- **Where is the designated airport terminal for the airline?**

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

AIRLINE	CONTACT NUMBERS	TERMINAL
Philippine Airlines	02-855-8888	Please refer to http://www.philippineairlines.com/flights/whats-my-terminal/
Cebu Pacific	02-702-0877	Please https://www.cebupacificair.com/Pages/travel-advisory.aspx?id=89
Cebgo	02-702-0877	Please https://www.cebupacificair.com/Pages/travel-advisory.aspx?id=89
Air Asia Zest	02-722-2742	NAIA TERMINAL 4
Philippines AirAsia	02-722-2742	NAIA TERMINAL 4
Skyjet Airlines	02-823-3366 02-554-3333	NAIA TERMINAL 4

- **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.thelostboylloyd.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 travel insurance for the following airlines:CebuPacific, Philippine Air Asia Zest (Zest Air)SeaAir, 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.

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 or direct email.

ZEST AIR/AIRASIA   742 2742
CEBUPAC/ TIGER   702 0888
PAL EXPRESS/PHIL AIRLINE 855 8888

1. Cebu Pacific and Tiger Airways
- ✓ One (1) primary ID //passport, NBI clearance, SSS/GSIS ID, PRC ID, Postal ID, senior Citizen IDOne (1) secondary ID // company Id, School Id, other private organization ID - issued photo ID

letter of authorization form for name change
optionhttps://www.cebupacificair.com/documents/name_change.pdf

pro-forma affidavit (name correction of same person)
https://www.cebupacificair.com/documents/RMP%202010-018%20Affidavit%20Same%20Person%20_Attachment_.pdf

- ✓ Send the requirements to agtranx@cebupacificair.com24-48 hrs processing for airline's approval

2. Air Asia Zest and Philippine Air Asia
- ✓ One (2) primary ID //passport, NBI clearance, SSS/GSIS ID, PRC ID, Postal ID, senior Citizen IDOne (2) secondary ID // company Id, School Id, other private organization ID - issued photo ID
- ✓ Send the requirements to :paa_doc@airasia.com48 hrs processing for airline's approval.

3. Philippine Airline
Not permitted/ Subject to airport's discretion

Note: All major correction is still subject for approval by the airline.

- **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?**

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 -224php
20kg -359php
30kg -728php
40kg -1120php

Confirm booking with airline PNR
15kg -264php
20kg -398php
30kg -767php
40kg -1159php

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

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)

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 (applicabe if pax has only 7 kilos hand carry upon check-in)

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

- **Will the existing baggage be forfeited if rebooking/rerouting will be made?**

Baggage may be carried over depending on the airline and modification made.

Airline	Rebooking	Rerouting
Cebu Pacific (5J)/ Tiger Philippines (DG)	Carry over	Forfeited
Philippine Airline(PR)	Forfeited for ticket number with modified flights	Forfeited for ticket number with modified flights
Air Asia Zest (Z2)/ Phil. Air Asia (PQ)	Carry over	NA
Skyjet (5M)	NA	NA

- **What is the procedure for rebooking request?**
- ✓ Send all your rebooking related inquiry to
    1. Go to http://support.globalpinoyremittance.com/
    2. Indicate your name, email address and Regcode
    3. Click Ticketing Support under Category
    4. Create your message : Kindly provide complete travel itinerary as follows:
        - Booking id:
        - Airline PNR:
        - Original flight:
        - Requesting flight
        - Name of passenger:
        - Carrier:
    5. Attach files (if any)
    6. Then submit ticket

- ✓ Once you already send an email, please wait for an agent to reply and provide quotation based on the information provided
- ✓ 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
- ✓ Once rebooking is done, a new ticket will be sent via email.
- ✓ 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.

Sample:

Name: *	ruth
Email: *	ruth.estoye@mygprs.ph
Confirm Email: *	ruth.estoye@mygprs.ph

Category: *	TICKETING SUPPORT ▼
Priority: *	Low ▼

Regcode: * 123456

Message: *
```
Good day

Kindly rebook
Booking id: GPRSxxxxxxxxxxxx or FMNPHxxxxxxxxxx
Airline PNR:  HXGL45 (6alphanumeric character)
Original flight: MNL DVO  Oct 6 2013 @4am
Requesting flight:  MNL DVO Oct 7@6am
Name of passenger:  Ruth Estoye
Carrier: CEBU PAC
```

Suggested knowledgebase articles:

No relevant articles found.

Attachments: Choose File No file chosen
Choose File No file chosen
File upload limits

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 122.54.71.213 recorded as your IP Address
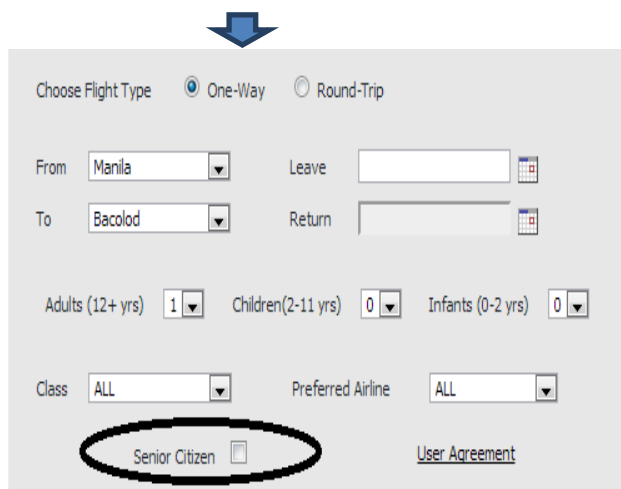- recorded the time of your submission

Submit ticket

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

For passengers availing of the senior citizen discount, a copy of the OSCA ID must be e-mailed to ticketingsupport@mygprs.phalong 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

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/FMNPH123456OR 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.

- ## How to book the Shipping and what is the process?
  - ✓ For shipping booking, you may email us at http://support.globalpinoyremittance.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

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 assists all your concerns and we are open 24x7

Our CSR staff will ask you to provide details about your problem.