

# User Guide – Club Travel HRG Ireland

April 2018

**Note:**

ETR is fully PCI compliant. Your personal profile data is secure within this platform.

In addition, Club Travel/HRG will comply with all GDPR requirements as per the GDPR law that becomes effective MAY 2018.



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## Introduction

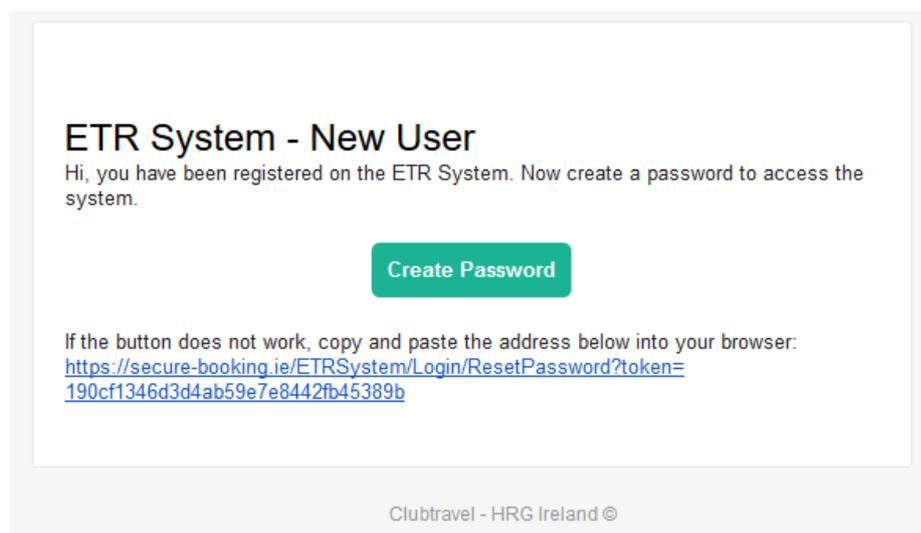
ETR is an Electronic Travel Request System developed by Club Travel/HRG to support client's travel requests for Flights, Hotels, Car Hire, Ferry & Rail and Ground Transportation.

ETR can be remotely accessed via URL in all kinds of devices: PC, Lap-top, Tablet and Mobile Phones and the system supports many browsers such as: Internet Explorer 11 /Microsoft Edge/Firefox/Chrome /Safari

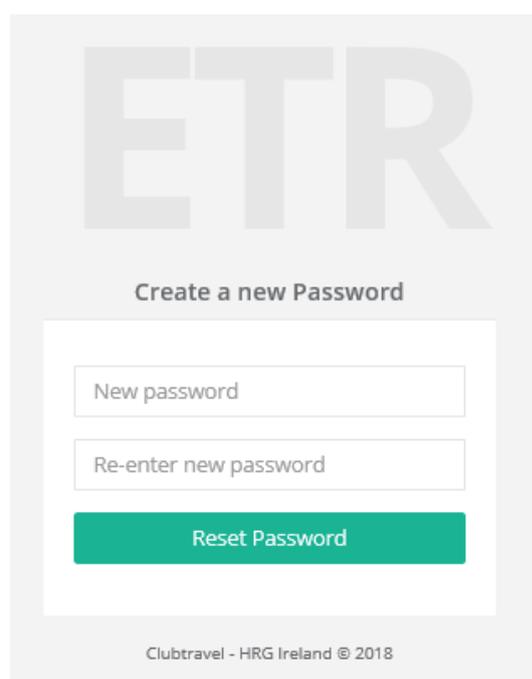
## How to login

### First log in

You will receive an email with the URL to your system, which is unique to your department / Company to access the site, you can click on the link or copy and paste the address into your browser.



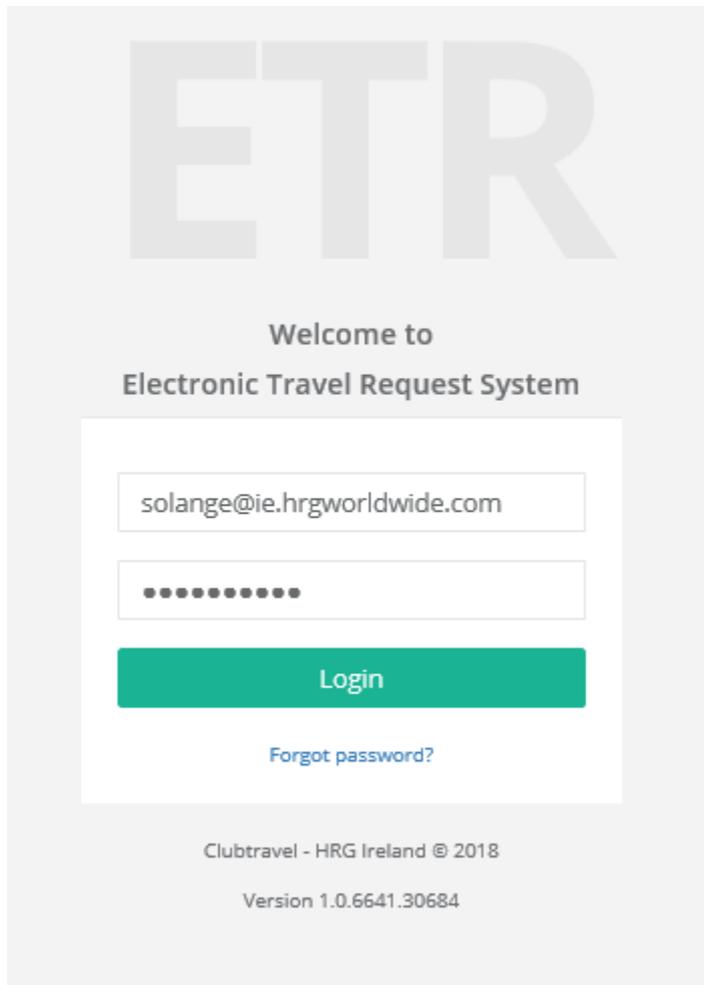
You will be immediately brought to the password screen where you can create a password of your choosing.



Once you click on “Reset Password” you will be taken to the Login Page.

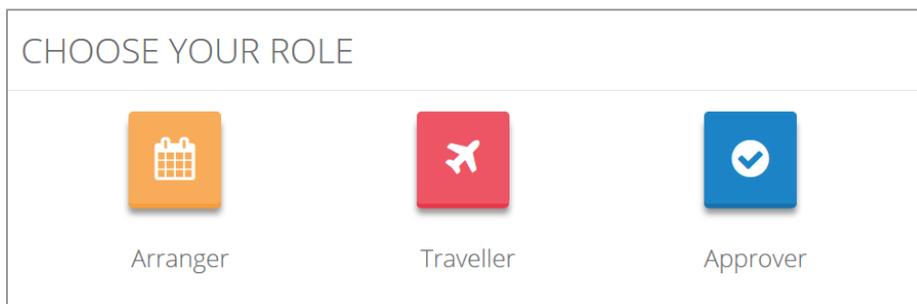
Enter your user name and the password that you have created and click on Login.

\*Your user name is **ALWAYS** your email address.



The screenshot shows the login interface for the Electronic Travel Request System (ETR). At the top, the letters "ETR" are displayed in a large, light grey font. Below this, the text "Welcome to Electronic Travel Request System" is centered. The login form consists of a white box containing two input fields: the first contains the email address "solange@ie.hrgworldwide.com" and the second contains a masked password represented by ten dots. A green "Login" button is positioned below the password field, and a blue link for "Forgot password?" is located underneath the button. At the bottom of the page, the text "Clubtravel - HRG Ireland © 2018" and "Version 1.0.6641.30684" are displayed.

If you have more than one profile set up - you will choose the relevant one to work with from the below options:



The screenshot shows a "CHOOSE YOUR ROLE" screen with three options. Each option is represented by a colored square icon with a white symbol inside, and the role name is written below it. The "Arranger" role has an orange square with a calendar icon. The "Traveller" role has a red square with an airplane icon. The "Approver" role has a blue square with a checkmark icon.

You can swap your role at any time by selecting on the right top of the page



The screenshot shows a user profile bar at the top of the page. It contains the text "Welcome Ms. Solange Vonsowski!" followed by "Role: Traveller" with a red 'X' icon next to it. To the right of the role text is a gear icon. A red arrow points to the red 'X' icon, indicating that clicking it allows the user to change their role.

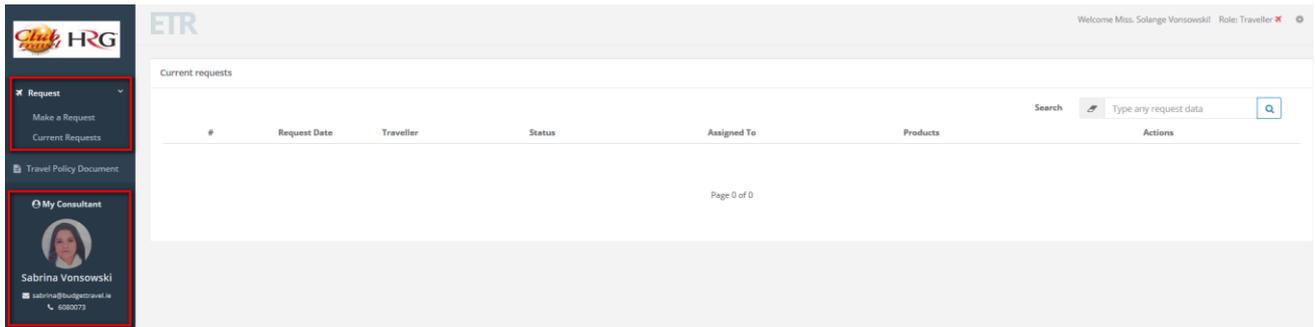
## Start Page / Home Page

### Arranger / Traveller Role

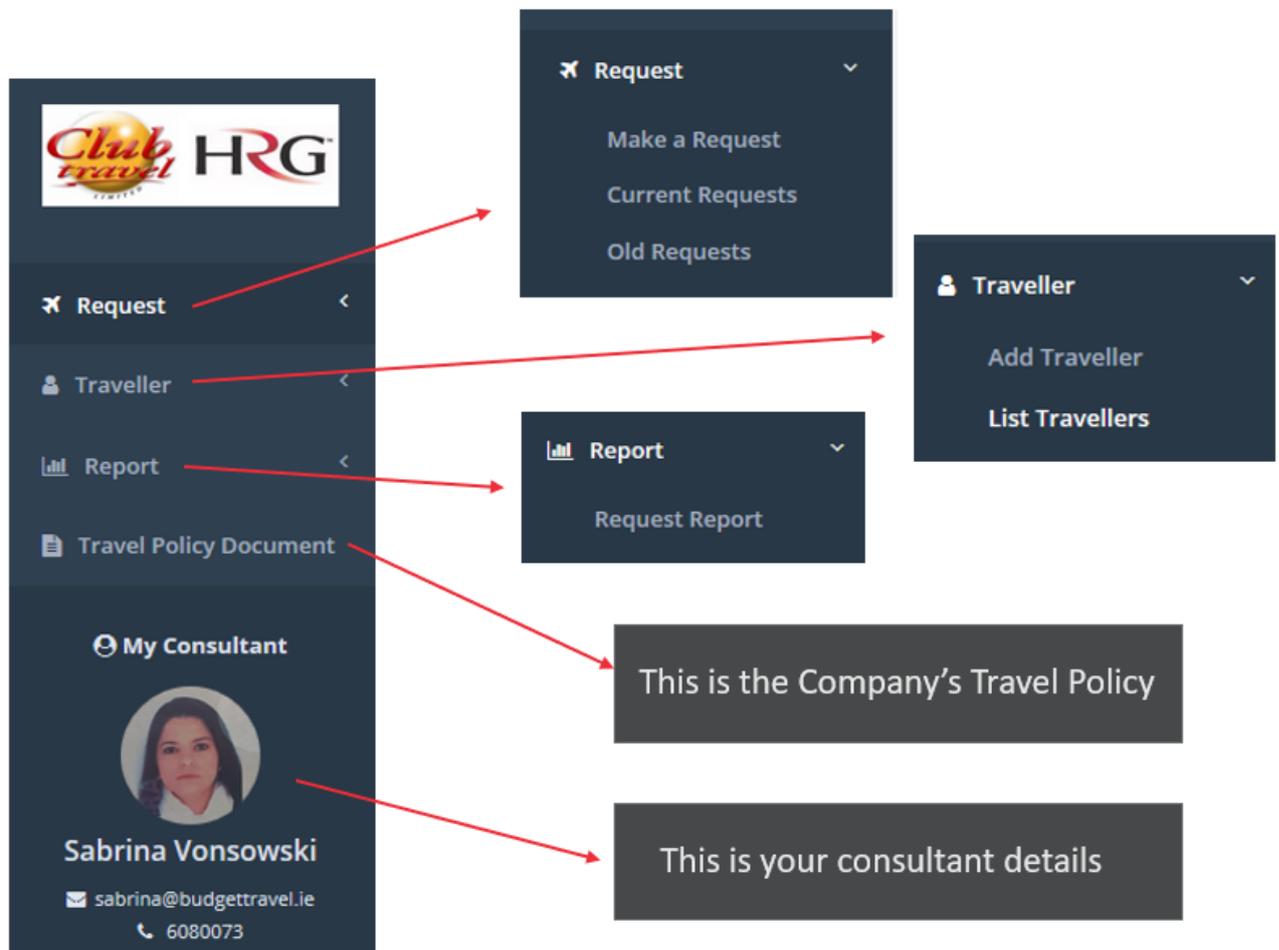
This is the first page when you log in. From here you can choose your next action:

- Making a new request
- Act on a current request like change, confirm, cancel, approve...

It also highlights the details of your dedicated Travel Consultant.



You will be shown a Tab for areas that have been approved to display by your Employers, so you may not see all the Tabs below, only ones available to you will be visible.



## Making a new request

When you select “Make a Request\*” you will be given an option to choose **With flight & Without flight**.

## REQUEST TYPE



**With Flight** option enables you to request flights, hotels, cars and Ground Transport.

**Without Flight** option enables you to request only hotels, cars and Ground Transport, **without a flight**.

## Request With Flight

This is the page for making a new request

Make a request - Arranger: Ms. Solange Vonsowski

**Basic Information**

Description	Training Trip - Test	Traveller (Mandatory)	Ms. Solange Vonsowski
Company Dept Number (Mandatory)	12456	Cost Centre/Text Box (Mandatory)	66656565
Dropdown	Value3	Dropdown / Free Text	List2
Dropdown List (Mandatory)	List2	Test User Binding (Mandatory)	Binding5
User Binding Test 2	Value3		

**Add products**

Please fill the flight first.

Flight
  Hotel
  Car
  Transportation

Return
  One way
  Multi city

From: Search departure airport
 
To: Search destination airport

Fly out on: 29/03/2018 Any time
 Fly back on: 30/03/2018 Any time

Class: Any
 Check-in Baggage:

Comments:

At the top of the page you must complete the basic information. Some fields are mandatory.

These are determined by your Company and are customisable.

Basic Information

**Description** A short description about the request

**Traveller (Mandatory)** Ms. Solange Vonsowski

**Company Dept Number (Mandatory)** Select...

**Cost Centre/Text Box (Mandatory)** Select...

**Dropdown** Select...

**Dropdown / Free Text** Select...

**Dropdown List (Mandatory)** Select...

**Test User Binding (Mandatory)** Select...

**User Binding Test 2** Select...

Traveller is mandatory, and it will be pre-populated when logged as a Traveller OR, you can select a different traveller if you are a Travel Arranger.

“Customisable Reference fields”. Each Company can create their own (or none).

The Company will choose if fields are Mandatory or not. It can be Textbox (free text), Multiline Textbox (free text, more than one line), Dropdown (list created by the company) or Dropdown/ Free Text (user can select form a list or type as free text) Fields can be bound to a user and stored on user’s details.

### Request a flight.

You can select a city or a specific airport –Once you start to type, it will pre-populate according to your entry where you can select from the drop-down list.

Add products

Please fill the flight first.

Flight | Hotel | Car | Transportation

Return  One way  Multi city

**From** DUB

**Fly out on** Dublin - Dublin International (DUB) Ireland

**Class** Dublin - Chelsea Twr Ey Bus Station (XNB) United Arab Emirates

**Comments** Dubrovnik - Dubrovnik (DBV) Croatia

**To** Search destination airport

**Fly back on** 05/04/2018 Any time

**Check-in Baggage** 0

Clear Add Flight

Add products

Please fill the flight first.

Flight | Hotel | Car | Transportation

Return  One way  Multi city

**From** Dublin - Dublin International (DUB) Ireland

**Fly out on** 04/04/2018 Morning

**Class** Any

**Comments** Special notes

**To** London - United Kingdom (Any)

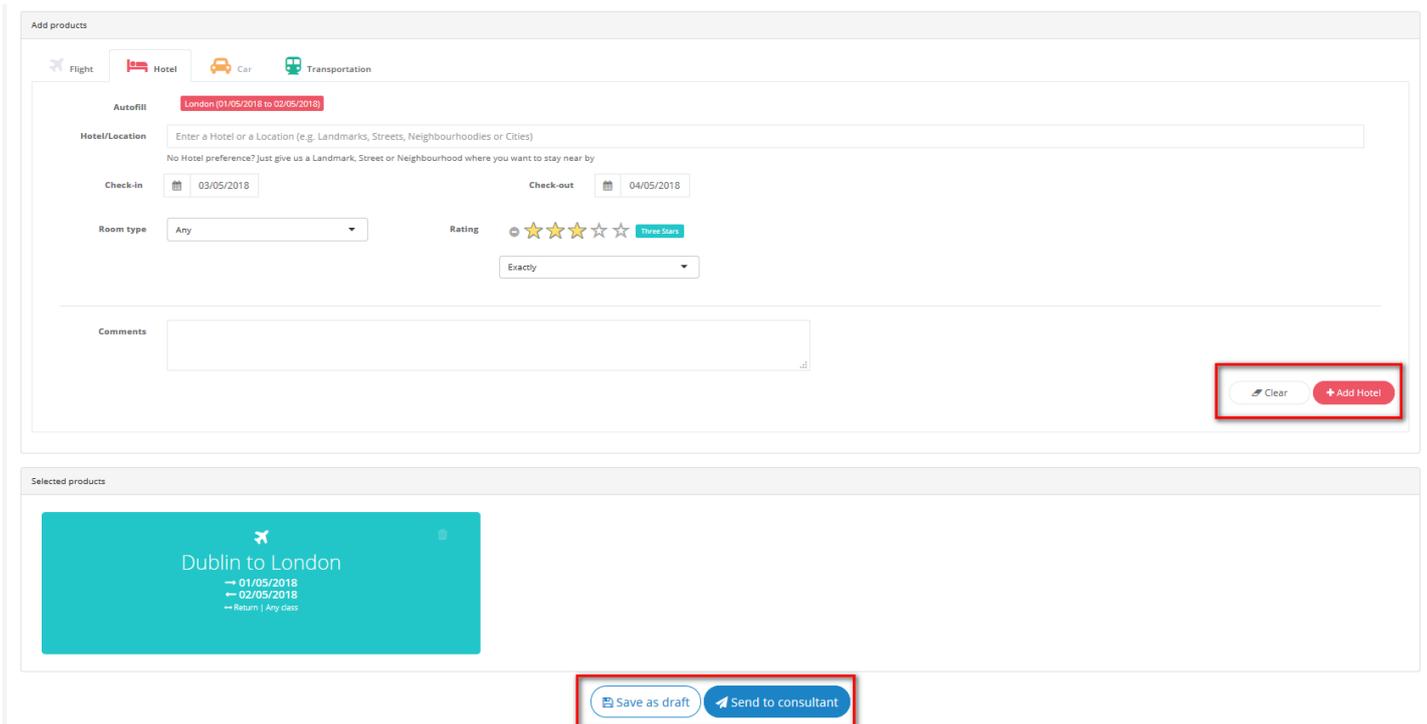
**Fly back on** 05/04/2018 Evening

**Check-in Baggage** 1

Clear Add Flight

- Multi-Stop: You can select Return/One-way/ Multi City
- Type in flight preferences like airport, date. Time Filters can be changed - Departure or Arrival
- You can select for a specific Class and to include baggage
- Special notes can be made to the dedicated consultant -These are free text fields. \* Not Guaranteed, but the consultant will request with Airline.
- On the right hand at the bottom of the page you can Clear the request or Click on the +Add Flight to complete the request and move to the Hotel request page.

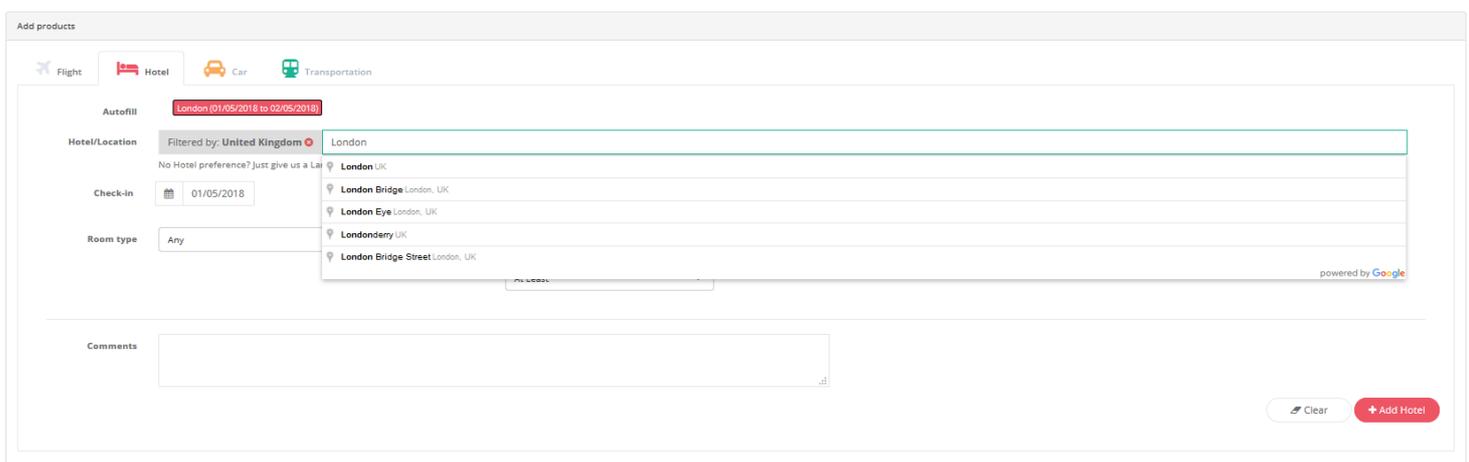
Once you added the Flight you will be taken to the Hotel Request Page. From there you can send the request of the Flight only to the dedicated consultant or add a Hotel to the request. You can also save the request as a draft to complete and send later.



The screenshot shows the 'Add products' interface. At the top, there are tabs for Flight, Hotel, Car, and Transportation. The 'Flight' tab is active, showing an autofill for 'London (01/05/2018 to 02/05/2018)'. Below this, there are fields for 'Hotel/Location', 'Check-in' (03/05/2018), 'Check-out' (04/05/2018), 'Room type' (Any), and 'Rating' (Three Stars). A 'Comments' field is at the bottom. A red box highlights the 'Clear' and '+ Add Hotel' buttons. Below the form, a 'Selected products' section shows a card for 'Dublin to London' with dates 01/05/2018 to 02/05/2018 and 'Return | Any class'. A red box highlights the 'Save as draft' and 'Send to consultant' buttons.

## Request a Hotel.

The dates and Location it will pre-populate with the flight information where you can change the location and the dates if desired. Once again you will be given a drop-down list when you start to type



This screenshot shows the 'Add products' form with the 'Hotel/Location' dropdown menu open. The dropdown is filtered by 'United Kingdom' and lists several locations: London, London UK, London Bridge London, UK, London Eye London, UK, Londonderry UK, and London Bridge Street London, UK. The 'Check-in' date is now 01/05/2018. A red box highlights the 'Clear' and '+ Add Hotel' buttons at the bottom right.

Add products

Flight Hotel Car Transportation

Autofill London (01/05/2018 to 02/05/2018)

Hotel/Location Filtered by: United Kingdom London, UK  
No Hotel preference? Just give us a Landmark, Street or Neighbourhood where you want to stay near by

Check-in 01/05/2018 Check-out 02/05/2018

Room type Any Rating ☆☆☆☆ Any At Least

Comments

Clear + Add Hotel

- You can request by location or for a specific hotel by entering the Hotel name.
- You can Request Room Type and Star Rating – At Least/At Most/Exactly.
- Special notes can be made to the dedicated consultant -These are free text fields. \* Not Guaranteed, but the consultant will request with the Hotel.
- On the right hand at the bottom of the page you can Clear the request or Click on the +Add Hotel to complete the request and move to the Car request page.

Once you added the Hotel you will be taken to the Car Hire Request Page. From there you can send the request to the dedicated consultant or add a car to the request. You can also save the request as a draft to complete and send later.

Add products

Flight Hotel Car Transportation

Autofill London (01/05/2018 to 02/05/2018)

Pick-up Location Filtered by: United Kingdom London Airport

Date 01/05/2018 Any time

Drop-off Location Filtered by: United Kingdom

Date 02/05/2018 Any time

Category Any Vendor 12 vendors selected

Comments

Clear + Add Car

Selected products

Dublin to London

01/05/2018  
02/05/2018  
Return Any class

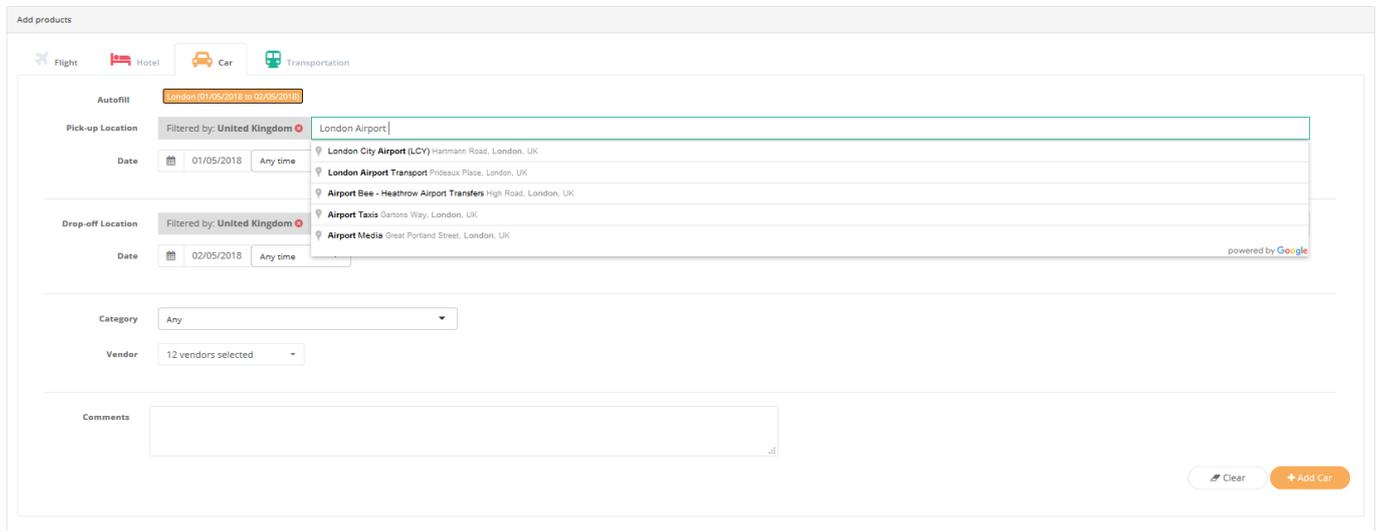
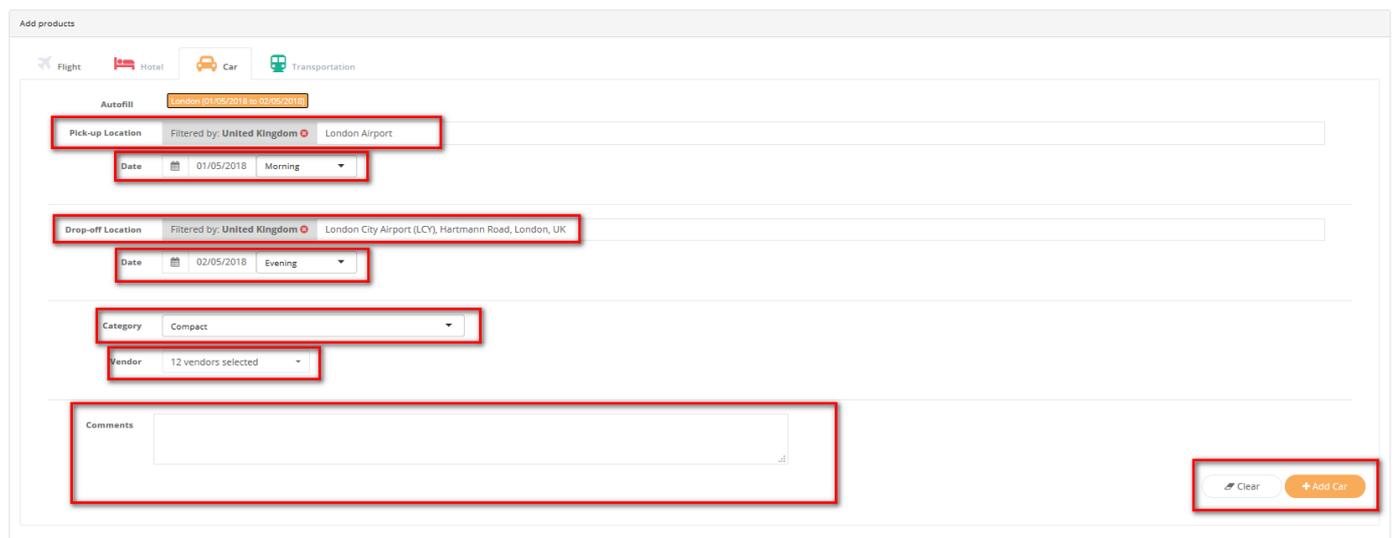
London

From 01/05/2018 to 02/05/2018  
Any room type | Exactly ★★

Save as draft Send to consultant

## Request a Car Hire

Once again, the dates and Location it will pre-populate with the flight information where you can change the location and the dates if desired. You will be given a drop-down list to select when you start to type.

- You can request by location or for a specific airport.
- You can request Pick-up and Drop-off Location
- Time Filters can be changed – Morning/Afternoon/Evening/Any Time
- You can Request Category and for a specific Car Hire Vendor
- Special notes can be made to the dedicated consultant -These are free text fields. \* Not Guaranteed, but the consultant will request with the Car Hire Vendor
- On the right hand at the bottom of the page you can Clear the request or Click on the +Add Car to complete the request and move to the Transportation request page.

Once you added the Car Hire you will be taken to the Transportation Request Page. From there you can send the request to the dedicated consultant or add a Transportation to the request. You can also save the request as a draft to complete and send later.

## Request a Transportation.

From the Transportation page you can request Ground Transportation/ Rail or Ferry.

Add products

Flight Hotel Car Transportation

Autofill London (01/05/2018 to 02/05/2018)

Type: Ground transportation (dropdown menu with options: Rail, Ground transportation)

From: Ferry (dropdown menu with options: Airport)

To: Filtered by: United Kingdom Hotel ibis London Blackfriars, Blackfriars Road, London, UK

Departure: 01/05/2018 Any time (dropdown menu)

Return: 02/05/2018 Any time (dropdown menu)

Class: Any (dropdown menu)

Comments: [Text area]

Clear Add Transportation

Add products

Flight Hotel Car Transportation

Autofill London (01/05/2018 to 02/05/2018)

Type: Ground transportation (dropdown menu)

Return (radio button selected) One way (radio button)

From: Filtered by: United Kingdom London Airport

To: Filtered by: United Kingdom Hotel ibis London Blackfriars, Blackfriars Road, London, UK

Departure: 01/05/2018 Any time (dropdown menu)

Return: 02/05/2018 Any time (dropdown menu)

Class: Any (dropdown menu)

Comments: [Text area]

Clear Add Transportation

- You can request Return/One Way
- You can request by location/Train Station etc.
- Time Filters can be entered – Morning/Afternoon/Evening/Any Time or a Specific time.
- Class can be requested when necessary.
- Special notes can be made to the dedicated consultant -These are free text fields. \* Not Guaranteed, but the consultant will request with the selected type of transportation.
- On the right hand at the bottom of the page you can Clear the request or Send to Consultant.

Once you have selected all your details a summary will be shown like this:

Selected products

**Dublin to London**

→ 01/05/2018  
→ 02/05/2018  
→ Return | Any class

**London**

From 01/05/2018 to 02/05/2018  
Any room type | At Least ★★

**London City Airport**  
01/05/2018

**London City Airport**  
02/05/2018  
Category: Compact

**London City Airport**

**Hotel ibis London Blackfriars**

→ 01/05/2018  
→ 02/05/2018  
Ground transportation | → Return | Any class

Save as draft
Send to consultant

From here you can:

- Review your requests
- Edit or Delete the products
- Save as a Draft
- Send to the dedicated consultant

**\*\*\*NB\*\*\*** As the request process is linked to the flight after selected the flight details this request cannot be changed or amended. If you delete the flight all products will be deleted as well.

When you send to the consultant, the status will show on the main page as "Sent to Consultant"

Current requests							Search <input type="text" value="Type any request data"/>
#	Created In	Traveller	Status	Assigned To	Products	Actions	
98156	22/09/2017	Ms. Solange Vonsowski	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)	<span style="color: blue;">✕</span> <span style="color: red;">✕</span>	<span style="border: 1px solid #ccc; padding: 2px;">✉</span> <span style="border: 1px solid #ccc; padding: 2px;">📄</span> <span style="border: 1px solid #ccc; padding: 2px;">🔍</span> <span style="border: 1px solid #ccc; padding: 2px;">🗑️</span>	
98150	19/09/2017	Miss. Sabrina Vonsowski	PENDING 2ND APPROVAL	Mrs. Donna Henry (Approver)	<span style="color: blue;">✕</span> <span style="color: red;">✕</span>	<span style="border: 1px solid #ccc; padding: 2px;">✉</span> <span style="border: 1px solid #ccc; padding: 2px;">📄</span> <span style="border: 1px solid #ccc; padding: 2px;">🔍</span> <span style="border: 1px solid #ccc; padding: 2px;">🗑️</span>	
98149	19/09/2017	Ms. Solange Vonsowski	APPROVED	Sabrina Vonsowski (Consultant)	<span style="color: red;">✕</span>	<span style="border: 1px solid #ccc; padding: 2px;">✉</span> <span style="border: 1px solid #ccc; padding: 2px;">📄</span> <span style="border: 1px solid #ccc; padding: 2px;">🔍</span> <span style="border: 1px solid #ccc; padding: 2px;">🗑️</span>	
98147	18/09/2017	Miss. Sabrina Vonsowski	PENDING 1ST APPROVAL	Miss. Sabrina Vonsowski (Approver)	<span style="color: blue;">✕</span> <span style="color: red;">✕</span>	<span style="border: 1px solid #ccc; padding: 2px;">✉</span> <span style="border: 1px solid #ccc; padding: 2px;">📄</span> <span style="border: 1px solid #ccc; padding: 2px;">🔍</span> <span style="border: 1px solid #ccc; padding: 2px;">🗑️</span>	

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## My Current Requests

On the “Current Requests” option is a list of all requests for Traveller/Arranger/Approver.

#	Created In	Traveller	Status	Assigned To	Products	Actions
<b>Assigned to me</b>						
101638	21/02/2018	Ms. Solange Vonsowski	PENDING CONFIRMATION	Miss. Sabrina Vonsowski (Arranger)		
<b>Everything else</b>						
<b>101684</b>	<b>27/02/2018</b>	<b>Ms. Solange Vonsowski</b>	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
<b>101683</b>	<b>27/02/2018</b>	<b>Mr. Bruce Wayne</b>	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
101671	26/02/2018	Miss. Sabrina Vonsowski	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		

- Request Locator Number – The system generates a locator number for each request
- Created in / Request date – The date that the request was made/created
- Traveller – The name of the Traveller that the requested quote is for.
- Status – You can see the status of the requests made.
- Assigned to: Shows the person your request was assigned to.
- Products- You can see a summary of the products included in each request.
- Actions – Actions can be made by clicking on each one individually according to your needs.
- Assigned to me: Shows requests that needed to be actioned by the user.
- Everything else: Shows all requests for the Traveller/Arranger/Approver that need to be actioned for other users (as per approver or Consultant).
- Unread requests are highlighted in bold like an unread email as per below example.

#	Request Date	Traveller	Status	Assigned To	Products	Actions
101700	05/03/2018	Ms. Solange Vonsowski	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
<b>101699</b>	<b>05/03/2018</b>	<b>Ms. Solange Vonsowski</b>	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
<b>101698</b>	<b>05/03/2018</b>	<b>Ms. Solange Vonsowski</b>	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
<b>101688</b>	<b>27/02/2018</b>	<b>Ms. Solange Vonsowski</b>	APPROVED	Sabrina Vonsowski (Consultant)		
101687	27/02/2018	Ms. Solange Vonsowski	PENDING 1ST APPROVAL	Miss. Sabrina Vonsowski (Approver)		
101686	27/02/2018	Ms. Solange Vonsowski	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
101684	27/02/2018	Ms. Solange Vonsowski	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
101646	22/02/2018	Ms. Solange Vonsowski	REJECTED	Sabrina Vonsowski (Consultant)		
<b>101639</b>	<b>21/02/2018</b>	<b>Ms. Solange Vonsowski</b>	SENT TO CONSULTANT	Sabrina Vonsowski (Consultant)		
<b>101638</b>	<b>21/02/2018</b>	<b>Ms. Solange Vonsowski</b>	AMENDED	-		

## Status

We have different kinds of Status as per list below:

### 1 – Current Requests

Sent to Consultant

Pending Confirmation

Pending 1st Level Approval

Pending 2nd Level Approval

Pending 3rd Level Approval

Approved

Draft

Rejected (When the Traveller/Travel arranger rejects the quotes from the consultant)

### 2 – Old Requests

Ticketed

Cancelled

Not Taken Up

Amended

## Actions

You can act on a request from the main page, hover the mouse over the actions to show what each will do.

#	Created In	Traveller	Status	Assigned To	Products	Actions
Assigned to me						
98179	28/09/2017	Miss. Sabrina Vonsowski	PENDING CONFIRMATION	Mrs. Adrienne Irwin (Arranger)		

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Or when you open a request, just hover the mouse over the signal at the left bottom of the page and it will show the action options

Current requests

Report

Travel Policy Document

My Consultant

Sabrina Vonsowski

sabrina@budgettravel.ie

6080073

Created in: 05/03/2018

Description: Amend test

Company: TEST TECHNOLOGY

Arranger: Miss. Sabrina Vonsowski

Traveller: Ms. Solange Vonsowski

Cost Centre/Text Box: testem

Company Dept Number: 97879

Dropdown: Value5

Dropdown / Free Text: List5

Dropdown List: List4

Test User Binding: Binding5

User Binding Test 2: Value4

Status: SENT TO CONSULTANT

Assigned to: Sabrina Vonsowski (Consultant)

Products:

---

History

Sent to consultant  
30 days ago - Mar 5, 2018

Hilton, NY, USA, from 19/03/2018 to 21/03/2018

Location: Hilton

Check-in: 19/03/2018

Check-out: 21/03/2018

Room type: Double

Boarding Basis Type: Bed & Breakfast

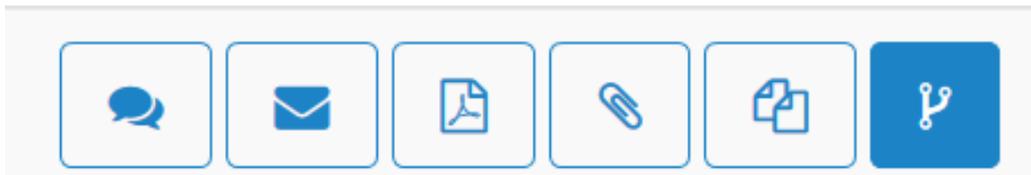
Rating: At most ★★

Comments:

Testing to amend ticketed request

Those are tools that you can act on the requests made.

## Actions



## Comments



Send comment
✕

Priority: Normal

Product: Dublin Airport, Dublin, Ireland, from 24/10/2017 to 26/10/2017

Comments: Any

✕ LGW to DUB from 24/10/2017 to 26/10/2017

✕ Dublin Airport, Dublin, Ireland, from 24/10/2017 to 26/10/2017

Notify users

  
Miss. Sabrina Vonsowski  
(Arranger)

  
Ms. Solange Vonsowski  
(Traveller)

  
Sabrina Vonsowski  
(Consultant)

Send comment

**Comments** - It allows the user to add comments that will be added and stored in the request.

Users have access to them by going to the request view screen checking the history.

The user can select: Priority (Normal or Urgent) & Product – so we know what product the comment relates to.

The user can select who will receive it by email: Arranger/Traveller/Consultant.

If the user doesn't select anyone, it will be sent to everybody by default. (except the person who wrote it)

## Send by email



✉ Send by Email
✕

**To**  ✕ Emails

**CC**

**BCC**

**Add request users**



Miss. Sabrina Vonsowski  
(Arranger)



Ms. Solange Vonsowski  
(Traveller)



Sabrina Vonsowski  
(Consultant)

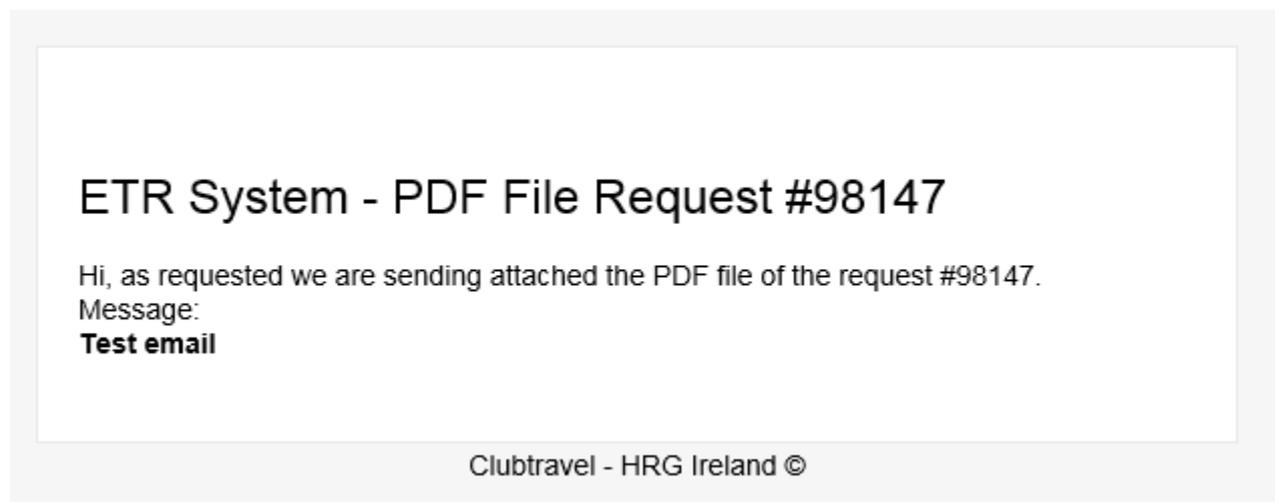
**Message**

**Send**

**Email** – It allows the user to send the request by email in PDF format with a message added on ETR system.

The user can select to whom they want to send it to: Arranger/Traveller/Consultant/or a different email address can be added manually.

NB\* Copy of Emails are not stored in history.



## PDF



**PDF** - It opens the request in a PDF format.

### Clone



**Clone** – It clones a previous request, creating a new request with same data on it.

### Amend



**Amend.** Available for all statuses but Rejected, Cancelled and Amended. It will create a new request and link it with the old one (old Request will have status as “Amended”)

### Choose

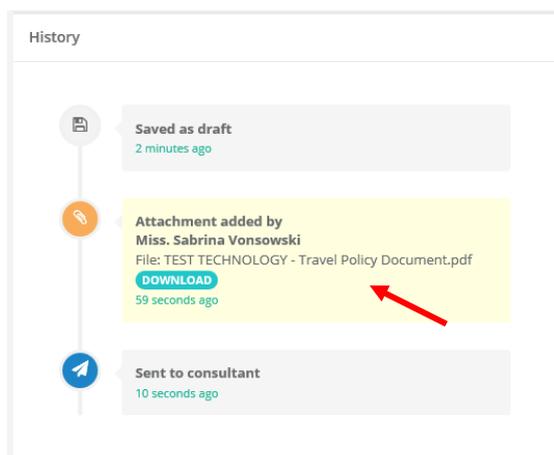


**Choose option.** Available for “Pending confirmation” status. It Opens the request to confirm or Reject.

### Attachments



**Attachments** - It allows the user to upload documents that will be stored on requests –for example PO forms.



All users can attach files to a request.

The attachments will be stored to be accessed on History at any time for all users.

## Request Overview

Basic Information of the request: Here the user can see basic details of the current request

**Basic Information**

**Number:** #101688

**Created in:** 27/02/2018

**Description:** Booking test for presentation

**Company:** TEST TECHNOLOGY

**Arranger:** Miss. Sabrina Vonsowski

**Traveller:** Ms. Solange Vonsowski

**Cost Centre/Text Box:** DBP5896

**Company Dept Number:** 46546

**Dropdown:** Value3

**Dropdown / Free Text:** List2

**Dropdown List:** List1

**Test User Binding:** Binding4

**User Binding Test 2:** Value3

**Status:** SENT TO CONSULTANT

**Assigned to:** Sabrina Vonsowski (Consultant)

**Products:**

If a request has been amended, on the Basic information you can see the Old/New Request number.

**Basic Information**

**Number:** #101684

**Amended from:** #98156

History: Shows all actions and comments of the request since it was created.

History

Comment: Here, it will show if there are comments added on the request

Products: Here it will show all the products in your request including comments regarding each product.

This request has 1 comment .

Products

✈️ DUB to London from 01/05/2018 to 02/05/2018

Travel type: Return  
 Class: Any  
 Check-in Baggage: 1  
 Comments:  
 🗨️ Special notes test 🗨️  
 From: DUB / Dublin International  
 To: London - United Kingdom (Any)  
 Departure date: 01/05/2018 Morning  
 Return date: 02/05/2018 Evening

🏠 📍 London, UK, from 01/05/2018 to 02/05/2018

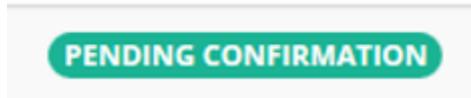
Location: London  
 Check-in: 01/05/2018  
 Check-out: 02/05/2018  
 Room type: Any  
 Boarding Basis Type: Room only  
 Rating: At least ★★ ★

Action Tools: Options for actions that user can take, at this stage.

## Pending Confirmation

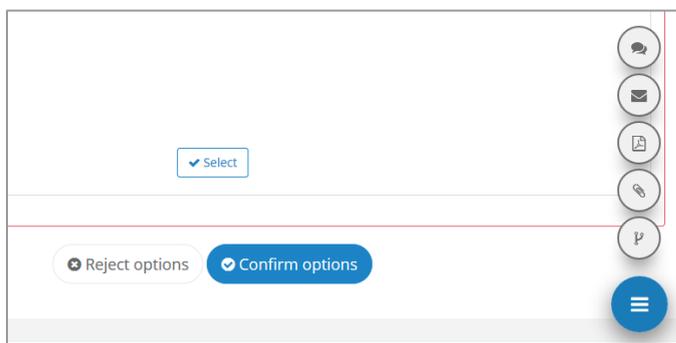
Once consultant sends you a quote, your status will be 'Pending confirmation'.

### Status



You will be given 2 or 3 options for each product according to your request where you can select Confirm or Reject Options.

After selecting the best options/preferred options, you can confirm your request. Consultant will receive this and make the booking.

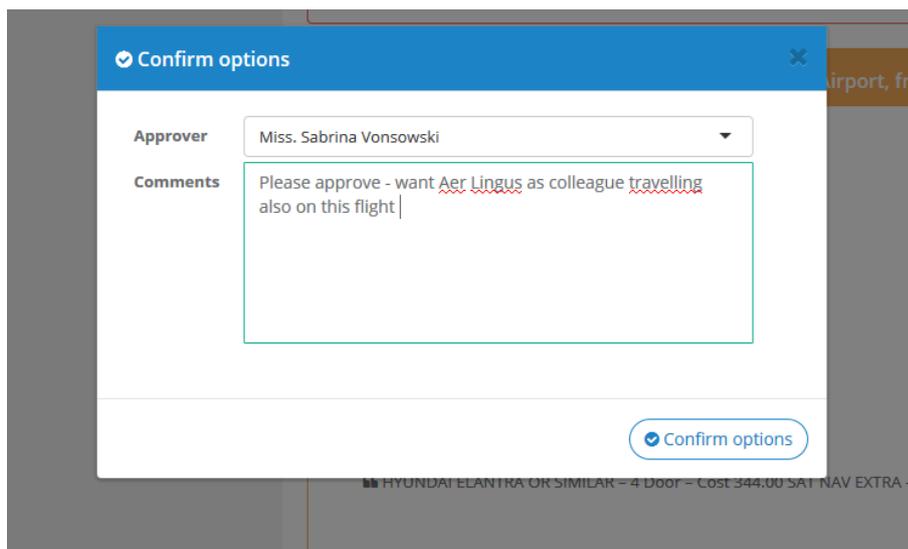


If there are any levels of approval, you need to select the Approver from the Approver List before it goes back to the consultant to be booked.

Approvers are listed to the Company.

Select Approver.

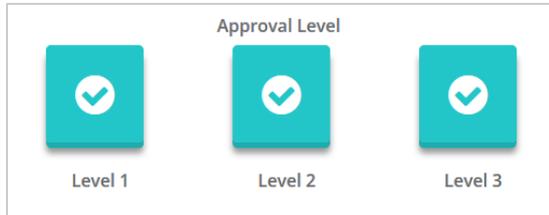
Comments can be sent to the approver.



## Approval System

Approval process is optional and there can be up to 3 levels of approval.

Approver can be granted authorisation to approve for one level or more.



Approver Role in ETR will have a list and shows in Traveller/Status and all the other details.

#	Created In	Traveller	Status	Assigned To	Products	Actions
101647	22/02/2018	Mrs. Donna Henry	APPROVED	Sabrina Vonsowski (Consultant)		
101462	30/11/2017	Mrs. Donna Henry	CANCELLED	-		
98192	10/10/2017	Ms. Solange Vonsowski	TICKETED	-		
98189	03/10/2017	Miss. Sabrina Vonsowski	APPROVED	Sabrina Vonsowski (Consultant)		

#	Created In	Traveller	Status	Assigned To	Products	Actions
98147	18/09/2017	Miss. Sabrina Vonsowski	PENDING 1ST APPROVAL	Miss. Sabrina Vonsowski (Approver)		

Approver will receive an email to advise there are requests to be approved like below:

**From:** Clubtravel Corporate [mailto:robot@clubtravel.ie]  
**Sent:** Monday 26 February 2018 14:50  
**To:** Sabrina Vonsowski <Sabrina@clubtravel.ie>  
**Cc:** Felipe Nipo Ferreira <felipe@clubtravel.ie>  
**Subject:** [ETR Quote confirmed - Pending 1st approval] Request number: 101674 - Traveller: Mrs. Donna Henry - Date of travel: 09/04/2018 - DUB to SFO from 09/04/2018 to 12/04/2018  
**Importance:** High

Hi, a quote has been confirmed by Mrs. Donna Henry. Open the request to check it and approve it.

**Comment:**  
 "Please approve - want Aer Lingus as colleague travelling also on this flight"

**Request Details**

**Number:** #101674  
**Description:** TEST REQUEST SAN FRAN  
**Date:** 26/02/2018  
**Arranger:** Mrs. Donna Henry  
**Traveler:** Mrs. Donna Henry  
**Approver:** Miss. Sabrina Vonsowski  
**Status:** Pending 1st approval  
**Assigned to:** Miss. Sabrina Vonsowski (Approver)

**Products**

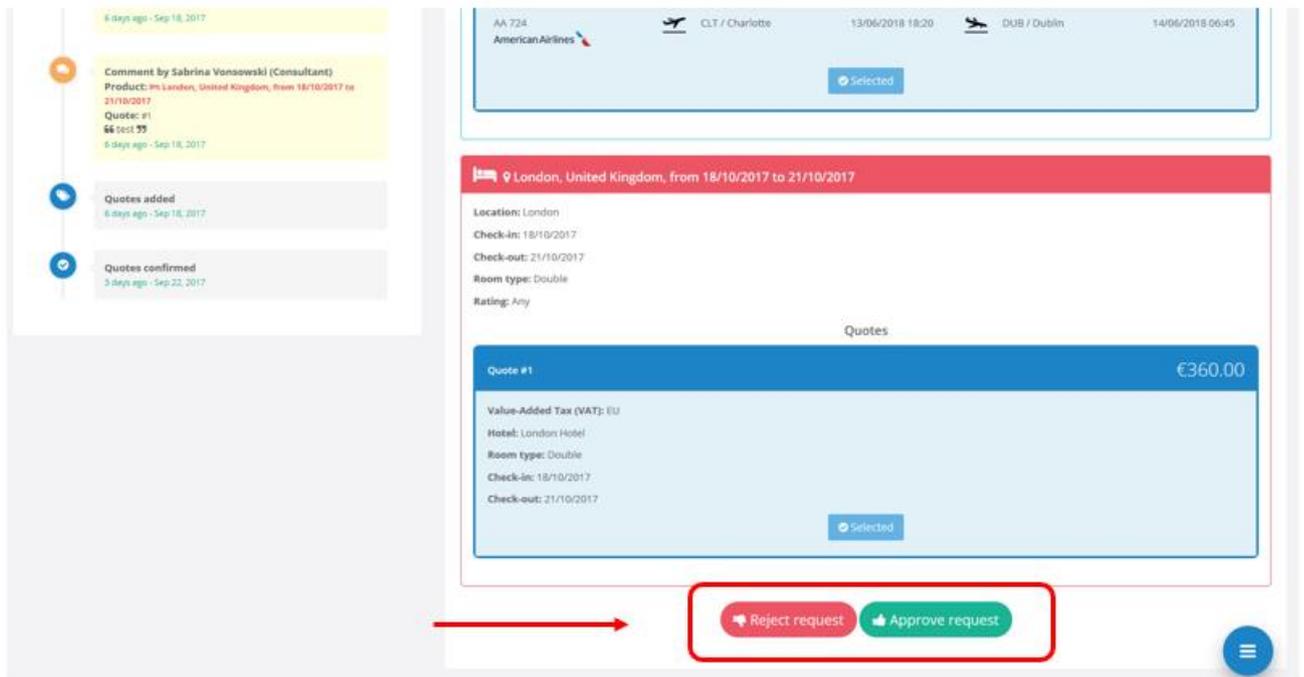
**Flight:** DUB to SFO from 09/04/2018 to 12/04/2018  
**Hotel:** Courtyard by Marriott San Jose Campbell, Creekside Way, Campbell, CA, USA from 09/04/2018 to 12/04/2018  
**Car:** Pick-up/drop-off at San Francisco International Airport, from 09/04/2018 to 12/04/2018

[View Request](#)

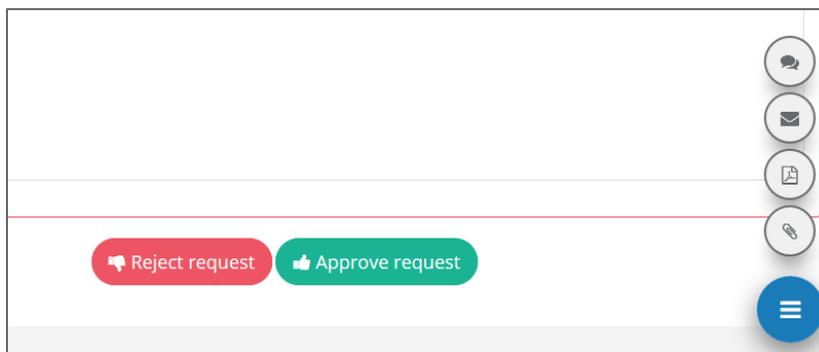
If the button does not work, copy and paste the address below into your browser:  
<https://secure-booking.ie/ETR/System/Request/RequestView?requestId=101674&t=3>

Approver will select to reject or approve request.

If approved, the process continues as normal to generate back to consultant and issue tickets.

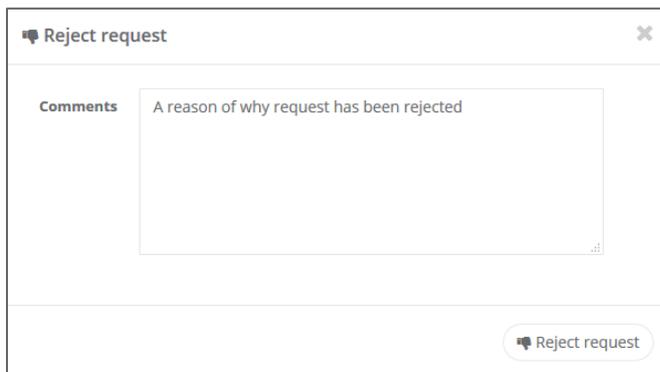


Approvers can Reject or Approve a request.

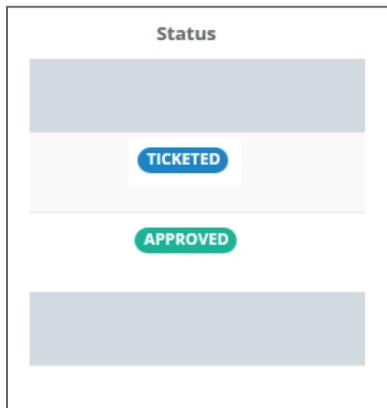


When rejecting a request, a comment field is mandatory to give a reason why it is being rejected.

Once rejected, requests go back to Traveller/Arranger with the status "Pending Confirmation" to be actioned (choose another quote or amend it)

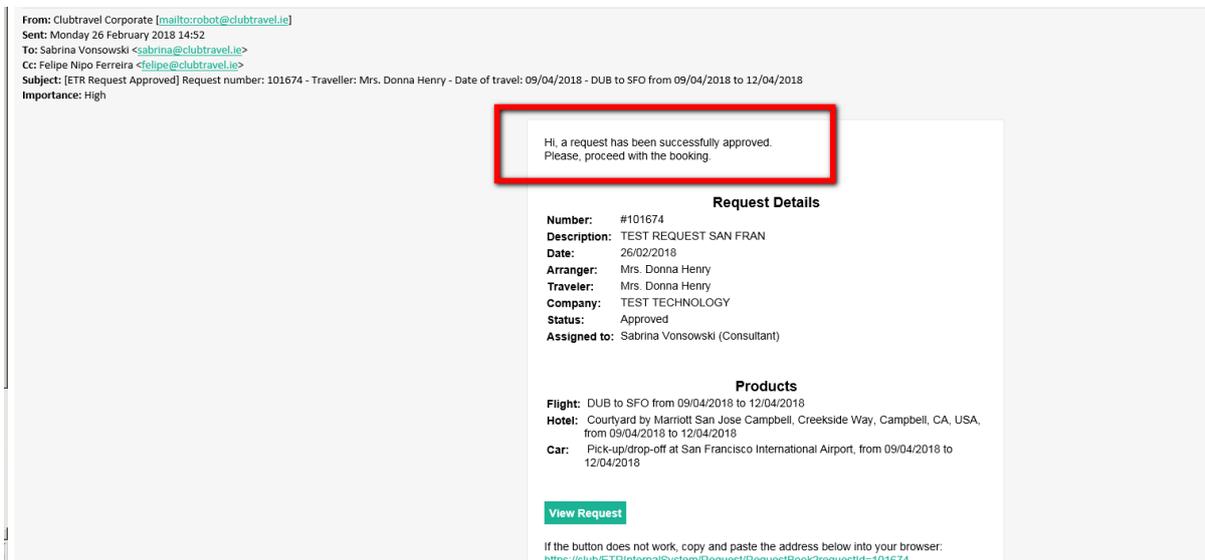


You can follow the status of your request from the Home Page to see if it has been approved / Rejected and/or Ticketed.



If approved goes to the consultant to be booked.

Consultant will receive an email advising that the request has been approved please book.

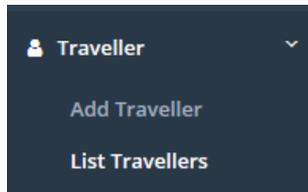


Consultant will confirm the details issue the tickets and send to the traveller by email.

## How to create a new user

The “Traveller” access is optional and can be granted for any user.

This option allows the user to add a new Traveller profile, see a list of all travellers in the company (Full name and email address), Edit or Delete travellers.



Create Traveller

Basic Information

Title	<input type="text" value="Title..."/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>

Once you enter the details and click on Save an email will be sent to the user with his details to login.

Travellers

Search:

Traveller	Email	
Mrs. Donna Henry	Donna@clubtravel.ie	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Mr. John Smith	solange@budgettravel.ie	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Miss. Sabrina Vonsowski	sabrina@budgettravel.ie	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Ms. Solange Vonsowski	solange@ie.hrgworldwide.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Showing 1 to 4 of 4 entries