

INFORMATION OVERVIEW OF LEGITIMATION FOR USING PEPXPRESS

Dear colleagues, dear pepXpress-users,

Due to various queries regarding the verification of the legitimation, which we have checked since 2010 to prevent misuse, we present below the answers to the most commonly asked questions.

Why legitimation?

pepXpress is a Special Tour Operator in global PEP- and Travel Agent tour packages. Working in the tourism business, our travel deals serve to support your personal education and development as well as enhancing your product knowledge. For this purpose tourism service providers are granting special terms & conditions that may be used exclusively by tourism professionals/employees. Hence, the access to our online travel portal www.pepXpress.co.za is only permitted to registered users of establishments with a touristic background. The legitimation, that needs to be provided since 2010 when applying, is a written record, confirming your employment in the tourism industry.

Access to the travel deals has been denied until the legitimation has been uploaded. The service providers reserve the right to make inquiries with pepXpress about the legitimation prior to departure of the journey to ensure that only entitled persons are taking advantage of the PEP offers.

What documents will be accepted?

For the legitimation we accept a valid Travel Industry Card as well as valid company ID Cards. A letter from your employer, written on company paper, dated and signed by a superior, stating the applicants full time job as well as the companies field of activity, is also acceptable. Self-employed persons, owners, managing directors and any persons that do not have a superior, need to provide a copy of their business registration. From this we must be able to deduct the touristic emphasis of the establishment and the name of the applicant must be clearly stated. We approve all documents in English language.

The following documents WILL NOT be accepted:

- Business Cards
- Work contracts, interim reports, pay slips, duty schedules (e.g. Flight Attendants) or like wise
- E-Mails, links or screenshots of websites
- Invalid, expired or not up-to-date documents/ ID Cards
- Legitimation documents with a different name (e.g. after marriage)



Processing and Validity

The legitimization can be uploaded on our website under the tab „My personal data“ as PDF- or image file (JPG or PNG max. 100 KB). As a new user, and after completion of the registration form and sending it off, you will receive a link per e-mail that will lead you directly to the upload-page.

pepXpress will then verify the legitimization. This can take up to 2 working days. Due to a high volume in applications, it may happen that the verification takes a bit longer. We kindly ask for your understanding. You will be notified by e-mail as soon as your access has been activated.

After a successful authentication, your access to our portal will be activated for a period of 1 year. After this period a new legitimization is required. Should your identification document show a temporary employment only, or show a date of validity that falls short of the 1year, then your access will be granted until that date only.

Important notice: please note that the legitimization document that you registered with, must accompany you when traveling. The tourism service provider can ask you to provide the proof of identification at any time. Should you be unable to prove your identification, an additional charge or exclusion of the benefits may apply. A reimbursement of already paid services by pepXpress, after your journey is completed, is definitely NOT possible.