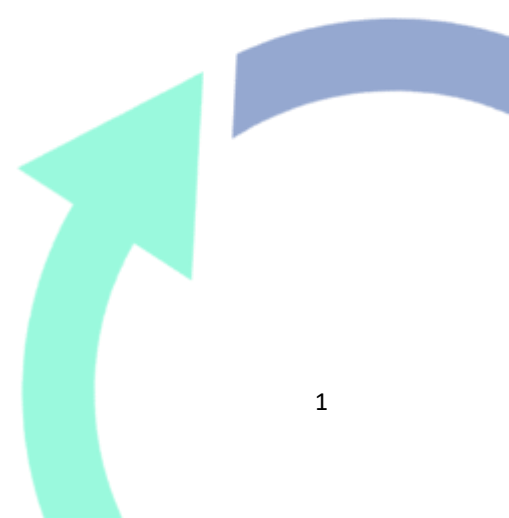




1-Stop

FAQ - ATI



WHAT ARE POINTS?

Points are used to pay for business transactions in the booking system. For example, when you create Booking Appointment, points can be deducted. Currently, Manila International Container Terminal (MICT) and Asian Terminals Inc. (ATI) uses the Points system.

WHY DO I NEED POINTS?

You will need to create Booking Appointments in TABS. If you do not have sufficient Points, you won't be able to make a booking until you have more points your account.

HOW MANY POINTS DO I NEED?

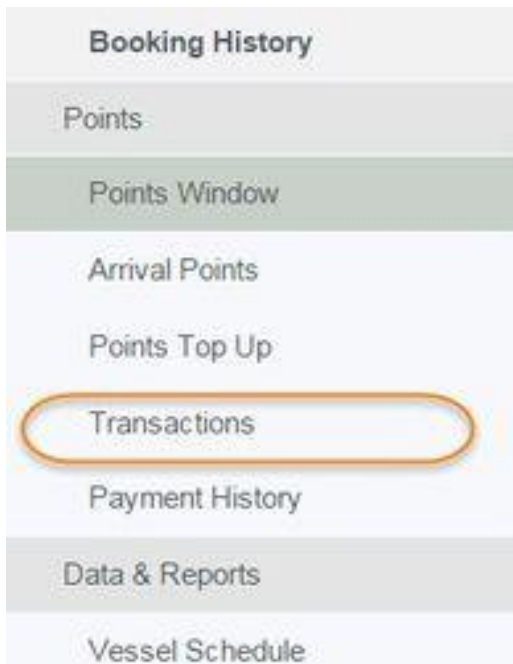
The Point charges for Bookings will vary based on the time zone and the day.

For example, a booking created for a HIGH demand time zone will cost more points than a Booking created for a LOW demand time zone.

All charges for TABS transactions are set by the facility using so called **Demand Window** and **Points Window**. You can see these point charges in TABS.

CAN I SEE MY POINTS BALANCE?

For Manila users, yes. Just login to the booking system and go to Points, then Transactions. You will see your account balance of the top of the screen.



Points Transactions

Current Balance: 9377

Company Name:

Book Ref:

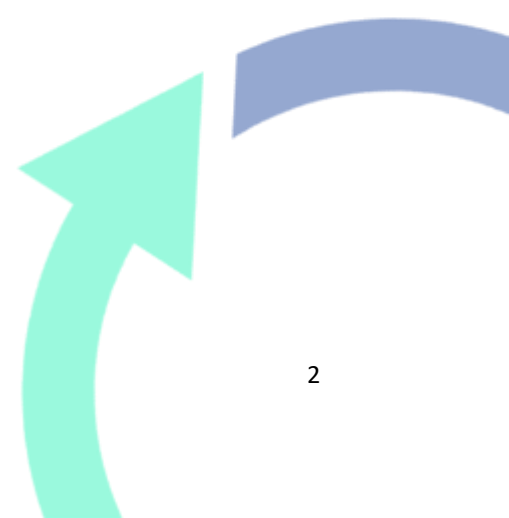
Point Events:

Date From: Month 23

Date To: Month 23

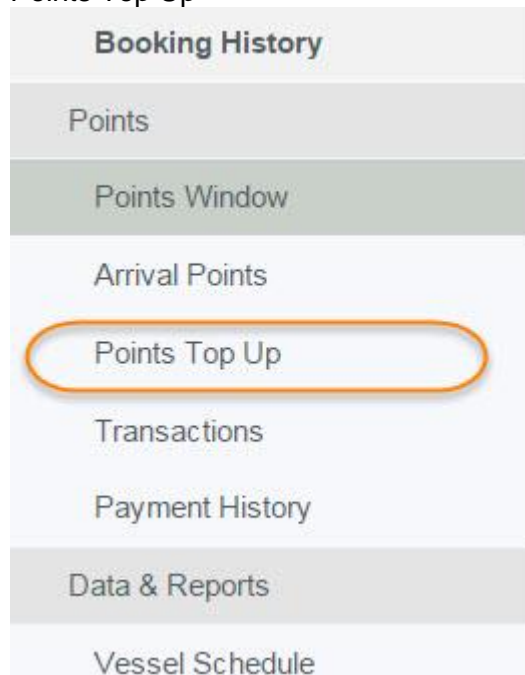
WHAT IF I DON'T HAVE ENOUGH POINTS?

You will need to add points by topping up your account.



HOW DO I TOP UP MY ACCOUNT?

Users can top up account in 3 easy steps: Once logged in to TABS, go to Points -> Points Top Up



Tell us how much you'd like to add to your account and press Pay

Select the Payment source and how you'd like to pay

WHAT ARE THE PAYMENT OPTIONS?

With DragonPay, you can pay using your Bank account (online) or Cash payments at any selected counter (Bank or Non-Bank).

Further details of supported banks and Dragonpay payment partners is available on:

<https://www.dragonpay.ph/online-payments/>

IS THERE A MINIMUM TOP UP AMOUNT?

No. There is no minimum top up amount.

DO MY POINTS EXPIRE?

No. Points in your account will never expire. You can use them for booking transactions anytime.

WHERE CAN I GET ASSISTANCE FOR DRAGONPAY PAYMENTS?

Dragonpay provides support for any payment related issues. Refer to the following contact information to access Dragonpay support.

Dragonpay Customer Support

+63(915)246-5045 Globe or +63(961)325-6153 Smart or +63(2)8655-6820 help@dragonpay.ph

ARE THERE ANY ADDITIONAL CHARGES FOR TOPPING UP AN ACCOUNT?

A fixed transaction fee is applied for each top up. The fee is 20 pesos and VAT.

WHEN CAN BROKER START TOPPING UP POINTS FOR ATI?

From 1st March 2020

WHEN WILL THE POINTS PAYMENT SYSTEM BE IN USE IN TABS?

From 16th March 2020.

For more information

User Guides	URL		
ATI	Customer Service	customersupport@asianterminals.com.ph	+63 (2) 8528 6000 extension 214/215/217/219