

- Where is the designated airport terminal for the airline?

MANILA has four (4) airport terminals, located at four (4) different locations

- ✓ **Cebu pacific** terminal 3 both domestic and international
- ✓ **PAL Express and Philippine Airline** Terminal 2 or 3 depends on the destination
<http://www.whatsmyterminal.com/>
- ✓ **Philippine air Asia Zest (formerly zest air) / Sea air:** terminal 4
- ✓ **Tiger Airways:** domestic terminal 4 international terminal 1
- ✓ **Other international Flight:** Terminal 1

- What is the terminal location and contact number of the airlines?

TERMINAL	CONTACT NUMBERS	LOCATION ADDRESS
NAIA TERMINAL 1	8771109	NAIA Terminal 1 NAIA Complex Pasay City
NAIA TERMINAL 2	8771109	MIA Pasay Centennial NAIA Pasay City
NAIA TERMINAL 3	8777888	Terminal 3, Andrews avenue Villamore Airbase Pasay City
NAIA TERMINAL 4	5514119	Domestic Road, Pasay City

- How much is the terminal fee paid in local airports?

TERMINAL FEE/S FOR AIRPORTS WITH SCHEDULED FLIGHTS AS OF JUNE 1, 2014	
AIRPORT	TERMINAL FEE (PHP)
Bacolod (BCD) Domestic	200
Bacolod (BCD) International	550

Basco (BSO)	75
Busuanga (USU)	75
Butuan (BXU)	100
Cagayan de Oro (CGY)	100
Calbayog (CYP)	50
Camiguin (CGM)	50
Catarman (CRM)	50
Caticlan (MPH)*	200
Cauayan (CYZ)	75
Cebu (CEB) Domestic*	200
Cebu (CEB) International*	550
Clark (CRK) Domestic*	150
Clark (CRK) International*	550
Cotabato (CBO)	100
Davao (DVO) Domestic	200
Davao (DVO) International	550
Dipolog (DPL)	100
Dumaguete (DGT)	100
General Santos (GES) Domestic	100
General Santos (GES) International	500
Iloilo (ILO) Domestic	200
Iloilo (ILO) International	550
Jolo (JOL)	75

Kalibo (KLO) Domestic	150
Kalibo (KLO) International	500
Laoag (LAO) Domestic	150
Laoag (LAO) International	700
Legazpi (LGP)	100
Manila (MNL) Domestic*	200
Manila (MNL) International*	550
Masbate (MBT)	50
Naga (WNP)	75
Ozamiz (OZC)	75
Pagadian (PAG)	100
Puerto Princesa (PPS) Domestic	150
Puerto Princesa (PPS) International	700
Roxas (RXS)	100
San Jose (SJI)	100
Siargao (IAO)	100
Surigao (SUG)	50
Tacloban (TAC)	100
Tagbilaran (TAG)	100
Tandag (TDG)	50
Tawi-Tawi (SGS)	50
Tuguegarao (TUG)	100
Virac (VRC)	50

Zamboanga (ZAM) Domestic	150
Zamboanga (ZAM) International	500
Source: http://www.thelostboyllloyd.com/2013/08/terminal-fees-philippines-airports-2013.html	
Note: Terminal fee is included in all flights originating from Manila and Cebu	

- **How much is the Philippine Travel Tax?**

- ✓ Economy Class : Php1620/passenger
- ✓ Business Class : Php2700/passenger

- **How can I put Mabuhay Miles number to my passenger's booking?**

Input of Mabuhay miles number for PR bookings may be requested thru Ticketing Support. You may send us the following details:

1. Booking Reference Number/ PNR
2. Mabuhay Miles Number
3. Contact Number of the Passenger

- **Is travel insurance included in ticket fare?**

- ✓ No, it is an option by the passenger to add travel insurance which costs 250 PHP per passenger. GPRS can only process the addition of a travel insurance for the following airlines :

Cebu Pacific
Philippine Air Asia Zest (Zest Air)
Sea air, Tiger airways.

Travel insurance for PAL Express and Philippine Airlines can only be processed thru their ticketing office.

Note: Any request related to travel insurance must be made 24hrs prior to departure.

- **Is ticket purchased thru GPRS refundable or non-refundable?**

- ✓ GPRS is book and buy basis meaning a ticket purchased is non-refundable. However an exemption maybe considered if due to the following:

- airline flight cancellation due to bad weather or calamity
- rescheduled by the airline
- Passenger passed away (possible full fare refund but the charges for the admin fee or the GPRS fee is non-refundable.

- **How much is the admin fee or GPRS fee?**

Domestic

- ✓ RBC: 50 PHP per passenger and per way
- ✓ Corporate account: 50 PHP per passenger and per way
- ✓ Dealer: 200 PHP per passenger and per way

International:

- ✓ RBC: 200 PHP per passenger and per way
- ✓ Corporate account: 200 PHP per passenger and per way
- ✓ Dealer: 500 PHP per passenger and per way

- **I mistakenly input a wrong name/ date of birth of my passenger, how can I correct it?**

Correction for passenger name and date of birth can be done through airline call center support.

ZEST AIR/AIRASIA 742 2742

CEBUPAC/ TIGER 702 0888

PAL EXPRESS/PHIL AIRLINE 855 8888

- **What are the required documents for booking?**

- ✓ **For Domestic flights:** any valid Company ID, School ID, Driver's license, TIN, SSS, ID Passport, GSIS, Voter's ID, PRC ID, Postal ID, NBI, SRC ID (for senior citizens) with picture and e-ticket itinerary.
- ✓ **For International flights:** scan copy of the passenger's valid Passport, Visa and/or other travel documents required for the country of destination

- **Is there a baggage limit? How much is the baggage fee per kilo?**

For Local Flights

- ✓ **Cebu Pacific** With standard free 7 kilos hand carry per sector/per passenger 10 kilos maximum check-in baggage for MPH (Caticlan) and USU (Coron) flights. Excess Baggage Fee: PHP 200 per sector/per passenger.

Upon booking

15kg -202php
20kg -336php
30kg -674php
40kg -1008php

Confirm booking with airline PNR

15kg -241php
20kg -375php
30kg -711php
40kg -1047php

- ✓ **Philippine Airlines**

Budget Economy - V/B/X/K/E/T/U/O - Free baggage allowance 10KG and 7kg hand carry

Regular Economy - Y/S/L/M/H/Q - Free baggage allowance 20KG and 7kg hand carry

Premium Economy - W/N - Free baggage allowance 25KG and 7kg hand carry

Additional Baggage Charges

15kg -260php
20kg -410php
30kg -735php
45kg -1310php

- ✓ **AirAsia/ZestAir** Excess Baggage Fees: PHP 360.00 per way/pax-for exceeding baggage (Check-in or Hand carry) PHP 350.00 per way/pax for the 1st 15 kilos check-in baggage (applicable if pax has only 7 kilos hand carry upon check-in)

4. **Sky Jet** Addition of Baggage is Not Possible but with standard free 5 kilos hand carry per sector/per passenger. Free Check in Baggage (10 kilos for Adult and 5 kilos for Child)

Upon booking

15KG 170PHP
20KG 280PHP
25kg 580php
30KG 900PHP
40kg 1700 PHP

Confirm booking with airline PNR

15KG 209PHP
20KG 319PHP
25kg 619php
30KG 939PHP
40kg 1739PHP

✓ **International Baggage for other airlines**

US/CANADA- 2 pcs w/ 23kls each

ASIA,/Middle East /Europe -20kls

For International Flights

International flight baggage allowance varies depending on destination. GPRS will coordinate with the airline for final costing.

• **Once booking is already confirmed, is it possible to request for additional baggage?**

Yes, requests related to additional baggage must be made 4hrs prior to departure

• **How do I reschedule a confirmed booking?**

✓ For local flights, rebooking request must be made 4hrs prior to departure , except for Philippine Air Asia Zest which must be coordinated 48hrs prior to departure

✓ For International flights, rebooking maybe requested from Monday to Friday until 3pm only

• **What is the procedure for rebooking request?**

1. Send all your rebooking related inquiry to ticketingsupport@mygprs.ph
2. Once you already send an email, please wait for an agent to reply and provide quotation based on the information provided
3. If you wish to finalize the said rebooking, please reply with your confirmation along with your REGCODE. Please note that Airlines might change charges within the hour, thus, confirmations for rebooking should be done immediately upon receipt of the new quotation
4. Once rebooking is done, a new ticket will be sent via email.
5. The payment will be automatically deducted from your e-cash fund

NOTE: You must follow the format and send all the necessary details to avoid delays. We will not process requests with INCOMPLETE DETAILS.

EMAIL FORMAT

FROM: RBC/Dealer/HUB/etc.
TO: ticketingsupport@mygprs.ph ONLY. (If you send to the other email aside from the email mentioned, your request will NOT be PROCESSED)
SUBJECT: <u>REBOOKING/ REGCODE/BOOKING ID or TRACKING NUMBER</u> EX: REBOOKING/ 123456/FMNP123456OR GPRS123456 MESSAGE: Good day , Kindly rebook Booking id: GPRSxxxxxxxxxx or FMNP123456 Airline PNR: HXGL45 (6alphanumeric character) Original flight: MNL DVO Oct 6 2013 @4am Requesting flight: MNL DVO Oct 7@6am Name of passenger: Ruth Yao only(If the passenger are 2 or more, and you are requesting to rebook one person only, please indicate the name of the passenger you are wishing to rebook) Carrier: CEBU PAC

FLOW CHART

Step 1

Send your inquiry to respective and correct email address. Follow the email format



Step 2

From: RBC/DELAER
To: ticketingsupport@mygprs.ph

Subject: REBOOKING/123456/GPRSXXXXXX

Good da,,

Kindly rebook

Step 3

Please wait for an agent to reply and provide quotation based on the information provided

SAMPLE REPLY OF AGENTS

From: Agents ex ticketingsupport@mygprs.ph

To: RBC/dealer/hub

Subject: REBOOKING/123456/GPRSXXXXXX

Good day

We are pleased to give you requested quotation below

Flight Information:

OLD: Manila [MNL] to Davao [DVO] on 6/10/2013 via Cebu Pacific [5J-



Step4

If you wish to finalize the said rebooking, please reply immediately with your confirmation along with your REGCODE, to avoid the change in fare cost

Step5

Once rebooking is done, a new ticket will be sent via email.

Step6

The payment will be automatically deducted from your e-cash fund

- **How to avail the senior citizen discount and what is the process?**

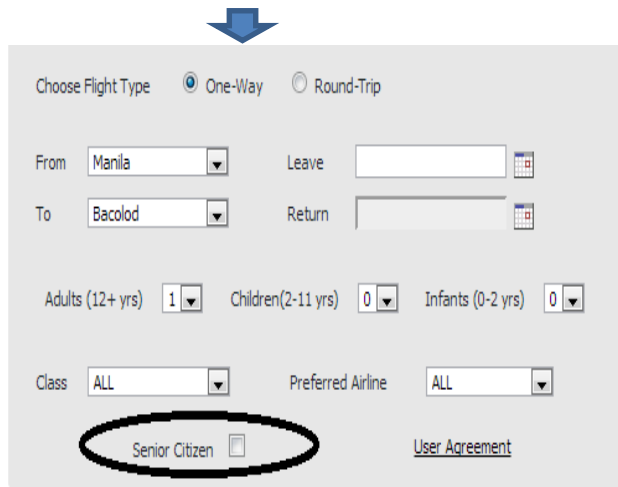
Answers:

For passengers availing of the senior citizen discount, a copy of the OSCA ID must be e-mailed to ticketingsupport@mygprs.ph , along with the BOOKING ID. Non-compliance will result in non-issuance of ticket or automatic cancellation of booking.

FLOW CHART

STEP1

First book the check the senior box (as indicated below) to avail the discount



The screenshot shows a flight booking interface. At the top, there are radio buttons for 'One-Way' (selected) and 'Round-Trip'. Below this are fields for 'From' (Manila) and 'To' (Bacolod), along with 'Leave' and 'Return' date pickers. Further down are dropdown menus for 'Adults (12+ yrs)' (set to 1), 'Children (2-11 yrs)' (set to 0), and 'Infants (0-2 yrs)' (set to 0). There are also dropdowns for 'Class' (ALL) and 'Preferred Airline' (ALL). At the bottom, the 'Senior Citizen' checkbox is highlighted with a red circle, and a 'User Agreement' link is visible next to it.

STEP 3

Once you already booked, get the tracking number or the booking ID and email it (follow the email format)

STEP 4

TO: ticketingsupport@mygprs.ph /ONLY. (If you send to the other email aside for the email mentioned, your request will NOT be PROCESS)

SUBJECT: SENIOR/ REGCODE/BOOKING ID or TRACKING NUMBER

EX: SENIOR/ 123456/FMNP123456OR GPRS123456

MESSAGE:

Good day ,

Attached here the OSCA ID please finalize the said request



Step5

An agent will advise via email for the status of the Senior Citizen booking.

Technical Concern

- What are the Basic Trouble Shooting Concerns for technical errors in UPS and RBC Site?

- **White screen concern**

- Clear browsing history will do.
-

- **Log-in details error**

- Always make sure to check if the username and password are correct. We do not advise to copy paste the details, it is better if you input manually so you can check.
- Make sure to check that there are no spaces when you input the details because it might be a reason for the error.
- Always check the captcha code if correct before logging in.

- Clear browsing history
- Try other browser
- Restart Computer
- Check your internet connection
- Use ping in your DOS prompt
 - Example: ping upsexpress.com.ph
- Call our CSR for further assistance. Our CSR will assist all your concerns and we are open 24x7
- Our CSR staff will ask you to provide details about your problem.

- **How to book the Shipping and what is the process?**

- ✓ For shipping booking, you may email us at ticketingsupport@mygprs.ph or send us a chat message thru the following yahoo messenger address : ticketing_ailyn@yahoo.com ticketing_ruth@yahoo.com ticketing_noemz@yahoo.com

Kindly provide complete travel itinerary as follows:

Port of Origin and Arrival

Travel Dates

Passenger Details : Name, Age, Gender, Contact Number, Complete Address

An agent will reply via email with a quotation. Booking will be made only upon confirmation of the quotation and payment will be deducted from your E-cash fund.

- **How much is the service charge for booking a shipping?**

- ✓ Service charge is fixed of 200PHP

Computation of service charge

2go shipping:

- ✓ RBC: 100 PHP web fee / income 100 PHP
- ✓ Corporate account: 100 PHP web fee / income 100 PHP
- ✓ Dealer: 150 PHP web fee /income 50 PHP