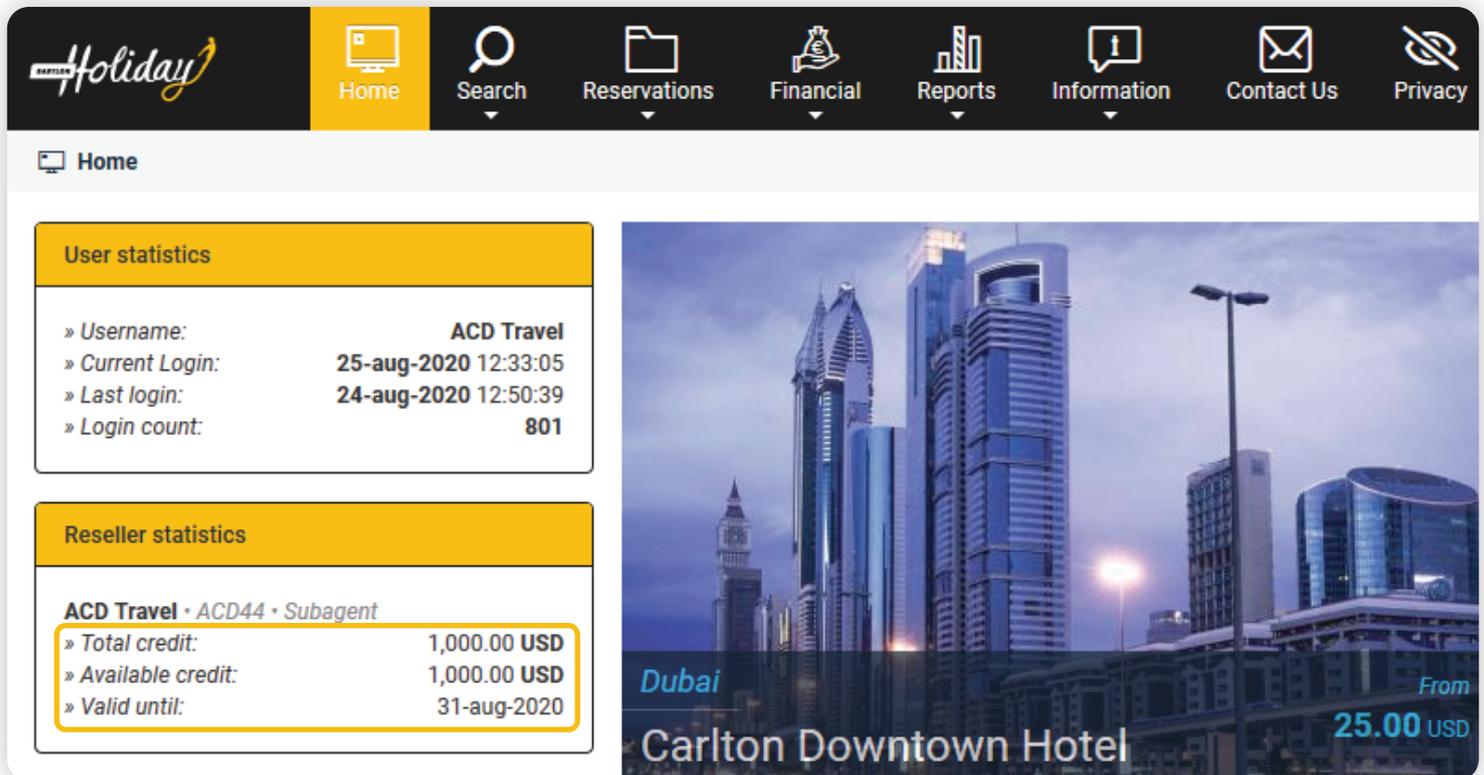


# FREQUENTLY ASKED QUESTIONS



## 1. How to check your available credit?

On the home page you can find the Reseller statistics on the left of our webpage, as there you can see your available credit and valid date of your credit.



The screenshot shows the Babylon Holiday website interface. At the top is a navigation bar with icons for Home, Search, Reservations, Financial, Reports, Information, Contact Us, and Privacy. Below the navigation bar, the 'Home' page is displayed. On the left side, there are two main sections: 'User statistics' and 'Reseller statistics'. The 'User statistics' section shows the user's name as 'ACD Travel' and provides details on their current and last login times and total login count. The 'Reseller statistics' section shows the reseller's name as 'ACD Travel' and provides details on their total credit, available credit, and the valid date of their credit. On the right side of the page, there is a large image of a city skyline at dusk, with the text 'Dubai' and 'Carlton Downtown Hotel' overlaid, along with a price of 'From 25.00 USD'.

**User statistics**

» Username:	<b>ACD Travel</b>
» Current Login:	<b>25-aug-2020 12:33:05</b>
» Last login:	<b>24-aug-2020 12:50:39</b>
» Login count:	<b>801</b>

**Reseller statistics**

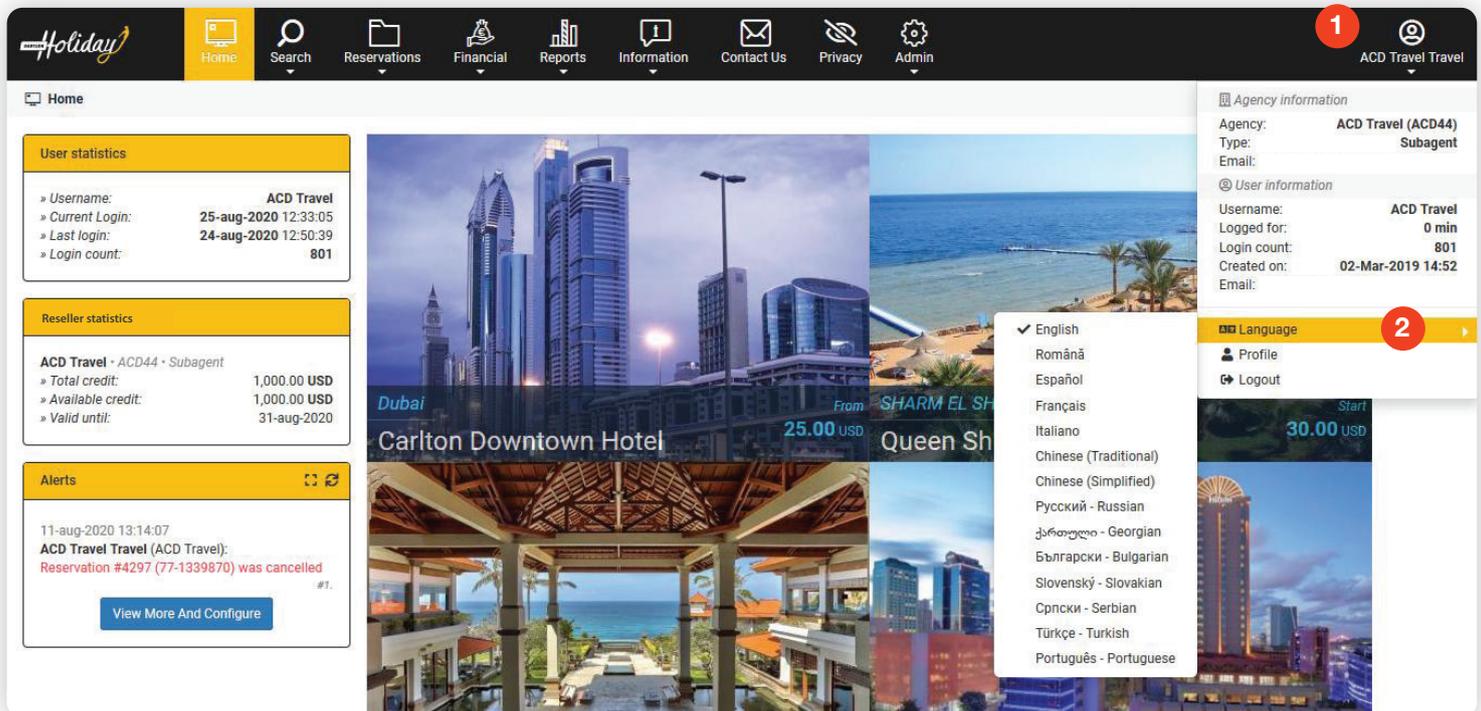
**ACD Travel** • ACD44 • Subagent

» Total credit:	<b>1,000.00 USD</b>
» Available credit:	<b>1,000.00 USD</b>
» Valid until:	<b>31-aug-2020</b>

**Dubai**  
**Carlton Downtown Hotel**  
From **25.00 USD**

## 2. How to choose a language?

Currently, we offer the content of our portal in 14 different language options so as to provide you with the best user experience. You can find the language section on the top right of our webpage.



The screenshot displays the Babylon Holiday website dashboard. At the top, there is a navigation bar with icons for Home, Search, Reservations, Financial, Reports, Information, Contact Us, Privacy, and Admin. A red circle with the number '1' is placed over the user profile icon in the top right corner, which is labeled 'ACD Travel Travel'.

Below the navigation bar, the dashboard is divided into several sections:

- User statistics:**
  - Username: ACD Travel
  - Current Login: 25-aug-2020 12:33:05
  - Last login: 24-aug-2020 12:50:39
  - Login count: 801
- Reseller statistics:**
  - ACD Travel • ACD44 • Subagent
  - Total credit: 1,000.00 USD
  - Available credit: 1,000.00 USD
  - Valid until: 31-aug-2020
- Alerts:**
  - 11-aug-2020 13:14:07
  - ACD Travel Travel (ACD Travel):
  - Reservation #4297 (77-1339870) was cancelled
  - #1.
  - [View More And Configure](#)

The main content area features a grid of hotel listings. One listing for 'Dubai' shows the 'Carlton Downtown Hotel' with a price of '25.00 USD'. Another listing for 'SHARM EL SH' shows 'Queen Sh' with a price of '30.00 USD'. A language selection menu is open over the listings, showing 14 options:

- English (checked)
- Română
- Español
- Français
- Italiano
- Chinese (Traditional)
- Chinese (Simplified)
- Русский - Russian
- ქართული - Georgian
- Български - Bulgarian
- Slovenský - Slovakian
- Српски - Serbian
- Türkçe - Turkish
- Português - Portuguese

A red circle with the number '2' is placed over the 'Language' menu item in the top right corner of the dashboard.

### 3. How to set the commission rate?

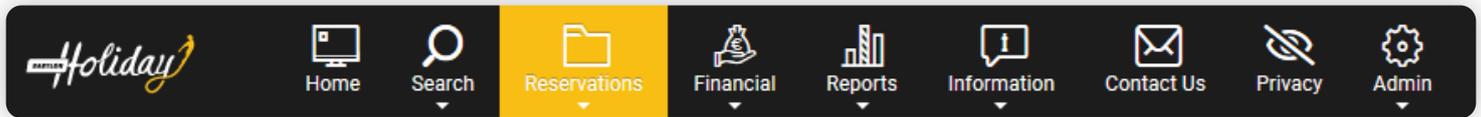
Babylon Holiday offers its clients with two rate options i.e. net rates and commissionable rates. Net rates have to be deal with as they are published on our portal and for setting commissionable rates, please contact our support team to set a commission percentage for you.



## 4. How to manage existing bookings?

All the bookings that you have made through Babylon Holiday are listed under the “Reservations” section.

Under the reservations section, once you locate a booking from the list using filtering options, you can cancel, complete the payment, request the amendment, view voucher and invoice. You can also send message to our customer support team for any queries you have regarding your bookings.



## 5. How to find the hotel bookings?

Under the accommodations, you can search your bookings via filters. Kindly find filter details as below.

⤴
Reservations Filters

<b>Reference IDs:</b>	ID <input type="text"/>	Confirmation number <input type="text"/>	Supplier <input type="text" value="Supplier"/>	=== <input type="text"/>
<b>Service begins</b>	<input type="text"/> <input type="calendar"/>	<input type="text"/> <input type="calendar"/>	<b>Reservation date</b>	<input type="text"/> <input type="calendar"/> <input type="text"/> <input type="calendar"/>
<b>Country</b> <input type="text" value="Country"/>	<input type="text" value="select country"/> <input type="grid"/>	<b>Accommodation</b>	<input type="text"/> <input type="grid"/>	
<b>Agent Reference</b>	<input type="text"/>		<b>Backoffice Reference</b>	<input type="text"/>
<b>Office</b>	<input type="text" value="= select office ="/> <input type="text"/>		<b>User</b>	<input type="text" value="ACD Travel Travel"/> <input type="text"/>
<b>Traveller name</b>	<input type="text"/>		<b>Cancellation policy starts</b>	<input type="text"/> <input type="calendar"/> <input type="text"/> <input type="calendar"/>
<b>Status</b>	<input type="checkbox"/> OK	<b>Autocancel</b>	<input type="text" value="= select interval ="/> <input type="text"/>	
	<input type="checkbox"/> On Request	<b>Cancelled by</b>	<input type="text" value="= select type ="/> <input type="text"/>	
	<input type="checkbox"/> Cancelled	<b>Cancel penalty</b>	<input type="text" value="= select type ="/> <input type="text"/>	
	<input type="checkbox"/> Cancellation Pending	<b>Proforma number</b>	<input type="text"/>	
	<input type="checkbox"/> Amended			

## 6. How to find the package bookings?

Under the packages, you can search your bookings via filters.  
Kindly find filter details as below;

⬆
Reservations Filters

<b>Reference IDs:</b>	<input type="text" value="ID"/>	<input type="text" value="Confirmation number"/>	<b>Supplier</b>	<input type="text" value="==="/>
<b>Service begins</b>	<input type="text"/>	<input type="text"/>	<b>Reservation date</b>	<input type="text"/>
<b>Agent Reference</b>	<input type="text"/>		<b>Backoffice Reference</b>	<input type="text"/>
<b>Office</b>	<input type="text" value="= select office ="/>		<b>User</b>	<input type="text" value="ACD Travel Travel"/> <span style="color: red; font-weight: bold;">✕</span>
<b>Traveller name</b>	<input type="text"/>			
<b>Status</b>	<input type="checkbox"/> OK			
	<input type="checkbox"/> On Request			
	<input type="checkbox"/> Cancelled			
	<input type="checkbox"/> Cancellation Pending			
	<b>Cancellation policy starts</b>		<input type="text"/>	
	<b>Autocancel</b>		<input type="text" value="= select interval ="/>	
	<b>Cancelled by</b>		<input type="text" value="= select type ="/>	

## 7. How to find the Activities bookings?

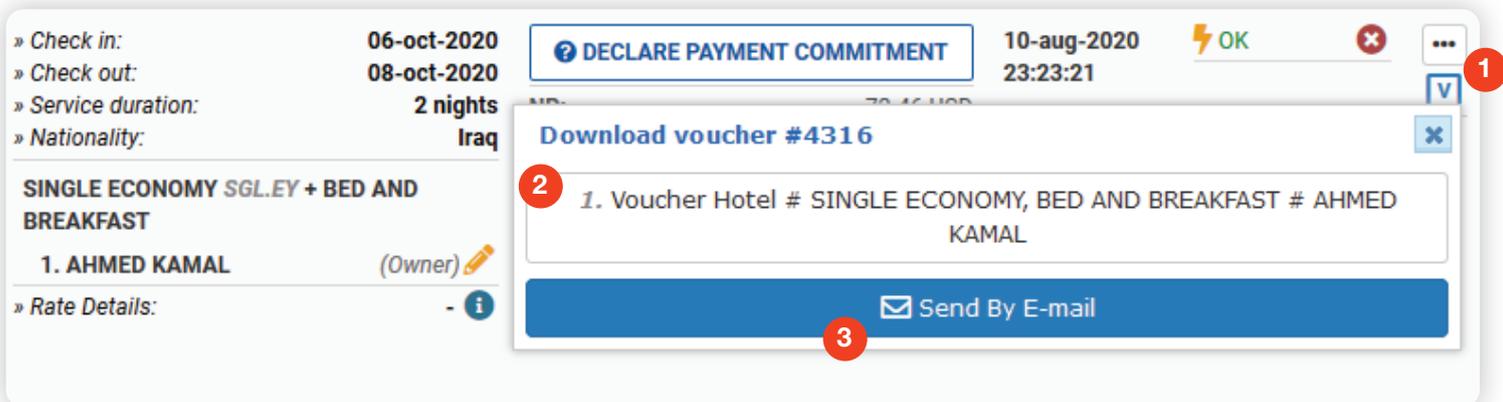
Under the activities, you can search your bookings via filters.  
Kindly find filter details as below;

^
Reservations Filters

<b>Reference IDs:</b>	<input type="text" value="ID"/>	<input type="text" value="Confirmation number"/>	<b>Supplier</b>	<input type="text" value="==="/>
<b>Service begins</b>	<input type="text"/>	<input type="text"/>	<b>Reservation date</b>	<input type="text"/>
<b>Country</b>	<input type="text"/>	<b>Traveller name</b>	<input type="text"/>	
<b>Agent Reference</b>	<input type="text"/>		<b>Backoffice Reference</b>	<input type="text"/>
<b>Office</b>	<input type="text" value="= select office ="/>	<b>User</b>	<input type="text"/>	
<b>Status</b>	<input type="checkbox"/> OK <input type="checkbox"/> On Request <input type="checkbox"/> Cancelled <input type="checkbox"/> Cancellation Pending		<b>Cancellation policy starts</b>	<input type="text"/>
			<b>Autocancel</b>	<input type="text" value="= select interval ="/>
			<b>Cancelled by</b>	<input type="text" value="= select type ="/>

## 8. How to download or send a voucher?

From the Reservations section, you can choose the accommodations, packages and activities to download a needed voucher or email a voucher (s) by clicking on the below icon.



The screenshot displays a reservation card with the following details:

- » Check in: 06-oct-2020
- » Check out: 08-oct-2020
- » Service duration: 2 nights
- » Nationality: Iraq
- SINGLE ECONOMY SGL.EY + BED AND BREAKFAST**
- 1. AHMED KAMAL (Owner)
- » Rate Details: -

At the top right of the reservation card, there is a button labeled "DECLARE PAYMENT COMMITMENT" and a status indicator "10-aug-2020 23:23:21" with a lightning bolt icon and "OK".

A modal window titled "Download voucher #4316" is open, showing the following text:

1. Voucher Hotel # SINGLE ECONOMY, BED AND BREAKFAST # AHMED KAMAL

At the bottom of the modal window, there is a blue button labeled "Send By E-mail".

Red circles with numbers 1, 2, and 3 are overlaid on the image to indicate the steps: 1 points to the voucher icon in the top right corner of the reservation card; 2 points to the voucher text in the modal window; 3 points to the "Send By E-mail" button in the modal window.

## 9. How to contact customer support team?

Once you login, you will see “Contact us” on the top of the page. You can either “Send Message” or “Contact us” by calling our numbers to reach our professional customer support representative for assistance.



Home



Search



Reservations



Financial



Reports



Information



Contact Us



Privacy



Admin

## 10. How to create a ticket?

If you want to create a ticket which is related to your booking, click the “Reservations” section. Then choose the booking ID that you want to create to ticket for. After that click, the “Send Message” button.

» Check in:	06-oct-2020	<a href="#">? DECLARE PAYMENT COMMITMENT</a>	10-aug-2020			
» Check out:	08-oct-2020		02:22:21			
» Service duration:	2 nights	NP:	72.46 USD			
» Nationality:	Iraq	C:	0.00 USD			
<b>SINGLE ECONOMY SGL.EY + BED AND BREAKFAST</b>		SP:	72.46 USD			
<b>1. AHMED KAMAL</b> (Owner) 		<b>PAYMENT REQUIRED</b>				
» Rate Details:	- 	Payment date:	<b>10-aug-2020</b>			
		Auto-cancel date:	<b>02-oct-2020 23:59</b>			

-  Download voucher
-  Reservation details
-  Proforma details
-  comments on this reservation 0

## 11. How to make the bookings with pay later and what is the purpose?

At the last step of the booking process, you can choose the pay later option in the payment type, which is available only for the refundable bookings. The purpose of pay later option is to on hold the booking for 24 hours, when at the time you either don't have the enough credit or you don't have any credit in your account at all. In such cases you will make the reservation and will remain active in your account for 24 hours, during that period you can change it to credit, otherwise, after 24 hours the booking will be canceled automatically.

### Payment type

Pay later

The reservation must be paid before **25-aug-2020**.

Failing to do so will result in autocancellation on **25-aug-2020 17:00**.

If 'PAY LATER' is selected, the booking will be saved with the supplier, but please note that the system WILL AUTOMATICALLY CANCEL the booking if the payment is not received within the specified deadline, which have not been marked as paid by the administrator. If you have credit available, you can switch the booking on credit at any time. 'Pay later' bookings can be cancelled manually from the system, by the agent.

Credit

Available credit: 1,000.00 USD

Full credit: 1,000.00 USD

Validity 01-jul-2019 - 31-aug-2020

If 'CREDIT' is selected, the booking value will be deducted immediately from your credit limit, regardless the booking check-in or check-out date. The booking value will be available immediately, however the system WILL NOT CANCEL the booking automatically on deadline. 'Credit' bookings can be cancelled manually from the system, by the agent. Credit will be restored once the 'Credit' booking is invoiced by the administrator.

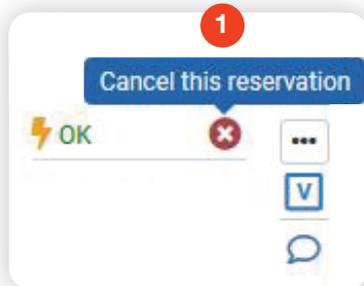
## 12. How to change the bookings from pay later to credit?

If you want to change the status of a booking from pay later to credit, click the “Reservations” section, choose the booking ID that you want to change it to credit and then click on the credit button to confirm it as shown in the image below:

» Check in:	06-oct-2020	<a href="#">? DECLARE PAYMENT COMMITMENT</a>	10-aug-2020			
» Check out:	08-oct-2020		23:21:40			
» Service duration:	2 nights	NP:	72.46 USD			
» Nationality:	Iraq	C:	0.00 USD			
<b>SINGLE ECONOMY SGL.EY + BED AND BREAKFAST</b>		SP:	72.46 USD	<b>Reseller Module</b>		
<b>1. FARAJ GALALI</b>		<b>PAYMENT REQUIRED</b>				
(Owner) 		Payment date:	<b>10-aug-2020</b>			
» Rate Details:		Auto-cancel date:	<b>02-oct-2020 23:59</b>			

## 13. How to cancel a bookings?

If you want to cancel an existing booking, after accepting the cancellation policy, click “Reservations” section. Then choose the booking ID that you want to cancel it, after that click on the cancel button and type yes, the booking will be canceled.



Confirmation ✕

Are you sure you want to cancel this reservation?

---

**Cancellation policy**

- The reservation must be paid until **10-aug-2020**. Failing to do so will result in autocancellation on **02-oct-2020 23:59**.
- Cancelling from 03-oct-2020 23:59 incurs a 36.23 USD (+0.00 = 36.23) penalty.

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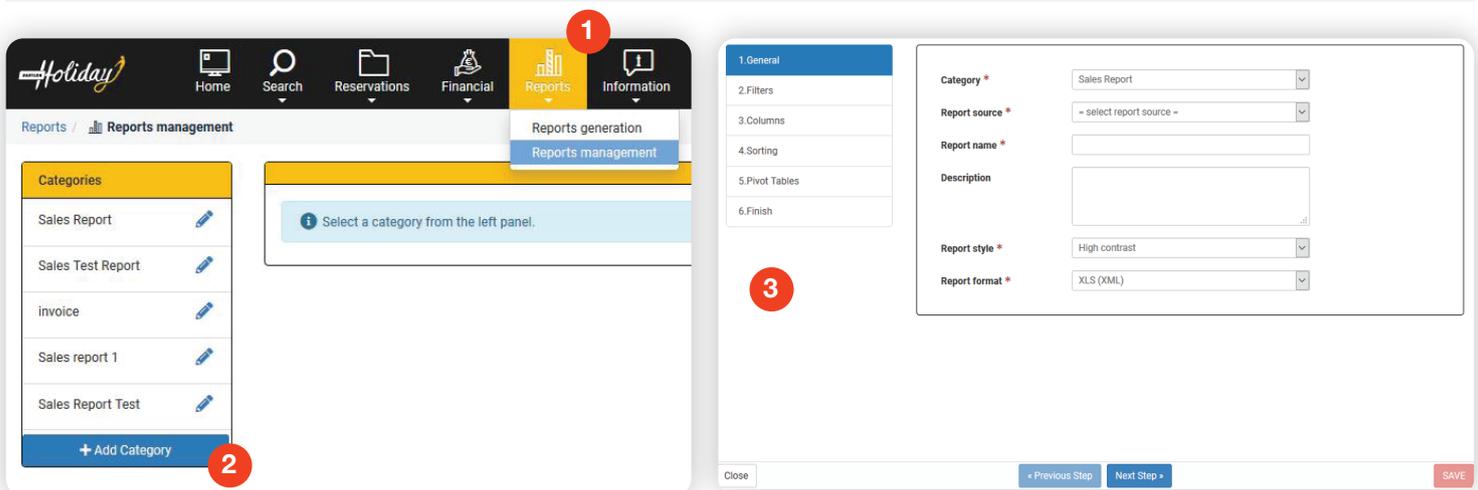
To confirm, type  :

2

## 14. How to create a report?

From the report section, then click the report management where you can make your report as you want by following the steps:

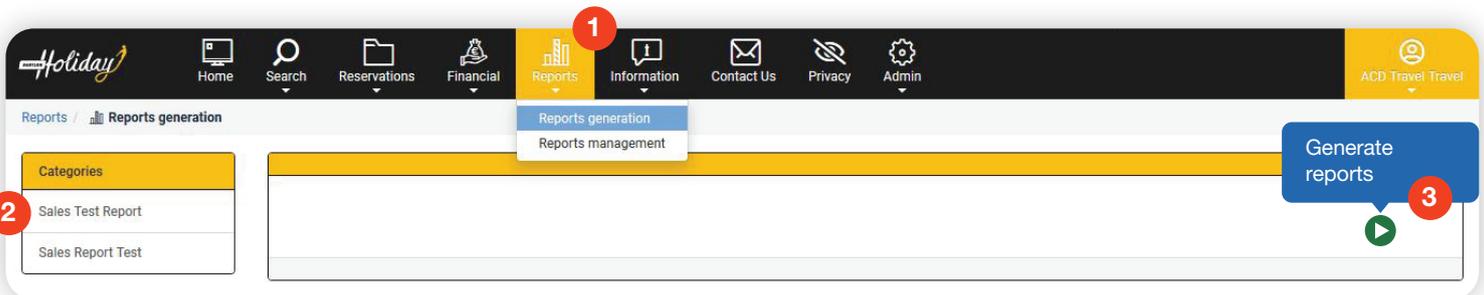
- 1- Add Category
- 2- From the category that you made, click on the Add report.
- 3- in General section you should choose the category and report source then name the report
- 4- in Filters section you should choose the filters that later you will use it to import the report
- 5- in Columns section you should choose the columns that you will need to appear on your report
- 6- in Sorting section you can sort your columns
- 7- in Pivot table section you can make the pivot table as you want
- 8- in the last step click on the save button to save your report



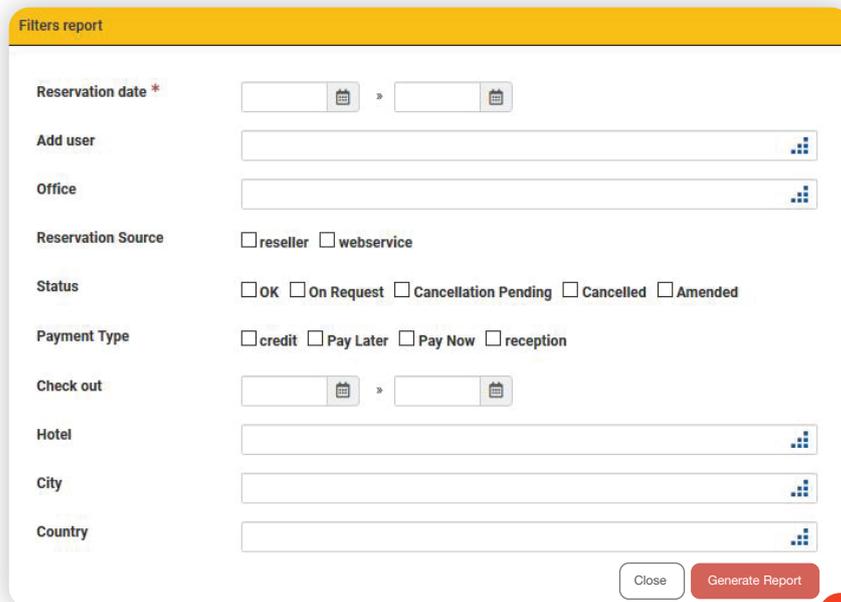
The screenshot illustrates the Babylon Holiday system interface for creating a report. The interface is divided into two main panels. The left panel, titled "Reports / Reports management", shows a "Categories" list with items like "Sales Report", "Sales Test Report", "invoice", "Sales report 1", and "Sales Report Test". A red circle "2" highlights the "+ Add Category" button at the bottom. The right panel, titled "Reports generation / Reports management", shows a multi-step wizard. Step 1 is "General", which is highlighted with a red circle "1". The "General" step includes fields for "Category \*" (set to "Sales Report"), "Report source \*" (set to "= select report source ="), "Report name \*", "Description", "Report style \*" (set to "High contrast"), and "Report format \*" (set to "XLS (XML)"). A red circle "3" highlights the "Category" dropdown. At the bottom of the wizard, there are "Close", "< Previous Step", "Next Step >", and "SAVE" buttons.

## 15. How to download a report?

From the report section, click the report generation, then choose the category of report , click on the generate report, where you can use the filters to download the report and then click on the generate report.



The screenshot shows the Babylon Holiday dashboard. The top navigation bar includes Home, Search, Reservations, Financial, Reports (highlighted with a red circle '1'), Information, Contact Us, Privacy, and Admin. The Reports dropdown menu is open, showing 'Reports generation' (highlighted with a red circle '1') and 'Reports management'. On the left, a 'Categories' list includes 'Sales Test Report' (highlighted with a red circle '2') and 'Sales Report Test'. On the right, a blue 'Generate reports' button with a play icon is highlighted with a red circle '3'.



The 'Filters report' dialog box contains the following fields and options:

- Reservation date \***: Two date pickers with a right arrow between them.
- Add user**: A text input field with a dropdown arrow.
- Office**: A text input field with a dropdown arrow.
- Reservation Source**:  reseller  webservice
- Status**:  OK  On Request  Cancellation Pending  Cancelled  Amended
- Payment Type**:  credit  Pay Later  Pay Now  reception
- Check out**: Two date pickers with a right arrow between them.
- Hotel**: A text input field with a dropdown arrow.
- City**: A text input field with a dropdown arrow.
- Country**: A text input field with a dropdown arrow.

At the bottom right, there are two buttons: 'Close' and 'Generate Report' (highlighted with a red circle '4').