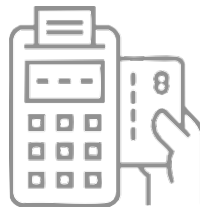


INDIA LOUNGE PROGRAM GUIDE

**The Best Parts of Your Journey,
Should be Priceless**

LOUNGE ACCESS **METHODS SUPPORTED**



EDC for chip & pin,
tap to pay and swipe



User Experience Demonstration

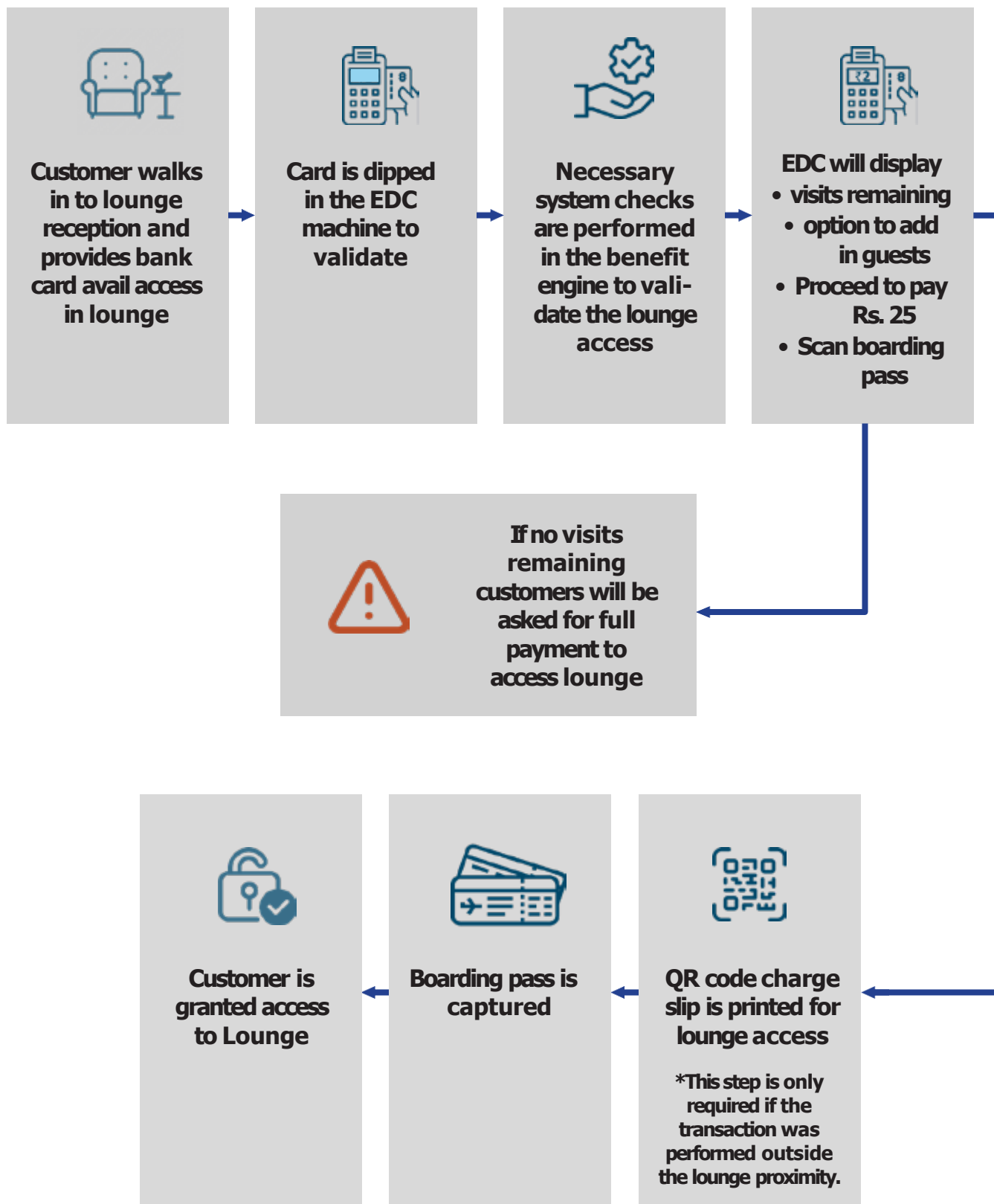
****This document is confidential and for the use of intended recipients only.**



EDC Flow

****This document is confidential and for the use of intended recipients only.**

USER EXPERIENCE DEMONSTRATION (EDC)



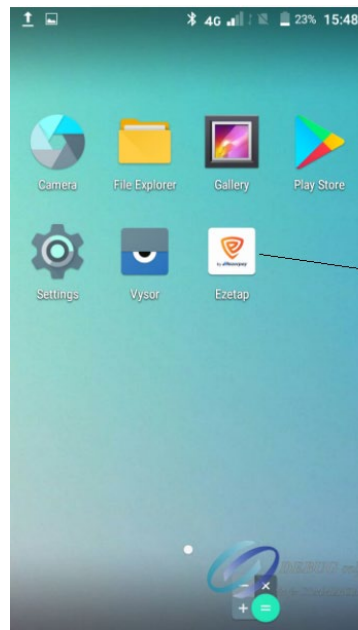
EDC ACTUAL SNAPSHOTS

Press the power button to switch on the device

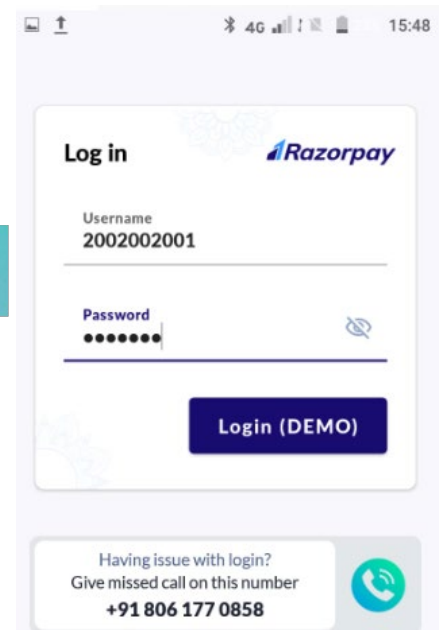


Power ON

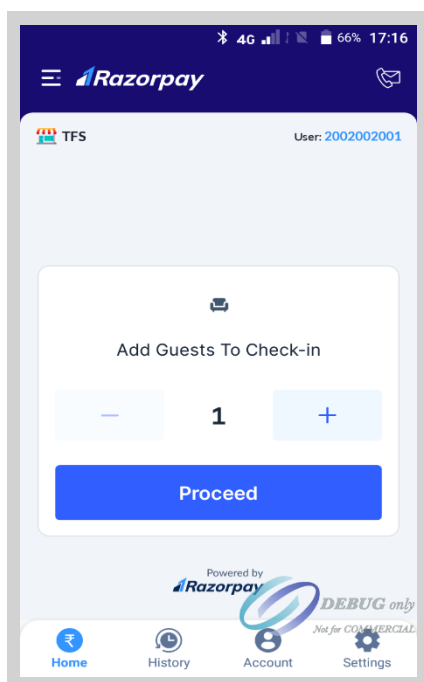
Click Ezatap icon



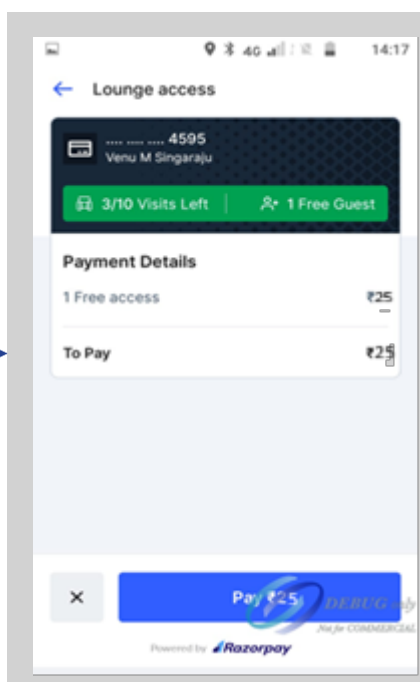
Login



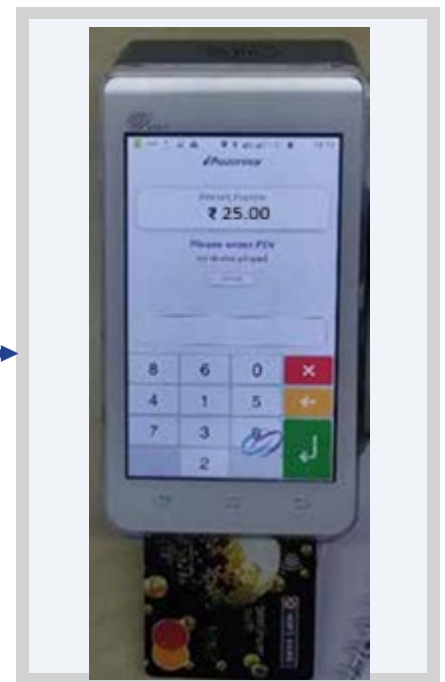
Dip customer's card and enter the number of pax



Customer card details are displayed along with entitlements left.
Based on the entitlements availed, free and paid details will appear.



Customer enters PIN

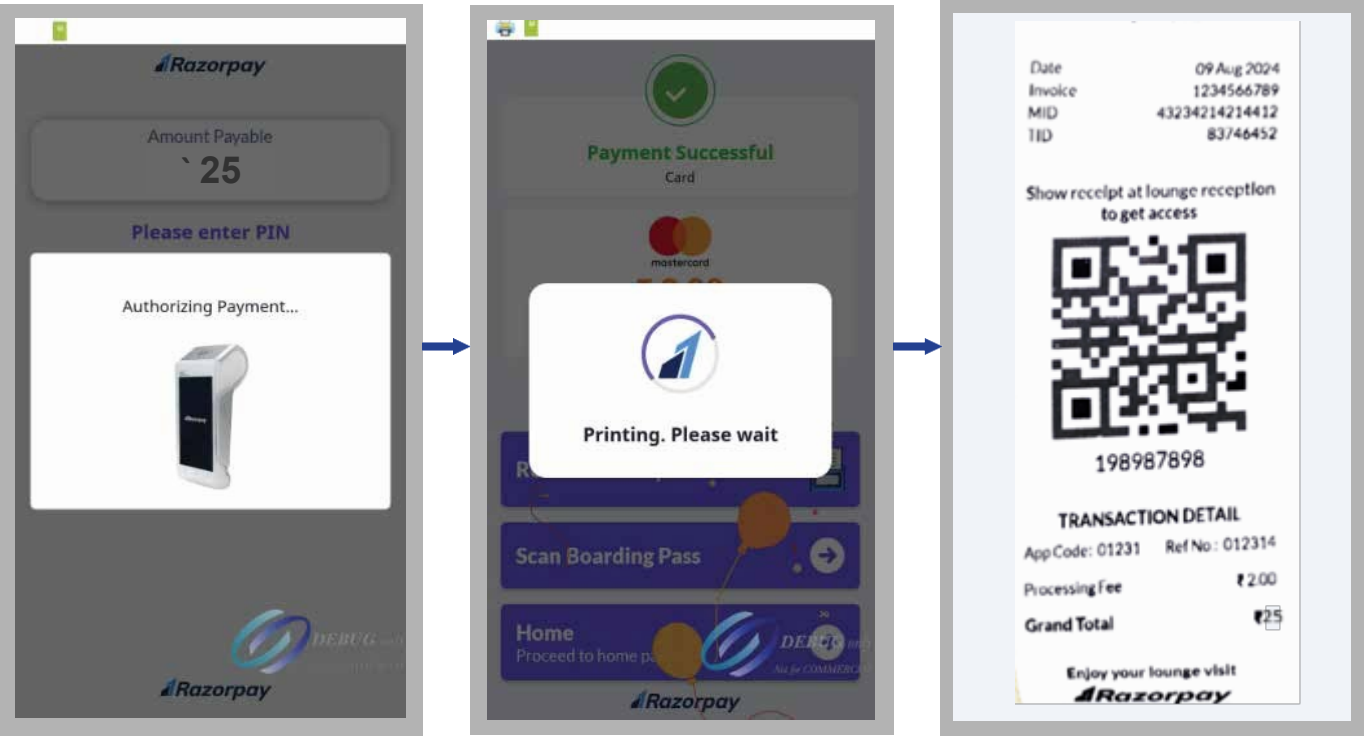


EDC ACTUAL SNAPSHOTS

Authorizing Payment

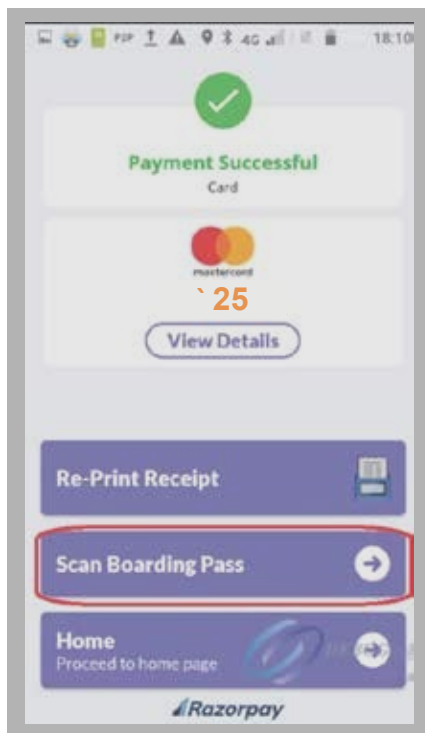
Printing Charge slip

- QR code Charge slip



EDC ACTUAL SNAPSHOTS

- **Select Scan Boarding Pass**



- **Scan Boarding Pass**



ESCALATION MATRIX - BANK

Contact	Name	Email ID	Mobile
Level 1	Call Centre Helpline	Cardsupport@eliteassist.in	1800 571 8990
Level 2	Alap Kavishwar	alap.kavishwar@travelfoodservices.com	+91 99303 42805
Level 3	Sanjeev Mishra	sanjeev.mishra@travelfoodservices.com	+91 99305 90112

ESCALATION MATRIX – CARDHOLDER

Contact	Name	Email ID	Mobile
Level 1	Call Centre Helpline	Cardloungesupport@eliteassist.in	1800 571 8990
Level 2	Alap Kavishwar	alap.kavishwar@travelfoodservices.com	+91 99303 42805
Level 3	Sanjeev Mishra	sanjeev.mishra@travelfoodservices.com	+91 99305 90112



Thank You