Frequently Asked Questions!

1. **Difference between button "Send" & "Send All " in BO Service Module**

Answer:

Button "Send" – whatever status selected by FHE or BO/AO on Service Module Page, when click on "Send", same Status is updated into system

Button "Send All" – This button is added to ease the work and fasten the execution. When FHE or BO/AO click on "Send All" following default status as per case is updated into system.

Case FHE: whatever status selected by FHE on Service Module Page, when click on "Send All", all services which were in open state will be updated as "BO To Book"

CASE BO/AO: whatever status selected by BO/AO on Service Module Page, when click on "Send All", all services which were candidate for confirmation, will be updated as "Booking Confirmed By BO"

2. **Do I need to create Sub File Code for Delhi &Whom To Send Services**

Answer: Yes, FHE need to create Sub File Code for Delhi Also. And for the services, It needs to be updated as follow,

If Booked directly by FHE: Update Status as "Directly Booked By FHE" and add booking Ref No in Remarks.

3. **For Which Cities FHE Can Create Sub File Code**

Answer: FHE can only create the Sub Files only for the Cities shown on File Approval Screen. In case the itinerary uses any other city, please follow traditional and regular offline mode of booking and tracking.