



Standard Operating Procedure

Corporate Air ticket bookings for IEI Corporate Members [for Domestic Ticket]

A. PURPOSE

To articulate the protocols governing Corporate Air ticket bookings by IEI Corporate Members, facilitated exclusively through the IEI-endorsed travel agency M/s Ebix Travels Private Ltd (ETL). This ensures adherence to established procedures and guarantees seamless coordination for corporate travel arrangements, fostering efficiency and reliability in service delivery. ETL will serve exclusively travel facility to more than 2.5 lakhs IEI Corporate Members.

B. BENEFITS

IEI members can avail the benefits of Corporate Tie-up with multiple Airlines as below:

Airline Cancellation Charges Per sector / Per person for Domestic Tickets :

Airline	Cancellation Charges
INDIGO	Rs.799 (24 hours to 3 hours prior to flight departure time) Beyond 24 hours : Rs.499
AIR INDIA EXPRESS	Rs.500 (Before 2 hours of schedule flight departure time)
SPIICE JET	Rs.100 (Before 2 hours of schedule flight departure time)
AIR INDIA	Economy : Rs.999 + GST Business : Rs.999 + GST (Before 2 hours of schedule flight departure time)
AKASA	Rs.99 (Before 2 hours of flight schedule departure time)
ALLIANCE	Rs.3500 (Before 2 hours of flight schedule departure time) Outside 3 days : Rs.3000 + GST

Agent Charges for Domestic Tickets :

- Ticket issue / Reissue (Change) Charges : Rs.50 / Ticket / Person / Sector
- ETL Cancellation Charges: NIL

Airline Meal and Seat Charges for Domestic Tickets:

Airline	Meal Charges	Seat Charges		
		1st Row	Emergency Row	Others Row
INDIGO	20% off	Rs.2000	30% off (except 1 st row)	30% off (6 th row onward)
AIR INDIA EXPRESS	Complimentary	Rs.650	Rs.650	Complimentary
SPIICE JET	Complimentary	Rs.999-Rs.1299	Rs.899-Rs.1299	Complimentary
AIR INDIA	Complimentary	Rs.1000	Rs.1000	Rs.375
AKASA	Complimentary	Rs.1750	Rs.600	Complimentary
ALLIANCE	No Meal	Rs.500	N/A	Complimentary

Air Ticket Rescheduling for Domestic Sectors:

Airline	Charges (applicable before 3 hrs from Flight Departure)
INDIGO	Beyond 72 hours - NIL (only fare difference) 3-72 hrs - Rs.299 + fare difference
AIR INDIA EXPRESS	NIL (Upto 2 hrs prior to departure)
SPIICE JET	Rs.100
AIR INDIA	Rs.249 + GST
AKASA	NIL
ALLIANCE	Rs.3000 + GST

* This benefits are liable to changes from time to time.

* The charges are applicable only for Domestic Tickets. For International Air Tickets / Other Services, ascertain the rates from EBIX.

C. BOOKING PROCESS

The Standard Operating Procedure (SOP) is prepared specifically for IEI Corporate Members only. It does not demark the limitation of Services, however in case of ambiguity SOP can be referred and can always be amended mutually by IEI and ETL.



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1. REQUEST

- Traveller to request for flight options and fares mentioning date of travel, Source and to Destination with preferred time on an email as mentioned in under the contact details of this SOP. The traveller is required to provide their mobile no. and current IEI membership number for verification in order to ensure their presence in Institution's active member's roll.
- Consultant of Travel Agent to verify the authenticity of the Members using the link provided to the Travel agent by IEI.
- In case authenticity verified successfully then Consultant of Travel Agent to revert on email with minimum 3 lowest logical flight options (if applicable) with current fare and all other relevant details. In case authenticity could not be verified successfully then Consultant of Travel Agent to revert on email informing the same with request to contact with Correct Membership No.

NOTE: In case of any urgent booking during Non-Working Hours the email with booking request must be followed by a phone call mandatorily to the number(s) mentioned in the Contact details.

2. BOOKING

- On receipt of the details from travel agent:
 - ❖ Traveller to select the most suitable option and revert with confirmation mentioning passenger(s) name as per the photo identification or travel document along with contact no. Travelers profile containing preferences and shared data will be maintained for frequent travelers by Travel Agent.
 - ❖ Traveller must recheck all the details of booking for domestic /international travel before sending confirmation mail:
 - ★ Passenger(s)names
 - ★ Flight No., Date of Journey, Time of Departures, Time of Arrival

NOTE: Seats and fare are subject to availability.

3. PAYMENT

- On receipt of the confirmation mail from IEI members Consultant of Travel Agent shall forward the fare details along with payment options.
- IEI member to make the payment to the account by NEFT or other payment method to process the ticket and revert on email with transaction details. The transaction charges, if any shall be borne by the traveller. Traveller must mention their Bank account details in order to facilitate the refund of amount due to any reason whatsoever.
- Travel Agent to check the payment and process the reservation
- After the completion of the reservation Travel Agent will revert with ticket along with invoice soft copy.
- Invoice will be raise in Passenger Name or Member's company name.

NOTE: Seats and fare are subject to availability.

4. INCREASE IN FARE

- The Travel Agent to inform the IEI Member before issue the ticket if fare increased along with NEFT and other payment method for making balance payment.
- Traveller process balance payment immediate basis.



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- In case payment could not be made by the traveller on immediate basis due to unavoidable circumstances then he may request the Travel Agent to proceed with the booking and he/she shall make the payment within 24 hrs or 12 hours before the Journey whichever is earlier. However, the decision of travel agent is full and final in this regard.
- If such request is accepted by travel agent then the balance payment to be made within 24 hrs or 12 hours before the Journey whichever is earlier. In case of non-receipt of the payment within stipulated time period as stated, the travel agent shall cancel the tickets and refund the amount to the traveller after adjustment of the required amount.

NOTE: Seats and fare are subject to availability.

* TAT (Turn Around Time) for all Domestic transactions will be 30 minutes and for International will be 60 minutes during office hours (09:30 hrs.-18:30 hrs.).

D. NON WORKING HOURS (NWH) PROCESS

- Non-working Hours refers time beyond office hours/ holidays/ Saturdays and Sundays.
- Work flow remains same as the working hours i.e. during office hours (09:30 hrs.-18:30 hrs.), however certain services governed or procured from 3rd parties may not be available.
- Only Limited / Emergency Travel Assistance will be rendered. Emergency will be considered only in case of a journey originating within the next 48 hrs or the next working hour (09:30 hrs.-18:30 hrs.), whichever is earlier.
- NWH is functioned on a skeletal resource and requests will be prioritized on the basis of the time of journey origination.
- NWH will not be governed by TAT.
- Followed by call.

NOTE: Seats and fare are subject to availability.

E. CONTACT DETAILS

NAME OF TRAVEL AGENT : EBIX - TRAVEL AND HOLIDAYS		
Role	Email ID	Contact Nos.
Air Ticket	reservation.ccu@ebixcash.com	9732121447 / 9733214447 / 9051444147 / 9734614447
Accounts / Credit	ccucredit@ebixcash.com	9477220147 / 9836829280
Escalation	gorachand.ganguli@ebixcash.com	9830406410

F. POLICY

1. IEI Corporate Member's number should be mentioned in the mail for any type of transactions.
2. Itinerary option along with fare and penalties to be forwarded via email in a standard tabulated format.
3. Best available option would be given as per reporting time mentioned by traveler.
4. Reissuance with applicable Airline Charges to be applied.
5. Traveller has to inform to EBIX by mail 4 hrs. before from departure the domestic flight for any cancellation and changes and 6 hrs. before for international departure.



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6. EBIX shall be generated invoice in the name of the passenger only.
7. Once payment credited to EBIX bank account then EBIX will issue the ticket.
8. At the time of ticket issuance if fare is increased, passenger has to make the payment once received the Invoice.
9. IEI Corporate Code and GST number shall not be mentioned anywhere in the corporate member personal tickets.
10. IEI shall have no responsibility in case of any dispute between ETL and IEI Corporate Members.
11. IEI shall not take any financial liabilities for any personal ticket.
12. Email & Call is mandatory after office hours, an email if sent alone would not be entertained unless call made, in case of Emergency.
13. Emergency travel request raised or made after office hours, for the travel **within 48 Hours** of the next business day (including Saturday, Sunday) would be considered urgent and the request to be sent to EBIX mail id.
14. TAT for all domestic transactions will be 30mins and for international will be 60mins during office hours (09:30 hrs.-18:30 hrs.).
15. Airline's cancellation, changes and other policy can change any time. EBIX shall not take any responsibility for any airline's policy changes.
16. If ticket canceled or excess payment by passenger, EBIX will process the refund within 3-7 working days.
17. In respect of refunds in case of full cancellation of tickets, ETL shall raise credit notes within seven (7) working days from the date of receipt of refund from the concerned principal service provider after any requisite deductions that may be made on the part of the principal service provider.
