User Guide – Club Travel
December 2023

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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Global Travel Platform

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GTP Admin Center

Travel Managers have access to the GTP Admin Center, from there they can update Traveller's profiles, create new users and Access System Settings such as Point of Interest, Preferred Hotels and Quick Links.

To access the GTP Admin Center Click on the Symbol at the bottom of the page on the left hand side.

*If the symbol doesn't show for you it means your profile is not set up as Travel Manager and you don't have access to it.
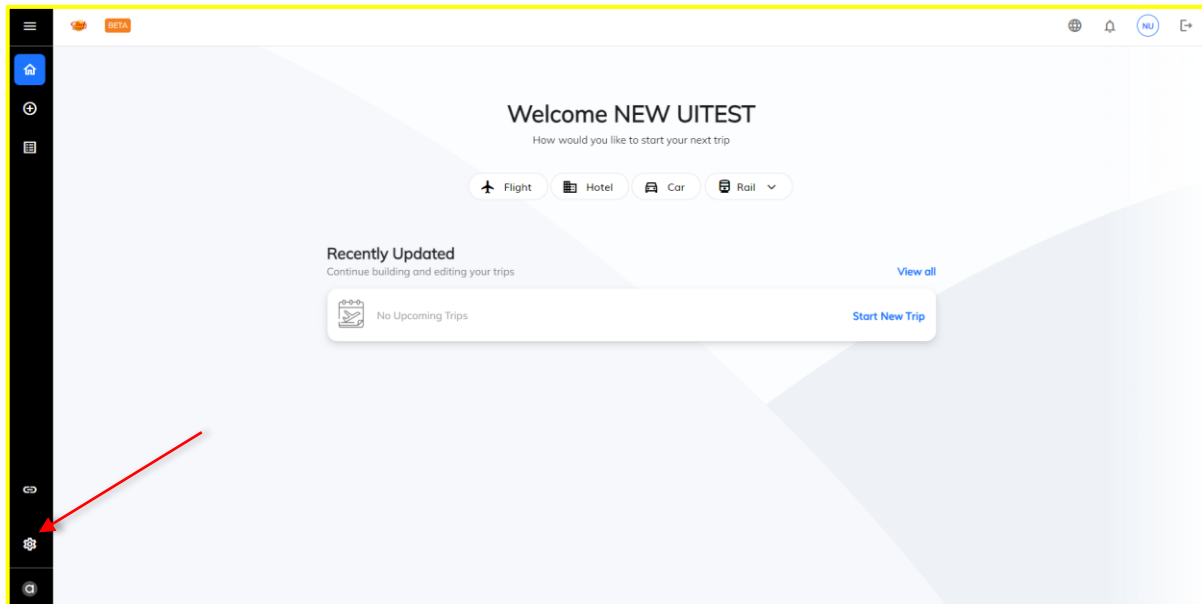
The GTP Admin Centre will open in a new tab, from here you have access to:
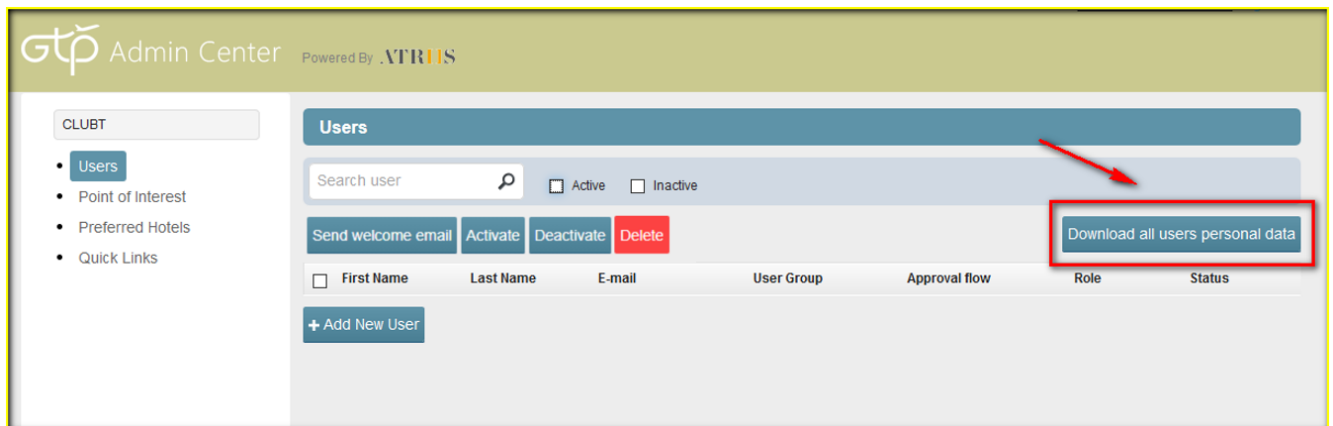
- **Users:** Create new users, updated profiles and Delete profiles
- **Point of Interest:** Add short-cuts for Address for Hotel Search.
- **Preferred Hotels:** Add preferred Hotels and Link to point of interest
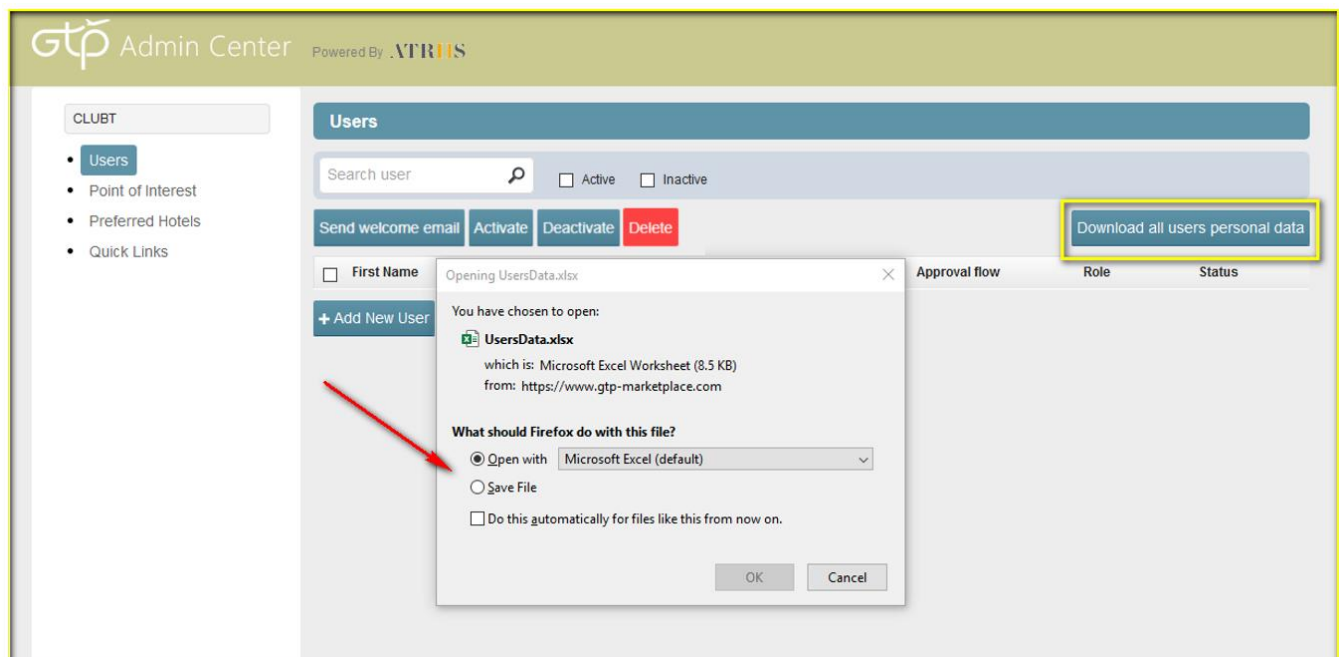- **Quick Links:** Add relevant short-cut links
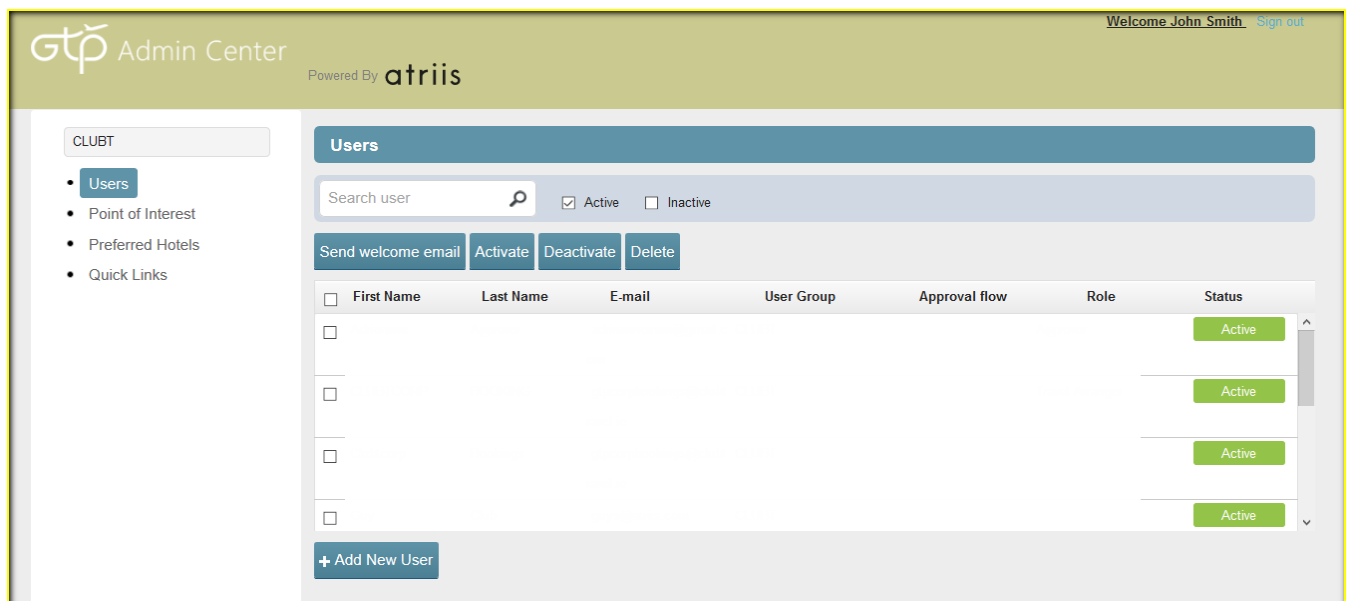
Users

Download all user's personal data

You can download all the user's personal data to an excel spreadsheet to manage from there.
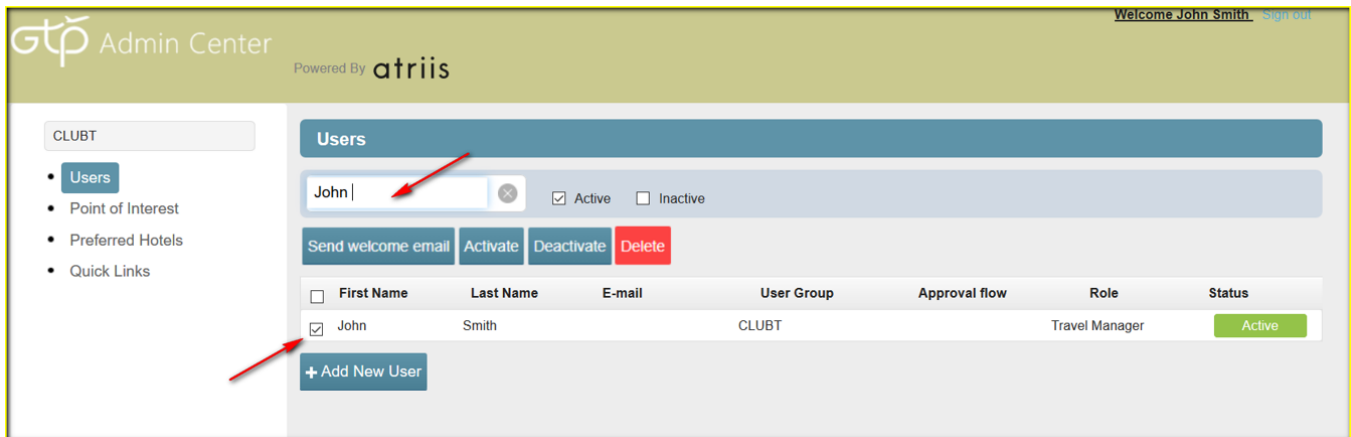

A pop-up box will show where you can save or open the file.


Updating your Travellers Details

If you are a Travel manager you can update your Travellers details if necessary, from The GTP Admin Center you can search for a user by typing the name or selecting from the list.

Select the Travellers name and a box with all the profile tabs will open like the below, update traveller's information as per instructions provided into the Profiles training manual.
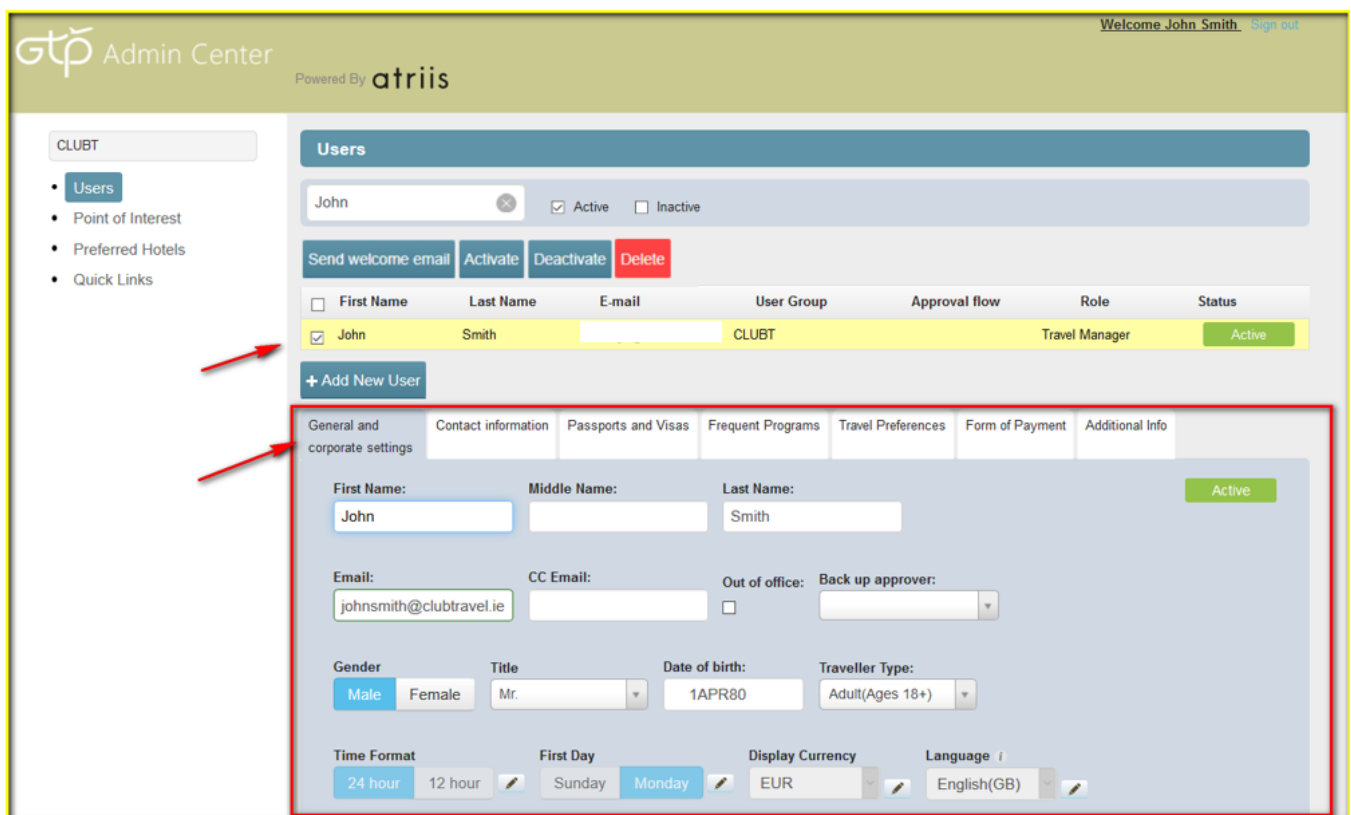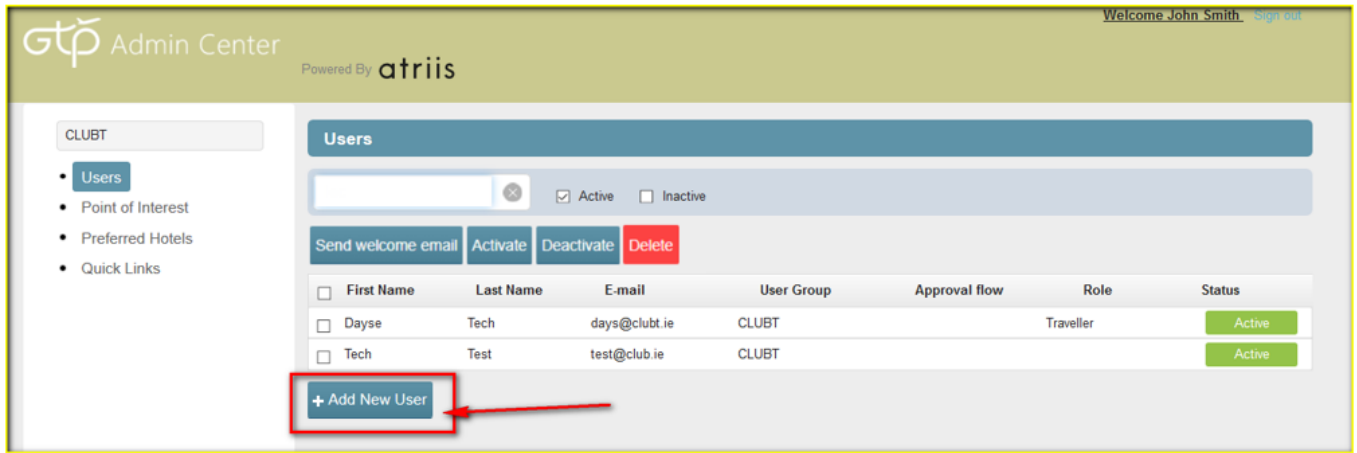

**When selecting a title, we do not recommend selecting Dr. or Prof. as this might cause issues with some airlines where the Dr./Prof. title will be recognised as middle name.

Update the profile information as normal and click Save at the bottom of each Tab.
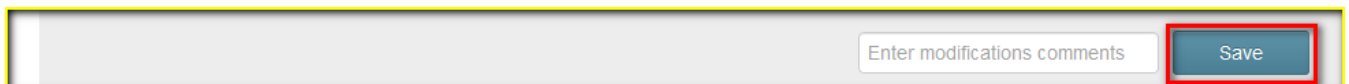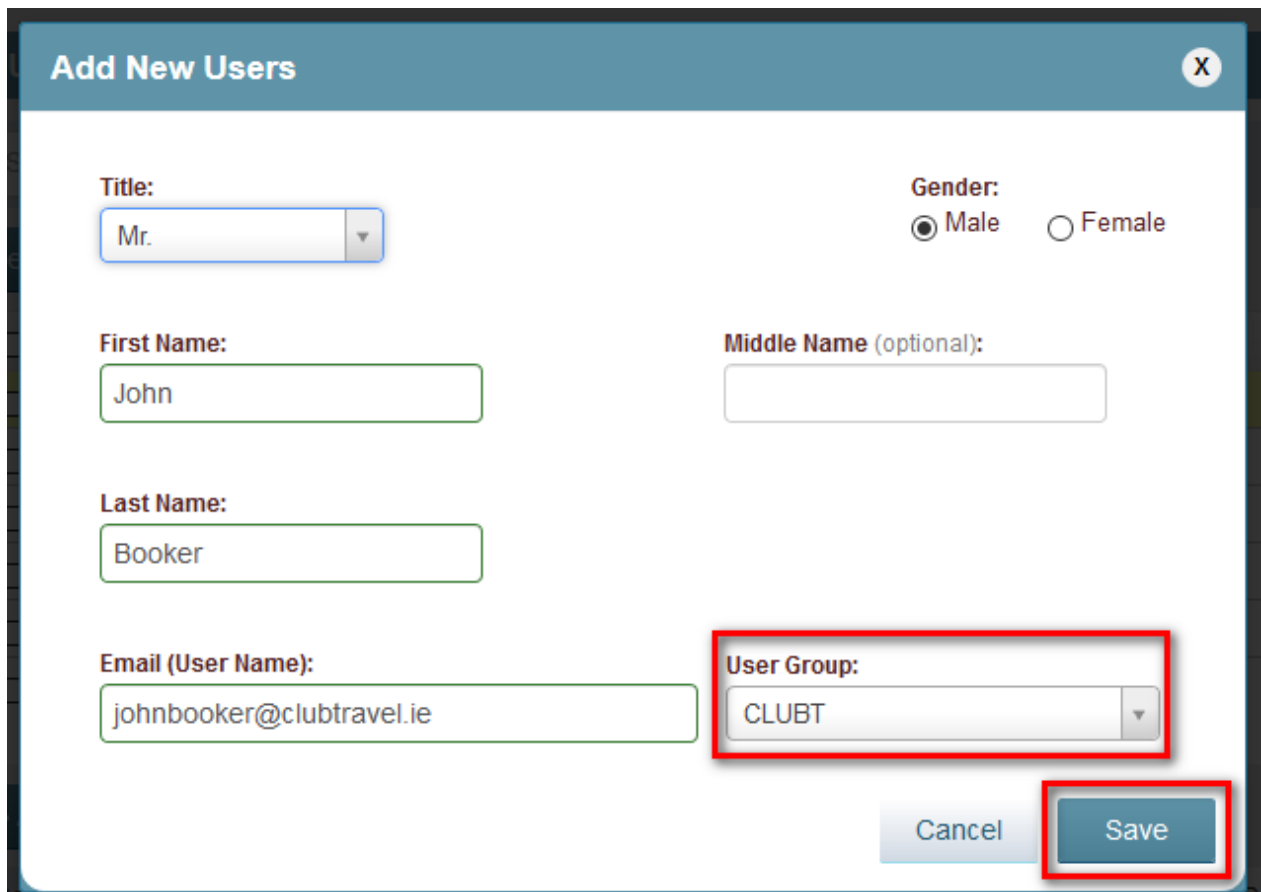

How to Create a New User

From the GTP Admin Center Click on +Add New User

A pop-up Screen will show:

Enter the Traveller information, select the user Group from the drop-down list and click Save

*The user group from the drop-down list will show only the one relevant to your company system but is necessary to select.
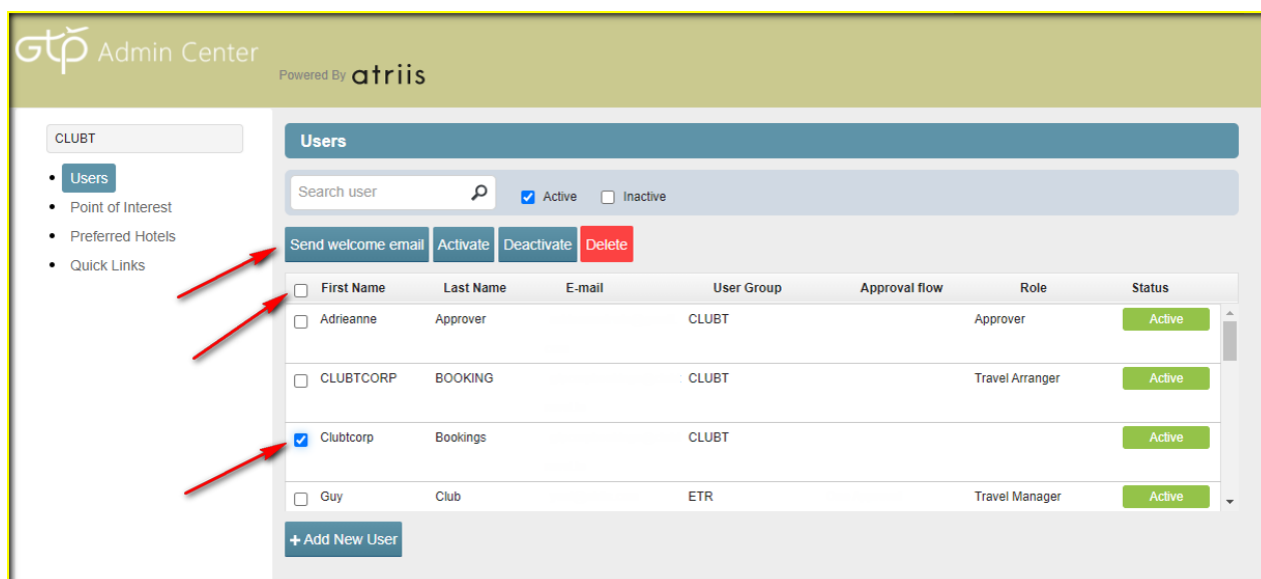

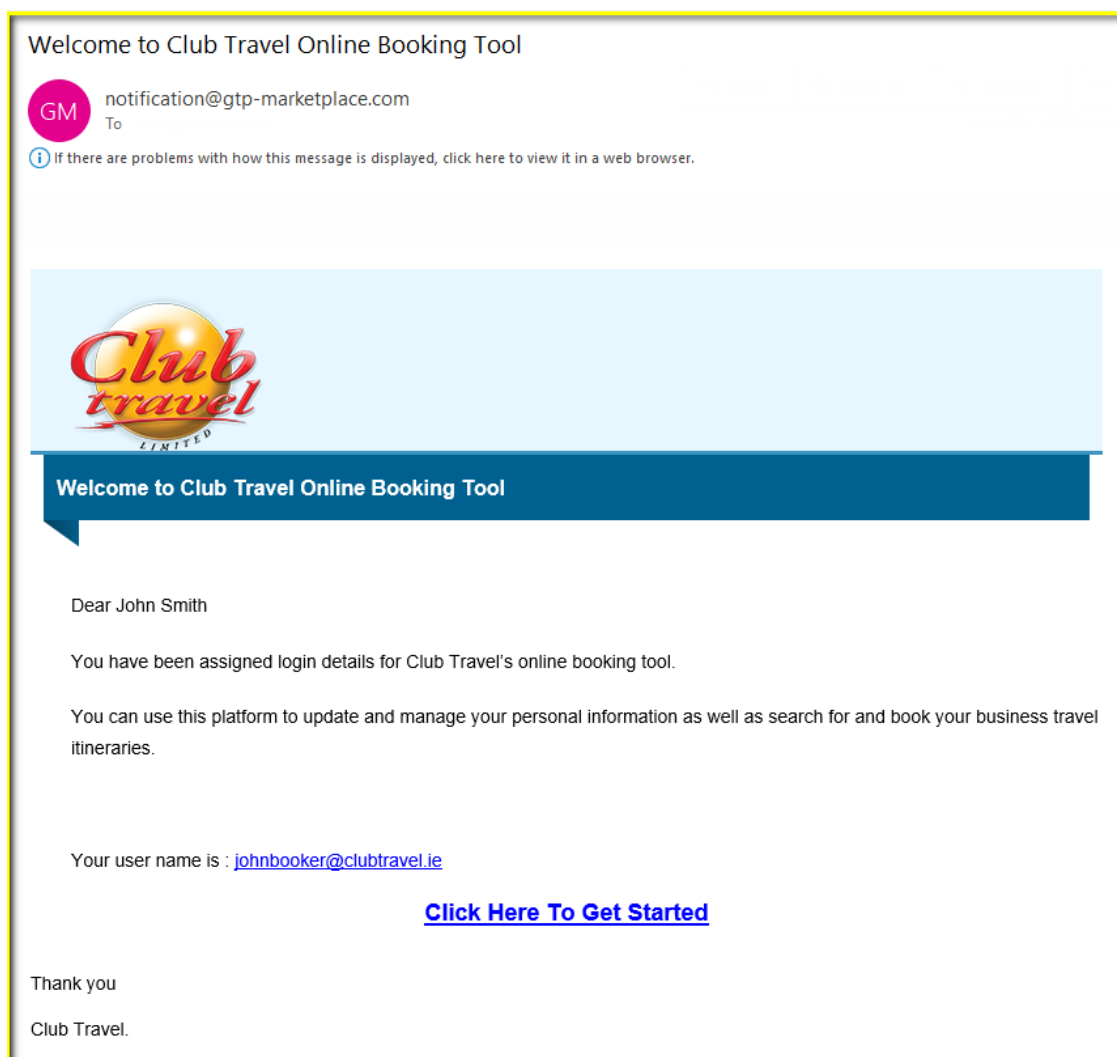Once you hit Save, the profile is created and can be completed as normal.

Sending Welcome Emails

From the GTP Admin Center, you can also send a welcome email to any users at any time.

Select a specific user or select all at once and click send Welcome email.

The user will receive an email like the example below

How to Delete a Profile

To delete a profile in GTP, you will need to make sure that you are choosing the Delete option highlighted in red. Type to search for the travellers you wish to have the profile deleted and click the little tick-box to select the profile and click on the Delete option.
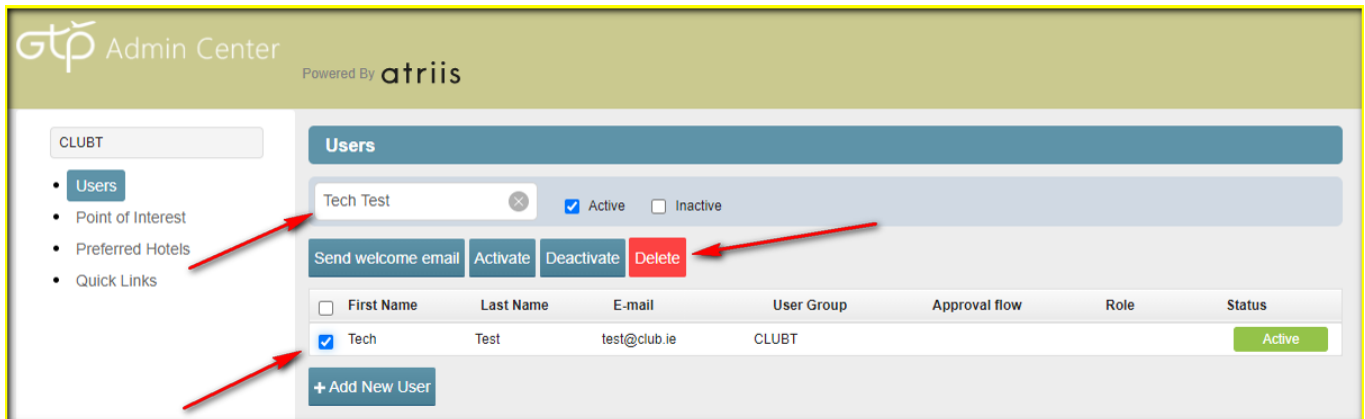

All personal information will be deleted straight away from the profile system (Umbrella/GDS) and from the corporate user profile 24hours after it was deleted.

When deleting a user, the following message is displayed:
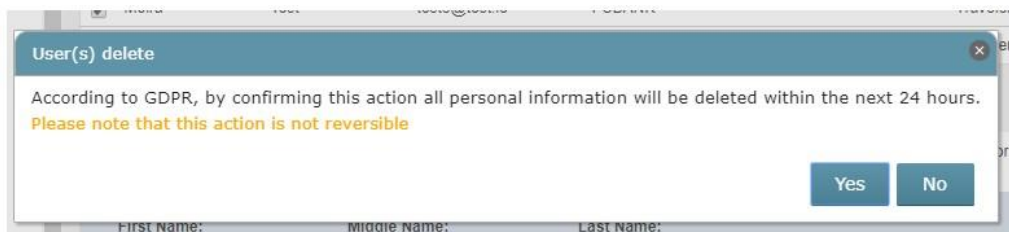
NB Once a profile is deleted all the information will no longer be available.

Once profile is deleted, user will then get a green success box to confirm
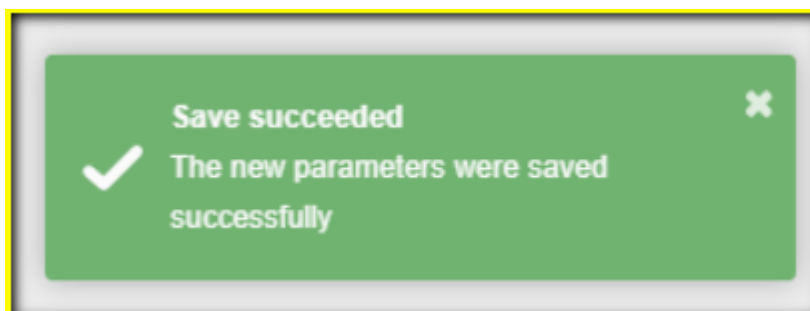
How to Deactivate a Profile

THIS IS NOT RECCOMENDED. TO ENUSRE A USER PROFILE IS REMOVED FROM ALL CLUB TRAVEL DATA BASES PLEASE USE THE DELETE OPTION

Deactivating a profile is **NOT** like deleting a profile. The information will still be visible in the system.

Once a profile is deactivated it cannot be re-activated as the information wont synch back to the the profile system (Umbrella/GDS) – If you wish to retrieve a deactivated profile's information, a new profile must be created
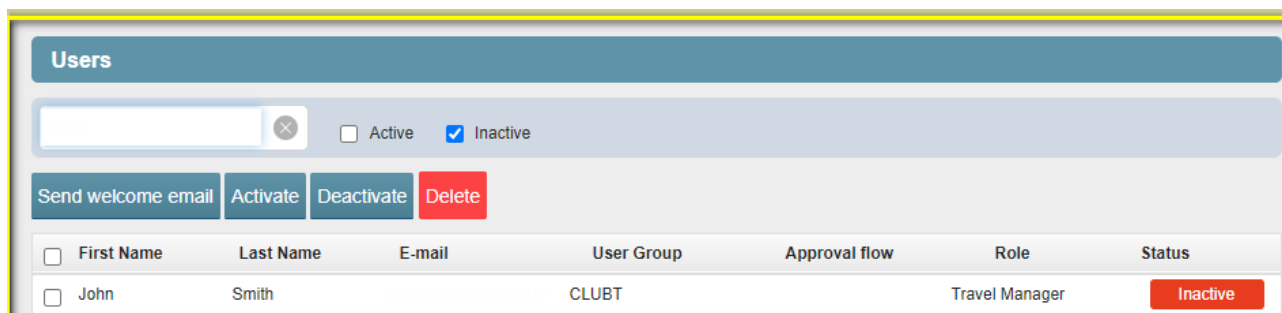
To de-activate a profile in GTP, you will need to make sure that you are choosing the little tick-box and then choosing the de-activate option.
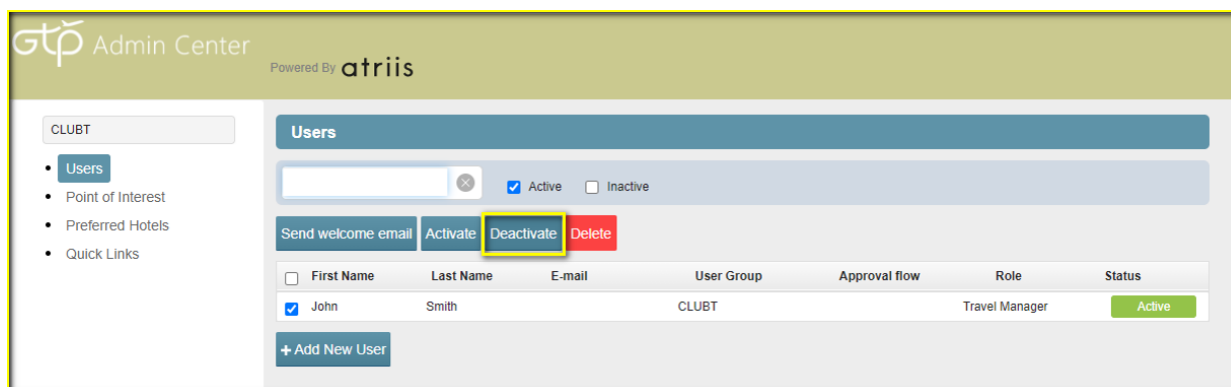
Once you click Deactivate, you will see a little pop-up box like this:
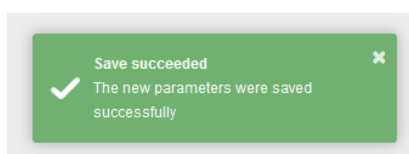
The status of the profile changes to Inactive.

Please note that a profile that sits as inactive for the period, will NOT be removed from our <u>GDS system immediately</u>.

The inactive profile will be automatically deleted from GTP after a maximum of one week.

This process is GDPR compliant.

NB The profile cannot be re-activated – a new one must be created.


How to Grant User Rights

The rights for a user will be determined by the role you assign to the user on their profile.

These roles are created by your administrator and determined by your Employers.
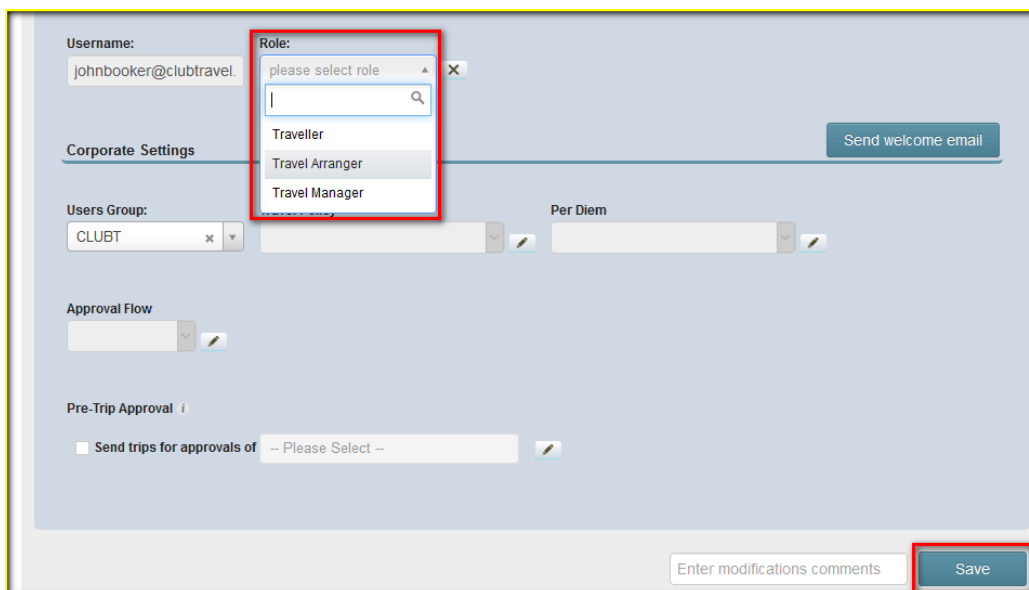
You can grant/change the rights of a user at any time by selecting the profile from the general and Corporate Settings tab.
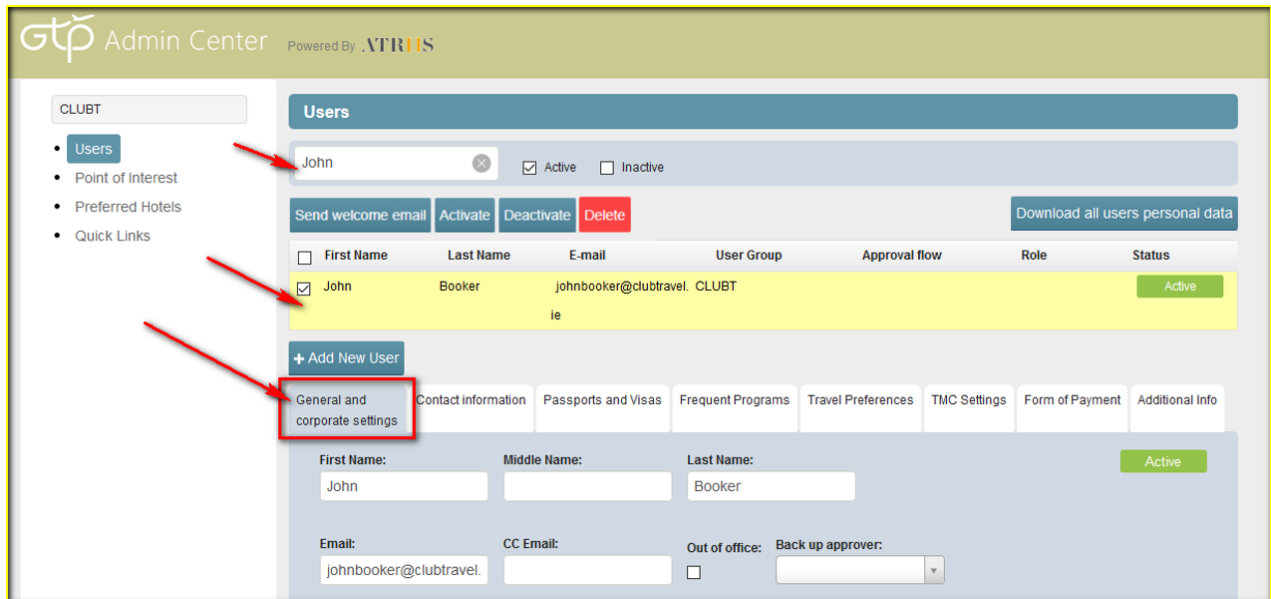
From the general and Corporate Settings of the user profile click on the "pencil" icon to activate the box role and select the role from the drop-down list.
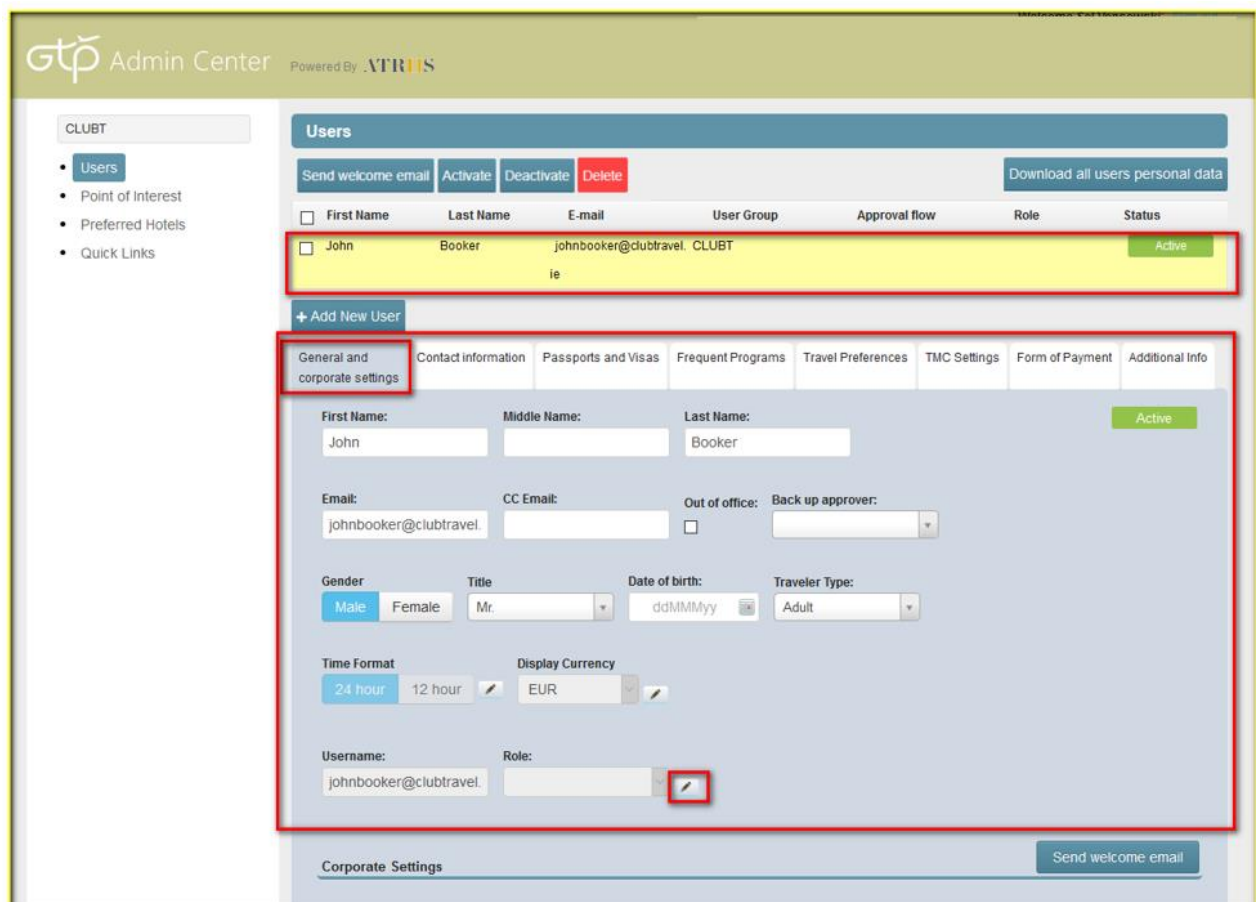
Once you have selected the Role just click Save at the bottom of the page.

Point Of Interest

From here you can add an Address as point of interest to be shown as a short-cut for the hotel search.
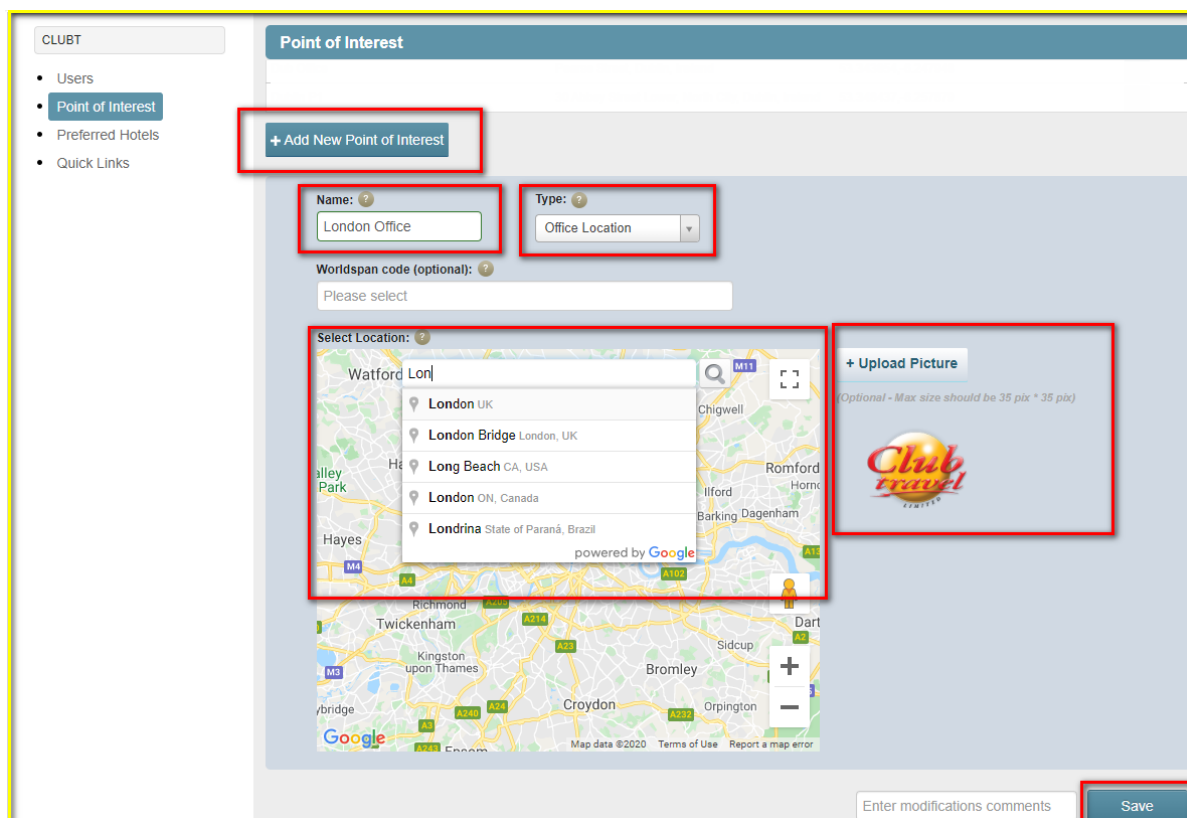
Click +Add New Point of Interest (You can add as many as you like)

Name the Location – E.g. London Office

Select the type of the Location from the drop-down list: Office Location/Client Location/General Location

Upload Picture – You can upload a picture (Optional – Max size should be 35pix)

Select the location – Enter the address - The Location map is powered by Google.

Once you start typing the address results will be given, select from there and the map will update.
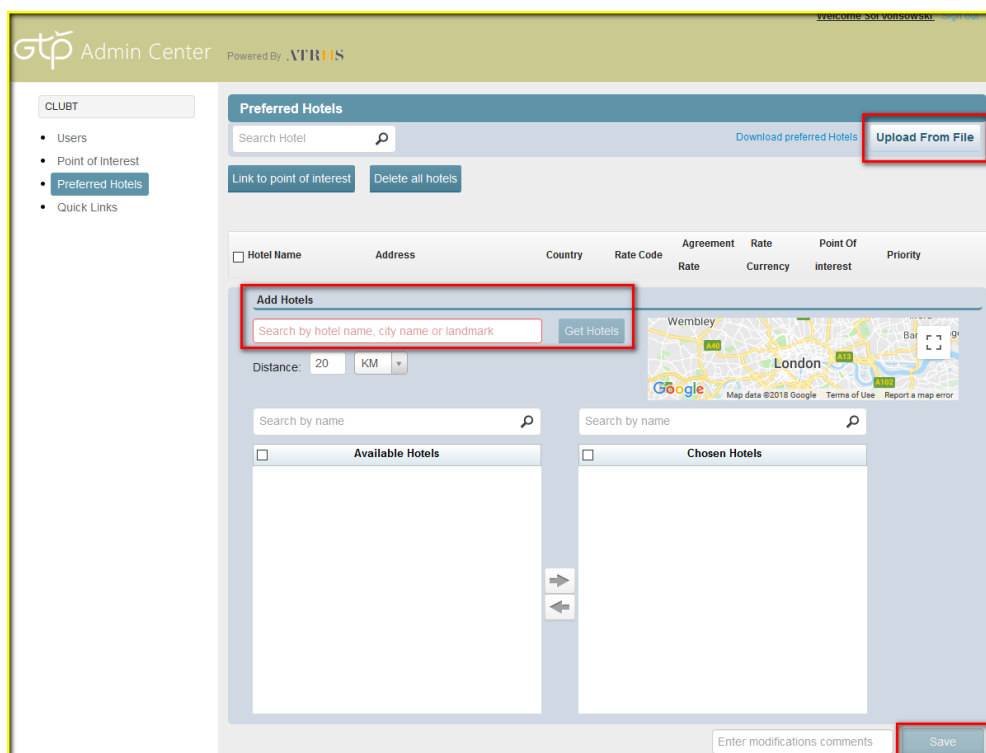
Click Save at the bottom of the page to store the Location.

You can update the information at any time by selecting or you can delete by clicking on the symbol.
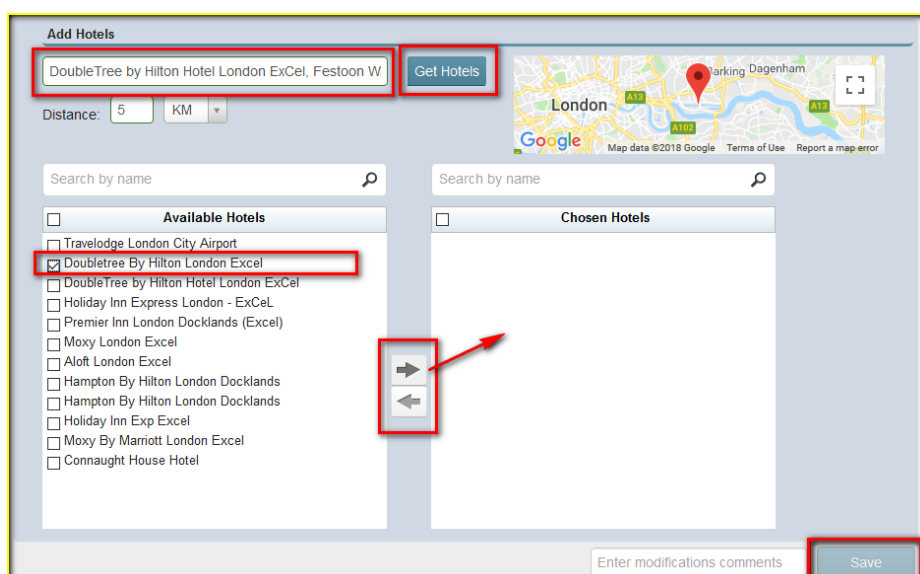

Preferred Hotels

You can add Preferred Hotels uploading from a file or you can enter the hotel name manually and click Get Hotels to search.


A list of Available Hotels will show on the left, Select the ones you want and click on the Arrow to move to the Chosen Hotels column
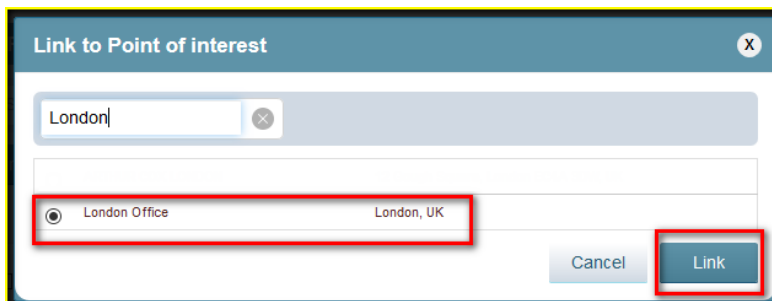

*To remove an Hotel from the Preferred Hotel List, click the arrow to the left and click save.

Once you selected the Hotel to the Chosen Hotels List and clicked Save, the Hotel will show at the top.

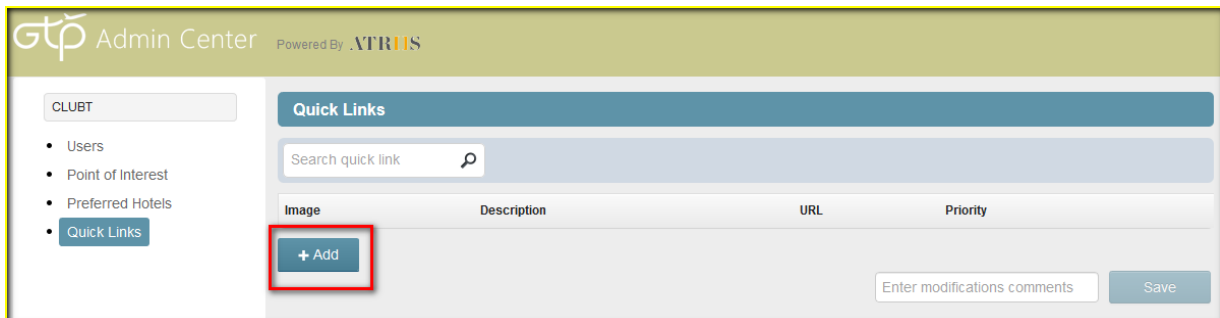From here you can link the Hotel to a Point of Interest by clicking on "Link"
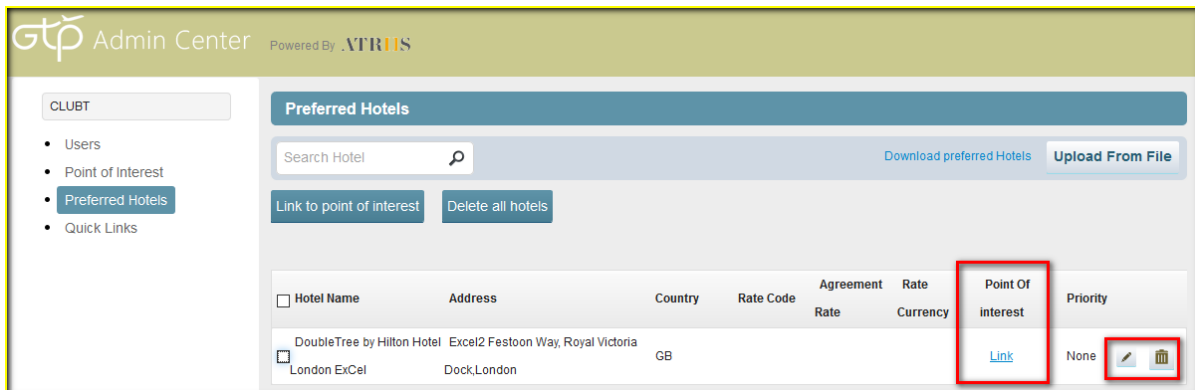
A pop-up screen will show, select the Location from the list and click on "Link".
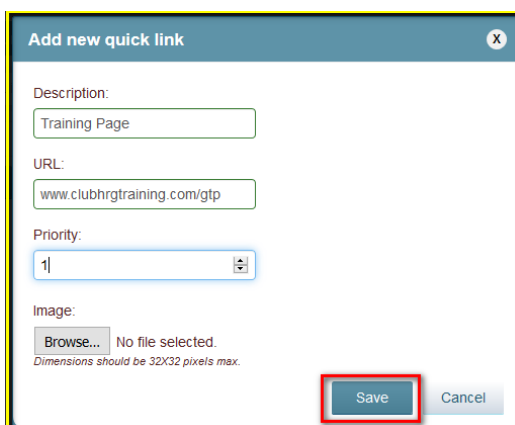

Quick Links

From here you can add Quick Links to be accessed by all the users of your GTP system on the main page.

Once you click on "+Add" a pop-up will show enter the information and click "Save"

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