



Club Travel - Express Requests system

Step by step guide on how to use GTP Request Assistance.

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Please note - Atrii GTP works best when using the following two internet browsers.

1. Chrome 
2. Microsoft Edge 

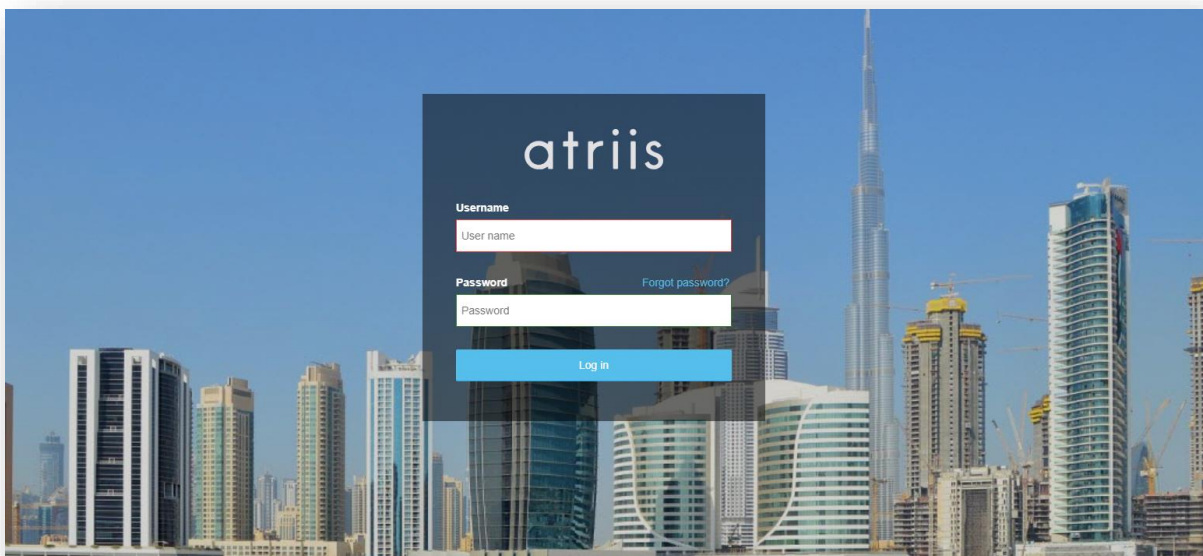


Step 1 – Login

Go to www.gtp-marketplace.com and enter your login details.

- Username – this will be the travellers/booker/arranger email address (depending on role assigned to you). *Note: the email address used is only the username to log in ONLY, this does not mean that travel request information will be sent to this email address*
- Password – this will be the password you created from your “Welcome email”.

If you have forgotten your password, you can click on “Forgot password?” and follow the instructions.

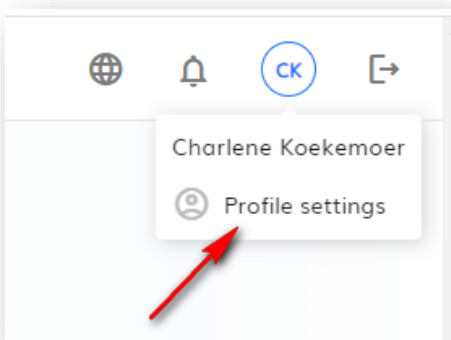
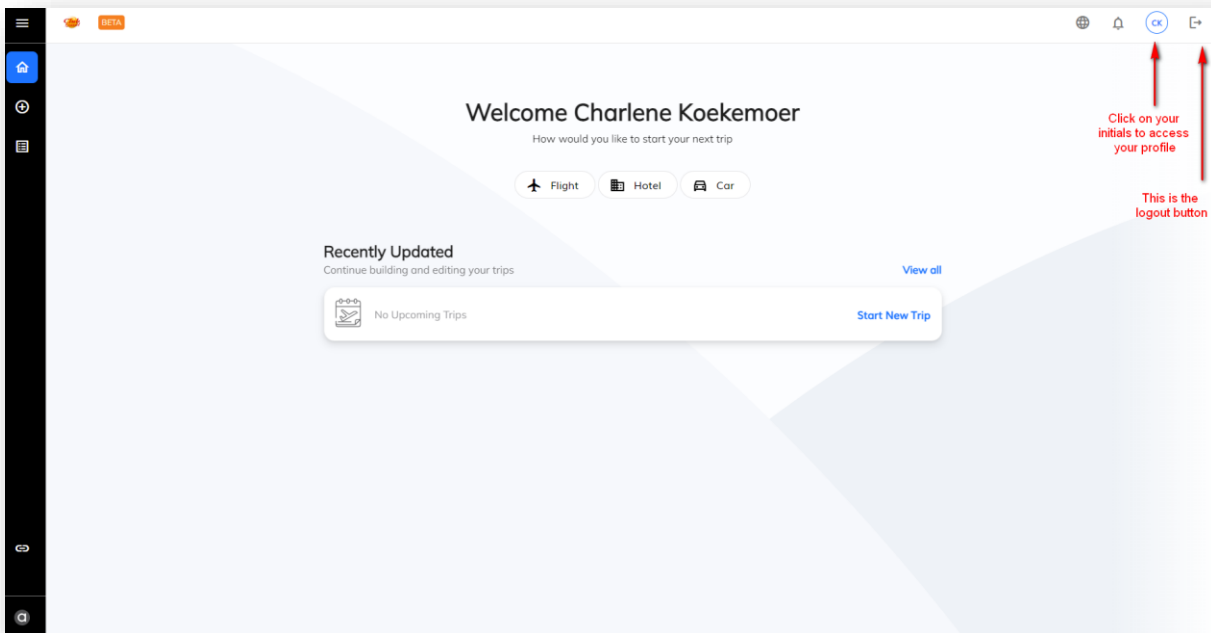




Step 2 – Update and manage your profile

Click on your initials on the top right-hand corner on the Welcome page.
Then click on “Profile settings”.

Screenshot of the Welcome page



In the Profiles settings page, you can update your profile in the following tabs:

- Personal details
- Contact information
- Passport and visas
- Frequent programs
- Travel preferences
- Forms of payment



When you are done, don't forget to click on **save**.
See screenshot below.

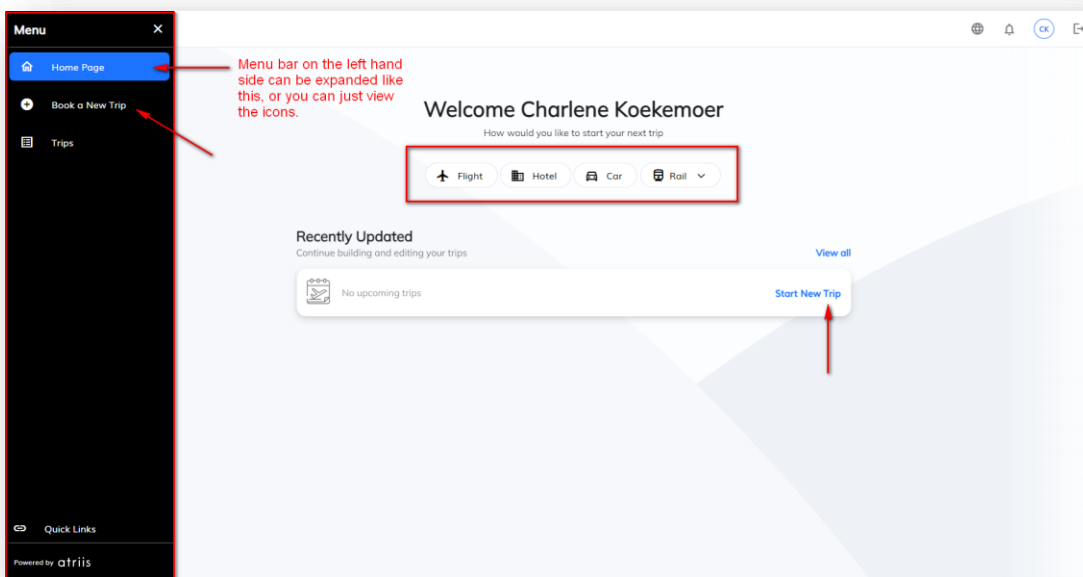
NOTE: Updating your profile is not applicable to Traveller Arrangers / Bookers if they do not book travel for themselves. Travellers need to make sure their own profiles are up to date at all times. Any company mandatory fields will have to be completed in order to submit a request.

Step 3 – Send a travel request

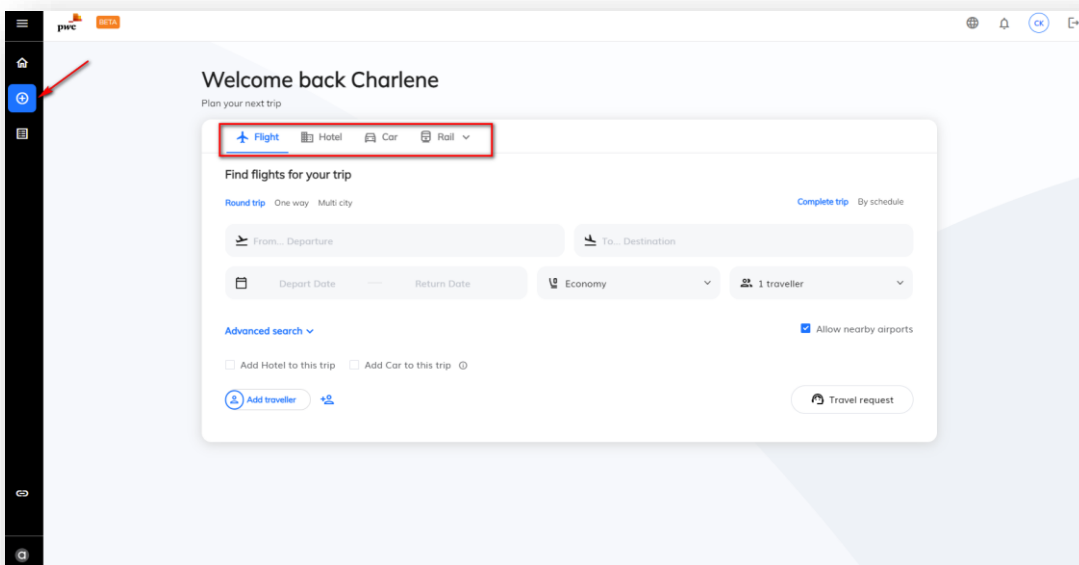
You can send your travel request via one of the following options:

- “Home page” (the page you see when you log in or house icon in the left panel)
 - click on “Start New Trip” button.
 - or select a “Flight”, “Hotel”, “Car” or “Rail” icons at the top of the page.
- “Book a new trip” page (plus icon in the left panel)
 - Select the product you want to start with at the top of the page, “Flight”, “Hotel”, “Car” or “Rail”.

Screenshot of the “Home page”



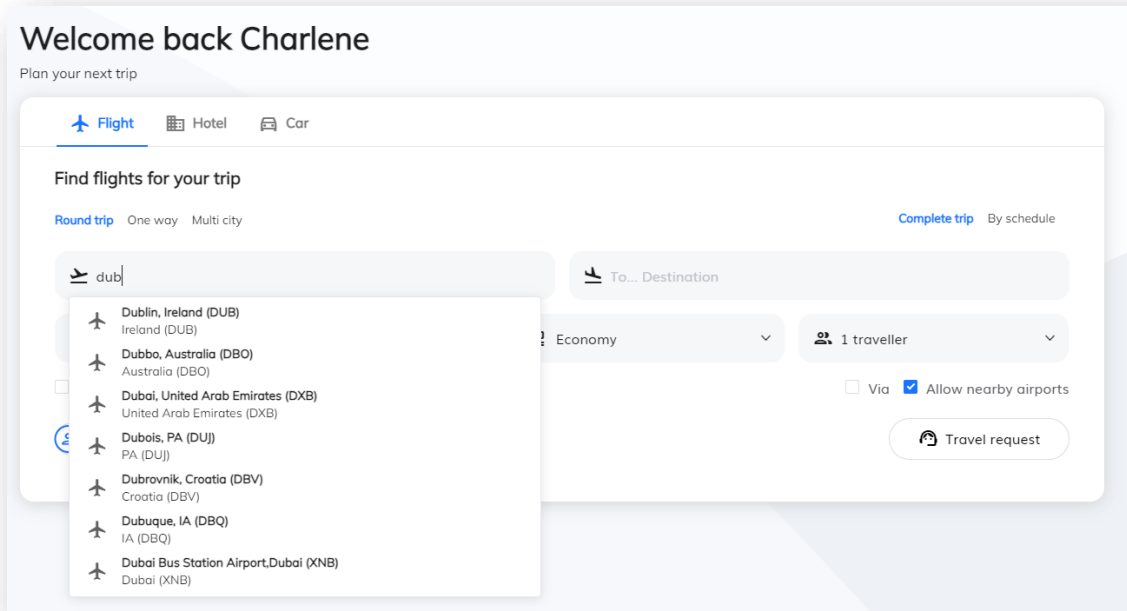
Screenshot of “Book a New trip” page





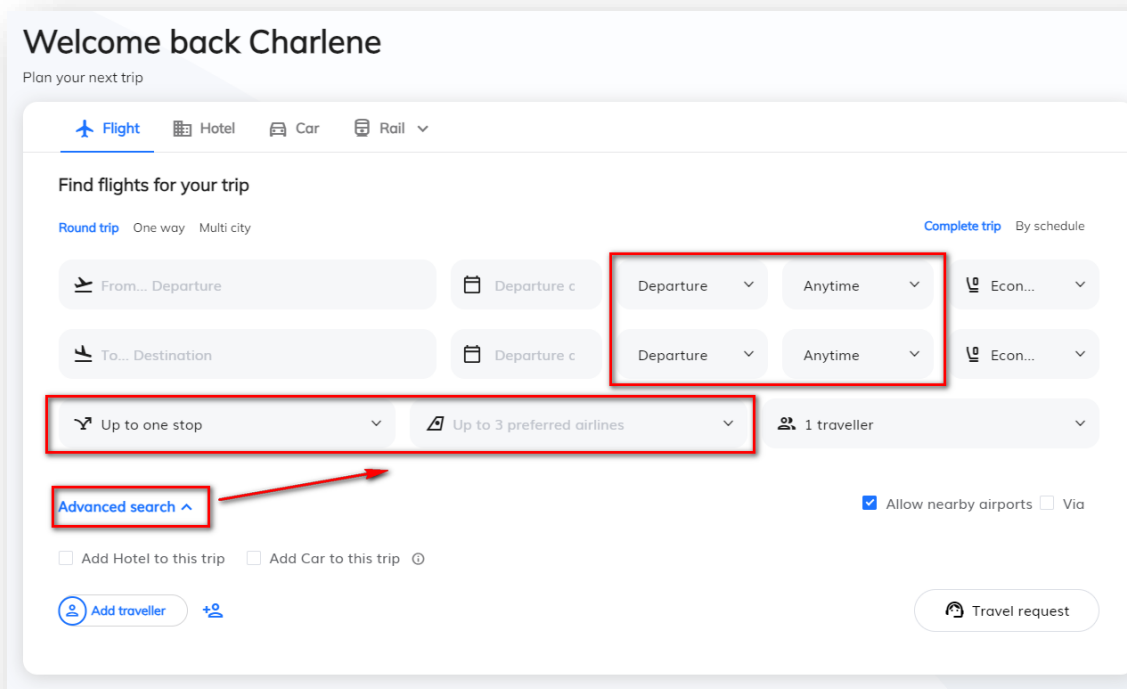
Fill in your travel request

When completing your request, all airport cities and hotel names will pre-populate as you are typing in your from and to destination. See screenshot below for an example.



Advance search

You can use this option if you have a more specific request, maybe specific times you need to fly, number of stops or any preferred airlines This will open up additional option for your request.

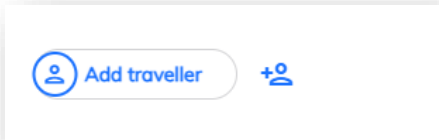




Add a traveller to your request

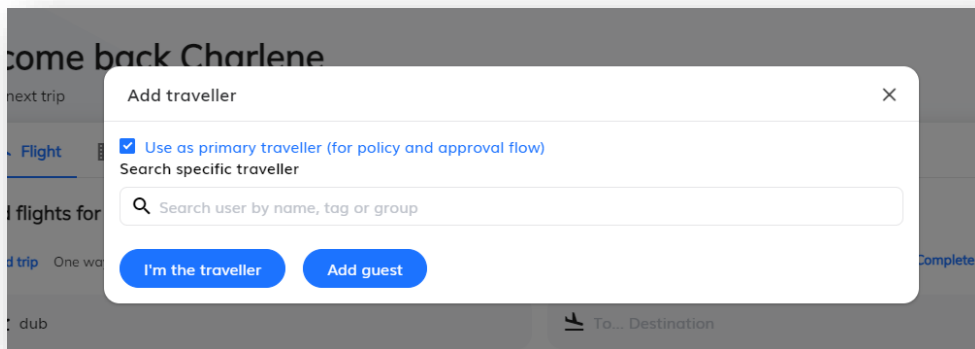
If you only have a Traveller role, your name will automatically appear here.

If you are a booker (book for colleagues), you would need to click on the “Add Traveller” button.



Then you choose one of the following:

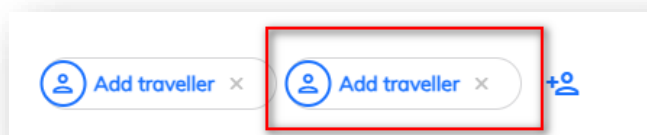
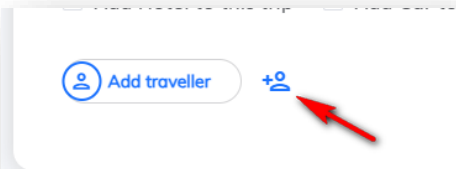
- If you are the traveller – select “I’m the traveller”.
- If you are booking for the guest – select “Add guest” and add in their details.
- If you are booker and booking on behalf of another traveller in your company (you have a booker role) - then you can search by name in the search box and select the traveller



How to add multiple travellers

If your request involves more than 1 person travelling on the same itinerary. Click on the +person icon next to “Add traveller” to add their details. N.B. Each traveller requires their own profile or should be added as a guest.

Please note: these settings are based on your company set up and if you are allowed to book a guest and or multiple travellers together. If you are not allowed, then these options will not show for you.





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Once you have added the relevant traveller profile and filled in a product, you can click on the “Travel request” button on the bottom right-hand corner.

Welcome back Charlene

Plan your next trip

Flight Hotel Car Rail

Find flights for your trip

Round trip One way Multi city Complete trip By schedule

Dublin, Ireland (DUB) London, United Kingdom - Heathrow APT (LHR)

Fri, Dec 20 Sun, Dec 22 Economy 1 traveller

Advanced search Allow nearby airports

Add Hotel to this trip Add Car to this trip

Charlene Koekemoer

Once a profile has been added, the name will appear here.

Travel request

This will then take you to the next page, where you can add more products / services at the bottom of the page. Don't forget to add any relevant comments under on each product. See screenshot below for an example.

Flight

Round trip One way Multi city

Dublin, Ireland (DUB) London, United Kingdom - Heathrow APT (LHR)

Fri, Dec 20 Sun, Dec 22 Economy

Advanced search Allow nearby airports

Please can you also quote me an options to return the mprning of the 24th December.

Add relavent comments/notes to your consulant under each product.

If you click on the flight, hotel, car or rail. This will add more products to your travel request.

Add more services

Flight Hotel Car Rail

Please note that requests will be dealt with during normal travel agent office hours. In addition, certain requests may be subject to an assistance fee. By clicking proceed you acknowledge and agree to these terms.

Send CC Email (optional)

Send CC Email (optional)

Send request



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If you need to remove a product you added, you can do this by clicking on the “X” on the right-hand side of the block.

A screenshot of the Club Travel booking interface. The top section is titled "Flight" and includes options for "Round trip", "One way", and "Multi city". It shows a flight from "Dublin, Ireland (DUB)" to "London, United Kingdom - Heathrow APT (LHR)" on "Fri, Nov 17" to "Sun, Nov 19" in "Economy" class. There is a checkbox for "Via" and a checked checkbox for "Allow nearby airports". A comment box contains the text "Please can you also quote me an option to return the morning of the 20th November". The bottom section is titled "Hotel" and shows a booking for "Hilton London Paddington, Praed Street, London, UK" from "Fri, Nov 17" to "Sun, Nov 19" for "1 Room". A comment box contains the text "Ground floor room please". Red arrows point to the "X" close buttons in the top right corner of both the Flight and Hotel sections.

After adding all products and comments, click on “Send request” at the bottom right-hand corner of the page. If the request and options should be copied to another person e.g. a manager, a traveller, approver, or send a copy to yourself you can add the email address into the “Send CC Email” box.

A screenshot of a form element. It features a text input field with the placeholder text "Send CC Email (optional)". Below the input field is a prominent blue button with the text "Send request" in white.



Step 4 – Complete travellers reference questions

The “Trip Reference Form” is customised per company depending on specific invoicing or policy requirements. All mandatory fields must be completed to send the request to your dedicated consultant.

Example screenshot below

NOTE: Each client’s form will look different depending on their travel policy.

Trip Reference Form

Travellers Reference Questions

Charlene Koekemoer

*Name Of Booker
Jane Doe

*Do You Need A Carry On Bag?
Yes

*Do You Need A Check In Bag?
Not Required

*Do You Need Priority Boarding If Available?
 Yes No

*Do You Want Us To Quote You For A Prebooked Seat?
Yes - If less than EUR 10

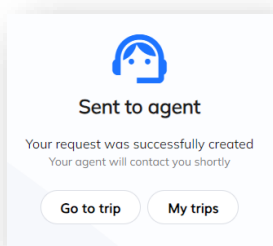
*Preferred Departure Time
2. Morning (05:00 - 11:30)

*Preferred Return Time
1. Anytime

Notes To Agent
Please can you make sure the hotel options are close to my office in London. Flights BA52 and return BA61

Close Save

When you are finished filling in the references, click on save and you will receive a confirmation that your request was successfully created.





FAQ – Frequently Asked Questions

1. How do I add a transfer, rail or ferry to my travel request?

- a) You can add this into the “Notes to agent” on the last page, where you complete references and questions.

A screenshot of a "Notes To Agent" form. The form has a title "Notes To Agent" and a text input field containing the text: "Please can you make sure the hotel options are close to my office in London. Flights BA52 and return BA61". At the bottom right of the form, there are two buttons: "Close" and "Save".

- b) Or, in comments block under each product.

A screenshot of a flight search form. The form is titled "Flight" and has options for "Round trip", "One way", and "Multi city". The origin is "Dublin, Ireland (DUB)" and the destination is "London, United Kingdom - Heathrow APT (LHR)". The dates are "Fri, Nov 17" and "Sun, Nov 19", and the class is "Economy". There are checkboxes for "Via" and "Allow nearby airports". A red box highlights a comment field containing the text: "Please can you also quote me an option to return the morning of the 20th November".

2. What if I want options of different dates?

You can add these into the notes under each product. See example below.

A screenshot of a flight search form, identical to the one above. A red arrow points to the comment field containing the text: "Please can you also quote me an option to return the morning of the 20th November".

3. How will I receive my quote?

You will receive your quote as per normal via email from your consultant.



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4. Can I request a quote on behalf of someone else?

Yes you can. When you add in the traveller, you would add in the traveller's profile or the guest details (if your company allows you to book guests).

5. Do I need to have a profile in order to use the Express request?

Yes you do. You can not log in without having a profile and logon.

6. Do I need to complete the mandatory fields in my profile to send a request?

Yes, if you have not completed the mandatory fields, you will get a pop up to complete these details.

7. What is the difference between "Complete trip" and "By schedule"?

These functions are not in use. They are only for companies that use Atriis GTP as an online booking tool.

8. Can I send a request for ONLY rail/ferry/transfer via the form?

Not at the moment. If you have a request for only a rail/ferry/transfer booking, you can email us your request. If you would like to book a train/ferry/transfer with another product (hotel/flight/car hire), then you can add your transport request into the comments or notes to agent.

9. Where do I go to make changes to my booking after I have received my quote or booking confirmation?

You would reply to the email from your agent that sent you your quote or booking confirmation.