

**User Guide – Atlas Travel Services.**  
2022

**Accounts Online**

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## Introduction

Welcome to Accounts Online, the new system supported by Atlas Travel Services.

The Accounts Online portal will give you direct access 24/7 to all invoices issued by Atlas Travel.

Please note that ‘nominated’ users will have access to view all invoices for your Company – see below:

- **For clients using individual credit cards** – the nominated user will only have access to their own company invoices
- **For clients using a central credit card** – the nominated user will have access to ALL company invoices
- **For clients paying on invoice** (cash accounts) – the nominated user will have access to ALL company invoices

Over the next few pages, we will outline the system basics and explain what we require from you and how we can most effectively cater to your travel needs.

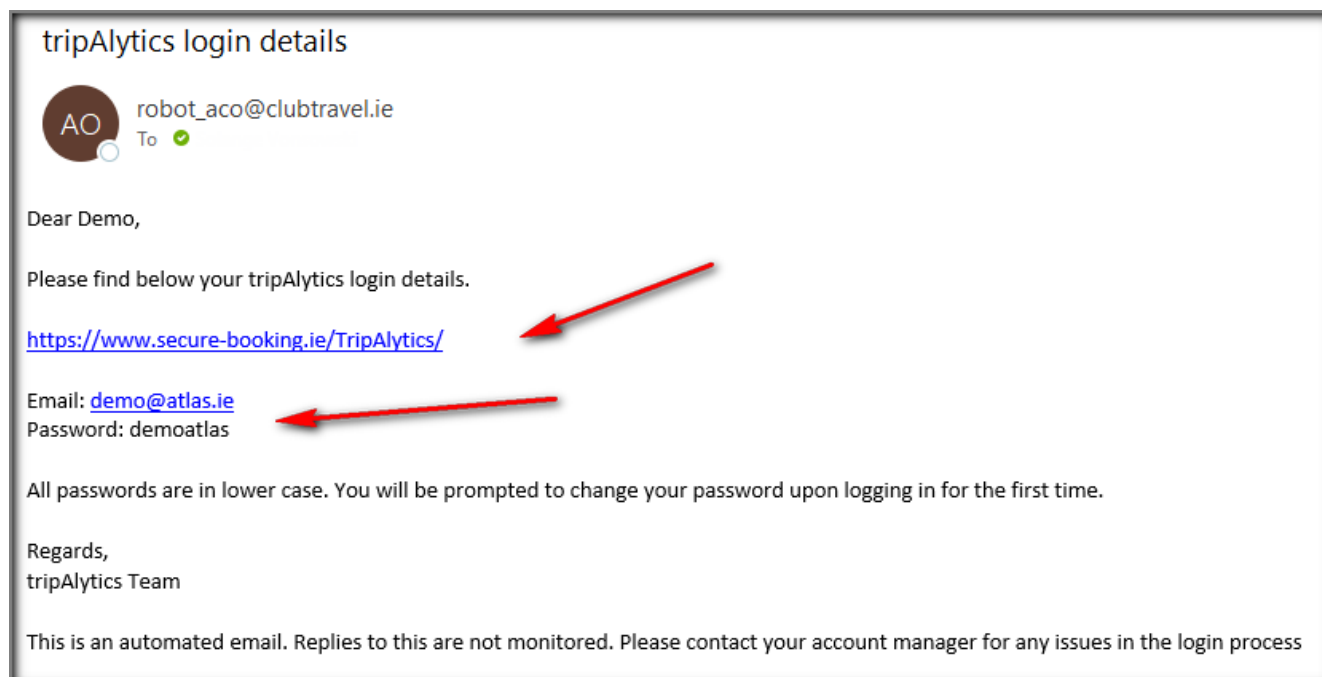
### System URL

You will have to access Accounts Online via “TripAlytics” by clicking on the link below

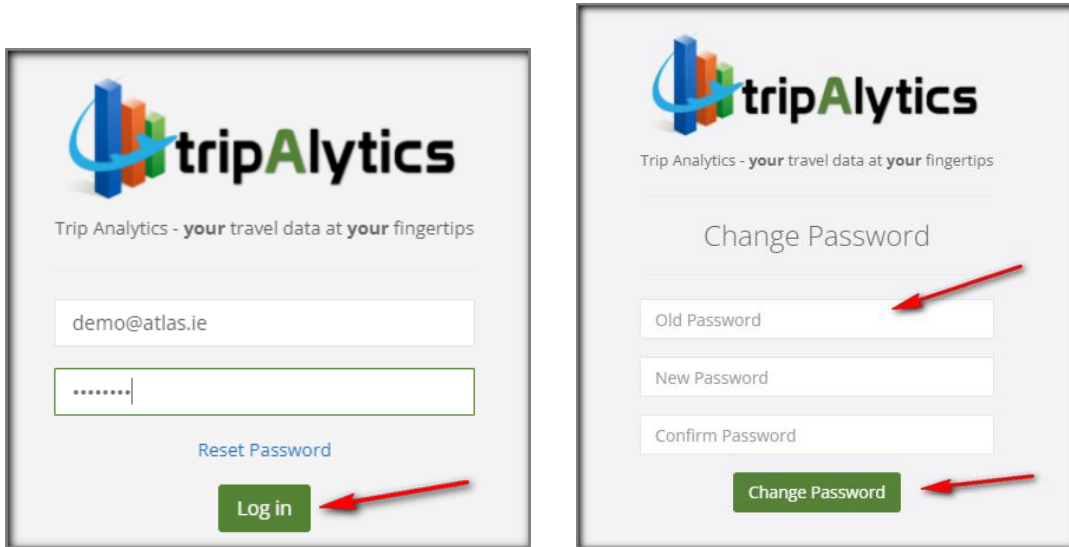
URL: <https://www.secure-booking.ie/TripAlytics>

## How to login and setup your password

Once the system is setup and your user is created, you should receive an email from the system with your details to login, as below:

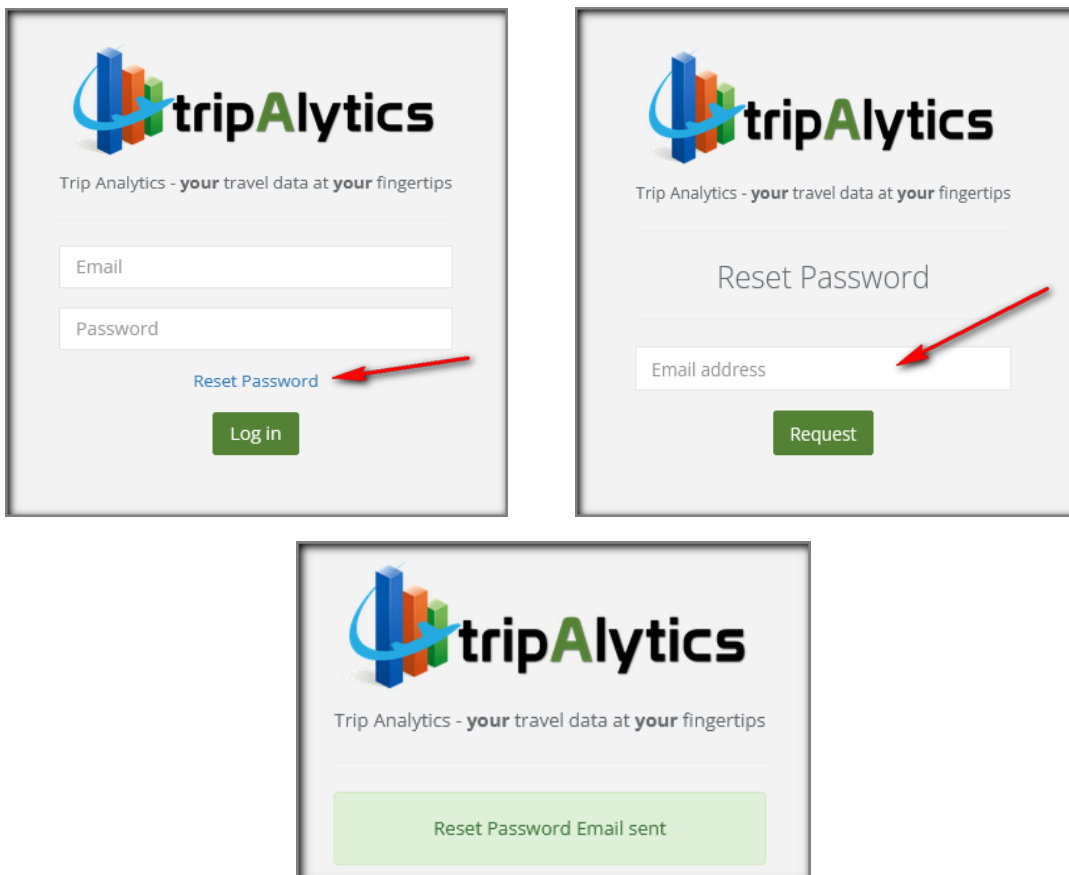


The first-time you log in the system, please enter details provided on the email and click login, the system will then prompt you to change the password.



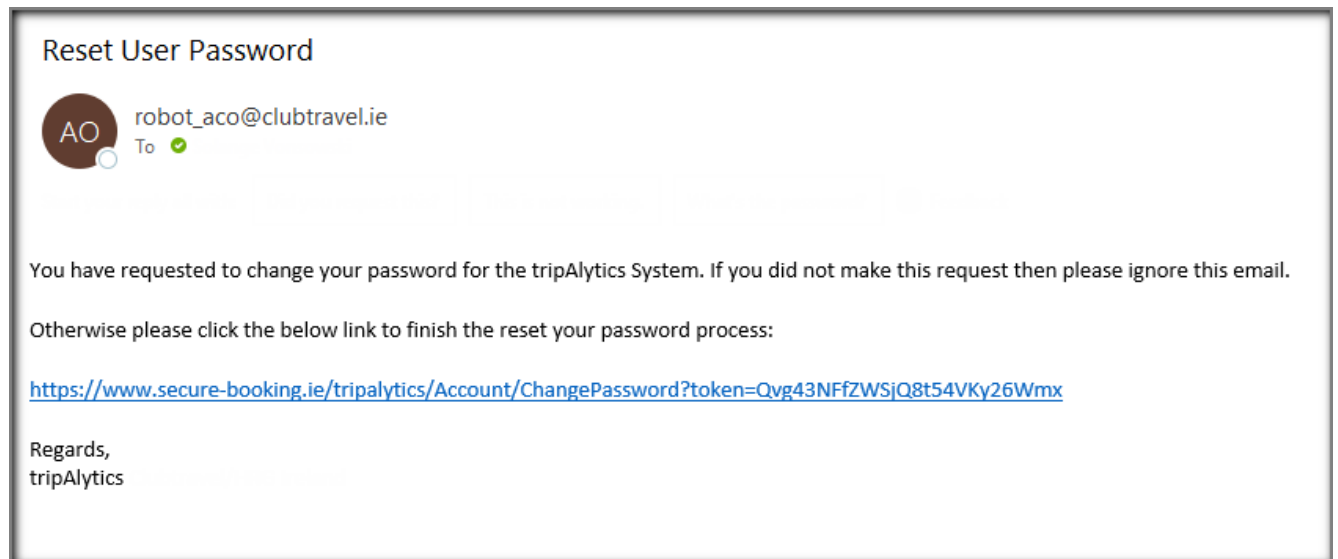
#### Reset Password

If you do not receive the email with your details to login, you can use the 'Reset Password' option from the login page. Doing this will prompt you to enter your email address, then click Request.



An email will be generated from the system and will go directly to you. Please check your junk folder if you have not received this mail within 2 minutes.

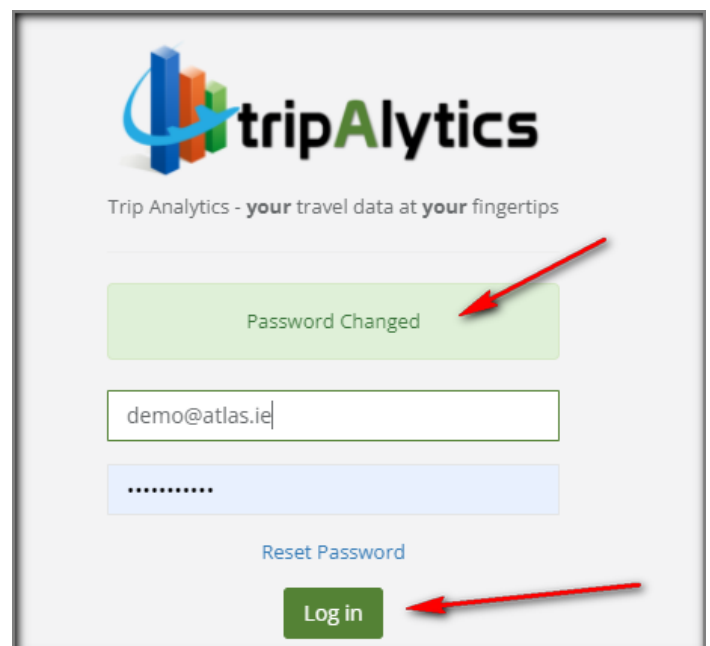
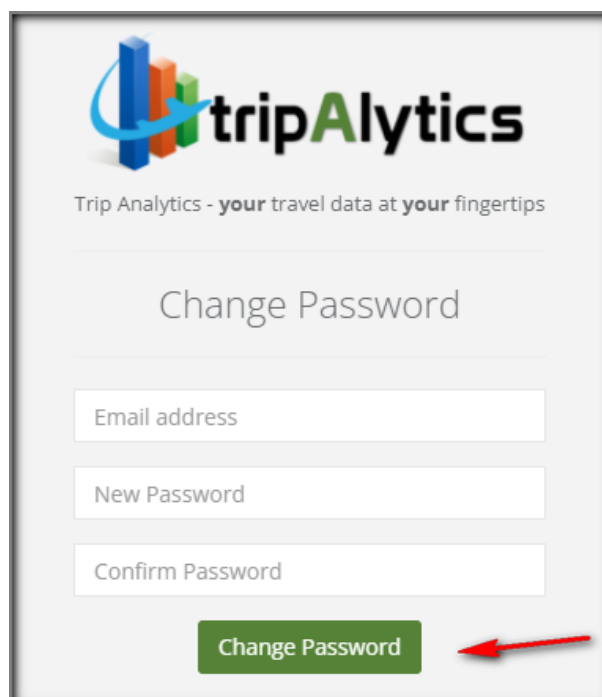
In this email, there will be a link where you can set your password for logging into the system.



Once you click on the link, you will be taken to the a Change Password Page where you can create a password of your choosing.

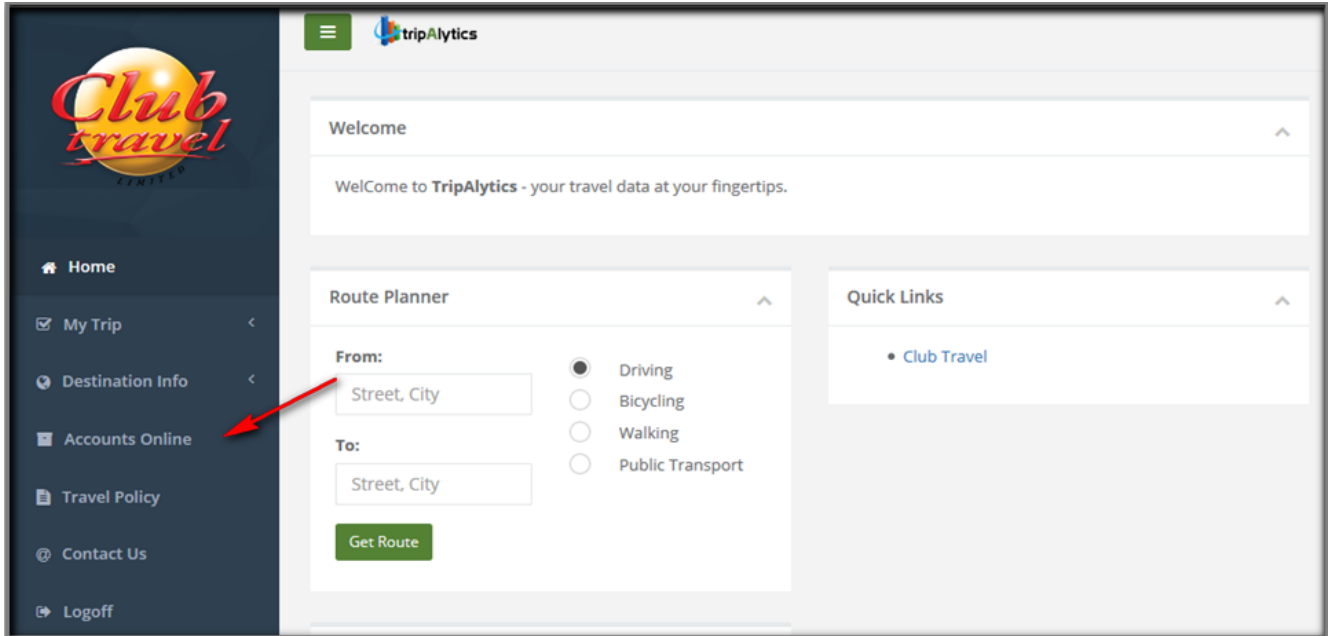
As a security measure, passwords for the system must contain at least 2 letters, 1 Capitalized letter, 2 numbers, 1 Special character (e.g: ! ? . > ) and be at least 8 characters long in total.

Once you have set a password for yourself, you are ready to login. Click **Login**



## How to access

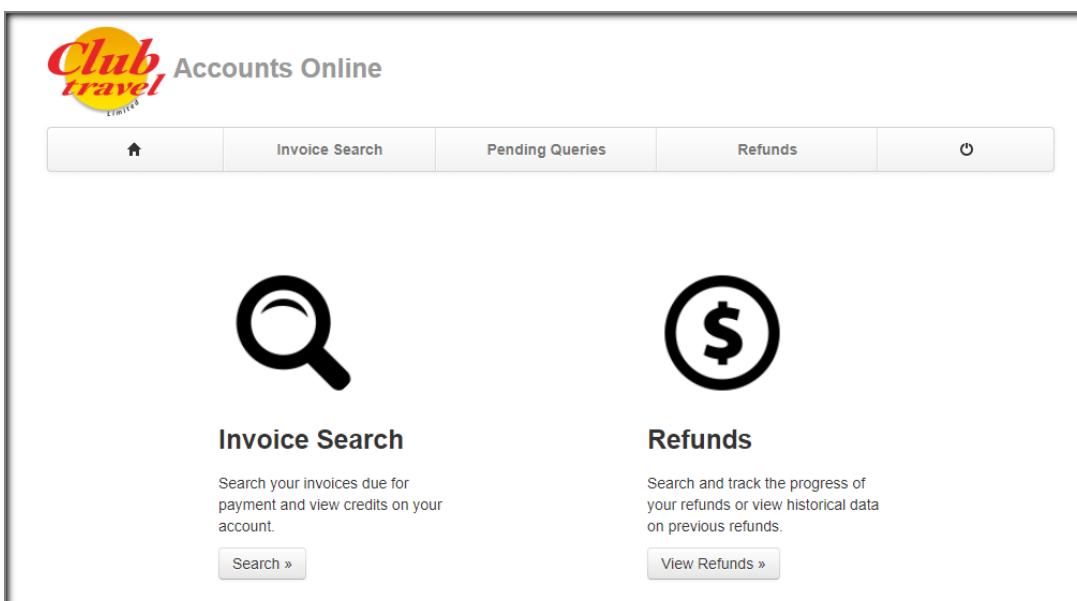
Once you login you will be taken to this page where you can access the Accounts Online system by clicking on the link on the left-hand side.



## Accounts Online

Once you click on Accounts Online a new tab will open and you will be taken to this page where you can:

- Search for Invoices
- Export to an excel report
- Request a refund
- Query Invoices
- View Completed or Rejected refunds.



## Invoice Search

Once you have selected the invoice search on home page, you will be taken to an Account Queries search tool

### Credit Card Clients

- **For clients using individual credit cards** – the nominated user will only have access to their own company invoices
- **For clients using a central credit card** – the nominated user will have access to ALL company invoices

For credit card clients when doing a search, the Credit Card option is selected as default to search by, and you will have to enter first 6 digits of card and then the last 4 digits.

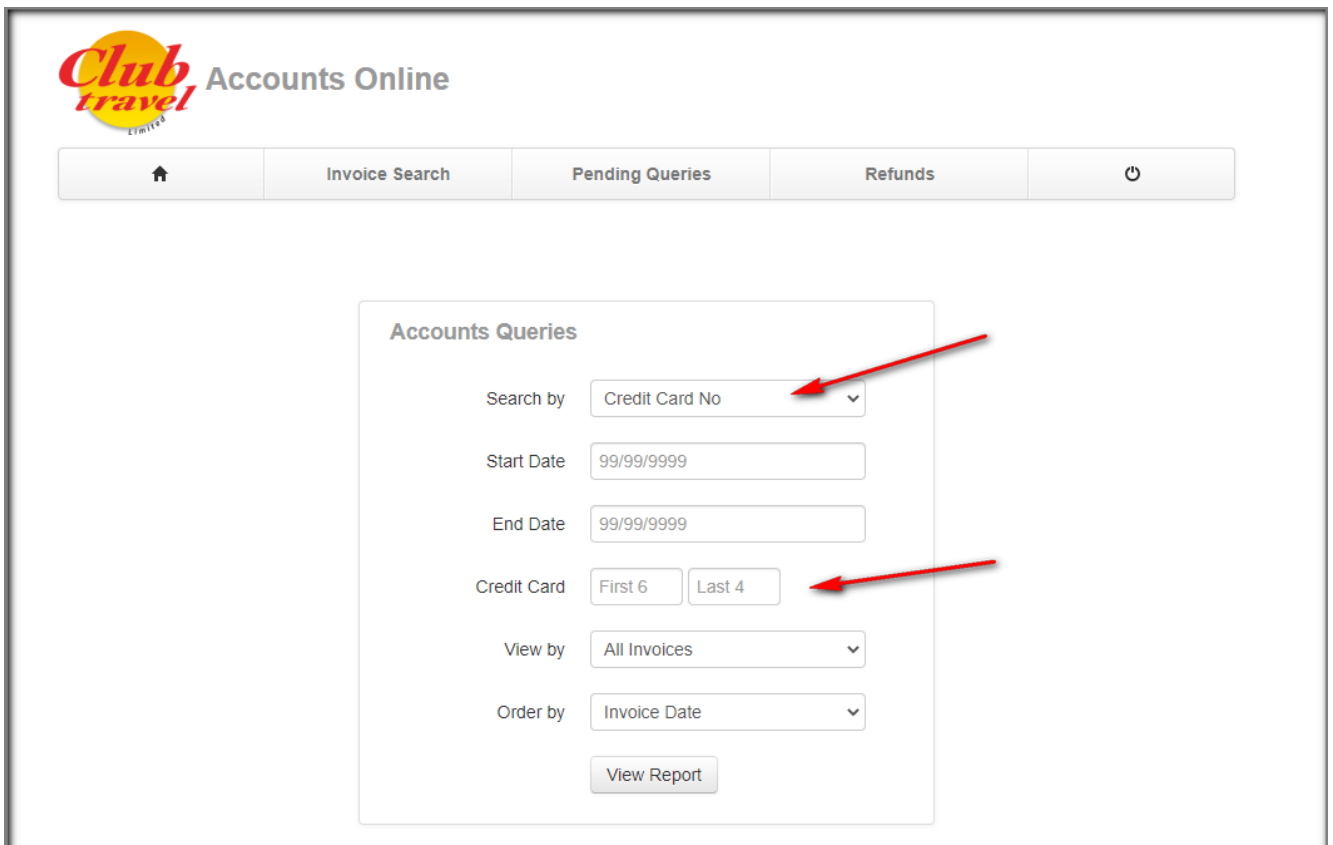
Include the start and end date of invoice in **dd/mm/year** format.

View by - Use the dropdown menu to choose to view:

- All invoices
- Outstanding Invoices
- Full list of invoices including credit notes

Order by - Use the dropdown menu to choose what order you would like to view the invoices in.

Click on View Report



**Club travel** Accounts Online

Home Invoice Search Pending Queries Refunds Power

**Accounts Queries**

Search by: Credit Card No

Start Date: 99/99/9999

End Date: 99/99/9999

Credit Card: First 6 Last 4

View by: All Invoices

Order by: Invoice Date

View Report

## Cash Account Clients

- **For clients paying on invoice** (cash accounts) – the nominated user will have access to ALL company invoices

When doing a search, you can search for an invoice in a number of different ways:

1. **Invoice Date**
2. **Date of travel**
3. **Lead Name**
4. **Invoice Amount**
5. **Invoice No.**
6. **Invoice Ref**
7. **ATO Number**
8. **O/S Amount**

The screenshot shows the 'Accounts Online' interface for Club Travel. At the top, there is a navigation bar with buttons for Home, Invoice Search, Pending Queries, Refunds, and a power icon. Below this is the 'Accounts Queries' section, which contains a search form. The 'Search by' dropdown menu is open, showing a list of search criteria. A red arrow points to the 'Invoice Date' option, which is highlighted in blue. Another red arrow points to the 'View Report' button at the bottom of the form.

Include the start and end date of invoice in **dd/mm/year** format.

View by - Use the dropdown menu to choose to view:

- a. All invoices
- b. Outstanding Invoices
- c. Full list of invoices including credit notes

Order by - Use the dropdown menu to choose what order you would like to view the invoices in.

Click on View Report



You will get the report on screen like this:

| Inv No                           | Inv date   | Account Code | Lead name      | DOT        | Ref                        | City codes  | Inv Tot       | Amt O/S     | Actions                |
|----------------------------------|------------|--------------|----------------|------------|----------------------------|---|---------------|-------------|------------------------|
| <input type="checkbox"/> 2593308 | 20/01/2022 | STAFF        | SHARON MENZIES | 03/02/2022 | STAFF TRIP*SHARON MENZIES* | DUB/DXB/BOM /DXB/DUB/DX<br>B/BOM/DXB/D /UB/DXB/BOM/<br>DXB/DUB/DXB /BOM/DXB/DUB | € 952.37      | € 0.00      |                        |
| <input type="checkbox"/> 2639349 | 12/04/2022 | STAFF        | SHARON MENZIES | 17/04/2022 | STAFF TRIP*NA*             | BOM/DXB/DUB   | € 25.00       | € 0.00      |                        |
| <b>Print selected</b>            |            |              |                |            |                            |   | <b>977.37</b> | <b>0.00</b> | <b>Export to excel</b> |

**Invoice Tot** represents the full invoice amount.

**Amount O/S** is the balance on the invoice to be paid.

From here you can:

Click on the invoice number to view the invoice as a pdf.

You can print or export selected invoices (select by ticking the box beside the invoice number) using these tools at bottom of page.

Actions:

### Actions



You can query an Invoice and you can request for Refund by clicking on the symbols.

### Query an Invoice

Click on the query symbol next to Invoice that you wish to query, and a pop-up will show.

Use the drop-down menu to select the most relevant query type.

**Query Application**

**Document No**  
2639349

**Lead Name**  
SHARON MENZIES

**Query Type**

Other

Other

Credit Due

Invoice Duplicated

Need a copy invoice

Refund Query

Tax Clearance Cert Required

Updated Statement Required

Back Submit Query

**Query Application**

**Document No**  
2639349

**Lead Name**  
SHARON MENZIES

**Query Type**

Other

**Comments**

Tech Training - Please Reply

Back Submit Query

You can also enter comments manually, then click submit and the system sends a notification to our accounts department, and you will get a confirmation as below:

### Query Application ✕

Thank you for your query.

Query Date: [ 25/04/2022 - 3:58 PM ]  
 Query Ref No: [ 11573 ]

It has been passed onto our accounts department and will be responded to within 24 hours.

Please note that our office hours are as follows:  
 Monday – Friday (9.30-17.30)

Back

Once your query is updated you will get an email notification with a link. Click through to be taken directly to the query, as below:

#### Accounts Online Query Updated - ID: 11573

AO

robot\_aco@clubtravel.ie  
To

---

Dear Solange Vonsowski,

Your query 11573 has been updated. Please click [here](#) to login to the Accounts Online System to view the update.

You can see the Query by clicking on the Menu Item 'Pending Queries'.

Regards,  
Accounts Online System

## This is an automated email account and replies are not monitored ##

The Pending Queries tab will show you all existing open queries. Click on the symbol to see the reply, you can also click to download the history of the query in an excel document.

### Accounts Online

🏠
Invoice Search
Pending Queries
Refunds
🔄

All Active Queries

🔍 Search

| Query Id | Inv. No                 | Query Type | Date       | CreatedBy         | Status  |  |
|----------|-------------------------|------------|------------|-------------------|---------|--|
| 11573    | <a href="#">2639349</a> | Other      | 25/04/2022 | Solange Vonsowski | Updated |  |

Once you click on the query symbol, a pop-up will show where you can see the reply on screen. If you have anything else to add you can do so via comments and click to submit again.

### Query Application

Solange Vonsowski - 25/04/2022 - 3:58 PM  
Tech Training - Please Reply

Nicola Fitzgerald - 25/04/2022 - 4:04 PM  
Hi Sol, Happy Testing. Kind regards

**Document No**  
2639349

**Comment**

You can search queries of different status by clicking on the drop-down

## Accounts Online

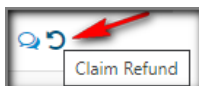
🏠
Invoice Search
Pending Queries
Refunds
⚙️

All Active Queries  
 All Active Queries  
 All Queries  
 Query Pending Response  
 Query Resolved  
 Query Updated

| Query Id | Inv. No | Query Type | CreatedBy         | Status   |
|----------|---------|------------|-------------------|----------|
| 11572    | 2639349 | Other      | solange Vonsowski | Resolved |

## Refunds

Claim a refund from the results page by selecting the refund symbol next to the relevant invoice.



Once you select the refund option, a screen will open, and you will have to enter the information as per below.

Select the items

Select Refund Type from the drop-down

Select Refund Reason from the drop-down or enter manually on the Refund Comments sessions.

Tick the little boxes to confirm the refund application and click Claim Refund for Selected.

### TICKET REFUND APPLICATION

**Note!** You are about to claim a refund on the below invoice/tickets. If you don't want to proceed click [here](#)

| Select flights for refund | Locator | Name | Date of travel | Route                   |
|---------------------------|---------|------|----------------|-------------------------|
|                           | TESDT   | TEST | 07/06/2022     | DUB/AUH/TRV/COK/AUH/DUB |

| Sector | Airline | Depart date | Depart airport | Arrival airport | Select <input checked="" type="checkbox"/> |        |
|--------|---------|-------------|----------------|-----------------|--|--------|
| S-1    | EY      | 07/06/2022  | DUB            | AUH             | <input checked="" type="checkbox"/>        |        |
| S-2    | EY      | 07/06/2022  | AUH            | TRV             | <input checked="" type="checkbox"/>        |        |
| S-3    | EY      | 02/07/2022  | COK            | AUH             | <input checked="" type="checkbox"/>        |        |
| S-4    | EY      | 03/07/2022  | AUH            | DUB             | <input checked="" type="checkbox"/>        |        |
|        |         |             |                |                 | Fare                                       | € 0.00 |
|        |         |             |                |                 | Taxes                                      | € 0.00 |
|        |         |             |                |                 | Total                                      | € 0.00 |

Refund Type:

Refund Reason:

Refund Comments:

By claiming a refund on these tickets, I confirm that to the best of my knowledge a refund is actually due and indemnify Club Travel against any subsequent rejection by the Airline and agree to accept any rebilling of an amount refunded.

I have confirmed that I have cancelled all flights where I am claiming a refund

[← Back](#) [Claim Refund For Selected](#)

Once you submit your claim, the system will give you a ticket number and you can follow your claim at any stage by clicking on the Refunds tab. Use the drop-down menu to view completed or rejected refunds you've applied for.

**Club Travel** Accounts Online

[Home](#) | 
 [Invoice Search](#) | 
 [Pending Queries](#) | 
 [Refunds](#) | 
 [Logout](#)

**Refunds**

Search by:

Ticket No:

Ticket No

Ticket No

Invoice No

Refund Date

Date of Travel

Refund Status

Lead Name

**Example: Search for refund by date of travel:**

Once you have selected the date of travel option in the drop-down menu, enter the start and end date of the trip and select the view refund option.

**Club travel** Accounts Online

Home Invoice Search Pending Queries Refunds Power

**Refunds**

Search by: Date of Travel

Start Date: 01/01/2021

End Date: 01/04/2022

View Refunds

You will get a screen like the below where you can check Status, click on the Invoice, and export all details to excel.

**Club travel** Accounts Online

Home Invoice Search Pending Queries Refunds Power

Export to Excel

| Date Applied | Inv No                  | Ticket No  | Refund Status | Airline Name           | Lead Name | Destination    | Date of Travel |
|--------------|-------------------------|------------|---------------|------------------------|-----------|----------------|----------------|
| 17/09/2021   | <a href="#">2531578</a> | 3890333663 | In progress   | Tap Air Portugal       |           | Lisbon         | 07/10/2021     |
| 17/09/2021   | <a href="#">2531578</a> | 3890333664 | In progress   | Tap Air Portugal       |           | Lisbon         | 07/10/2021     |
| 20/09/2021   | <a href="#">2550130</a> | 3890362959 | In progress   | Gol Transportes Aereos |           | RIO DE JANEIRO | 29/09/2021     |
| 16/11/2021   | <a href="#">2567330</a> | 3890390210 | In progress   | British Airways        |           | Cancun         | 19/11/2021     |
| 16/11/2021   | <a href="#">2567330</a> | 3890390211 | In progress   | British Airways        |           | Cancun         | 19/11/2021     |