



Travel Booking Process

Process, Advisory and FAQ's

September, 2022

Online Bookings _Flight/ Train....

- ✈ The travel desk is now added to the list of in-house tools i.e. <http://erp.microsave.net/>
- ✈ For booking of a flight ticket through the travel desk, the traveller profile needs to be updated by the traveller before proceeding with the Travel Booking Request.
- ✈ You are required to fill and submit a requisition (TBR) in the System (repository).
- ✈ You will be able to raise a TBR in the system only if a 'confirmed' entry exists in the DWP.
- ✈ For any travel within a date range, the system will allow you to pick and choose a UAC/date combination to which you want the costs of a travel to be charged.
- ✈ Your interaction with the travel desk for selection of a ticket will remain same as in earlier system.
- ✈ As soon as the ticket is booked, the corresponding DWP entry will freeze and you won't be able to change it.
- ✈ Once a ticket has been booked, the travel desk will upload the document for you to download and use.



Travel planning and recommendations....

- To avoid last minute rush and high fares the travel request should be submitted well in advance i.e. at least a month before for International and a week before for domestic. Exceptions are permitted only in case of last minute assignments.
- Avoid booking the same day tickets due to dynamic pricing of Airlines. It will cost us much above the normal fare. (DL's Approval will be solicited In case of exceptions for the confirmations)
- During the weekdays/ working days i.e. Monday to Friday traveler must avoid sending the requests post EOD unless travel is few days ahead. In case of last minute assignment, please follow up with a phone call to Travel Desk to avoid missing of such booking.
- Since the traveler is free to select their own preferred flight and timings, choosing the cheapest & shortest route is advisable.
- We have corporate tie-up with Indigo and Vistara so try travelling by these airlines. Indigo has NIL cancellation and Indigo has very minimal charges before 24 hrs.. of flight departure apart from other facilities.
- Travelers are advised to book their return flight even if the return date is tentative, to get a better fare. Booking a return ticket in Indigo is also advisable as the cancellation and reschedule charges are NIL
- Please avoid booking with Air India unless the traveler has a connecting International flight as the cancellation charges are high and the tickets they offer are non refundable. Though Air India offers 10 kgs extra than other airlines in domestic travel.
- Please be cautious as no changes are permitted within 24 hrs.. of flight departure and it is treated as a NO SHOW.

Communication with the Travel desk....

Weekdays/ Working days (Monday to Friday from 900 hrs. to 1800 hrs.)

- ▶ Travelers must follow the online travel booking process as per the advisory.
- ▶ For normal rescheduling and cancellations the mail needs to be sent to mona@microsave.net and cc to traveldeskt@microsave.net

Weekdays from 1800 hrs. to 900 hrs.

- ▶ For Last minute booking or cancellations and rescheduling post 1900 hrs. the mail needs to be marked as follow
 - To - corporate24x7@in.thomascook.com
 - CC - mona@microsave.net; traveldeskt@microsave.net; manish@microsave.net; anandsingh.bora@in.thomascook.com; abhinav.tiwari@in.thomascook.com; Abhinav.Tiwari@tctours.in; traveldeskt.microsave@thomascook.in
 - Travelers must follow-up on a call to Mona/ Manish and the Thomas cook travel agent Anand Bora & Abhinav Tiwari
 - Contact numbers: Mona: **99562 96672**; Manish: **99562 91536**; Anand Bora: **9839132133**; Abhinav: **94510 75788**

Weekends (Saturday and Sunday) and Holidays

- ▶ Travelers should fill up the online TBR (Travel booking request form) in MSC Tool and then download it. The same form should be forwarded to the 24X7 Emergency travel desk as follow
 - To - corporate24x7@in.thomascook.com
 - CC mona@microsave.net; traveldeskt@microsave.net; manish@microsave.net; anandsingh.bora@in.thomascook.com; Abhinav.Tiwari@tctours.in; traveldeskt.microsave@thomascook.in
 - Toll Free numbers for follow-up-
 - For India callers - **1800-209-2665**
 - For international callers - **+91-2261440666**

FAQs

Q1: If the UAC has not been finalized then what should I do?

A2: Booking in such cases can not be done. Please contact your DL/ CFO for the same.

Q2: Can I fill up the Travel booking request on behalf of my colleague?

A3: No, you should not send the Travel Booking request (TBR) on behalf of your colleague. Also avoid sending the same Travel booking request form for yourself and your colleague.

Q3: What is last minute request ?

A4: It is expected that the Travel Booking request (TBR) should reach at least 24 working hrs.. before, any request coming after this will be considered as last minute request.

Q4: What should I do if I am not able to access mails and send TBR?

A4: Toll free numbers are provided for travelers (India & abroad) for emergency booking. You may call on these numbers with intimation to Travel Team (Mona/Manish/Anand/ Abhinav). You should send TBR over mails at earliest accessibility to mails.

Q5: Can I choose a particular airlines as per my convenience?

A5: You should choose airlines that are cost effective and convenient. If the choice does not meet both the criteria's Travel Desk will require a written justification from the concerned DL for choosing the same.

FAQs Continue....

Q6: How much baggage can I carry? What is the extra baggage cost?

A6: The baggage limit is always mentioned on the ticket. For extra baggage cost you may contact the Airline /Travel Desk.

Q7: Can I take one way flight for international ticket.

A7: It is preferred that you take round trip tickets for international travels as it is cheaper. IN few cases one way ticket is not permissible.

Q8: Can I get personal booking alongside my own official booking?

A8: You may try and avoid doing personal booking through MSC Travel Desk. In case this is unavoidable i.e. if family is travelling with you on official trip then you may book it through travel desk and the amount will be deducted from your salary account.

Q9: If I get the booking/ rescheduling/cancellation done over phone due to urgency, do I still have to send the request over mail afterwards?

A9: Yes, its mandatory that you should fill up the online travel booking request form download it from the portal and the send it over an email post facto even if you had got the tickets done over phone due to emergency mentioning the reason for the same.

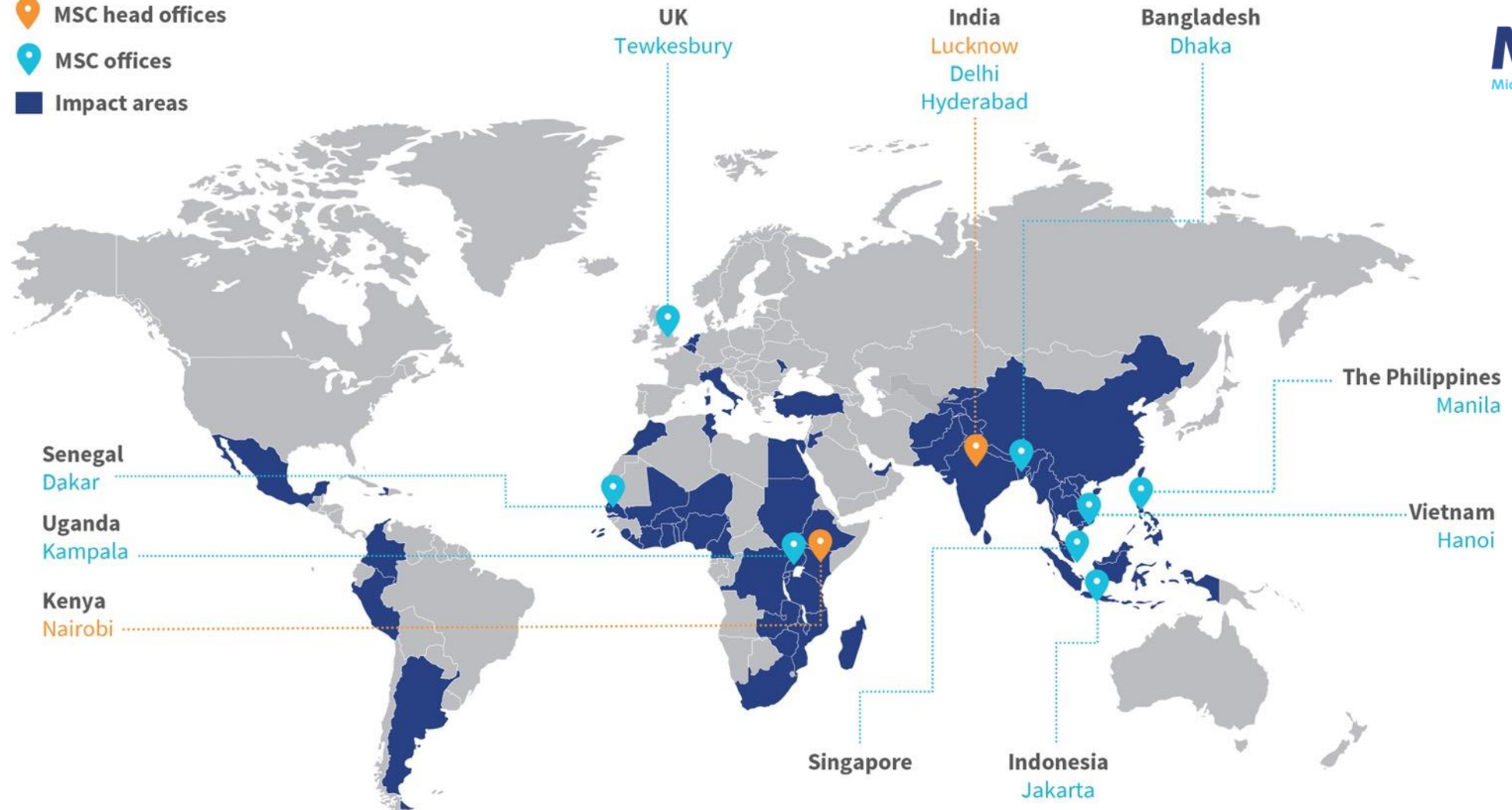
Q10. If my destination is not mentioned in the DWP ?.

A10: You have to connect with Ashish (ashish@microsave.net/ 95595 61726) to add the same in the portal and if its urgent then you may email your request specifying the destination on an email and fill the online travel booking request with the nearby location.

Q11. If I want to change my request on the portal what shall I do?

Ans11: Once the travel booning request is submitted on the portal it cannot be changed. It can only be rejected from the traveldesk and the fresh request can be generated.

-  **MSC head offices**
-  **MSC offices**
-  **Impact areas**



[MSC corporate brochure](#)

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