User Guide – Club Travel
2022

Accounts Online

Index

Introduction

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

The Accounts Online portal will give you direct access 24/7 to all invoices issued by Club 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.
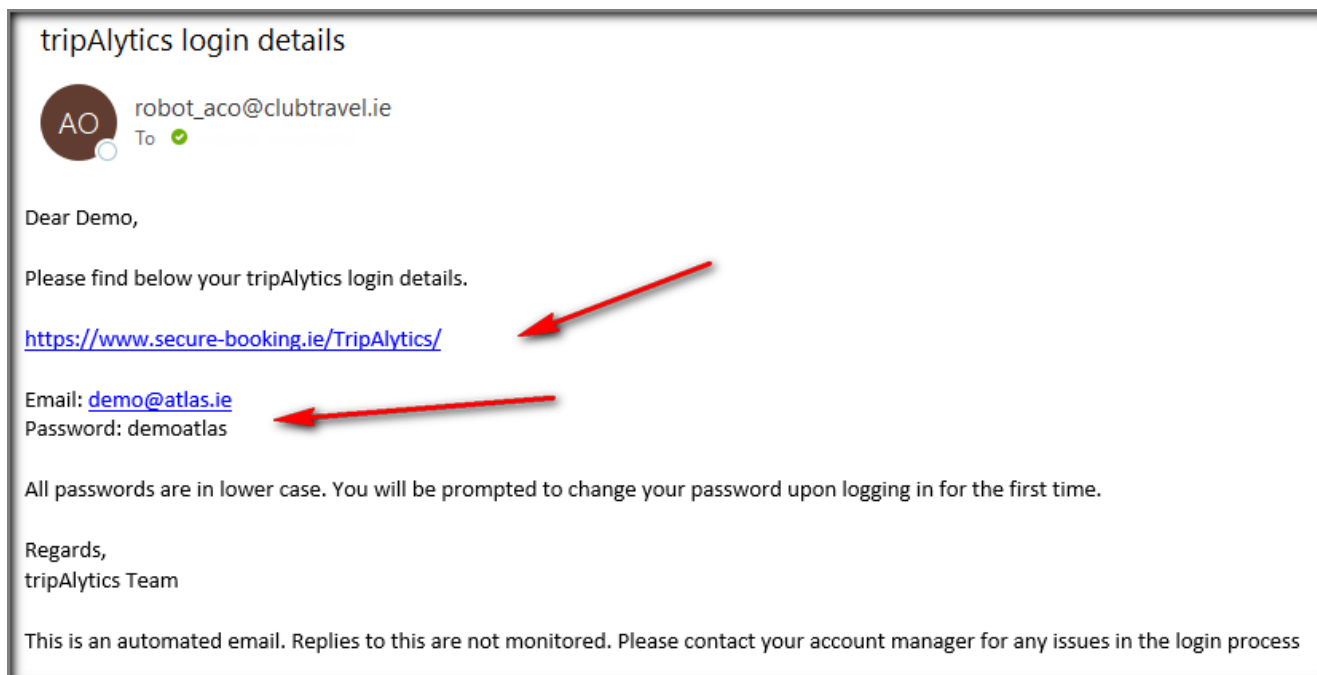
System URL

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.

Reset User Password

AO robot_aco@clubtravel.ie
To ✅
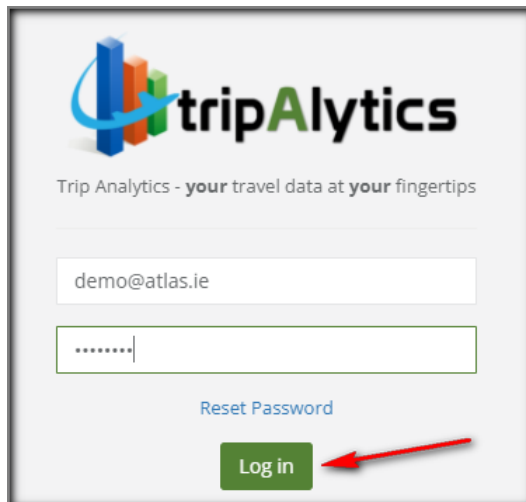
You have requested to change your password for the tripAlytics System. If you did not make this request then please ignore this email.

Otherwise please click the below link to finish the reset your password process:

https://www.secure-booking.ie/tripalytics/Account/ChangePassword?token=Qvg43NFfZWSjQ8t54VKy26Wmx

Regards,
tripAlytics

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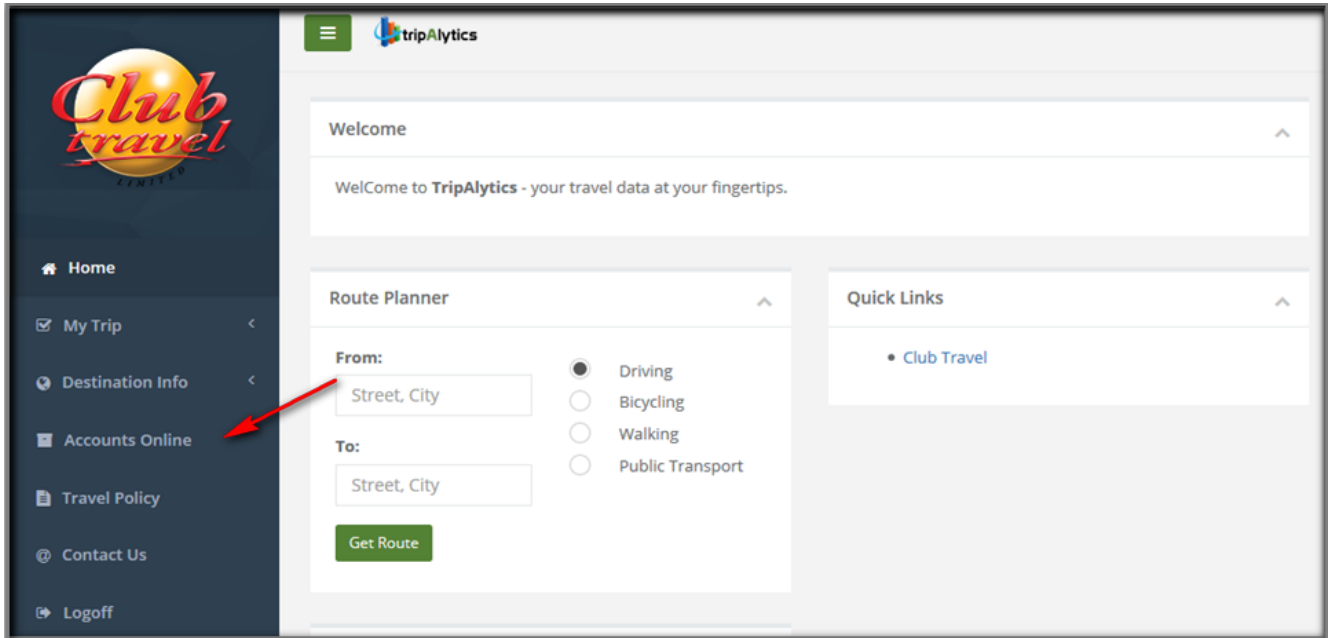
Once you have set a password for yourself, you are ready to login. Click **Login**

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.
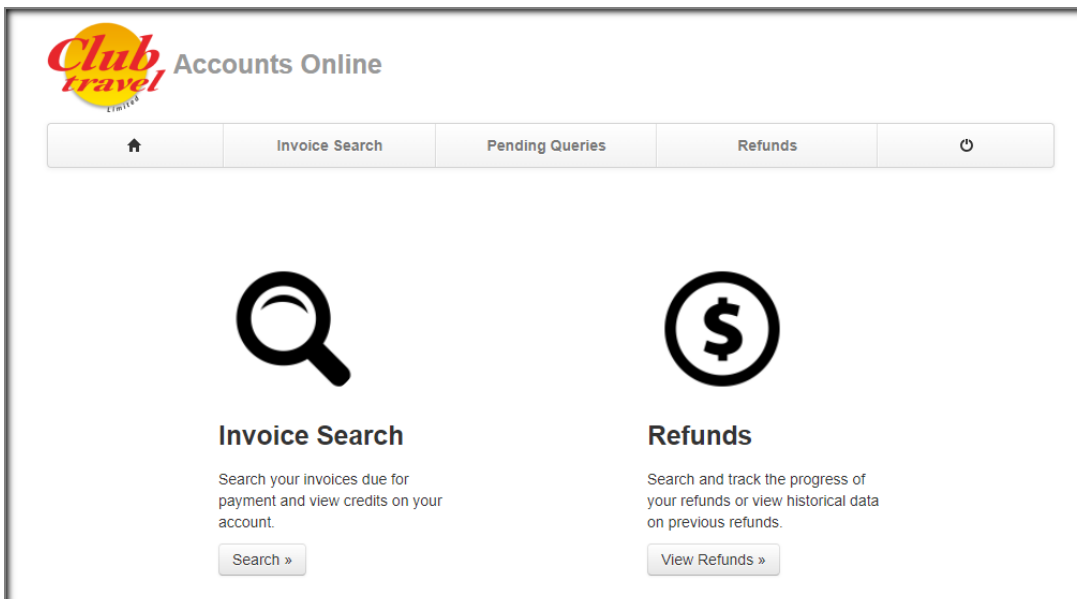
Invoice Search

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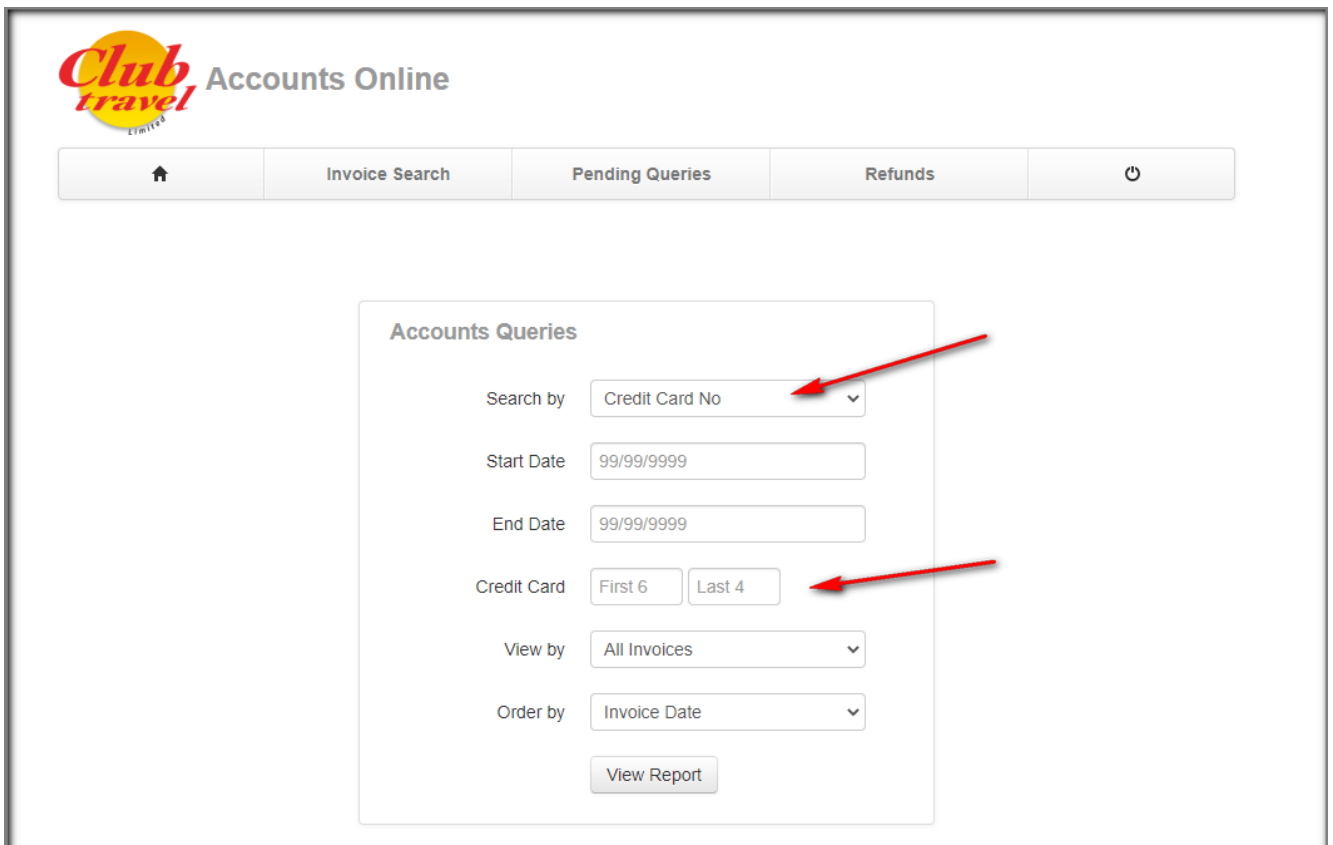
Include the start and end date of invoice in **dd/mm/year** format.

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

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.
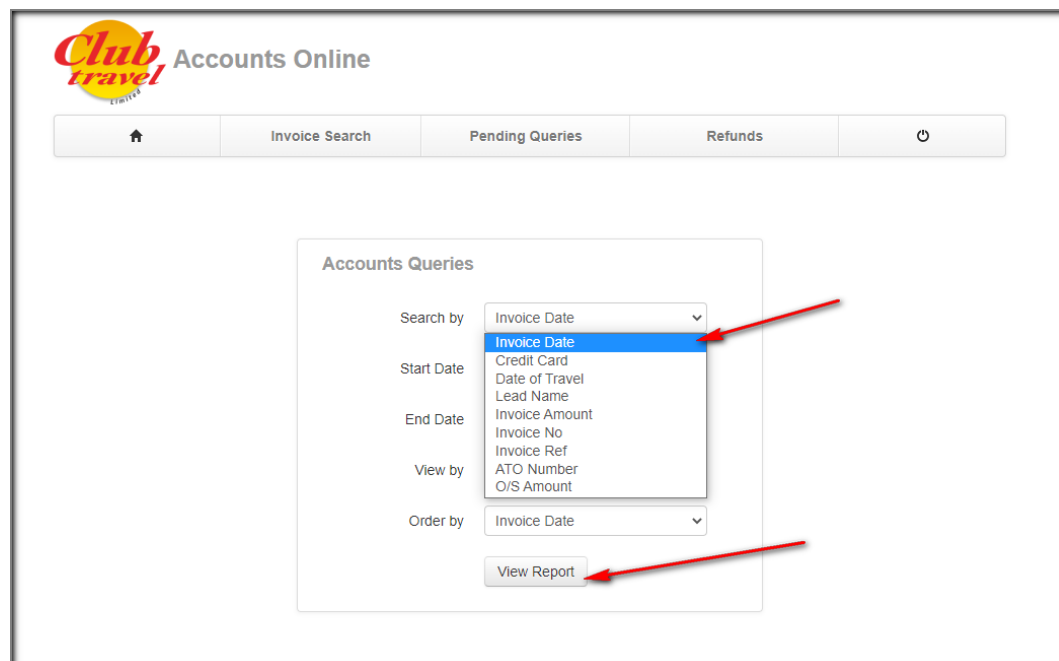
Click on View Report

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**

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:

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:

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.

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

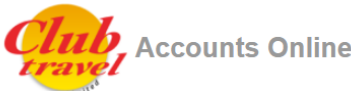AO   robot_aco@clubtravel.ie
      To

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	2639349	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.

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

Refunds

Claim a refund from the results page by selecting the refund symbol next to the relevant invoice.
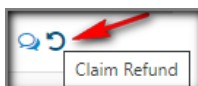
Once you select the refund option, a screen will open, and you will have to enter the information as per below.

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 ☑
S-1	EY	07/06/2022	DUB	AUH	☑
S-2	EY	07/06/2022	AUH	TRV	☑
S-3	EY	02/07/2022	COK	AUH	☑
S-4	EY	03/07/2022	AUH	DUB	☑
				Fare	€ 0.00
				Taxes	€ 0.00
				Total	€ 0.00

Refund Type: Full Refund (No canx fee)
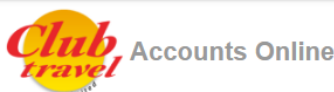
Refund Reason: Select a Reason Type

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.

Accounts Online

| ♠ | Invoice Search | Pending Queries | Refunds | ⏻ |

Refunds

Search by   Ticket No
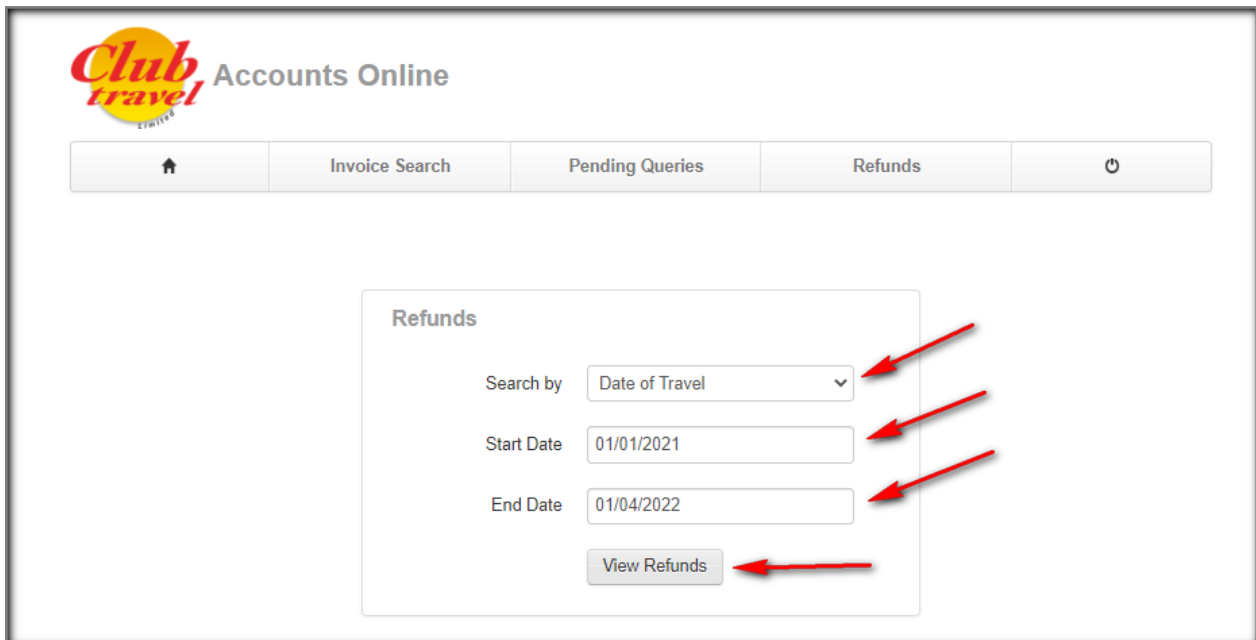   **Ticket No**
Ticket No   Invoice No
             Refund Date
             Date of Travel
             Refund Status
             Lead Name

Example: Search for refund by date of travel:

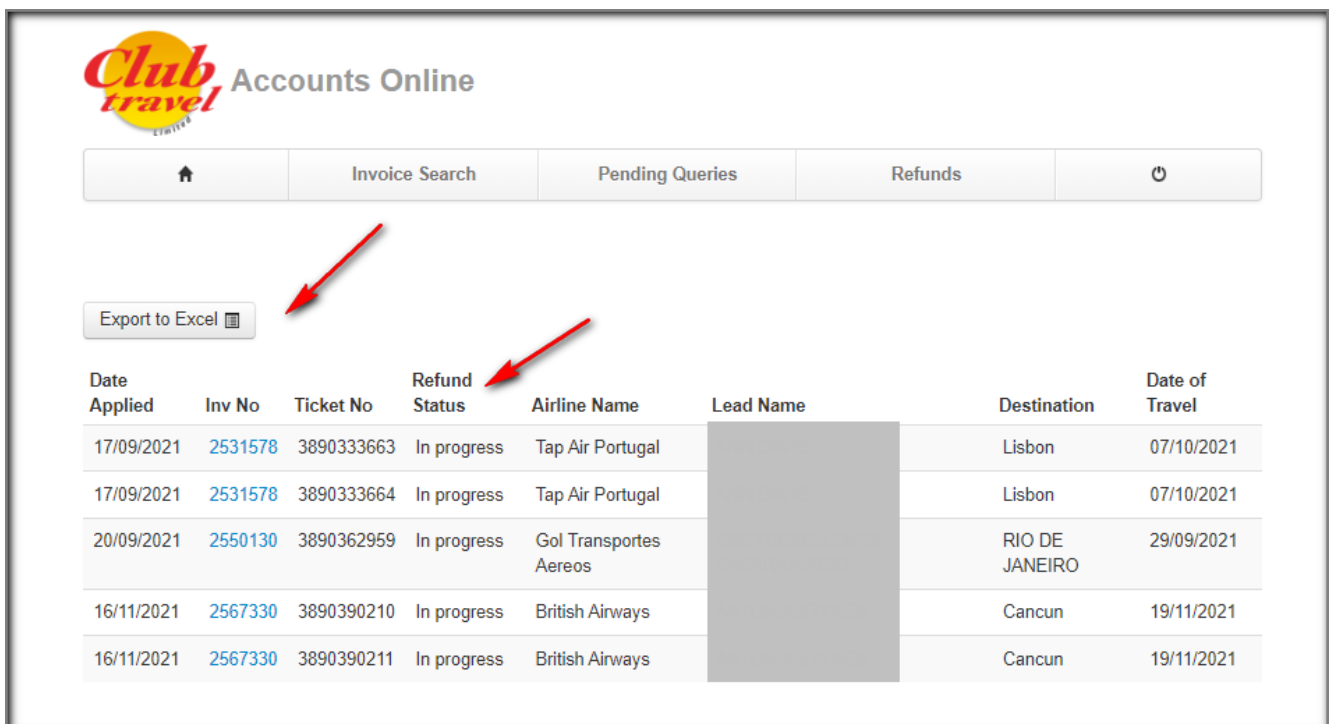Once you have selected the date of travel option in the drop-down menu, enter the start and end date of the trip and select the view refund option.

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