Agent Starter Kit & User Guide

Your step-by-step guide to signing up, topping up, booking every service, earning big and getting paid with Skybright Travel and Tours.

Flights · Hotels · Tours & Tickets · Transfers · Ferries · Bus & Train · Insurance · Visa · eSIM · Holidays

Skybright Travel and Tours Services
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WELCOME

Welcome to Skybright!

You are about to run your own travel business: book flights, tours, eSIMs and more for your clients at agent rates, under **your own agency name**, and earn on every sale.

What you can do as a Skybright agent

- Book **8 travel services** from one website, on your phone or computer.
- Pay everything from one **Booking Wallet** (top up by GCash, Maya, card, QR Ph or bank).
- Add **your own markup**: you decide your profit on every booking.
- Give clients tickets, vouchers and quotations with **your agency name and logo**.
- Earn **referral bonuses** when you invite new agents.
- Build a team of **sub-agents** and earn on their bookings.
- Cash out to **GCash, Maya, banks or pick-up centers**.

How to use this guide

Every task is explained in **small numbered steps** with a picture of the real screen. The orange numbers on each picture match the steps.

Tip boxes
Shortcuts and smart ways to work faster.

Important boxes
Things you must do to avoid problems.

Warning boxes
Mistakes that can cost money. Read these carefully.

Pictures show the demo agency **"WanderTravel Services"**. Your screens show your own name and balances.

Your first day in 6 steps

1. Sign up
Choose a plan and pay online or by bank. (Part 1)

2. Set up
Add your agency logo, check your profile. (Part 1)

3. Top up
Add money to your Booking Wallet. (Part 2)

4. Set markup
Decide your profit per service. (Part 2)

5. Book
Sell your first flight, tour or eSIM. (Part 3)

6. Grow & earn
Share your links, build your team. (Parts 5 & 6)

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01

Getting started

Create your agent account, log in for the first time, learn the dashboard and set up your agency profile.

- What Skybright offers
- Signing up and paying for your plan
- Logging in and the dashboard tour
- Your profile, logo and Security PIN
- Your two wallets

GETTING STARTED

Our services at a glance

Everything your clients need for a trip, in one portal, paid from your Booking Wallet. Use the menu (computer) or the service tabs (phone).

Flights — LIVE

Domestic and international, one way and round trip, with seats and extra baggage. Real e-tickets.

Hotels — LIVE

2.9 million hotels worldwide at agent rates, instant confirmation, branded voucher.

Tours & Tickets — LIVE

Day tours, island hopping and attraction tickets in the Philippines and abroad. Booked for you; ticket with your logo.

Transfers — LIVE

Private airport ↔ hotel cars and vans worldwide, booked online with instant confirmation and free cancellation.

Ferries — LIVE

Starlite routes booked by our team (Batangas, Romblon, Cebu, Caticlan…) plus instant online booking of all operators.

Bus & Train / Bus & Van — LIVE

Bus seats from Manila to Luzon, trains abroad, and private bus or van rental with driver for groups.

Travel Insurance — LIVE

Domestic, Asia and worldwide (Schengen-approved) plans with exact prices; policy PDF issued by our team.

Holidays — LIVE

Ready-made packages, plus private tours in Vietnam and China (Shanghai, Beijing, Zhangjiajie…).

Visa — LIVE

Visa assistance for Australia, Qatar, UAE, China, USA, South Korea and more.

eSIM — LIVE

Travel data for 200+ countries from about ₱80, issued in seconds under your agency name.

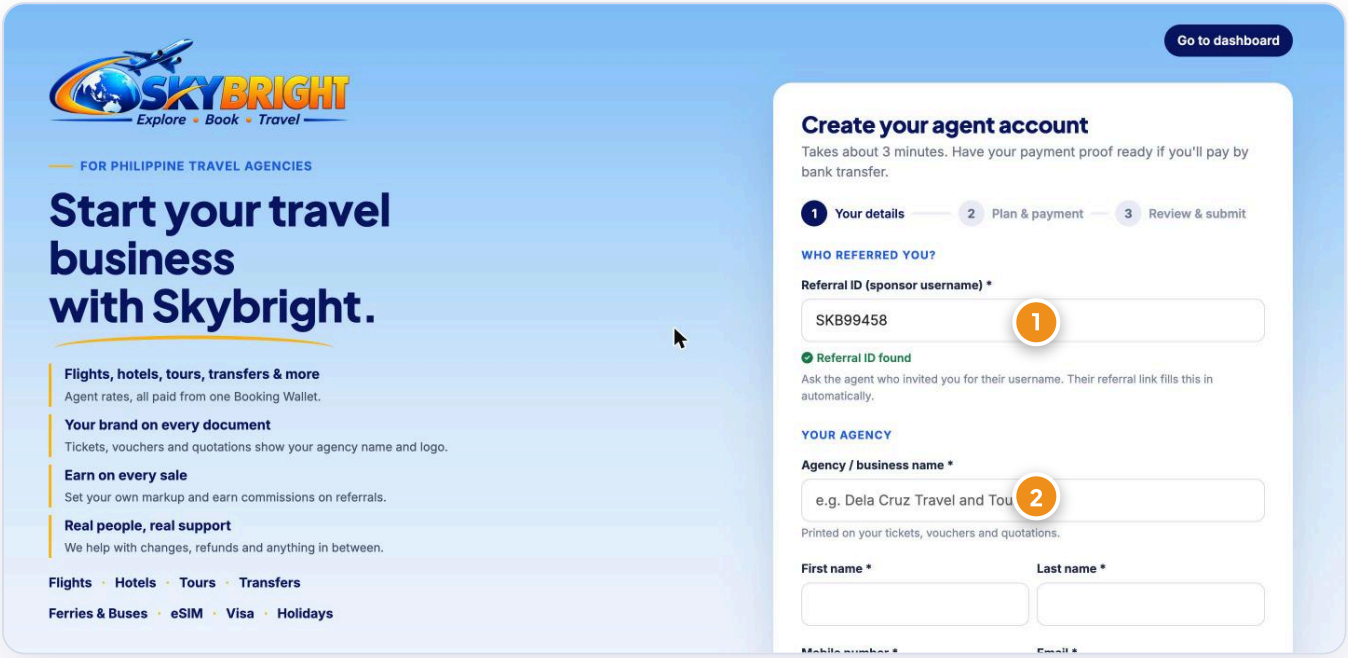
Plus business tools

Quotations, a client list, markup settings, sub-agents, referral links, reports and **Ask Sky**, our 24/7 assistant.

GETTING STARTED · STEP 1

Create your agent account

Sign-up takes about 3 minutes. Open the referral link your sponsor sent you, or go to **skybright.online** and click **Become a Skybright agent**.

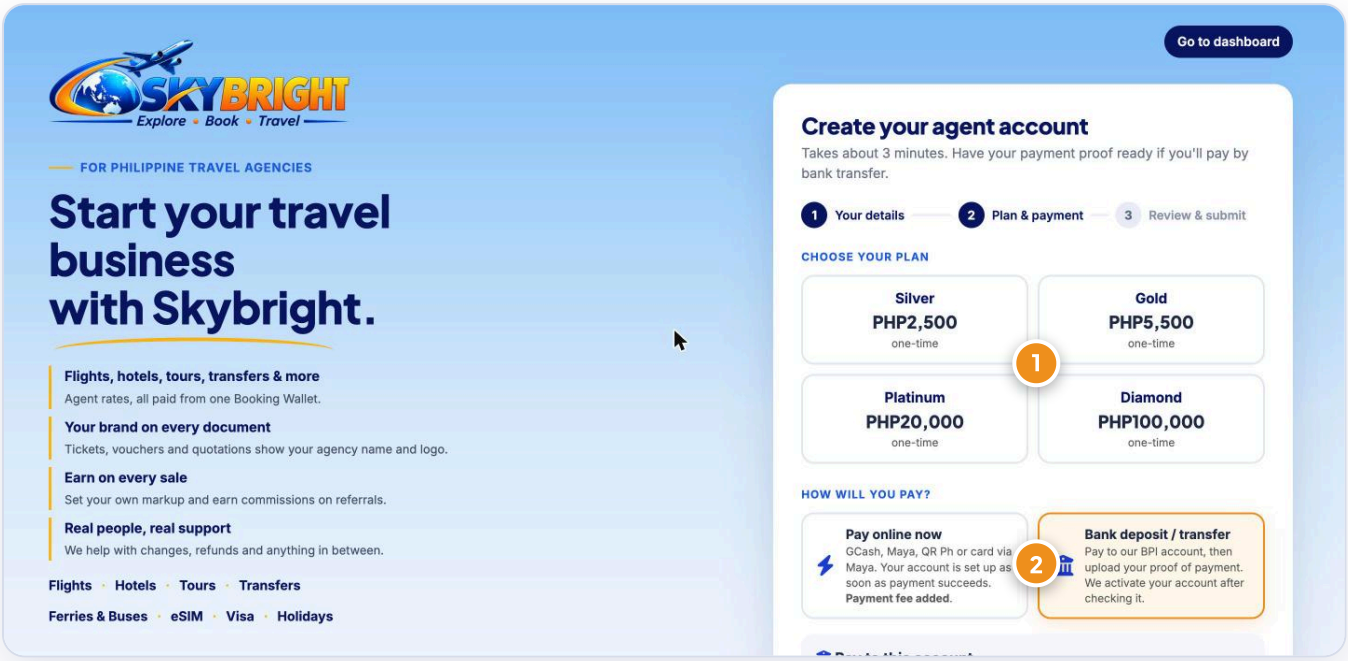


1. **Referral ID:** the username of the agent who invited you (for example **SKB12345**). If you used their referral link it is already filled in, and a green **"Referral ID found"** appears.
2. **Your agency:** type your agency or business name exactly as you want it printed on tickets and vouchers. Then fill in your first and last name, an **11-digit mobile number**, your **email** (your login details are sent here), business address, country and zip code.
3. Create a **password** (at least 6 characters) and type it again to confirm.
4. Click **Continue to plan & payment**.

> **Important**
> Use an email you check every day. Booking confirmations, payouts and your welcome email with your login details go there.

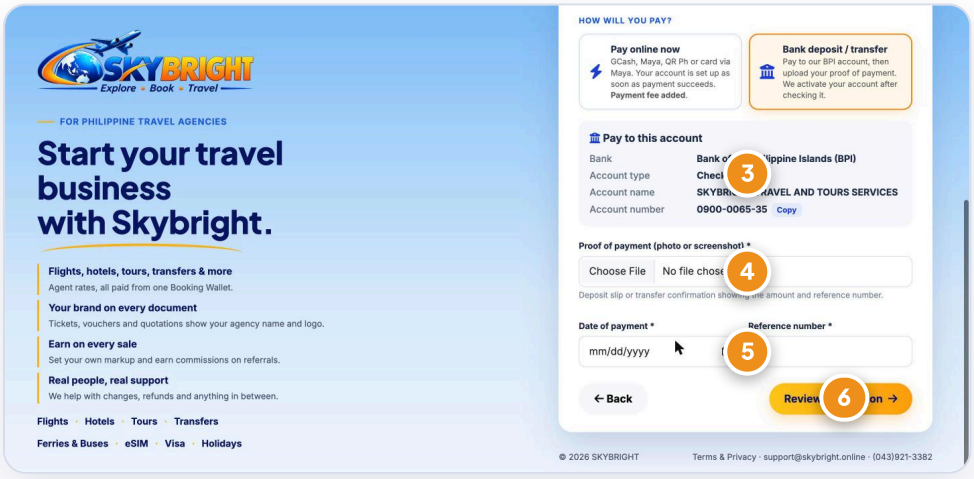
GETTING STARTED · STEP 2

Choose your plan and pay



1 **Choose your plan:** Silver ₱2,500, Gold ₱5,500, Platinum ₱20,000 or Diamond ₱100,000 (one-time). All plans can book every service. **Your plan sets your referral bonus**: Silver 12%, Gold 25%, Platinum 35%, Diamond 50% of every new agent's plan (see Part 5). You can upgrade later and pay only the difference.

2 **Choose how to pay:**
- **Pay online now** with GCash, Maya, QR Ph or card. Your account is created **as soon as the payment succeeds**. A small payment fee is added.
- **Bank deposit / transfer** to our BPI account (next picture). Your account is activated after we check your proof of payment.



3 Bank only: pay to **BPI · SKYBRIGHT TRAVEL AND TOURS SERVICES · 0900-0065-35**.

4 Upload a photo or screenshot of your deposit slip or transfer confirmation.

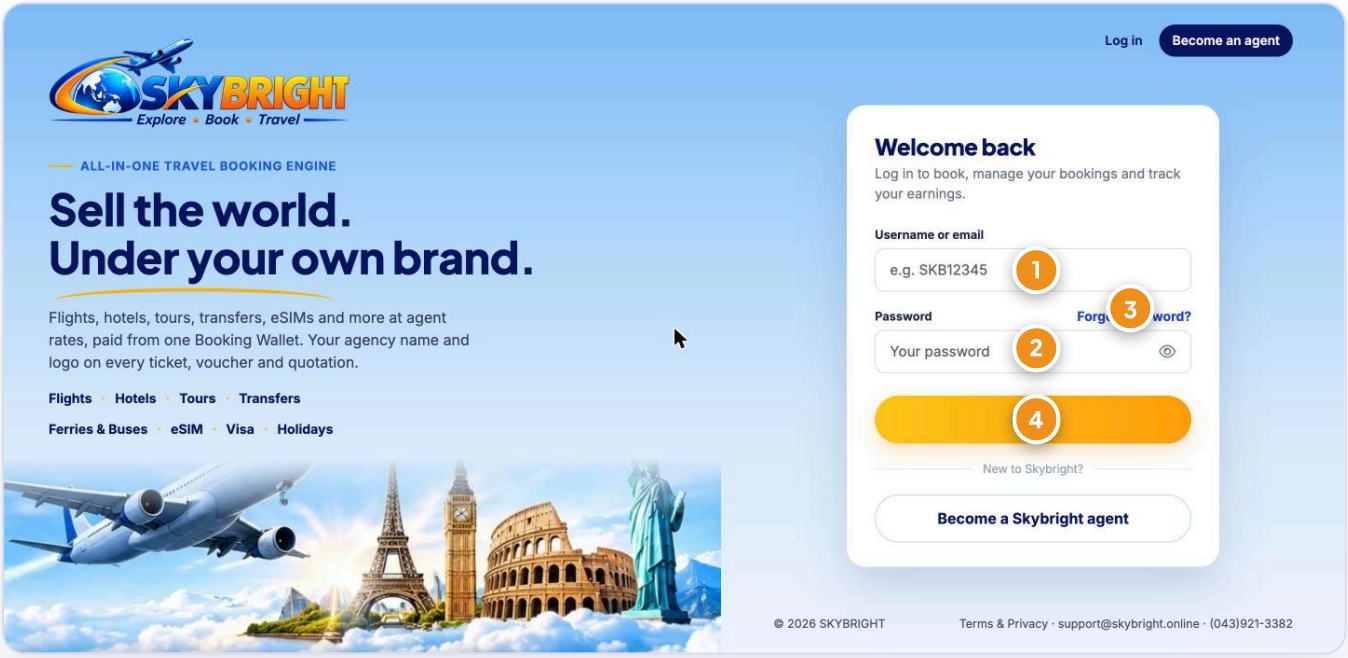
5 Enter the payment date and the reference number.

6 Click **Review application**, check your details, tick that you accept the Terms & Conditions, then click **Submit**.

GETTING STARTED · STEP 3

Log in for the first time

When your account is ready you receive a **welcome email** with your username (it starts with **SKB**) and your login details.



1. Go to **skybright.online** and type your **username** (e.g. SKB12345) **or your email**.
2. Type your **password**. Tap the eye icon to see what you typed.
3. Forgot it? Click **Forgot password?** and follow the link sent to your email.
4. Click **Log in**. You land on your **Dashboard**.

Tip: install the Skybright app on your phone

When you open the site on your phone, a banner offers to **Install the Skybright app**. On Android tap **Install**. On iPhone tap **Share** > **Add to Home Screen**. Skybright then opens like a normal app from your home screen.

Keep your account safe

Never share your password or Security PIN with anyone, including people claiming to be from Skybright. Our staff will never ask for them.

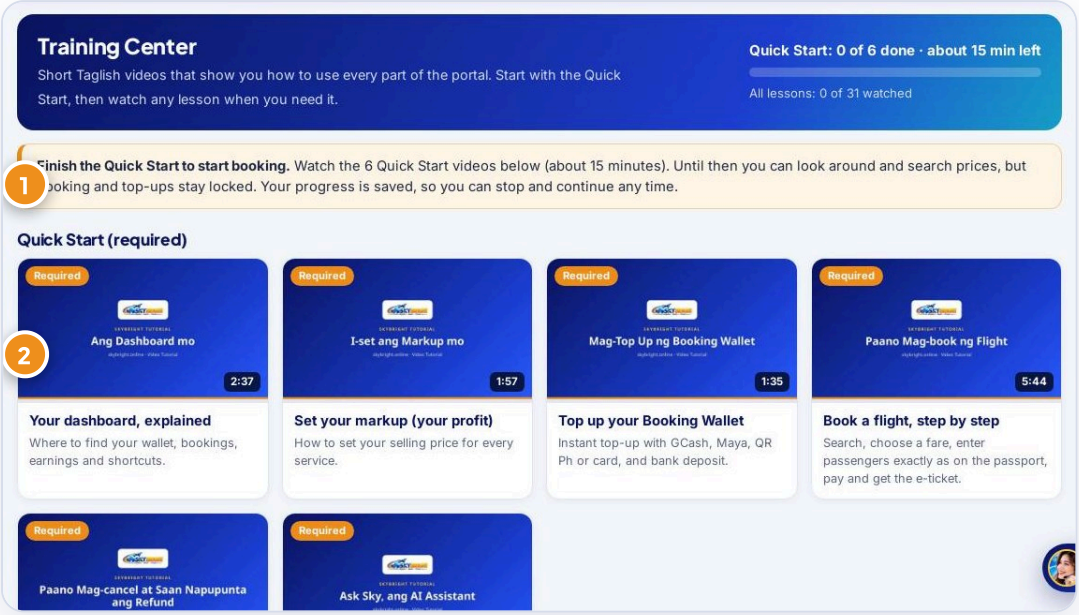
Not an agent yet? Try the demo account

Log in at **skybright.online** with username **SKB80065** and password **Demoskybright** to look around and search flights, hotels, tours, transfers and more. Booking, payments, requests and account changes are switched off on the demo, and it has no wallet balance. Ready to sell? Log out and click **Become a Skybright agent**.

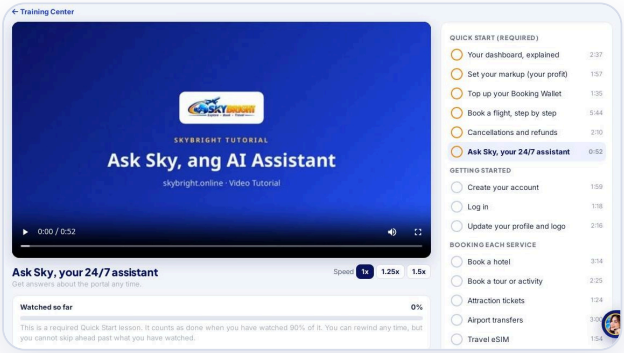
GETTING STARTED

Your Quick Start training (about 15 minutes)

Right after your first login, watch the **Quick Start**: 6 short Taglish videos in the **Training Center**. New accounts can book and top up as soon as the Quick Start is finished.



1. Open **Training Center** (Menu > Business, the orange **Continue training** bar, or the card on your Dashboard). The **Quick Start** videos are marked **Required**: your dashboard, setting your markup, topping up, booking a flight, cancellations and refunds, and Ask Sky.
2. Watch each one. A video counts as done when you have watched 90% of it. You can rewind and use 1.25x or 1.5x speed, but you cannot skip ahead. Your progress is saved, so you can stop and continue on any device.



What you can do while training

You can already look around, search prices, set up your profile, logo and markup, save clients and make quotations. Booking and top-ups unlock the moment you finish the Quick Start.

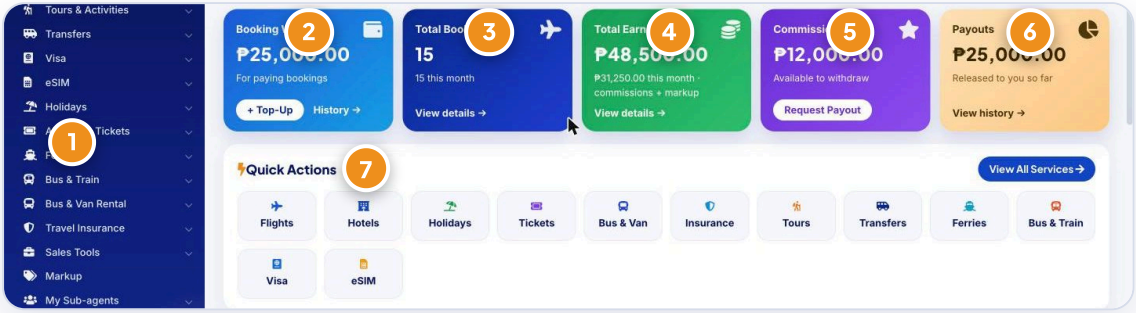
Your certificate

When you finish, your Dashboard shows **Certified SkyBright Agent** and you can print your certificate. All other lessons stay in the Training Center for whenever you need them.

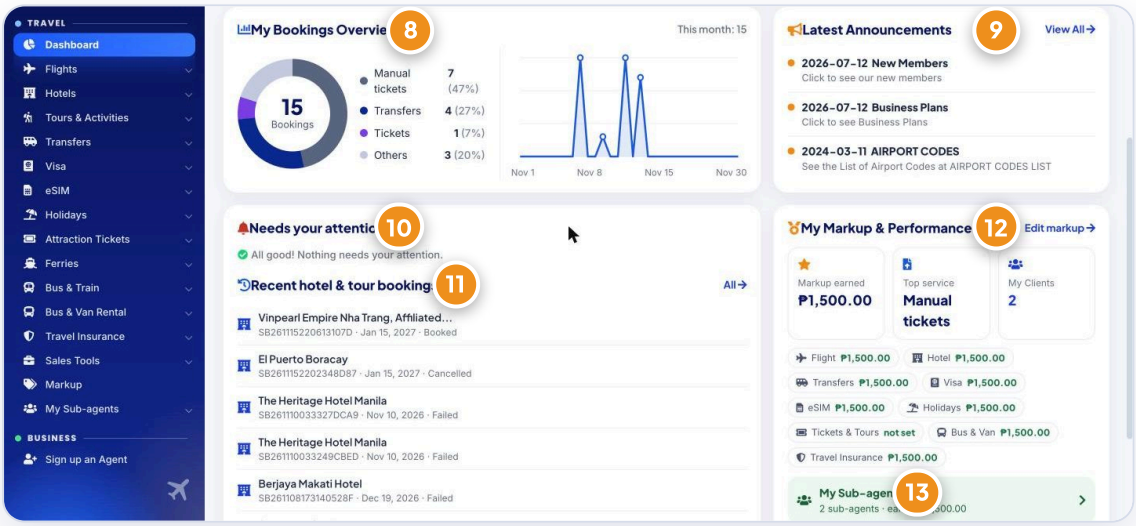
GETTING STARTED

Your dashboard, explained

Your home screen: your money, your bookings and what needs your attention. The menu is grouped into **Travel**, **Business** and **Account**.



1. **Menu**: every service under **Travel**; sign-ups and team under **Business**; profile, wallet and reports under **Account**.
2. **Booking Wallet**: money for bookings. **Top-Up** adds money; **History** lists every top-up, booking and refund.
3. **Total bookings** this month and overall.
4. **Total earnings**: commissions and markup.
5. **Commission Wallet**: income you can cash out with **Request Payout**.
6. **Payouts** already released to you.
7. **Quick Actions**: one tap to every service.

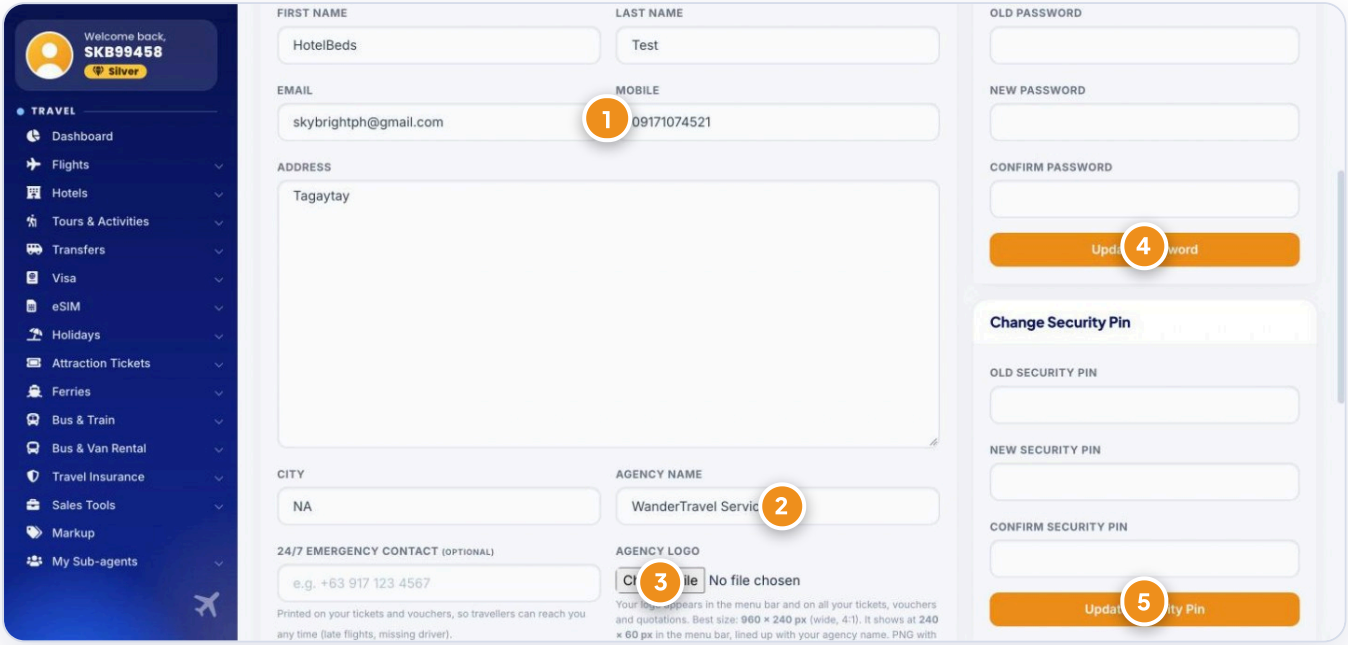


8. **My Bookings Overview**: bookings per service and per day.
9. **Latest Announcements** from Skybright.
10. **Needs your attention**: low balance, missing logo, requests waiting for you.
11. **Recent hotel & tour bookings**.
12. **My Markup & Performance**: what you earned and your markup per service. Click **Edit markup**.
13. **My Sub-agents**: your team and what they earned you.

GETTING STARTED

Set up your profile, logo and Security PIN

Do this once, right after your first login. Your agency name and logo appear on every ticket, voucher and quotation you give your clients.



Click **Profile** in the menu (or your round avatar at the top right), then:

1. Check your **name, email, mobile and address**.
2. Check your **Agency name**: this is what clients see.
3. **Agency logo:** click **Choose File** and pick your logo. Best size: a wide logo, about 1200 × 300 px, PNG with a transparent or white background. You can also add a **24/7 emergency contact** number that is printed on tickets.
4. **Change Password:** enter your old password, then the new one twice, and click **Update Password**.
5. **Change Security PIN:** your Security PIN (also called *security password*) protects payouts and fund transfers. It is in your welcome email. Change it to one only you know and click **Update Security Pin**.

Important

Click the save button under the profile form after changing your details or logo. Can't find your Security PIN? Contact support; we never ask you to tell us your password.

GETTING STARTED

Your Certificate of Accreditation

Every SkyBright agent, sub-agent and distributor gets an official **Certificate of Accreditation**, signed by our CEO, with a QR code anyone can scan to check you are a real SkyBright partner.



1. Your **agency name** and **owner**, from your profile.
2. **QR code**: opens a page that confirms your details and that your account is active.
3. Your **Agent ID**, **certificate number**, date and our CEO's signature.
4. SkyBright's **DOT accreditation** number.

1. Open **Menu > Account > My Certificate**.
2. Click **Download certificate (JPEG)**. Post it on your Facebook page, print it for your office, or send it to clients who ask if you are legit.
3. Copy the **verification link** to share it in chats. Clients see your agency, owner, contact details and a green **Verified** badge.

Good to know

Upload your logo and complete your profile first: the certificate uses your agency name, logo and address and updates by itself. New agents get it right after the Quick Start training. It is valid while your account is active. **Video:** Training Center > Certificate of Accreditation.

Use it correctly

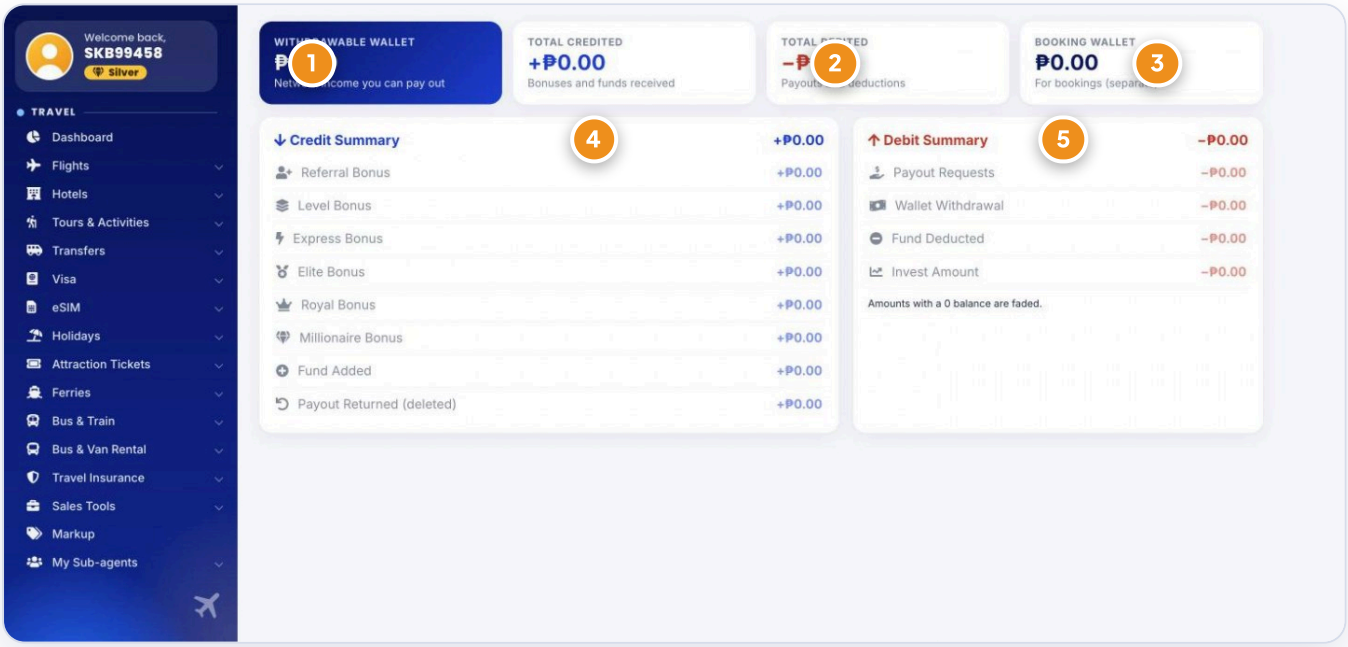
SkyBright Travel and Tours Services is the DOT-accredited agency. Your certificate shows you are **SkyBright's accredited partner**; do not present it as your own DOT accreditation.

GETTING STARTED

Your two wallets

Skybright keeps your money in two separate wallets. Knowing the difference avoids most questions.

	Booking Wallet	Commission Wallet (withdrawable)
What it is for	Paying for flights, eSIMs, hotels, holidays and other bookings.	Your network income, ready to cash out.
Money comes from	Your top-ups (online or bank), refunds of cancelled bookings, sub-agent fees and sub-agent commissions.	Referral bonuses, level bonuses and other network bonuses.
Money goes to	Your bookings (only your **cost** is charged, never your markup).	Payouts to GCash, Maya, banks or pick-up centers.
Where to see it	Dashboard > Booking Wallet > History. Also shown at the top of every booking page.	Menu > Wallet > Wallet summary.



1. **Withdrawable wallet**: what you can cash out now.
2. Totals credited and debited.
3. Your **Booking Wallet** balance (separate).
4. **Credit summary**: income per bonus type.
5. **Debit summary**: payouts and deductions.

02

Money in: top-ups and markup

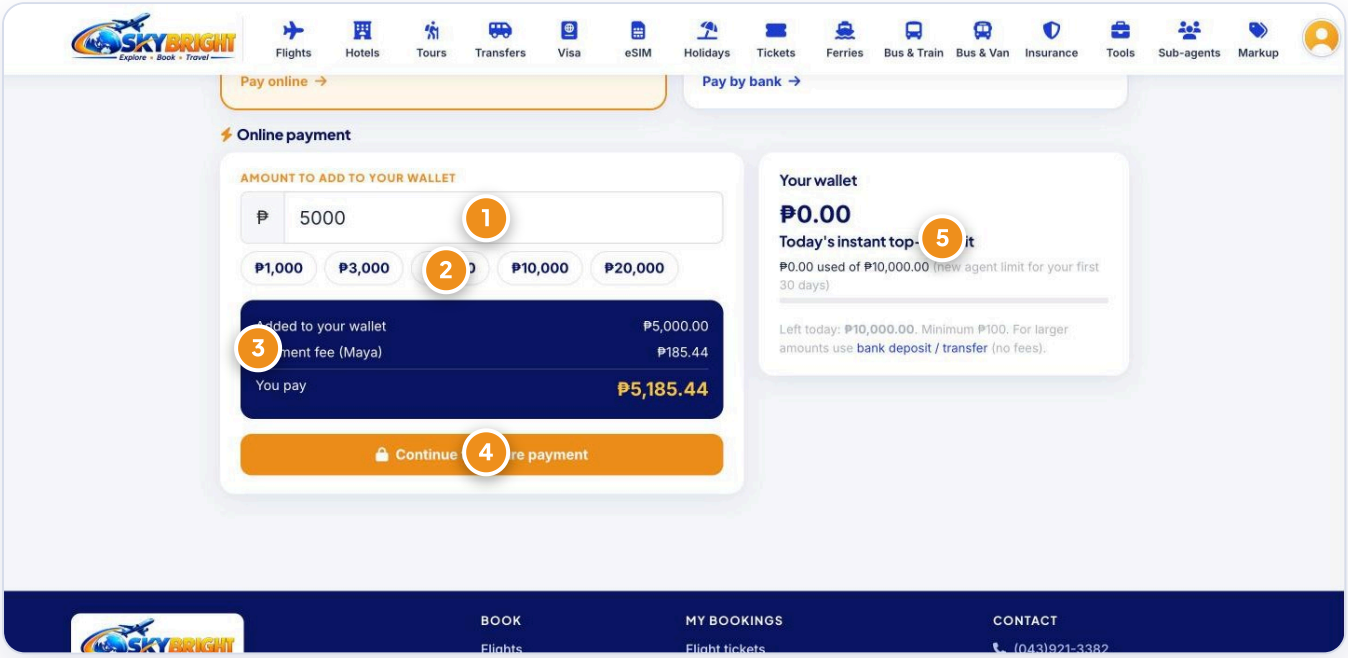
Load your Booking Wallet in under a minute and decide how much profit you make on every booking.

- Instant top-up (GCash, Maya, card, QR Ph)
- Bank top-up
- Setting your markup

MONEY IN

Instant top-up: GCash, Maya, card or QR Ph

The fastest way to add money. Your Booking Wallet is credited automatically, usually within a minute. No receipt to upload, no waiting for approval.



Click the orange **Top-Up** button (top of every page, or on the dashboard Booking Wallet card). Under **How do you want to pay?** choose **Pay online**, then:

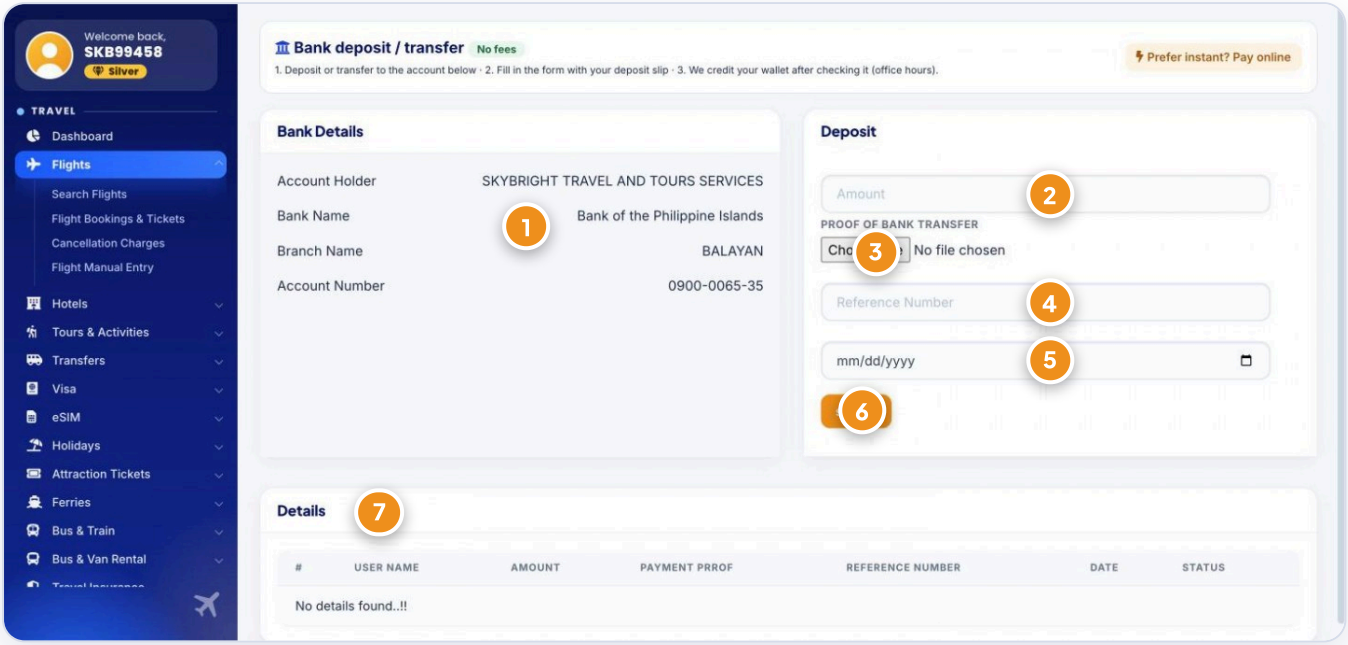
1. Type the amount to add to your wallet, **or**
2. tap a quick amount: ₱1,000, ₱3,000, ₱5,000, ₱10,000 or ₱20,000.
3. Check the summary: **Added to your wallet**, the **Maya payment fee** and the total **You pay**. Example: to add ₱5,000 you pay ₱5,185.44.
4. Click **Continue to secure payment** and pay on the Maya page with GCash, Maya, any QR Ph banking app or a card. You return to Skybright automatically.
5. **Limits:** minimum ₱100, no daily limit. For big amounts you can also use the bank top-up, which has no fee.

> **Tip**
> Top up before a busy weekend or a seat sale, so you can book instantly while fares are cheap.

MONEY IN

Bank top-up (deposit or transfer)

No payment fee from us, and no daily limit. Your wallet is credited after our team checks your proof of payment.



On the Top-Up page choose **Pay by bank** (or Menu > Flights > Deposit), then:

1. Pay to **BPI · SKYBRIGHT TRAVEL AND TOURS SERVICES · Account 0900-0065-35** (Balayan branch), by deposit, online banking or InstaPay/PESONet.
2. Type the exact **amount** you sent.
3. Upload a clear photo or screenshot of the **proof of bank transfer**.
4. Type the **reference number** from your receipt.
5. Pick the **date** you paid.
6. Click **submit**.
7. Your request appears under **Details** with status *pending*. When it is approved, the money appears in your Booking Wallet.

Warning

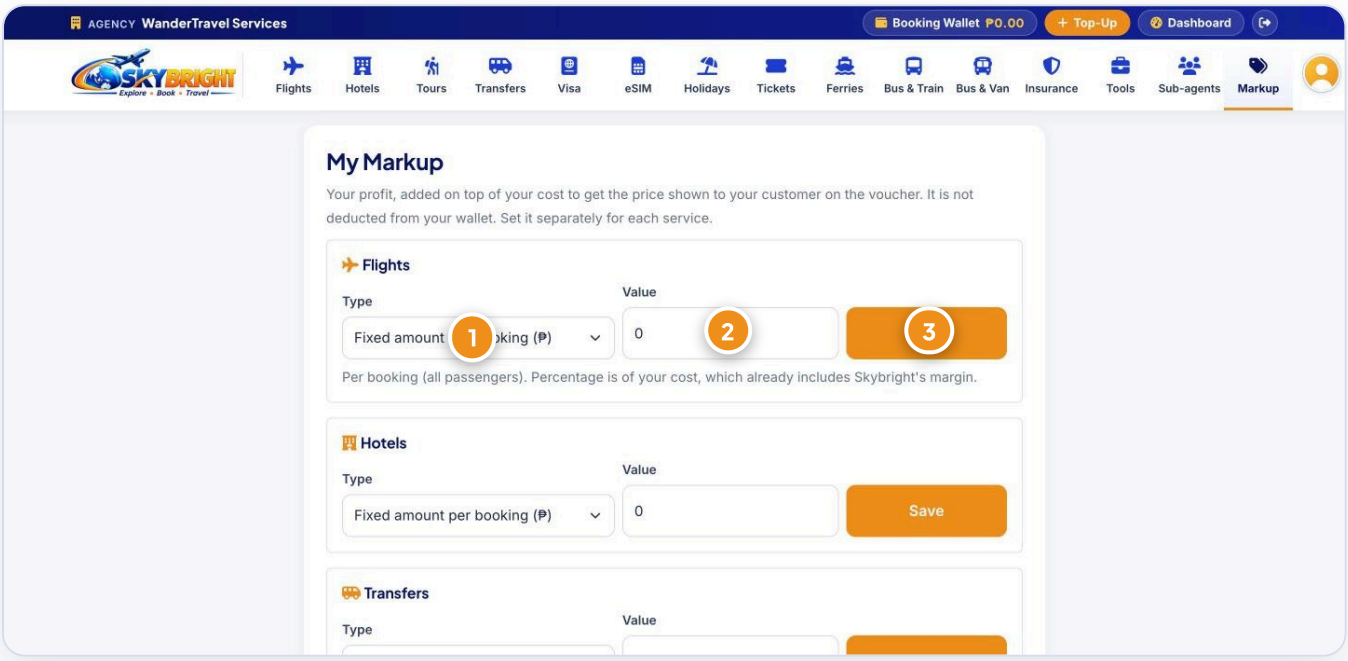
Only pay to the official BPI account above, or online through the Top-Up page. Skybright never asks you to send money to a personal account.

MONEY IN

Set your markup: your profit on every sale

Your markup is added on top of your cost to make the price your client sees on the ticket or voucher. Your Booking Wallet is charged only your cost; the markup is your profit, which you collect from your client.

Your cost (agent rate)	+	Your markup	=	Client price on the ticket
₱6,352		₱300		₱6,652



Menu > **Markup** (or the **Edit** links in "My markup" on the dashboard). There is a separate setting for each service: Flights, Hotels, Tours & Activities, Attraction Tickets, Transfers, Ferries, Bus & Train, Bus & Van, Travel Insurance, Visa, eSIM and Holidays.

1. **Type:** choose **Fixed amount per booking (₱)** or a **percentage** of your cost.
2. **Value:** type your markup, for example 300 (₱300 per flight booking) or 10 (10%).
3. Click **Save**. From now on every price you see already includes your markup.

Tip: "Hide my cost"

On flight and eSIM results you see both the client price and **My cost**. When a client is looking at your screen, click **Hide my cost** so only the client price shows.

03

Booking every service

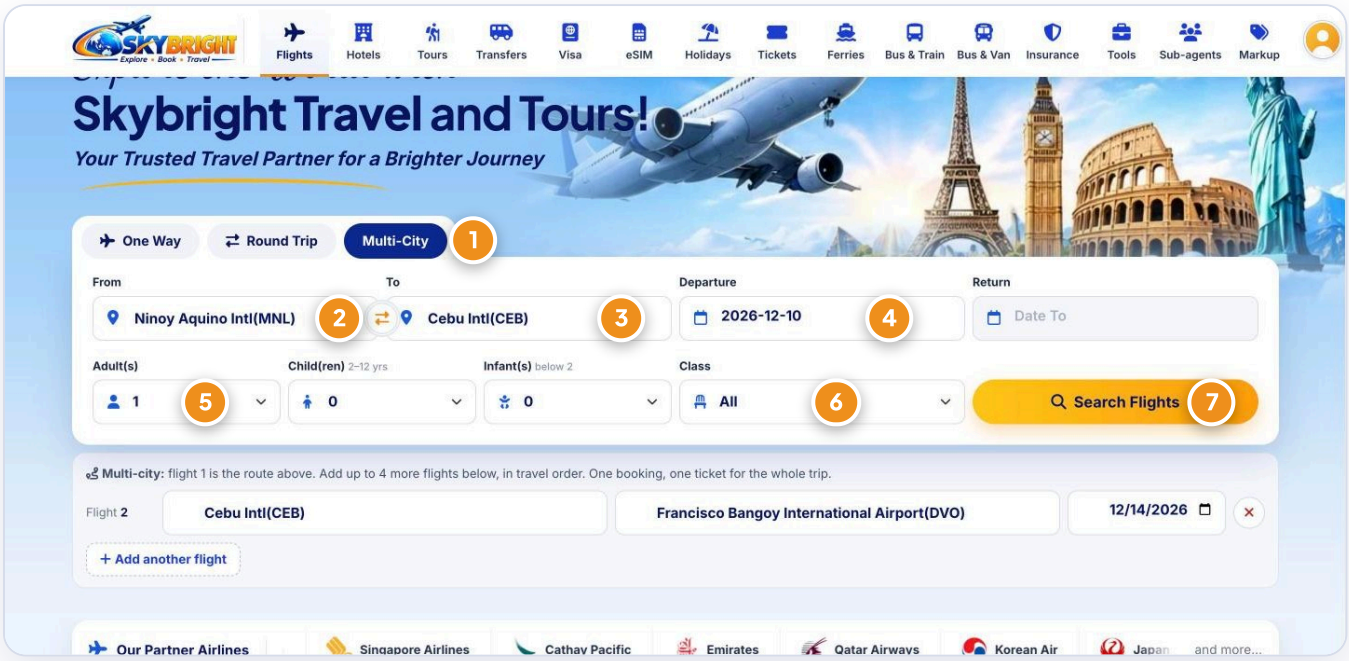
Step-by-step guides for flights, hotels, tours and tickets, transfers, ferries, buses, insurance, visas, eSIMs and holidays.

- Flights: search, book, ticket, cancel
- Hotels: 2.9 million hotels, instant confirmation
- Tours, transfers and ferries with branded vouchers
- Visa, eSIM and holiday packages

FLIGHTS · 1 OF 4

Search for a flight

Menu > **Flights** > **Search Flights** (or the **Flight** quick button). Fares are live from the airlines, including **Cebu Pacific**, and each search compares several airline sources, showing the cheapest fare for every flight.



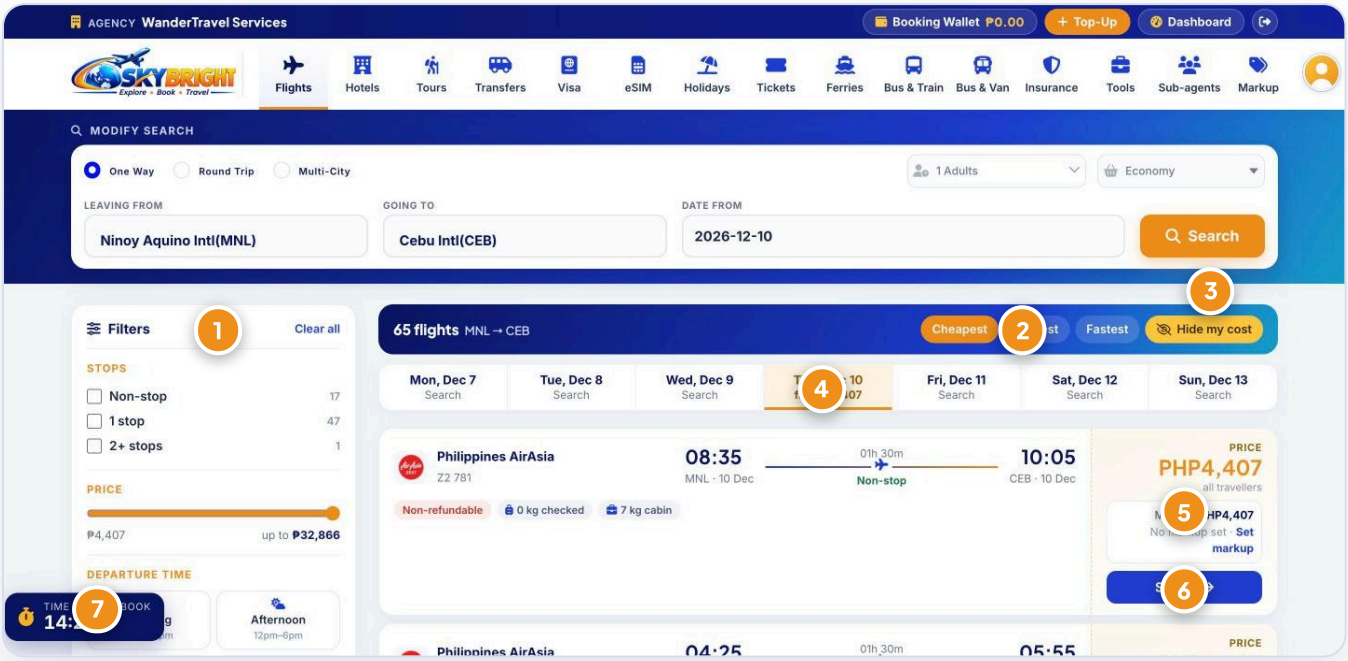
1. Choose **One Way**, **Round Trip** or **Multi-City** (2–5 flights in one booking: flight 1 here, then **Add another flight** below).
2. **From:** click the box and type the **3-letter airport code** or airport name, e.g. **MNL** (Manila) or **CEB** (Cebu), then pick it from the list.
3. **To:** the same for the destination. The orange arrows swap From and To.
4. **Departure** (and **Return**): pick the date(s) in the calendar.
5. Choose the number of **adults**, **children (2-11 years)** and **infants (0-23 months)**. Adults are 12 years and above.
6. Pick the **class** (All, Economy, Business...).
7. Click **Search Flights**. A *Searching the best flights* screen shows while we check the airlines (5-40 seconds); don't click Search again.

Tip

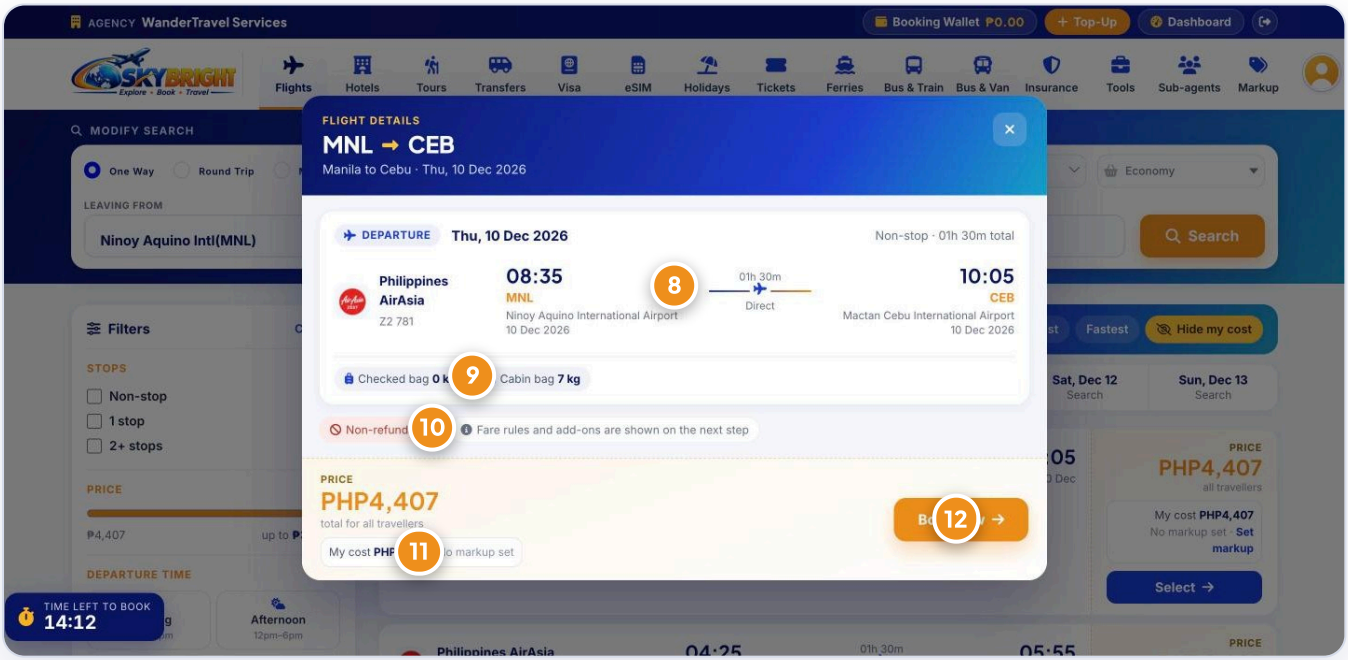
Always type the airport code (don't know it? Ask Sky, for example "airport code of Siargao"): MNL Manila, CEB Cebu, DVO Davao, ILO Iloilo, KLO Kalibo, MPH Caticlan, PPS Puerto Princesa, TAG Bohol, HKG Hong Kong, SIN Singapore, NRT/HND Tokyo, ICN Seoul.

FLIGHTS · 2 OF 4

Compare and choose a fare



1. **Filters**: stops, price range, departure time, airlines.
2. Sort by **Cheapest**, **Earliest** or **Fastest**.
3. **Hide my cost** before showing the screen to a client.
4. **Date strip**: check nearby days for a cheaper fare.
5. Client **price** and **My cost** (what your wallet pays).
6. **Select** to see details of that flight.
7. **Time left to book**: fares are held for 15 minutes; search again if it runs out.



8. Flight times, airports and terminals.
9. **Baggage** included (checked and cabin).
10. **Refundable** or not (airline fees may apply).
11. Total price for all travellers and your cost.
12. **Book now** to enter passenger details.

FLIGHTS · 3 OF 4

Passengers, payment and e-ticket

After **Book now** you fill in the travellers, choose seats and extra baggage if needed, and confirm. The airline issues the e-ticket within a few minutes.

A. Traveller details

1. For each passenger choose the title and type the **first name and last name exactly as on the passport or valid ID**. Add the date of birth (required for children and infants, and for international flights) and passport details when asked. **Local flights:** any government ID; if the fare asks for an expiry date and the ID has none (PhilID), use the button for the same flight from our other supplier.
2. Saved this client before? Click **Choose from my clients** to fill the form in one click (see "My Clients" in Part 4).
3. **Contact details** are filled with your agency details, so the airline contacts you.

B. Add-ons (optional)

4. Next comes **Seats & baggage**: pick each passenger's seat on the seat map and any **extra checked bag**, per flight, or click **Skip**. The airline holds the seats while you choose; their price is added to your cost.
5. Read **Before you book · Fare rules**: cancellation, date-change and no-show charges set by the airline.

C. Pay and get the ticket

6. Check the **booking summary**, then confirm. Your Booking Wallet is charged **your cost** (not the client price), only when the airline confirms the booking.
7. The **e-ticket** opens under **your agency name and logo**. It may first show *ticketing in progress*; the airline PNR and e-ticket numbers appear within minutes (refresh the page). Then print it, save it as PDF or send it to your client.
8. Find all tickets later in Menu > Flights > **Flight Bookings & Tickets**.

Warning: names must match the passport

A wrong or misspelled name can mean the passenger cannot board; name changes are often not allowed or costly. Double-check spelling, name order and date of birth.

Not enough balance?

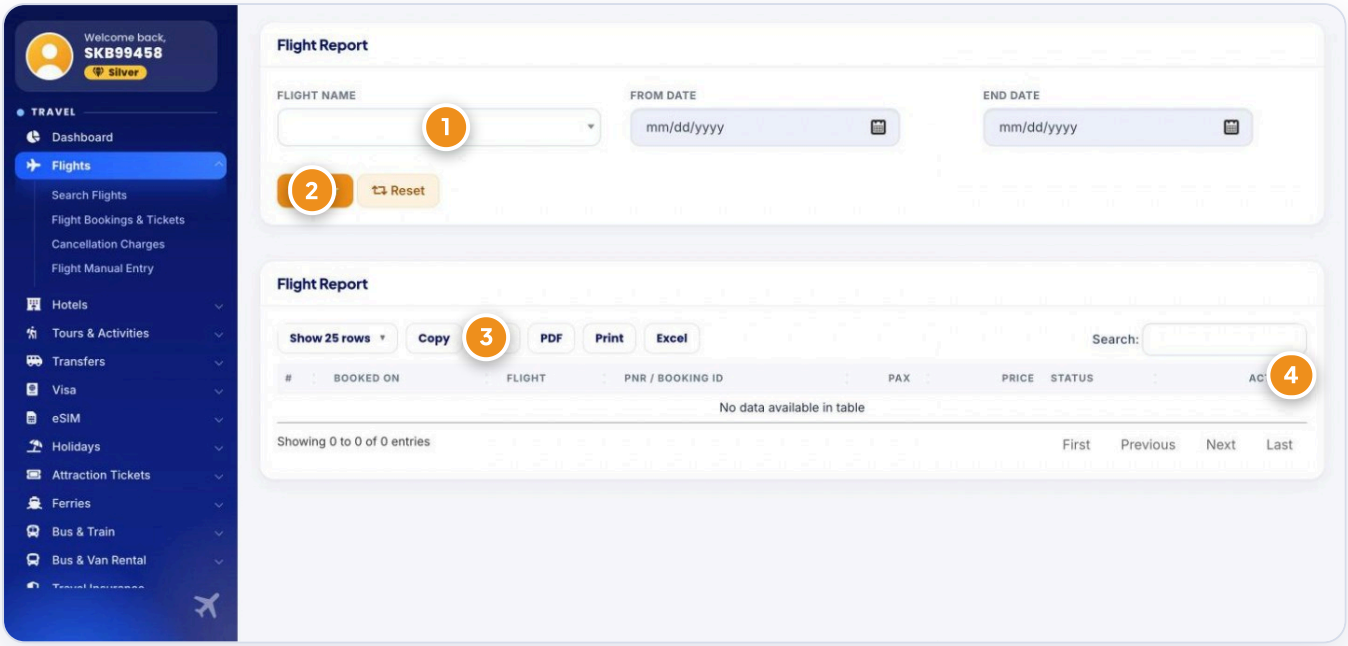
If your Booking Wallet is too low, the page says *"Not enough balance. Top up your Booking Wallet first."* Use the instant top-up and continue.

Before you confirm: 6-point check

- ☑ Names match the passport / ID
- ☑ Date of birth for children and infants
- ☑ Correct travel date and route
- ☑ Baggage included is what the client needs
- ☑ Client knows if the fare is non-refundable
- ☑ Wallet balance covers your cost

FLIGHTS · 4 OF 4

My tickets, cancellations and refunds



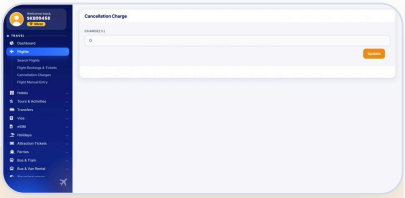
1. Menu > Flights > **Flight Bookings & Tickets**. Filter by airline or date.
2. Click **Filter** (or **Reset** to see everything). Export the list to CSV, PDF or Excel.
3. Each row shows the booking date, flight, **PNR / Booking ID**, passengers, price and status (*Ticketed*, *Cancelled*...).
4. **Actions**: view and print the **ticket** or **invoice**. To **cancel**, open the **Invoice** and press **Cancel**: the pop-up shows the airline's refund quote first. For **date changes**, contact Skybright support with the PNR.

How refunds work

- When you cancel, it goes to the airline at once and you get a **refund note** for your client. Some airlines cancel the **whole booking** only, or only after the ticket number is issued.
- The refund is the fare **minus the airline's cancellation charges and our cancellation fee**. Some taxes and fees may be non-refundable.
- The refund goes back to your **Booking Wallet** once the airline confirms the cancellation.

Your own cancellation charge to clients

Menu > Flights > **Cancellation Charges** lets you set your own fee (in %) that you charge your client for cancellations. Type the percentage and click **Update**.



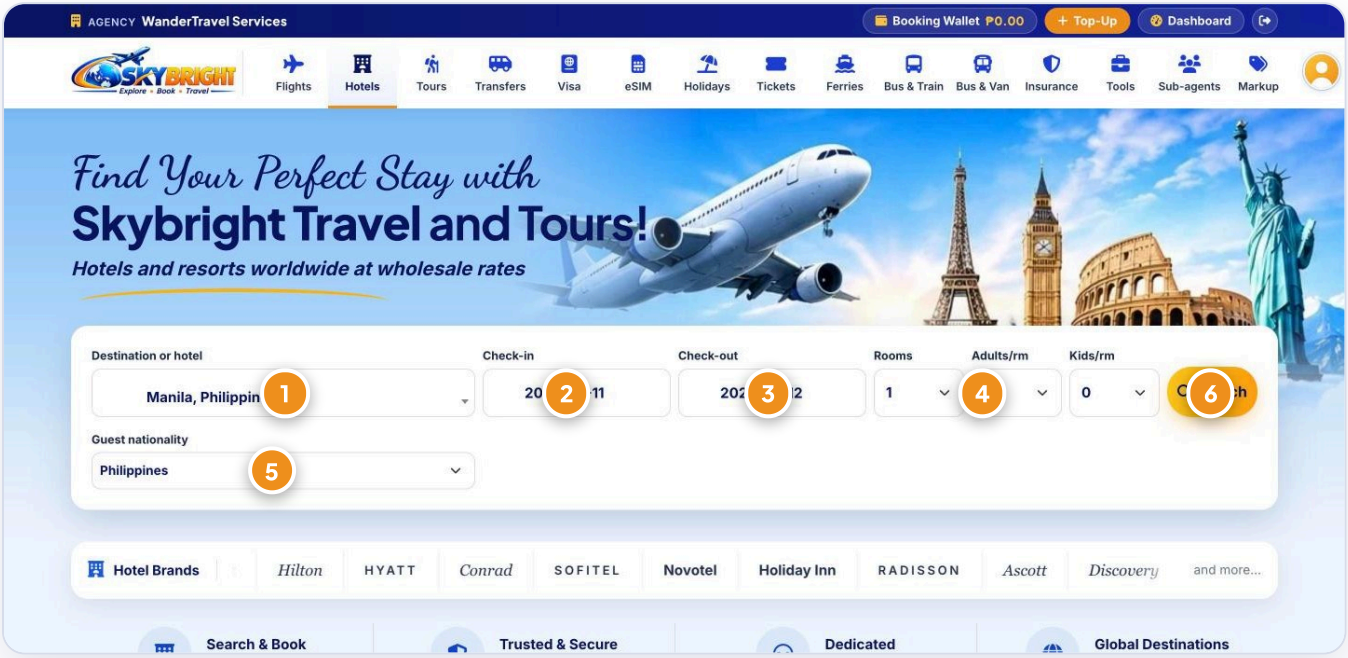
"This fare is not available right now"

Nothing is charged. Book the **same flight at the other price** shown, choose another flight, or **Continue as booking request** (enter passengers, then **Send booking request**). When approved you get an email: Menu > Flights > **My Booking Requests** > **Book and Pay Now**. A changed fare is shown before you pay.

HOTELS

Book hotels and resorts

Book 2.9 million hotels worldwide at agent rates. Bookings are confirmed instantly and paid from your Booking Wallet. Here is how it works.



1. **Destination or hotel:** type a city (e.g. Manila, Boracay, Tokyo) or a hotel name and pick it from the list.
2. **Check-in** date.
3. **Check-out** date.
4. Number of **rooms**, **adults per room** and **kids per room** (with their ages).
5. **Guest nationality**: some hotels have different rates per nationality.
6. Click **Search**. Pick a hotel, compare rooms (meals, refundable or not), enter the guest names and confirm. Your Booking Wallet pays your cost and you get a **hotel voucher with your agency name**.

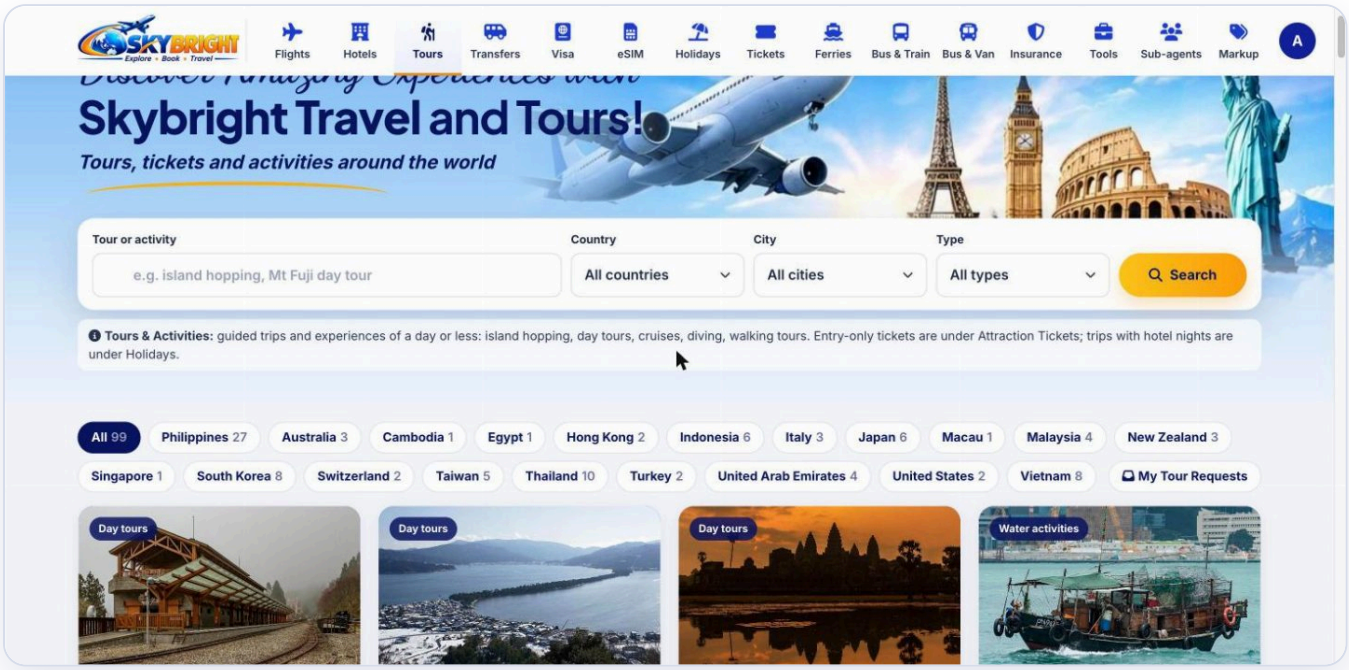
Good to know

Free-cancellation rooms show their deadline. Cancel before it to get a refund to your Booking Wallet. Non-refundable rooms are cheaper but cannot be refunded. Hotel bookings appear in Menu > Hotels > **Hotel Bookings & Vouchers**. Until hotels open for you, ask our team for hotel quotes.

TOURS & TICKETS · 1 OF 3

Book tours, activities and tickets

About **60,000** day tours, island hopping, cruises and attraction tickets **worldwide**, booked inside the portal and paid from your Booking Wallet. Two ways to book: **Manual** (our team books it for you, below) and ⚡ **Instant** (confirmed in minutes, next page).



1. Menu > **Tours & Activities** (guided trips) or **Attraction Tickets** (entry tickets: theme parks, aquariums, observation decks). Filter by **country, city and type**, or search. Under **How do you want to book?** choose All, Instant or Manual.
2. Open a tour or ticket and choose the **package**, **date** and **quantity**. For tours add the **hotel / pick-up address** and preferred time.
3. Fill in the lead guest and the other travellers (names as on ID or passport).
4. Click **Request & pay**. Your cost is charged to your Booking Wallet right away and the request shows **Pending**. Our team books it, usually within a few hours in business hours.

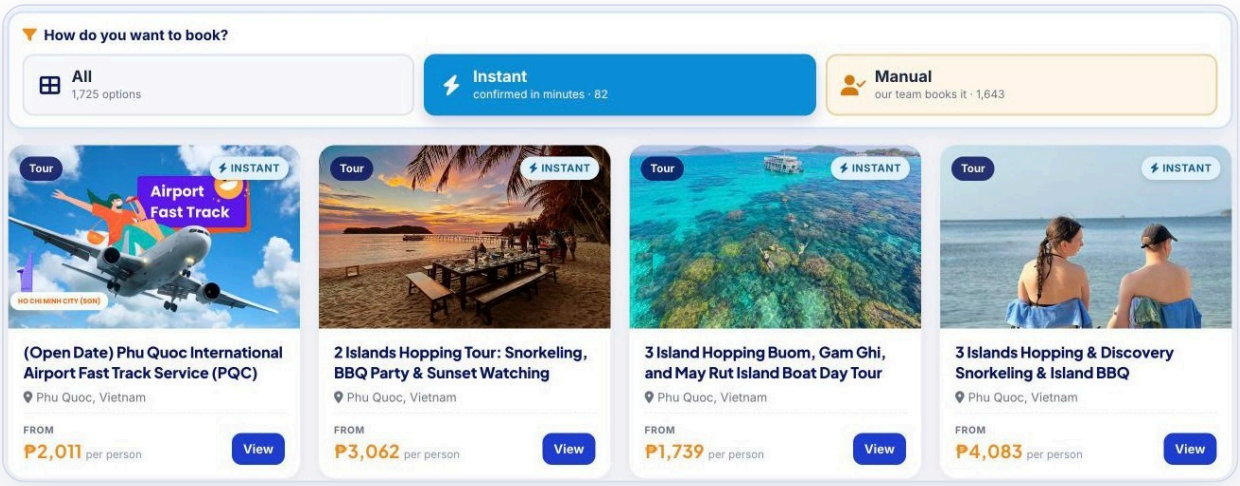
Your price

The price shown already includes your markup (Markup page > Tours & Activities / Attraction Tickets). Your client never sees your cost.

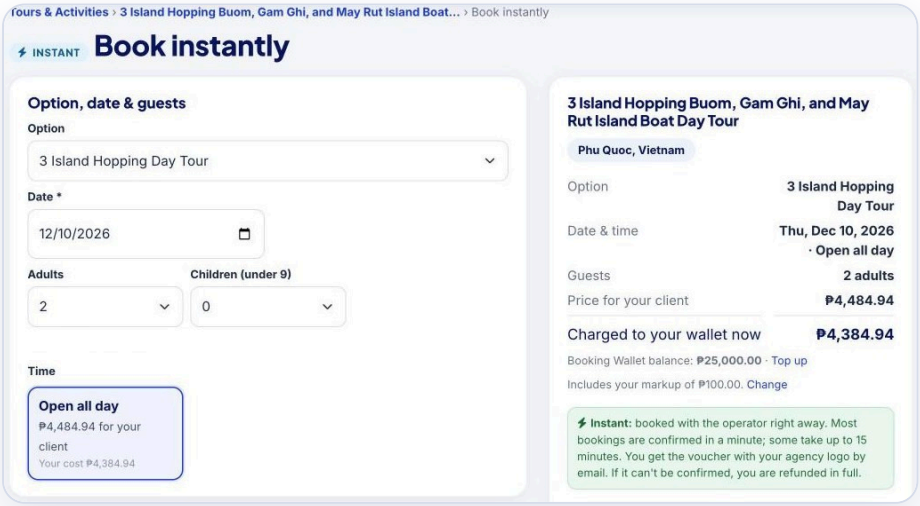
TOURS & TICKETS · 2 OF 3

⚡ Instant tours: booked in minutes

About **2,200** tours and tickets abroad (Vietnam, Thailand, Japan, Dubai, Europe, the USA and more) have a blue **INSTANT** badge: live times, places left and the exact price for your date, confirmed in minutes. Philippine tours are Manual.



1. On Tours or Tickets choose **Instant** under **How do you want to book?** Open a tour and press **Book instantly** in the blue box.
2. Choose the **option**, the **date**, the number of **adults, children and infants** (infants are free), then a **time**. Each time shows the price for your client and your cost.
3. Hotel pick-up: type the **hotel name** and pick it from the list (or type the address), plus the room number. Enter the guests: tours abroad need **passport details** of every traveller and the lead guest's mobile.
4. Tick the box and press **Book now**. Your cost is paid from your Booking Wallet; most bookings are confirmed within a minute and you get an email. The voucher is in **My Tour Requests**.



"Request to book"

If a time shows **REQUEST**, the button says Request to book: same price, paid now, and our team confirms it with the operator (usually within business hours). Full refund if it can't be booked. **Cancel:** while a full refund is possible, the booking shows **Cancel booking (full refund)**; issued tickets can't be cancelled.

TOURS & TICKETS · 3 OF 3

Price on request and your branded ticket

Some options have no fixed price, and supplier prices can move. Here is what happens next, up to the ticket you give your client.

"Price on request" options

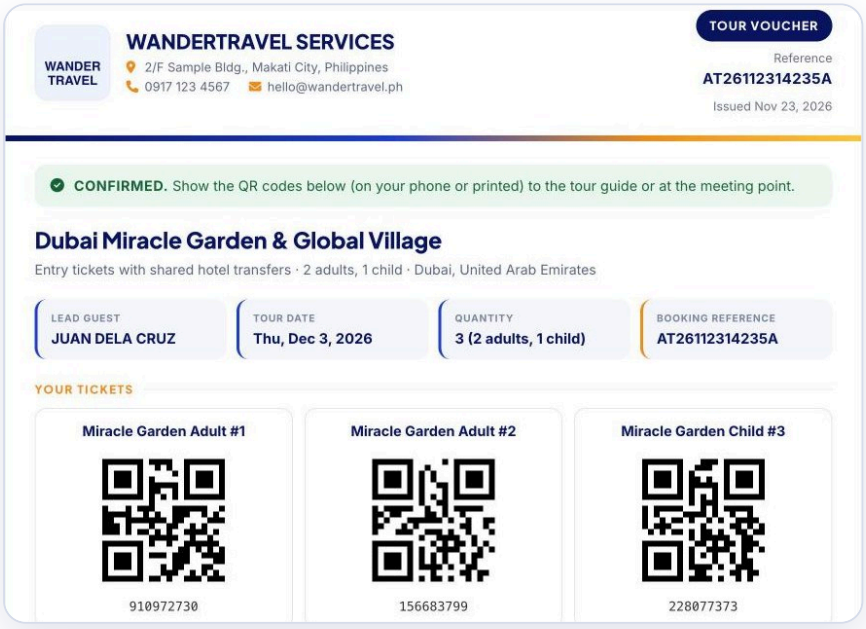
1. Private tours, big groups and date-dependent options show **Price on request**. Choose the option, date and quantity and click **Request price**. Nothing is charged.
2. Our team emails the price for your date (status **Price ready** in My Tour / Ticket Requests).
3. You have **24 hours** to **Accept & pay** (charged to your wallet, then we book it) or **Decline** (nothing charged).

If the supplier's price went up

You get an email: pay the difference from your wallet, or cancel for a **full refund**. No answer within 24 hours = cancelled and refunded.

Your branded ticket

1. When the request is **Confirmed**, open it in **My Tour Requests** or **My Ticket Requests**.
2. Click **Generate voucher** (tours) or **Generate ticket** (attraction tickets): your agency name, logo and contacts, with the QR codes for the entrance. Download it or send the client link.



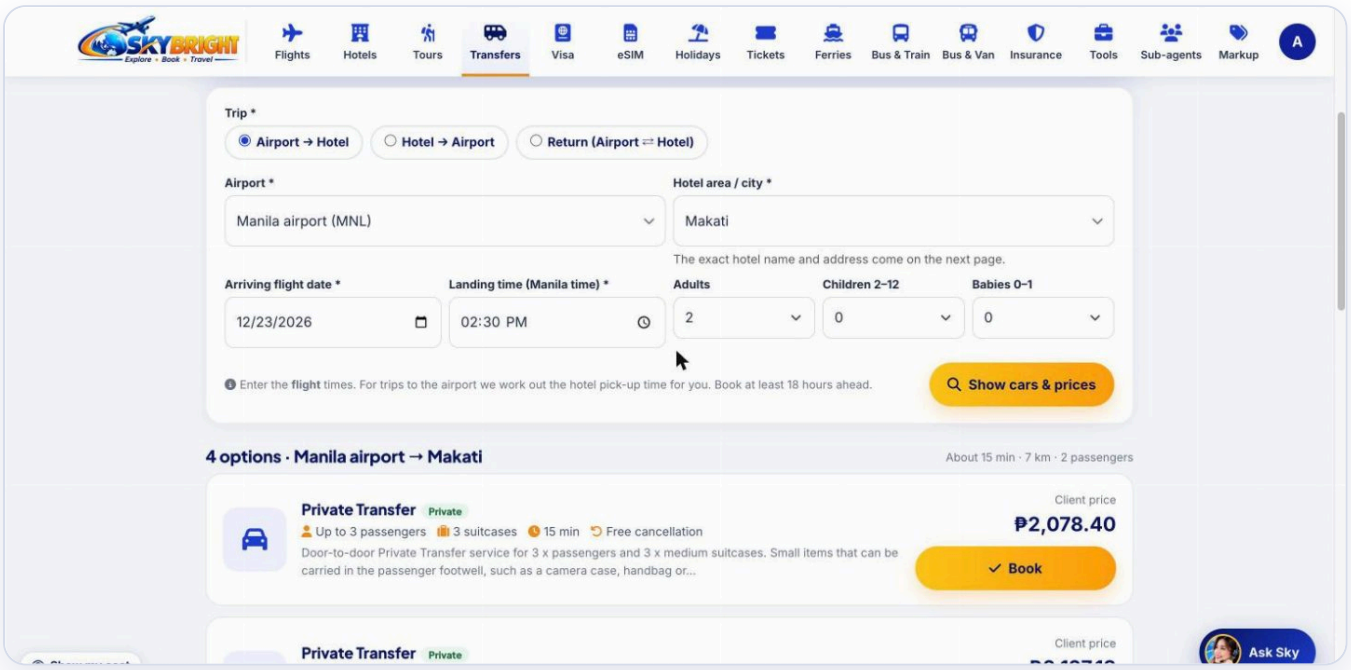
Remember

Book early: popular dates sell out. Older vouchers made before 15 Nov 2026 are under **Tours & Activities > Old Activity Vouchers**.

TRANSFERS

Airport and hotel transfers

Private cars and vans between airports, cruise ports and hotels, in the Philippines and abroad. Booked online, **confirmed instantly**, paid from your Booking Wallet.



1. Menu > **Transfers** > **Book a Transfer**. Choose the trip: **Airport > Hotel**, **Hotel > Airport** or **Return**.
2. Pick the **airport** and the **hotel area / city** (type to search), the **flight date and time** and the passengers. Enter the **flight** times: for trips to the airport we work out the hotel pick-up time for you. Book at least **18 hours** ahead.
3. Click **Show cars & prices** and **Book** the vehicle you want. The big price is your **client price** (your markup included).
4. Enter the lead passenger (name on the driver's sign), mobile, the exact **hotel name and address** and the flight number. Confirm: your wallet is charged and the booking is confirmed at once.
5. Open **My Transfers** to download the voucher (your agency brand, no supplier name) or send the client link. On the trip day, where the driver app is live, a **Driver status** box shows *on the way / waiting / arrived*; if the driver reports a **no-show** you get an urgent email.

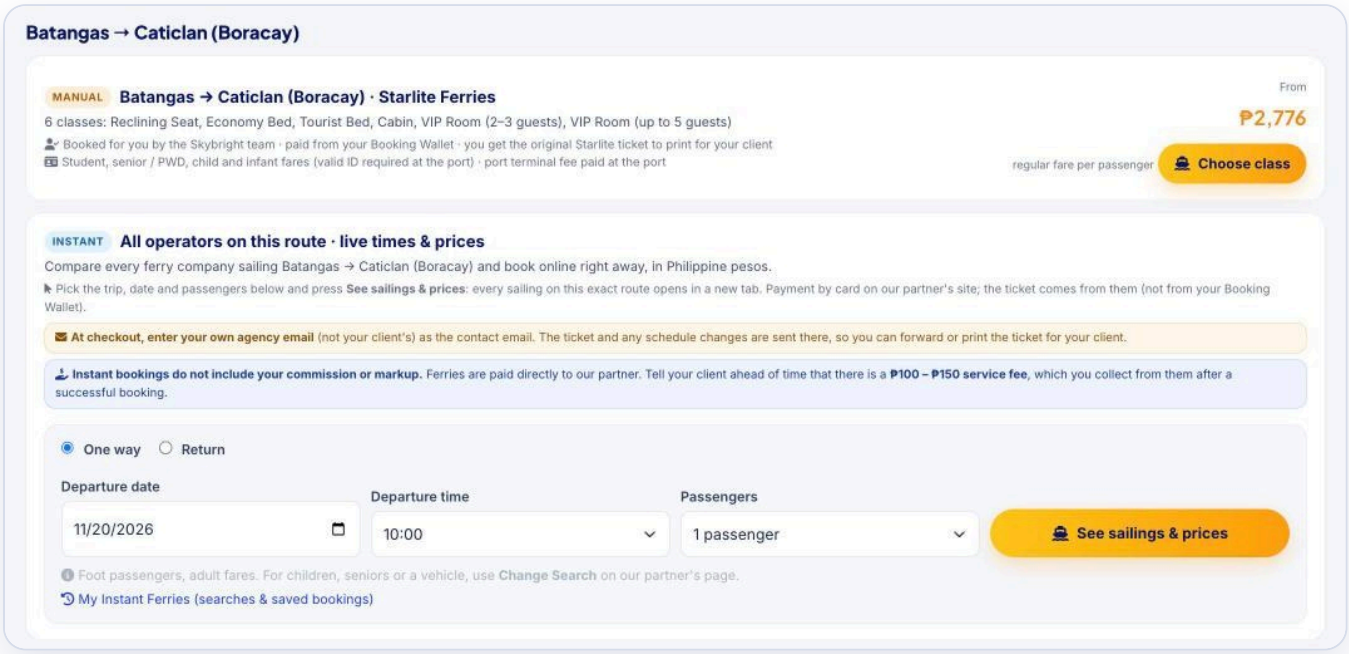
Free cancellation

Cancel yourself in **My Transfers** until the time shown on the booking (usually **48 hours** before pick-up) for a full refund to your wallet. Later changes or cancellations: message Skybright.

FERRIES

Ferries: Manual and Instant

Type **From** and **To** (a port or a country): Philippine islands and **routes worldwide**. You get up to two kinds of result: **Manual** (Starlite, booked by our team) and **Instant** (all operators, online). Routes with both show a **+ INSTANT** badge.



MANUAL · Starlite Ferries

1. Click **Choose class** (Reclining Seat, Economy or Tourist Bed, Cabin, VIP Room), the date, and the number of passengers per fare: **Regular, Student, Senior / PWD, Child 2–11, Infant**.
2. Add all passengers (as on ID) and **Request & pay** from your Booking Wallet. Our team books it.
3. When confirmed, click **Download original ticket**. The port only accepts Starlite's **original ticket**: give it to your client to print.

INSTANT · online booking

In the Instant card choose **One way** or **Return**, the dates and times and the passengers, then **See sailings & prices**: that exact route opens in a new tab. Pay by card on our partner's site (not your wallet). **At checkout enter your own agency email**, so the ticket comes to you. Then press **I booked it** in **Ferries > My Instant Ferries** to save the reference and e-ticket.

No commission on Instant

Instant bookings include no markup. Tell your client ahead of time about a **₱100–₱150 service fee**, which you collect after a successful booking.

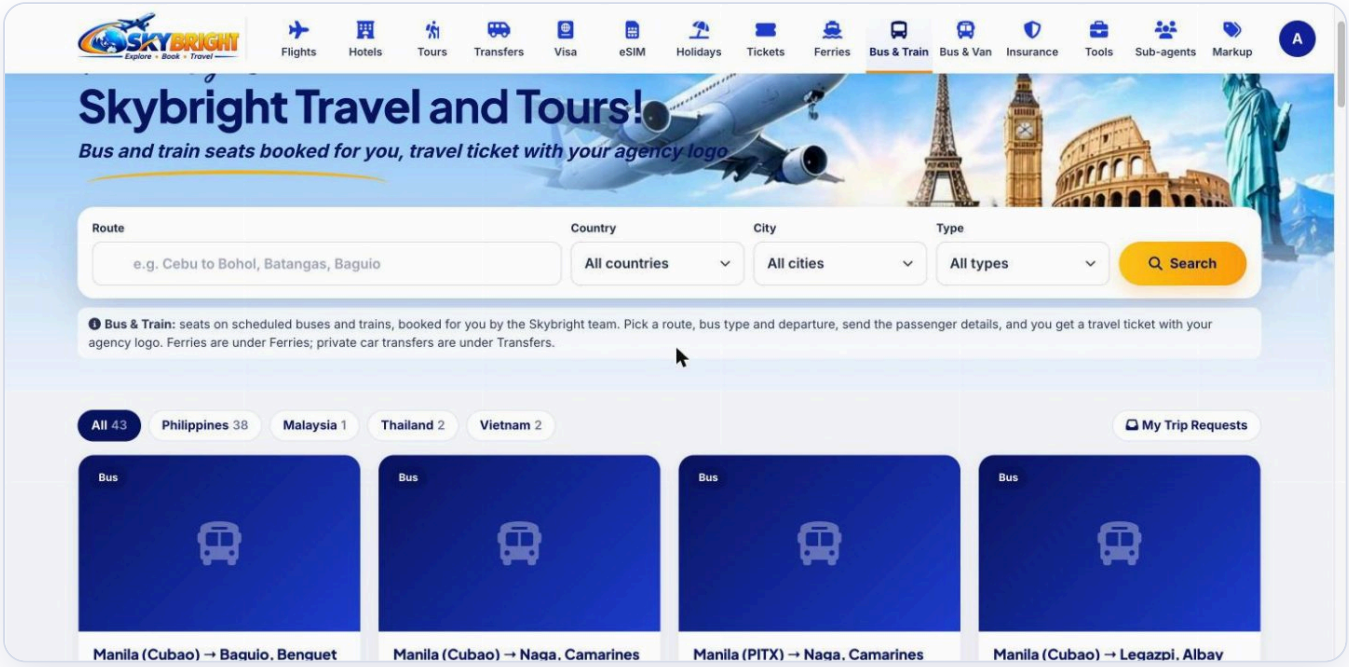
At the port

Valid ID for every passenger; Student, Senior and PWD fares need the matching ID. The **terminal fee** is paid at the port.

BUS & TRAIN · BUS & VAN

Bus & Train and Bus & Van rental

Seats on scheduled buses and trains, booked for you by our team, and private buses or vans with driver for groups.



Bus & Train (seats)

1. Menu > **Bus & Train**. Pick a route (e.g. Manila Cubao or PITX to Baguio, Naga, Legazpi, Batangas; trains in Thailand, Vietnam, Malaysia).
2. Choose the bus type and departure, the date and passengers, then **Request & pay** from your Booking Wallet.
3. When confirmed, click **Generate ticket**: a travel ticket with your agency logo. Passengers bring a valid ID and arrive 30 minutes early.

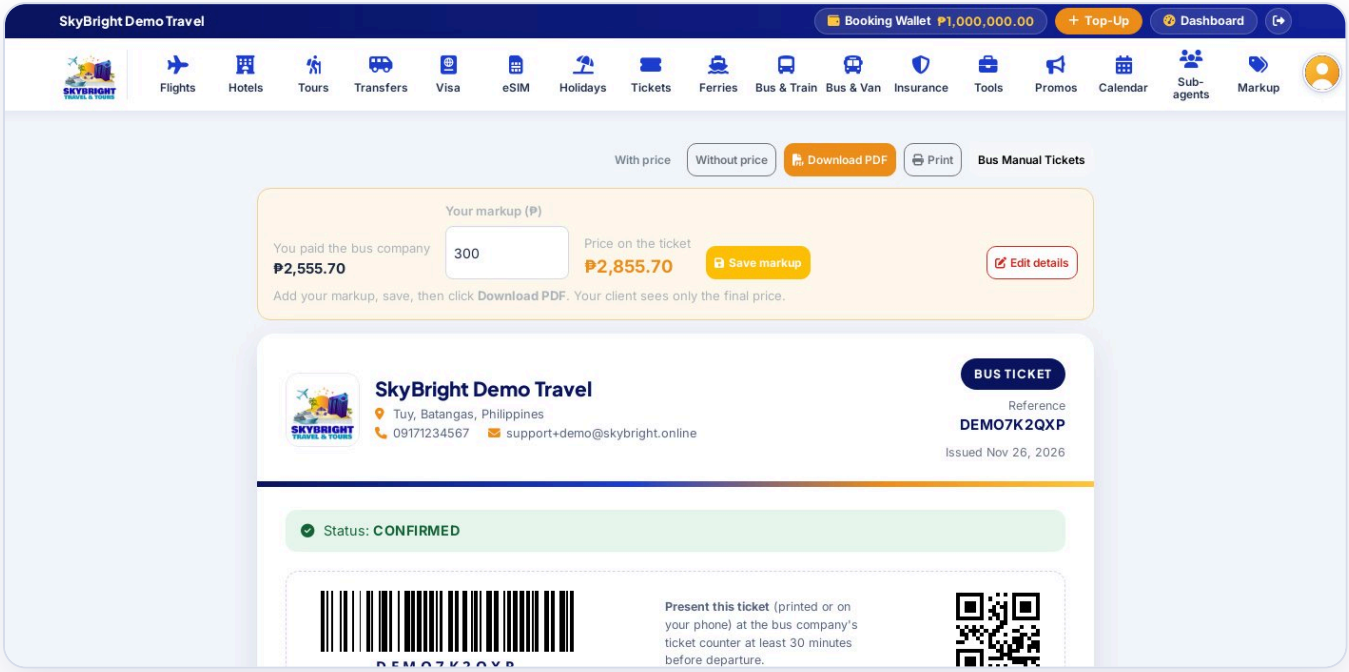
Bus & Van Rental (with driver)

1. Menu > **Bus & Van**. Send a request: pick-up and drop-off, dates, number of passengers and vehicle type. Nothing is charged.
2. Our team sends a quote. **Accept** it to pay from your wallet; we assign the driver and you get a voucher with the driver and vehicle details.

BUS & TRAIN · BUS MANUAL TICKET

Bus Manual Ticket: rebrand a bus ticket

Bought a bus ticket yourself on the bus company's website (e.g. Bicol Isarog)? Upload it, add your markup, and download a ticket with your agency logo, barcode and QR for your client.



1. Menu > **Bus & Train > Bus Manual Ticket** (or the **Upload PDF ticket** card on the Bus & Train page).
2. Choose the **PDF ticket** from the bus company, tick the confirmation and click **Upload**. A Bicol Isarog PDF is read for you; a photo or screenshot (JPG/PNG) also works, but then you type the details.
3. Check every detail against the original: booking no., origin and destination, departure date and time, trip code, bus type, passengers and seat numbers.
4. In **Price & your markup**: the total you paid the bus company, plus **your markup** (your earning). The price on the ticket updates as you type.
5. Click **Review & generate ticket**, check the summary, tick the box and click **Yes, generate ticket**.
6. On the ticket page you can still change the markup (**Save markup**). Then click **Download PDF** and send it to your client.

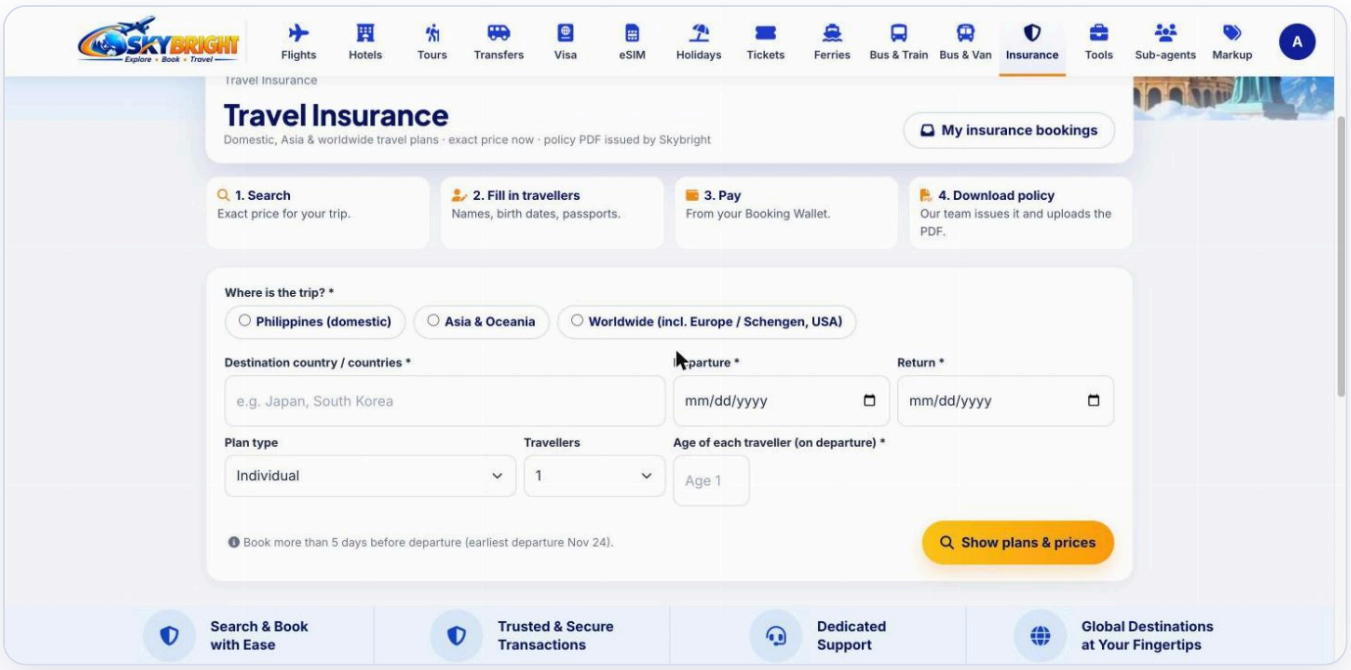
Good to know

The barcode and QR are made from the booking no., like on the bus company's voucher, so the counter can scan them. Your client sees only the final price, not what you paid. The passenger must show the ticket and a valid ID at the bus company's counter at least 30 minutes before departure. Your tickets are listed under Bus Manual Ticket and in My Calendar. Video: Training Center > Bus Manual Ticket.

TRAVEL INSURANCE

Travel insurance

Domestic, Asia & Oceania and worldwide plans (Schengen-approved) with exact prices. Paid from your Booking Wallet; the policy PDF is issued by our team.



1. Menu > **Insurance**. Choose the trip area, destination, departure and return dates, **Individual** or **Family**, and each traveller's age. Book **more than 5 days** before departure.
2. Click **Show plans & prices** and choose a plan. Ages 0–75 are shown; for 76+ message Skybright for a quote.
3. Fill in each traveller (name as on passport/ID, gender, birth date, passport for trips abroad, beneficiary) and the main traveller's mobile and address, then pay.
4. Status **Paid, policy being issued**. You get an email when the policy PDF is ready in **Insurance > My Insurance Bookings**.

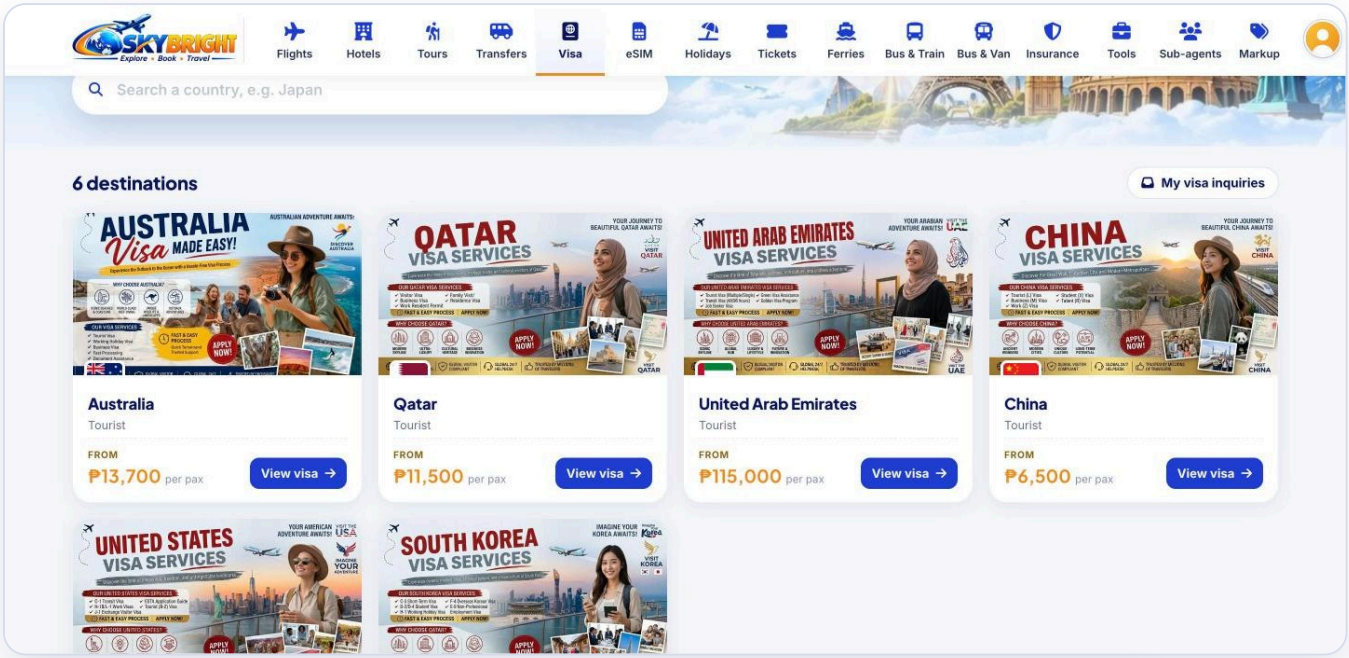
Your price

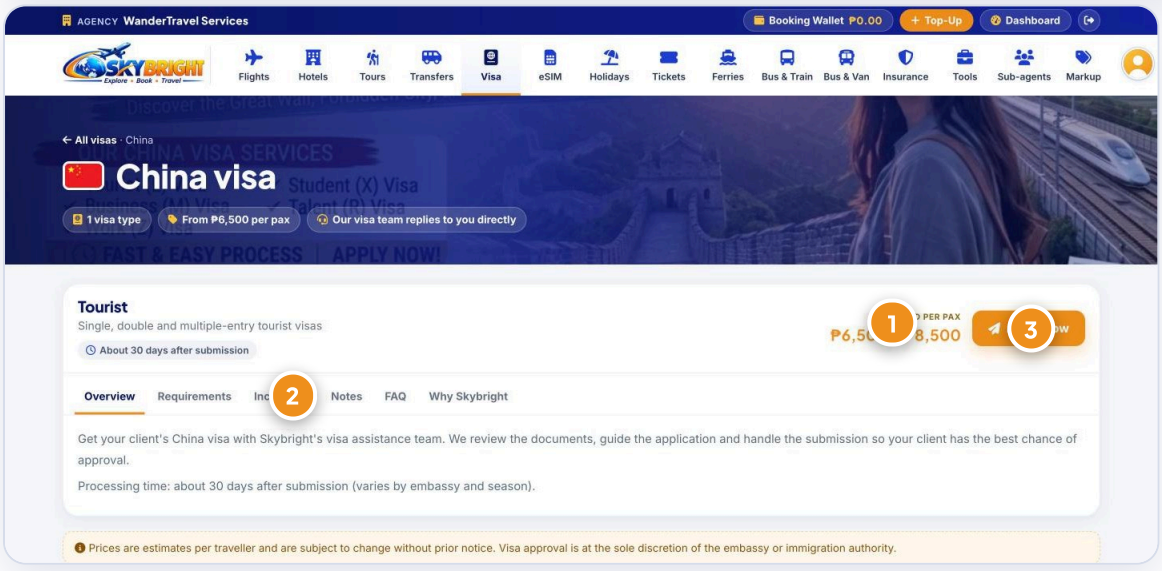
Your client sees **Plan amount + System fee + Processing fee**. The Processing fee is your markup (Markup page > Travel Insurance, editable per booking). Cancel before the policy is issued for a full refund; after that, message Skybright. Claims: the 24/7 hotline on the policy.

VISA

Visa assistance

Our visa team reviews your client's documents, guides the application and handles the submission.





1. Menu > **Visa** > **Browse Visas**. Click **View visa** on a country. Check the **estimated price per person** and processing time.
2. Read the tabs: **Requirements**, **Inclusions**, **Notes** and **FAQ**, and collect the documents from your client.
3. Click **Apply now** and send the inquiry form. Our visa team replies to you directly. Track it in **My Visa Inquiries**.

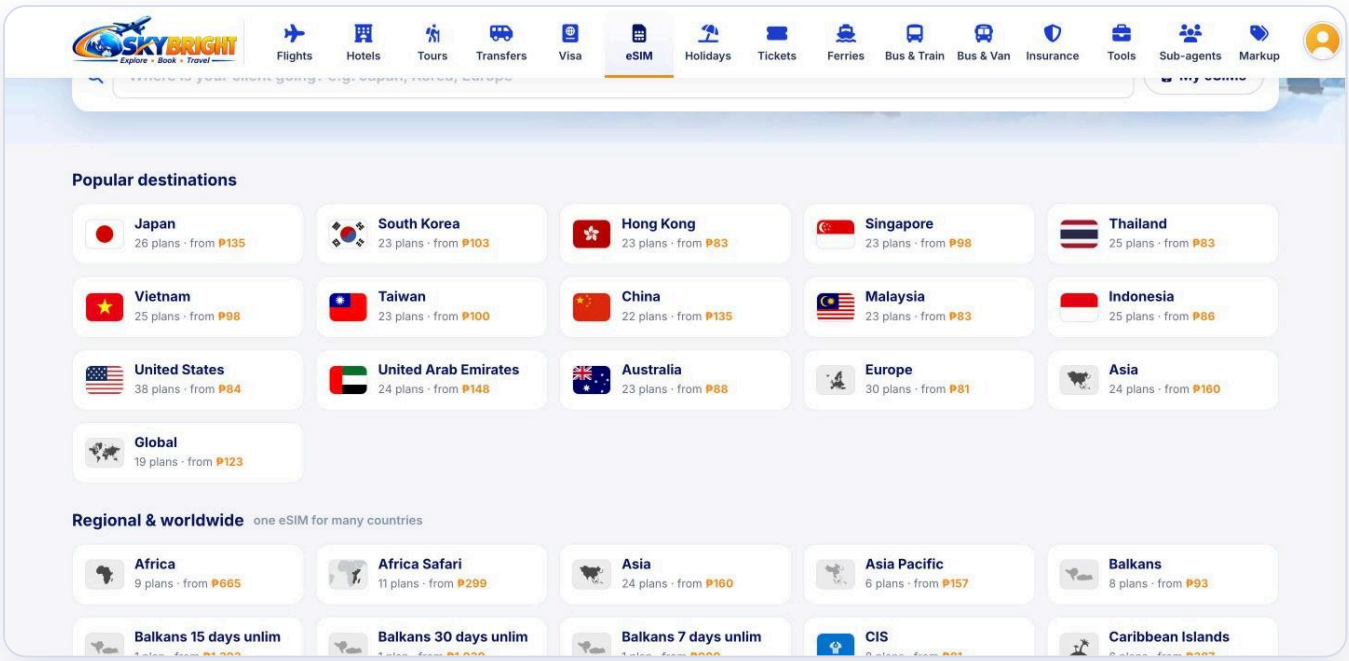
Good to know

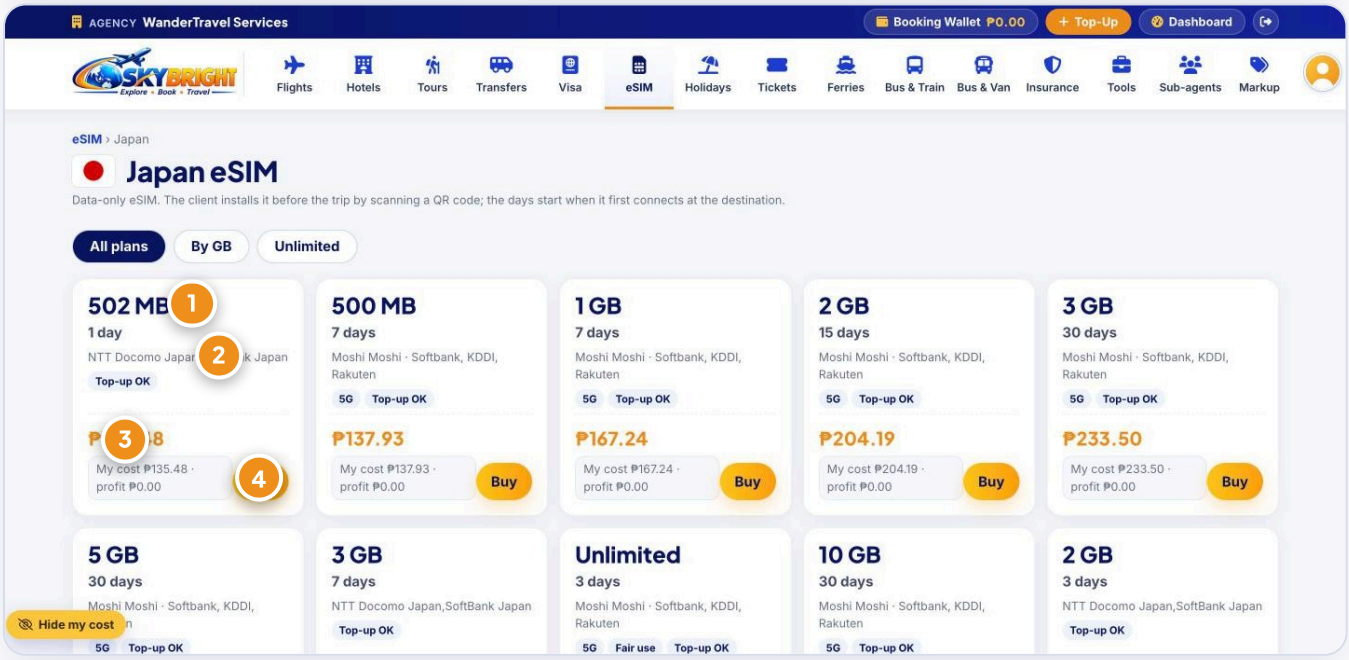
Prices are estimates per traveller; approval is decided only by the embassy. **Commission:** when our team marks the visa **Completed**, ₱300 goes to the agent's Booking Wallet (sub-agent booking: ₱200 to the sub-agent + ₱100 to their agent).

ESIM · 1 OF 2

Sell travel eSIMs

Mobile data for 200+ countries, issued in seconds. Your client scans a QR code before the trip, with no SIM card to swap. An easy add-on for every flight you sell.

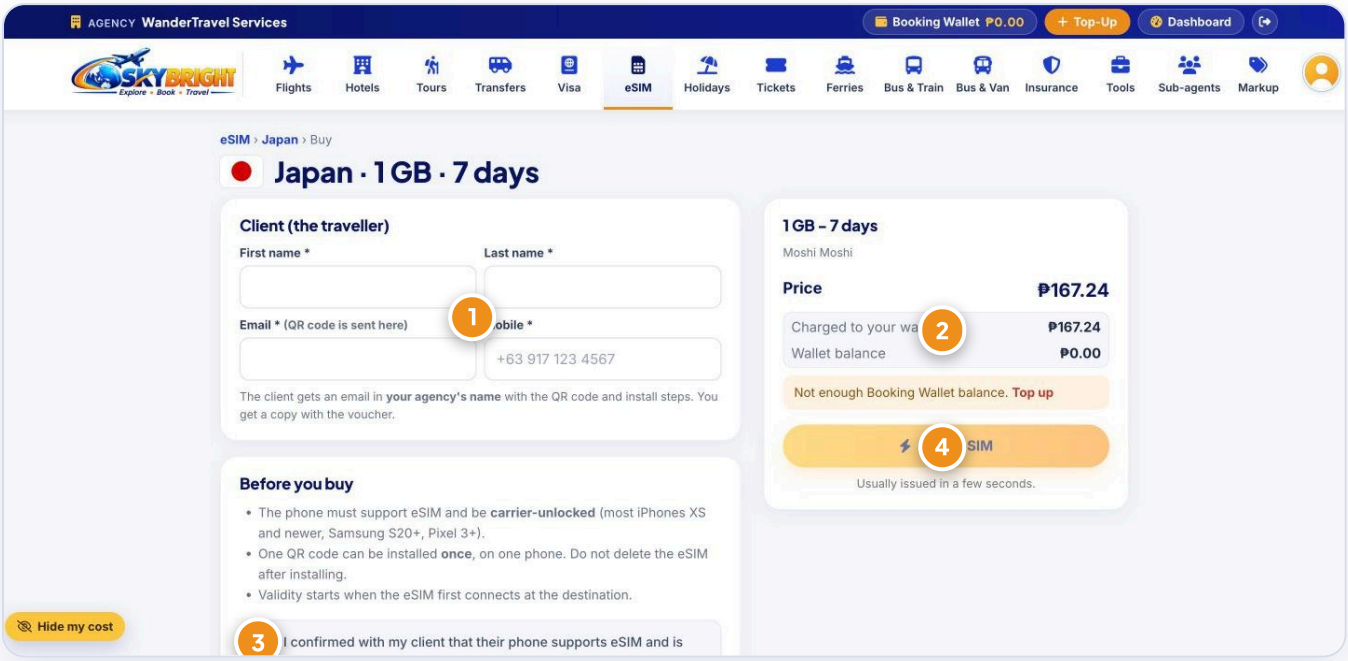




1. Menu > **eSIM** > **Buy eSIM**. Search the destination or click a country (Japan, Korea, Hong Kong...) or a region (Asia, Europe, Global). Filter by **By GB** or **Unlimited**.
2. Each card shows the data, the days and the network.
3. The client price, plus **My cost** and your **profit** (from your eSIM markup).
4. Click **Buy** on the plan your client wants.

ESIM · 2 OF 2

Issue the eSIM to your client



1. Enter the **client's first and last name**, **email** (the QR code is sent here) and **mobile**. The client gets an email in **your agency's name** with the QR code and install steps; you get a copy.
2. Check the **price**, your markup, the amount **charged to your wallet** and your wallet balance.
3. Read **Before you buy** and tick the box confirming the client's phone supports eSIM and is unlocked.
4. Click **Issue eSIM**. It is usually issued in a few seconds. See all eSIMs in **My eSIMs**.

Check the phone first

The phone must support eSIM and be **carrier-unlocked** (most iPhones XS and newer, Samsung S20+, Pixel 3+). One QR code installs **once**, on one phone; the client must not delete the eSIM after installing. eSIMs **cannot be refunded** once issued.

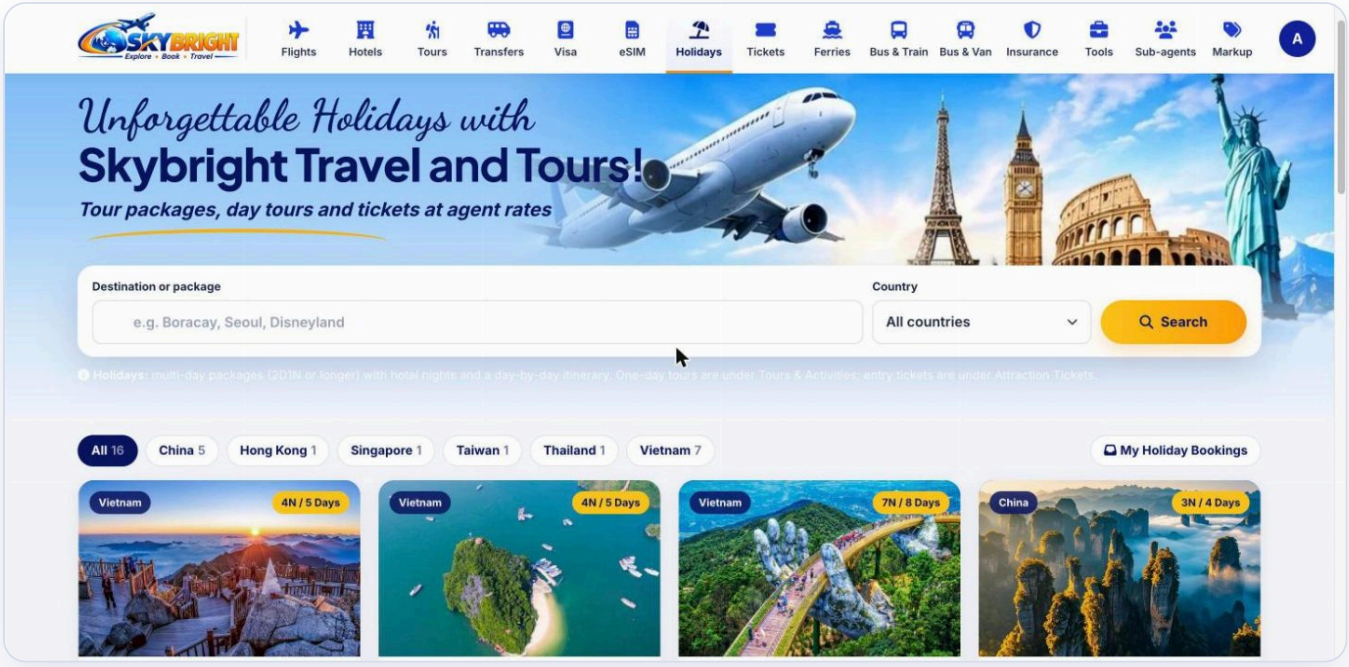
Tell your client

Install the eSIM at home over Wi-Fi before the trip. The days only start when the eSIM first connects at the destination.

HOLIDAYS

Holiday packages

Multi-day packages with hotel nights and a day-by-day itinerary, at agent rates. Filter by country (China, Vietnam, Thailand, Singapore, Hong Kong…).



Packages with "Book now"

1. Menu > **Holidays**. Click **View**, pick the **travel date** and the number of **adults, children and infants**, check the total and click **Book now** (paid from your Booking Wallet), or **Send inquiry** for other dates.

Private tours on request (Vietnam, China)

1. Choose the date, travellers and rooms and send a **request**. Nothing is charged. Prices shown are "Starts at" for 2 travellers; other group sizes, single rooms and holidays are priced by our team.
2. Our team checks with the tour operator and approves the final price. You then have **24 hours** to pay from your Booking Wallet.
3. We book it and upload the documents; you get a voucher with your agency brand to send to your client.

Cancellation

Each package shows its cancellation rules (e.g. free until 30–45 days before travel, then a fee). Track everything in **My Holiday Bookings**.

04

Sales tools

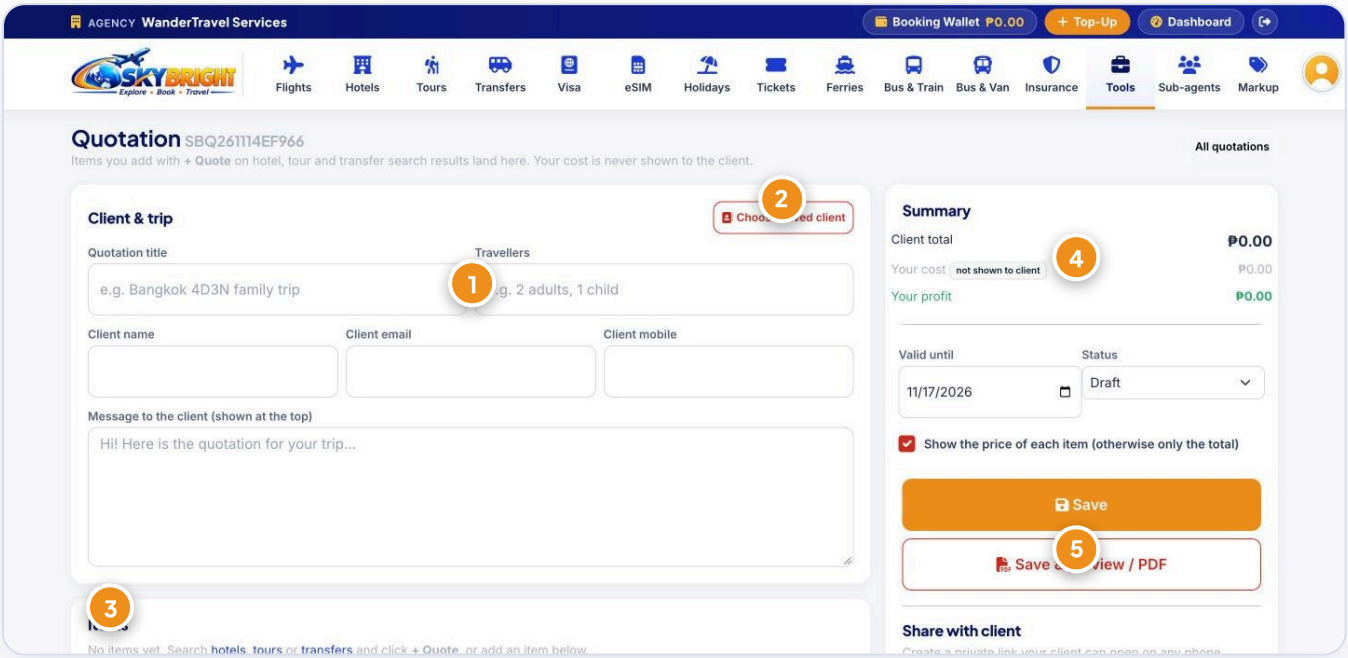
Look professional and close more sales: branded quotations, a saved client list and the Skybright app on your phone.

- Quotations
- Ready-to-post Promos
- My Clients
- Using Skybright on your phone

SALES TOOLS

Quotations for your clients

Send clients a professional, branded quote. Your cost is never shown to them.



1. Menu > **Sales Tools** > **Quotations** > **New quotation**. Type a title (e.g. "Bangkok 4D3N family trip"), the travellers, the client's name, email and mobile, and a short message.
2. Or click **Choose saved client** to fill in the client in one click.
3. **Items:** use **Add from our services** (holidays, visa, eSIM, insurance, ferries, bus & train), press **+ Quote** or **Add to my quotation** on flight, hotel, tour and transfer results, or type any item by hand. Itineraries, flight and hotel details, inclusions and exclusions appear in the quote.
4. The **Summary** shows the client total, your cost (hidden from the client) and **your profit**. Set the **valid until** date and status.
5. Click **Save** or **Save & preview / PDF**. Under **Share with client**, create a private link your client can open on any phone.

Update prices

Press **Update prices** (top of the Items list) to price items from our services again at **today's supplier price**, for the same travellers and dates. **Your margin is kept.** Manual items are never changed; flights and hotels from a live search need a new search (**Book now**). Your client's **link updates these prices by itself** and shows when they were last checked.

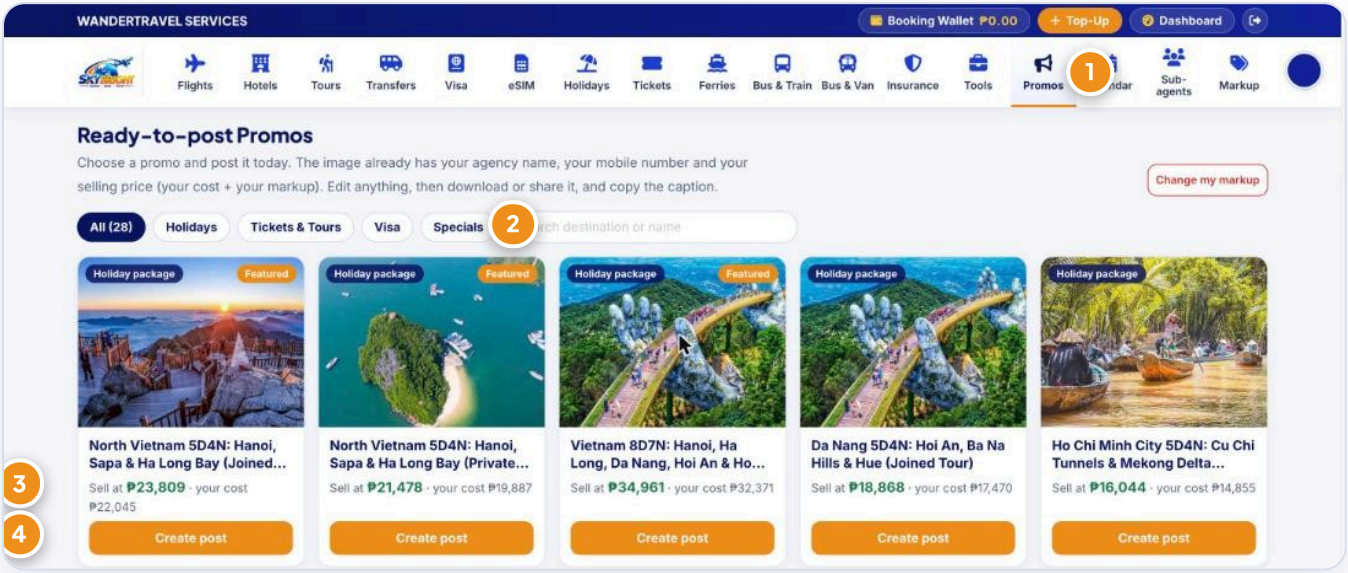
Tip

Untick "Show the price of each item" to show only the total. Use the status (Draft, Sent, Accepted...) to follow up. Flights and hotels carry the note that **prices may change until the day you book**.

SALES TOOLS

Ready-to-post Promos

Post a professional travel promo every day without designing anything. Each image already has your agency name, your logo, your mobile number and your own selling price.



1. Click **Promos** in the top menu (or Menu > **Business** > **Ready-to-post Promos**).
2. Filter by **Holidays**, **Tickets & Tours**, **Visa** or **Specials**, or search a destination. **Featured** promos are the ones we recommend this week.
3. Each card shows **Sell at** (your cost plus your own markup) and **your cost**. Your client never sees your cost.
4. Click **Create post** to open the promo designer (next page).

Set your markup first

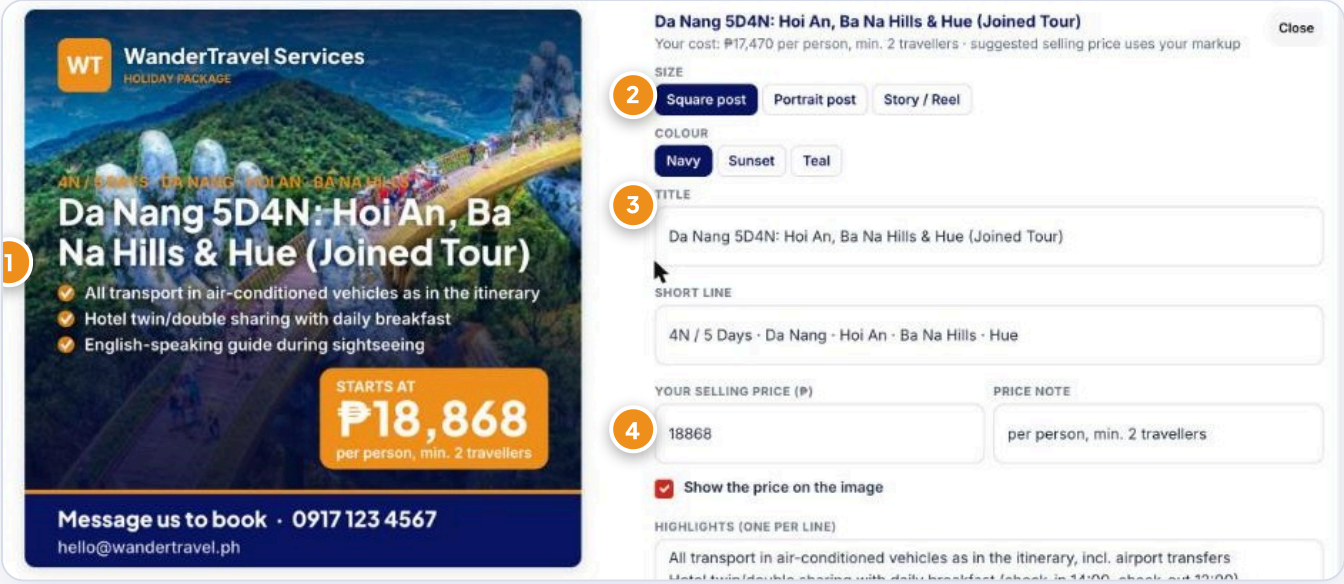
The selling price on every promo comes from your markup for that service (Menu > **Markup**). Set it once and all promos show the price you want. Sub-agents' prices already include their agent's markup.

Your logo

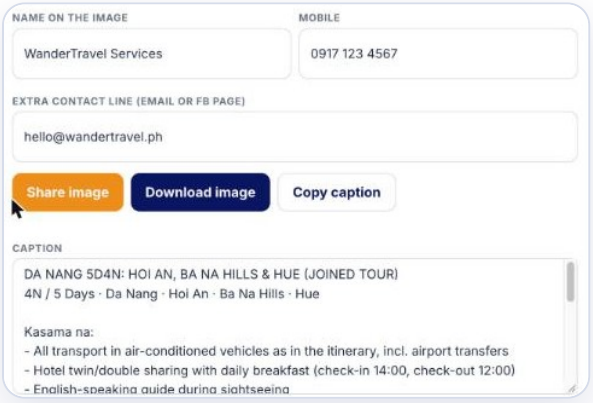
Upload a **square logo (512 × 512 px)** in your Profile. It appears on every promo image, and also on your vouchers, tickets and quotations.

SALES TOOLS

Design, download and post your promo



1. The preview updates as you type. It shows your agency name and logo at the top, the price box and your contact details at the bottom.
2. Choose the **Size**: **Square post** (Facebook and Instagram feed), **Portrait post**, or **Story / Reel**. Choose a **Colour**: Navy, Sunset or Teal.
3. Edit the **Title**, **Short line** and **Highlights** if you like (one highlight per line).
4. Check **Your selling price** and the **Price note**. Untick **Show the price on the image** if you prefer "message us for the price". If you type a price below your cost, a red warning appears.



- **Share image** (on your phone): opens Facebook, Messenger, Viber or any app directly. The caption is copied at the same time, so just paste it.
- **Download image**: saves a high-quality PNG (1080 px) to post anywhere.
- **Copy caption**: a ready Taglish caption with the inclusions, the price and your contact details. You can edit it in the box first.
- Check your **name, mobile and email or FB page** under the highlights. They are filled in from your Profile.

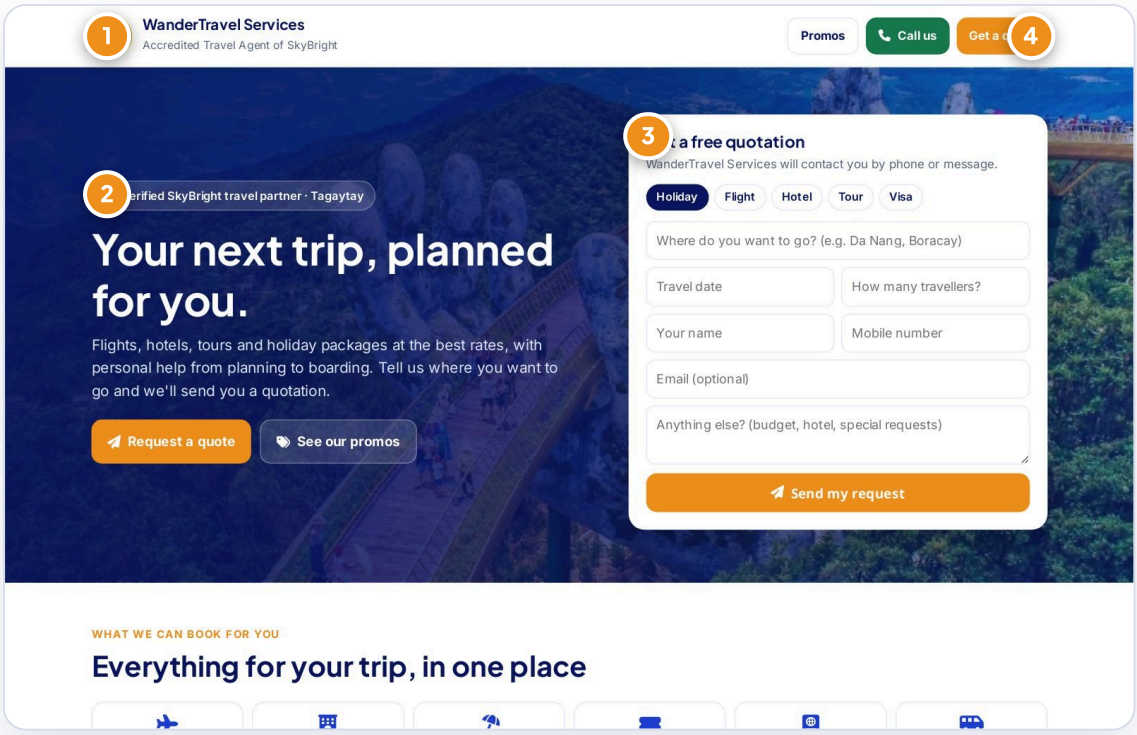
Tip

Post one promo a day at the same time (for example 7 PM), mix holidays with tickets and visas, and answer every message quickly. New promos are added regularly by SkyBright.

SALES TOOLS

Your own agency website

Every SkyBright agent gets a free website at **skybright.online/youragency**, with your logo, your promos at **your own prices**, a quote form and your Certificate of Accreditation. Requests from clients come straight to you.



1. Your **agency name and logo**, from My Profile.
2. **Verified SkyBright partner** badge and your own headline and cover photo.
3. **Quote form**: the client's trip, name and mobile go to you.
4. **Call, Messenger** and **Get a quote** buttons.

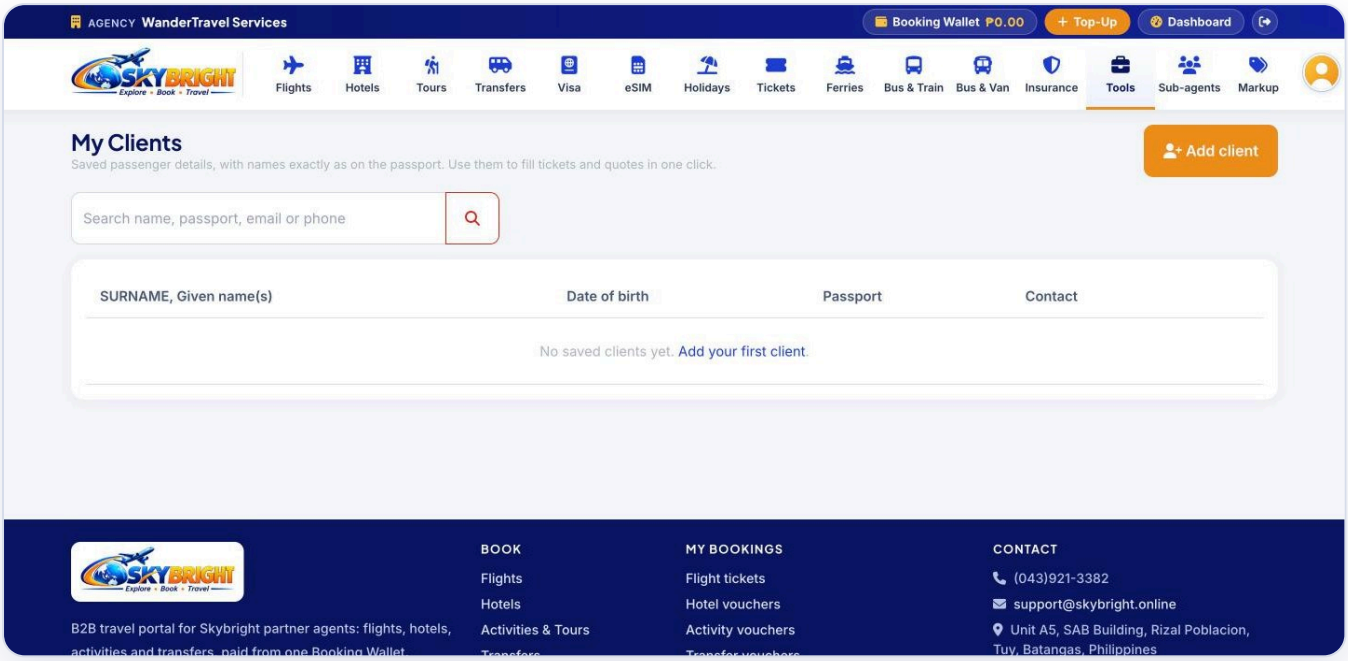
1. Open **Menu > Business > My Website**. Your link is at the top: **Open**, **Copy link** or **Share**.
2. Add your **Messenger, Viber or WhatsApp**, a short headline and "About us", tick the **promos** to show, and click **Save my website**. Upload a cover photo if you like.
3. Share the link on Facebook, put it in your page's Website field, or print the **QR code** on flyers.
4. When a client sends a request, an orange number appears on **Tools > My Website** and on My Website in your dashboard menu (no email is sent, so check your portal often). Each request shows what the client chose (**Flight, Hotel, Holiday, Tour or Visa**), the destination, travel date and travellers. Call them, make a quotation, and mark the request **Contacted**, **Booked** or **Closed**.

Good to know

Prices on your website follow your markup and update by themselves. Requests go only to you, never to SkyBright. You can change your web address once in My Website (your old link then stops working). **Video:** Training Center > My Website.

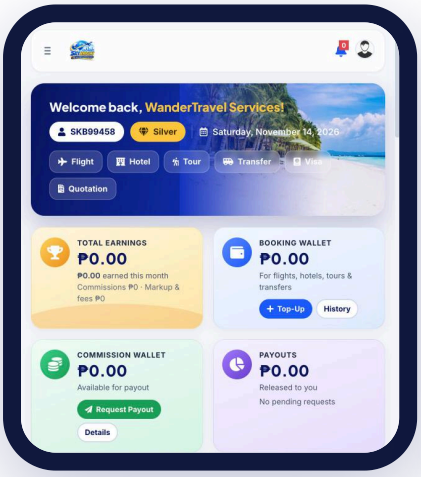
SALES TOOLS

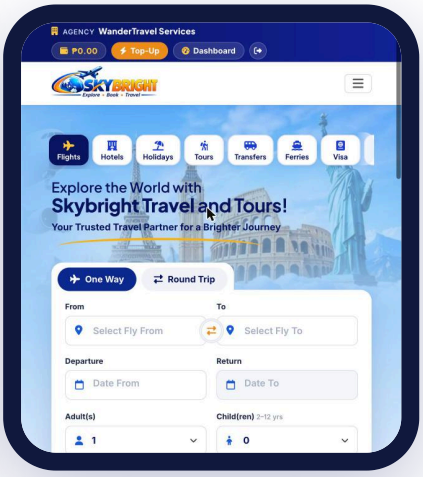
My Clients and Skybright on your phone



Menu > **Sales Tools** > **My Clients** > **Add client**. Save each client's name **exactly as on the passport**, date of birth, passport number and contact details. Next time, fill flight passengers and quotations in one click with **Choose from my clients**. Search by name, passport, email or phone.

Use Skybright on your phone





- Everything works on your phone: book, top up and request payouts anywhere.
- The **service tabs** at the top of each booking page let you switch between Flights, Hotels, Holidays, Tours, Transfers, Ferries, Visa and eSIM with one tap. Swipe left to see more.
- The top bar always shows your **Booking Wallet**, **Top-Up** and **Dashboard**.
- **Install the app:** Android: tap **Install** on the banner. iPhone: Safari > **Share** > **Add to Home Screen**.

05

Earn big with Skybright

Skybright pays you in five ways. Combine them and your travel business grows every month.

- Markup on every booking
- Referral bonuses for new agents
- Level bonuses from your network
- Upgrade bonuses
- Sub-agent income

EARN BIG

The 5 ways you earn

Most travel agents earn only from selling. As a Skybright agent you earn from selling, from inviting other agents, and from your team.

1. Markup on every booking

You set your profit per service (Part 2). Sell a flight with a ₱300 markup and you keep ₱300. No limit on how many you sell.

2. Referral bonus: 12% to 50%

Invite a new agent with your referral link. When they join, you earn a share of their plan based on **your own plan**: Silver 12%, Gold 25%, Platinum 35%, Diamond 50% (up to ₱50,000 for one Diamond agent).

3. Level bonus: 3% from your network

When the agents you invited bring in new agents, you earn **3% of each new plan**, from levels 2 to 5 below you.

4. Upgrade bonus

When an agent you invited upgrades their plan, you earn **your plan's referral % (12% to 50%) of the price difference**.

5. Sub-agents: ₱300 each + markup on their bookings

Bring in people who want to sell travel but don't want a full plan. Each sub-agent pays a ₱600 activation fee and **₱300 goes to your Booking Wallet**. Then you earn **your own markup on every flight, hotel and eSIM they book**, automatically.

Where each income goes

Income	Paid to	How you use it
Markup on your bookings	Collected from your client	Your client pays you the full price; Skybright only charges your cost.
Referral, level and upgrade bonuses	**Commission Wallet**	Cash out to GCash, Maya, bank or pick-up center (Part 6).
Sub-agent activation (₱300) and sub-agent markup	**Booking Wallet**	Use it for your own bookings.

EARN BIG

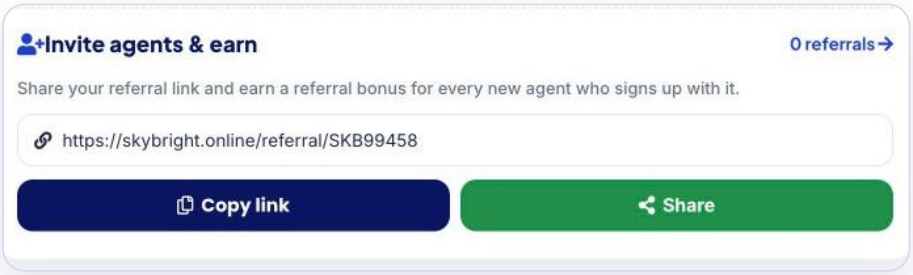
Referral and level bonuses

Every agent you invite earns you a one-time bonus when they join. **The higher your own plan, the bigger your share**: Silver 12%, Gold 25%, Platinum 35%, Diamond 50% of the new agent's plan.

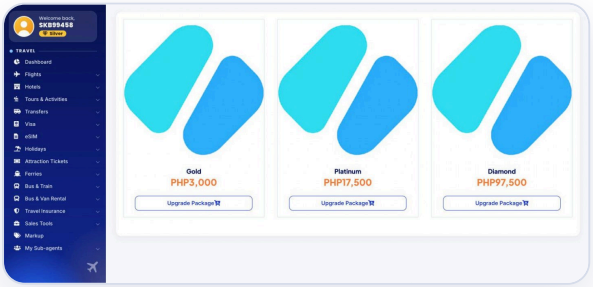
Your plan (your %)	They join Silver ₱2,500	They join Gold ₱5,500	They join Platinum ₱20,000	They join Diamond ₱100,000
Silver (12%)	₱300	₱660	₱2,400	₱12,000
Gold (25%)	₱625	₱1,375	₱5,000	₱25,000
Platinum (35%)	₱875	₱1,925	₱7,000	₱35,000
Diamond (50%)	**₱1,250**	**₱2,750**	**₱10,000**	**₱50,000**
Level bonus (levels 2-5, 3% each)	₱75	₱165	₱600	₱3,000

Share your referral link

1. On your dashboard, find **Invite agents & earn** (under *Needs your attention*).
2. Click **Copy link** or **Share** (Messenger, WhatsApp, Viber, Facebook...). Your link looks like **skybright.online/referral/SKB12345**.
3. When someone opens it, your username is already filled in as their Referral ID. Or tell them to type your username in the **Referral ID** box.
4. When their plan is paid and approved, your bonus lands in your **Commission Wallet**.



Upgrades

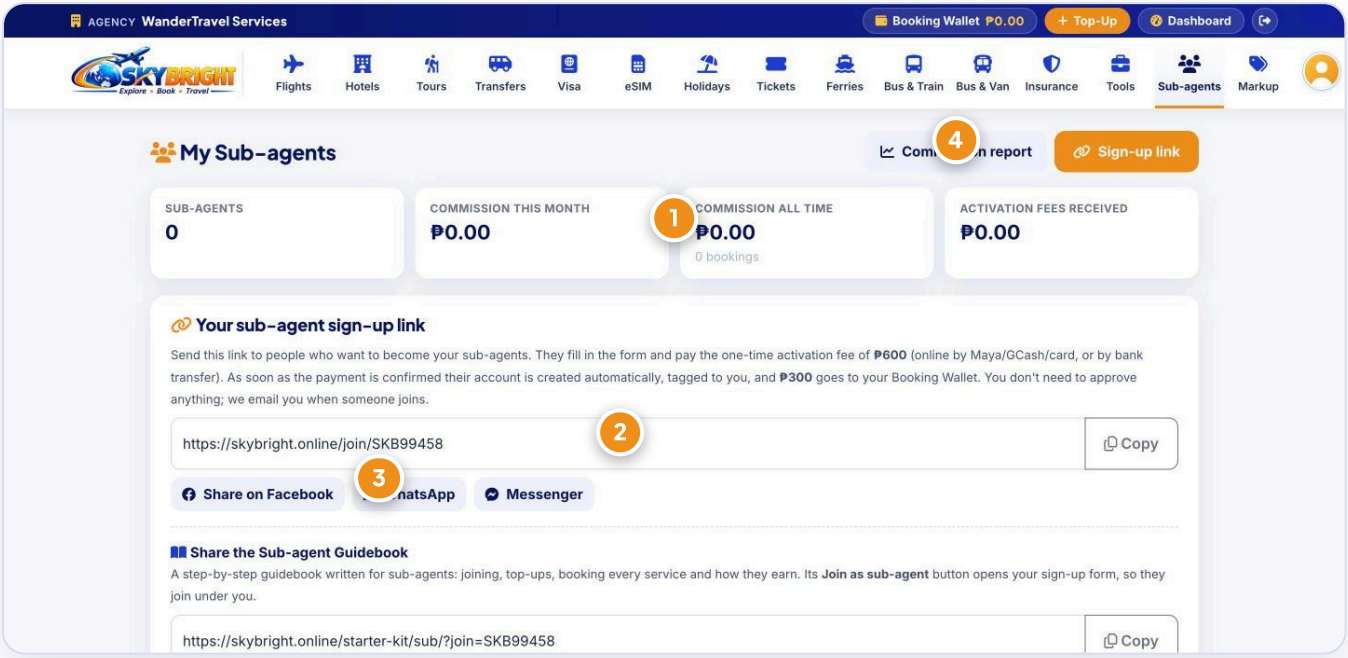


Menu > **Upgrade Package**. You pay only the difference (e.g. Silver to Gold: ₱3,000), and from then on you earn the **higher referral %** on every new agent. When an agent you invited upgrades, you earn **your referral % of that difference** (e.g. as Diamond: 50% of ₱3,000 = ₱1,500). See your whole team in Menu > **Networks** > **Genealogy tree** and **Level base list**.

EARN BIG

Build your sub-agent team

Sub-agents are people who sell travel under you: friends, relatives, resellers, office mates abroad. They book everything on Skybright; you earn on their sales without doing the work.



1. Menu > **My Sub-agents**. The top shows your sub-agents, commission this month, all-time commission and activation fees received.
2. **Your sub-agent sign-up link** (e.g. skybright.online/join/SKB12345). Click **Copy**.
3. Or share it directly to **Facebook**, **WhatsApp** or **Messenger**.
4. **Commission report**: every booking your sub-agents made and what you earned.

How it works

- The person fills in the form and pays the one-time **₱600** activation fee (online by Maya/GCash/card, or by bank transfer). As soon as the payment is confirmed, their account is created automatically and tagged to you, and **₱300 goes to your Booking Wallet**. You don't need to approve anything; we email you when someone joins.
- Set **your markup on sub-agents** on the same page (Flight, Hotel, eSIM: fixed ₱ or % per booking) and click **Save markup**. One markup applies to all your sub-agents.
- Their price = Skybright's agent rate (your cost) + your markup. You earn your markup in your Booking Wallet as soon as their booking is confirmed (it is taken back if the booking is refunded).
- On tours, transfers, ferries, holidays and visas your sub-agents pay the same as you.

EARN BIG

Income examples: what is possible

Two examples of how agents combine the 5 income streams in one month. Your results depend on your own effort and sales.

Example A: Part-time Silver agent

20 flights × ₱300 markup	₱6,000
15 eSIMs × ₱100 markup	₱1,500
5 tours × ₱400 markup	₱2,000
Invites 3 Silver agents (3 × ₱300 at 12%)	₱900
4 sub-agents join (4 × ₱300)	₱1,200
Sub-agents book 30 flights (× ₱100)	₱3,000
Total for the month	**₱14,600**

Example B: Full-time Diamond team builder

60 flights × ₱400 markup	₱24,000
Holidays, visas, eSIMs (markup)	₱8,000
Invites 2 Gold + 1 Platinum agent (50%)	₱15,500
Team brings 10 Silver agents (level bonus)	₱750
10 sub-agents join (10 × ₱300)	₱3,000
Sub-agents book 120 flights (× ₱100)	₱12,000
Total for the month	**₱63,250**

Why your plan matters: one Diamond referral pays ₱12,000 to ₱50,000

The same new Diamond agent earns a Silver member ₱12,000, a Gold member ₱25,000, a Platinum member ₱35,000 and a **Diamond member ₱50,000**. Upgrading your own plan multiplies every referral you make.

7 habits of top-earning agents

- Post seat sales and holiday packages on Facebook every week, with your referral link in your bio.
- Offer an eSIM, transfer and tour with every flight: three extra markups per client.
- Send branded quotations quickly; the fastest agent usually wins the booking.
- Keep your Booking Wallet topped up so you can book seat sales instantly.
- Recruit sub-agents among OFWs, students and office mates; they sell to their own circles.
- Save every client in My Clients and greet them before their next holiday.
- Help the agents you invite make their first sale; their success grows your level bonuses.

These are illustrations only, not a promise of income. Bonus rates are set by Skybright and may change; your dashboard and wallet reports always show your actual earnings.

06

Getting paid

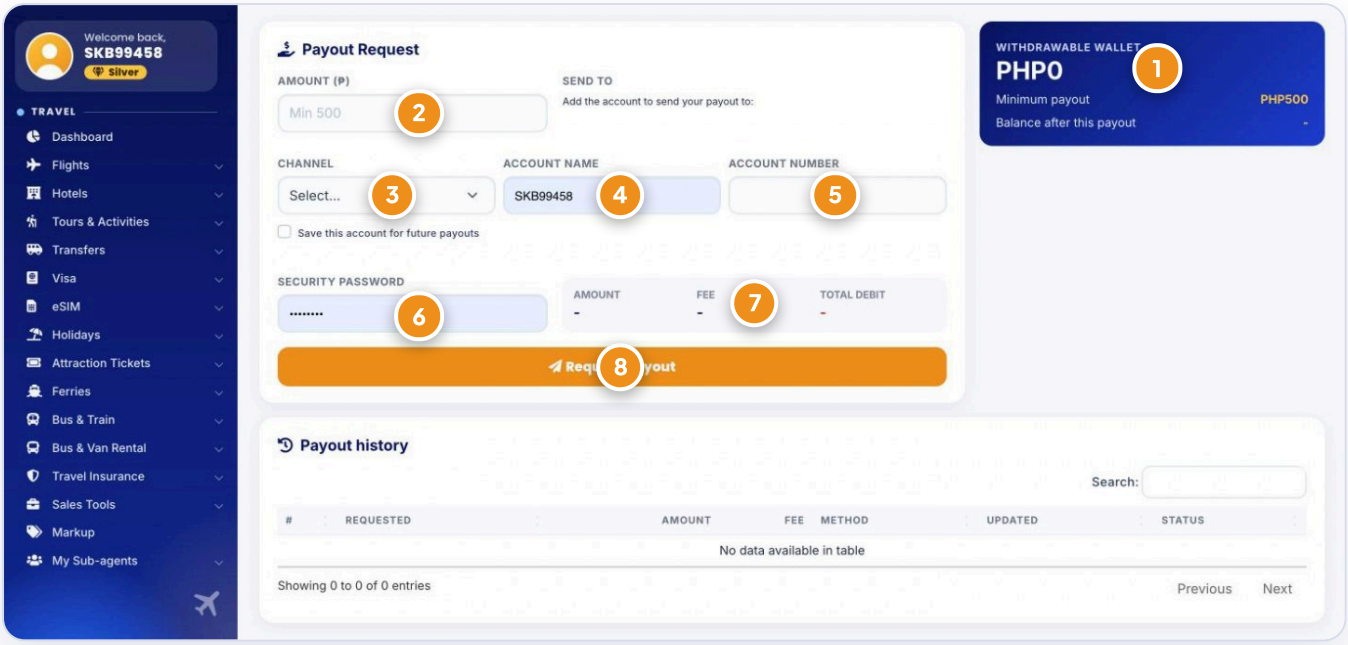
Cash out your Commission Wallet to GCash, Maya, your bank or a pick-up center, and keep track of every peso.

- Requesting a payout
- Fund transfers and reports

GETTING PAID

Request a payout

Dashboard > Commission Wallet > **Request Payout**, or Menu > Wallet > **Payout Request**.



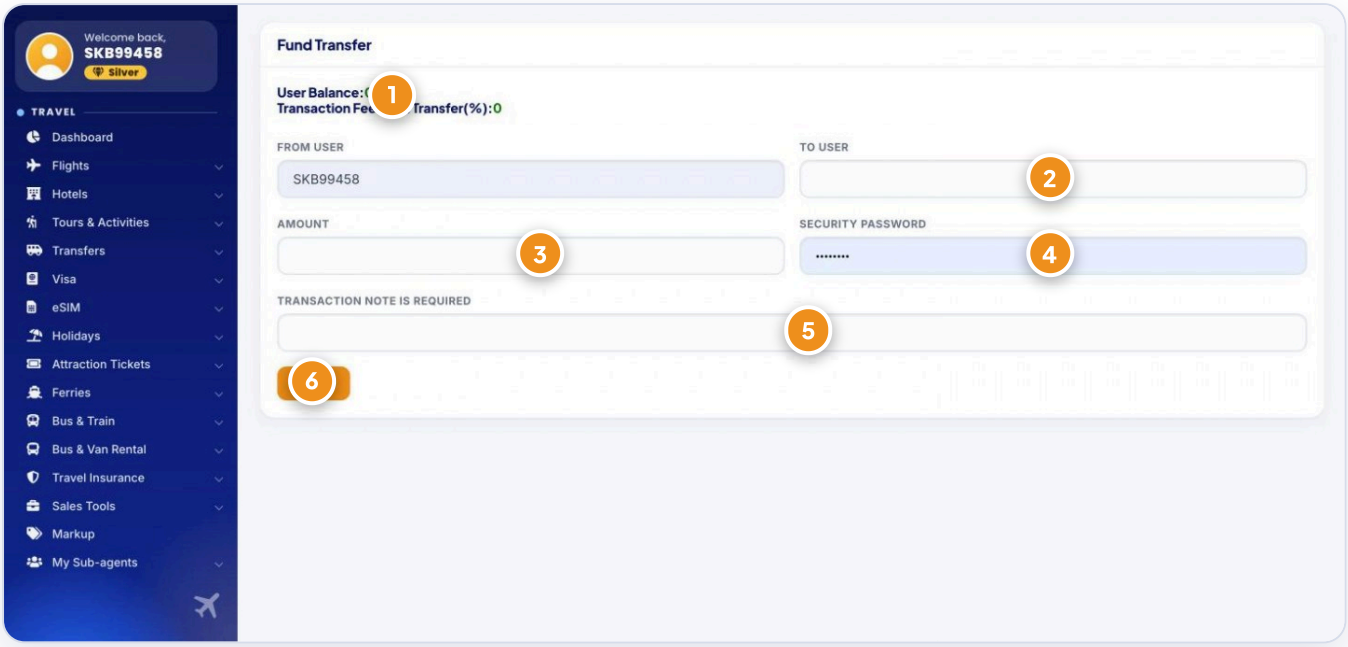
1. Check your **withdrawable wallet** balance. The minimum payout is **₱500**.
2. Type the **amount**.
3. **Channel:** choose where to receive it: **GCash, Maya, GrabPay, ShopeePay**; banks **BPI, BDO, UnionBank, LANDBANK, Metrobank, RCBC, Security Bank, Chinabank, PNB**; or pick-up at **Palawan Express, LBC, M Lhuillier, Cebuana Lhuillier, 7-Eleven, SM Bills Payment, Robinsons**.
4. **Account name**: exactly as registered with the e-wallet or bank.
5. **Account number**: your mobile number for e-wallets, or your bank account number. Tick **Save this account** to reuse it next time.
6. Type your **Security PIN** (security password).
7. Check the **amount, fee and total debit**. The fee is 1% of the amount (minimum ₱15) plus ₱11 processing, and is always shown before you confirm.
8. Click **Request payout**. Track it under **Payout history**; it moves from *pending* to *released* when the money is sent.

Important

You can have only **one pending payout** at a time. A wrong account number can send money to the wrong person, so double-check before you click.

GETTING PAID

Fund transfer and reports



Menu > Wallet > **Fund transfer** sends money from your withdrawable wallet to another Skybright member (for example, to help an agent on your team).

1. Your available balance and the transfer fee.
2. **To user**: the receiver's username (SKB...).
3. **Amount**.
4. Your **Security PIN**.
5. A short **note** (required), e.g. "Help for first top-up".
6. Click **Send**.

Reports: see every peso

Menu > Reports	What it shows
Wallet details / Wallet summary	Every credit and debit in your Commission Wallet: bonuses, payouts, transfers.
Flight Wallet Credit Debit	Every movement in your Booking Wallet: top-ups, bookings, refunds.
Deposit report	Your bank top-up requests and their status.
Fund Transfer Report	Money you sent and received.
Purchase history	Your plan and upgrade purchases.
Sub-agents > Commission report	What you earned from each sub-agent booking.

07

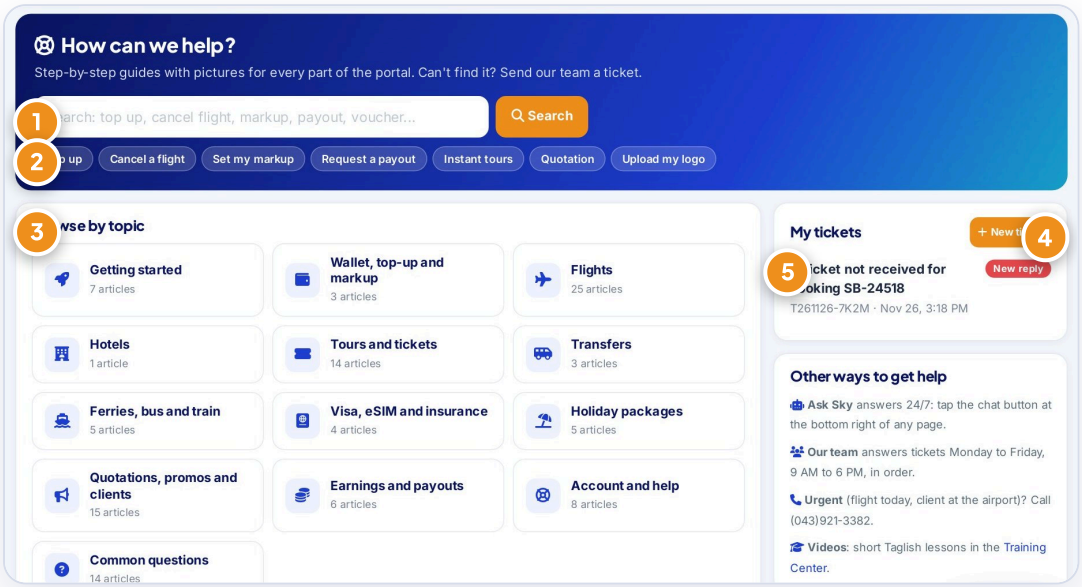
Help and quick answers

Answers to the questions new agents ask most, a checklist of golden rules, and how to reach us.

HELP

Support Desk: help center and tickets

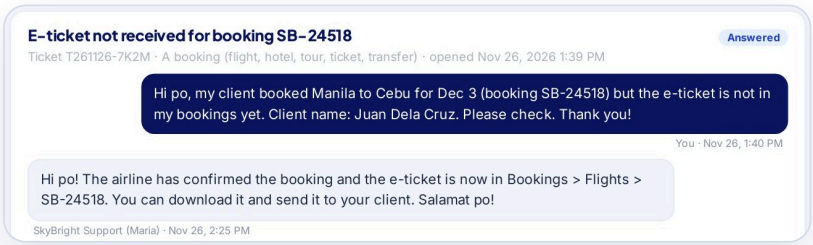
Need help? Open **Menu > Account > Support Desk** (or **skybright.online/support**). Every page of this guidebook is there as a step-by-step guide with pictures, plus quick answers. If the answer is not there, send our team a **ticket**.



1. **Search** in English or Taglish: "top up", "cancel flight", "refund".
2. **Shortcuts** to the most-asked guides.
3. **Browse by topic**: flights, hotels, tours, wallet, earnings and more.
4. **New ticket**: when the guides and Sky did not solve it.
5. **My tickets**: Waiting for us, Answered, Closed. **New reply** = our team answered.

Each guide ends with **Did this answer your question?** Click **No, send a ticket** and the ticket opens with the subject already filled in.

1. In the ticket, choose what it is about and give the **booking reference**, date, client name and what you need. Attach a **screenshot or PDF** (up to 5 MB). Click **Send ticket**.
2. Our team replies inside the ticket and by **email**; the Support Desk menu shows a number when there is a new reply.



Good to know

Add details or photos to the same ticket any time. **My problem is solved** closes it; a reply reopens it. Our team answers Monday to Friday, 9 AM to 6 PM. Urgent (a flight today)? Call **(043) 921-3382**. Never send your password, PIN, card number or OTP. **Video:** Training Center > Support Desk.

HELP

Frequently asked questions

I paid for my plan by bank. When is my account active?

After our team checks your proof of payment. Paying online activates your account right away.

My instant top-up was paid but my wallet didn't change.

It usually takes under a minute. Refresh the page. If it still doesn't show after 15 minutes, contact support with the payment reference.

I can't find an airport when I type the city.

Type the 3-letter airport code (MNL, CEB, DVO...) or the airport name.

The flight page says "Time left to book" has expired.

Fares are held for 15 minutes. Search again to get fresh fares.

Is my markup taken from my wallet?

No. Your wallet pays only your cost. You collect the full price, including your markup, from your client.

My client misspelled their name.

Contact support immediately with the PNR. Airlines treat name changes strictly and may charge a fee or not allow it.

How do I cancel a flight?

Contact Skybright support with the PNR. We cancel with the airline; the refund (minus airline and cancellation charges) returns to your Booking Wallet when the airline confirms.

Which email do I enter for Instant ferries?

Your own agency email, at checkout on our partner's site. The ticket and any schedule changes come to you; forward or print it for your client. Everything else (tours, tickets, transfers, Starlite ferries, buses) is booked inside the portal, so no partner email is needed.

Can an eSIM be refunded?

No. Check that the phone supports eSIM and is unlocked before you issue it.

When do I receive my referral bonus?

As soon as the new agent's plan is paid and approved. It appears in your Commission Wallet. The amount is your plan's % (12/25/35/50%) of their plan.

What is my Security PIN?

A second password for payouts and fund transfers. It is in your welcome email; change it in Profile > Change Security Pin.

Why was my payout request refused?

Common reasons: the amount is below ₱500, the balance doesn't cover the amount plus the fee, a wrong Security PIN, or you already have a pending request.

What is the difference between an agent and a sub-agent?

Agents buy a plan and earn referral and level bonuses. Sub-agents pay a ₱600 activation, book under an agent, and the agent earns on their bookings.

A hotel room is "no longer available at that price".

Hotel prices change quickly. Go back to the hotel and pick the room again, or choose another room. If the price changed, you will see the new total before you confirm.

HELP

10 golden rules

- Type passenger names **exactly as on the passport or ID**, and double-check before confirming.
- For Instant ferries on our partner's site, enter **your agency email** at checkout.
- Set your **markup** for every service before your first sale.
- Click **Hide my cost** before showing your screen to a client.
- Upload your **agency logo** so every document carries your brand.
- Keep your **Booking Wallet** topped up: almost every service is paid from it. **Booking Wallet > History** lists every top-up, booking and refund.
- Confirm the client's phone supports **eSIM** before issuing.
- Read the **fare rules** and tell clients if a fare is non-refundable.
- Never share your **password or Security PIN**.
- Pay only through the **Top-Up page** or the **official BPI account**.

We're here to help

Phone: (043) 921-3382

Email: support@skybright.online

Office: Unit A5, SAB Building, Rizal Poblacion, Tuy, Batangas, Philippines

Help in the portal: Ask Sky (24/7) or Menu > Account > Support Desk

Explore · Book · Travel. Thank you for growing with Skybright!