

# Frequently Asked Questions

Click below to get more information

[General](#)

[Browser](#)

[User Profiles](#)

[Security](#)

[Password](#)

[Reservation](#)

[Ticketing](#)

[Trouble Shooting](#)

## General

### **Q: What can our Internet Booking Engine do?**

A: It allows you to make policy compliant air, hotel and car reservations in real-time at your own convenience. Once your reservation is completed, it is automatically queued for our office for QA checking and follow-up actions.

### **Q: What are the advantages of online booking?**

A: You can make your reservation at home, at work or anywhere on a computer connected to the Internet, 24 hours a day, 365 days a year. The reservation process takes you just a few minutes. Moreover, your company will also benefit from the reduced service fee savings for all online generated reservations.

### **Q: How can I create a shortcut from my desktop to your online booking website?**

A: When the login page is displayed click on the 'Favorites' button on your browser. Click on the 'Add' button at the top of your Favorites List and then click on the 'OK' button (or use the "Bookmark Our Site" option above). The site will now be added as a 'Favorite' to your list. To then create a shortcut to your desktop, display your favorites, right-click on the link and click on 'Send To' and select 'Desktop (create shortcut)'.

» [Back](#)

## Browser

**Q: My browser won't allow me to login to your online booking system. What's wrong?**

A: At a minimum, you must use an IBM-compatible PC with a browser that supports Secure Sockets Layer (SSL), such as Internet Explorer Version 5.5 and above. Netscape Version 7 and above. At this time, the Macintosh platform is not supported.

**Q: My browser seems not to work with your bookings engine. What is wrong?**

A: You do not have the right version. We recommend Internet Explorer version 5.5 or above and Netscape version 7.x or above, with support for 128-bit encryption.

**Q: What resolution settings should be used for this website?**

A: Our online solution has been designed for 1024 x 768 monitor resolution. In order to provide optimal user experience, ensure that the monitors are set to 1024 x 768 resolution. At lower resolutions, some pages may not display correctly and users may not be able to perform certain functions within the booking engine.

**Q: Why doesn't the browser's back button allow me to return to a prior page in your online booking solution?**

A: For security reasons, web pages utilized in our IBE aren't cached. To return to a prior page, select the appropriate link from the menu.

» [Back](#)

## User Profiles

### **Q: How do I update my travel profile?**

A: After you have login, click on the Profile tab to access your profile. After you have updated your travel profile information. Click on the Save button to store the updated information.

### **Q: I have updated my travel profile information. Do I have to call the travel agency to provide them with the same information?**

A. Unfortunately Yes, because the online booking solution stores the traveler profile in a separate database from the one which the travel agents uses.

### **Q. I am a Travel Arranger. How can I update the profile of the person I am planning a trip?**

A: Yes, if you have the rights as a Profile Manager, You can create new user profiles or update existing user profile of all the traveler under your care.

### **Q: Why must every traveller have a profile created on our online booking solution?**

A: By creating a traveller profile. The traveller personal information and travel preferences are stored online and every time a booking is made, These informations are automatically transferred into the reservations. Once you have a profile, you can make future bookings without re-entering these information, as well as check the status of your current booking and more. You may update your profile at any time.

### **Q: I am a Travel Arranger. How do I make reservations for one of my travelers?**

A: Firstly, you must be given the rights as a travel arranger. Then when you log on using your user ID, you will have access to the Travel Arrange function which you can see on the main page just after the Message of the Day. Click on Select button and a window will pop out showing the names of all the travelers under your care that you will be able to make reservation for.

» [Back](#)

## Security

### **Q: Are my personal information and payment details secure?**

A: Yes. All transactions online are secure. Our online booking tool uses Secure Socket Layer (SSL) encryption technology to ensure security and protect your personal data.

### **Q: What is encryption? How is encryption used to protect my information?**

A: Encryption is a method of scrambling your information to protect its security during transmission across the Internet. Encryption transforms data into an unreadable form, and decryption reverses that process. Both encryption and decryption require the use of a special code, usually referred to as a key. The encryption of data provides a strong degree of protection against tampering while data is moving through the Internet. Encryption protects your information against disclosure to third parties. Our website employs the 128-bit Secure Socket Layer (SSL), which is one of the strongest encryption technologies.

### **Q: I had to leave my computer for a few minutes. When I returned, I couldn't complete my session and the system log my session. What happened?**

A: For security reasons, any existing sessions will expire after 10 minutes of inactivity. The user will be logout automatically and will need to login to the system again.

» [Back](#)

## Password

### Q: What happens if I forget my password?

A: There is a password recovery function in the login screen. Just enter your User ID and click on the retrieve password link and the system will sent the password to your email address.

» [Back](#)

## Reservation

### **Q. Can I still call your customer support to make reservations?**

A: Yes, you can call at any time for any reservation but the normal service fee will apply. You will still need call for the following types of reservations as they currently cannot be booked on-line due to fare complexity:

- Multi Destination trips
- Out of Policy reservations

### **Q: Can I book more than one person in one reservation.?**

A: Currently the system is configured to allow you to book only 1 person in one reservation. To book additional passengers, just repeat the booking process to create a separate reservation.

### **Q: Where should I go if I want to choose my flights based on fares?**

A: When searching for flight availability either in the Travel Planner or the Quick Start panel; you have a choice whether to Search by Availability or Search by Fares

### **Q: What is the minimum and maximum time set for requesting flight availability and making a booking on our online booking solution?**

A: For operational reasons, The minimum time set for requesting flight availability is 2 days prior to departure while the maximum is 11 months ahead of departure?

### **Q: Can I book a waitlisted flight online?**

A: Yes, this is one of our unique features, unlike other online booking engine (IBE), our system is allows you to make waitlist reservations online.

### **Q: Why can't I find international flights from \_\_\_\_ to \_\_\_\_?**

A: Change the Acceptable Time window to 23hours .If searching for a specific airline; verify that the 2-character airline code is inputted in the Preferred airline box. If looking for any available airline, then you can leave the fields in the Preferred airline box blank.

### **Q : Can I request for a specific meal type online?**

A: Yes, you can, this option is available at the summary page just before the flight confirmation.

### **Q: Why can't I find the preferred flight(s) for my itinerary?**

A: Try one of these solutions:

- Revise arrival/departure times
- Expand or shorten time window
- Choose a preferred airline or choose no preference for preferred airline

### **Q: I have asked for my preferred airline, but it does not display in the flight availability.**

A: The system has been configured to display flights that are within your company travel policy. If the flight search does not show any availability, it simply means that the seats on the preferred carrier for the dates you have selected are full booked.

### **Q: I receive an error "There is no availability matching your search criteria. Please modify your request and try again.." Am I doing something wrong?**

A: Try one of these solutions:

- Revise arrival/departure times
- Expand or shorten time window
- Choose a preferred airline or choose no preference for preferred airline

### **Q: I don't understand the conditions for a fare that was displayed for a particular flight. How do I get additional information about that fare?**

A: After you have selected the flights, the system will price & display the fare for the selected flights. You will see a Purchase Conditions link. Simply click on the Purchase Conditions link to view the conditions of the fare.

**Q: I was in the middle of making a reservation when I lost my Internet connection. What do I do now?**

A: If you did not receive a booking reference number (PNR No.) before you were disconnected, then your reservation was probably not completed. To verify, login back to the system, go to Travel Review, and select Planned Trips. If you can see your itinerary here then your reservation is complete. If not, then you will need to start over again to reserve your flight, car, or hotel.

**Q: How do I view and/or amend my itinerary after making a booking?**

A: You can view and/or amend your itinerary by logging in to the system using your traveler ID and password. Click on the Trip Reviews tab on the Main page and you can view all your existing bookings or to modify your trip.

**Q: If I have made a booking through the traditional channels (i.e. by phone or email), can I view my itinerary online?**

A: Yes, you can view a reservation not made through the system (Offline) by entering the booking reference no (PNR No) in the Travel Review screen under Search Details, however please note that you will not be able to amend or cancel any offline reservation. Only reservations made through the system can be amended or cancelled at our site. If you need to amend or cancel an Offline reservation, kindly contact our reservation office.

**Q: Can I amend/cancel my booking online?**

Yes, you can retrieve your online booking by logging in to the system and cancel it prior to ticket issuance only. Once ticket is issued you will have to contact our office for any amendments or cancellation.

**Q: Will I see a confirmation page after I have just made a booking online?**

A: Yes, you will see a confirmation page with the booking summary after making a successful booking and also an email notification will be sent out to your email address..

**Q: I forgot to print my itinerary or reservation number (record locator). What do I do?**

A: After you make a reservation, you will receive a e-mail notification with your reservation details. Alternatively you can login into the system and view your trip details by click on the Travel Review tab under Planned Trips.

**Q: I have just received an email confirmation stating that my booking is ok. Can I check-in with this?**

A: Definitely not. In order to check in, your reservation has to be ticketed before you can actually check-in. The printed confirmation is not valid for check in or boarding. It is used only as a reference, that the booking has successfully been completed.

**Q: What happens after I submit all the information for a reservation?**

A: Your reservation will be automatically queue back to our office where our staff will retrieve and perform a QA check on your reservations and action on any of your requests. The finalized itinerary shall be emailed back to you within two hours of completing your reservation. This e-mail will contain your reservation number, itinerary details, breakdown of fare, taxes, service fee and as well as other details with regards to your reservation.

**Q: Is my airfare guaranteed after completing a reservation?**

A: **Your airfare is not guaranteed until the ticket has been issued.** The process is the same as if you had called your travel agent for the reservation.

**Q. How do I know the travel agency received my reservation?**

A. Once you have completed and ended your reservation, the system provides the **record locator** that is needed for the agency to make any changes to a booked reservation. You will also receive an e-mail confirmation directly from the system. The itinerary is automatically updated in the reservation system at the agency at the same time. If you have not received your ticket within the normal time frame, Please email us at support@ebiztravels.com or call us at (65) 63955449

## Ticketing

### Q: What is an e-ticket?

A: An e-ticket, or electronic ticket, represents your reservation for a flight, but is not in a paper format. You will be supplied a confirmation number as your proof of purchase. You will not receive a paper ticket. With an e-ticket, your name and flight details will be in the airline's computer. An e-ticket is NOT a boarding pass. You will still have to check-in to receive your boarding pass.

**PLEASE NOTE:** Certain Airport regulations require you to present a printed receipt of your e-ticket purchase in order to receive a boarding pass. Please print your confirmation details page or your confirmation email and bring it with you to the airport when you check-in incase it is needed.

### Q. When is my reservation ticketed if I book on-line?

A. After you have booked your itinerary on-line, it is automatically sent to fulfillment agent office for QC & audit checking. Once this is done, an email our fulfillment agent will be sent to you with the itinerary, ticketing dateline for ticket issuance, visa requirements (if needed), detailed breakdown of the airfare, taxes & the applicable service fee.

If there are no changes or amendments to be made to the reservation. We will still require you to give instructions to go ahead to issue the tickets.

### **Please take note any penalty restrictions that may apply to your ticket.**

You will receive your ticket in the standard time frame as you would if you called the travel counselor over the phone. If you need your ticket delivered in a special time frame, please indicate so in the 'Remarks' area.

### Q: Can I request for a paper ticket?

Airlines do charge a documentation fees for paper tickets issued when electronic ticketing is available. If you require paper ticket, kindly inform us at point of issuing of tickets.

[✳ Back](#)



## **Trouble Shooting**

**Q: If I get an error message I cannot understand?**

A: Please email us at [support@ebiztravels.com](mailto:support@ebiztravels.com) or call us at (65) 63955449

**Q: My problem does not seem to be among those listed here. What should I do?**

A: Please email us at [support@ebiztravels.com](mailto:support@ebiztravels.com) or call us at (65) 63955449

[» Back](#)