

# SME USER MANUAL

## Step 1 – Access the Portal

Visit the official SME Portal URL and click on **New Registration** to begin the process.

The screenshot shows the SME Flight Booking Portal login page. On the left, there is a 'WELCOME to MSME FLIGHT BOOKING PORTAL' section with a list of benefits for MSME corporates, including no service fee, cancellation policies, and 24x7 travel assistance. Below this is the Balmer Lawrie & Co. Ltd. logo and a note about policy changes. On the right, there is a login form with a username field containing 'AHIRRAO.D', a password field, a reCAPTCHA verification, and a 'Login' button. Below the login form are links for 'Password Policy', 'New Registration', and 'Forgot Password?'. At the bottom, there is a 'Customer Support & Escalation Matrix' section with three columns: 'General Assistance' (Call: 0124-4603500 / 0124-6282500, Payments: msme.refunds@balmerlawrie.com, B&D Sales: msme.sales@balmerlawrie.com, Grievance: grievance@balmerlawrie.com), 'Tech & Ops Issues' (Ms. Sangita Baruah, baruah.s@balmerlawrie.com, 9873230840), and 'Refunds' (Mr. Prem Prakash Gautam, gautam.pp@balmerlawrie.com, 8377922852).

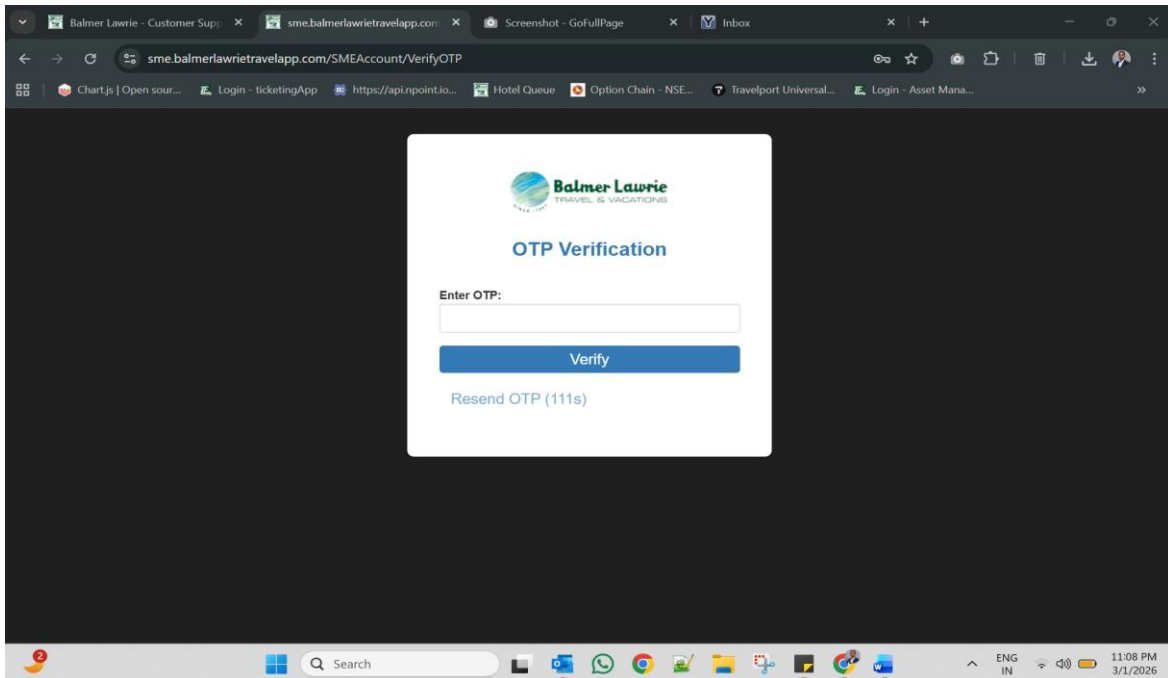
## Step 2 – Click on “New Registration”

After clicking on **“New Registration”**, the registration form will open on the screen. The user is required to fill in the necessary details to proceed further.

The screenshot shows the SME Registration Form. The form is divided into four main sections: 'Organisation Details', 'GST Details', and 'Corporate Admin Details'. The 'Organisation Details' section includes fields for Organisation Name (BL India Limited Delhi), State (Delhi), City (Dadra), Office Address (Delhi), Pin Code (110020), Industry Type (Information Technology), and Employee Range (10-50). The 'GST Details' section includes fields for GST Number (33AABC0984E122), GST Company Name (BALMER LAWRIE AND COMPANY LIMITED), GST Address (32, SATTANGADU VILLAGE, Chennai, Tamil Nadu, India), GST Contact (7982387072), GST Email (aakashtripathi@yopmail.com), GST State (Tamil Nadu), GST City (Chennai), GST Pin Code (600068), and PAN (AABC0984E). The 'Corporate Admin Details' section includes fields for Title (MR), First Name (Aakash), and Last Name (Tripathi).

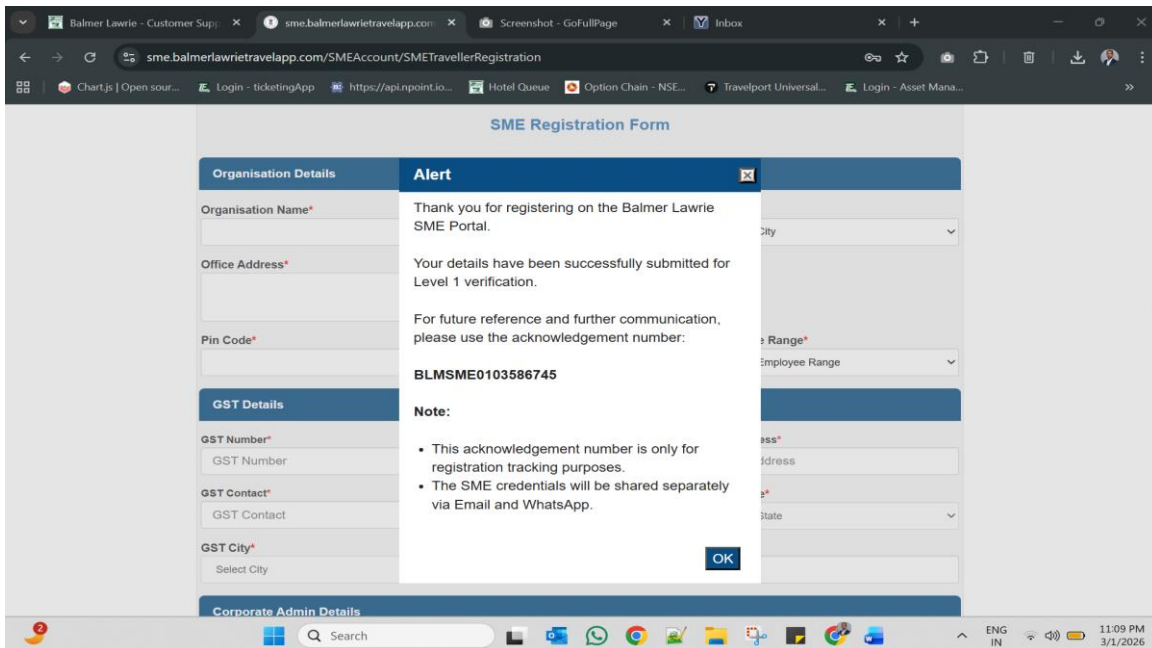
### Step 3 – OTP Verification Page

After submitting the basic details, the **OTP Verification Page** will be displayed. An OTP (One-Time Password) will be sent to the registered mobile number and/or email.



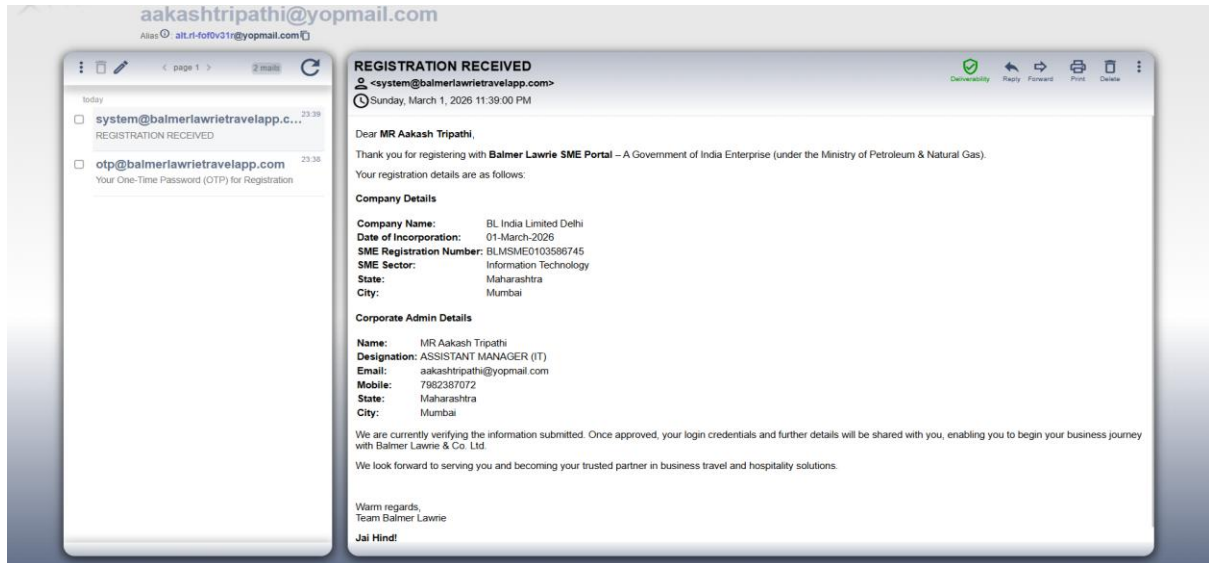
### Step 4 – Registration Successful Popup

After successful OTP verification and submission of details, a **“Registration Successful”** confirmation popup will appear on the screen.



## Step 5 – Email and WhatsApp Snapshot

After successful registration, a confirmation message will be sent to the registered **Email ID** and **WhatsApp** number.



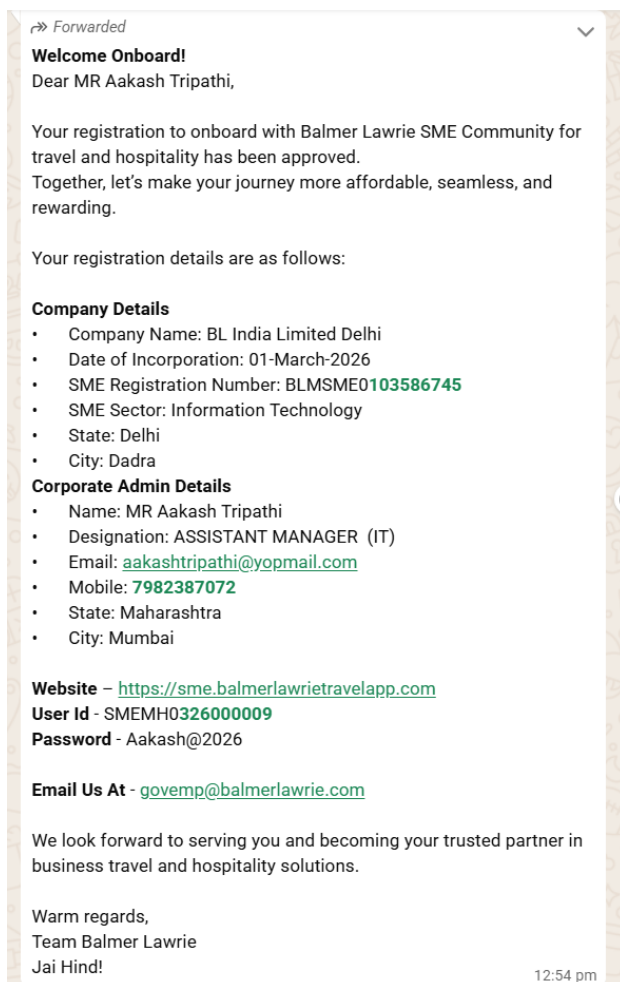
## Post Approvals – SME Account Generated Notification

A confirmation message will be sent to the registered **Email ID** and **WhatsApp number** with the subject/message:

The communication will include:

- SME Activation Number
- Login URL
- Username / Registered Email ID
- Temporary Password (if applicable)
- Further login instructions

The user can now access the SME Portal using the provided credentials.



## SME Traveler Flow:

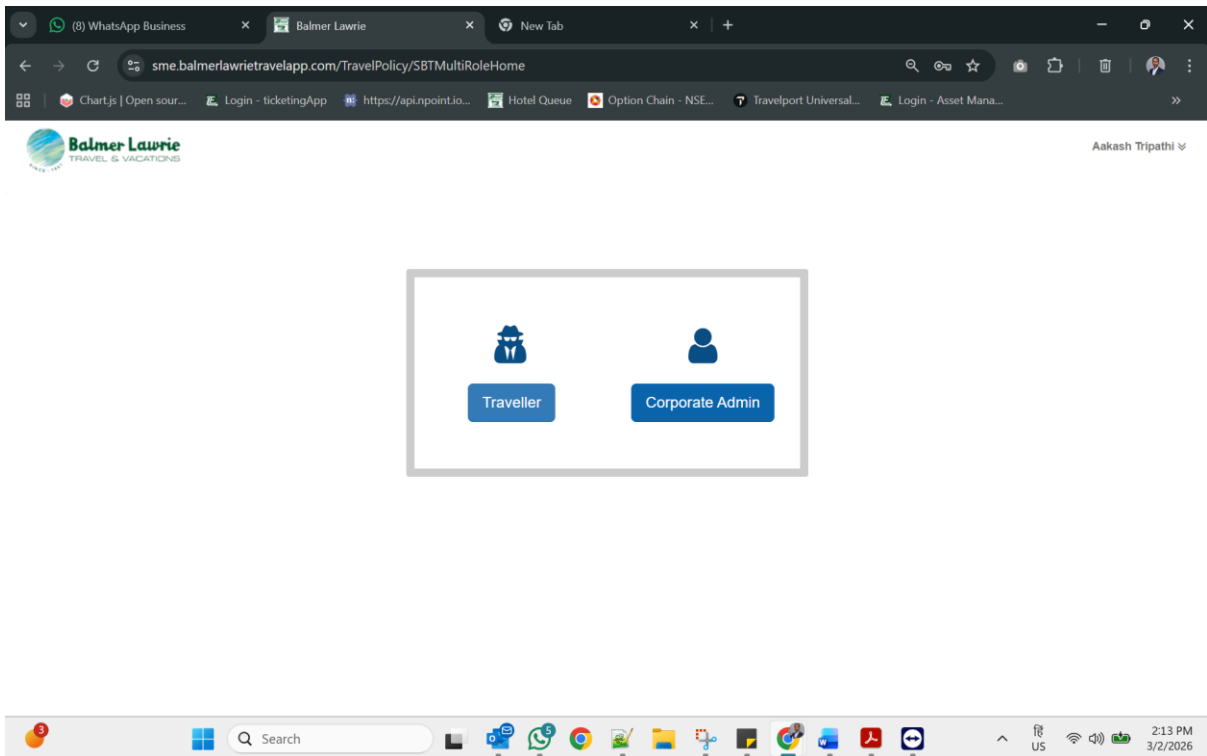
Step 1: Log in to the portal to avail the ticket benefit.

The screenshot shows the login page of the SME Flight Booking Portal. The page is divided into two main sections. The left section is titled "WELCOME to MSME FLIGHT BOOKING PORTAL" and lists several benefits for MSME Corporates, including no service fee, cancellation policies, transparent fares, 24x7 travel assistance, and secure online booking. It also mentions MSME Portal Fares and provides contact information for Balmer Lawrie & Co. Ltd. The right section is the login form, which includes a field for the user ID (SMEFH0226000001), a password field, a reCAPTCHA verification, and a "Login" button. Below the login form are links for "Password Policy", "New Registration", and "Forgot Password?". At the bottom of the page, there is a "Customer Support & Escalation Matrix" section with three columns: "General Assistance" (providing call and email contacts), "Tech & Ops Issues" (providing contact for Ms. Sangita Baruah), and "Refunds" (providing contact for Mr. Prem Prakash Gautam).

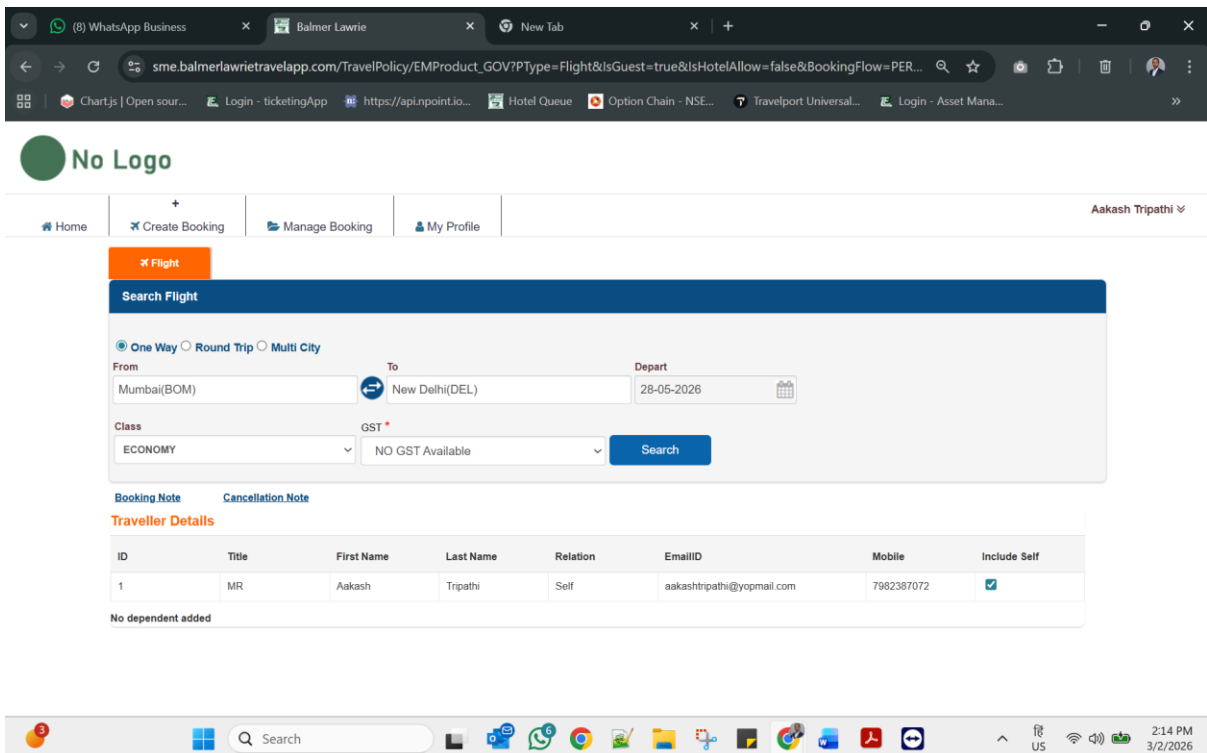
Step 2: The user is redirected to the OTP page.

The screenshot shows the "Login OTP" page. The page is dark-themed with a white modal box in the center. The modal box is titled "Login OTP" and contains the text "You will receive otp on your registered mobile and email address". Below this text is a text input field labeled "Enter OTP" and a blue "Submit OTP" button. At the bottom of the modal box, there is a small blue box containing the number "578". The background of the page is dark, and the browser's address bar shows the URL "sme.balmerlawrietravellapp.com".

Step 3: After successful login, you will be able to access both “Traveller” and “Corporate Admin” rights.



Step 4: Once you click on “Traveller,” you will be redirected to the PAX booking page, where you can select the “FROM” and “TO” locations and the travel date.



Step 5: After selecting the required details, you will be redirected to the flight search page.

The screenshot shows a web browser window with the URL `sme.balmerlawrietraavelapp.com/Flight/Flight_Result_Corp/False/False/BOM%2cIN/Mumbai(BOM)/DEL%2cIN/New%20Delhi(DEL)/2...`. The page features a navigation bar with 'Home', 'Create Booking', 'Manage Booking', and 'My Profile'. A 'Filter Search' sidebar on the left includes options for 'Modify Search', 'Reset Filters', and filters for 'Filter By Price', 'Filter By Departure Time', 'Departure Time [Slots in Hrs.]', and 'Arrival Time [Slots in Hrs.]'. The main content area displays a table of flight options for the route BOM-DEL: 28-05-2026. The table includes columns for Airline, Departure, Duration, Arrival, and Corporate. A 'Book' button is highlighted in green at the bottom right of the flight list, with a total price of ₹ 5586.

| ALL    | Akasa Corporate | Indigo Corporate | Spicejet Corporate | AirIndia Corporate |
|--------|-----------------|------------------|--------------------|--------------------|
| 0-Stop | ₹ 6282          | ₹ 5586           | ₹ 18332            | ₹ 6251             |
| 1-Stop | -               | ₹ 6295           | ₹ 25096            | ₹ 7102             |

| BOM-DEL: 28-05-2026            |                             |                 |                    |           |                         |
|--------------------------------|-----------------------------|-----------------|--------------------|-----------|-------------------------|
| Airline                        | Departure                   | Duration        | Arrival            | Corporate |                         |
| 6E - 5263<br>Indigo            | Navi Mumbai<br>09:25<br>LCC | 0-Stop<br>01:50 | New Delhi<br>11:15 | ₹ 5586    | <a href="#">Details</a> |
| 6E - 954<br>Indigo             | Navi Mumbai<br>17:20<br>LCC | 0-Stop<br>01:55 | New Delhi<br>19:15 | ₹ 5785    | <a href="#">Details</a> |
| IX - 1282<br>Air India Express | Mumbai<br>06:05<br>LCC      | 0-Stop<br>02:20 | New Delhi<br>08:25 | ₹ 5920    | <a href="#">Details</a> |

**Total ₹ 5586** [Book](#)

Step 6: You will be redirected to the PAX information page, where you can select your seat and meal preferences.

The screenshot shows the PAX information page with the URL `sme.balmerlawrietraavelapp.com/Flight/FlightPaxInformation?OBTrackId=BF2EE2C7E4&IBTrackId=NA&FT=OutBound&DIC=NA&Rei...`. The page is divided into several sections: 'Contact Information' (Mobile No: 7982387072, Email: AAKASHTRIPATHI@YOPMAIL.COM), 'Flight Information' (Onward: Indigo, Navi Mumbai NMI 09:25 Hrs 28 MAY 2026, 0-Stop 01:50 Hrs Refundable ECONOMY Corporate - R, New Delhi DEL 11:15 Hrs 28 MAY 2026), 'Pax 1 (Adult)' (MR AAKASH TRIPATHI, MALE - ADT DOB: 11/03/1999), 'Service Requests' (Add Seat, Add Meal, Add Bag; Add Seat (BOM:DEL) table with columns: Traveller, Sector, Seat, Type, Amount, Action), and 'Fare Information' table.

| Pax Type | Base Fare | BFM | Other Taxes   | OTM | Total Tax | Total  |
|----------|-----------|-----|---|-----|-----------|--------|
| ADULT    | 4140      | 0   | YQ:0 YR:0 PSF:0<br>OT:1229 CGST:108.5<br>SGST:108.5 UTGST:0<br>IGST:0 | 0   | 1446      | 5586*1 |

**Total Fare : 5586**

Step 7: You will be redirected to the “Review Booking” page, where you can review all your selected details.

**Traveller Information**

MR AAKASH TRIPATHI  
 Employee No : 000009    DOB : 11/03/1999    Mobile : 7982387072    Email : aakashtripathi@yopmail.com

**Pax Information**

MR AAKASH TRIPATHI  
 Pax Type: ADT    DOB: 11/03/1999    Frequent Flyer :    SSR Inclusion : [Click for details](#)

**Flight Information**

Indigo (6E - 5263)    Navi Mumbai    New Delhi    0-Stop Refundable  
 NMI 09:25    DEL 11:15    28 MAY 2026    ECONOMY Corporate - R

**₹ Fare Information**

| Pax Type | Base Fare | Fuel Charge | Tax  | Processing Fee | Total                   |
|----------|-----------|-------------|------|----------------|-------------------------|
| ADULT    | 4140      | 0           | 1446 | 0              | 5586 * 1                |
|          |           |             |      |                | <b>Total Fare: 5586</b> |

[IssueTicket](#)

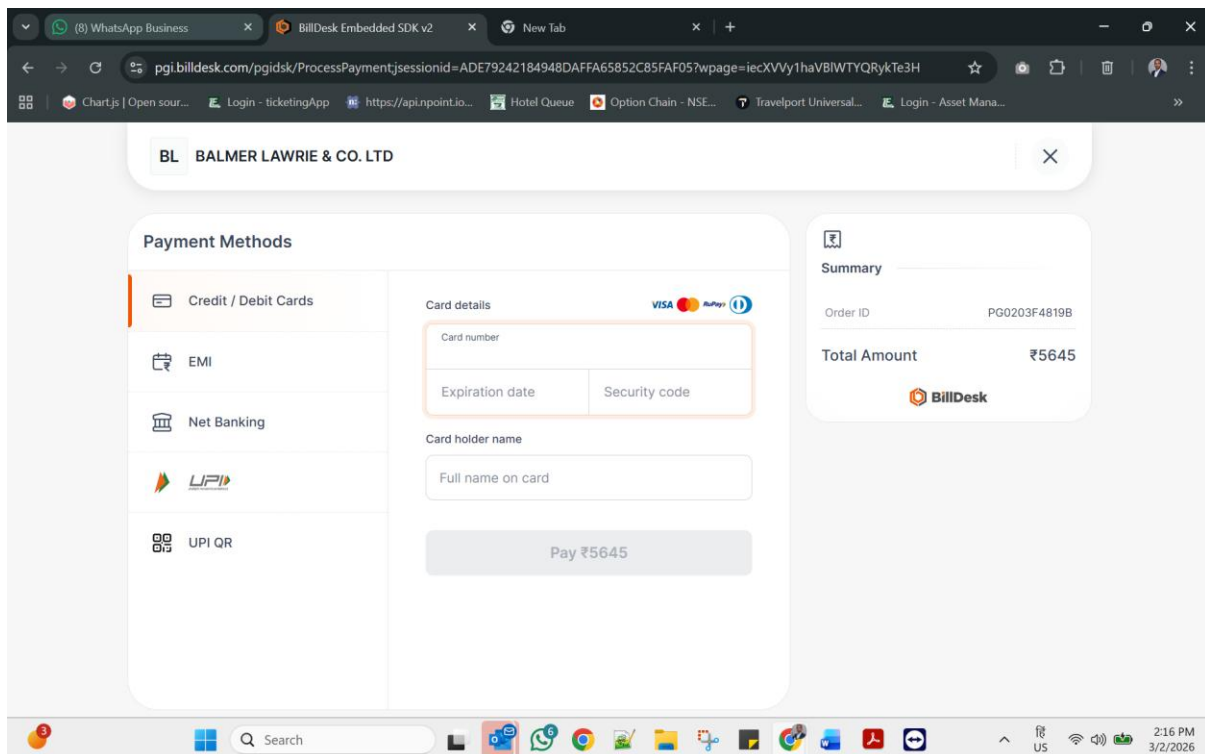
Step 8: Before proceeding further, you will be redirected to a confirmation pop-up page.

**Do you want to issue ticket ?**

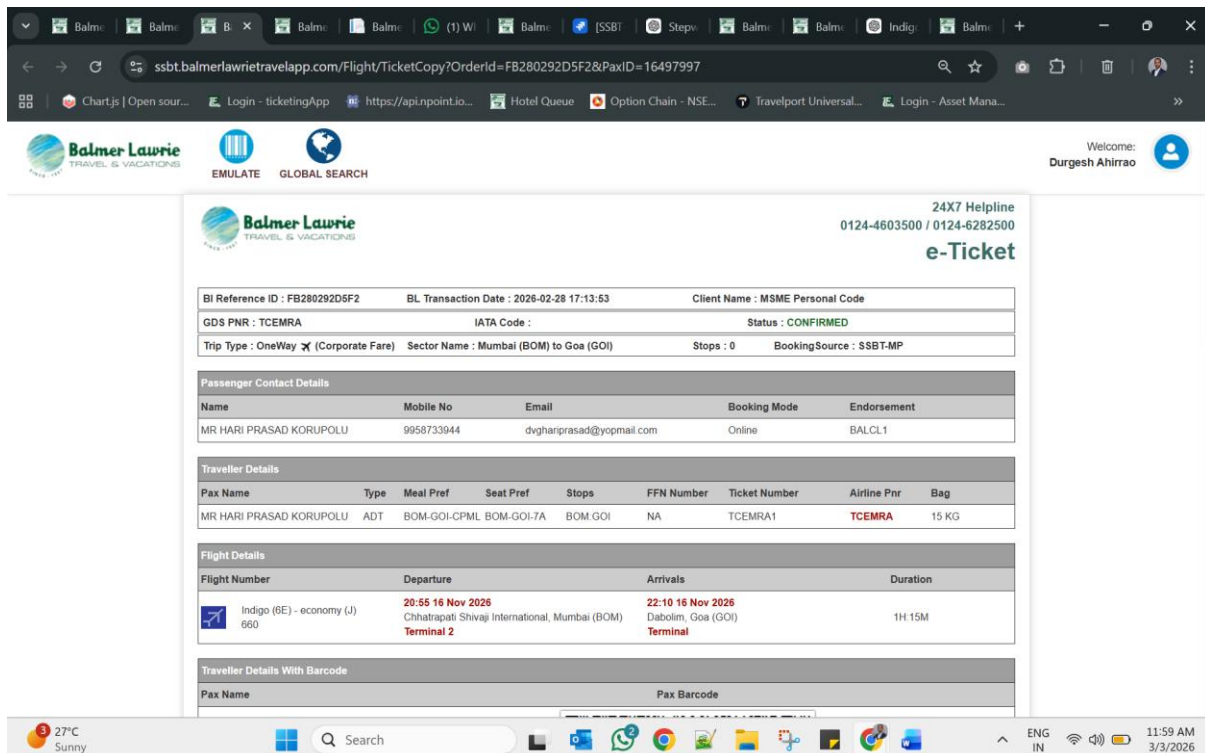
|   |                    |
|---|--------------------|
| Booking ID                                  | FB0203608BEB       |
| Flight Amount                               | INR 5586.00        |
| PG Charges and Service Fees (if applicable) | INR 50.00          |
| GST(PG/CCC/Bank Charges)                    | INR 0              |
| Other Services                              | INR 0              |
| GST Other Services                          | INR 0              |
| <b>Grand Total -</b>                        | <b>INR 5645.00</b> |

[Proceed](#)    [Cancel](#)

Step 9: You will then proceed to the payment gateway.



Step 10: You can view the ticket copy once the booking is successfully completed.



Step 11: You can refer to the transaction in the admin portal as well, where the respective ticket details are displayed.

The screenshot shows the Balmer Lawrie admin portal interface. The left sidebar contains a menu with various queue types, including 'Confirmed Queue' which is currently selected. The main content area is titled 'Confirmed Queue' and features a search form with the following fields:

- Booking From: 09/01/2026
- Booking To: (empty)
- PNR: (empty)
- Order ID: FB280292D5F2
- First Name: (empty)
- Last Name: (empty)
- Ticket No: Not Generated
- Airline: (empty)
- Status: Confirmed
- Corporate: (empty)
- Invoice: All
- Invoice No: (empty)
- Fare Type: All
- Email: (empty)
- Mobile: (empty)
- Branch Location: --Select Location--
- SignIn: (empty)
- Trip ID: (empty)
- Booking Source: ----Select----
- Group: (empty)
- Provider: ----Select----

Below the search form, there is a 'Journey From' and 'Journey To' section with 'OR' options and 'Search' and 'Reset' buttons. The results section shows 'TOTAL NO OF Records : 1' and a table with the following data:

| Order Id     | Unique Identifier | Client Code    | Client Name    | Group Name | Personal ClientName | Personal ClientCode | GDS PNR | Airline PNR | Ticket Num |
|--------------|-------------------|----------------|----------------|------------|---------------------|---------------------|---------|-------------|------------|
| FB280292D5F2 | 2D00E262AD        | MSME4000200004 | BL SME PVT LTD |            | MSME Personal Code  | MSME40002PER        | TCEMRA  | TCEMRA      | TCEMRA1    |

The bottom of the screenshot shows the Windows taskbar with the date and time as 4:48 PM on 3/2/2026.