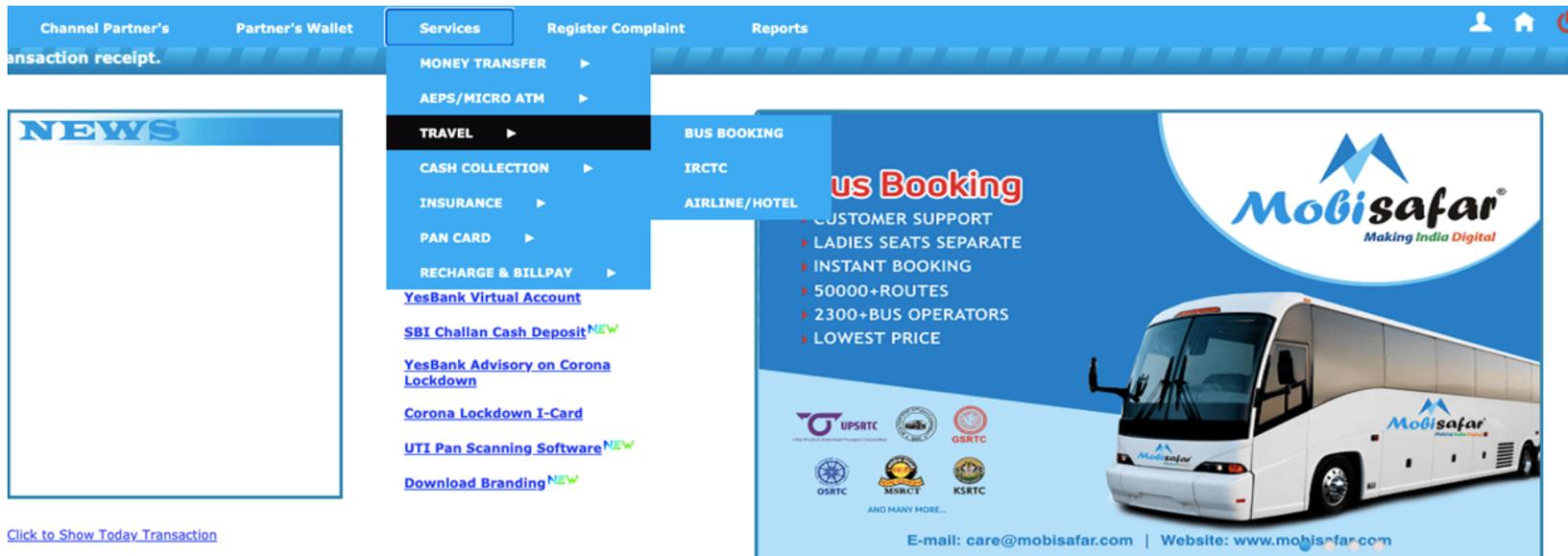


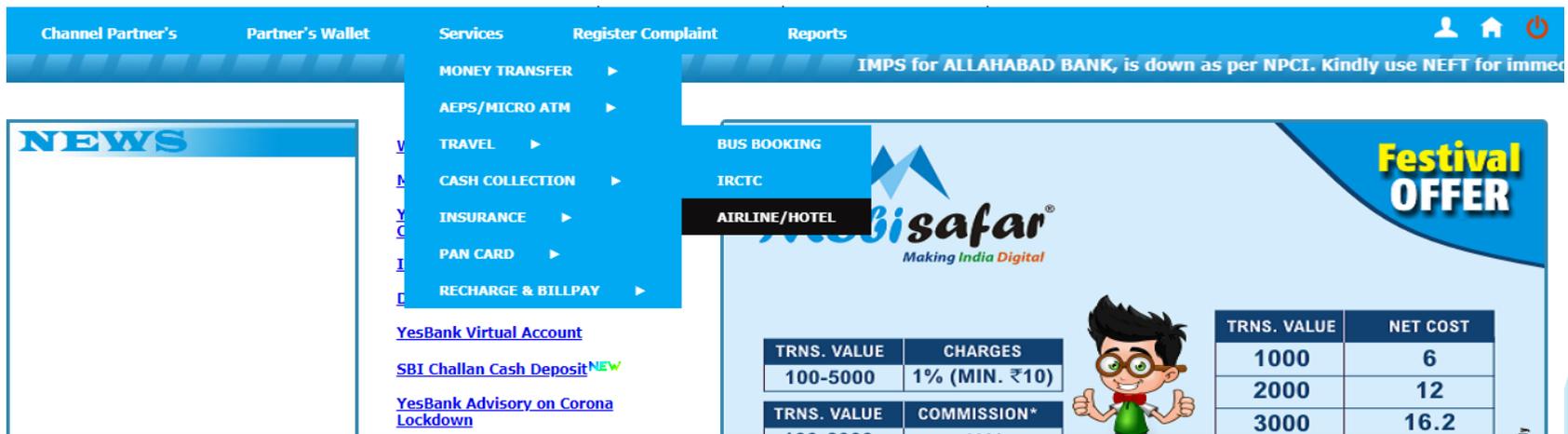
TRAVEL – AIRLINE

Step 1: Select Travel under the Services tab



The screenshot displays the Mobisafar website's navigation menu. The 'Services' tab is selected, revealing a dropdown menu with the following options: MONEY TRANSFER, AEPS/MICRO ATM, TRAVEL (highlighted), CASH COLLECTION, INSURANCE, PAN CARD, and RECHARGE & BILLPAY. Below the menu, there are links for 'YesBank Virtual Account', 'SBI Challan Cash Deposit^{NEW}', 'YesBank Advisory on Corona Lockdown', 'Corona Lockdown I-Card', 'UTI Pan Scanning Software^{NEW}', and 'Download Branding^{NEW}'. On the right side, a 'BUS BOOKING' advertisement is visible, featuring the Mobisafar logo and a list of benefits: CUSTOMER SUPPORT, LADIES SEATS SEPARATE, INSTANT BOOKING, 50000+ ROUTES, 2300+ BUS OPERATORS, and LOWEST PRICE. The advertisement also includes logos for various state transport corporations (UPSRTC, OSRTC, MNRCT, KSRTC) and contact information: E-mail: care@mobisafar.com | Website: www.mobisafar.com.

Step 2 : Go to Airline / Hotel



Channel Partner's Partner's Wallet **Services** Register Complaint Reports   

IMPS for ALLAHABAD BANK, is down as per NPCI. Kindly use NEFT for immediate credit.

NEWS

- MONEY TRANSFER ▶
- AEPS/MICRO ATM ▶
- TRAVEL ▶
- CASH COLLECTION ▶
- INSURANCE ▶
- PAN CARD ▶
- RECHARGE & BILLPAY ▶

- BUS BOOKING
- IRCTC
- AIRLINE/HOTEL**

Festival OFFER

| TRNS. VALUE | CHARGES | TRNS. VALUE | NET COST |
|-------------|---------------|-------------|----------|
| 100-5000 | 1% (MIN. ₹10) | 1000 | 6 |
| | | 2000 | 12 |
| | | 3000 | 16.2 |

TRNS. VALUE **COMMISSION***

Step 3 : Search Flights

Manage Users Queues Accounts Search

1 Flight Search 2 Flight Results 3 Passenger Details 4 Review Booking 5 Booking Confirmation

Oneway Return Multi Stop Calendar Fare Advance Search

From: Delhi (DEL), India To: Borjhar (GAU), Guwahati, India

Depart: 19-Aug-2020 Any Time

Adult (12+ Yrs): 1 Children (2-11 Yrs): 0 Infant (Under 2 Yrs): 0 Class: Any

- More options: Airline preference

Show Direct flights Preferred Carrier:

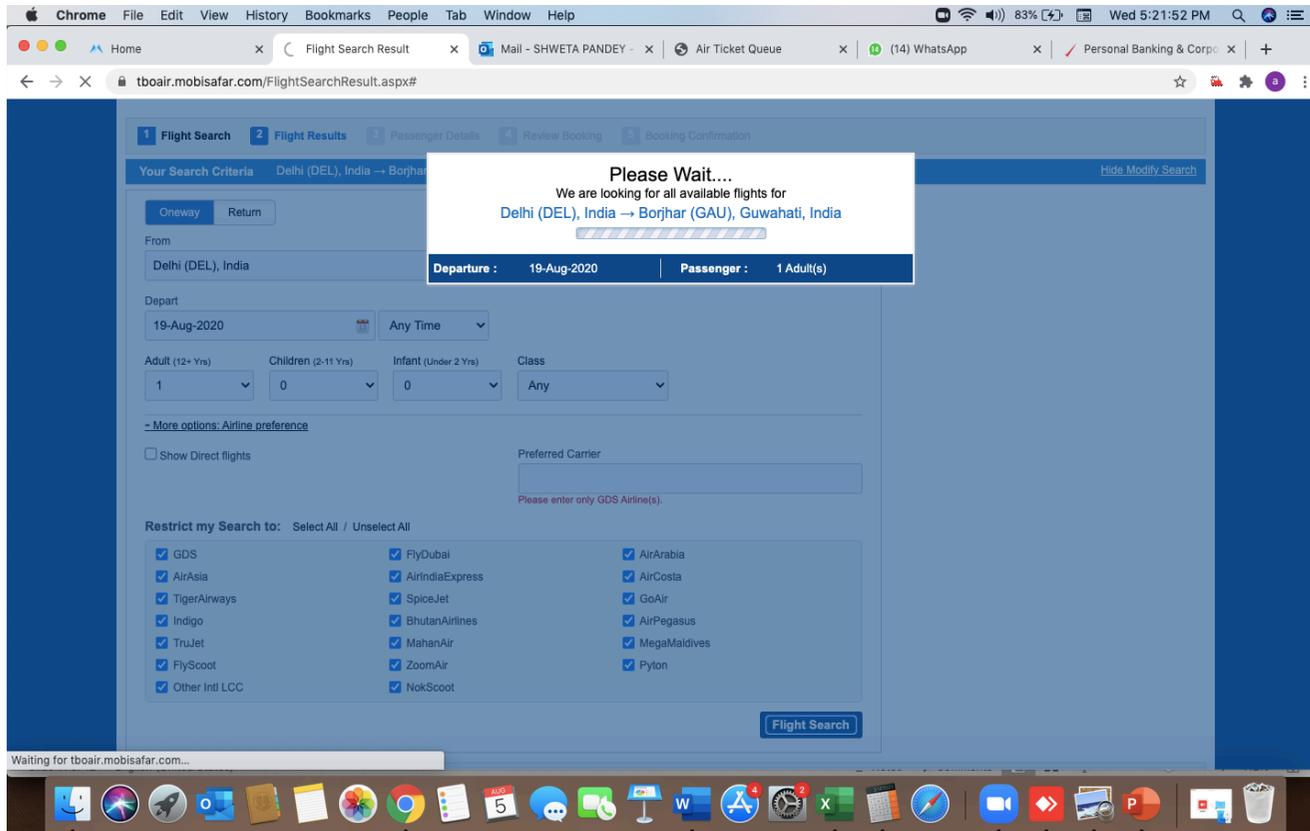
Please enter only GDS Airline(s).

Restrict my Search to: Select All / Unselect All

| | | |
|--|---|--|
| <input checked="" type="checkbox"/> GDS | <input checked="" type="checkbox"/> FlyDubai | <input checked="" type="checkbox"/> AirArabia |
| <input checked="" type="checkbox"/> AirAsia | <input checked="" type="checkbox"/> AirIndiaExpress | <input checked="" type="checkbox"/> AirCosta |
| <input checked="" type="checkbox"/> TigerAirways | <input checked="" type="checkbox"/> SpiceJet | <input checked="" type="checkbox"/> GoAir |
| <input checked="" type="checkbox"/> Indigo | <input checked="" type="checkbox"/> BhutanAirlines | <input checked="" type="checkbox"/> AirPegasus |
| <input checked="" type="checkbox"/> TruJet | <input checked="" type="checkbox"/> MahanAir | <input checked="" type="checkbox"/> MegaMaldives |
| <input checked="" type="checkbox"/> FlyScoot | <input checked="" type="checkbox"/> ZoomAir | <input checked="" type="checkbox"/> Pyton |
| <input checked="" type="checkbox"/> Other Intl LCC | <input checked="" type="checkbox"/> NokScoot | |

Flight Search

Step 4 : Flight Search is in Progress

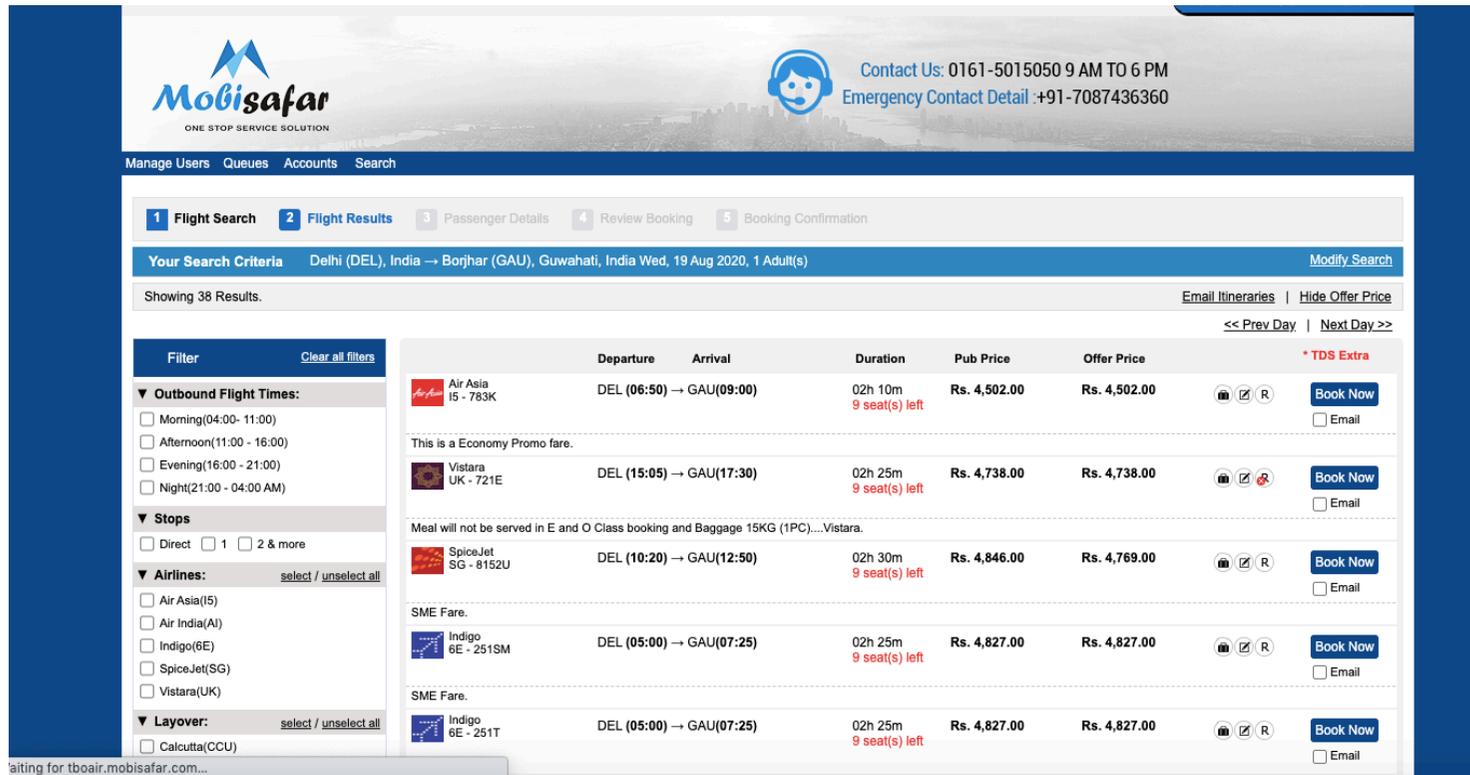


The screenshot shows a web browser window with the URL `tboair.mobisafar.com/FlightSearchResult.aspx#`. The browser's address bar and tabs are visible at the top. The main content area displays a flight search form with the following details:

- Your Search Criteria:** Delhi (DEL), India → Borjhar (GAU), Guwahati, India
- Flight Type:** Oneway
- From:** Delhi (DEL), India
- Departure:** 19-Aug-2020
- Passenger:** 1 Adult(s)
- Class:** Any
- Restrict my Search to:** A list of airlines with checkboxes, including GDS, AirAsia, Tiger Airways, Indigo, TruJet, Fly Scoot, Other Intl LCC, FlyDubai, Air India Express, SpiceJet, Bhutan Airlines, Mahan Air, Zoom Air, Nok Scoot, Air Arabia, Air Costa, Go Air, Air Pegasus, Mega Maldives, and Pyton.

A white modal box is overlaid on the search form with the text: "Please Wait... We are looking for all available flights for Delhi (DEL), India → Borjhar (GAU), Guwahati, India". A progress bar is visible below the text. At the bottom of the browser window, a taskbar shows various application icons.

Step 5 : Available Flights will appear



The screenshot shows the Mobisafar flight search results page. The header includes the Mobisafar logo, contact information (0161-5015050), and navigation links (Manage Users, Queues, Accounts, Search). The main content area displays search criteria (Delhi (DEL), India → Borjhar (GAU), Guwahati, India Wed, 19 Aug 2020, 1 Adult(s)) and a list of 38 results. The results are filtered by 'Outbound Flight Times' and 'Airlines'. The table below shows the first four results:

| Filter | Clear all filters | Departure | Arrival | Duration | Pub Price | Offer Price | * TDS Extra |
|--------------------------|-------------------|--|--------------------------|---------------------------|--------------|--------------|-------------------|
| ▼ Outbound Flight Times: | | Air Asia I5 - 783K | DEL (06:50) → GAU(09:00) | 02h 10m 9 seat(s) left | Rs. 4,502.00 | Rs. 4,502.00 | Book Now Email |
| ▼ Stops: | | This is a Economy Promo fare. | | | | | |
| ▼ Airlines: | | Vistara UK - 721E | DEL (15:05) → GAU(17:30) | 02h 25m 9 seat(s) left | Rs. 4,738.00 | Rs. 4,738.00 | Book Now Email |
| ▼ Layover: | | Meal will not be served in E and O Class booking and Baggage 15KG (1PC)...Vistara. | | | | | |
| | | SpiceJet SG - 8152U | DEL (10:20) → GAU(12:50) | 02h 30m 9 seat(s) left | Rs. 4,846.00 | Rs. 4,769.00 | Book Now Email |
| | | SME Fare. | | | | | |
| | | Indigo 6E - 251SM | DEL (05:00) → GAU(07:25) | 02h 25m 9 seat(s) left | Rs. 4,827.00 | Rs. 4,827.00 | Book Now Email |
| | | SME Fare. | | | | | |
| | | Indigo 6E - 251T | DEL (05:00) → GAU(07:25) | 02h 25m 9 seat(s) left | Rs. 4,827.00 | Rs. 4,827.00 | Book Now Email |

Step 6 : Click on Proceed to Booking Review



ONE STOP SERVICE SOLUTION

Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail :+91-70874

Manage Users Queues Accounts Search

1 Flight Search 2 Flight Results 3 Passenger Details 4 Review Booking 5 Booking Confirmation

Air Asia
I5 - 783-K DEL Wed, 19 Aug 2020 | 06:50 hrs GAU Wed, 19 Aug 2020 | 09:00 hrs Duration : 02h 10m

Enter Passenger Details [Choose Another Fare](#)
(Please add correct details of the passenger as mentioned in ID Proof with mobile number so that Airline can inform them in case of any change in the flight timing.)

Passenger 1 - (Adult 1) [Select Passenger from Customer List](#)

First Name : * Mr MANOJ Last Name : * PATHAK
Gender : * Male Mobile : * +91 9627222269
D.O.B : * 21 JUL 1978 Email : * mp2171978@gmail.com
Address : * uttarakhand Country : * India
City : *

GST Detail (Note : Please fill GST Details only for corporate customer)
 Push Booking to Roamer

Step 7 : Click on Proceed to Booking Review

Select Excess Baggage (Extra charges will be applicable) : 20-Kg Rs.-0

Baggage Weight : 20 Kg
Baggage Charges : Rs. 0

Meal Preferences : DEL - GAU

Add No Meal Rs.-0

Meal Qunality : 0 Platter
Meal Charges :Rs. 0

Save/Update Customer in "My Customer" List.

Remark:

Enter Remark:

Fare Rule

Price (Exclusive GST for Tax free routes):

| Number of days left for STD | Cancellation Fee(Per Guest/Sector) | Flight Change Fee(Per Guest/Sector) |
|-----------------------------|------------------------------------|-------------------------------------|
| 4 Hours - 3 days | INR 3334 | INR 2858 + Fare difference |
| 4 Days and above | INR 2858 | INR 2380 + Fare difference |

***Tax Free Routes: To and From IMF, GAU, IXB.** Please Note: For Premium Flex change fee rules remain as old. Fare rule are subject to change as per Airline policy BaggageBaggage allowance 15 kg.

Note : We should receive the request at least four hours prior to Airline Fare Rules Policy.

Select Seat(s) 

Proceed to Booking Review

Step 8 : Confirm Passenger Details and click on ticket option below

| Flight Information | | | | | |
|--------------------|--------|-------------|----------------------|----------------------|-------|
| Flight No | Origin | Destination | Dep Date Time | Arr Date Time | Class |
| I5 - 783 | DEL | GAU | 19-Aug-2020 6:50 hrs | 19-Aug-2020 9:00 hrs | K |

| Passenger Details | | Change Pax Details |
|------------------------------|-----------------|------------------------------------|
| Passenger 1 - (Adult) | | |
| Name : | Mr MANOJ PATHAK | |
| Gender : | Male | |
| D.O.B : | 21 Jul 1978 | |
| Address : | uttarakhand | |

| Fare Rule |
|-----------------------------|
| Unable to fetch fare rules. |

I have reviewed and agreed on the fares and commission offered for this booking.

| Payment option(s) |
|---|
| <input checked="" type="radio"/> Pay using net banking |
| Select the payment gateway |
| <input checked="" type="radio"/> Using PG  |
| Note: Rs. 0.00 would be added as payment gateway charges. |

[Ticket](#)

Step 9 : Without filling anything click on “Yes” & your booking will be Successful

Flight Information

| Flight No | Origin | Destin |
|-----------|--------|--------|
| I5 - 783 | DEL | GAU |

Passenger Details

Passenger 1 - (Adult)

Name : Mr MANOJ
Gender : Male
D.O.B : 21 Jul 1978
Address : uttarakhand

Fare Rule

Unable to fetch fare rules.

I have reviewed and agreed on the fares and commission offered for this booking.

Payment option(s)

Pay using net banking

Select the payment gateway

Using PG 

Note: Rs. 0.00 would be added as payment gateway charges.

+ Show Details

| | |
|------------------|-------|
| Aug-2020 | I5783 |
| DEL | GAU |
| / Pax Type | |
| ult | |
| ee and S.Charges | |
| Fare | |
| uit x 1 | |
| Excess Baggage | |
| Total GST | |
| Total Pub. Fare | |

This will make booking and generate E-Ticket. Are you sure to proceed?

Enter the Airline Promotional code if any

CorporateCode: TourCode:

Remarks: EndorsementCode:

Step 10 : Transaction Successful & Ticket is booked

Travel Date : 19-Aug-2020

Booking Details

Flight Information [Share on WhatsApp](#) [Push To Roamer](#) ?

| Flight No | Origin | Destination | Dep Date Time | Arr Date Time | Class | Status |
|-----------|--------|-------------|--------------------|--------------------|-------|--------|
| I5 - 783 | DEL | GAU | 19-Aug-20 6:50 hrs | 19-Aug-20 9:00 hrs | K | HK |

Fare Rule

I5:Delhi(DEL) - Guwahati(GAU)
ECONOMY
Price (Inclusive GST):

| Number of days left for STD | Cancellation Fee(Per Guest/Sector) | Flight Change Fee(Per Guest/Sector) |
|-----------------------------|------------------------------------|-------------------------------------|
| 4 Hours - 3 days | INR 3500 | INR 3000 + Fare difference |
| 4 Days and above | INR 3000 | INR 2500 + Fare difference |

Price (Exclusive GST for Tax free routes):

| Number of days left for STD | Cancellation Fee(Per Guest/Sector) | Flight Change Fee(Per Guest/Sector) |
|-----------------------------|------------------------------------|-------------------------------------|
| 4 Hours - 3 days | INR 3334 | INR 2858 + Fare difference |

Passenger Details

Passenger 1 - (Adult) [View Ticket](#)

Name : Mr MANOJ PATHAK Mobile No. : +91 9627222269
 Gender : Male Dob : 21-Jul-1978
 Address : LINE PAAR BANDIYA BHATTA KICHHA U S NAGAR UTTARAKHAND Email : mp2171978@gmail.com



REPRINT AIR TICKET





Step 1 : Click on “Air Ticket Queue” under the Queues Tab

The screenshot displays the Mobisafar web application interface. At the top left is the Mobisafar logo with the tagline "ONE STOP SERVICE SOLUTION". To the right, there is a contact information section with a headset icon, stating "Contact Us: 0161-5015050 9 AM TO 6 PM" and "Emergency Contact Detail +91-7087436360". Below this is a navigation bar with several menu items: "Manage Users", "Queues", "Announcement", "Import Bookings", "On Behalf Booking", "Accounts", and "Reports". The "Queues" menu is open, showing a list of options: "Booking Queue", "Air Ticket Queue" (highlighted in blue), "Air Amendment Queue", "Air Change Request Queue", "Air Pending Queue", "Hotel Change Request Queue", and "Hotel Booking Queue". The main content area shows a table with one row containing the text "AgentUser Tem" and a "Rename" button. Above the table, there is a status bar displaying "Balance Left : Rs 655111.00" and the user profile "ABHISHEK KUMAR - MOBISAFAR SERVICES PRIVATE LIMITED (View Profile) Logout". At the bottom of the page, there is a footer with links for "About Us", "Contact Us", and "Terms and Condition".



Step 2 : Enter PNR Details / Date then click on “Apply” button

Show Only

Amendment

Restrict By PNR/Ticket No:

FVDWTO

Restrict By AirlineCode:

Aug 2020

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |

From Date (dd/mm/yy) 10

To Date(dd/mm/yy) 10

Travel Date:

From Date (dd/mm/yy) 10

To Date(dd/mm/yy) 10

Apply Clear Filters

Export Export Subagenywise

Step 3 : Ticket Details will appear



ONE STOP SERVICE SOLUTION



Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail :+91-7087436360

Manage Users ▾ Queues ▾ Announcement ▾ Import Bookings ▾ On Behalf Booking ▾ Accounts ▾ Reports ▾

Balance Left : Rs 652218.00  ABHISHEK KUMAR - MOBISAFAR SERVICES PRIVATE LIMITED (View Profile) [Logout](#)

Air Ticket Queue

1 | 2 | Next | Last Show

| | | |
|--------------------------|---------------------------------|--|
| SubAgency Name: MSP4842 | Booking Date: 06 Aug 20 5:11 PM | Customer Price: Rs.3393.00 |
| PNR: AI - 2NF5FW | Ticket Date : 06 Aug 20 5:13 PM | Merchant Txn ID: 06082020171039346 |
| Sectors: DEL-ATQ | Travel Date : 07 Aug 20 6:20 PM | Client Txn ID: 65172427 |
| Currency: INR | | |
| Pay Mode: ONLINE PAYMENT | | |

| Ticket No. | Pax Name (Pax Type) | View Ticket |
|------------|----------------------|--|
| 3761263472 | Mr HARISH KUMAR(ADT) | Normal Color PDF |

View All Ticket : [Normal](#) [Color](#) [PDF](#)

[Booking History](#)
[Change Request](#)
[View Invoice](#)
[Open](#)

Show Only

Domestic International

Amendment

Restrict By PNR/Ticket No:

Restrict By AirlineCode:

Restrict By Passenger:

Select Subagent(s)

More Option

Today



Step 4 : Click on "View All Ticket" to get the Ticket in Normal / Color PDF

| | | |
|---------------------------------|--|---|
| SubAgency Name: MSP4842 | Booking Date: 06 Aug 20 5:11 PM | Customer Price: Rs.3393.00 |
| PNR: AI - 2NF5FW | Ticket Date : 06 Aug 20 5:13 PM | Merchant Txn ID: 06082020171039346 |
| Sectors: DEL-ATQ | Travel Date : 07 Aug 20 6:20 PM | Client Txn ID: 65172427 |
| Currency: INR | | |
| Pay Mode: ONLINE PAYMENT | | |

| Ticket No. | Pax Name (Pax Type) | View Ticket |
|------------|----------------------|--|
| 3761263472 | Mr HARISH KUMAR(ADT) | Normal Color PDF |

View All Ticket : [Normal](#) [Color](#) [PDF](#)

[Booking History](#) [Change Request](#) [View Invoice](#) [Open](#)



Step 5 : E Ticket Generated



E - Ticket

PNR: 1G-2NF5FW
Issue Date: **Thu 06 Aug 2020**

MSP4842
Gurgaon
Delhi
Email :
anmolmalhotra1990@gmail.com

| Passenger name | Ticket Number | Frequent Flyer No. |
|--|---------------|--------------------|
| Mr HARISH KUMAR Contact No - +91 9914222068 | 0983761263472 | |

Fri 07 Aug 2020 **Air India AI 479** *Airline Ref : Z1BWE*
Status : Confirmed

From: **DEL (Indira Gandhi Airport)** Terminal 3 **Dep: 6:20 PM**

To: **ATQ (Amritsar)** **Arr: 7:35 PM**

S Class 1:15 Hours Flight Non stop Total Baggage: 1 PC Aircraft: 32B Total Meal: 0 Platter

This is an electronic ticket. Please carry a positive identification for check in.

| | |
|------------------|--------------|
| Fare: | INR 2330.00 |
| K3/GST : | INR 125.00 |
| Fee & Surcharge: | INR 1938.00 |
| Total Fare: | INR 4,393.00 |
| (Rounded Off): | INR 4393.00 |

Carriage and other services provided by the carrier are subject to conditions of carriage which hereby incorporated by reference. These conditions may be obtained from the issuing carrier. If the passenger's journey involves an ultimate destination or stop in a country other than country of departure the Warsaw convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage.

Travel within India (Domestic): Passenger's check-in at the airport opens 2 hours before departure.

For travel sectors, originating or terminating outside India (International) : Passenger's check-in at the airport opens 4 hours before departure.

Print Ticket

E-mail Ticket

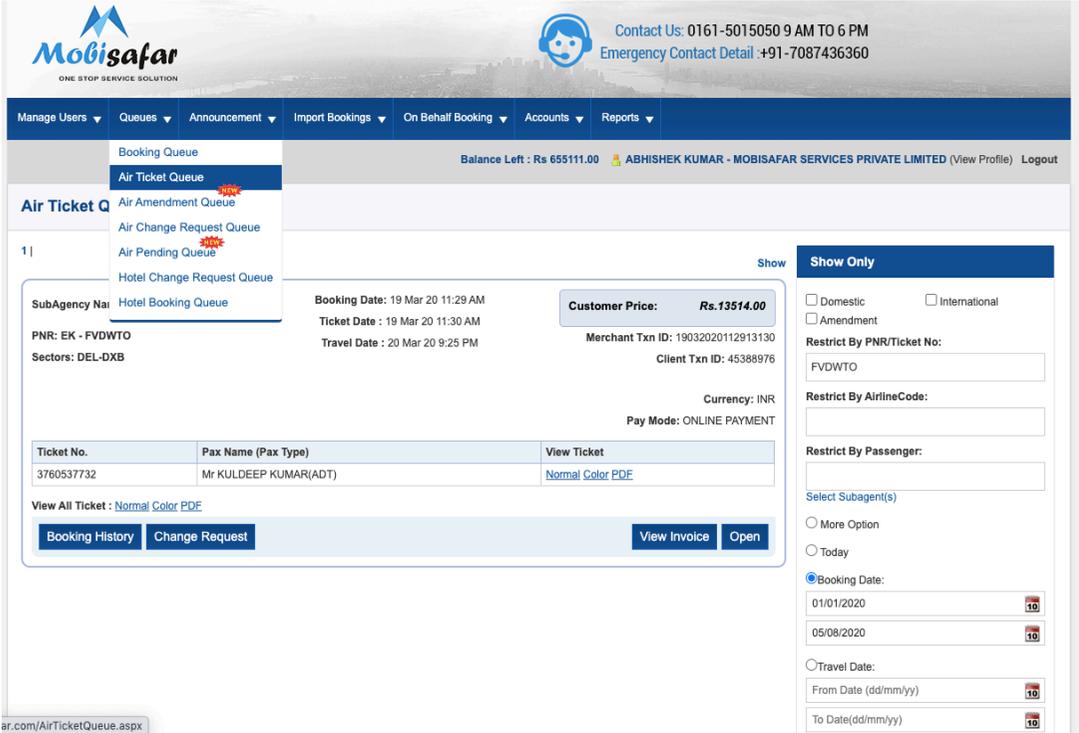
Edit Transaction Fee

Add Discount



AIR TICKET CANCELLATION

Step 1 : Click on “Air Ticket Queue” under the Queues Tab



The screenshot shows the Mobisafar web application interface. At the top, there is a navigation bar with tabs: Manage Users, Queues, Announcement, Import Bookings, On Behalf Booking, Accounts, and Reports. The 'Queues' tab is active, and a dropdown menu is open, showing options: Booking Queue, Air Ticket Queue (highlighted), Air Amendment Queue, Air Change Request Queue, Air Pending Queue, and Hotel Change Request Queue. Below the menu, the 'Air Ticket Queue' section displays a list of items, with one item selected. The details for this item are shown in a modal window.

Booking Details:

- SubAgency Name: Hotel Booking Queue
- PNR: EK - FVDWTO
- Sectors: DEL-DXB
- Booking Date: 19 Mar 20 11:29 AM
- Ticket Date: 19 Mar 20 11:30 AM
- Travel Date: 20 Mar 20 9:25 PM
- Customer Price: **Rs. 13514.00**
- Merchant Txn ID: 19032020112913130
- Client Txn ID: 45388976
- Currency: INR
- Pay Mode: ONLINE PAYMENT

| Ticket No. | Pax Name (Pax Type) | View Ticket |
|------------|-----------------------|--|
| 3760537732 | Mr KULDEEP KUMAR(ADT) | Normal Color PDF |

Buttons: [Booking History](#), [Change Request](#), [View Invoice](#), [Open](#)

Show Only

- Domestic
- Amendment
- International

Restrict By PNR/Ticket No:
FVDWTO

Restrict By AirlineCode:

Restrict By Passenger:

Select Subagent(s)

- More Option
- Today
- Booking Date:

01/01/2020

05/08/2020

- Travel Date:

From Date (dd/mm/yy)

To Date(dd/mm/yy)

Step 2 : Enter PNR Details / Date then click on “Apply” button

Show Only

Domestic International
 Amendment

Restrict By PNR/Ticket No:

Restrict By AirlineCode:

Restrict By Passenger:

Select Subagent(s)

More Option
 Today
 Booking Date:

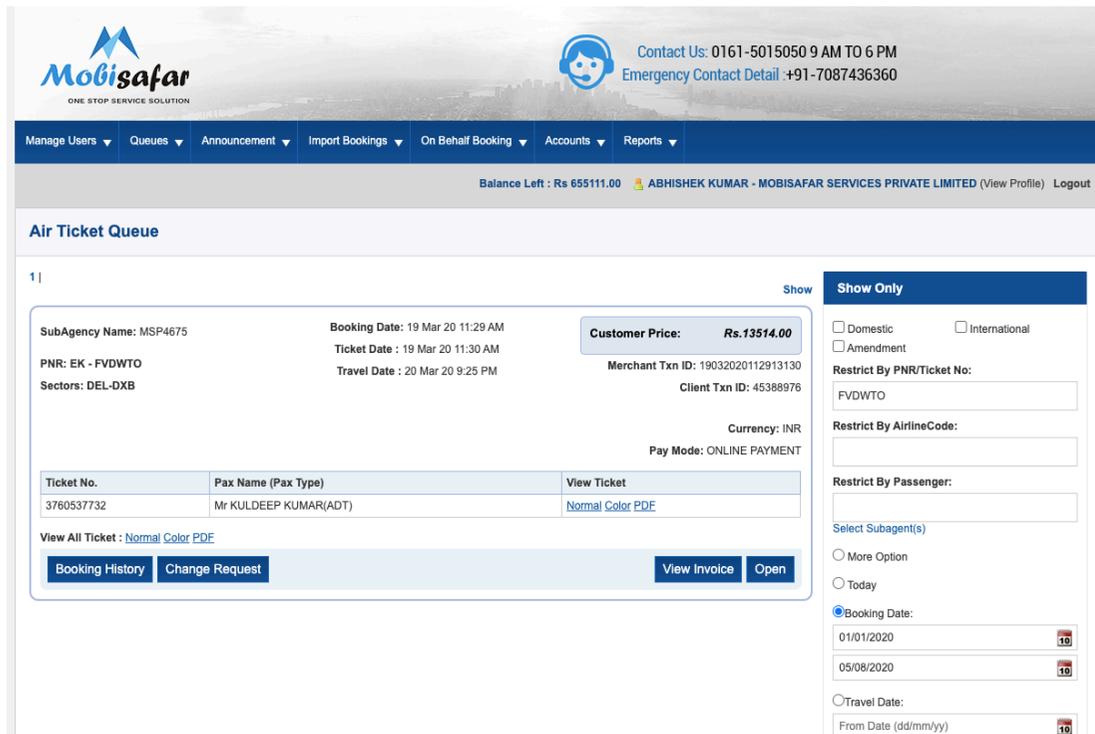

 

Travel Date:

Apply Clear Filters

Step 3 : Ticket will appear. Now, click on “Change Request” to Cancel



Mobisafar ONE STOP SERVICE SOLUTION

Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail +91-7087436360

Manage Users | Queues | Announcement | Import Bookings | On Behalf Booking | Accounts | Reports

Balance Left : Rs 655111.00 | ABHISHEK KUMAR - MOBISAFAR SERVICES PRIVATE LIMITED (View Profile) Logout

Air Ticket Queue

1 | [Show](#)

SubAgency Name: MSP4675 Booking Date: 19 Mar 20 11:29 AM **Customer Price: Rs.13514.00**

PNR: EK - FVDWTO Ticket Date: 19 Mar 20 11:30 AM

Sectors: DEL-DXB Travel Date: 20 Mar 20 9:25 PM Merchant Txn ID: 19032020112913130

Client Txn ID: 45388976

Currency: INR
Pay Mode: ONLINE PAYMENT

| Ticket No. | Pax Name (Pax Type) | View Ticket |
|------------|-----------------------|----------------------------------|
| 3760537732 | Mr KULDEEP KUMAR(ADT) | Normal Color PDF |

View All Ticket : [Normal](#) [Color](#) [PDF](#)

[Booking History](#) [Change Request](#) [View Invoice](#) [Open](#)

Show Only

Domestic International

Amendment

Restrict By PNR/Ticket No:

Restrict By AirlineCode:

Restrict By Passenger:

Select Subagent(s)

More Option

Today

Booking Date:

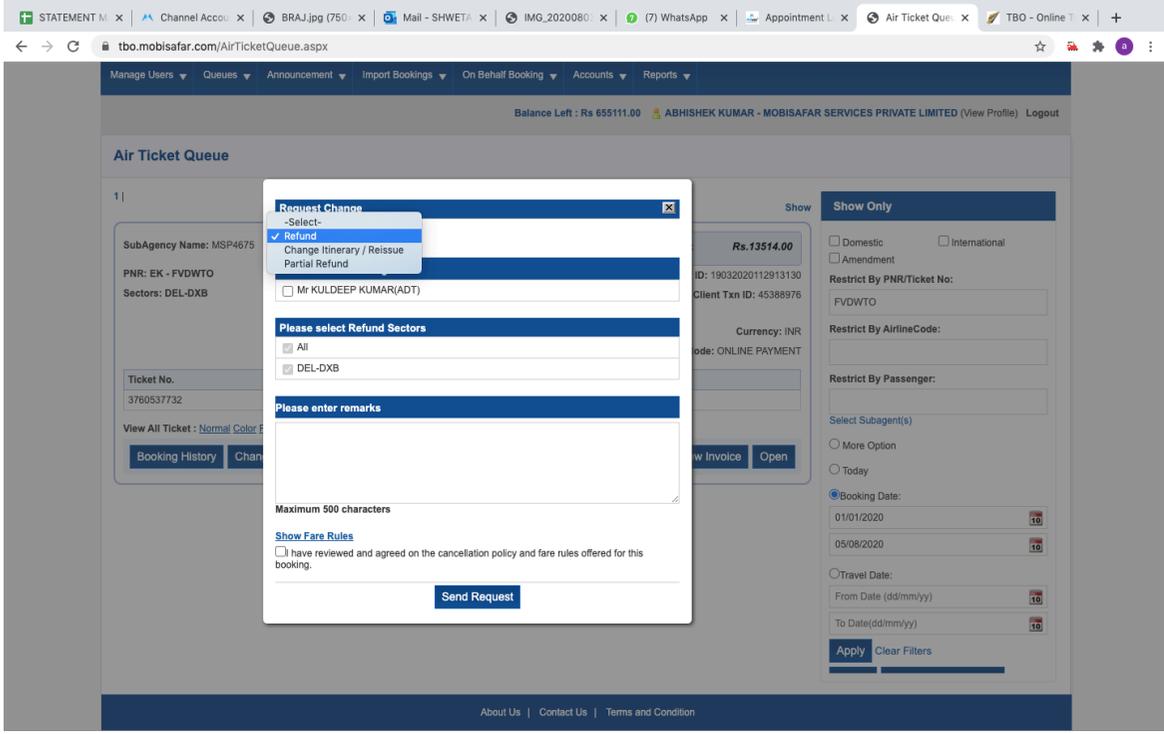
01/01/2020

05/08/2020

Travel Date:

From Date (dd/mm/yy)

Step 4 : Click on desired option from the Dropdown list. Click “Refund” for cancellation



The screenshot displays the 'Air Ticket Queue' page on the Mobisafar website. A modal window titled 'Request Change' is open, showing a dropdown menu with 'Refund' selected. The modal also includes a 'Please select Refund Sectors' section with 'All' and 'DEL-DXB' options, and a 'Please enter remarks' text area. The background interface shows ticket details for SubAgency Name: MSP4675, PNR: EK - FVDWTO, and Sectors: DEL-DXB. A 'Send Request' button is visible at the bottom of the modal.

Step 5 : Click on “Passenger Name” & Reason to cancel under the “Remarks” Agree to the Cancellation policy & click on “Send Request”

Manage Users ▾ Queues ▾ Announcement ▾ Import Bookings ▾ On Behalf Booking ▾ Accounts ▾ Reports ▾

Balance Left : Rs 655111.00 ABHISHEK KUMAR - MOBISAFAR SERVICES PRIVATE LIMITED (View Profile) Logout

Air Ticket Queue

1 |

SubAgency Name: MSP4675

PNR: EK - FVDWTO
Sectors: DEL-DXB

Ticket No.
3760537732

View All Ticket : [Normal](#) [Color](#)

[Booking History](#) [Chan](#)

Request Change [X]

Refund ▾

Please select Passenger

Mr KULDEEP KUMAR(ADT)

Please select Refund Sectors

All
 DEL-DXB

Please enter remarks

PLEASE CANCEL AND REFUND

Maximum 500 characters

[Show Fare Rules](#)

have reviewed and agreed on the cancellation policy and fare rules offered for this booking.

[Send Request](#)

Show **Show Only**

Rs.13514.00

ID: 19032020112913130
Client Txn ID: 45388976

Currency: INR
Mode: ONLINE PAYMENT

[w Invoice](#) [Open](#)

Domestic International
 Amendment

Restrict By PNR/Ticket No:
FVDWTO

Restrict By AirlineCode:

Restrict By Passenger:

Select Subagent(s)

More Option
 Today
 Booking Date:

01/01/2020 [10]
05/08/2020 [10]

Travel Date:

From Date (dd/mm/yy) [10]
To Date(dd/mm/yy) [10]

[Apply](#) [Clear Filters](#)

Step 6 : Cancellation Request has been sent successfully for ticket number





Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail :+91-7087436360

Manage Users Queues Announcement Import Bookings On Behalf Booking Accounts Reports

Balance Left : Rs 655111.00 ABHISHEK KUMAR - MOBISAFAR SERVICES PRIVATE LIMITED (View Profile) Logout

Air Ticket Queue

Cancellation request has been sent successfully for ticket number 3760537732

| Show | | | Show Only |
|-------------------------|-----------------------------------|------------------------------------|--|
| SubAgency Name: MSP4675 | Booking Date : 19 Mar 20 11:29 AM | Customer Price: Rs.13514.00 | <input type="checkbox"/> Domestic <input type="checkbox"/> International |
| PNR: EK - FVDWTO | Ticket Date : 19 Mar 20 11:30 AM | Merchant Txn ID: 19032020112913130 | <input type="checkbox"/> Amendment |
| Sectors: DEL-DXB | Travel Date : 20 Mar 20 9:25 PM | Client Txn ID: 45388976 | Restrict By PNR/Ticket No: FVDWTO |
| | Currency: INR | Pay Mode: ONLINE PAYMENT | Restrict By AirlineCode: |
| | | | Restrict By Passenger: |
| | | | Select Subagent(s) <input type="radio"/> More Option <input type="radio"/> Today <input checked="" type="radio"/> Booking Date: 01/01/2020 19 05/08/2020 19 <input type="radio"/> Travel Date: |

| Ticket No. | Pax Name (Pax Type) | View Ticket |
|------------|-----------------------|----------------------------------|
| 3760537732 | Mr KULDEEP KUMAR(ADT) | Normal Color PDF |

View All Ticket : [Normal Color PDF](#)

Booking History
Change Request
View Invoice
Open

REFUND PROCESS



Step 1 : Click on “Air Change Request Queue” under the Queues Tab

The screenshot shows the Mobisafar dashboard interface. At the top left is the Mobisafar logo with the tagline "ONE STOP SERVICE SOLUTION". To the right, there is a contact information section with a headset icon, stating "Contact Us: 0161-5015050 9 AM TO 6 PM" and "Emergency Contact Detail :+91-7087436360". Below this is a navigation menu with tabs: "Manage Users", "Queues", "Announcement", "Import Bookings", "On Behalf Booking", "Accounts", and "Reports". The "Queues" tab is active, and its dropdown menu is open, showing options: "Booking Queue", "Air Ticket Queue", "Air Amendment Queue", "Air Change Request Queue" (highlighted), "Air Pending Queue", "Hotel Change Request Queue", and "Hotel Booking Queue". The main content area shows a balance of "Rs 652218.00" and the user profile "ABHISHEK KUMAR - MOBISAFAR SERVICES PRIVATE LIMITED (View Profile) Logout". At the bottom, there are links for "About Us", "Contact Us", and "Terms and Condition".



Step 2 : Select all “Request Status”, “Request Type” & select Request Date.
Click “Apply” button

Show

PG Refund Status

InProgress
 Failed
 Completed

Request Status

InProgress
 Processed
 Pending
 Rejected

Request Type

Cancellation
 Reissuance/Change Itinerary

Restrict By Pax Name

Restrict By PNR/Ticket No:

Add Selected subagents

More Option
 Today
 Request Date:

Refund Date:

Step 3 : Refund status will appear

| | | |
|---|---|--|
| (Sri sai sampoorna net express) PNR:BUV9RS Ticket No. :BUV9RS Travel Date. : 06 Aug 20 5:35 AM Refund Sectors:All | InProgress Request Date: 05 Aug 20 1:20 PM Request Type:Cancellation | Gross: Rs.3544.00 Name: Mr BHASKAR SAMANTA |
| Remarks Remarks : FullCancellationRequest. Cancellation Type : Others. Remarks : cancell and refund | | |
| Update Status | | |

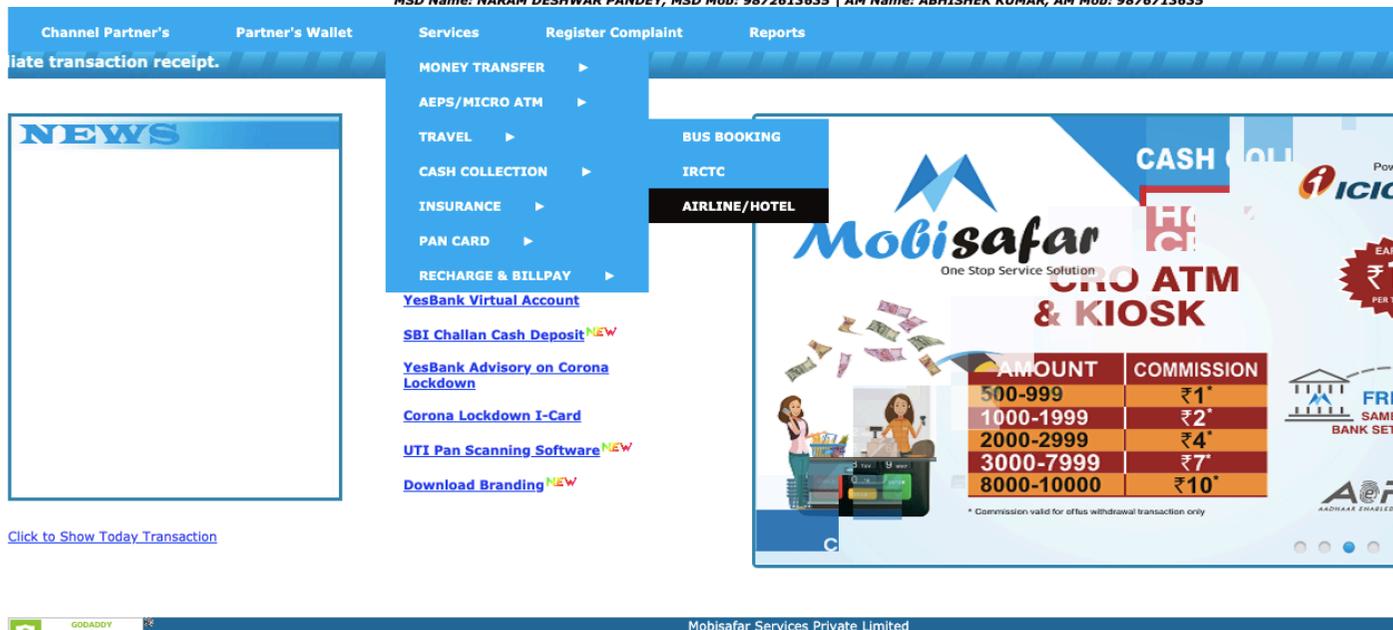
MARKUP PROCESS

Step 1 : Click on Services → Travel → “Airline / Hotel”

Company Name:

[Login Date](#)

MSD Name: NARAM DESHWAR PANDEY, MSD Mob: 9872613635 | AM Name: ABHISHEK KUMAR, AM Mob: 9876713635



Channel Partner's | Partner's Wallet | Services | Register Complaint | Reports

late transaction receipt.

NEWS

- MONEY TRANSFER ▶
- AEPS/MICRO ATM ▶
- TRAVEL ▶
 - BUS BOOKING
 - IRCTC
 - AIRLINE/HOTEL**
- CASH COLLECTION ▶
- INSURANCE ▶
- PAN CARD ▶
- RECHARGE & BILLPAY ▶
- [YesBank Virtual Account](#)
- [SBI Challan Cash Deposit](#) ^{NEW}
- [YesBank Advisory on Corona Lockdown](#)
- [Corona Lockdown I-Card](#)
- [UTI Pan Scanning Software](#) ^{NEW}
- [Download Branding](#) ^{NEW}

[Click to Show Today Transaction](#)

Mobisafar One Stop Service Solution

ATM & KIOSK

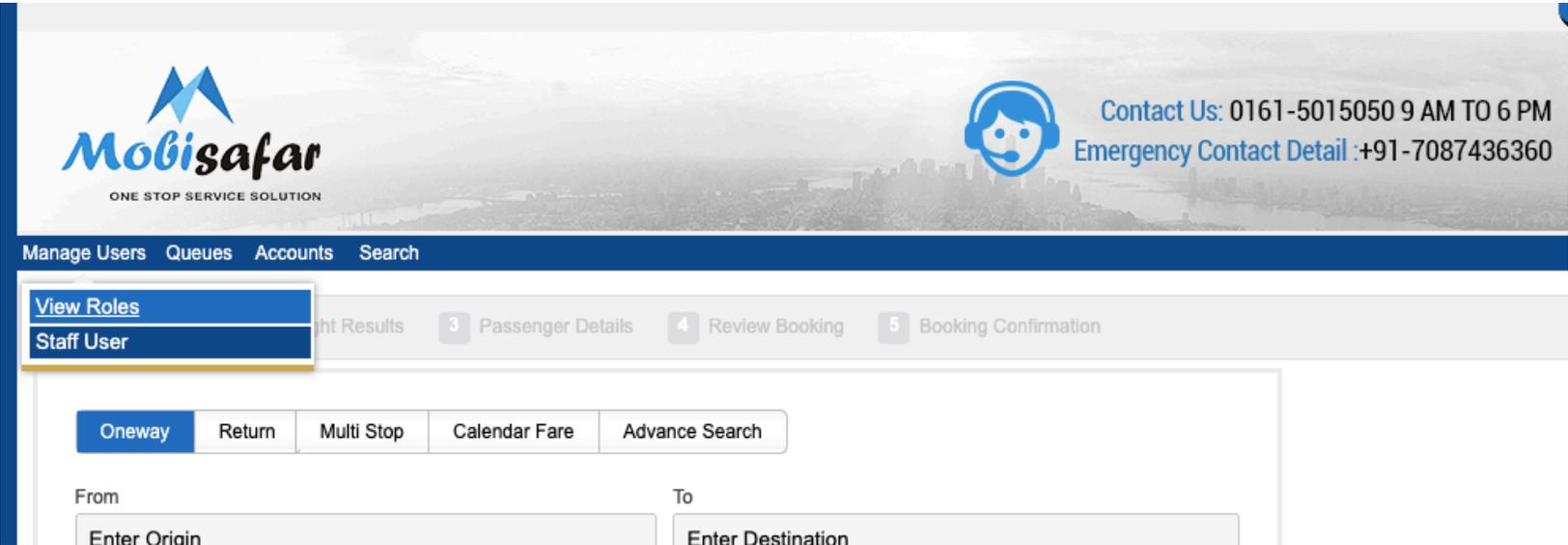
| AMOUNT | COMMISSION |
|------------|------------|
| 500-999 | ₹1* |
| 1000-1999 | ₹2* |
| 2000-2999 | ₹4* |
| 3000-7999 | ₹7* |
| 8000-10000 | ₹10* |

* Commission valid for of us withdrawal transaction only

ICICI | EARN ₹1 PER TRANS | FREE SAME DAY BANK SETTLE | AOF AADHAR ENABLED PAY

GOODADDY | Mobisafar Services Private Limited

Step 2 : Go to Manage Users, click on “View Roles”



The screenshot displays the Mobisafar web application interface. At the top left, the Mobisafar logo is visible with the tagline "ONE STOP SERVICE SOLUTION". To the right, there is a contact information section featuring a headset icon and the text: "Contact Us: 0161-5015050 9 AM TO 6 PM" and "Emergency Contact Detail :+91-7087436360". Below the header, a navigation menu includes "Manage Users", "Queues", "Accounts", and "Search". A dropdown menu is open under "Manage Users", with "View Roles" highlighted in blue and "Staff User" below it. A progress bar shows five steps: "1 Flight Results", "2 Passenger Details", "3 Passenger Details", "4 Review Booking", and "5 Booking Confirmation". Below the progress bar, there are search filters: "Oneway" (selected), "Return", "Multi Stop", "Calendar Fare", and "Advance Search". At the bottom, there are input fields for "From" (labeled "Enter Origin") and "To" (labeled "Enter Destination").



Step 3 : Click “View Profile” on the Top Right corner of the page (as highlighted in Black)

The screenshot displays the Mobisafar dashboard. At the top left is the Mobisafar logo with the tagline "ONE STOP SERVICE SOLUTION". To the right, there is a yellow button labeled "Click to fill GST Details", a contact icon, and contact information: "Contact Us: 0161-5015050 9 AM TO 6 PM" and "Emergency Contact Detail :+91-7087436360". Below this is a dark blue navigation bar with dropdown menus for "Manage Users", "Queues", "Accounts", and "Search". The main content area shows "Balance Left : Rs 7117.96" and the user profile "ABHIJEET KUMAR ABHIJEET KUMAR - TINKU CAPITAL STORE" with a "View Profile" link highlighted in black. Other links include "Logout" and "For Payment (Click Here)". At the bottom, there is a "Default" dropdown and the role "Administrator".



Step 4 : Select either Percentage or enter Fixed amount (e.g. Rs. 50 or 100) from the drop down list



Click to fill **GST Details**

Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail :+91-7087436360

Manage Users ▾ Queues ▾ Accounts ▾ Search ▾

Balance Left : Rs 7117.96  ABHIJEET KUMAR ABHIJEET KUMAR - TINKU CAPITAL STORE (View Profile) Logout
For Payment (Click Here) [NEW](#)

Update Profile [Go to 'My Bookings' Page](#)

Details

Agency Code:

Agency Name:

Owner Name:

Address:

PinCode:

City:

State:

Contact Number:

Alternate Contact Number:

PAN Number:

Include in tax Show as service charge

Pricing

Apply Fixed of Service charge will be charged extra per ticket on all domestic ticket.

Apply Percentage

Apply Fixed of Service charge will be charged extra per ticket on all international ticket.

SubAgent Hotel Service fee

Add Fixed or 0 % mark up on domestic hotel booking per room per night.

Add Fixed or 0 % mark up on international hotel booking per room per night.

Show Fare on E-Ticket

Yes No

[Save](#)

Step 5 : Once you enter the Fixed amount e.g. Rs. 50 / 100, this will be published in the main fare



Click to fill **GST Details**

Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail :+91-7087436360

Manage Users ▾ Queues ▾ Accounts ▾ Search ▾

Balance Left : Rs 7117.96  ABHIJEET KUMAR ABHIJEET KUMAR - TINKU CAPITAL STORE (View Profile) Logout
[For Payment \(Click Here\)](#) **NEW**

[Update Profile](#) [Go to 'My Bookings' Page](#)

Details

| | |
|---------------------------|---|
| Agency Code: | <input type="text" value="AB000207"/> |
| *Agency Name: | <input type="text" value="TINKU CAPITAL STORE"/> |
| *Owner Name: | <input type="text" value="ABHIJEET KUMAR"/> <input type="text" value="ABHIJEET KUMAR"/> |
| Address: | <input type="text"/> <input type="text" value="Gurgaon"/> |
| PinCode: | <input type="text"/> |
| *City: | <input type="text" value="Delhi"/> |
| State: | <input type="text" value="Delhi"/> |
| Contact Number: | <input type="text"/> |
| Alternate Contact Number: | <input type="text" value="1234567890"/> |
| PAN Number: | <input type="text"/> |

Include in tax Show as service charge

Pricing

Apply Fixed of Service charge will be charged extra per ticket on all domestic ticket.

Apply Fixed of Service charge will be charged extra per ticket on all international ticket. [Save](#)

SubAgent Hotel Service fee

Add Fixed or 0 % mark up on domestic hotel booking per room per night.

Add Fixed or 0 % mark up on international hotel booking per room per night. [Save](#)

Show Fare on E-Ticket

Yes No

Step 6 : Click on “Save”. Service charge for the agent saved successfully



ONE STOP SERVICE SOLUTION

Click to fill **GST Details**

Contact Us: 0161-5015050 9 AM TO 6 PM
Emergency Contact Detail :+91-7087436360

Manage Users ▾ Queues ▾ Accounts ▾ Search ▾

Balance Left : Rs 7117.96  ABHIJEET KUMAR ABHIJEET KUMAR - TINKU CAPITAL STORE (View Profile) Logout
For Payment (Click Here) 

Update Profile [Go to 'My Bookings' Page](#)

Details

| | | |
|---------------------------|---|---|
| Agency Code: | <input type="text" value="AB000207"/> | <input type="radio"/> Include in tax <input checked="" type="radio"/> Show as service charge |
| *Agency Name: | <input type="text" value="TINKU CAPITAL STORE"/> | Service charge for agent saved successfully |
| *Owner Name: | <input type="text" value="ABHIJEET KUMAR"/> <input type="text" value="ABHIJEET KUMAR"/> | Pricing |
| Address: | <input type="text"/> <input type="text" value="Gurgaon"/> | Apply <input type="text" value="Fixed"/> of Service charge will be charged extra per ticket on all domestic ticket. |
| PinCode: | <input type="text"/> | Apply <input type="text" value="Fixed"/> of Service charge will be charged extra per ticket on all international ticket. |
| *City: | <input type="text" value="Delhi"/> | SubAgent Hotel Service fee |
| State: | <input type="text" value="Delhi"/> | Add Fixed <input type="text"/> or <input checked="" type="radio"/> 0 % mark up on domestic hotel booking per room per night. |
| Contact Number: | <input type="text"/> | Add Fixed <input type="text"/> or <input checked="" type="radio"/> 0 % mark up on international hotel booking per room per night. |
| Alternate Contact Number: | <input type="text" value="1234567890"/> | <input type="button" value="Save"/> |

FAQ

- Ticket cancelled but amount not refunded**
 - Please raise complaint on portal. Our customer care executive will get back on this.

- Transaction status is showing "Failed"**
 - Amount already refunded in your wallet. Please check ledger statement.

- Transaction status is showing "Pending".**
 - Please raise complaint on portal. Our customer care executive will get back on this.

- Transaction status is showing "Success".**
 - Ticket generated Successfully.



THANK YOU

