User Guide – Club Travel

January 2024

Note:

GTP - Global Travel Platform is fully PCI compliant. Your personal profile data is secure within this platform. In addition, Club Travel complies with all GDPR requirements as per the GDPR law that became effective MAY 2018.

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Introduction

Welcome to GTP - Global Travel Platform - One single platform for online booking tool powered by Atriis and supported by Club Travel.
GTP is totally customisable therefore built according to your company Travel Policy

On the next few pages, you can find useful hints with a few clicks.

This is the System URL for Logging in

URL: WWW.GTP-MARKETPLACE.COM

How to login and setup your User Profile

First time logging in

You will receive a Welcome email with your **Username and** the URL to your system, which is unique to your department/Company to access the site.


To login, click on either your username or 'click here to get started' and this will take you to the login page.

You will be prompted to create a new password and the list of requirements will be below. You will not be able to proceed until the password meets all of these requirements.
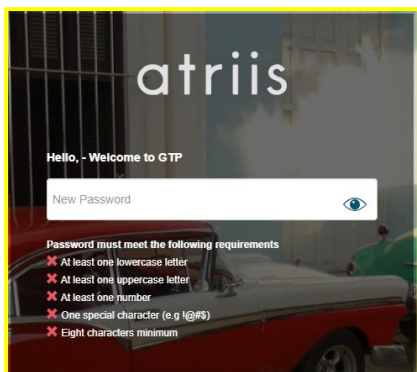
You will then have to re enter the same password and when they match you can proceed by clicking on 'send'.
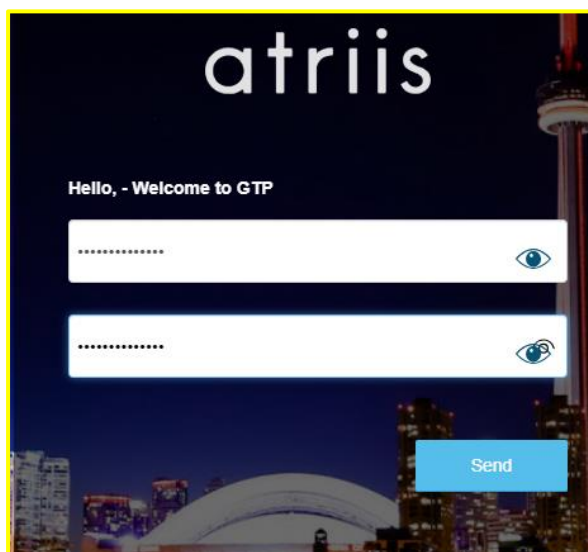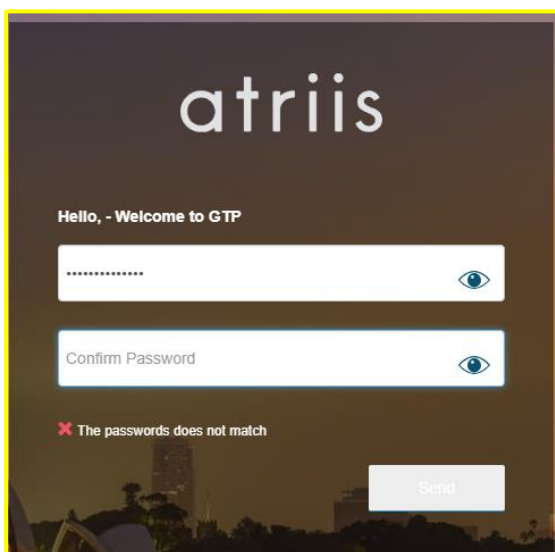
You will be brought back to the main login page where you will insert your username (you can find this on the welcome email) and the password you created.
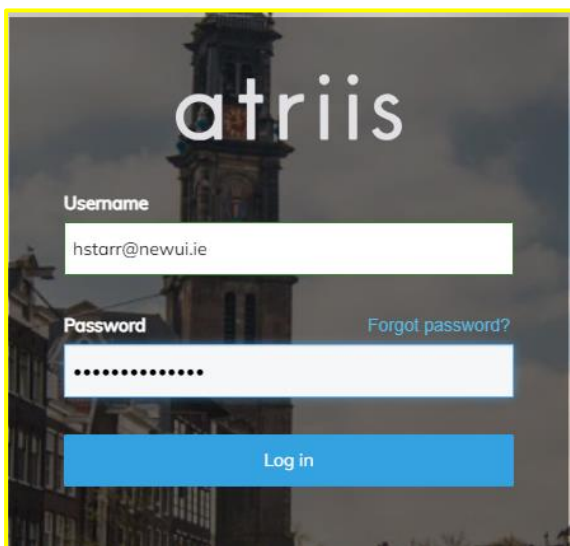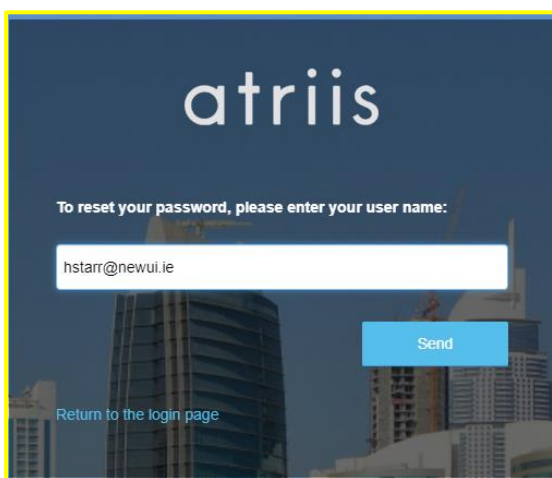
Exhisting User

If you are an existing user and cannot remember your login details, you can click on 'forgot password?'
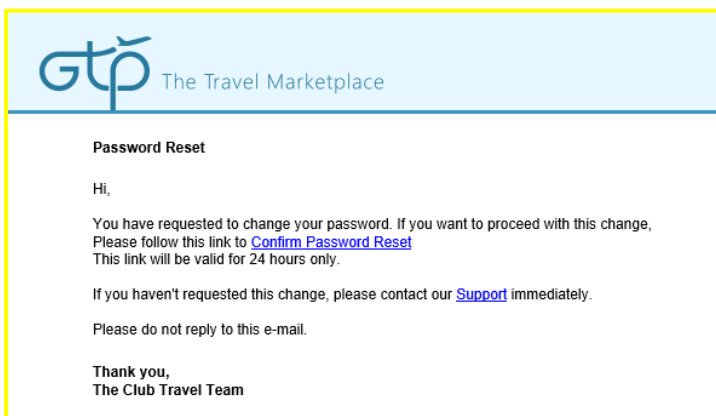

Once you click on "Forgot Password" you will be taken to this screen, and you will be requested to provide your Username:

NB* Your Username will be in the email you received from GTP please ensure that this is entered EXACTLY AS IT IS IN THE EMAIL.

After you have entered your details click on Send this will generate an automated password reset email.

Once you received your password reset email, click on the link provided to create a password.

Once you click on the link you will be immediately brought to a create password screen, where you can create one of your choosing.

The User Password must contain 8 characters minimum (at least one lowercase letter, at least one uppercase letter, at least one number, at least one special character).

You must enter the same password twice and click send.

*To see the password, click on the Eye Symbol
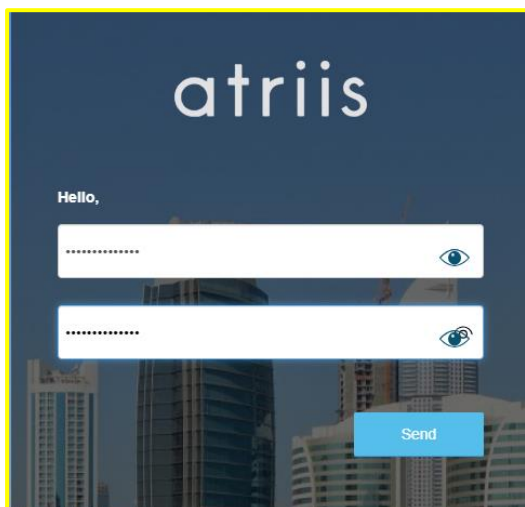
After creating a new password, you are ready to use GTP. Login as normal with your Username and the password you have created.

User Auto Lock

In case of more than four failed login attempts for example entering wrong username or password user will be locked. User can unlock themselves by clicking on forgot password.

You will then receive an email to update your password as above.

Start Page

This is your Welcome/Start Page

- Products – Flight / Hotel / Car
- View all – Trips history
- Start New Trip
- Language
- Notifications
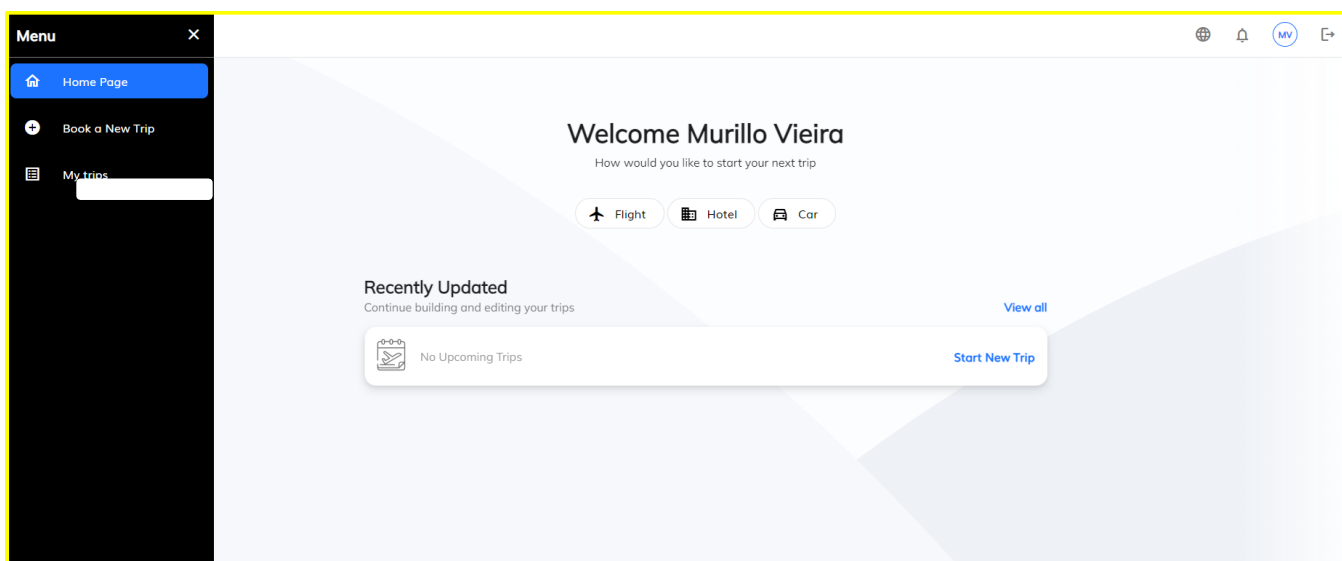- Profile Settings

My Profile

We have created profiles within this system for you with information provided by your company.

Your user details are held in your user profile. Your profile forms are the base for travel bookings made through Club Travel. Please note that this profile is used when using the online booking tool, but also when making a phone or e-mail booking through Club Travel.

So, in order to ensure we have your full data, and that this is up to date and relevant, we are asking that you please at the first time that you log into the system to update your Personal Profile.

Some fields in your profile might be mandatory. These fields are highlighted in RED.

* If the mandatory fields are not completed on the first time that you login the My profile Box will pop-up for you to complete before proceeding.

You can Update your information at any time just click on your Initials at the top of the page as shown. Then click on Profile settings.
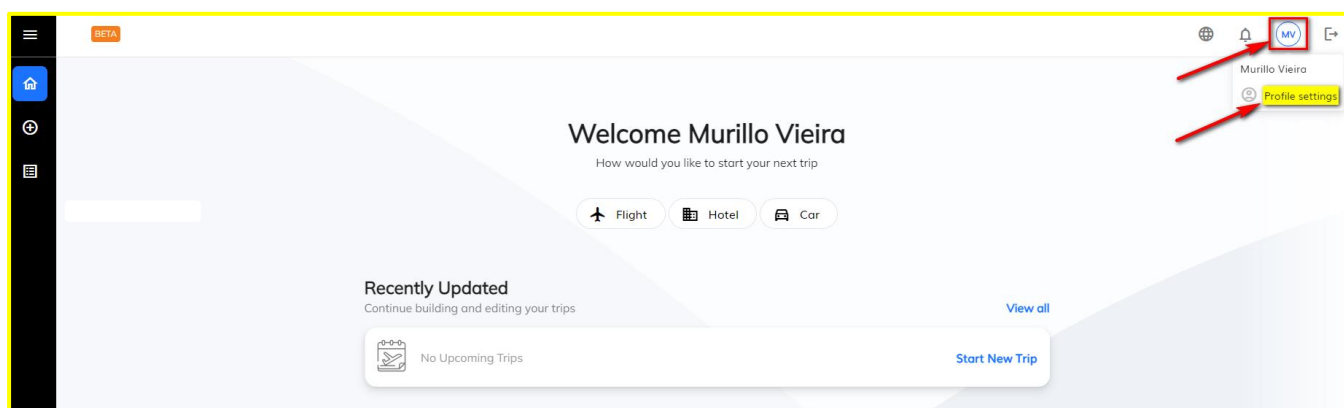
A new page will show where you can enter/update all your personal information.

Nb*Always make sure to click save after every change that is made or the information will not save to your profile

* If a profile is not correct when making a booking this could result in incorrect invoicing, travel preferences not being taken into account, problems with immigration and airport security etc.

IATA Ruling - Effective 1 June

Please be advised of the following developments that may impact your travel programme:

Effective from the 1st June 2019, International Air Transport Association (IATA), are introducing a policy to allow airlines and travel agents to work together to ensure passengers receive the best possible experience during any event that may cause flight disruption. The new policy is designed to ensure that the passenger can always receive accurate and timely information directly from the airline.

As such, from the 1st June, IATA are mandating travel agents to enter a passenger's mobile phone number into a booking, or actively ask each passenger before the time of ticketing whether they wish to have their contact details excluded for each booking.

 In order to facilitate quicker transactions and to avoid delays during ticketing which could result in price increases and/or loss of availability of seats, Club Travel will make mobile phone numbers mandatory for all passengers. Should your company wish to continue having mobile phone numbers as an optional field, you must contact your account manager and request this in writing.

1. Personal Details

Title, Name, Date of Birth, Email address. Name must be as per passport, Please include any middle name(s).
*Within this area you can also add an Out of office replacement and a Backup Approver if your company has an approval system set up.

After updating the details just click on Save at the end of each section. This action will not take you to the next step you can move between the menus by selecting or scrolling up and down the page on the right-hand side.

When selecting a title, we do not recommend selecting Dr. or Prof. as this might cause issues with some airlines where the Dr./Prof. title will be recognised as middle name.

2. Contact Information

Contact details such as mobile and Business/Personal Address can be entered.

Mobile Number is a mandatory Field, if not completed it will not let you proceed, and it will be highlighted in RED.

Emergency contact information for your next of kin in case of emergency. It is recommended that this is completed, in case of any emergency whilst you are travelling abroad.

3. Passports and Visas

Passport information is a mandatory field. This is required by the immigration authorities when travelling to certain countries. Visa data is optional, and you can add as many as you wish. If you have more than 1 passport, all passport details can be entered here, and you can select which one you want to use as primary passport by selecting the box below. You can edit and delete the information at any time.
Click on Save once finished.

4. Frequent Traveller Programmes

Store your loyalty card details for Air, Hotel and Car.

You can add as many as you wish by clicking on Add for each product you wish to add, select from the drop-down list and enter the Frequent Number and **click on Save once you finished**.

You can edit and delete the information at any time.

Frequent Flyer program

Add Frequent Flyer   **Add external login**

Travel pass number (TPC)

Hotel loyalty program

Add hotel loyalty program

☐ Special hotel rate

Other programs

Add car loyalty program

Add rail loyalty program

Add BahnCard loyalty program

Save Frequent Programs

5. Travel Preferences

Enter your personal preferences for Flight, Hotel and Car Hire such as Seat, Meal and Hotel Room Type preferences. **Click Save once you have finished** making sure the information is stored.

| Personal Details | Contact Information | Passports and Visas | Frequent Programs | Travel Preferences | Form of Payment |

Flight preference

| Preferred airline carrier | Non preferred airline carrier | Class | Meal type |
| Select | Select | Select | Select |

| Seat type | Home airport | Additional flight information | Additional seat information |
| ● Aisle ○ Window | Enter airport location | | |

Hotel preference

| Non preferred hotel vendor | Additional hotel information | Hotel room type | Hotel bed type |
| Select | | Select | Select |

Car preference

| Preferred car vendor | Non preferred car vendor | car type | Car transmission |
| Select | Select | Select | Select |

Save Travel Preferences

6. Form of Payment

On this page personal credit and payment cards to be used for bookings can be entered.

Credit Card information will only be used for products which are not set to be paid by Corporate. If you use the Club Travel/HRG credit card to pay for flights and bookings, then you do not need to complete this.

If you use your own card to pay for flights and bookings, then this is optional (but we recommend you complete this in the profile otherwise each and every time you make a booking you will need to enter this information) If completed, it will automatically pull through during the booking process and if not, Traveller/ Booker will need

to enter the Credit Card Details with each booking that requires a credit card for payment- For example, Ryanair.

You can enter as many credit cards you want but please add cards you are happy for us to charge for your travel needs. If you select the "Set as Default Card" feature, can only be detected by your Online Booking Tool and not your consultant.

*All credit card information is encrypted and is PCI DSS compliant.

Once profile information is completed and saved click on the X to close the pop-up box.

P.S. If mandatory information is missing from your profile the system will not show the option to close the pop=up box

How to Sign Out

To sign out of the system just click "sing out" at the top on the right corner next to your name.

Umbrella Profile Management System

GTP is integrated with Umbrella Faces Travel Profiles, the new profile storage system supported by Club Travel.

We will be using Umbrella as our new platform to store your traveller details.

Umbrella sends reminder emails from time to time regarding expiration dates for Passports and credit card.

The email will come from umbrellaprofiles@clubtravel.ie and subject will be Umbrella Faces: Reminders

Please be aware that when you receive these emails, you will need to update your information in GTP

Example:

From: Club Travel <umbrellaprofiles@clubtravel.ie>
Sent: 09 June 2020 10:33
To: John Smith <johnsmith@clubtravel.ie>
Subject: Umbrella Faces: Reminders

Dear Mr. John Smith

Your profile held by Club Travel in Umbrella Faces, last updated on 15-Feb-2020, contains the following outdated information:

- Passport, expires on 09-Dez-20

We kindly ask you to update your information.

Your access credential are as follows:

- URL: https://tenzing.umbrella.ch/faces
- Username: johnsmith@clubtravel.ie
- Agency key: Club Travel

The Club Travel team