

# User Guide – Club Travel

2022

## Accounts Online





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## 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.

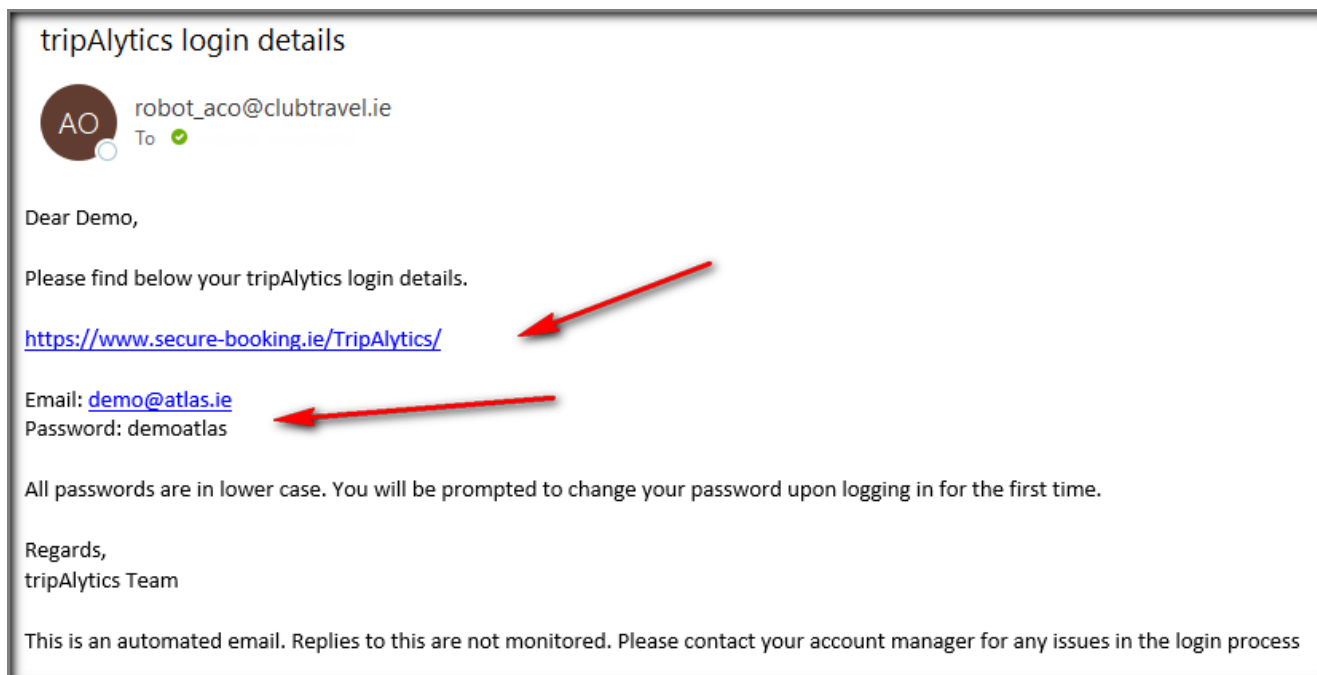
### System URL

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:



tripAlytics login details

 robot\_aco@clubtravel.ie  
To 

Dear Demo,

Please find below your tripAlytics login details.

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


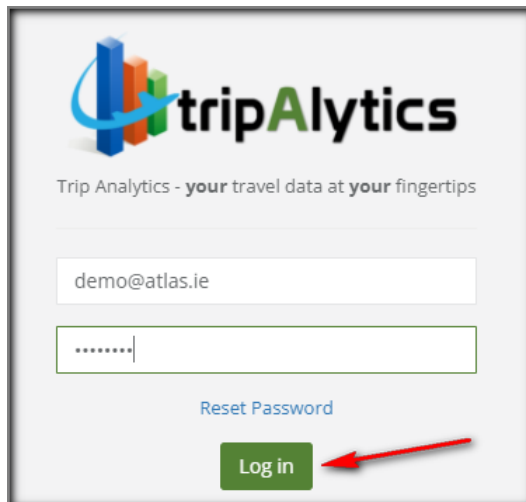
Email: [demo@atlas.ie](mailto:demo@atlas.ie)  
Password: demoatlas

All passwords are in lower case. You will be prompted to change your password upon logging in for the first time.

Regards,  
tripAlytics Team

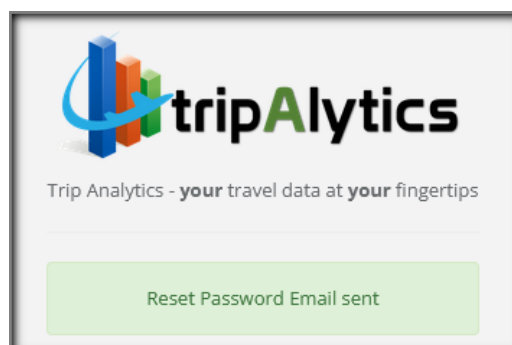
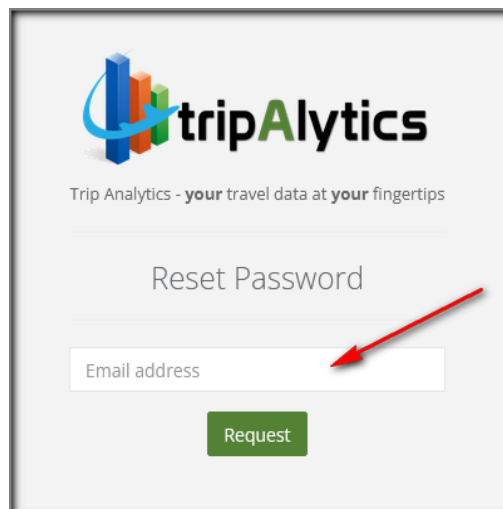
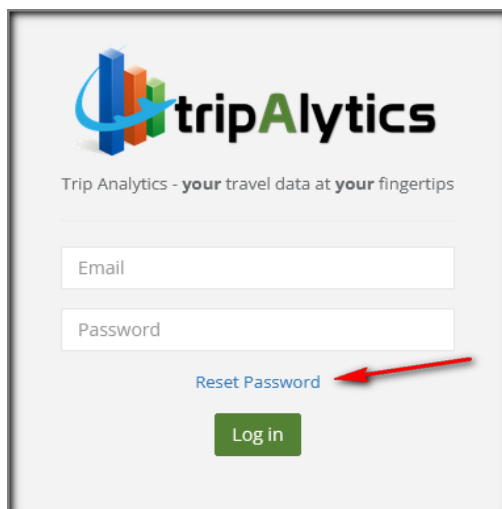
This is an automated email. Replies to this are not monitored. Please contact your account manager for any issues in the login process

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



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**

Trip Analytics - **your** travel data at **your** fingertips

### Change Password

Email address

New Password

Confirm Password

**Change Password**

Trip Analytics - **your** travel data at **your** fingertips

Password Changed

demo@atlas.ie

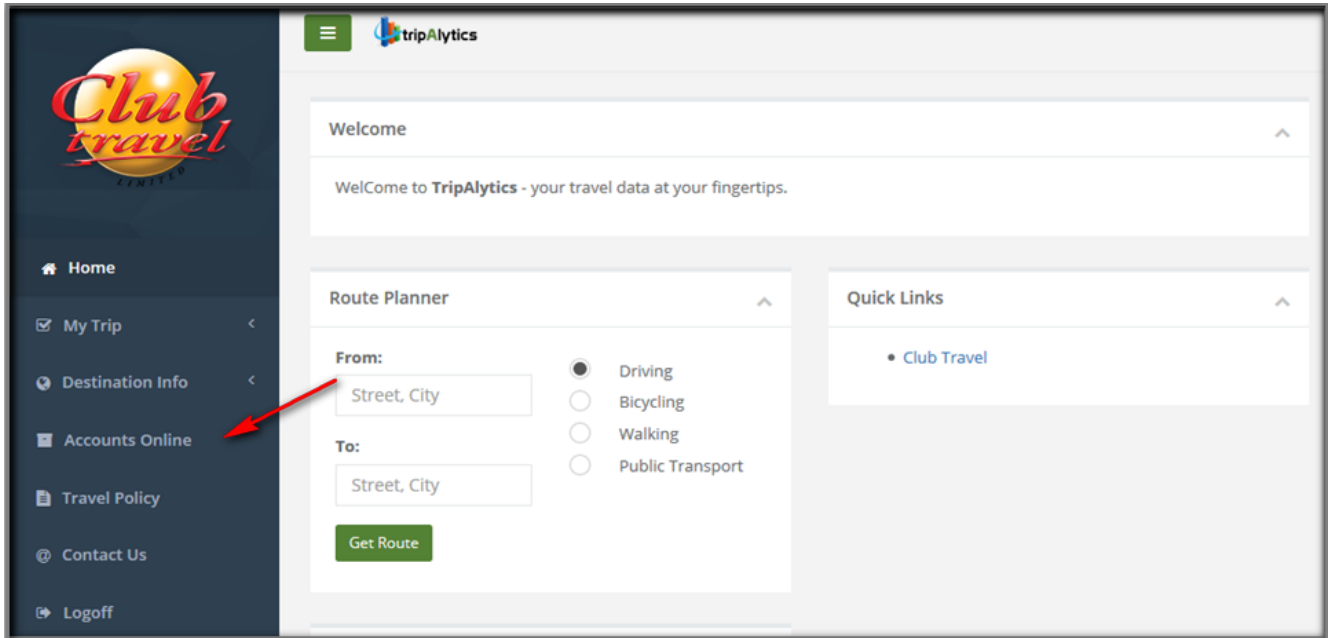
.....

[Reset Password](#)

**Log in**

## How to access

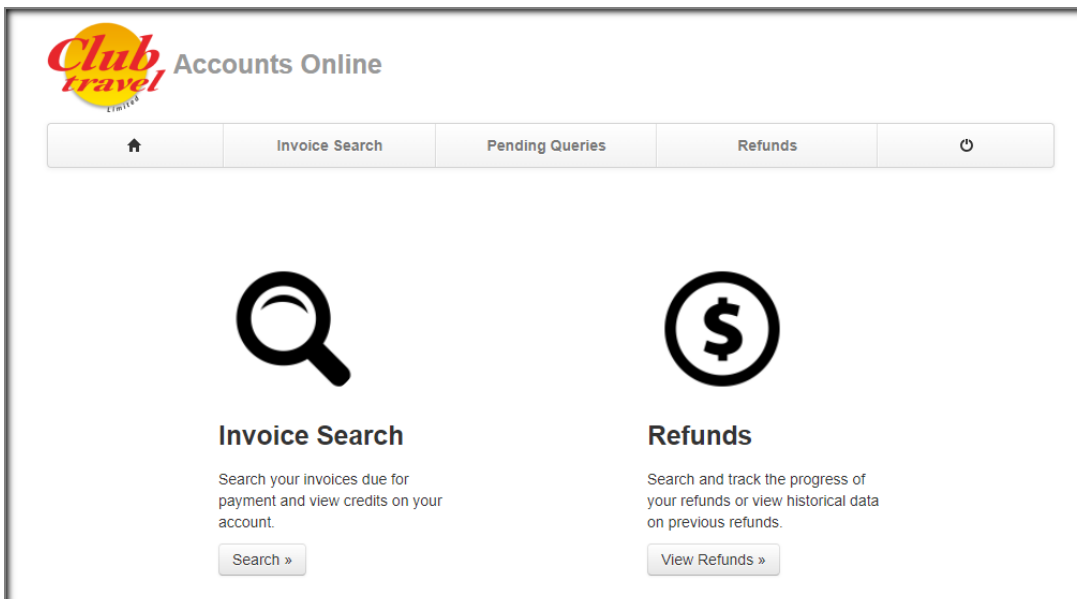
Once you login you will be taken to this page where you can access the Accounts Online system by clicking on the link on the left-hand side.



## 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.

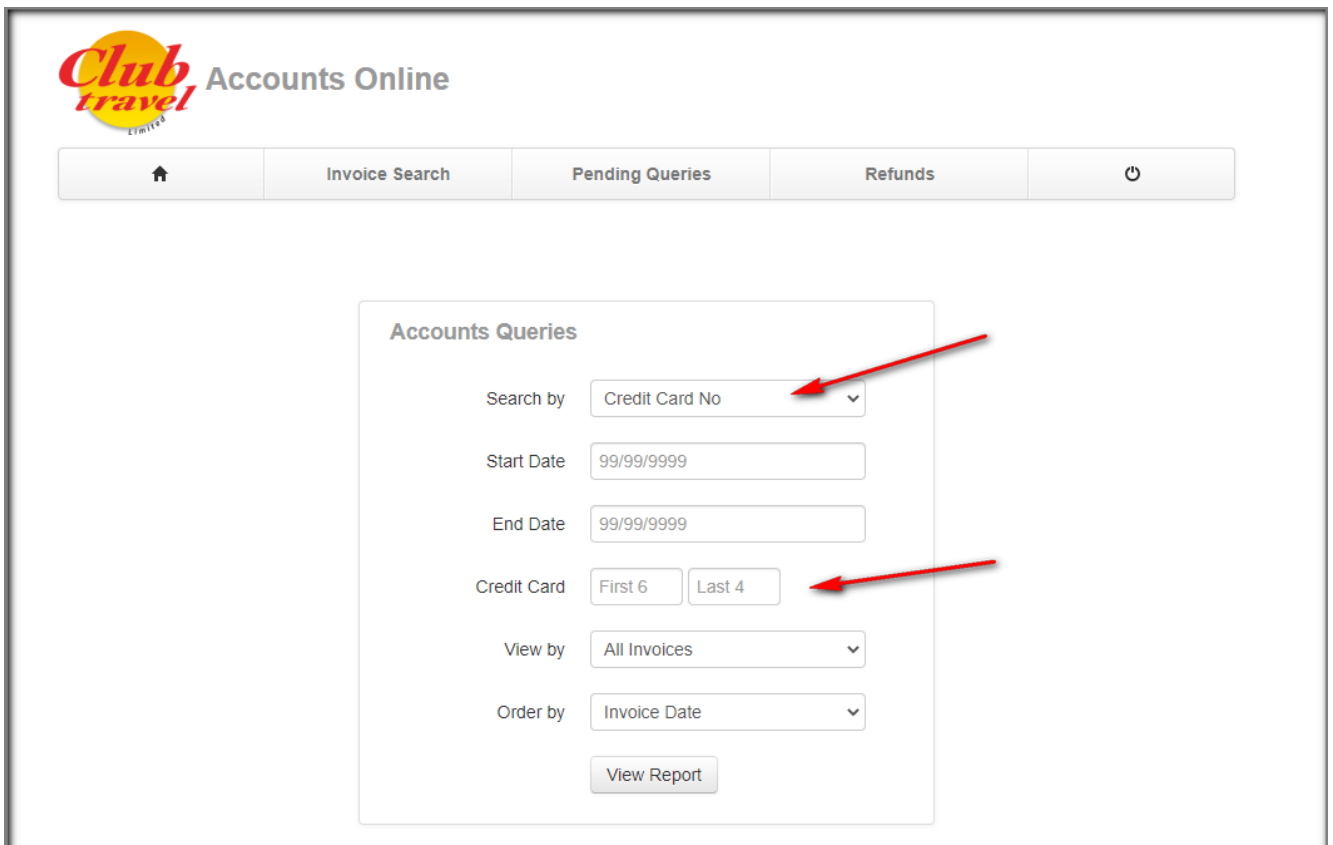
Include the start and end date of invoice in **dd/mm/year** format.

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

**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

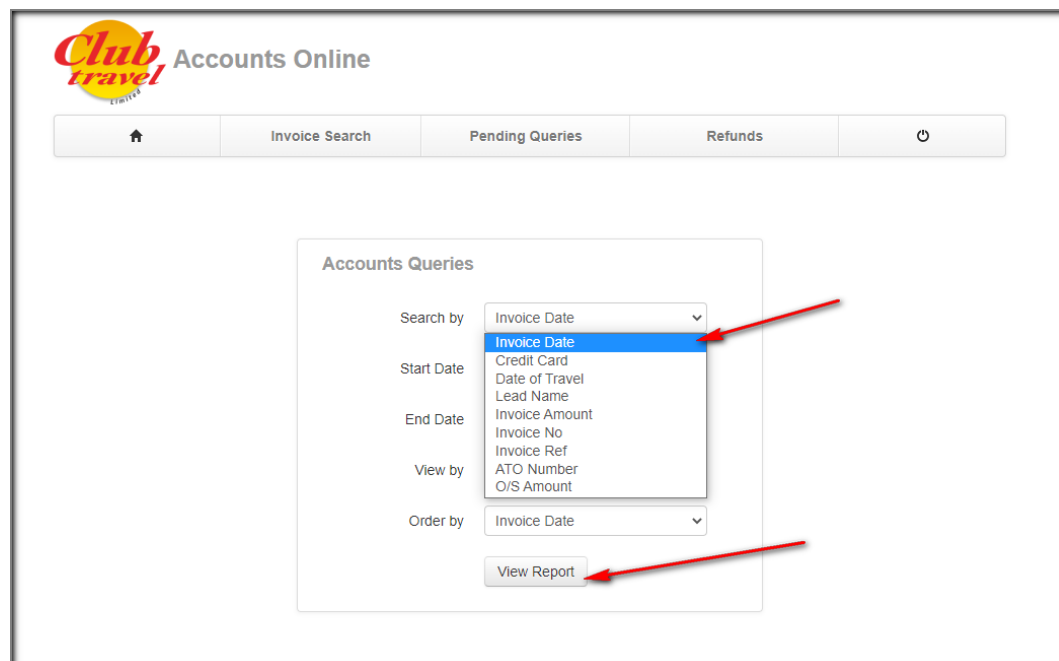
View Report

## 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. At the top left is the 'Club Travel' logo. Below it is a navigation bar with buttons for 'Home', 'Invoice Search', 'Pending Queries', 'Refunds', and a power icon. The main content area is titled 'Accounts Queries' and contains a search form with the following fields:

- Search by:** A dropdown menu with 'Invoice Date' selected and highlighted in blue. A red arrow points to this dropdown.
- Start Date:** A dropdown menu with options: Credit Card, Date of Travel, Lead Name, Invoice Amount, Invoice No, Invoice Ref, ATO Number, O/S Amount.
- End Date:** A dropdown menu (currently empty).
- View by:** A dropdown menu with options: ATO Number, O/S Amount.
- Order by:** A dropdown menu with 'Invoice Date' selected.
- View Report:** A button with a red arrow pointing to it.

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/DXB /BOM/DXB/D UB/DXB/BOM/ 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	
<input type="checkbox"/> Print selected <input type="checkbox"/> Export to excel							977.37	0.00	

**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

### Query Application

**Document No**  
2639349

**Lead Name**  
SHARON MENZIES

**Query Type**

Other

**Comments**

Tech Training - Please Reply

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**

 robot\_aco@clubtravel.ie  
To

Dear Solange Vonsowski,

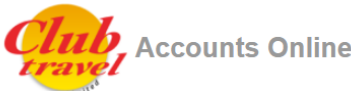
Your query 11573 has been updated. Please click [here](#) to login to the Accounts Online System to view the update.

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.



⬆
Invoice Search
Pending Queries
Refunds
⌂

All Active Queries Q 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.

### Query Application x

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**

Back Submit Query

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



🏠
Invoice Search
Pending Queries
Refunds
🔄

All Active Queries
 

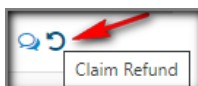
All Active Queries  
 All Queries  
 Query Pending Response  
 Query Resolved  
 Query Updated

Search

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:

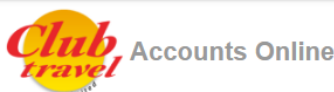
Refund Comments:

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.



↑
Invoice Search
Pending Queries
Refunds
⏻

Refunds

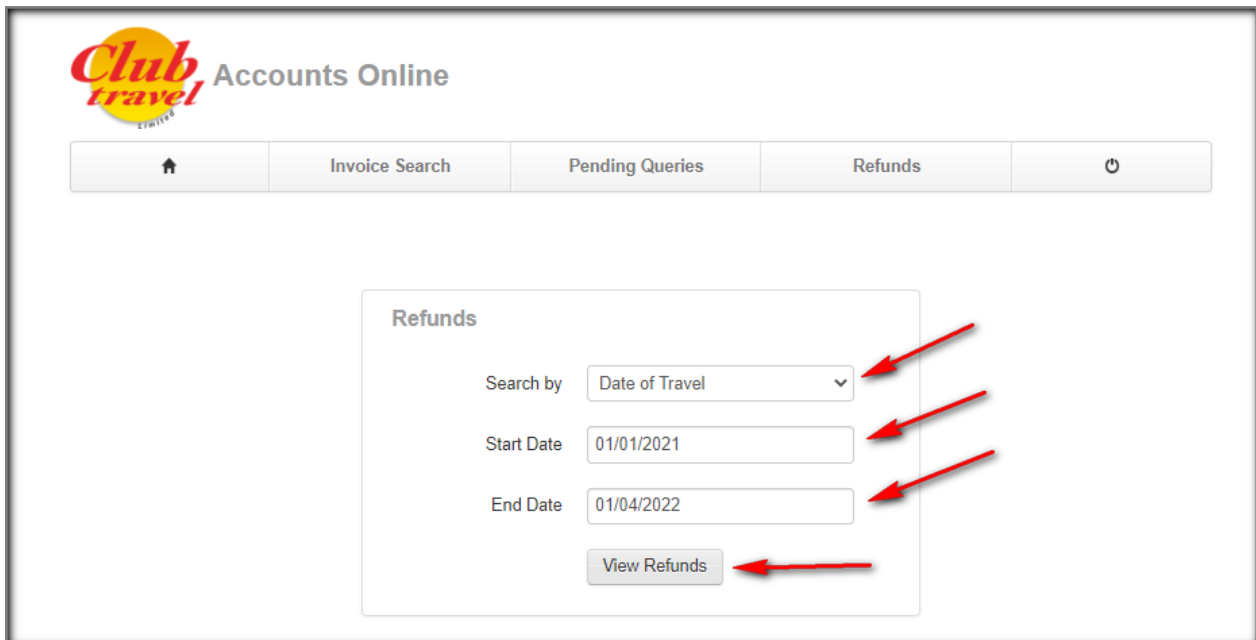
Search by:

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

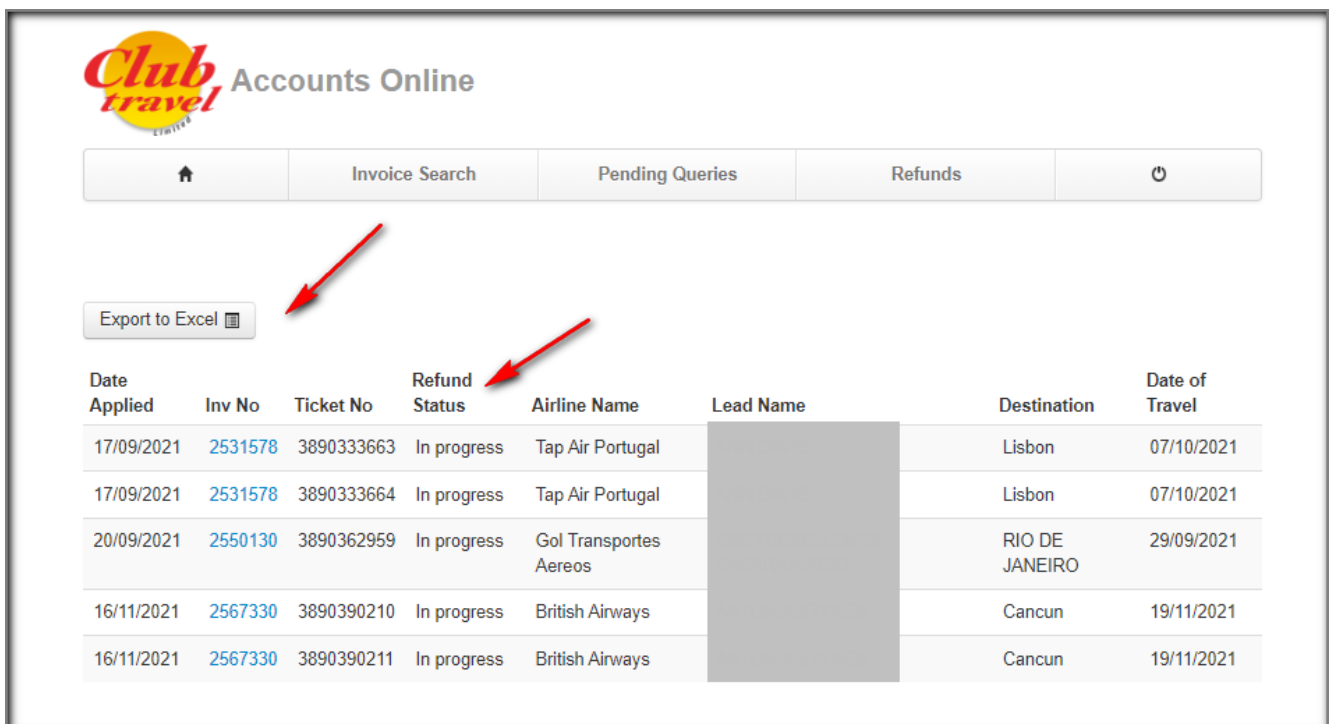
**Refunds**

Search by:  

Start Date:


End Date:

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



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