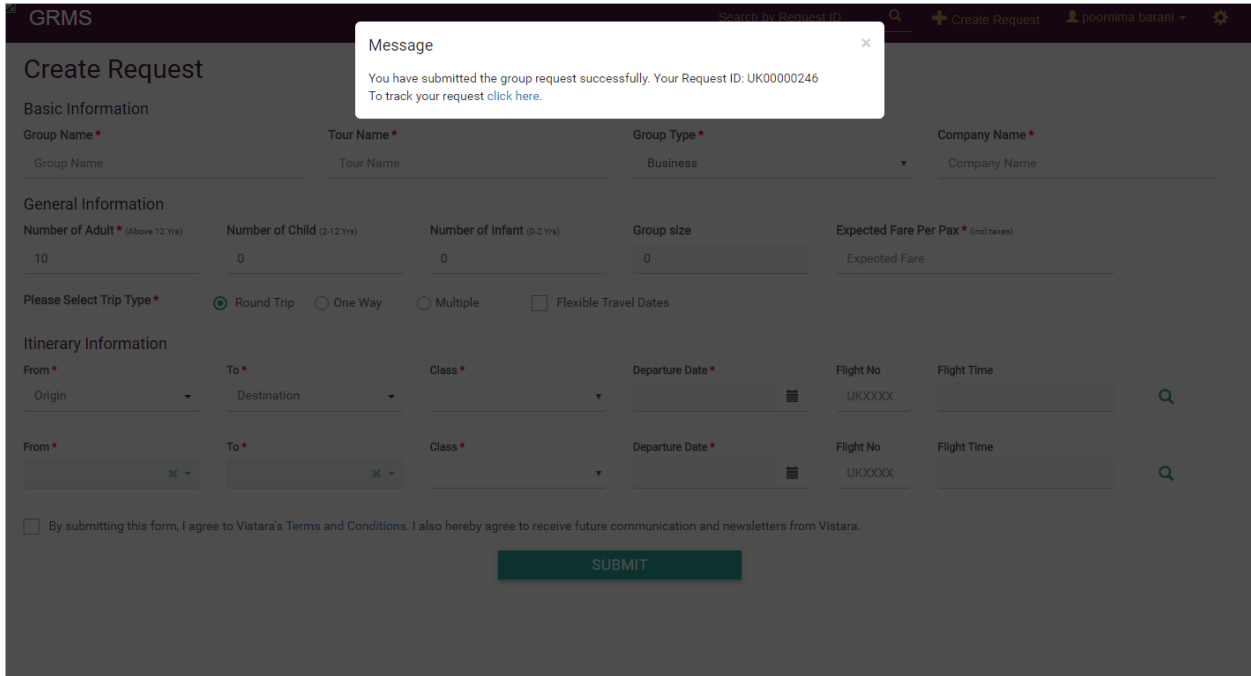
SUBMIT

Flights From DEL TO BOM on 23-Feb-2017

Flight No	From	To	Departure Time	Arrival Time
UK0933	DEL	BOM	15:10	17:20
UK0943	DEL	BOM	07:30	09:45
UK0955	DEL	BOM	17:45	19:55
UK0963	DEL	BOM	08:45	11:10
UK0975	DEL	BOM	06:00	08:05

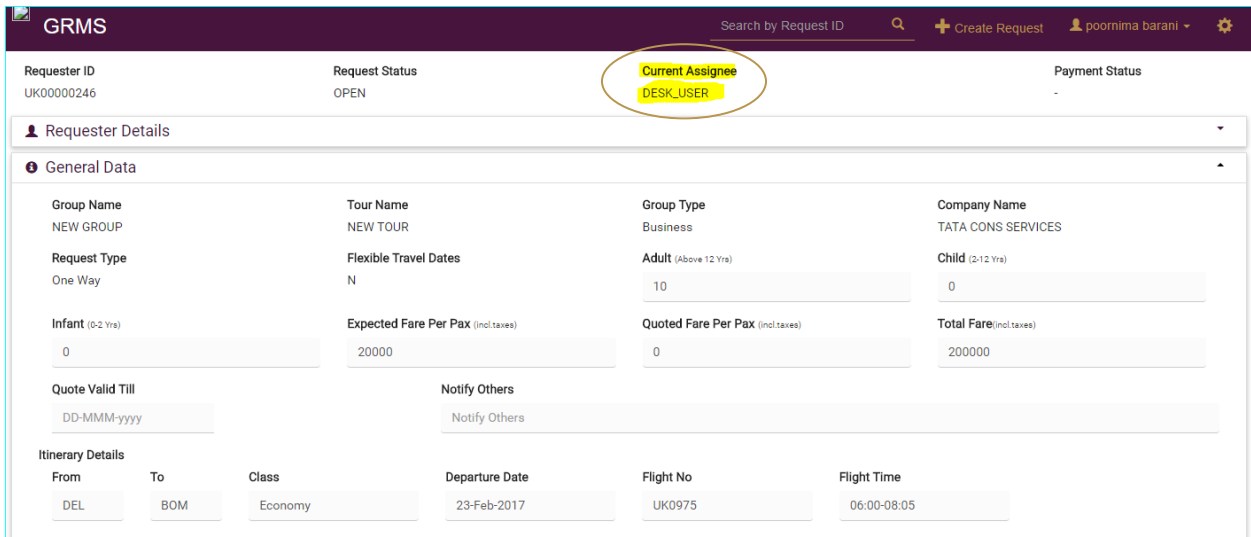
« 1 2 » 5 10 25

- Once the agent clicks on submit the following message popup will be shown.



The screenshot shows the 'Create Request' form in the GRMS system. A white message popup is displayed in the center, containing the text: "Message", "You have submitted the group request successfully. Your Request ID: UK00000246", and "To track your request click here." The form fields are partially visible behind the popup.

- Once the request has been submitted, it will be assigned to a Vistara desk user.



The screenshot shows the 'Requester Details' page in the GRMS system. The 'Current Assignee' field is highlighted with a yellow circle and contains the text 'DESK_USER'. The page displays various details for the request, including requester information, general data, and itinerary details.

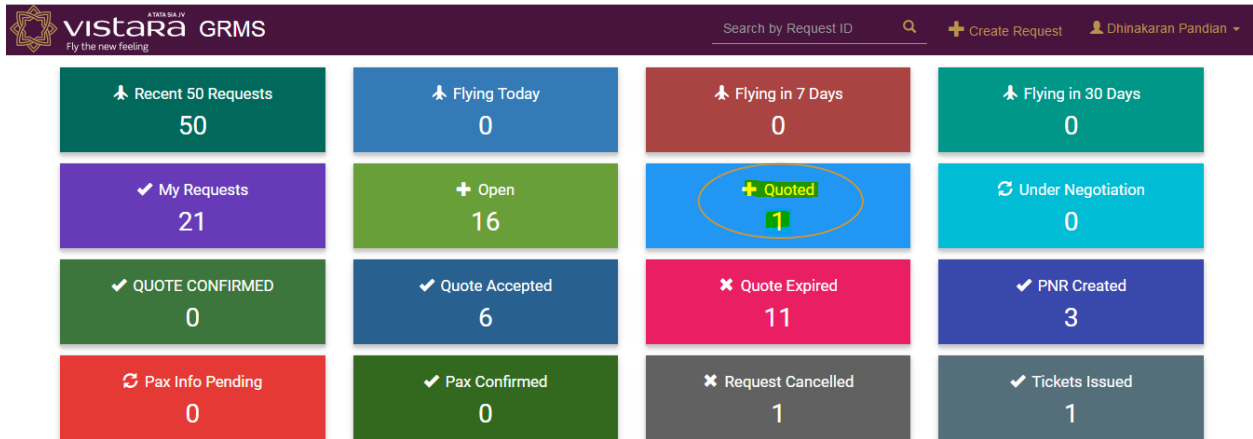
Requester ID	Request Status	Current Assignee	Payment Status
UK00000246	OPEN	DESK_USER	-

General Data			
Group Name	Tour Name	Group Type	Company Name
NEW GROUP	NEW TOUR	Business	TATA CONS SERVICES
Request Type	Flexible Travel Dates	Adult (Above 12 Yrs)	Child (2-12 Yrs)
One Way	N	10	0
Infant (0-2 Yrs)	Expected Fare Per Pax (incl.taxes)	Quoted Fare Per Pax (incl.taxes)	Total Fare (incl.taxes)
0	20000	0	200000

Itinerary Details					
From	To	Class	Departure Date	Flight No	Flight Time
DEL	BOM	Economy	23-Feb-2017	UK0975	06:00-08:05

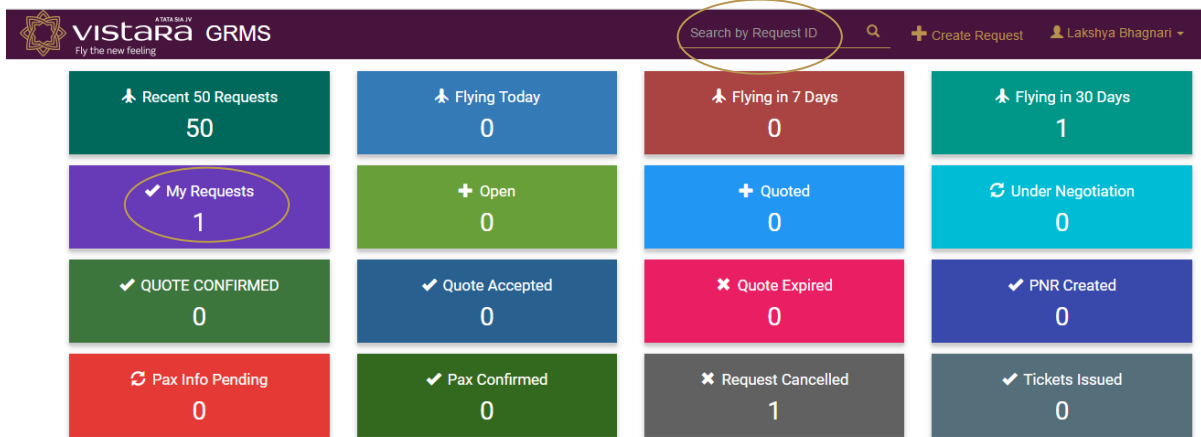
Checking for a Quote

- A quoted request will be placed under the “Quoted” section of the agent home page.
- A notification will be sent once the Vistara Desk user has quoted a fare.



Searching for a Particular Request

- A particular request can be searched by entering the request ID in the search field or by browsing through 'My Requests' Tab in the Home Page

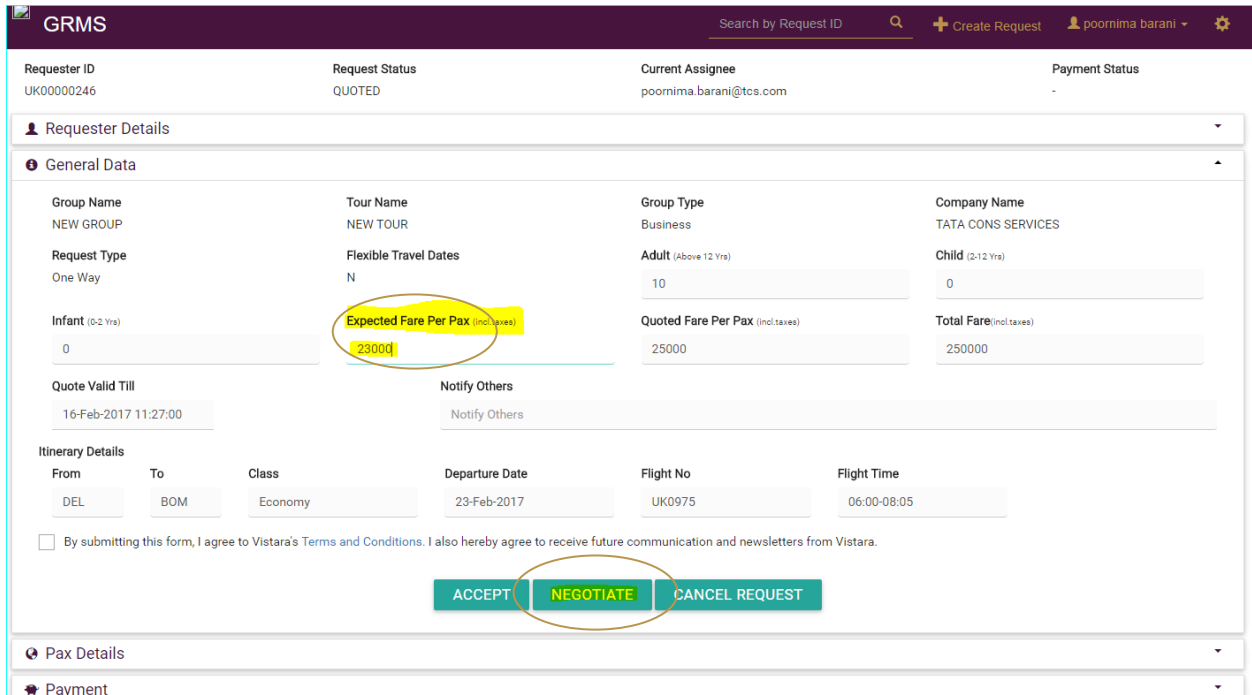


The screenshot shows the Vistara GRMS interface with a search bar and a grid of 16 request status tiles. The 'My Requests' tile is highlighted with an orange circle.

vistara GRMS		Search by Request ID		+ Create Request		Lakshya Bhagnari	
Recent 50 Requests 50	Flying Today 0	Flying in 7 Days 0	Flying in 30 Days 1	My Requests 1	+ Open 0	+ Quoted 0	Under Negotiation 0
QUOTE CONFIRMED 0	Quote Accepted 0	Quote Expired 0	PNR Created 0	Pax Info Pending 0	Pax Confirmed 0	Request Cancelled 1	Tickets Issued 0

Negotiation Process

- The agent can either accept the fare suggested by the desk user or negotiate by updating the expected fare and submitting the request.
- Using this option, the user can request to negotiate the fare by updating the expected fare field.



GRMS Search by Request ID + Create Request poornima barani ⚙️

Requester ID: UK00000246 Request Status: QUOTED Current Assignee: poornima.barani@tcs.com Payment Status: -

Requester Details

General Data

Group Name NEW GROUP	Tour Name NEW TOUR	Group Type Business	Company Name TATA CONS SERVICES
Request Type One Way	Flexible Travel Dates N	Adult (Above 12 Yrs) 10	Child (2-12 Yrs) 0
Infant (0-2 Yrs) 0	Expected Fare Per Pax (incl.taxes) 23000	Quoted Fare Per Pax (incl.taxes) 25000	Total Fare (incl.taxes) 250000
Quote Valid Till 16-Feb-2017 11:27:00	Notify Others Notify Others		

Itinerary Details

From	To	Class	Departure Date	Flight No	Flight Time
DEL	BOM	Economy	23-Feb-2017	UK0975	06:00-08:05

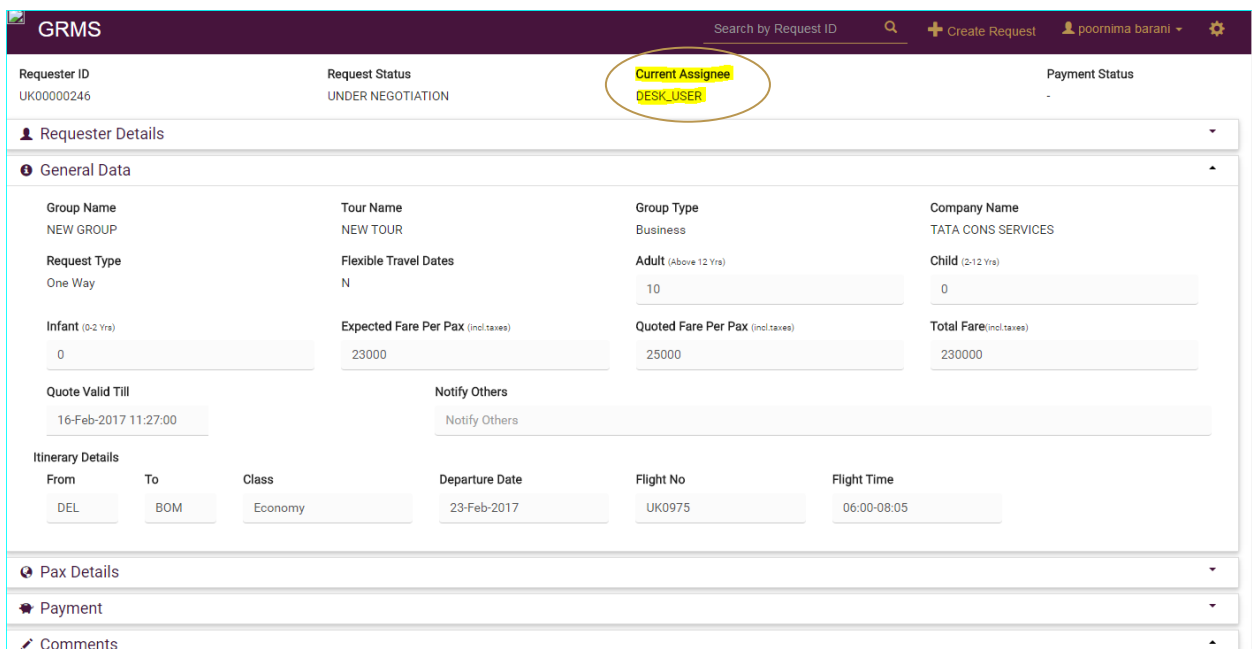
By submitting this form, I agree to Vistara's Terms and Conditions. I also hereby agree to receive future communication and newsletters from Vistara.

ACCEPT **NEGOTIATE** **CANCEL REQUEST**

Pax Details

Payment

- Once the user has submitted the negotiation request, the assignee is changed to Vistara Desk User for review.



GRMS Search by Request ID + Create Request poornima barani ⚙️

Requester ID: UK00000246 Request Status: UNDER NEGOTIATION **Current Assignee: DESK_USER** Payment Status: -

Requester Details

General Data

Group Name NEW GROUP	Tour Name NEW TOUR	Group Type Business	Company Name TATA CONS SERVICES
Request Type One Way	Flexible Travel Dates N	Adult (Above 12 Yrs) 10	Child (2-12 Yrs) 0
Infant (0-2 Yrs) 0	Expected Fare Per Pax (incl.taxes) 23000	Quoted Fare Per Pax (incl.taxes) 25000	Total Fare (incl.taxes) 230000
Quote Valid Till 16-Feb-2017 11:27:00	Notify Others Notify Others		

Itinerary Details

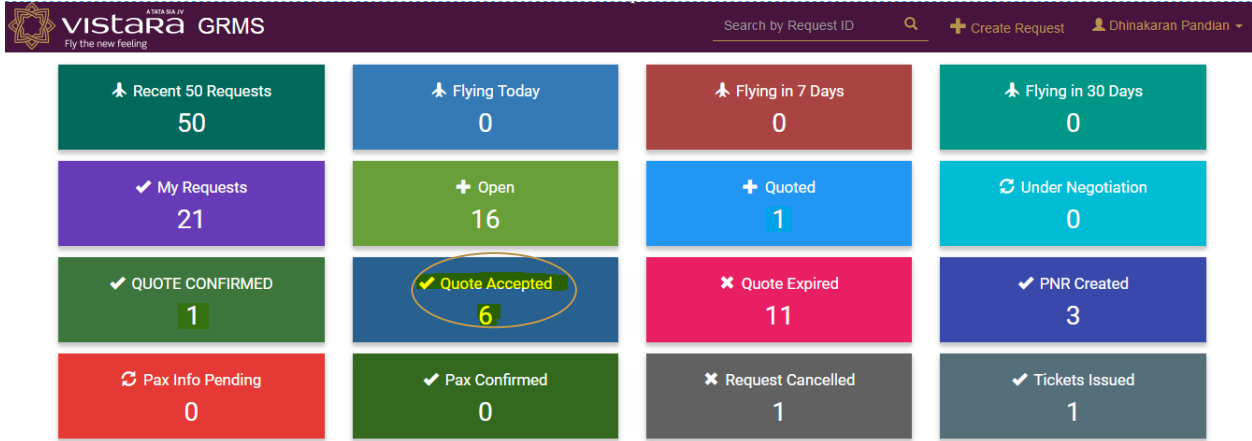
From	To	Class	Departure Date	Flight No	Flight Time
DEL	BOM	Economy	23-Feb-2017	UK0975	06:00-08:05

Pax Details

Payment

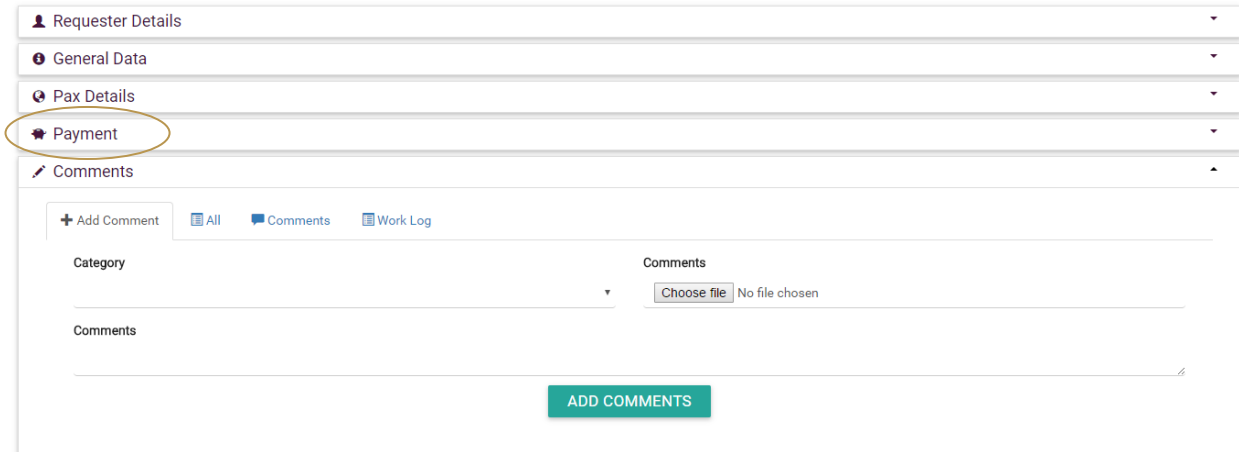
Comments

- If the Vistara Desk User Accepts the negotiation, the request will be moved to 'Quote Accepted' option in the home page and the Payment can be made.



The screenshot shows the Vistara GRMS dashboard with a grid of 16 status tiles. The 'Quote Accepted' tile is circled in yellow.

Status	Count
Recent 50 Requests	50
Flying Today	0
Flying in 7 Days	0
Flying in 30 Days	0
My Requests	21
Open	16
Quoted	1
Under Negotiation	0
QUOTE CONFIRMED	1
Quote Accepted	6
Quote Expired	11
PNR Created	3
Pax Info Pending	0
Pax Confirmed	0
Request Cancelled	1
Tickets Issued	1



The screenshot shows the navigation menu of the Vistara GRMS system. The 'Payment' option is circled in yellow.

- Requester Details
- General Data
- Pax Details
- Payment**
- Comments

Below the menu, there is a 'Comments' section with a form to add comments, including fields for 'Category', 'Comments', and a file upload button.

Updating Payment Details

- Currently, only transfer to Vistara Account via net-Banking is available. The user can make the payment through bank transfer and upload the UTR details or payment screenshot in the payment section in the mentioned file format.
- Vistara Desk user will confirm the receipt of payment and update the status of the request.

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Search by Request ID

[+ Create Request](#) [Dhinakaran Pandian](#)

★ Payment

Payment Status	Total Amount	Paid Amount	Amount Received	Unapproved Amount	To be Paid
PAYMENT OVERDUE	3240	0	0	0	3240

Pay off-line

Amount Paid

3240

Choose File No file chosen

File size should be less than 16MB. And file type should be .jpg, .png, .zip, .doc or .docx

SUBMIT PAYMENT

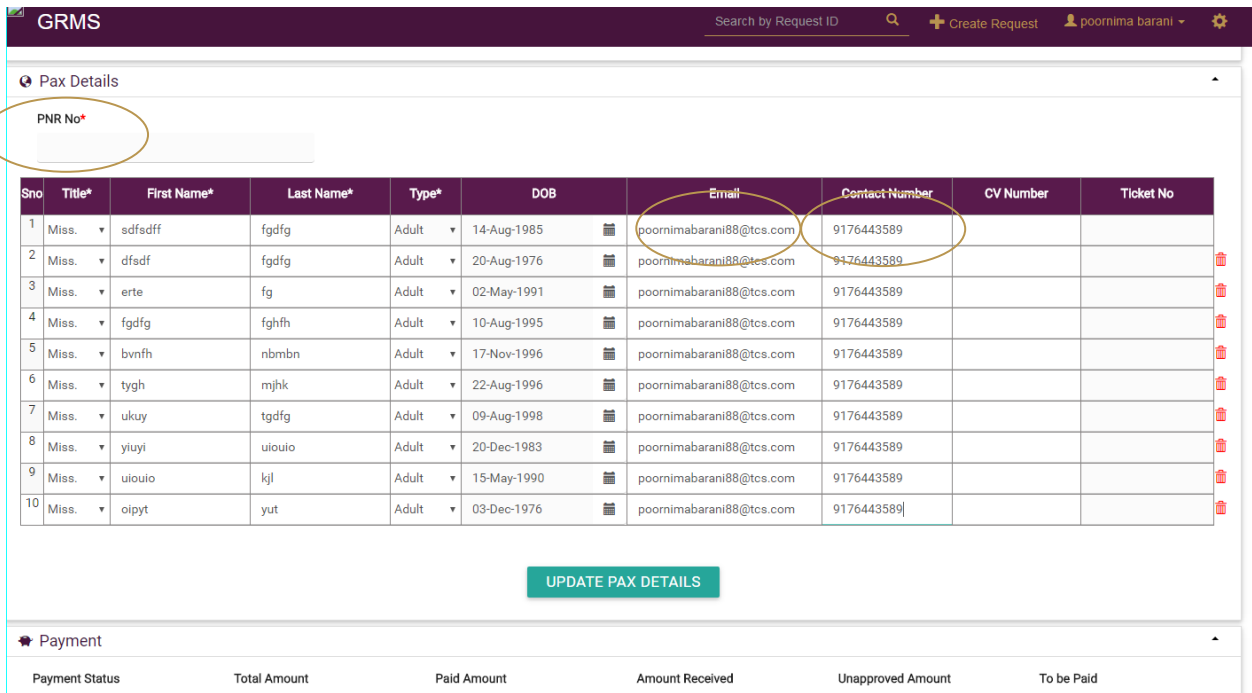
Full Payment is required for taking further actions.

Payment Details

Beneficiary Bank's Location (Country)	INDIA
Beneficiary Name	TATA SIA AIRLINES LIMITED
Beneficiary Account Number/IBAN Number	000281400001134
Beneficiary Bank Name	Yes Bank Ltd
Beneficiary Bank Code	YESB0000002
Beneficiary Bank Branch Name	Gurgaon Branch
Beneficiary Branch Address	Fortune Global Arcade, Sikandarabad, Mehrauli, Gurgaon Road, Gurgaon, Haryana - 122 002
Beneficiary Swift code (for TT)	YESBINBDEL

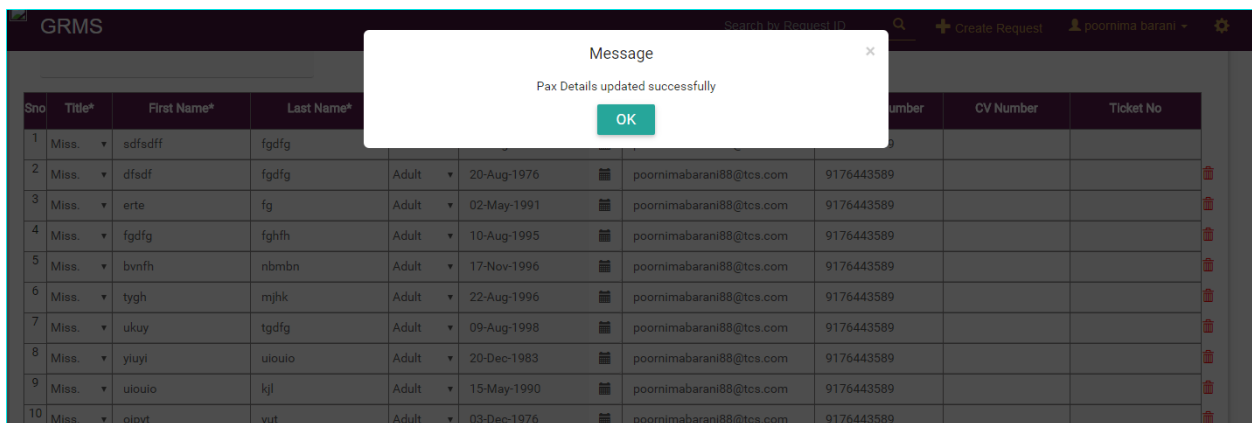
Pnr Creation & Updating Pax Details

- Agents at any time after the quote is accepted can update passenger details.
- The PNR will be displayed in this section as well.
- Group Leader Contact Number is Mandatory while entering the pax name details



The screenshot shows the GRMS interface for updating passenger details. At the top, there is a search bar for Request ID and a 'Create Request' button. Below this is a 'Pax Details' section with a 'PNR No*' field. A table lists 10 passengers with columns for Sno, Title, First Name, Last Name, Type, DOB, Email, Contact Number, CV Number, and Ticket No. The 'Email' and 'Contact Number' columns for the first two rows are circled in orange. Below the table is an 'UPDATE PAX DETAILS' button. At the bottom, there is a 'Payment' section with columns for Payment Status, Total Amount, Paid Amount, Amount Received, Unapproved Amount, and To be Paid.

Sno	Title*	First Name*	Last Name*	Type*	DOB	Email	Contact Number	CV Number	Ticket No
1	Miss.	sdfsdf	fgdfg	Adult	14-Aug-1985	poornimabarani88@tcs.com	9176443589		
2	Miss.	dfsdf	fgdfg	Adult	20-Aug-1976	poornimabarani88@tcs.com	9176443589		
3	Miss.	erte	fg	Adult	02-May-1991	poornimabarani88@tcs.com	9176443589		
4	Miss.	fgdfg	fghfh	Adult	10-Aug-1995	poornimabarani88@tcs.com	9176443589		
5	Miss.	bvnfh	nbmbn	Adult	17-Nov-1996	poornimabarani88@tcs.com	9176443589		
6	Miss.	tygh	mjhk	Adult	22-Aug-1996	poornimabarani88@tcs.com	9176443589		
7	Miss.	ukuy	tgdfg	Adult	09-Aug-1998	poornimabarani88@tcs.com	9176443589		
8	Miss.	yiuyi	uiouio	Adult	20-Dec-1983	poornimabarani88@tcs.com	9176443589		
9	Miss.	uiouio	kjl	Adult	15-May-1990	poornimabarani88@tcs.com	9176443589		
10	Miss.	oipyt	yut	Adult	03-Dec-1976	poornimabarani88@tcs.com	9176443589		



The screenshot shows the same GRMS interface as above, but with a modal message box overlaid. The message box contains the text 'Message' and 'Pax Details updated successfully' with an 'OK' button. The background table is dimmed.

Confirmation of Names

- After Names have been submitted and all payment has been made, the agent will need to confirm the names submitted so that tickets can be issued.

GRMS
Search by Request ID
+ Create Request
poornima barani
⚙

Requester ID UK00000246	Request Status PAX CONFIRMED	Current Assignee DESK_USER	Payment Status PAYMENT DONE
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Requester Details

General Data

Group Name NEW GROUP	Tour Name NEW TOUR	Group Type Business	Company Name TATA CONS SERVICES
Request Type One Way	Flexible Travel Dates N	Adult (Above 12 Yrs) <input type="text" value="10"/>	Child (2-12 Yrs) <input type="text" value="0"/>
Infant (0-2 Yrs) <input type="text" value="0"/>	Expected Fare Per Pax (incl.taxes) 23000	Quoted Fare Per Pax (incl.taxes) 23000	Total Fare (incl.taxes) 230000
Quote Valid Till <input type="text" value="16-Feb-2017 11:27:00"/>	Notify Others <input type="text" value="Notify Others"/>		

Itinerary Details

From	To	Class	Departure Date	Flight No	Flight Time
DEL	BOM	Economy	23-Feb-2017	UK0975	06:00-08:05

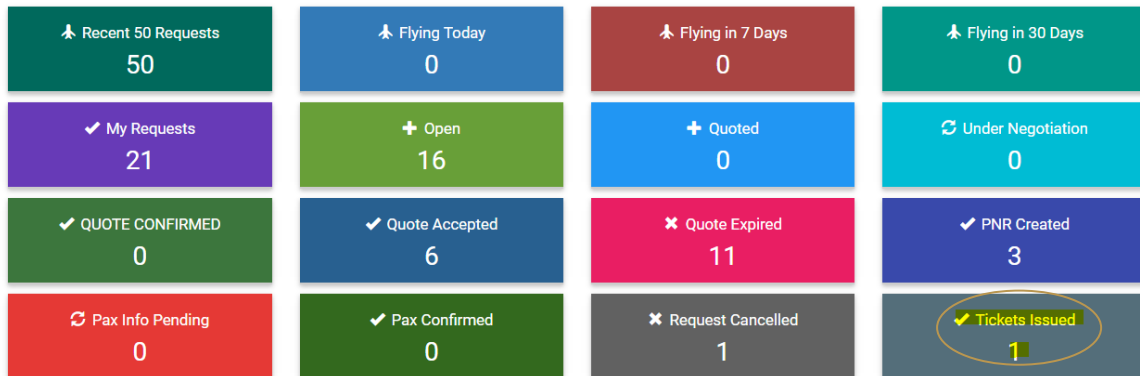
Pax Details

PNR No*

Sno	Title*	First Name*	Last Name*	Type*	DOB	Email	Contact Number	CV Number	Ticket No

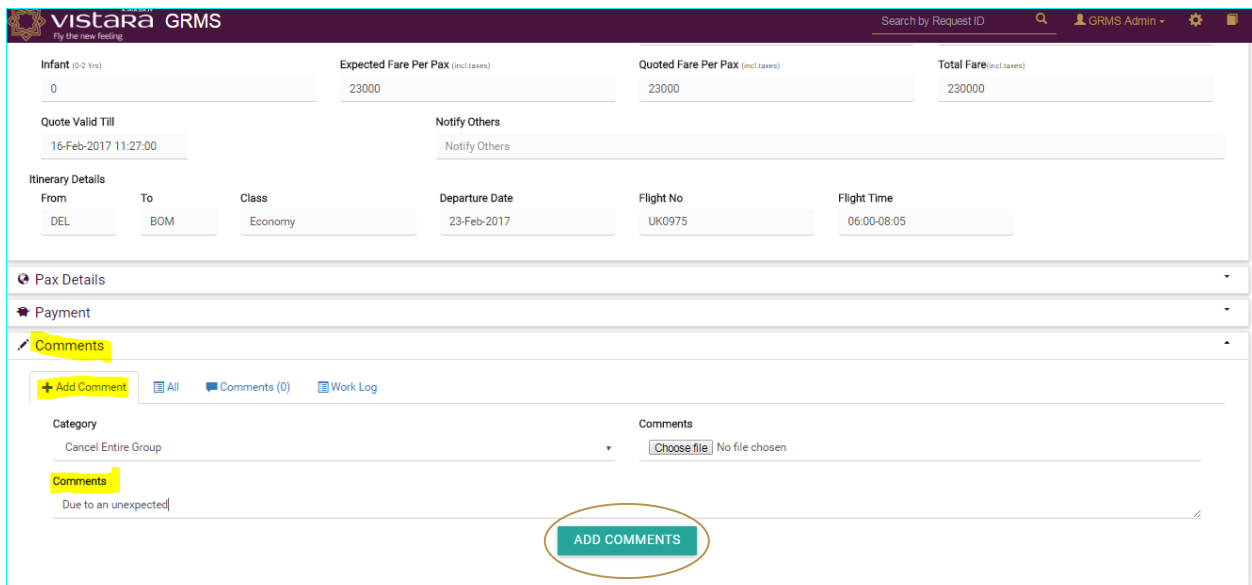
Ticketing

- Once the PAX details have been confirmed by the agent, desk user will update the ticket number. Once tickets are issued, the 'Tickets Issued' tab will be updated and agent will be notified.



Add Comment/ Request Changes

- Once ticket numbers are updated the user/agent will not be able to update/modify the request anymore except communication through comments.



The screenshot shows the Vistara GRMS interface for a flight request. Key details include:

- Passenger:** Infant (0-2 Yrs)
- Fare:** Expected Fare Per Pax: 23000, Quoted Fare Per Pax: 23000, Total Fare: 230000
- Quote Valid Till:** 16-Feb-2017 11:27:00
- Itinerary Details:** From: DEL, To: BOM, Class: Economy, Departure Date: 23-Feb-2017, Flight No: UK0975, Flight Time: 06:00-08:05
- Comments Section:** Includes an 'Add Comment' button, a category dropdown set to 'Cancel Entire Group', and a file upload field. A comment is present: 'Due to an unexpected'. The 'ADD COMMENTS' button at the bottom is circled in orange.