New Skies IndiGo Stretch Booking Web Service User Guide

Client: API Partners

Project Name: 6E IndiGo Stretch Booking

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Contents

1. Introduction

This document is intending to explain 6E Business Class Booking process through API. API Partners need to follow the process explained in each section and must ensure that the implementation is as per the product definition and guidelines.

1.1. Aircraft Type Indicator in API Responses.

Indicator	API Method	InDescription (Indicator)
Equipment Type: 321	*GetAvailabilityVer2*	*GetAvailabilityVer2Response →* *GetTripAvailabilityVer2Response → Schedules → JourneyDateMarketVer2[] →AvailableJourneys[] → AvailableJourney →AvailableSegment[] → AvailableSegment →Legs →Leg →LegInfo →EquipmentType* ***Value* as *321***
	GetSeatAvailability	*GetSeatAvailabilityResponse → SeatAvailabilityResponse →EquipmentInfos → EquipmentInfo →EquipmentType* ***Value* as *321***
	GetBooking	*GetBookingResponse → Booking →Journeys[] →Journey →Segments[] → Segment →Legs[] →Leg →LegInfo →EquipmentType* ***Value* as *321***
EquipmentTypeSuffix: 32P	*GetAvailabilityVer2*	*GetAvailabilityVer2Response → GetTripAvailabilityVer2Response → Schedules → JourneyDateMarketVer2[] →AvailableJourneys[] → AvailableJourney →AvailableSegment[] → AvailableSegment →Legs →Leg → LegInfo →EquipmentTypeSuffix* ***Value* as *32P***
	GetSeatAvailability	*GetSeatAvailabilityResponse → SeatAvailabilityResponse →EquipmentInfos → EquipmentInfo → EquipmentTypeSuffix* ***Value* as *32P***

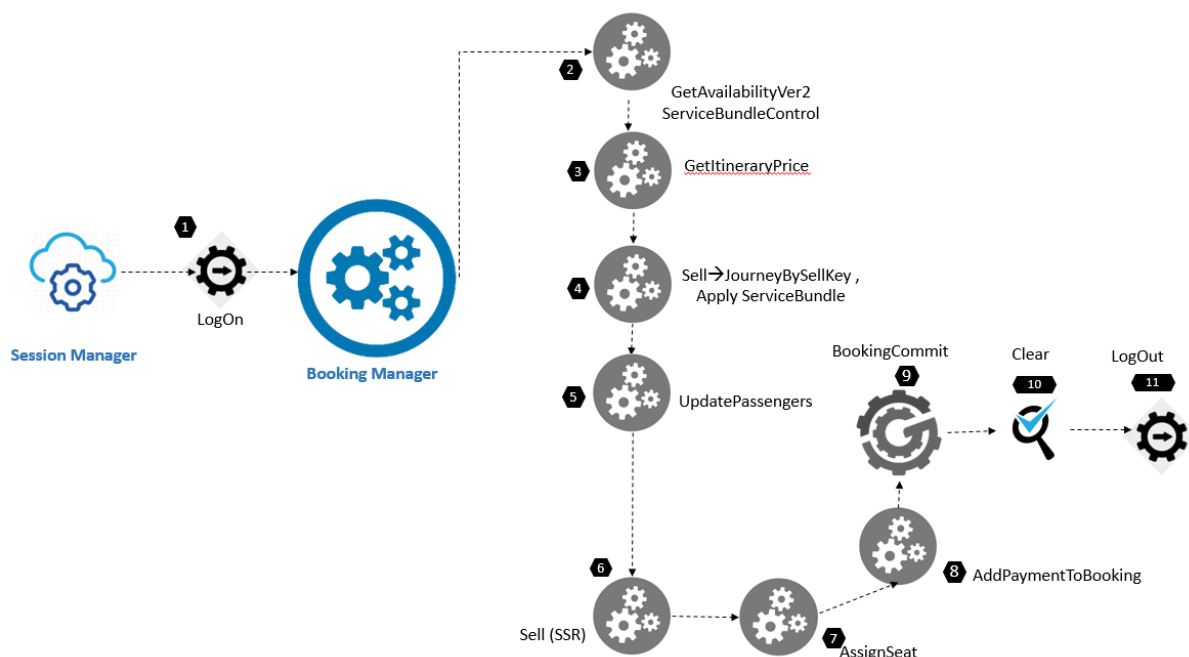|	GetBooking	GetBookingResponse → Booking→Journeys[]→Journey→Segments[]→ Segment→Legs[]→Leg→LegInfo→ EquipmentTypeSuffix **Value as 32P**

1.2. Seat Compartment Indicator in API Reponses

Seat selection for Business Class should be made from the compartment designated as C

Indicator	API Method	InDescription (Indicator)
CompartmentDesignator: C	*GetSeatAvailability*	*GetSeatAvailabilityResponse→SeatAvailabilityResponse/ EquipmentInfos→EquipmentInfo→Compartments[]→ CompartmentInfo→CompartmentDesignator* **Value as C**

Note:: SeatAssignment remains same. Only required to identify seats basis of Compartment Designator

1.3. Booking Flow

API Booking Flow with Service Bundle for BUSN
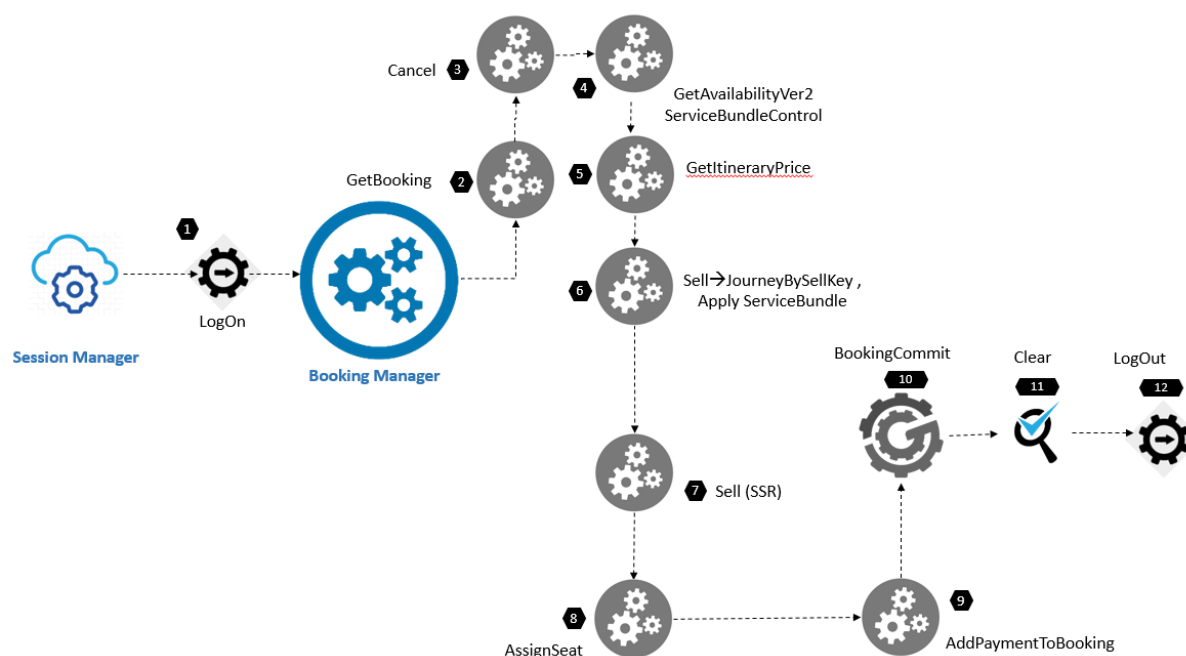

Seat Selection are mandatory in Business Class.

Infant booking cannot be done without choosing the seats

API Booking Flow

- Logon: No change in the process it remains as - is
- GetAvailabilityVer2: **(To Get Service Bundle)**
- GetItineraryPrice: No change in the process it remains as - is
- Sell (Journey): **ApplyServiceBundle as "Yes" Mandatory** refer product definition for Bundle Association Matrix
- UpdatePassengers: No change in the process it remains as – is
- GetSSRAvailabilityForBooking: No change in the process it remains as - is
- Sell(SSR): No change in the process it remains as - is
- AssignSeat: **Mandatory**
- AddPaymentToBooking: No change in the process it remains as - is
- BookingCommit: No change in the process it remains as - is
- Logout: No change in the process it remains as – is

1.4. Modification Flow

Please refer to point no 1.3. Rest flow remains same.

Seat Selection are mandatory in Business Class.
Infant booking cannot be done without choosing the seats

- Logon: No change in the process it remains as - is
- GetBooking: No change in the process it remains as - is
- Cancel (Journey):- refer cancel booking section in modify booking Guide Version 1.1
- GetAvailabilityVer2: (To Get Service Bundle)
- GetItineraryPrice: No change in the process it remains as - is
- Sell (Journey): **ApplyServiceBundle as "Yes" Mandatory** refer product definition for Bundle Association Matrix
- GetSSRAvailabilityForBooking: No change in the process it remains as - is
- Sell (SSR): No change in the process it remains as - is
- AssignSeat: No change in the process it remains as – is Mandatory
- AddPaymentToBooking: No change in the process it remains as - is
- BookingCommit: No change in the process it remains as - is
- Logout: No change in the process it remains as – is

1.5. Ancillary Flow

Note : No change in booking process. Please refer below product definition.

1.6. Cancellation Flow

Note : No change in cancellation process

2. Product specification/definition/validation

Product Description	Introduction of Business class

Service Offering / Value Proposition	Introduction Stretch and Stretch Plus class
	• Double seat pitch (legroom) compared to XL rows
	• More degrees of recline.
	• Extra inches of seat width
	• Faster disembarking
	• Free meal, no SSR required. Rest will be chargeable.
	• Baggage allowance – 30kgs (2pcs) for Stretch and 40kgs (2pcs) for Stretch Plus
	• Date Change
	  ✓ Change allowed: 3hrs and beyond
	  ✓ Rate: Flat INR 2499 for Stretch & Flat INR 999 for Stretch Plus
	• Cancellation
	  ✓ Cancellation allowed: 3hrs and beyond
	  ✓ Rate: Flat INR 3499 for Stretch & Flat INR 2499 for Stretch Plus
	• Convenience Fee: Nil

	• Fast forward : Included, no SSR required
Fare Type	Applicable on fare type R
Product class	Product Classes BR (Stretch) and BC (Stretch Plus)

Availability and combinability on connecting Flight / round trip	Example: GetAvailabilityVer2 Request
	
	⊟ FareTypes (String[]) [2 items]
	    String (String): R
	    String (String): F
	⊟ ProductClasses (String[]) [4 items]
	    String (String): BR
	    String (String): BC
	    String (String): F
	    String (String): O
	
	<table><tr><th>PRODUCT</th><th>PRODUCT CLASS</th><th>COMBINABILITY-
	Product class</th></tr><tr><td>Stretch</td><td>BR</td><td>BR/O</td></tr><tr><td>StretchPlus</td><td>BC</td><td>BC/O</td></tr><tr><td>Corporate</td><td>F</td><td>BR/O</td></tr><tr><td>Corporate</td><td>F</td><td>BC/O</td></tr></table>

Bundle Association for journeys	Bundle Association is Mandatory for Business Class Booking. Please refer the below matrix.
	
	<table><tr><th>JourneyType</th><th>ProductClass(s)</th><th>Bundle(s) in Sell Request</th></tr><tr><td>Oneway (Direct/Via)</td><td>BR/ BC</td><td>⊟ ServiceBundleList (String[]) [1 item]
	  String (String): BUSN
	ApplyServiceBundle (Enum): Yes</td></tr><tr><td>Oneway Connecting</td><td>Segment 1 (BR/BC)
	
	Segment 2 (O)</td><td>⊟ ServiceBundleList (String[]) [1 item]
	  String (String): BUSN
	ApplyServiceBundle (Enum): Yes</td></tr><tr><td>Oneway Connecting</td><td>Segment 1 (O)
	
	Segment 2 (BR/BC)</td><td>⊟ ServiceBundleList (String[]) [1 item]
	  String (String): BUSN
	ApplyServiceBundle (Enum): Yes</td></tr><tr><td>Round Trip</td><td>All Business</td><td>⊟ ServiceBundleList (String[]) [1 item]
	  String (String): BUSN
	ApplyServiceBundle (Enum): Yes</td></tr><tr><td>Round Trip</td><td>**Onward Journey** (Business Class)
	
	Return Journey</td><td>⊟ ServiceBundleList (String[]) [2 items]
	  String (String): BUSN
	  String (String): LTCP
	ApplyServiceBundle (Enum): Yes</td></tr></table>

		(Super 6E)/	
	Round Trip	**Onward Journey** (Super 6E) **Return Journey** (Business Class)	ServiceBundleList (String[]) [2 items] String (String): BUSN String (String): LTCP
	Round Trip	**Onward Journey** (Business Class) **Return Journey** Corporate	ServiceBundleList (String[]) [1 item] String (String): BUSN ApplyServiceBundle (Enum): Yes
	Round Trip	**Onward Journey** (Corporate) **Return Journey** (Business Class)	ServiceBundleList (String[]) [1 item] String (String): BUSN ApplyServiceBundle (Enum): Yes

Channel	API
Change and cancellation	• Date Change ✓ Change allowed: 3hrs and beyond ✓ Rate: Flat INR 2499 for Stretch & Flat INR 999 for Stretch Plus ✓ For Corporate the change will follow the corporate fare rules. • Cancellation ✓ Cancellation allowed: 3hrs and beyond ✓ Rate: Flat INR 3499 for Stretch & Flat INR 2499 for Stretch Plus ✓ For Corporate Cancellation fee will follow the corporate fare rules.
Seat	**Stretch and Stretch Plus class** Row no: 1-3 (12 seat) **Economy class:** Row no: 4-38 XL seat : 4ABCDEF,18ABCDEF,28AF Fee : Refer below in the document Seat Selection is mandatory during Booking and Modification

Baggage Allowance	**Check-in Baggage allowance**
	      30kgs (2pcs) for Stretch and 40kgs (2pcs) for Stretch Plus
	      Economy class: 15 kg (1 pcs)
	Hand baggage allowance
	      Business Class: 12 kg
	      Economy class: 7 kg

Excess baggage/ Additional piece	Business Class: As per regular rates Economy class: As per regular rates
Restriction	• Lower change and cancellation fee will be charged. • No seat fee will be charged for NEXT class but for economy class regular rates will be charged. • change and cancellation is allowed beyond 3 hrs • Free meal only CPML, rest will be chargeable. • 6E prime/Seat and Eat will not be applicable with NEXT class. • For connecting flight, free meals will be given on longest sector only and not the shorter sectors • Date change should be allowed in same product class.
Booking Time	Domestic – Book upto 1 hours before departure International – Book upto 4 hours before departure
Other ancillary products Applicability	Business class passenger can purchase below products: • Travel Assistance • Cancellation Assistance • Sports Equipment handling fee (online/airport) • Infant (higher fee than regular rates) • 6E delayed lost and baggage fee • No show change fee (with higher fee than regular fare rate)
Website restriction	Change and cancellation allowed. i.e 3hrs and beyond need to be handle from website.

2.1. Key Features

Key Features	Stretch	Stretch Plus
Meals on board	Complementary - Standard veg meal/Snack box	Complementary - Standard veg meal/snack box
Beverage on board	Included	Included
Free check-in baggage allowance	30 kgs (2pcs)	40 kgs (2pcs)
Hand Baggage Allowance	12kg (1 pc)	12kg (1 pc)
Advance Seat Selection	complimentary	complimentary
Infant fare	INR 3800	INR 3800
Infant Hand Baggage allowance	7 Kgs	7 Kgs

Change Fee (3hrs and beyond)	INR 2499	INR 999
Cancellation Fee (3hrs and beyond)	INR 3499	INR 2499
Convenience fee	NIL	NIL
Priority Check in (D-60) & anytime boarding (D-25)	Complimentary	Complimentary

3. SOAP API Endpoints

https://soapapir4y.test.6e.navitaire.com/sessionmanager.svc

https://soapapir4y.test.6e.navitaire.com/bookingmanager.svc

https://soapapir4y.test.6e.navitaire.com/contentmanager.svc

4. Instructions for Multi Stop Connecting

- Base fare would be '**FarePrice'** + '**ConnectionAdjustmentAmount'**(if any)
- Logic should be **'JourneyBySellKey'** in **GetItineraryPrice**
- Logic should be **'JourneyBySellKey'** in **Sell Request**
- In case of multi Stop Over connecting flight you need to clubbed all segment Faresellkey by caret symbol **(^)**. For ex **(Faresellkey1^ Faresellkey2^ Faresellkey3).**
- Under GetItineraryPrice Response you will get **Base fare + fare breakup** under **Segment1** and SUM of sector fares IF any under **Segment 2** and **Segment 3.**
- SSR's – INFANT need to sell under all segments.
- SSR's – Baggage needs to sell only on first segment of connecting flight.
- Combined FareSellKey needs to be added of all segments with caret symbol **(^)**. Below is the example

  2~D2~~6E~D2PC0IP~1046~~0~2~~X^2~O~~6E~OLIP~2301~~0~52~~X

- To avail the SSRs will remain the same.
- Structure of API XML Response will be same.
- If there is more than 2 Stop over Connecting flight than logic should be same as per above and you needs to combined all segments FareSellKey with caret symbol **(^).**

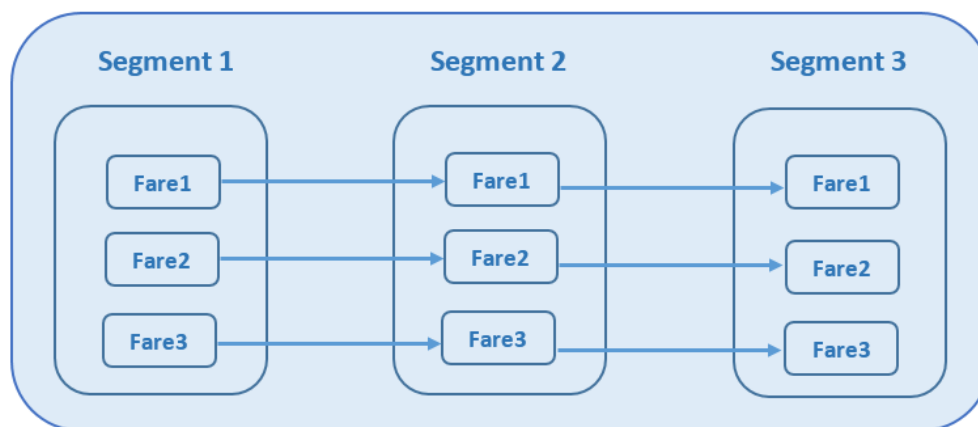**List of multi stop connection logic for fare Combinations and treated**

First Segment	Second Segment	Treated as
Super 6E(O)	Stretch(BR)	Stretch
Super 6E(O)	StretchPlus(BC)	StretchPlus
Stretch(BR)	Super 6E(O)	Stretch

Stretch(BC)	Super 6E (O)	StretchPLus

- Agent needs to display combined fare (Segment 1 + Segment2 + Segment3 + if More Segments) on their portal.
- Fare mapping on segments based on One to One relationship. For ex. combine 1st Fare of the 1st Segment with the 1st Fare of the 2nd Segment, the 2nd Fare of the 1st Segment with the 2nd Fare of the 2nd Segment, , the 3rd Fare of the 1st Segment with the 3rd Fare of the 3rd Segment and so on (if there are more fares under each Segment). Below is the figure for more reference :

5. **Error List for SessionManager**

   Agent Locked
   "The agent ([Domain]/[AgentName]) is locked."
   Authorization
   "Could not determine agent ([OrganizationCode]/ [DomainCode]/ [AgentName]) session settings."
   Agent Authentication
   "Session Token authentication failure."
   No Agent Roles
   "No roles specified for agent [OrganizationCode]/ [DomainCode]/ [AgentName] id [AgentID] in [SystemType][ChannelType]"
   "Unable to find valid role for agent [OrganizationCode]/ [DomainCode]/ [AgentName] id [AgentID] in [SystemType][ChannelType]"
   "Unable to find best role for agent [OrganizationCode]/ [DomainCode]/ [AgentName] id [AgentID] in [SystemType][ChannelType]"
   Agent Authentication
   "The agent ([DomainCode]/ [AgentName]) was not authenticated."
   Agent Not Found
   "No agent found for requested agent name [DomainCode]/ [AgentName]"
   "No agent found for requested agent ID [AgentID]"

"The domain for the agent ([DomainCode]/ [AgentName]) was not found."
"No organization found for requested agent name [DomainCode]/ **[AgentName]"**
"No location found for requested agent name [DomainCode]/ [AgentName]"
Agent Not Active
"The agent ([DomainCode]/ [AgentName]) is not active."
Password Expired
"The agent ([DomainCode]/ [AgentName]) must reset their password."
Password Expired
"The agent ([DomainCode]/ [AgentName]) has an expired password."
Failed Logons
"The agent ([DomainCode]/ [AgentName]) has too many failed logon attempts."
Session Timeout
"No such session [SessionID]."
"Session [SessionID] has expired."
Invalid Session
"The sessionState signature ([Signature]) is not equal to the provided signature ([Signature])"
Organization Not Found
"The Organization Code [OrganizationCode] does not exist"
Organization Not Active
"The Organization [OrganizationName] ([OrganizationCode]) is not active."
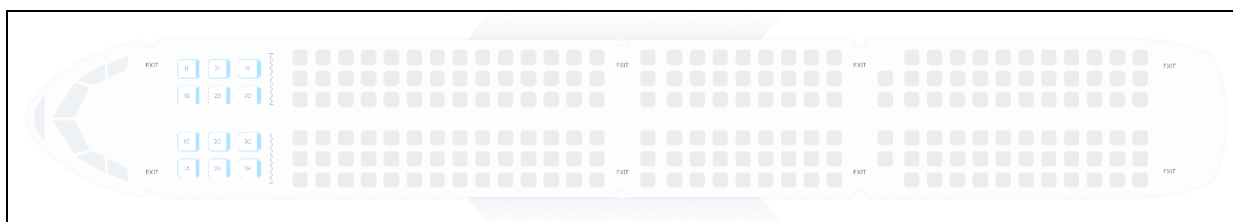**Agent Access Restricted**
"Agent {[DomainCode]/ [AgentName]} with role [RoleCode] is not allowed to access the system."

6. **Terms and Condition**

Kindly refer IndiGo terms and condition – available on the website *https://goindigo.in*.

7. **Seat Map**

Note : Below is the sample seat layout, please refer the **GetSeatAvailability** API Response for seat map layout.

8. **Test Cases**

Booking and Ancillary Scenarios with Stretch

- One Way: 2Pax (1 ADT 1 INFT, 1 CHD)

- Round Trip: _ 5ADT_4CHD
- Connecting Flight: 3ADT, 3CHD and 3 Infant

Booking and Ancillary Scenarios with StretchPlus

- One Way: 2Pax (1 ADT 1 INFT, 1 CHD)
- Connecting Round Trip: 3ADT, 3CHD and 3 Infant

Change/Cancellation scenarios

- Cancel a Full PNR
- Change Flights date of any Roundtrip Booking- Change any of the journey.
- Change Flights date of any existing Booking- Change Both of the journey.