

# **FREQUENTLY ASKED QUESTIONS (FAQs) FOR THE GOVERNMENT FARES AGREEMENT (GFA)**

## **AWARENESS**

### **1. What is the Government Fares Agreement (GFA)?**

The Government Fares Agreement is an initiative of the Department of Budget and Management and the PS-PhilGEPS that will ensure fast, efficient, flexible and savings in time, energy & money when processing the air transportation needs of all government officers and personnel for their official domestic and international trips.

### **2. What is the Legal Basis for GFA?**

Please refer to the issuance below:

[Republic Act 9184](#)

7.3.3. In order to hasten project implementation, Procuring Entities which may not have the proficiency or capability to undertake a particular procurement, as determined by the HOPE concerned, may outsource the procurement tasks by:

a) Requesting other GoP agencies to undertake such procurement for them, through the execution of a memorandum of agreement containing specific arrangements, stipulations and covenants, in accordance with government budgeting, accounting and auditing rules;

### **3. Which Government Agencies can use the GFA?**

All government institutions, its departments, bureaus, offices and agencies, including state universities and colleges, government-owned and/or -controlled corporations, government financial institutions, military, police and local government units.

### **4. Is it mandatory for Government Agencies to use PAL, CEB and AirAsia only?**

No. PS-PhilGEPS' intention for the GFA is for major airlines to participate so that agencies can choose the best rates and schedules for their air travel requirements.

PAL, CEB and AirAsia were able to comply with the requirements set by PS-PhilGEPS. Thus, a Memorandum of Agreement for the use of their web-based portal for the GFA was initiated. In addition, they were able to extend special discounts and privileges to the government. PS-PhilGEPS is in the process of making similar arrangements with other airlines operating in the country.

While the GFA is being implemented, it does not prevent government agencies from procuring their requirements from other airlines when their desired travel schedule and destination cannot be served by PAL, CEB or AirAsia. Such procurement should be subject to the usual procurement rules.

## **5. Is the discounted airfare and other benefits available outside GFA?**

The airline partners (PAL, CEB and AirAsia) of PS-PhilGEPS have initiated informing its corporate clients the operationalization of the GFA. Discounts and benefits are exclusive with GFA registered agencies only.

## **REGISTRATION**

## **6. What are the requirements for an agency to join in the GFA?**

The agency must submit to the PS-PhilGEPS the following requirements:

- a. Duly accomplished [Government Fares Memorandum of Agreement and Registration Form](#) which may be downloaded in the PS-PHILGEPS website at link below:

<http://bit.do/GFARegistrationForm>

- b. Fund Deposit (Cash or Check)

## **7. How to Register in GFA?**

In order to be enrolled in the GFA to use the portals for reservations and bookings, the government agency must:

- a. Go to PS-PhilGEPS website ([www.ps-philgeps.gov.ph](http://www.ps-philgeps.gov.ph)) then click the Procurement Service logo. Download the required document indicated in Question No. 7 under the "Downloads" tab.
- b. Submit four (4) original copies of GFA Registration Form together with the fund deposit.
- c. PS-PhilGEPS Officer will register the agency in the web portals of the airline partners. Agency will receive an e-mail notification regarding the account activation which includes the Agency Credit Line, User ID and Temporary Password within two (2) weeks.

## **8. What is Agency Credit Line?**

To clarify terminologies, the term “Agency Credit Line” is the available fund of each agency against which purchase of travel tickets may be drawn against. However, since the agency has duly deposited in advance with the PS-PhilGEPS funds for the GFA, it works as funds held in trust or a “debit line”.

## **9. Is there a minimum and maximum amount to be deposited with GFA?**

There is no minimum or maximum amount required. The agency shall decide the amount it will deposit as travel funds. The agency may consider the frequency of its travel in the past as a basis for the amount to be deposited. The agency shall also indicate the amount it will allot for PAL, CEB and AirAsia in the APR.

## **10. Who should be the Corporate Administrator? What are his/her roles?**

The Corporate Administrator is:

- a. the Authorized representative of the agency
- b. the initial travel arranger of the agency
- c. responsible in managing travel arrangers and branch office (CEB has no branch office)
- d. can add/create new offices, edit details of the offices, activate or deactivate a branch office, and Delete any branch office
- e. can add/create new travel arranger/s, edit details of the travel arranger/s, activate, deactivate, or delete a Travel arranger
- f. can reset password for a specific travel arranger
- g. can assign roles upon creation of new travel arranger, Corp Administrator can assign roles
- h. responsible in handling the Agency Credit Line of the company
- i. can assign or remove access of a travel arranger to the Agency Credit Line (for CEB, send a signed request letter to PS-PhilGEPS Marketing and Sales Division)

## **11. What does a Travel Arranger do?**

The Travel Arranger:

- a. handles the booking facility in the portal
- b. manages the Address book
- c. has access to the reservations list for managing bookings
- d. ensures that ticket numbers are generated once a booking is paid
- e. ensures that passenger receives e-ticket
- f. receives e-mail alerts on flight changes will be received by the travel arranger, he/she therefore, should be able to alert the passenger of any change in the itinerary

## **12. Can the agency assign a separate Corporate Administrator and Travel Arranger for their Regional Offices/Bureaus?**

The agency has the option to assign their designated Corporate Administrator and Travel Arranger for their regional offices for easy facilitation of their air travel requirements.

In addition, it would be better if there would be two (2) appointed Corporate Administrators to act as alternate in case the other will be absent. While for Travel Arrangers, there may be as many as required depending on the number of divisions, departments or offices of an agency.

Thus, this will also require submission of several GFA Registration Forms.

## **13. From an enrolled agency, who must attend the orientation and training on the GFA and use of the Airline Web Portal?**

From a government agency, only two (2) representatives are required to attend, namely; the appointed Corporate Administrator and the Travel Arranger.

## **14. How can a government agency comply with the requirements if located outside NCR?**

For now, we suggest that all requirements should be submitted directly to the PS-PhilGEPS Main Office in Paco, Manila. Requests for orientation and training on use of the portal will be aggregated and the activities will be scheduled.

## **15. What will happen to the existing credit line arrangements of agencies with the partner airlines?**

The partner airlines are currently conducting dissemination of information towards migrating all their government accounts to the GFA. The final activity in the migration should be the settling of accounts by the agencies with existing credit lines.

**16. Can Cooperatives of Government Agencies or Employees Associations register under GFA?**

No. Cooperatives and Employees Associations are not government agencies/bodies and are not using government funds.

**BENEFITS**

**17. What are the benefits of the Government Fares Agreement to Government Agencies?**

Under the GFA, agencies will have following benefits:

- Easy and efficient booking of airline tickets through the travel portals of PAL, CEB and AirAsia through the PS website that are accessible 24 by 7\*
- Waived rebooking fee for the first rebooking transaction
- Access to Agency Credit Line for easy monitoring

<b>Philippine Airlines</b>	<b>Cebu Pacific</b>	<b>AirAsia</b>
<ul style="list-style-type: none"> <li>• 10% discount on Economy fares**for domestic and international flights</li> <li>• Waived Processing Fee of Php 250.00 for domestic and \$12.00 on all international bookings</li> <li>• PAL Elite Membership Card privileges such as access to VIP Lounge, additional 10kg baggage allowance, priority check-in, and other benefits covered***</li> <li>• Free first rerouting</li> </ul>	<ul style="list-style-type: none"> <li>• 8% discount on Regular fares** for domestic and international flights</li> <li>• Web admin fee of Php 280.00 for domestic and Php 300.00 for international per way</li> <li>• 12% discount on 20kg baggage</li> <li>• Free first rerouting</li> </ul>	<ul style="list-style-type: none"> <li>• 8% discount on Regular fares**</li> <li>• Features Online Travel Fund Management</li> <li>• Web admin fee of Php 250.00 for domestic and international per way</li> </ul>

*\*Excluding maintenance schedules*

*\*\*Exclusive of one percent (1%) Service Fee charged to the Gross Amount*

*\*\*\*Limited to assigned Head of the Procuring Entity (HOPE) of agencies*

### **18. Can an agency book international flights through GFA?**

Yes, international flights operated by the Airline Partners are available in the portal. All partner airlines offer waived ticketing service fee with the below respective rates. PAL and offers discount for international destinations:

<b>AIRLINE PARTNER</b>	<b>TICKETING SERVICE FEE</b>
Philippine Airlines	\$12.00
Cebu Pacific	Php 300.00
AirAsia	Php 250.00

### **19. How can agencies avail of the PAL Elite Membership Card?**

Since the Elite Membership Cards issued by PAL are limited, these will be reserved for the HOPEs of the agencies that enrolled in the GFA.

### **20. Where will the air travel mileages go?**

For all airlines (Mabuhay Miles, GetGo and Big Points), mileages earned will be credited to the passengers.

## **ACCOUNTING CONCERNS**

### **21. What is the Tax Identification Number (TIN) of PS-PhilGEPS?**

The PS-PhilGEPS TIN is 000-449-457-016.

### **22. For check deposit, what should we indicate as Payor to?**

Please indicate **Procurement Service** in the required field.

### **23. Are airline tickets purchased under the GFA tax-free?**

PS-PhilGEPS transactions with clients are tax-exempt. Thus, the same applies to purchases of airline tickets under the GFA. However, suppliers of PS-PhilGEPS, in this case, the airline companies, are subject to applicable taxes which are part of the total cost of airline tickets to be paid by PS-PhilGEPS. Kindly note that PS-PhilGEPS adds 1% mark-up on top of the total cost.

#### **24. How will agencies replenish their funds under the GFA?**

The agency will be notified by the PS-Comptroller Division when its deposit with PS-PhilGEPS has been consumed at 50% level and when it is time to replenish its Agency Credit Line. Agency must process its replenishment by submitting [GFA Fund Replenishment Form](#) together with the funds. Agency should ensure that their replenishment is made before their funds run out.

#### **25. How will the Billing Statement be sent?**

Once the airline partner has already sent a Statement of Account (SOA) to PS-PhilGEPS, the agency will receive a Sales Invoice through e-mail together with the Billing Report from respective airlines.

#### **26. Can agencies use or transfer their unutilized deposits from undelivered Common and Non-Common Use Supplies/Requirements lodged under Due To/Due From Agencies and use these to procure under the GFA?**

No. While we have classified air fares as commonly-used, there will be an issue especially in the Accounting Division of the agencies in terms of recording and reporting. The budget for Office Supplies and Travel are separate line items in the Maintenance and Other Operating Expenses (MOOE) and there is a procedure in order to re-align such funds. Therefore, for proper monitoring and efficiency of the process, PS-PhilGEPS shall manage and maintain these funds separately.

#### **27. Will agencies need to prepare a Government Fares Agreement Registration Form every time they avail of booking under the GFA?**

No. the GFA Registration Form will only be required upon signing up by the agency to GFA. Agencies will use a GFA Fund Replenishment Form when they reload their funds under the GFA.

#### **28. How long does it take for PS-PhilGEPS to process the replenishment of fund?**

For CEB and AirAsia, the replenishment can be processed within 24 hours (during office hours).

For PAL, the replenishment depends on the payment of PS-PhilGEPS. PAL processes the replenishment of funds within two (2) days upon receipt of payment from the PS-PhilGEPS.

#### **29. Can an agency pull out the remaining balances for GFA?**

Yes, the designated main contact person of the agency may coordinate with the Comptroller Division of PS to process such request. At the end of each year also, the PS will return all unutilized funds under the GFA unless there is a written advice from the agency for its use for the coming year.

**30. In case, at a later time, we decided to increase or decrease the Agency Credit Line, do we need to execute another GFA Registration Form?**

For request for increase of Agency Credit Line with the PS or transfer funds from partner airlines, the agency only needs to fill out the GFA Fund Replenishment Form and submit a letter request specifying the amount to be transferred from and to specific airlines (for transfer of funds) or additional check/cash deposit (for increase).

## **BOOKING CONCERNS**

**31. Can agencies purchase directly from PAL, CEB or Air Asia?**

Yes, but it will not be at the discounted rate offered under the GFA.

**32. How would agencies know if the airline ticket in the Airline Web Portal is already the discounted price?**

The Airline Web Portal already reflects the MOST discounted airfare. Special promotions such as “Weekend Sale” and other promotional airfares are not covered by the GFA. Agencies are not precluded from availing of these promotions.

**33. Is there a charge for “Early Show” for tickets purchased through GFA?**

This is subject to the restrictions of the ticket/s purchased.

**34. Can government employees avail of the GFA for personal travel?**

Yes. For personal travels, employees may purchase discounted air tickets through their agency’s Travel Arrangers. However, this should not utilize the agency fund and therefore payments options are only credit card (PAL); credit card and other payment options (CEB and AirAsia). The agency must come up with an internal policy on use of the GFA by its personnel. The PS-PhilGEPS will assume that all purchase of air tickets utilizing the agency’s GFA funds are official in nature and were approved by the Administrator/Arranger.

**35. We observed that there is also a payment option for credit card. How can we control Travel Arrangers from purchasing airline tickets through the GFA using their personal credit cards for fares?**

As mentioned in item no. 36, the credit card as payment option may be used to pay for government employees’ personal travels. However, bookings of official travels should not be made thru this option as all official travels make use of the Agency Credit Line Payment. It shall be the responsibility of the Agency to make an internal policy on use of the GFA for personal travels. As well, the Travel Administrator and Arrangers should ensure proper monitoring of the use of the GFA.



### **36. Can a Travel Arranger choose a preferred seat for a passenger?**

In the web portal, the Travel Arranger may choose from the designated seating locations which are free of cost only. Again, it is advised that an internal procedure should be developed by an agency to guide their Travel Arrangers and avoid payment of unwanted charges.

### **37. What is the procedure in rebooking and rerouting of flight?**

Rebooking and rerouting of flights must be done MANUALLY for PAL and CEB otherwise, account will be charged with the rebooking/rerouting fee if done through the web portal. This is also not applicable to any Promotional Fares and will only be valid for the FIRST rebooking/rerouting per transaction. Moreover, this is not applicable to checked-in and flown flights.

For PAL, call (02) 855-8555 or any PAL Reservations Hotline to rebook, and then send an e-mail at [corpsales\\_fc@pal.com.ph](mailto:corpsales_fc@pal.com.ph) for ticket issuance with the following format:

Subject: Request for Rebooking/Rerouting and Ticket Issuance

Body: This is to request to rebook/reroute and issue ticket under PS - (Agency Name)

Booking Reference:

Passenger Name:

Old Itinerary:

New Itinerary:

Amount Quoted by the Contact Center

For CEB, it must be coursed through the CEB Organic Ticket Office or Customer Care Hotline which can be reached at (02) 702-0888 or (02) 702-0877. All changes should be done more than four (4) hours before the scheduled time of departure including purchased of Add-Ons.

For AirAsia, agencies must rebook their scheduled flights through the portal under "Manage Booking" depending on the type of fares that the agencies used. For fares under Corp Lite and Corp Full, Travel Arrangers can rebook their scheduled flights 24 hours and 2 hours, respectively, prior to the time of departure and payment is waived. For fare only and low (promo) fares, rebooking must be done 48 hours prior to the departure time and agencies must pay Php 1165.00 for domestic flights and Php 1920.00 for international flights.

### **38. What is the procedure for booking cancellation?**

For PAL, For PAL, call (02) 8855-8555 or any PAL Reservations Hotline to cancel the itinerary, and then send an e-mail at [corpsales\\_fc@pal.com.ph](mailto:corpsales_fc@pal.com.ph) for ticket issuance with the following format:

Subject: Request for Refund

Body: This is to request to rebook and issue ticket under PS - (Agency Name)

Booking Reference:

Passenger Name:

Old Itinerary:

New Itinerary:

Refund penalty quoted by Contact Center

For CEB, this may through their portal by following these steps:

- a. Log in
- b. Click Manage Booking tab then Cancel Flight link
- c. Tick the box of Cancel DEPARTING Flight and click CONTINUE button
- d. The Fees report will reflect the Refundable Amount. Click CONTINUE button.

This amount will be available under the Agency Credit Line. This can be accessed by clicking Manage Booking tab then Credit Balance and Agency Credit Line link.

For AirAsia, cancellation is not allowed except for medical cases and if the flight was cancelled due to reasons attributable to AirAsia or force majeure. Agencies can only rebook the scheduled flights (see question no. 39). If not, it will be considered as used fares.

**39. How will bookings be affected when the agency has reached availment of 50% of their Agency Credit Line?**

The booking of the agency will not be affected if the Agency Credit Line reaches 50% because they still have advance payment. The agency, however, will be receiving notifications for the replenishment of their funds.

It is also advised that agencies should reconfigure and enhance their internal processes in order to streamline the process in the replenishment of funds. The liquidation of travel expenses of officers and staff of an agency, for example, should not affect replenishment of funds for the GFA as the former is an internal concern of the agency.

**40. If the funds were totally consumed unexpectedly, can the agency still be allowed to book a flight?**

No, when the funds are totally exhausted, the agency's use of the GFA will be temporarily suspended and agency will temporarily be unable to book flights. Such privilege will only be re-activated by the airline partners upon the advice of the PS-PhilGEPS Comptroller after receipt of the fund replenishment. To ensure, though, that all air travel is accommodated, the agency may call the PS-PhilGEPS to request for possible options for exceptional or emergency cases.

#### **41. Can we book our staffs that are under Job Order Status?**

If an agency has an internal policy to allow Job Order personnel to travel or personnel of other employment status and the agency Corporate Administrator allows the booking, the GFA will process the transaction without question. The important thing is that all bookings by the agency are approved by the Corporate Administrator.

#### **42. Can we avail of the GFA discounts on top of the Senior Citizen/PWD discounts?**

No, because the Senior Citizen/PWD discounts are higher than the GFA discount. It is still the discretion of the agency whether to use the Senior Citizen/PWD discounts rather than the GFA discount. But take note that only the regular fare will be discounted with the Senior Citizen/PWD. Rebooking and processing fees will be charged.

#### **43. Can we avail of the travel insurance under the GFA?**

It is the discretion of the agency if they will allow their employees to purchase travel insurance.

### **OTHER CONCERNS**

#### **44. Where are the airline web portals accessible?**

All travel portals of PAL, CEB and AirAsia can be accessed by clicking the **PS website** in the [www.ps-philgeps.gov.ph](http://www.ps-philgeps.gov.ph) homepage. Thereafter the “What We Sell” and “Airline Ticket” tabs should be clicked. The PS website is accessible 24/7.

Should there be difficulties in accessing the PS website, you may communicate with the Information Technology (IT) Team to provide an alternate link of the airline web portal. The PS-PhilGEPS IT Team can be reached at (02) 8-290-6300 or (02) 8-290-6400 local 8010.

In case the PS website becomes inaccessible, agencies should utilize the direct links to the web portals of the partners here:

PAL - <https://bookings.philippineairlines.com/flypal/CorporatePortalStart.do?pos=PALCORP>

CEB - <https://partners.cebupacificair.com/>

AirAsia - <https://www.airasia.com/my/en/login/my-corporate.page>

#### **45. Is GFA more beneficial to the government than procurement of air travel through Travel Agencies?**

Aside from the convenience of doing away with bidding or shopping for the lowest quotes, Procurement officers and staff are assured that the GFA is already the most efficient way to procure air travel as they only need to book through the travel portals and get discounts in

the process. The airline partners have already extended their biggest discounts for the aggregated requirements of government. Other benefits not available from travel agencies are waived processing and rebooking fees, and other perks (please refer to Question No. 20 for complete details).

**46. Can an agency request for a GFA orientation and hands-on training?**

The orientation and walkthrough is held regularly for the rollout period by the PS-PhilGEPS. Once the agency has enrolled and is registered in the GFA, they may attend the hands-on training which will be conducted by the PS-PhilGEPS together with travel partners. For training at the agency's site and for a minimum number of 30 participants, a request should be made and addressed to -Elisa May Arboleda- Cuevas of the PS-PhilGEPS. The request should also contain the schedule (date and time), venue, number of participants and indicate shouldering of meals and provision of equipment (i.e. LCD projector, screen, PCs and laptops).

For participants less than 30, the PS conducts trainings every Thursday at its Paco office. Kindly call (02)8-290-6300 loc 8010 to inquire for the schedule.

**47. How should we determine which airline to choose?**

This should be in accordance with the agency's internal policy and should be guided as to what is most beneficial to the government. No flights are ever the same in the travel portals – they differ in cost, time and travel inclusions. Government agencies are advised to discuss this within the organization to come up with reliable procedures in getting the best airline fare value for their passengers.

**For more information about the GFA:**

For registration and booking concerns	<b>Marketing and Sales Division</b> <a href="mailto:gfa.helpdesk@ps-philgeps.gov.ph">gfa.helpdesk@ps-philgeps.gov.ph</a> (02) 8-290-6300 local 8010
For billing concerns	<b>Comptroller Division</b> <a href="mailto:gfa.comptroller@ps-philgeps.gov.ph">gfa.comptroller@ps-philgeps.gov.ph</a> (02) 8-2906300 local 8053