Frequently Asked Questions
Cabforce for Travelport Smartpoint



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General

What is Cabforce?

Cabforce, a worldwide advance booking service for taxis, minibuses and executive cars, is dedicated to providing safe, trustworthy taxi transfers. The company provides real-time, all-inclusive rates with coverage of more than 120 destinations worldwide through its online booking application: the first of its kind in the industry.

The Cabforce integrated solution now allows agencies to book taxis and airport transfers directly within Travelport Smartpoint. It provides agents with a fully integrated taxi shopping and payments solution, including configurable PNR segments and remarks that go into the back office and data hand offs for invoicing and reporting.

With Cabforce, agencies can boost revenue, save time and retain their customers.

What are the current pain points for agencies that want to offer taxis and airport transfers?

Booking taxis previously required agents to open multiple systems, and often involved manual work and time between requests and quotes, which made the process time-consuming and eroded the narrow margins available.

Current agency challenges when selling transfers:

- Lack of tools and technologies.
- Takes too much of an agent's time to produce viable results.
- Fragmented offering makes it difficult to sell.
- Lack of dependable aggregators/suppliers.

How is Cabforce solving the agency problem?

With Cabforce incorporated into the agency desktop, a taxi icon appears on screen. Agents simply click on this to see suggested services and pick-up times for flights booked in the GDS, choose vehicle options, and provide real-time quotes for customers.

The agent books taxi transfers in the same way as air travel and hotel rooms. The Cabforce application picks up flight details and customer PNR details, making the booking process fast, simple and error-free, increasing the profitability of taxi sales.

What does Cabforce offer?

Cabforce enables the resale of transfers for the travel agency through its:

1) Consolidated high-quality global supply:
    a) Three standardized product categories globally (Best Value, Executive and Minibus).
    b) All-inclusive flat rates for any routes, including meet & greet, tips, parking, service charges and waiting time.
    c) Market leading 2h advance booking time and free cancellation policy.
    d) Standard SLA, proven process, flight monitoring.
    e) Pre-paid taxi rides using the Cabforce merchant model eliminate the need for in-car payment.
    f) Screened and certified taxi and airport transfer providers.
2) Earning model for distribution partners.
3) 24/7 customer service for passengers and distribution partners.
4) Best-in-market online solutions for cross-selling taxis in all travel touch points.

Cabforce has now fully integrated its offering into Travelport Smartpoint.

What are the benefits of Cabforce for Travelport Smartpoint?

Agencies can:

- offer full door-to-door services in Travelport Smartpoint with just a couple of extra clicks.
- increase their revenue per trip with a wider service portfolio and increase customer loyalty.
- save time and effort by adding taxi bookings to existing reservations and back-office systems automatically.

Passengers will:

- enjoy the convenience of pre-booked travel with no queues or hassle.
- get pre-paid trips with no need for local cash or paper receipts.
- enjoy the benefits of secure, reliable and flexible transfers.

Commercial

How much does it cost to use Cabforce for Travelport Smartpoint?

The installation and use of Cabforce for Travelport Smartpoint is free of charge for the agency.

Can the agency earn commission on the Cabforce content?

Yes. If there are some volumes expected, the agency is eligible to a commercial agreement with Cabforce, with which the agency may earn from re-selling Cabforce transportations as follows:

a) Commission: a % of the Cabforce default retail price that is shared with the agency as sales commission.
b) Channel Mark-up: an additional % added to the default retail price (the mark-up is added by the Cabforce system before the price is shown in the agency channels) and earned back in full by the agency.

For a commercial discussion the travel agency can contact Cabforce at sales@cabforce.com.

Are all transfer prices always all-inclusive?

Yes. The Cabforce rates for each product are generated real-time at time of booking, and are always all-inclusive. No extras like parking, meet & greet service at airports, harbours and train stations, tax, service charges, waiting time or tips added to the price afterwards. All prices include local VAT, which is separately specified on the invoice or credit card payment receipt afterwards.

What are the car categories provided by Cabforce and is the price per passenger or per vehicle?

Cabforce offers the following products in all of its destinations worldwide:

- Best value: Local taxis or similar for best value rides, no-frills.
- Executive: Business-grade private cars aimed for comfort.
- Minibus: More space for group transfers, superb value.

The price is always per vehicle - not per passenger - and the capacity in number of PAX and luggage of each product is clearly presented with the real time quote.

What is the payment process of transfers booked through Cabforce for Travelport Smartpoint?

The default setting is payment by credit card.

For an invoicing account, the agency fills in and signs the Cabforce “Credit Application for a Business Account” and sends it to sales@cabforce.com. Cabforce will then open up an invoicing account for the agency, after which bookings can go on account to be reported and invoiced by Cabforce to the agency monthly.

Does eNett virtual credit card work as payment method?

Yes, you can book Cabforce rides using eNett.

When is the agency or client credit card charged?

The credit card is charged 24 hours after the ride has been successfully completed, at which point a VAT receipt is sent to the email address provided in the booking. An authorisation is placed on the credit card for the total amount of the transfer at time of booking.

Who is responsible should the car not arrive on time, or not at all?

If the supplier is not able to make the pick-up in time and the client has fulfilled all his/her responsibilities, a full refund can be received according to our refund policy at https://www.cabforce.com/home/terms-of-service/

Cabforce will use its reasonable endeavours to ensure the car is waiting for the passenger at pickup. However, cars may break down, and accidents or human errors may happen, although rear. If that happens, Cabforce's liability is limited to the value of the transportation booked. Cabforce will also, as compensation for any inconvenience caused, offer a 50% discount voucher to the customer.

Product

What is the availability and pre-requisites of Cabforce for Travelport Smartpoint?

Cabforce is available in Travelport Smartpoint 3.0 and above for any Galileo or Apollo agencies globally.

What is the service coverage of Cabforce?

Cabforce taxis and airport transfers can be booked in more than 120 major travel destinations in more than 30 countries, with the network improving rapidly in regards to coverage, capacity and quality.

What are the features of Cabforce for Travelport Smartpoint?

The main features of Cabforce for Travelport Smartpoint include:

- Taxi and airport transfer bookings fully integrated to the agency workflow.
- Itinerary based shopping, where ground transportation is added quickly and efficiently between flight and hotel segments.
- Full passenger profile data integration.
- Commissionable content for the agent.
- Invoicing and credit card payment with Visa, Mastercard, Diners, Amex and eNett.
- Agency branded vouchers for customers.
- Taxi ride data added to PNR as customizable segments and remarks to be used for back office and reporting hand offs.

How do I install Cabforce for Travelport Smartpoint?

The plugin is currently available for download at the Travelport Customer Portal.

How do I access the latest version of Cabforce for Travelport Smartpoint?

A latest version of the plugin is always available via the Travelport Customer Portal.

How do I activate the Cabforce plugin in Travelport Smartpoint?

If an existing air or hotel segment is active, you can click on the Cabforce icon. When the Cabforce plugin is open, click on "refresh". Prefilled templates will be suggested between all active segments.

If you do not have an active air booking, simply type #CAB and the plugin will be activated. You can then click on "free search" and fill in the screen accordingly.

How do I demonstrate or test the functionality of the plugin?

The Cabforce plugin connects to the Cabforce production servers by default and all bookings are real!

If you wish to test the whole booking process, payment, and creation of segments and remarks without creating real bookings, please use the following command before opening the Cabforce plugin:

#CAB ENV TEST

You will get the following response: CABFORCE: NOW USING TEST ENVIRONMENT, and you should also see the text "(TEST)" after the version number in the footer of the plugin. Now all bookings are created in our test environment. You may also use dummy credit card information for making bookings in the test environment, and nothing is charged.

To go back again to the production environment, type:

#CAB ENV PROD

Is it possible to book a taxi through Smartpoint without an air segment?

Yes, just use the “free search” instead of itinerary search to book a ride.

Does the Cabforce booking create PNR data?

Yes, necessary passive segments are created for the itinerary view and DI or RI lines for the back office.

If I ignore the Gallileo booking before completing, is the Cabforce booking also ignored?

The Cabforce booking goes through if you click the “Place order” button in the plugin and there are no errors. The Travelport Smartpoint ignore and cancellation commands do not affect Cabforce bookings.

What information should be filled in under Passenger details?

The Passenger details should be filled in as follows:

- **Name**: Passenger name. Used by the taxi supplier to find the customer, and on the name board as part of meet & greet services.
- **Email**: Passenger email address. Email confirmation and cancellation vouchers, are sent to this address. Also credit card receipts are sent to this address if the transfer is paid by credit card. NOTE: make sure to enter the correct passenger email address, as the confirmation voucher includes important information regarding the pickup!
- **Mobile phone**: Passenger mobile phone. Mandatory and important. Passed to the taxi supplier.
- **Company**: Optional.
- **Notes**: Any additional relevant information regarding the passenger or pickup that you want to pass to the taxi supplier, e.g. “Only hand luggage”.
- **Reference**: Optional. Free text reference that appears in the credit card receipt.
- **Flight number**: Flight number e.g. “AY123” for the taxi supplier to be able to follow flights and adjust the pickup accordingly. Prefilled in the itinerary search mode.

How can the customer change or cancel the bookings?

Bookings may be changed or cancelled free of charge up to 2 hours before pickup as follows:

1) Click on the Booking button in the upper right corner of the Cabforce plugin.
   In the list view you can see basic information about the bookings and a Details button, which opens the booking details view for one booking.
   By default, bookings are shown one week to the future from today but you can change the date limits easily in the date picker.
2) After clicking on the Details button you will now see all relevant information of the booking including passenger details, transfer details, payment method and price.
   In this view you have the options to a) cancel the booking and b) resend the email confirmation voucher to the passenger.

For any further enquiries about bookings you may also contact the Cabforce 24/7 customer service on:

- Phone +44 203 455 0380 (24/7 for urgent matters).
- Email booking@cabforce.com (response time 24 hours).

Make sure to refer to the booking with the Cabforce booking reference number that is found in both the passive segment and the DI or RI line (e.g. 123-12345-1).

NOTE: All bookings made in the plugin are real, and are delivered to the local taxi suppliers immediately when booked. The taxi supplier will then ensure that a car is available for the pickup, and accept the booking accordingly. Therefore unnecessary changes and cancellations should be avoided if possible.

If an agency wants to offer door-to-door services, is that possible with Cabforce?

Yes, Cabforce rides can be booked from any address to any address, not just between airports and city centres, and through the Travelport Smartpoint integration all the “gaps” in the itinerary can be easily filled with taxis with just a few clicks. The whole package is then confirmed and paid at once.

How many currencies does the Cabforce plugin support?

Transfers are quoted and can be purchased in the following currencies: EUR, GBP, USD, CHF, RUB, CAD, ZAR, DKK, NOK and SEK. The default currency can be changed in the plugin by clicking the price at time of quoting.

Why is a working mobile phone number of the passenger needed in the booking?

The most common cause for inconvenience with pick-ups is switched off mobile phone after the flight, or incorrect telephone number provided to Cabforce in the booking details. At airports, train stations and other busy locations, there is always a chance that the passenger misses the driver. If this happens, the telephone is the only quick remedy available. In such a situation, if the passenger cannot be reached on the telephone number provided, there is not much the Cabforce customer service can do to help.

What if the car does not come?

If traffic conditions, or other unexpected hinders prevent the car from arriving in time, the passenger will be notified immediately when it becomes obvious that there is a delay. In case the passenger has not been contacted, he/she should check that their mobile phone is switched on and operational, and contact the Cabforce 24/7 customer service immediately.

Communication

Can the Cabforce email confirmation vouchers be branded with the travel agency logo?

Yes, along with the commercial agreement between Cabforce and the agency, Cabforce will also brand the email confirmation vouchers with the agency logo.

What communication does the passenger receive about the transfer?

At time of booking:

- Confirmation email voucher including unique booking ID and instructions for how to meet the driver. No price information included.

15 minutes before pickup:

- Text message reminder including booking details, reference and Cabforce 24/7 customers service phone number.

What kind of reporting does Cabforce offer?

Cabforce delivers a detailed statement of all transfers and their status on a monthly basis.