

Important Update

Centralised Platform For All Agency Support Queries

Dear Travel Partner,

This is to inform you that, effective 25 Aug 2026, all travel agency-related queries should be submitted through the [Air India Customer Support Portal](#).

As part of our ongoing efforts to enhance efficiency, transparency, and turnaround times, queries that were previously managed through the multiple Sales Support email IDs can now be routed exclusively through the online portal, providing a more streamlined and efficient support experience for our travel partners. At present, this feature is available only to IATA-accredited agents and corporate clients as part of the initial rollout.

Once a query is submitted through the portal, travel partners will receive an acknowledgement email from **acd@airindia.com**. (Going forward, this **Agency Care Desk** email ID will be used to respond to your queries and, for all future communications).

Discontinued Sales Support Email IDs:

adm@airindia.com,
na.b2bsupport@airindia.com,
intlagencyrefunds@airindia.com,

We encourage you to use the portal as a single point of contact for quicker tracking, streamlined communication, and improved service support.

For further details, please contact your Air India Sales Representative.

Warm Regards,
Team Air India

AGENCY CARE DESK

Process to raise a query through the Web



Access the Customer Support Portal and select 'IF YOU ARE A TRAVEL PARTNER/ CORPORATE'

Portal Link: <https://www.airindia.com/in/en/contact-us/customer-support-portal.html>

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CUSTOMER SUPPORT PORTAL

EXISTING CASES

Looking for an update on an existing case?

[Check Case Status Here](#) →

IF YOU ARE A TRAVEL PARTNER / CORPORATE

Access dedicated support for travel agents and corporate customers

[Click Here](#) →

Select agent type: IATA / Corporate SME.

- Based on the Agent type selection, the fields will be different.
 - If the option selected is IATA, the user must enter the email ID and the IATA code.
 - If the option selected is Corporate/SME, the user must enter the email ID, Corporate/SME Code, and the Corporate/SME Name.

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Type of Agent

☒ IATA ☐ Corporate / SME

Raise a Query (*Enter your email ID and IATA Code for verification)

Email ID* IATA Code*

① An OTP will be sent to your registered email ID

[Previous](#) [Submit](#)

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Type of Agent

☐ IATA ☒ Corporate / SME

Raise a Query (*Enter your email ID, Corporate/ SME Code, and Corporate/ SME Name for verification)

Email ID* Corporate/ SME Code*

Corporate/ SME Name*

① An OTP will be sent to your registered email ID

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After selecting the agent type, the Travel partner is prompted to validate their identity by entering an OTP sent to their registered email address.

- OTP is valid for 3 minutes
- The maximum number of OTP resend attempts is 3, including the first attempt
- After 9 incorrect attempts, the user's email ID will be blocked for 20 minutes.

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Validate OTP

Please enter the one-time password sent to alexjohnson@gmail.com

Enter OTP*

Didn't receive the OTP? Resend in 02:48

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Submit

Once the OTP is validated, you will be directed to a screen displaying the Web-to-Case form. Please complete and submit the form.

Account Details

Email ID
mamta.sood@airindia.com

IATA Code
12345678

Title*

First/Given Name *

Surname/Last Name *

Request Type

Request Category*

Itinerary Details

Air India PNR

Travel Date

Departure Airport

Point of Sale*

E-Ticket Details (* ALL FIELDS ARE MANDATORY)

E-Ticket number

+ Add

EMD Number

+ Add

[Click to view sample](#)[Click to view sample](#)

Case Information (* ALL FIELDS ARE MANDATORY)

Subject*

Please provide details about the nature of your query

Description*

Enter comments here

Description is required

Optional Information

Attach reference documents

Drag and drop files here

Browse Files

File formats supported: pdf, jpg, jpeg, png, docx. Maximum attachment size is 5MB.

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Submit

A confirmation message will be displayed, notifying that the case has been successfully created.

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 **THANK YOU ALEX JOHNSON**

We have received your information and created a Case ID **23466719**. You should have received an email with the details of your case at your registered email address.

Our travel experts are currently working on your case and will contact you with an appropriate resolution as soon as possible. Please remember to include your case ID in any future communications with us. You can reach out to us on our customer service portal to check the status of your case.

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Note:- Updates on your case will be shared via email. For any further assistance, please contact your Air India sales representative.



Thank you