

ONDC Intercity Bus Booking

I. Overview	2
II. Participants - needs & role in the network	2
III. MVP User Journey & Scope	2
MVP scope:	3
IV. Primary Flow	4
1. Bus Journey Search:	4
2. Selection:	4
3. Journey initiation & Payment:	4
4. Ticket Confirmation:	4
5. Transaction/Ticket History:	4
6. Support Services:	4
V. Other Flows	4
1. Cancellation	4
2. Payment Settlement	4
3. Logging	4

Version History			
Version	Description	Revision date	Author
1.0	Features, flow, and other requirements for Intercity bus booking	18/08/2023	Sreenivas Bandari

I. Overview

The purpose of this document is to detail the MVP of Inter City Bus Booking on ONDC, which will enable ticketing options on Open Network. This open network shall make interoperability between multiple transit modes and is destined to expand further in terms of participants, increasing the category of services, and adding diverse use cases in the future.

This document is intended to be the requirements specification for any interested party to join the ONDC network (focused on Inter City bus ticketing) as a participant under their chosen role(s). The current focus of this document is listed below:

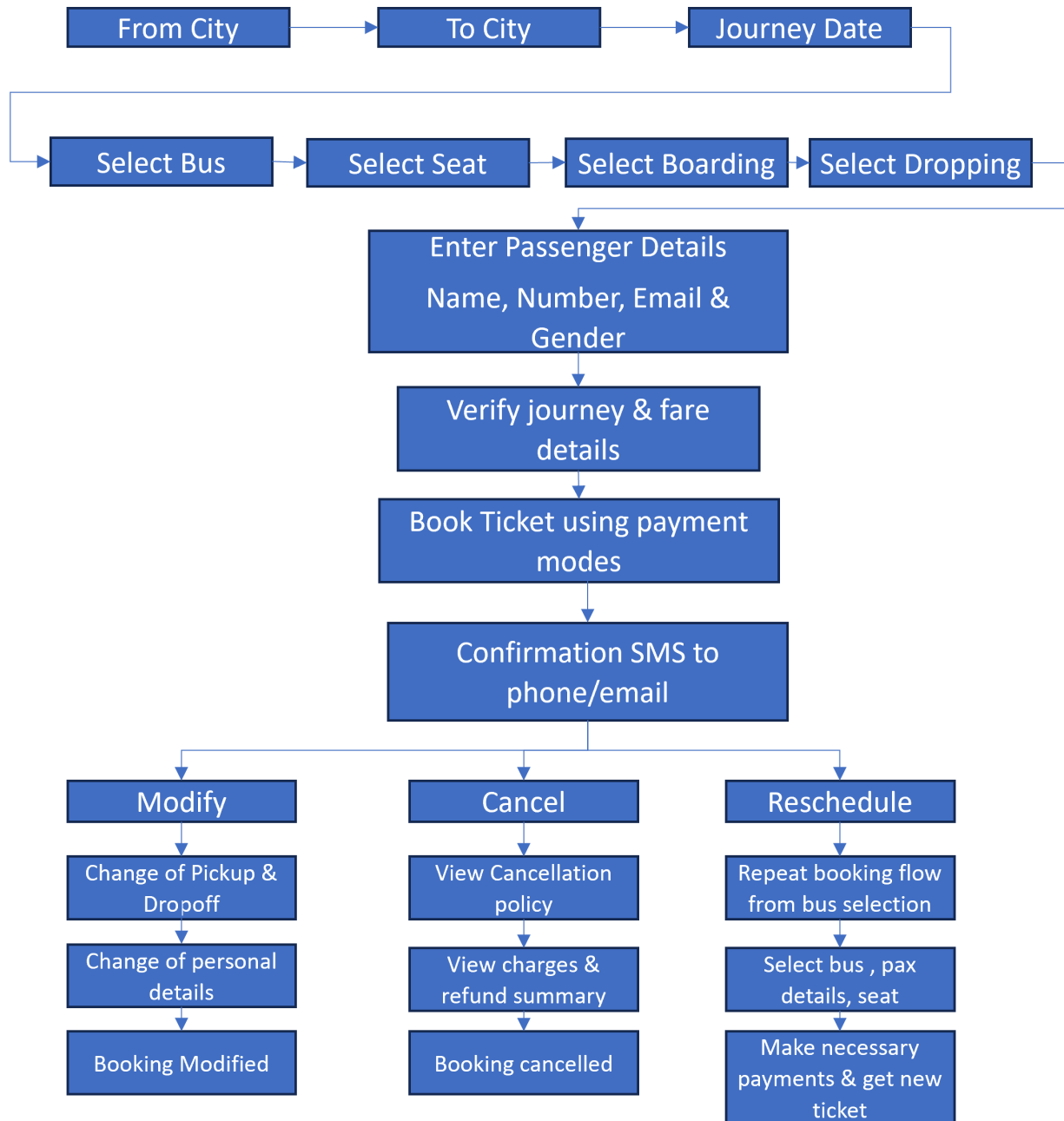
Transport category	Description
Intercity Bus Ticket	<ul style="list-style-type: none">Purchase of intercity bus journey ticket/s

II. Participants - needs & role in the network

Participant	Role	Network context
Buyer (rider/consumer)	Consumer of the service who is looking to get from point A to point B	Consumer
Buyer App	A buyer uses the buyer app to discover bus options, purchase and complete the trip. A buyer app might choose to have a buyer's finder fee	Network node for the consumer
Seller app	The seller app enables the trip at the bus operators' end - from travel request notification to confirmation to facilitation of the trip via navigation etc. The seller app will provide quotes for travel requests and finally provide the allocated bus for a confirmed travel	Network node for the service provider

III. MVP User Journey & Scope

This section describes a typical user journey that is envisioned in the context of ONDC Inter City Bus Ticket Booking.



MVP scope:

- Search for the bus route from requested from & to locations using place names (city, colony, area, etc.) or lat-long coordinates.
- Select the date for the journey
- Select bus time & fare (Minimum, average, or range)
- Select bus seats along with fares, number of tickets, passenger details, pickup and drop off details
- Payment processing and blocking the selected seat/s
- Confirm and generate a PNR ticket for the user

- Modification and Cancellation of ticket

IV. Primary Flow

Fundamental flows that will enable transactions between a customer using an ONDC buyer app for the purchase of a bus ticket.

1. Bus Journey Search:

- Customers should be able to set/search the origin and destination for their travel journey
- Option to choose bus journey date from available inventory

2. Selection:

- Customers to select bus, seat, pick and drop points

3. Journey initiation & Payment:

- Collecting passenger details like gender, phone number, etc.
- Verifying fare details and passenger details before proceeding to payment.
- Payment is to be collected and processed based on the journey

4. Ticket Confirmation:

- A confirmed PNR ticket shall be displayed/sent to the user along with terms & conditions defined by the seller app

5. Transaction/Ticket History:

- Buyer application to enable ticket history/transactions record to the user
- Buyer Application can set the number of days or number of transactions to be shown under History
- Seller application to ensure the availability of ticket purchase history to the buyer

6. Support Services:

- Buyer application shall provide support services for payment-related queries, refunds, etc.
- Users should be able to connect to the customer care of the seller application in case more details of bus journey information are required.

V. Other Flows

1. Cancellation

Cancellation: The user may cancel the order before the usage of the bus service and as per the terms and conditions defined by the seller application/seller inventory provider.

2. Payment Settlement

Buyer's Finder Fee: The buyer application shall deduct the Buyer's finder fee as agreed mutually from the ticketing fare and settle the balance payment amount to the seller within agreed timelines.

- The buyer app will raise an invoice to the seller app for the Buyer's Finder Fee.

Balance Payments are to be settled between parties as per agreed terms digitally signed at the time of executing the transaction programmatically.

3. Logging

- a. Enable Logging of transactions as per [Logging Infra for Beckn-Enabled Networks](#)

4. Rating & Comments:

- a. Rating of bus service operators and comments (if any) facility to be made available