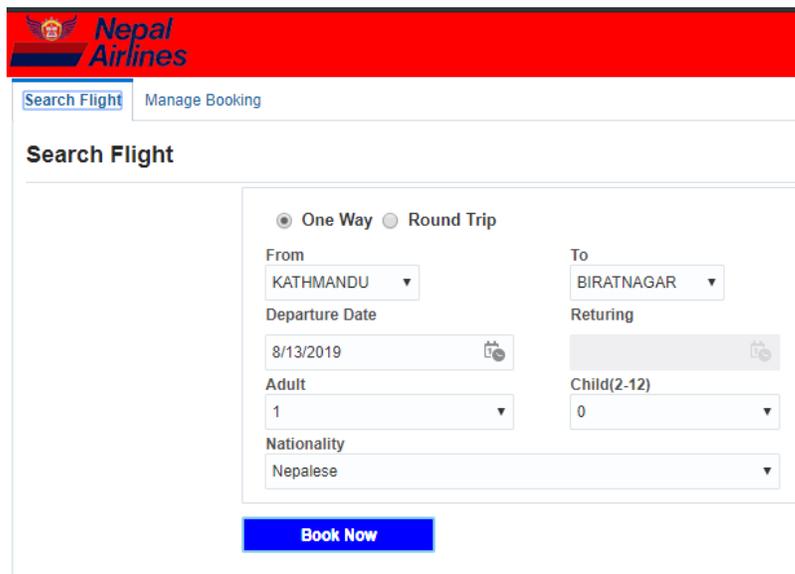


Online Domestic Ticketing Manual:

For purchasing Domestic Flights E-ticket, you have to go through following steps.

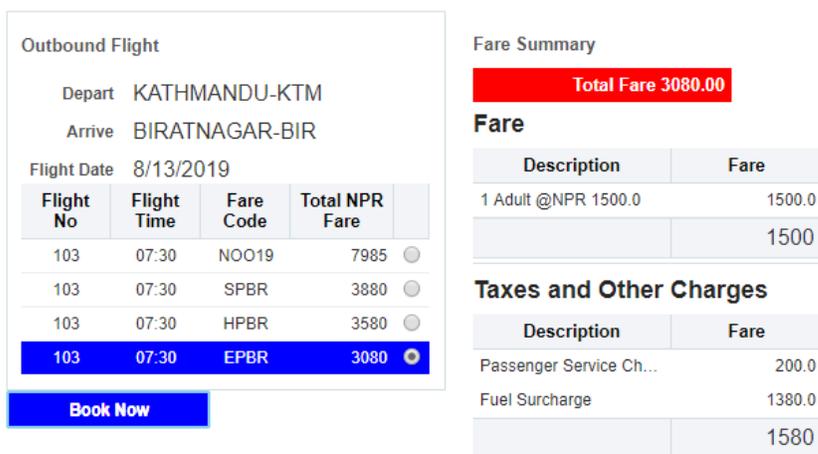
1. Go to Nepal Airlines official website, <https://nepalairlines.com.np>.
2. Click on Domestic Flight.
3. Choose One Way or Round Trip.
4. Select Destinations From and To.
5. Select Departure Date (AD) and if it is Round Trip select Returning Date (AD).
6. Give the number of passengers flying (Adult and/or Child).
7. Select Nationality.
8. Click Book Now.



The screenshot shows the Nepal Airlines website interface. At the top is the Nepal Airlines logo. Below it are two tabs: "Search Flight" (active) and "Manage Booking". The "Search Flight" section contains a form with the following fields:

- Radio buttons for "One Way" (selected) and "Round Trip".
- "From" dropdown menu: KATHMANDU
- "To" dropdown menu: BIRATNAGAR
- "Departure Date" text input: 8/13/2019
- "Returning" text input: (disabled)
- "Adult" dropdown menu: 1
- "Child(2-12)" dropdown menu: 0
- "Nationality" dropdown menu: Nepalese
- "Book Now" button

9. You will see different fares with different fare codes, select any one suitable for you.



The screenshot shows the flight selection and fare summary page. On the left is the "Outbound Flight" section, and on the right is the "Fare Summary" section.

Outbound Flight

Depart KATHMANDU-KTM
Arrive BIRATNAGAR-BIR
Flight Date 8/13/2019

Flight No	Flight Time	Fare Code	Total NPR Fare	
103	07:30	NOO19	7985	<input type="radio"/>
103	07:30	SPBR	3880	<input type="radio"/>
103	07:30	HPBR	3580	<input type="radio"/>
103	07:30	EPBR	3080	<input checked="" type="radio"/>

Book Now

Fare Summary

Total Fare 3080.00

Fare

Description	Fare
1 Adult @NPR 1500.0	1500.0
	1500

Taxes and Other Charges

Description	Fare
Passenger Service Ch...	200.0
Fuel Surcharge	1380.0
	1580

10. Click Book Now.
11. Give Passenger Details.

Passenger Detail

PaxType
ADULT 1

Title
Mr. ▼

* FirstName

* LastName

Gender
Male ▼

Nationality

Fare Summary

Total Fare 3080.00

Fare

Description	Fare
1 Adult @NPR 1500.0	1500.0
	1500

Taxes and Other Charges

Description	Fare
Passenger Service Ch...	200.0
Fuel Surcharge	1380.0
	1580

Contact Detail

* ContactPerson ContactPhone

* ContactAddress ContactEmail

* ContactMobileNo

Continue

12. Click Continue that will redirect you to Payment page.
13. Select your Payment Gateway and Click Pay Now.

Select Payment Option

Pay Now

Fare Summary

Total Fare 3080.00

Fare

Description	Fare
1 Adult @NPR 1500.0	1500.0
	1500

Taxes and Other Charges

Description	Fare
Passenger Service Ch...	200.0
Fuel Surcharge	1380.0
	1580

Flight Detail

Outbound Flight

Flight No	Arrive	Flight Date
103	BIRATNAGAR-BIR	8/13/2019
Depart	Flight Time	Fare Code
KATHMANDU-KTM	07:30	EPBR

Passenger Details

Pz Ty	Pax Name	Gender	Nationality
AL 1	Thapa/Ram MR	M	NEP

14. You will be landed to Login page of payment gateway you selected.

The screenshot shows the eSewa login interface. At the top left is the eSewa logo. A green banner across the top contains the text "Please login to make your payment". Below this, the page is divided into two main sections. On the left, under the heading "Transaction Details", there is a table for "Nepal Airlines-Domestic" with the following items:

Transaction Details	
Nepal Airlines-Domestic	
Product Amount:	3,080.00
Tax Amount:	0.00
Service Charge:	0.00
Delivery Charge:	0.00
Total Amount:	3,080.00

On the right, under the heading "Login", there are two input fields: "eSewa ID:" (with a placeholder "email/mobile number") and "Password:". Below these fields are two buttons: a green "LOGIN" button and a grey "CANCEL" button.

Or

The screenshot shows the IMEpay payment confirmation page. At the top center is the IMEpay logo. Below the logo, a red banner contains the text "Please confirm your payment details as below:". Underneath this banner is a table with the following details:

Payment Reference:	OMOX6U-HK-null
Payment Amount (Npr):	3,080.00
Merchant Name:	Nepal Airlines Domestic

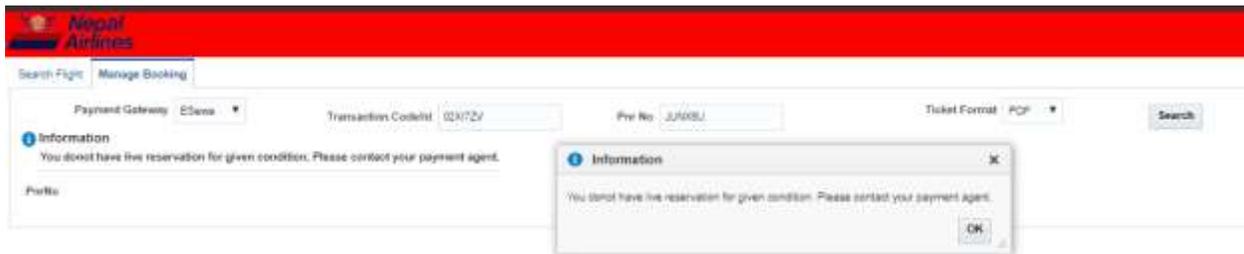
Below the table, there are two input fields: "Enter Mobile Number" and "Enter Your PIN". At the bottom, there are two buttons: a black "Proceed Pay" button and a red "Cancel Pay" button.

15. Login with your credentials and make the required payment.

Manage Booking:

You can check if your web-ticket has been generated or not in the system going through following steps;

- i. Go to Nepal Airlines official website, <https://nepalairlines.com.np>.
- ii. Click on Domestic Flight.
- iii. Click on Manage Booking.
- iv. Select payment gateway and give details as Transaction Code/Id, PNR (Product Id) then click Search.
- v. If the web-ticket has been generated in system, it will display on screen and you can download and/or print the e-ticket.
- vi. If the web-ticket has not been generated in the system for any reason, you get an error message to contact your payment agent. In such case, you are requested to purchase another ticket following same procedure and the previous amount will be full refunded.



Refund:

You can claim for refund of web-ticket by either contacting your Payment Agent or Domestic Web-Ticket Refund Section at NAC

(Phone no.: 01-4220838, mob: 9851142158, mail: raonline_domestic@nac.com.np)

Full refund will be done for Ticket not generated case and Flight canceled case. And if passenger cancels his/her ticket, refund will be done applying 25% cancellation charge if ticket is canceled one day before the flight date and 50% will be charged if ticket is canceled on same day of flight.