Dear Colleague,

We are pleased to share you all that in our constant endeavor to enhance the employee experience with respect to travel, Hotel and fly facilities and to provide hassle free booking options which will enable us 24x7 services to an individual employee’s through online booking portal **“SBT “- Self Booking Tool**. We are glad to inform you that We have partnered with Make My Trip (MMT) - myBiz for travel bookings. Services will be affective from **DATE**

Many of you are familiar and would have surely used the facilities of MMT personally. This arrangement brings to you all a wide variety of Flight and hotel options to choose from, and since MMT is offering us attractive Corporate discounts, it also helps the organization reduce costs. Moreover the bookings become very convenient as you can book on the go through your mobile devices.

Please note the key features and points below for using the services:

* Each employee will have a separate login id to the portal. We are in the process of activating the ids and all of you will receive mail from Make My trip giving a URL: <https://mybiz.makemytrip.com/>  which you  can use to access the portal. We are attaching a PDF which gives the details of how to access the portal and activate your login and make a booking.
* All employees are required to book flight and hotel through MMT.
* Brief Presentation is attached and the video link given.
* Please check the cancellation policy for the Hotel being booked by you as some Hotels may have zero refund for cancellations and it may be a loss if travel plans change. If travel plans are tentative, you must go for hotels which allow free cancellation or refund.
* Payment has to be made by employee and to get it reimbursed.
* Remember to always collect GST invoice at checkout from Hotel (‘Hotel Invoice’); Company GST details are already incorporated in MMT portal.

**External / Internal -Services issue Escalation Matrixes:**

**MMT Matrix:**

* **Level** **1**- Corporate Support/query/Concerns:

Email id: [mysupport@makemytrip.com](mailto:mysupport@makemytrip.com)   18605008747 , 18001039695

* **Level 2**  - Tanuj Pratap Singh - TanujPratap.Singh@makemytrip.com
* **Level 3** - Lakshay Gulabani - [lakshay.gulabani@makemytrip.com](mailto:lakshay.gulabani@makemytrip.com)
* **Level 4**   [myescalations@makemytrip.com](mailto:myescalations@makemytrip.com)  (24 hours)

**Internal Matrix:**

**Level 1**:

**Level 2**:

**Level 3**:

**You can also check some videos here, to install MMT:-**

* Signing up on myBiz (Mobile App) : [Click](https://www.youtube.com/watch?v=iISy1Sf9UcI)
* User Booking Flow (Mobile App) : [Click](https://www.youtube.com/watch?v=OJrN67AZnJo&t=11s)
* User Booking Flow (Desktop Version) : [Click](https://www.youtube.com/watch?v=GSscJ16JdTE)

Regards

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