

User Guide – Atlas Travel Services & Club Travel.

2024

TripAlytics & Accounts Online

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Introduction

Welcome to TripAlytics, your travel data portal system supported by Atlas Travel Services.

TripAlytics is an Online travel portal that gives you direct access 24/7 to all your company bookings made by Atlas Travel Services. Itinerary based traveller tracking, interactive mapping and reporting tool allows you to meet your duty of care obligations.

Please note that the system is permissions based and ‘nominated’ users will have access to view all travel data of your Company.

- **Travel Watch**
- **Traveller Tracking**
- **Upcoming Travel**
- **Live Travel Reports**
- **Invoices via Accounts Online**
- **Company Travel Policy**

TripAlytics portal must be access via URL available on any device.

Over the next few pages, we will outline the system basics where you can find useful hints with a few clicks.

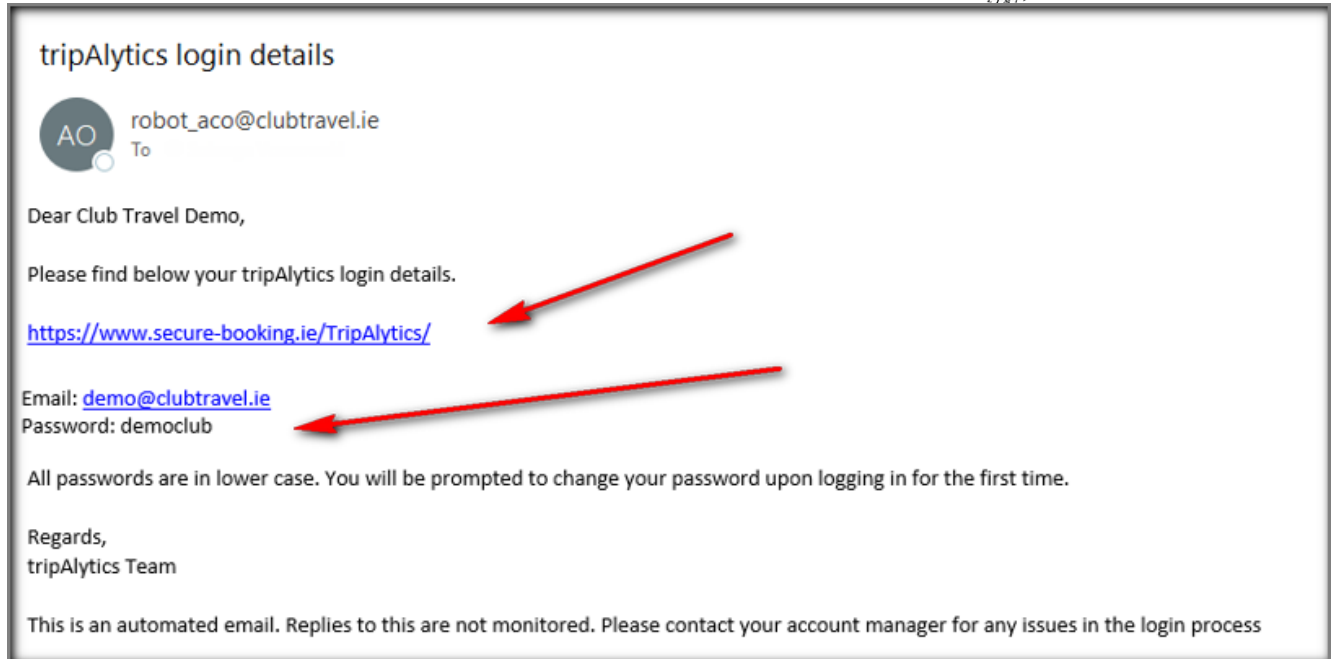
System URL

Here is the link to TripAlytics:

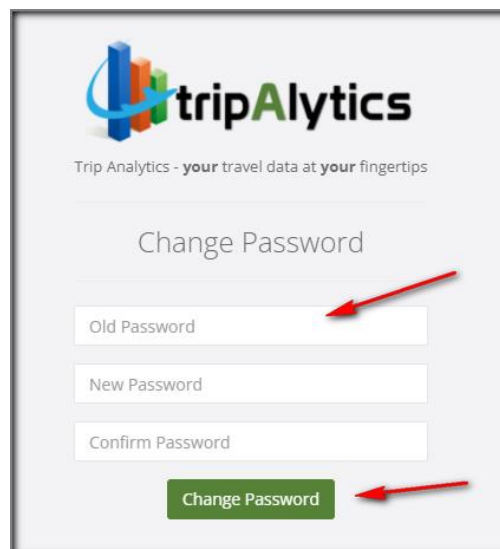
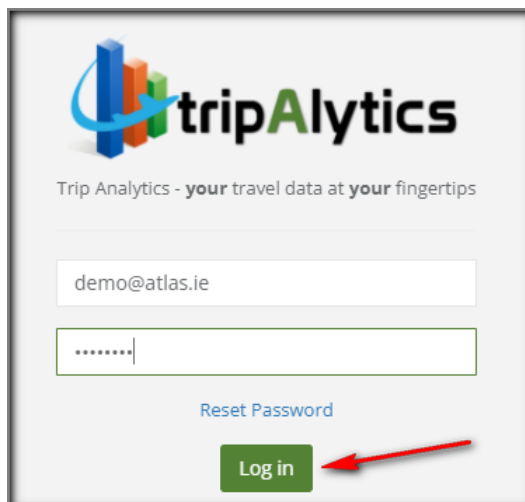
URL: <https://www.secure-booking.ie/TripAlytics>

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 with a temporary password, the email sender robot_aco@clubtravel.ie, as per example below:

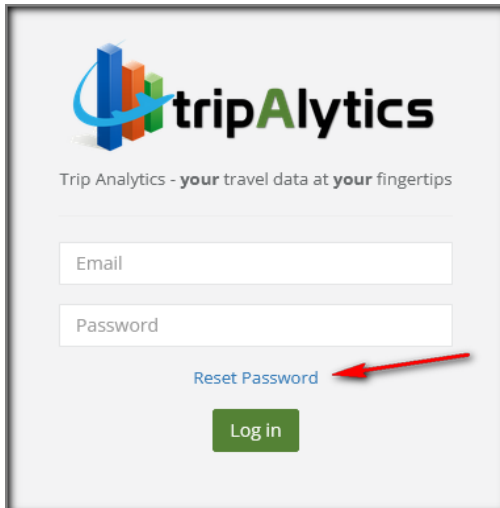
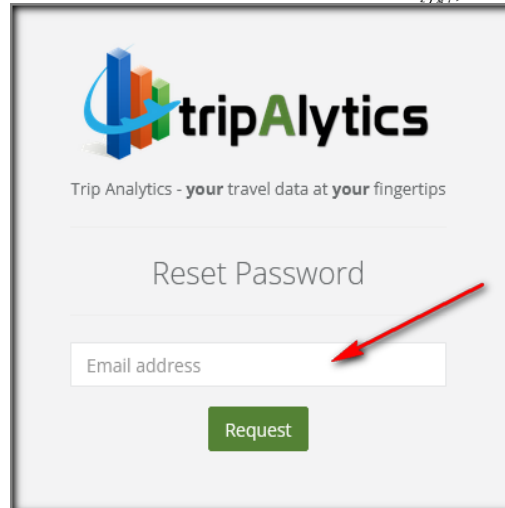
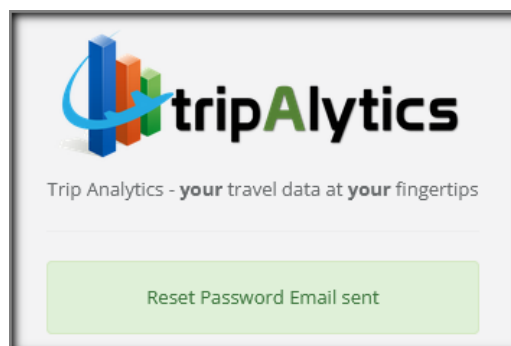


The first-time you log in the system, please enter details provided on the email and click login, the system will then prompt you to change the password.



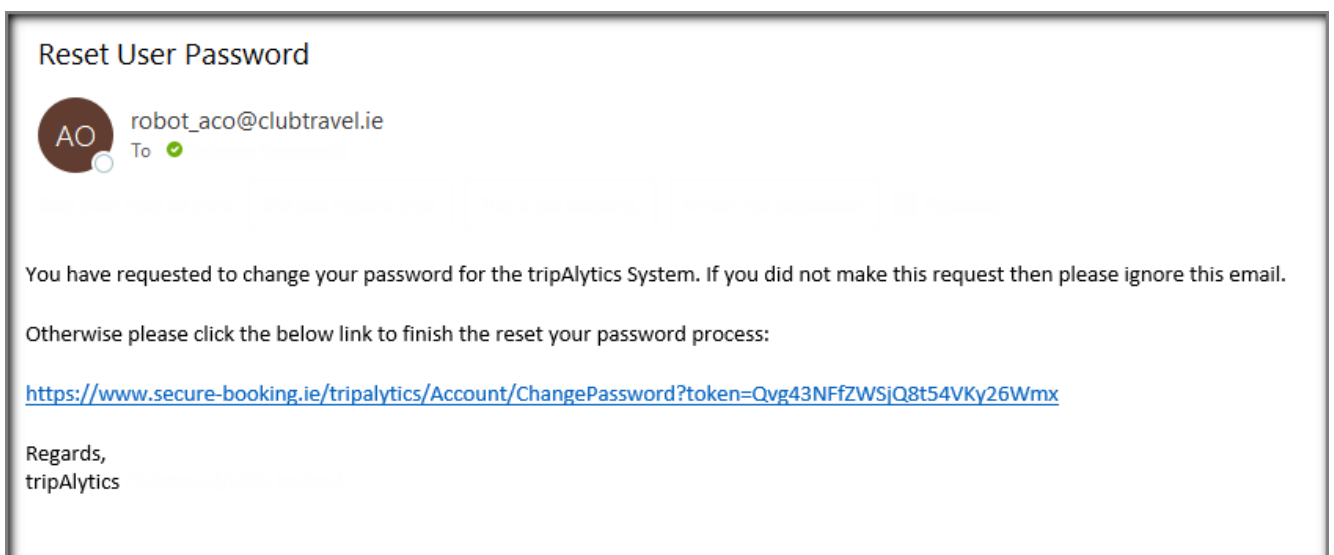
Reset Password

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.

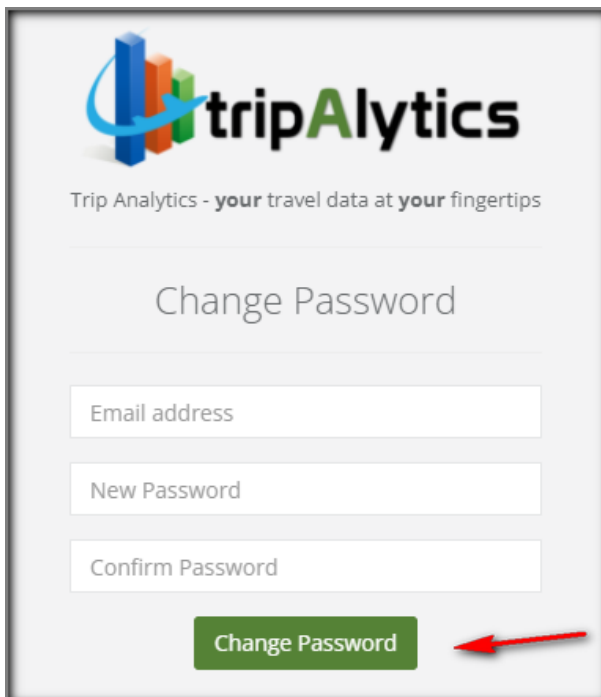
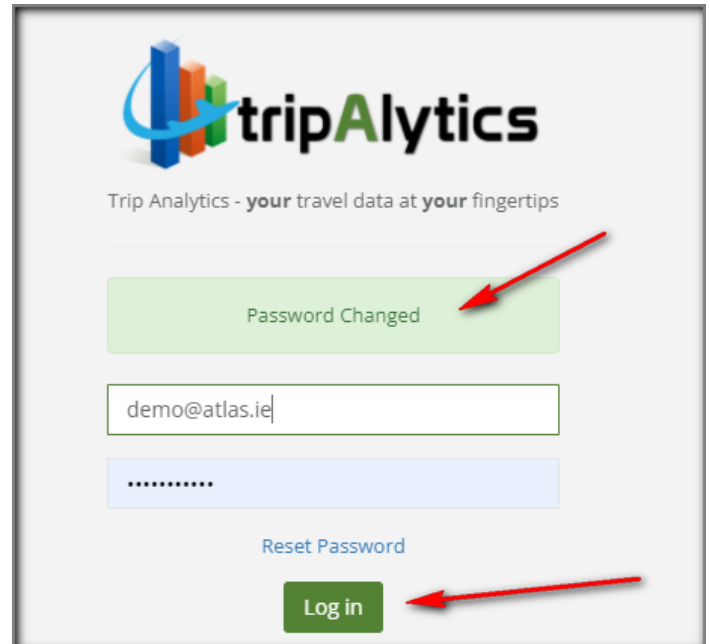
In this email, there will be a link where you can set your password for logging into the system.



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.

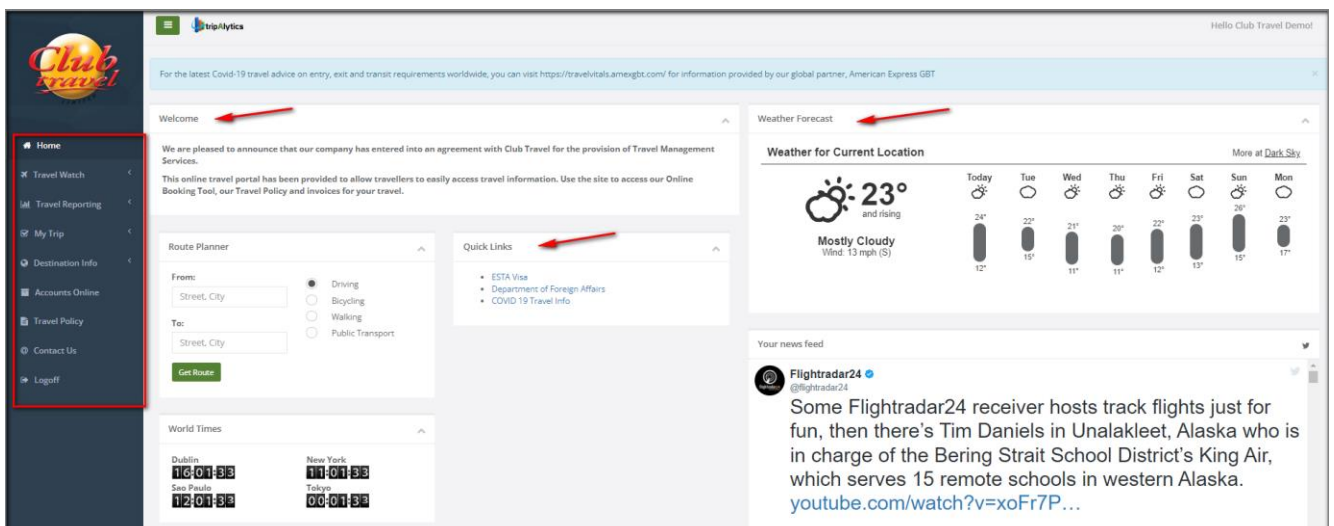
As a security measure, passwords for the system must contain at least 2 letters, 1 Capitalized letter, 2 numbers, 1 Special character (e.g.:!?.>) and be at least 8 characters long in total.

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

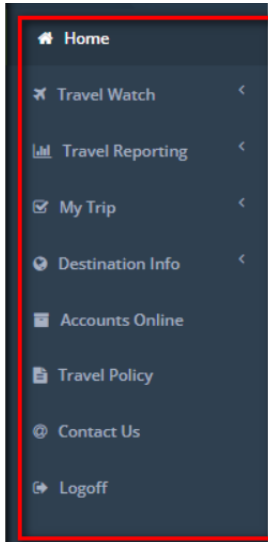



Welcome to TripAlytics

Once you login you will be taken to the home page where you will see, Welcome message, Weather forecast, News Feed, Quick Links.



The menu on the left is used to navigate the site. We can set permissions per user i.e.; certain users can only access certain functions.

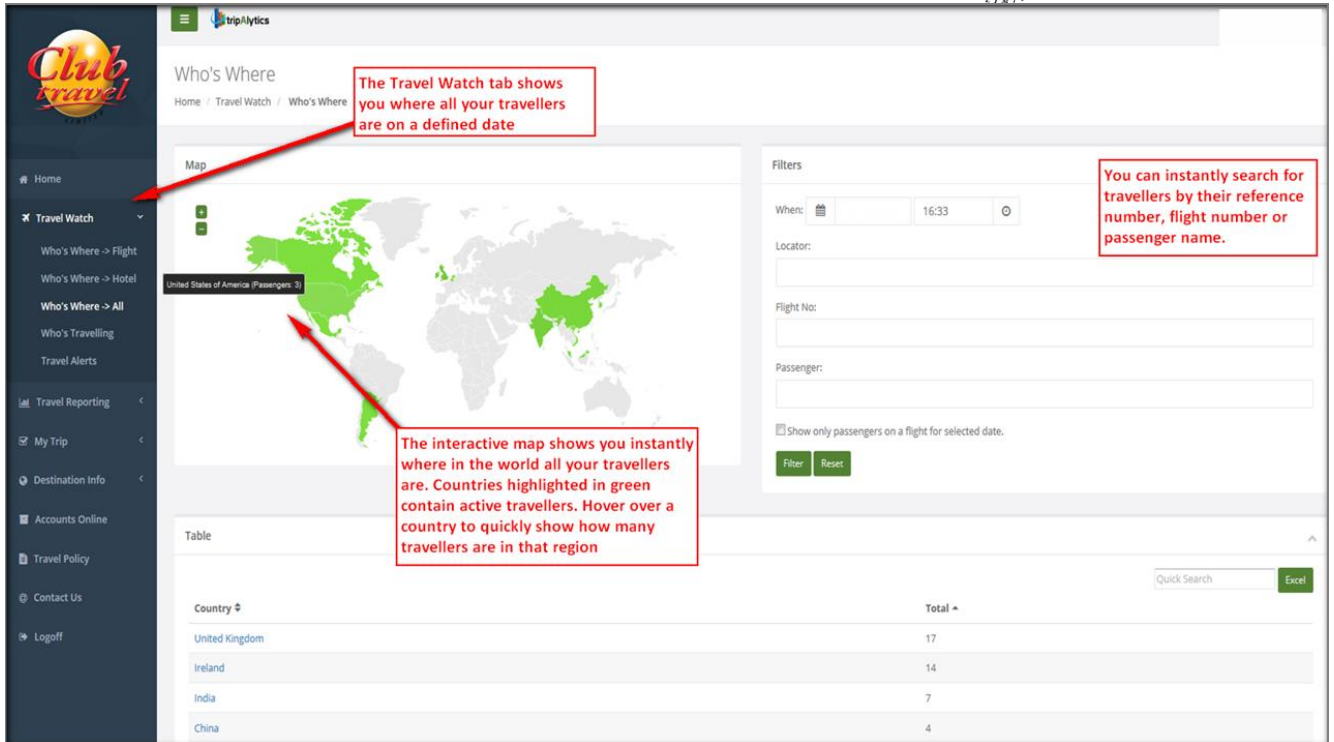


- **Travel Watch** – See in real time who is travelling and where they are.
- **Travel Reporting** – Live up to the minute dashboards on all your company travel spend.
- **My Trip** – Use for online check in or to view any upcoming itineraries.
- **Destination Info** – Access ancillary information such as weather, travel guides, CO2 calculator or airport guides.
- **Accounts Online** – Access invoices, statements, refunds, or queries.
- **Travel Policy** – Your company travel policy can be loaded here for all travellers to access.
- **Online Booking Tool** – A link to your OBT if you have one.

Travel Watch

Allows you to see who is where and when via interactive map.

Use the filters option for specific searches.



The Travel Watch tab shows you where all your travellers are on a defined date

You can instantly search for travellers by their reference number, flight number or passenger name.

The interactive map shows you instantly where in the world all your travellers are. Countries highlighted in green contain active travellers. Hover over a country to quickly show how many travellers are in that region

Country	Total
United Kingdom	17
Ireland	14
India	7
China	4

- Hover over countries on the map to see how many travellers are in each region.
- Click a region to get a full list of all travellers currently in that area.



Click a country on the interactive map

- A list of all travellers and their itinerary appears below the map.
- Click on the passenger's name or locator to see more information about the traveller's itinerary.

Map

Filters

When:

Locator:

Flight No:

Passenger:

Show only passengers on a flight for selected date.

Table

Quick Search

Invoice	Passenger	From	To	Origin	Destination	Supplier	Locator	Current	Details
1136008				Dubai	Beijing	Emirates EK 0308	ZGB594	Beijing	
1124395				Dubai	Beijing	Emirates EK 0308	YAY6XP	Beijing	
1123331				Dubai	Beijing	Emirates EK 0308	X59UCQ	Beijing	
1188293				Dusseldorf	Beijing	Air China CA 0964	3XEAPP	Beijing	

All travellers in that region on your selected date will appear in the table below along with their flight information. You can click on a passenger name or on their locator to see a passenger's full itinerary.

Click on **Locator** to display passenger full itinerary for their current trip including past and upcoming flight.

Lufthansa

LH 0983

From DUB
29/06/2022 05:55

To FRA
29/06/2022 08:50

Lufthansa

LH 0760

From FRA
29/06/2022 13:40

To DEL
30/06/2022 00:55

Lufthansa

LH 0761

From DEL
21/07/2022 02:50

To FRA
21/07/2022 07:40

Lufthansa

LH 0978

From FRA
21/07/2022 10:20

To DUB
21/07/2022 11:20

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Click on **Passenger** name to see their next upcoming flight.

tripAlytics Hello Club Travel Demo!

Who's Where Flight

Home / Travel Watch / Who's Where Flight / India / Travellers Name

Travellers Name

Phone: 080-0000000
 Mobile: 080-0000000
 Email: demo@clubtravel.ie

Upcoming Trips | Last Trips

Quick Search Excel

Invoice	Locator	Airline	Flight	Departure	Arrival	Origin	Destination
2613875	KNGDHI	Lufthansa	LH 0761	21/07/2022 02:50	21/07/2022 07:40	Delhi	Frankfurt
2613875	KNGDHI	Lufthansa	LH 0978	21/07/2022 10:20	21/07/2022 11:20	Frankfurt	Dublin

« < 1 > »

Use the filters to see a range of data.

tripAlytics Hello Club Travel Demo!

Who's Travelling

Home / Travel Watch / Who's Travelling

Filters

and

Filter

Who's Travelling allows you to search for all travellers between two pre-defined dates.

Again you can click on passenger name or locator to view more traveller and itinerary information.

use the quick Search box to filter by passenger name, flight number, airline, origin or destination

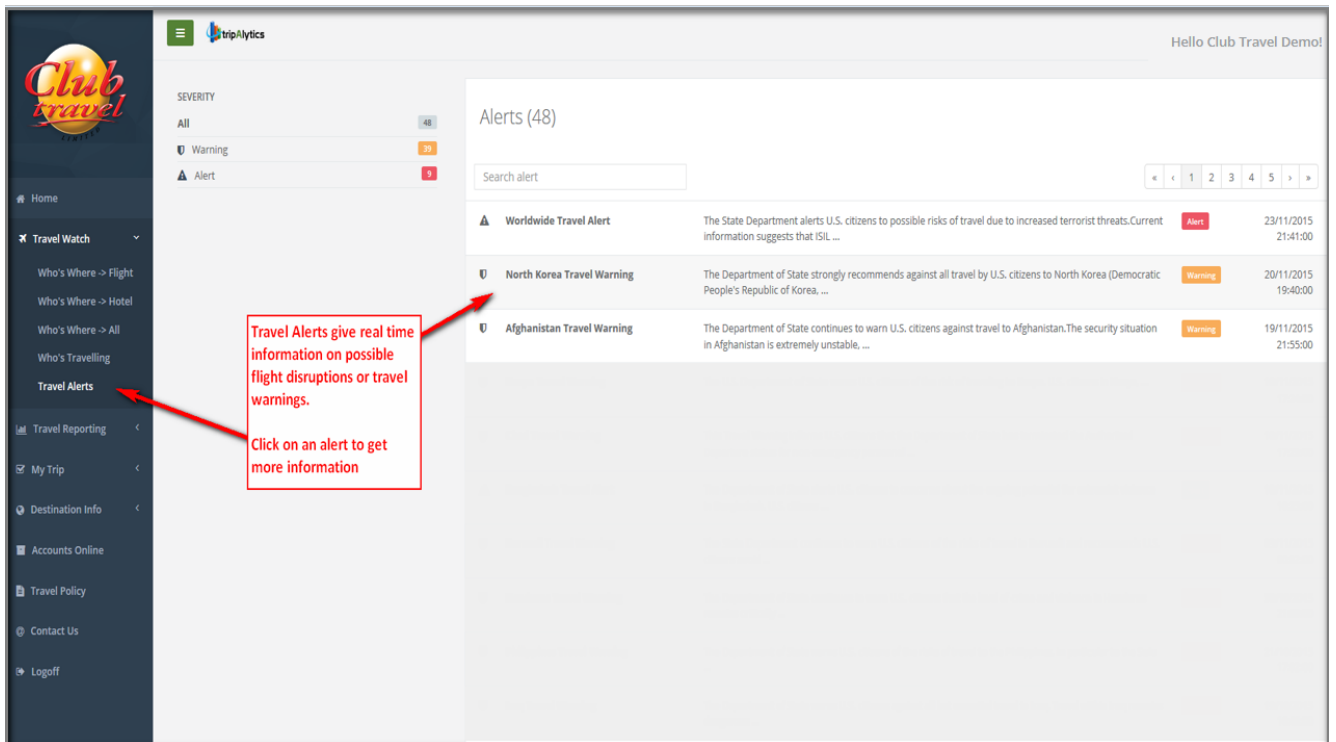
Click Excel to export results to a microsoft excel sheet

Quick Search Excel

Invoice	Passenger	Locator	Airline	Flight	Departure	Arrival	Origin	Destination
1198348		4NRYRW	Aer Lingus	EI 0122			Chicago	Dublin
1152773		2G9Y3D	Ethad Airways	EY 0045			ABU DHABI	Dublin
1196179		28QVGN	Aer Lingus	EI 0630			Dublin	Brussels
1220414		4TQNAL	British Airways	BA 0831			Dublin	London
1206379		4KUK4J	British Airways	BA 5954			Dublin	London
1221211		CH1EML	Ryanair	FR 0206			Dublin	London
1221225		CTB1GR	Ryanair	FR 0206			Dublin	London
1194495		4BMYX3	Kim Royal Dutch Airlines	KL 4075			HO CHI MINH CITY	Bangkok
1206379		4KUK4J	British Airways	BA 0143			London	Delhi
1220414		4TQNAL	British Airways	BA 0143			London	Delhi

« < 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 > »

Travel Alerts



SEVERITY

All 48

Warning 39

Alert 9

Alerts (48)

Search alert

Worldwide Travel Alert

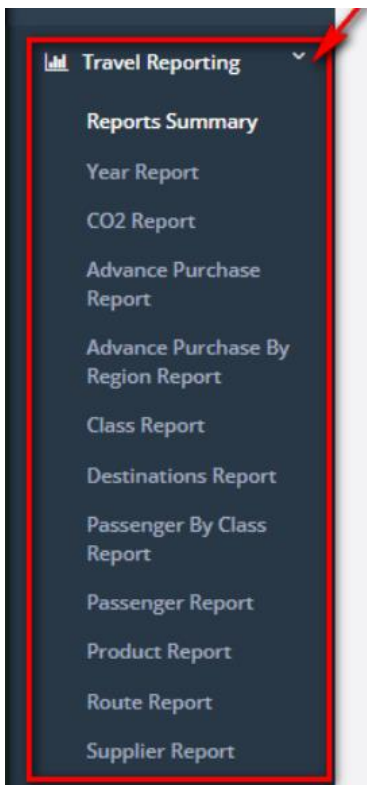
North Korea Travel Warning

Afghanistan Travel Warning

Travel Alerts give real time information on possible flight disruptions or travel warnings. Click on an alert to get more information

Travel Reporting

- Travel Reporting gives you interactive dashboards to analyse and manipulate real time data.
- Click each of the sub menus to drill down into the data.
- All data can be exported to Excel or PDF



Travel Reporting

Reports Summary

Year Report

CO2 Report

Advance Purchase Report

Advance Purchase By Region Report

Class Report

Destinations Report

Passenger By Class Report

Passenger Report

Product Report

Route Report

Supplier Report

Reports Summary:

See on screen full report summary of the year, navigate between years at the top and click to export to excel or pdf.

Top Travellers - Jan/2023-Dec/2023

Traveller	Total	Transactions
	€6,850.14	1
	€6,526.66	4
	€6,209.28	1
	€3,800.00	1
	€3,500.00	2
	€3,500.00	2
	€3,171.66	3
	€3,000.00	1
	€2,887.00	6
	€2,815.00	1
Total	€42,259.74	

Advance Purchases - Jan/2023-Dec/2023

21+ Days
86% of Transactions

Top Airlines - Jan/2023-Dec/2023

Airline	Total	Transactions
Aer Lingus	€19,046.30	14
Emirates	€5,373.76	2
Ryanair	€3,640.21	9
West Jet	€1,050.40	1
Qatar	€1,010.29	1
Kim Royal Dutch Airlines	€837.14	1
British Airways	€765.62	1
Ba Gds Charge	€65.00	1
Airport Parking	€0.00	1
Total	€31,729.72	

Top Routes - Jan/2023-Dec/2023

Route	Total	Transactions
DUB-JFK-MIA-JFK-DUB	€8,397.02	2
DUB-DXB-PER-DXB-DUB	€3,800.00	1
DUB-JFK-DUB	€3,000.00	1
DUB-AGP-DUB	€2,482.21	3
ORK-AGP	€2,000.00	1
DUB-DXB-DUR-DXB-DUB	€1,573.76	1
DUB-FAO	€1,092.35	1
DUB-YXC-YXE-YXC-DUB	€1,050.40	1

Top Regions - Jan/2023-Dec/2023

Region	Total	Transactions
Europe	€46,863.25	38
North America	€15,844.87	9
Australasia	€3,800.00	1
Ireland & UK	€2,669.98	13
Africa	€1,573.76	1
Asia	€1,010.29	1
Latin America	€837.14	1
Middle East	€809.40	2

Top Hotels - Jan/2023-Dec/2023

Hotel	Total	Transactions
Hotel Cordial Mogan Playa	€2,815.00	1
Marina Turquesa	€1,687.70	1
Cordial Mogan Playa	€1,368.00	1
Don Carlos Leisure Resort & Spa	€887.20	1
Hilton Dubai The Walk	€809.40	1
Alfagar Apartments	€709.34	1
Inntel Hotels Amsterdam Centre	€697.00	1
Hugo's Boutique Hotel	€662.50	1

Year Report:

Search for year report for full details, select the year from the drop-down, click filter and then export to excel. From the screen you can click on the month to see details on the screen as well.

Year Report

Home / Travel Reporting / Year Report

Chart

January Spend: €73,408.69

Filters

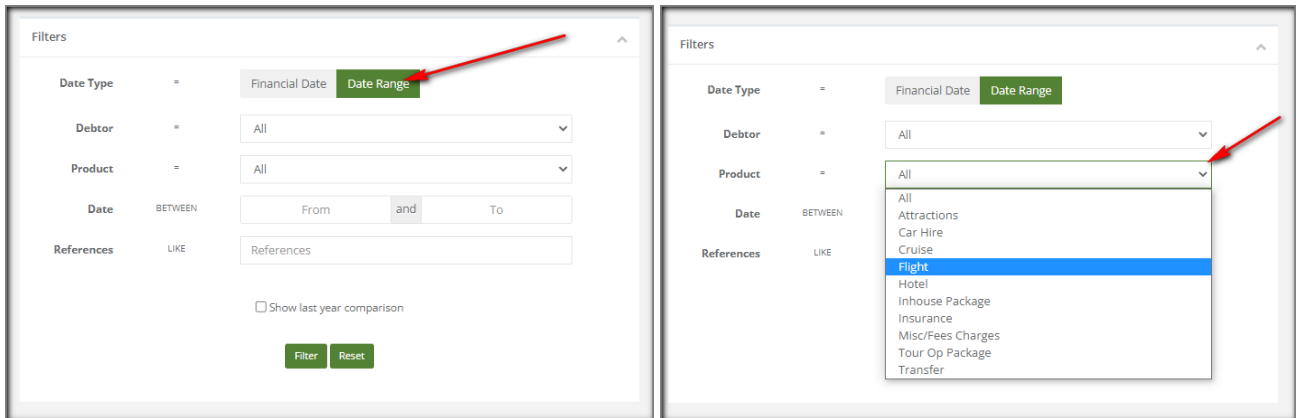
- Date Type: Financial Date
- Date Range: []
- Debit: All
- Product: All
- Financial Year: Jan/2023-Dec/2023
- References: LIKE

Data

25 records per page

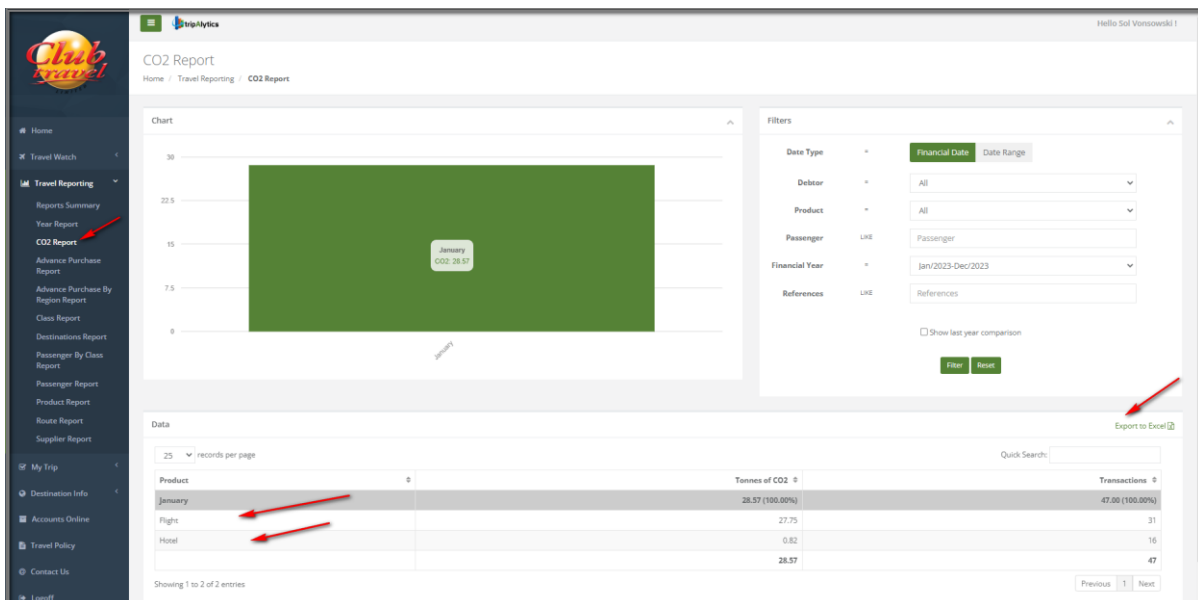
Product	Spend	Transactions
January	€73,408.69 (100.00%)	66.00 (100.00%)
Flight	€ 31,729.72	31
Hotel	€ 10,568.14	16
Inhouse Package	€ 16,301.00	6
Transfer	€ 207.54	5
Tour Op Package	€ 7,864.28	4
Insurance	€ 123.41	2

Click on Date Range to search for specific dates and apply filters if necessary.

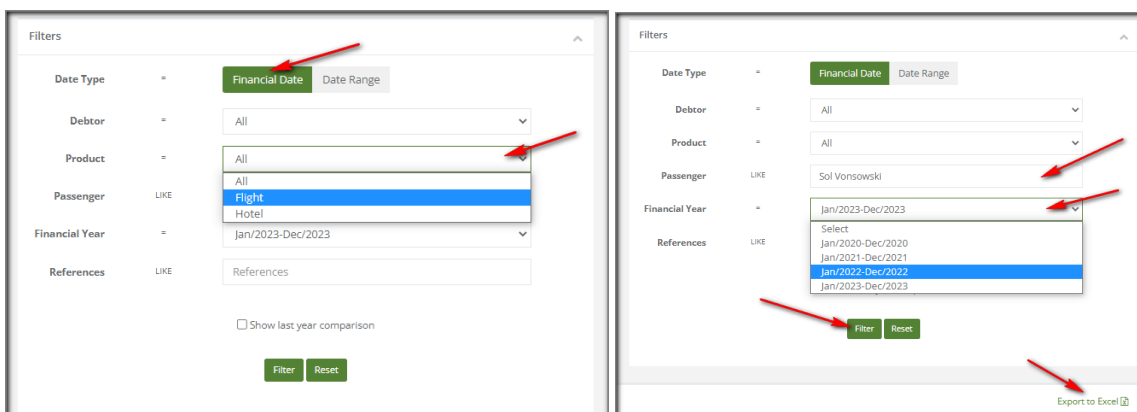


CO2 Report:

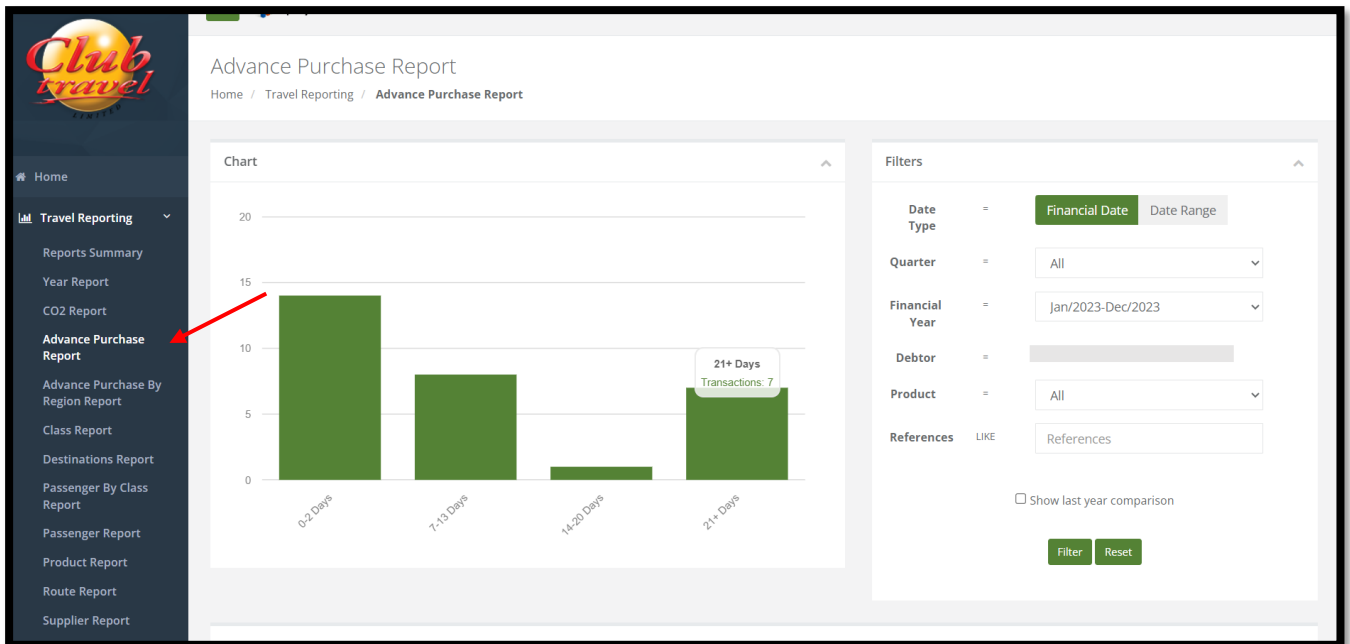
CO2 reports is now available for Flights and Hotels. You can now run CO2 reports from TripAlytics, for Flights and Hotels, once you click CO2 Report, you will see on the screen a summary of the current year, and details below for flights and hotels. Export to excel for full details report.



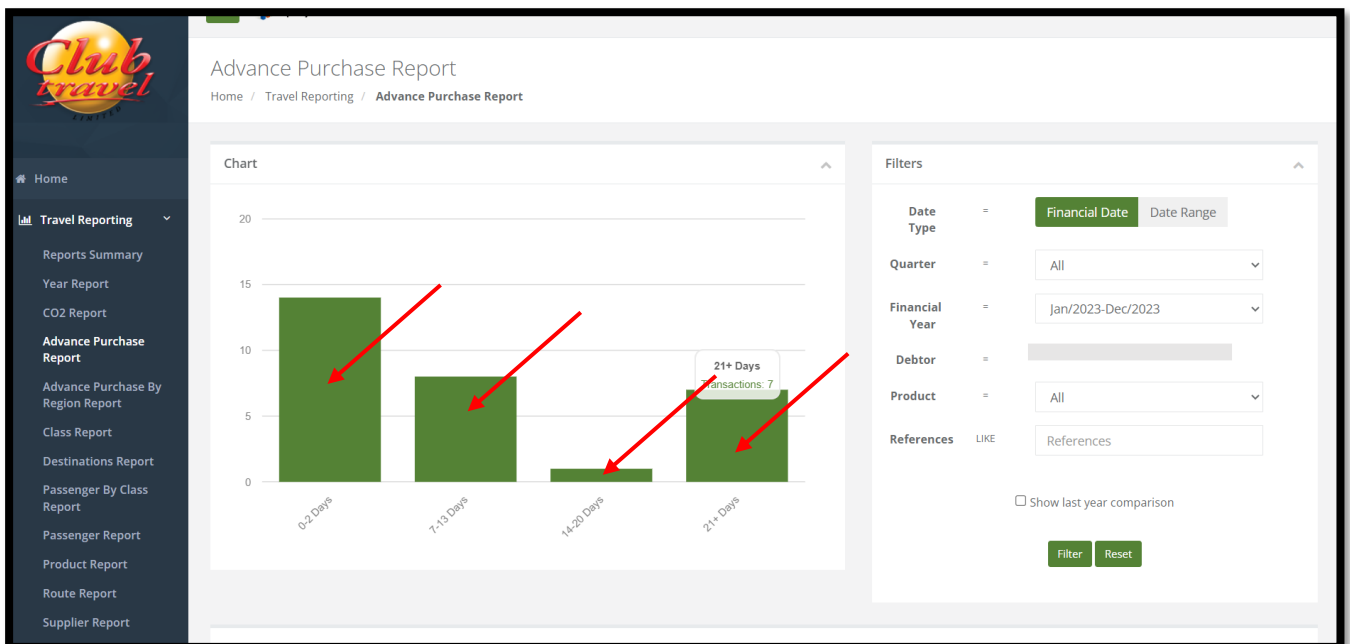
You can use the filters to run specific reports based on your search criteria, click filter and export to excel for full details. " On the exported data - the co2 amounts per trip will appear in the Tonnes of Co2 column"



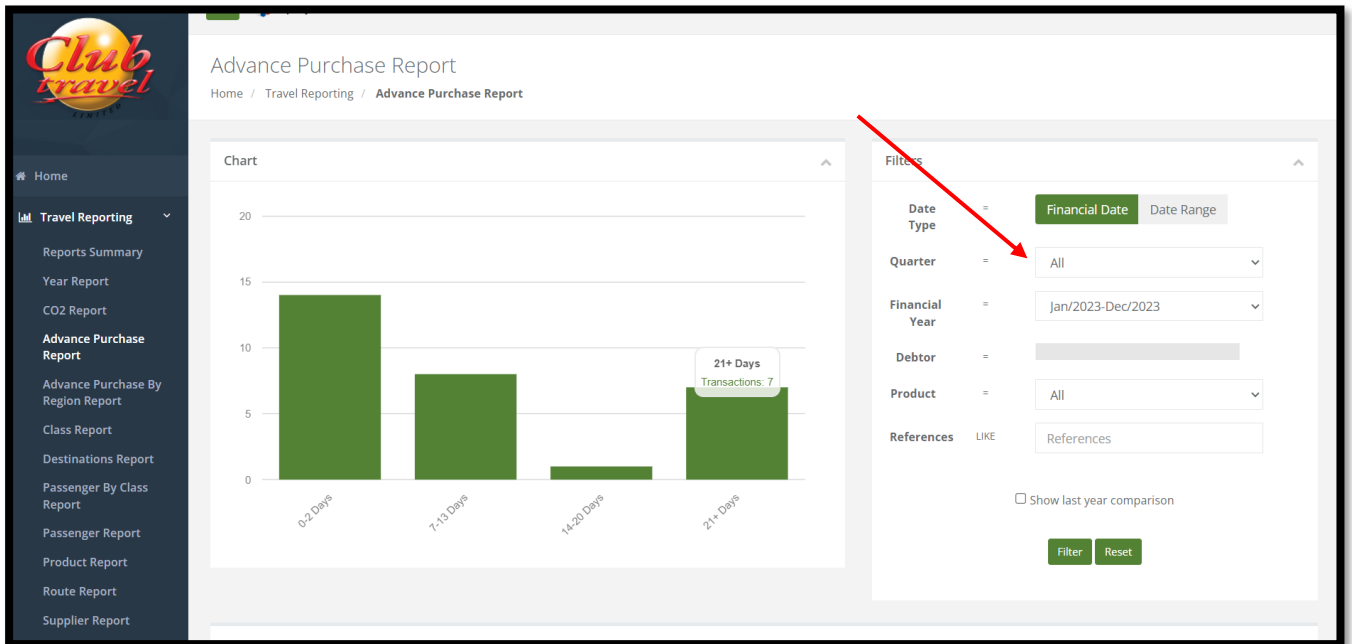
Advanced Purchase Report



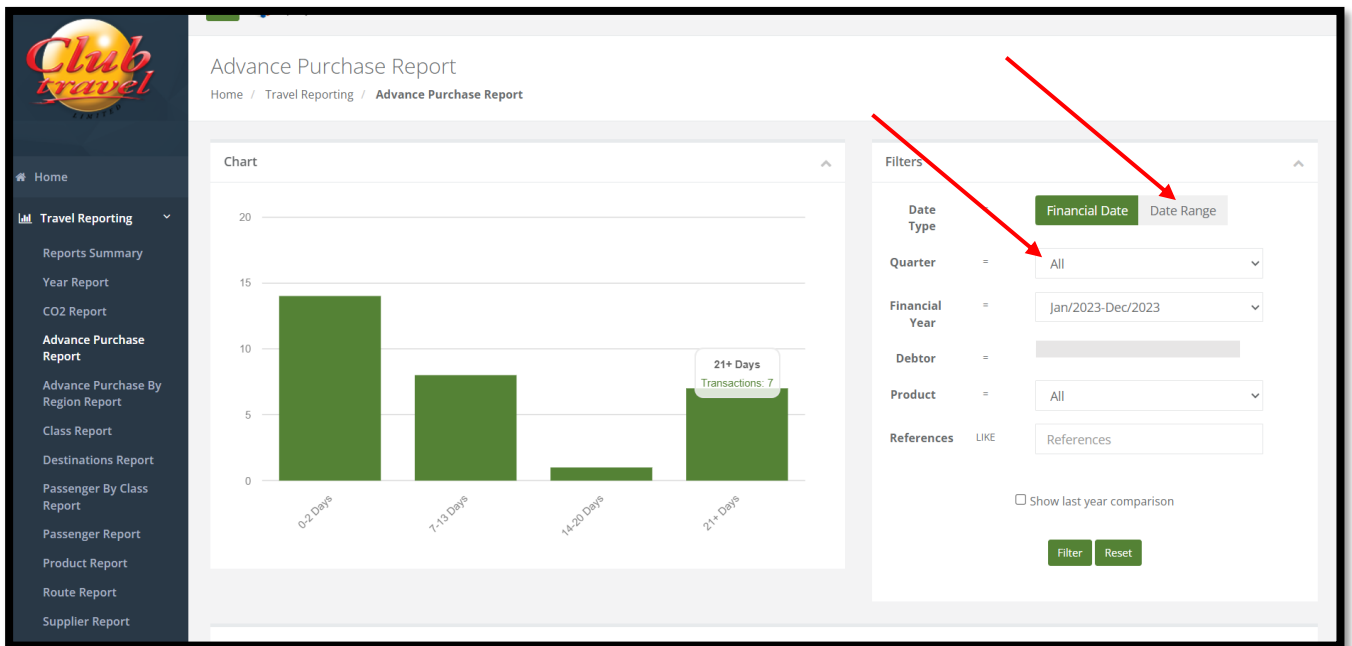
You can click onto “Advanced Purchase Report” and see when a more in-dept view of how far from travel a booking has been made.



It will show 0-2 days, 7-13 days, 14-20 days, and 21+ days.



You can choose which Quarter you would like to see this information from.



You can choose if you want a specific “Quarter” or a specific “Date Range.”

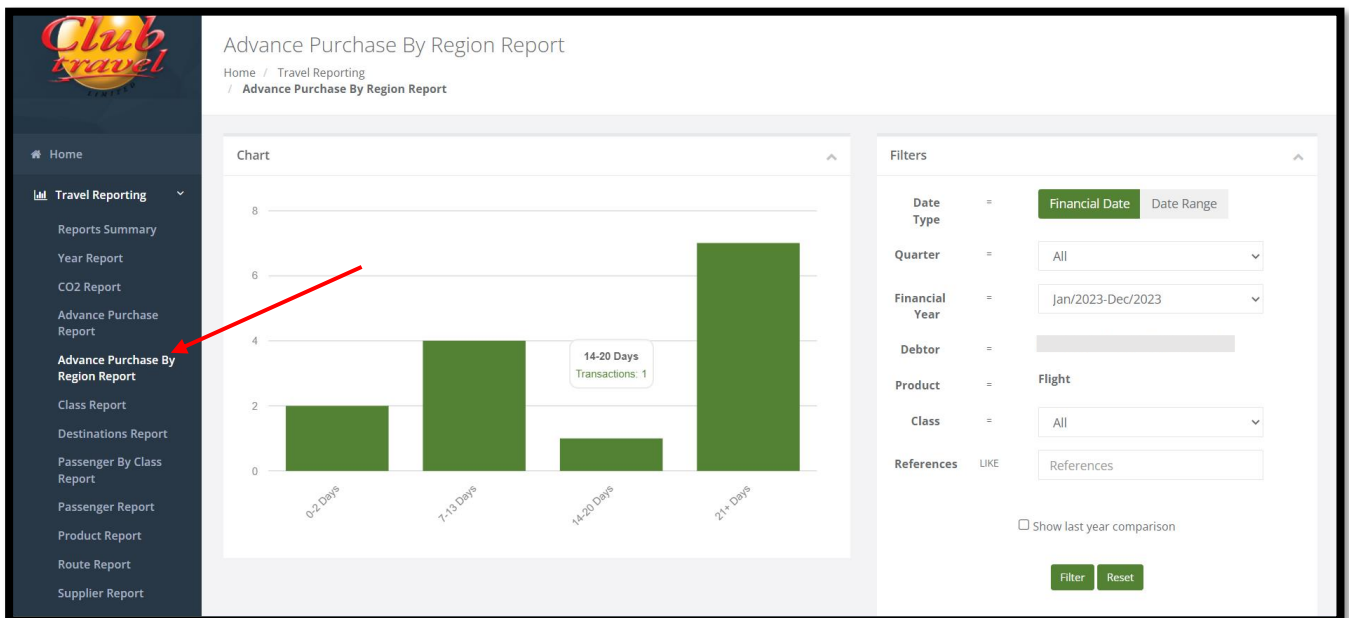
Days	Spend	Transactions	Avg Fare
0-2 Days	€200.72 (7.40%)	14.00 (46.67%)	€50.00 (3.27%)
1	€ 100.72	12	€ 0.00
0	€ 100.00	2	€ 50.00
7-13 Days	€986.19 (36.34%)	8.00 (26.67%)	€554.31 (36.30%)
13	€ 389.29	6	€ 47.33
7	€ 388.98	1	€ 388.98
12	€ 207.92	1	€ 118.00
14-20 Days	€274.52 (10.12%)	1.00 (3.33%)	€231.64 (15.17%)
16	€ 274.52	1	€ 231.64
21+ Days	€1,252.41 (46.15%)	7.00 (23.33%)	€690.90 (45.25%)
121	€ 539.85	2	€ 165.00
36	€ 329.85	1	€ 273.00
42	€ 92.77	1	€ 42.00
44	€ 111.45	1	€ 94.00
61	€ 83.98	1	€ 62.00
63	€ 94.51	1	€ 54.90
	2,713.84	30	1,526.85

Showing 1 to 12 of 12 entries

Here you can see under each heading, how many days before travel was the booking made.

Down the bottom you can see how much was spent overall.

Advance Purchase Report by Region



This is like the “Advanced Purchase Report;” however, this is based on regions the purchases have been made for.

Data Export to Excel

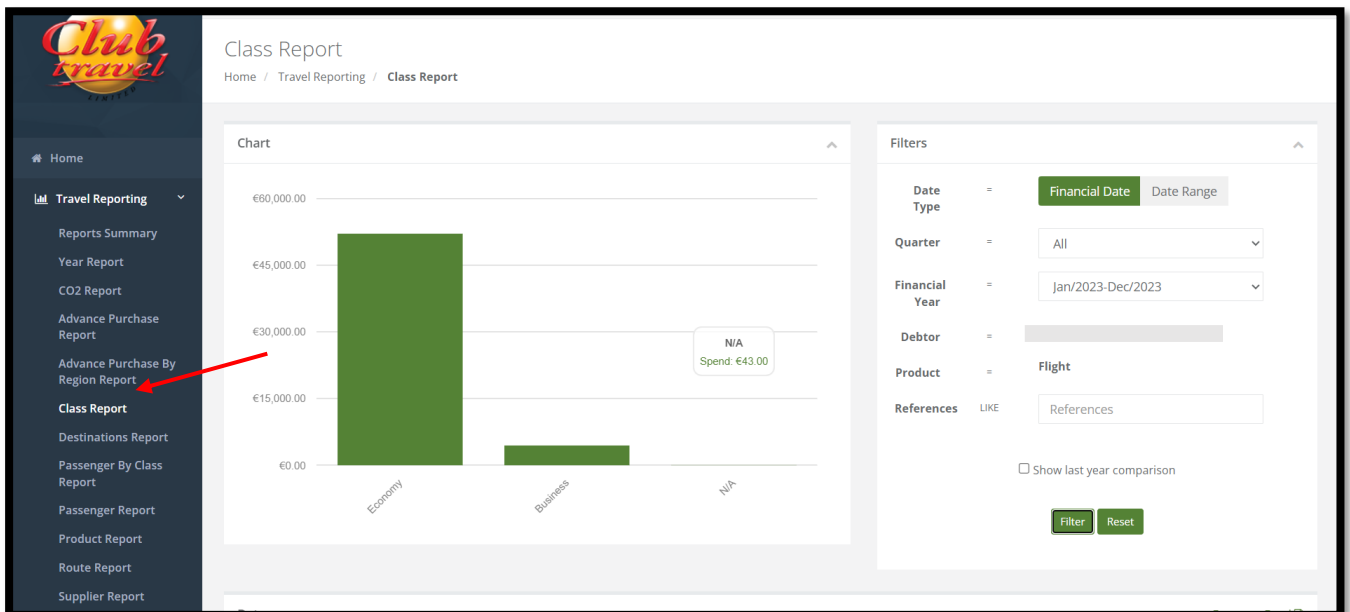
25 records per page Quick Search:

Region	Spend	Transactions	Avg Fare
0-2 Days	€100.00 (3.91%)	2.00 (14.29%)	€100.00 (11.15%)
Europe	€ 17.00	1	€ 17.00
Ireland & UK	€ 83.00	1	€ 83.00
7-13 Days	€933.19 (36.45%)	4.00 (28.57%)	€324.66 (36.20%)
Europe	€ 725.27	3	€ 206.66
Ireland & UK	€ 207.92	1	€ 118.00
14-20 Days	€274.52 (10.72%)	1.00 (7.14%)	€231.64 (25.83%)
Ireland & UK	€ 274.52	1	€ 231.64
21+ Days	€1,252.41 (48.92%)	7.00 (50.00%)	€240.55 (26.82%)
Europe	€ 772.62	4	€ 134.25
Ireland & UK	€ 479.79	3	€ 106.30
	2,560.12	14	896.85

Showing 1 to 7 of 7 entries Previous 1 Next

It can be seen here how many days in advance the booking was made and for the region for which it was made.

Class Report



The “Class Report” shows which class the traveller was booked on to, whether it was Economy, Business, etc.

Data Export to Excel

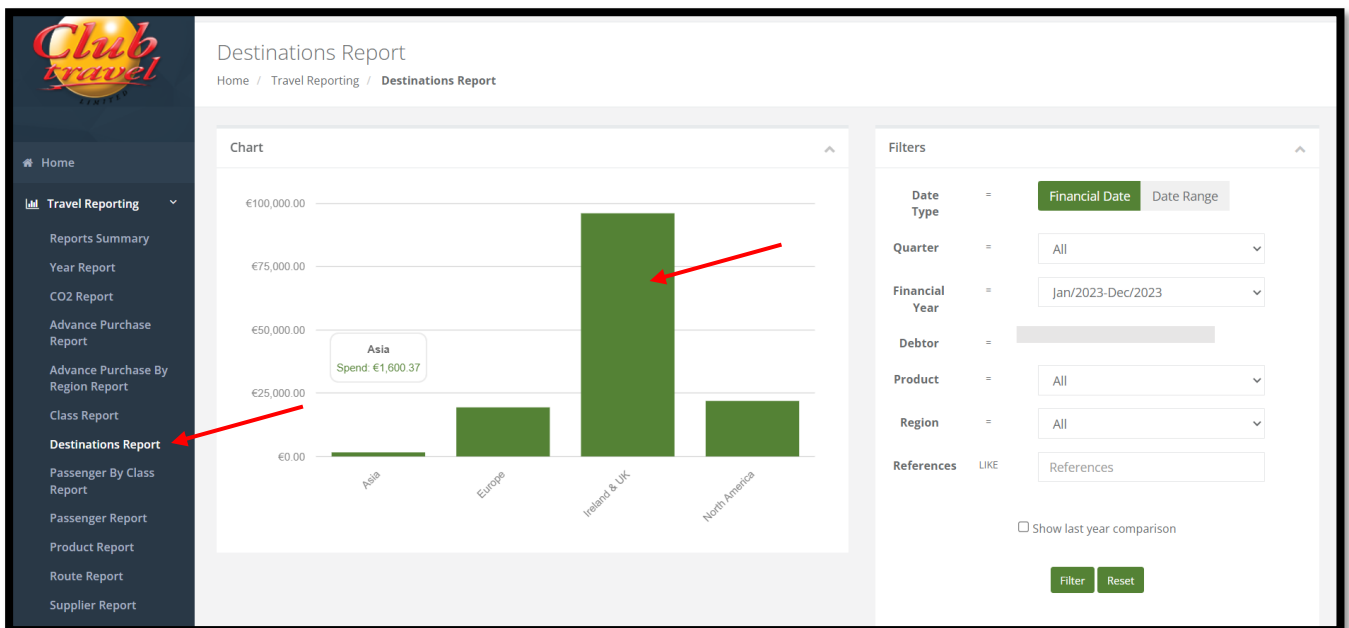
25 records per page Quick Search:

Region	Spend	Transactions	Mileage	Kilometres	Tonnes Of CO2
Business	€4,442.68 (7.86%)	2.00 (1.22%)	13,616.00 (4.19%)	21,912.77 (4.19%)	4.16 (8.21%)
North America	€ 4,442.68	2	13616	21,912.77	4.16
Economy	€52,022.78 (92.06%)	149.00 (90.85%)	311,179.00 (95.81%)	500,792.78 (95.81%)	46.49 (91.79%)
Ireland & UK	€ 38,490.98	102	215667	347,081.50	34.81
Europe	€ 7,848.39	37	35414	56,993.17	5.99
North America	€ 4,711.66	9	45390	73,047.94	4.46
Asia	€ 971.75	1	14708	23,670.17	1.23
N/A	€43.00 (0.08%)	13.00 (7.93%)	0.00 (0.00%)	0.00 (0.00%)	0.00 (0.00%)
Ireland & UK	€ 41.50	12	0	0.00	0.00
Europe	€ 1.50	1	0	0.00	0.00
	56,508.46	164	324795	522,705.60	50.65

Showing 1 to 7 of 7 entries Previous 1 Next

You can see here which class has been booked and for which region the booking was for. You can also see the spending and the number of transactions that were made in that class.

Destinations Report



Here you can see the “Destinations Report,” which shows the spend in each Destination, and which Destination has the higher spend. Here it is Ireland & UK.

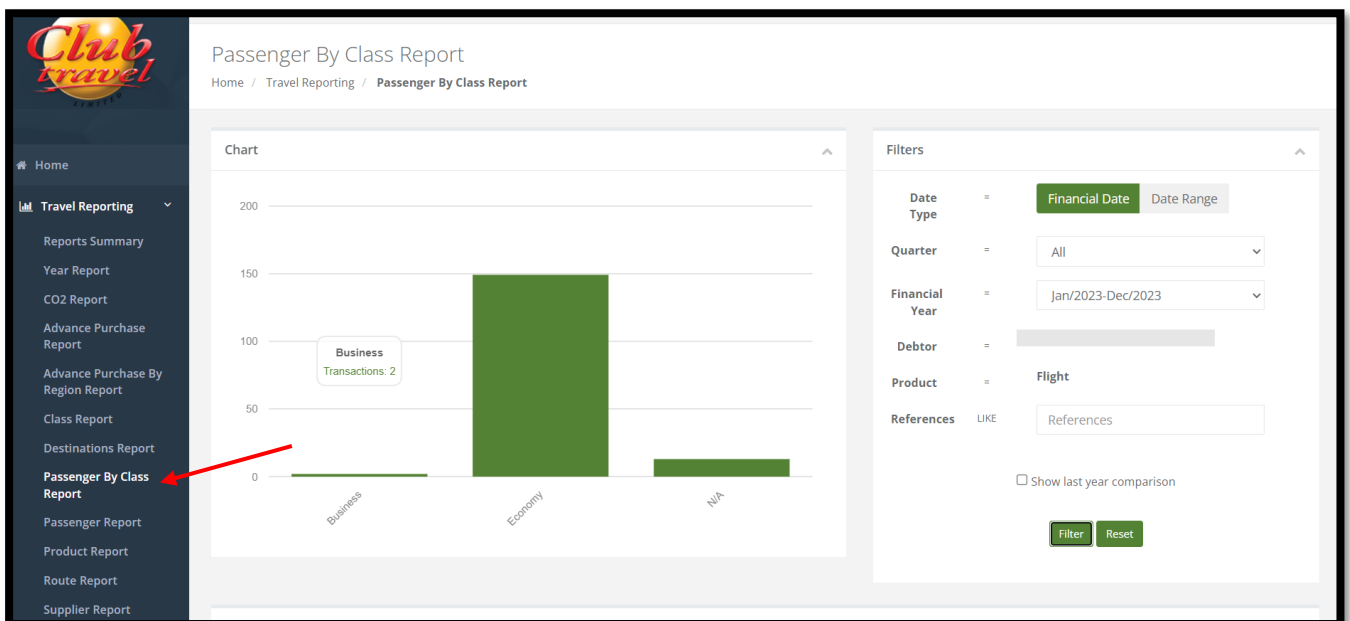
10 records per page Quick Search:

Destination	Spend	Transactions
Asia	€1,600.37 (1.15%)	3.00 (0.78%)
Singapore, Singapore	€ 1,600.37	3
Europe	€19,362.88 (13.95%)	66.00 (17.05%)
Bolzano, Italy	€ 2,271.96	3
Barcelona, Spain	€ 2,101.12	4
Brussels, Belgium	€ 1,924.58	10
Paris, France	€ 1,771.51	6
THE HAGUE, Netherlands	€ 1,746.00	4
Verona, Italy	€ 1,609.40	8
Madrid, Spain	€ 1,311.54	5
Tenerife, Spain	€ 1,097.71	2
Bucharest, Romania	€ 974.51	2
	138,844.69	387

Showing 1 to 10 of 44 entries Previous 1 2 3 4 5 Next

Here is a more detailed list of the Destinations along with their spend in each Destination as well as the transactions from each Destinations.

Passenger by Class Report



“Passenger by Class Report” is where you can see what class each traveller was booked into. Here you can see an overall view of what Class is being booked. As you can see “Economy” is the most booked Class.

Data Export to Excel

10 records per page Quick Search:

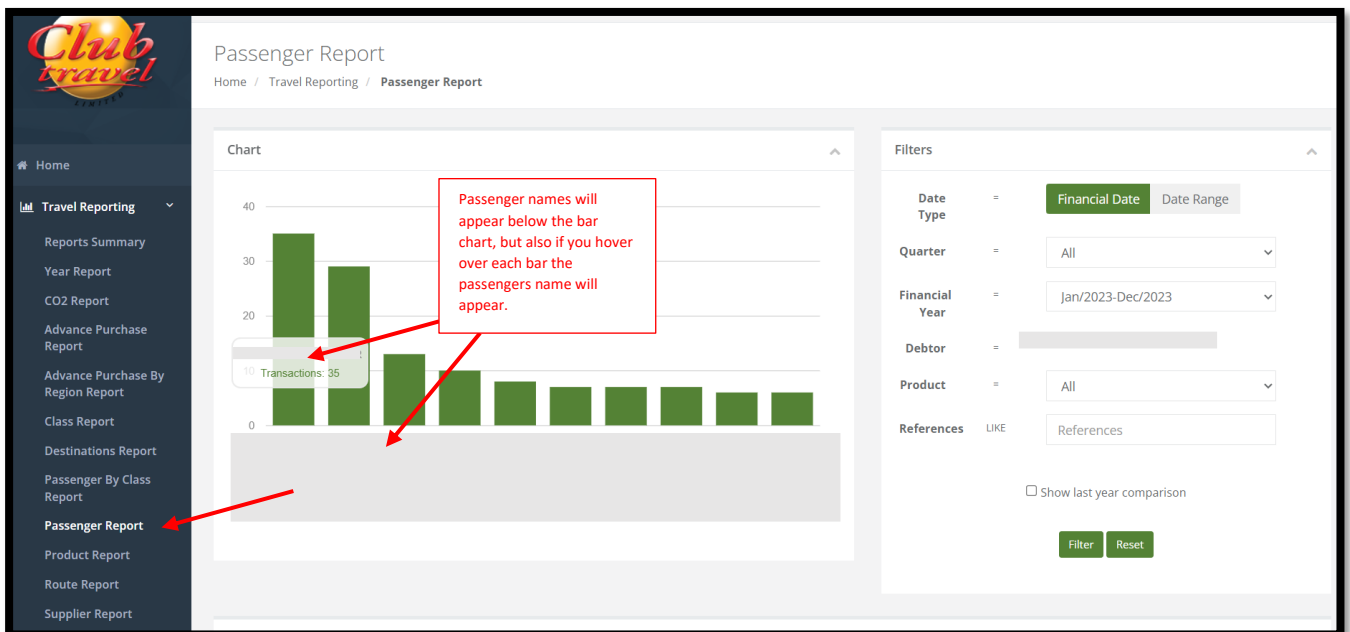
Passenger	Spend	Transactions
Business	€4,442.68 (7.86%)	2.00 (1.22%)
	€ 2,220.98	1
	€ 2,221.70	1
Economy	€52,022.78 (92.06%)	149.00 (90.85%)
	€ 563.43	2
	€ 241.66	1
	€ 943.34	1
	€ 127.08	2
	€ 111.22	1
	€ 54.35	1
	€ 180.00	1
	€ 617.33	1
	56,508.46	164

Showing 1 to 10 of 93 entries Previous 1 2 3 4 5 ... 10 Next

Here passengers' names will appear. This shows which class the passenger was booked into for a flight. Their names will appear as "SURNAME/FORENAME".

Passenger names appear where the arrows are pointing, this is so that you can see what Class the traveller is travelling in, but also how much they have spent and how many transactions within that class the traveller has made.

Passenger Report



“Passenger Report” will show the number of transactions made per passenger but also the amount the passenger has spent.

Data Export to Excel

10 records per page Quick Search:

Traveller	Tonnes of CO2	Spend	Transactions
	0.52	€ 12,483.09	5
	4.56	€ 9,135.51	35
	0.24	€ 8,561.90	3
	0.21	€ 7,414.62	2
	2.77	€ 6,857.17	29
	2.84	€ 6,558.20	4
	0.27	€ 6,416.16	3
	0.84	€ 3,708.80	10
	2.72	€ 2,951.06	5
	0.00	€ 2,531.60	6
	54.95	138,844.69	387

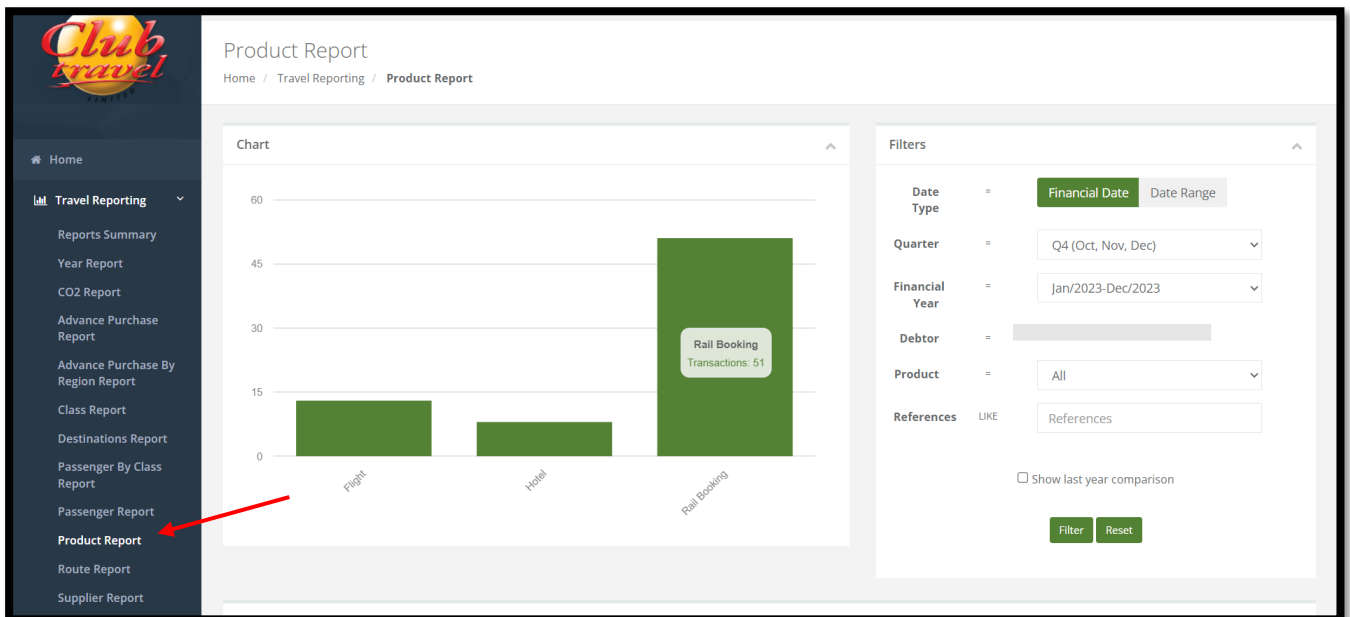
Showing 1 to 10 of 137 entries Previous 1 2 3 4 5 ... 14 Next

Passenger names will appear to the left, in a list format.


SURNAME/FORENAME – is the layout of the passenger's name.

You can see here each of the traveller's amount spent for the year or quarter, the number of transactions they have had, and the tonnes of CO2 that have been used for their travel.

Product Report



“Product Report” shows which product (flight/hotel/rail etc.) and the number of transactions which have been made per product. This is a straightforward way to get an overview of what product is being booked most often.

Data Export to Excel 

25 records per page Quick Search:

Type	Spend	Transaction
Hotel	€ 3,782.25	8
Rail Booking	€ 2,067.50	51
Flight	€ 1,975.45	13
	7,825.20	72


Showing 1 to 3 of 3 entries Previous 1 Next

You can see here the various products that have been booked, alongside how many transactions have been made for each product as well as the amount in total that has been spent on each product.

Route Report

Passenger Report
Product Report
Route Report
Supplier Report


Travel Policy
Contact Us
Logoff

Data Export to Excel 

10 records per page Quick Search:

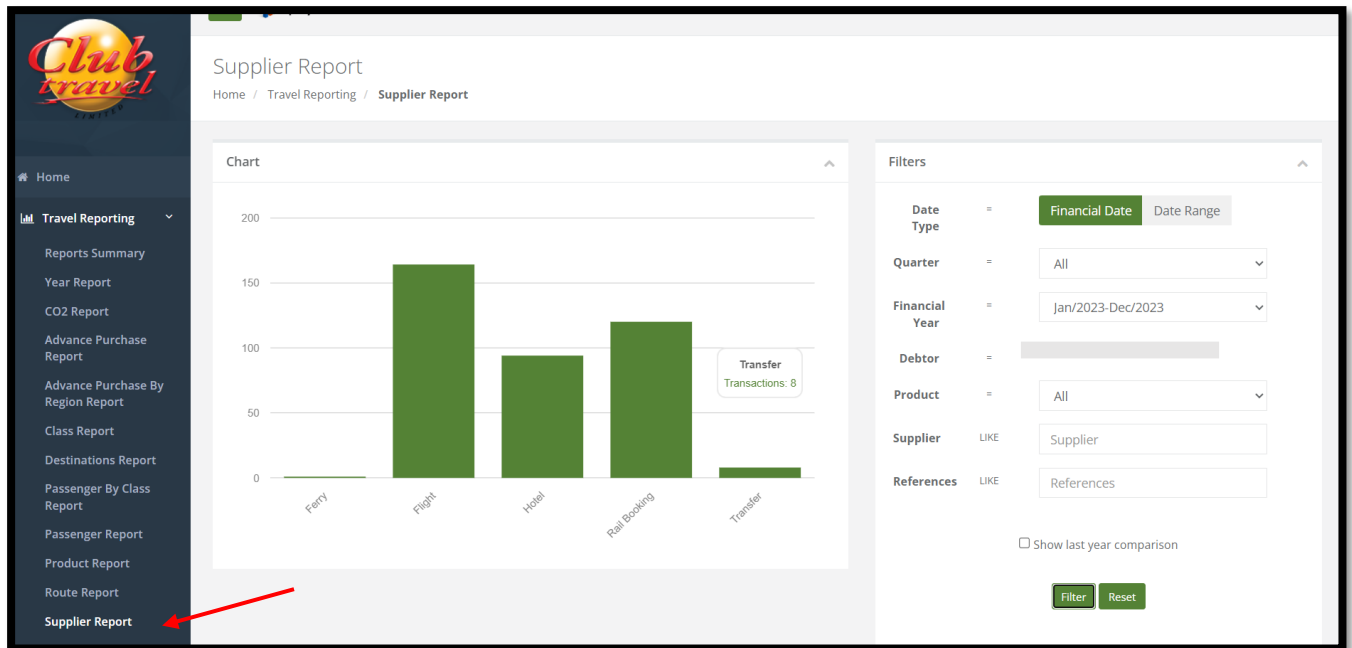
Route	Spend	Transactions
DUB-IAD-DUB	€ 5,086.16	3
ATL-IAD-DUB-EWR-ATL	€ 3,022.22	1
ORD-DUB-ORD	€ 2,875.72	3
ATL-DUB-ATL	€ 2,230.26	1
PVD-PHL-DUB-ORD-PVD	€ 2,053.88	1
DUB-JFK-BOS-DUB	€ 1,882.65	4
YEG-YYZ-DUB-YYZ-YEG	€ 1,691.07	1
YYZ-DUB-YYZ	€ 1,640.47	1
LAX-FRA-DUB-FRA-LAX	€ 1,541.26	1
YYC-YYZ-DUB-YYZ-YYC	€ 1,423.27	1
	56,508.46	164

Showing 1 to 10 of 101 entries Previous 1 2 3 4 5 ... 11 Next

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The “Route Report” shows the flight route which has been booked, it shows in detail where the departure was from, where the destination is and if there are stop-offs, it also shows the transactions and the spending to date.

Supplier Report



The “Supplier Report” shows the transactions which have been made for each product, but this can be viewed in greater detail below which shows each supplier under the main product.

Data Export to Excel

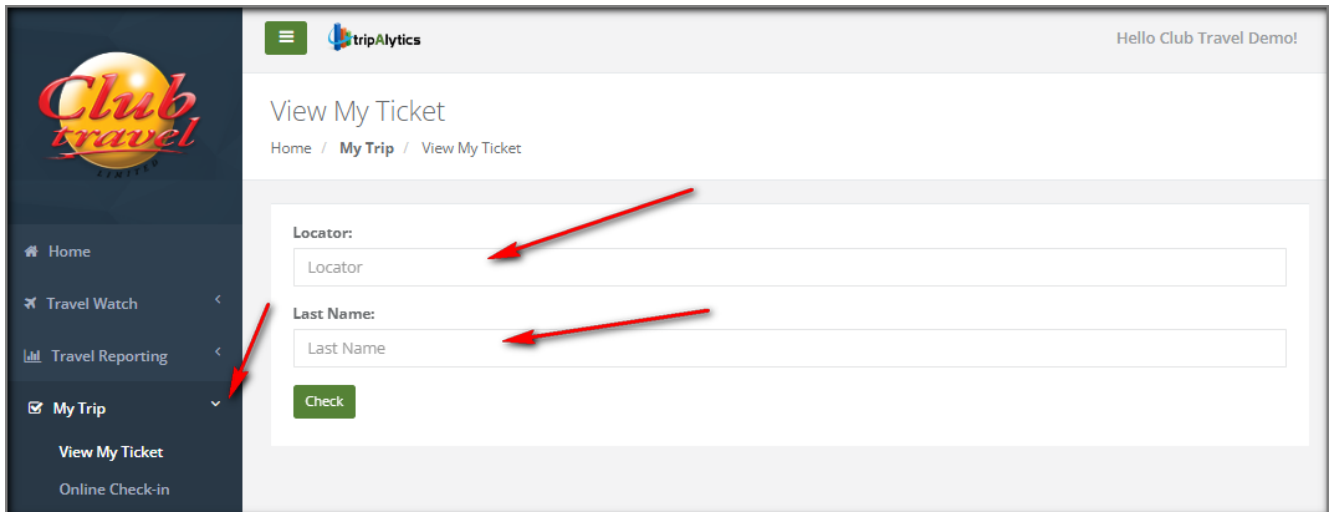
10 records per page Quick Search:

Supplier	Spend	Transaction
Ferry	€50.26 (0.04%)	1.00 (0.26%)
Irish Ferries Ltd	€ 50.26	1
Flight	€56,508.46 (40.70%)	164.00 (42.38%)
Aer Lingus	€ 24,255.26	59
United Airlines	€ 6,573.29	7
Lufthansa	€ 4,177.96	9
Air Canada	€ 3,331.54	2
Delta Airlines	€ 3,281.83	2
Ryanair	€ 3,004.51	25
British Airways	€ 2,483.56	15
American Airlines	€ 2,053.88	1
Finnair	€ 1,757.24	4
	138,844.69	387

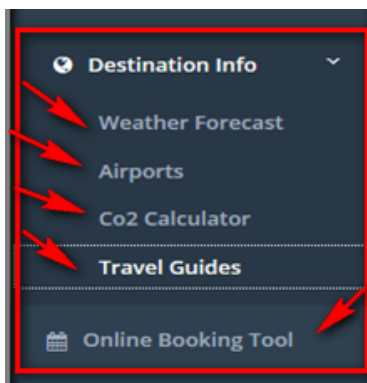
Here you can see the different suppliers which are under headings such as flight, ferry etc. This will show which airline is being booked most often along with the amount spent, in this case it is Aer Lingus with 59 transactions.

My Trips

My Trip allows travellers to view their upcoming itineraries or check in online.



Destination Info

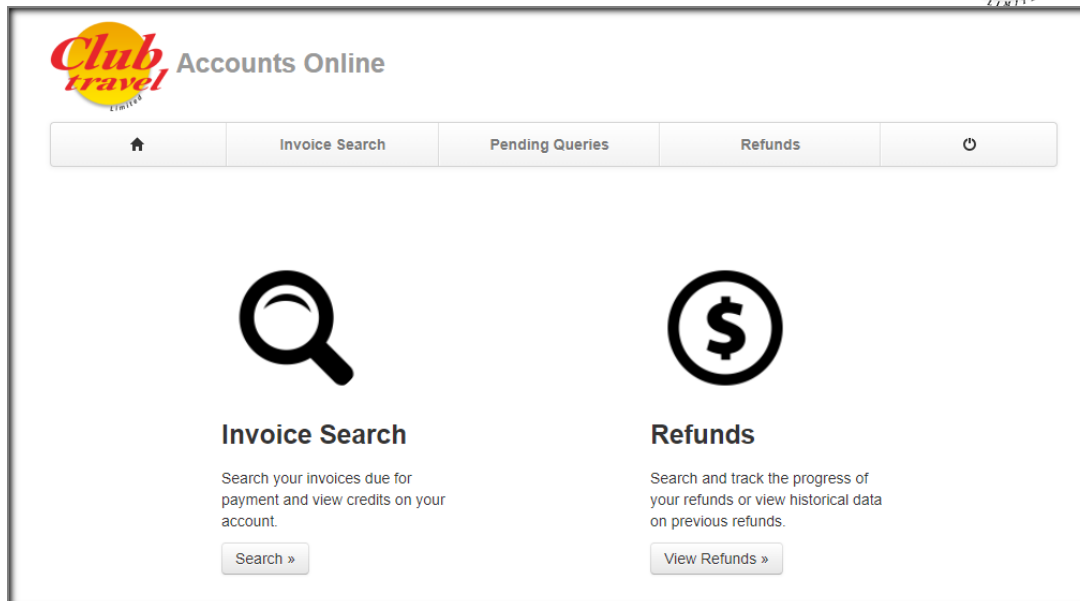


- Destination Info can be customised to suit a client's needs.
- Airports gives info on flight delays, terminals, and transport links in any airport.
- CO2 Calculator shows CO2 emissions for any given trip.
- Travel Guides can be tailored to suit any client for their frequent destinations.
- Should your company be using an Online Booking Tool you can click here to access it.

Accounts Online

Click Accounts Online on the left and 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.

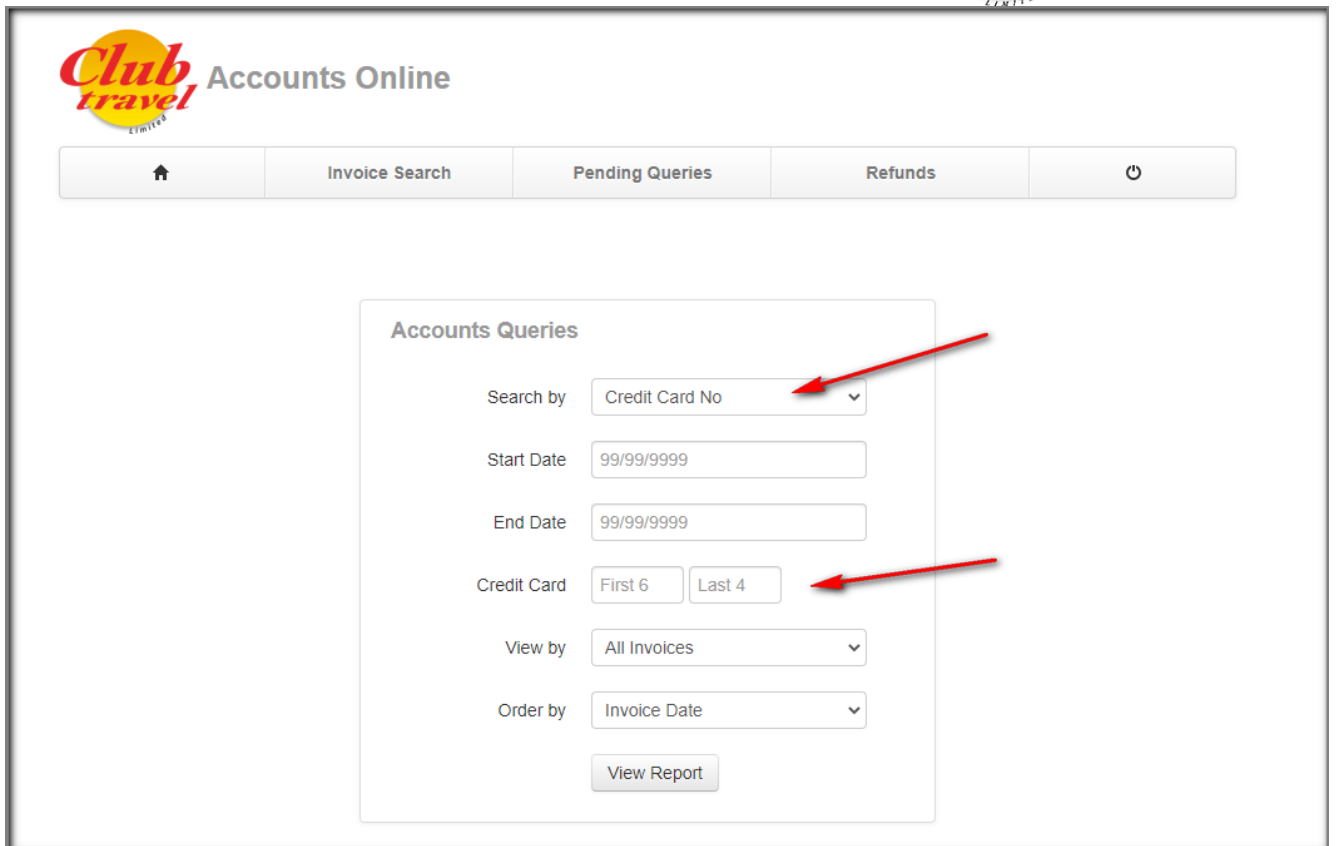
Include the start and end date of invoice in **dd/mm/year** format.

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

Accounts Queries

Search by ▼

Start Date

End Date

Credit Card

View by ▼

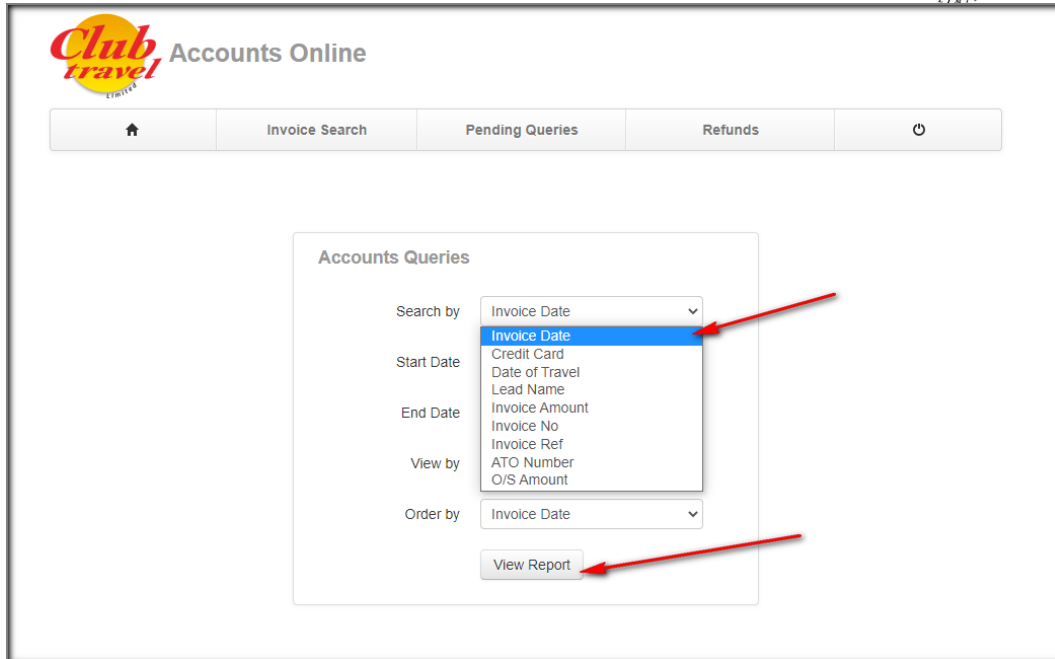
Order by ▼

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 several 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:

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 B/BOM/DXB/D UB/DXB/BOM/ DXB/DUB/DXB /BOM/DXB/DUB	€ 952.37	€ 0.00	
<input type="checkbox"/> 259349	12/04/2022	STAFF	SHARON MENZIES	17/04/2022	STAFF TRIP*NA*	BOM/DXB/DUB	€ 25.00	€ 0.00	
<input type="checkbox"/> Print selected							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

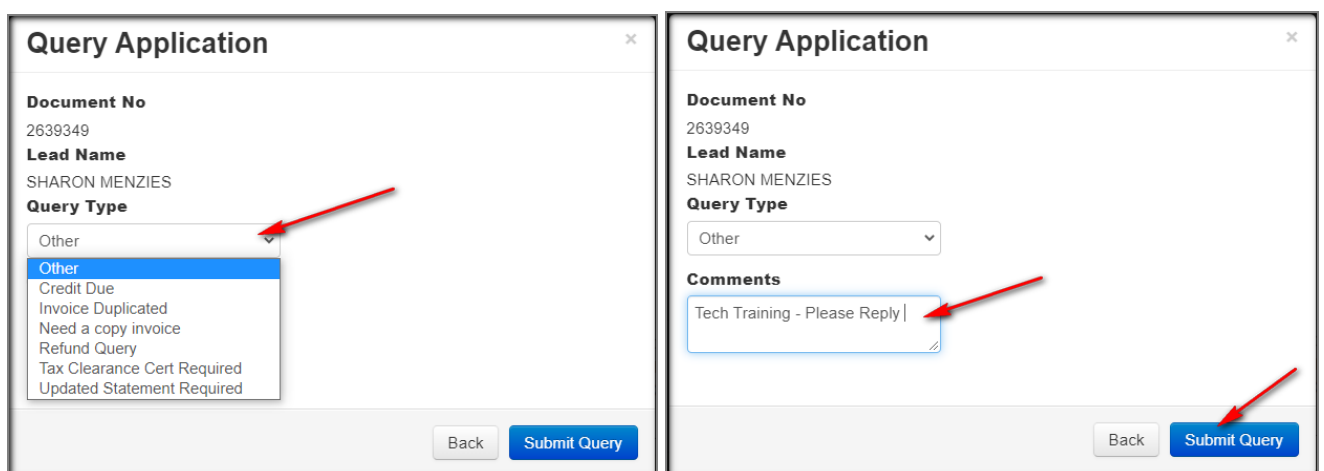


You can query an Invoice and you can request for Refund by clicking on the symbols.

Query an Invoice

Click on the query symbol next to the 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

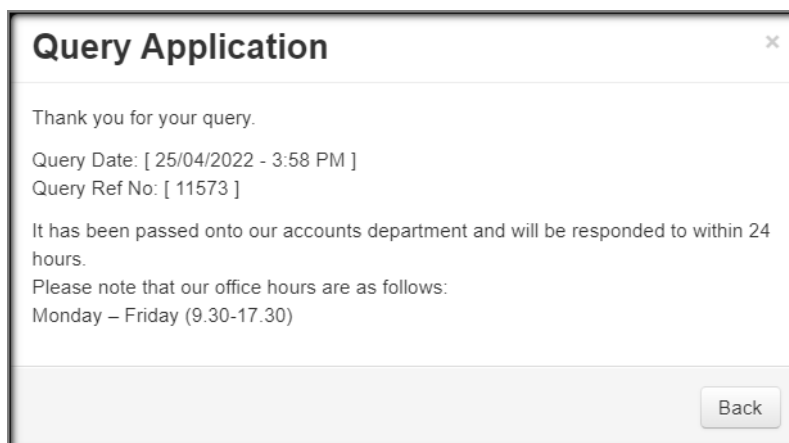
Lead Name
SHARON MENZIES

Query Type
Other

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.

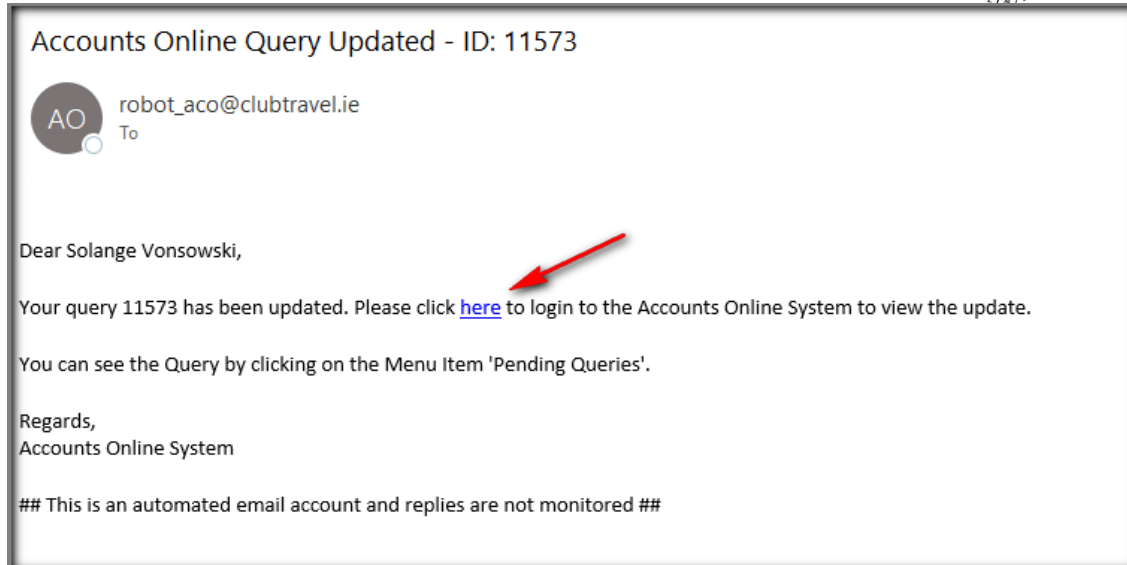
Query Date: [25/04/2022 - 3:58 PM]
Query Ref No: [11573]

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

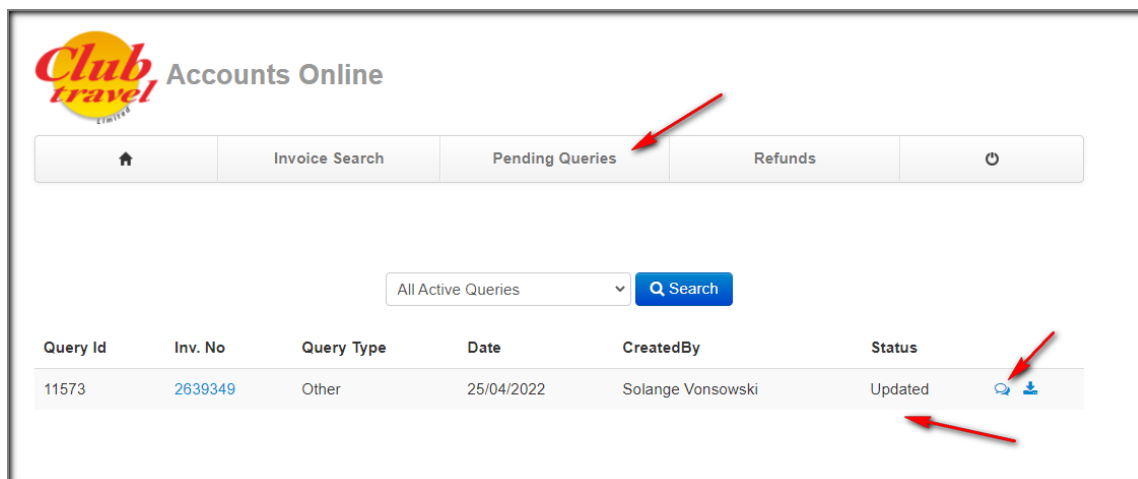
Please note that our office hours are as follows:
Monday – Friday (9.30-17.30)

Back

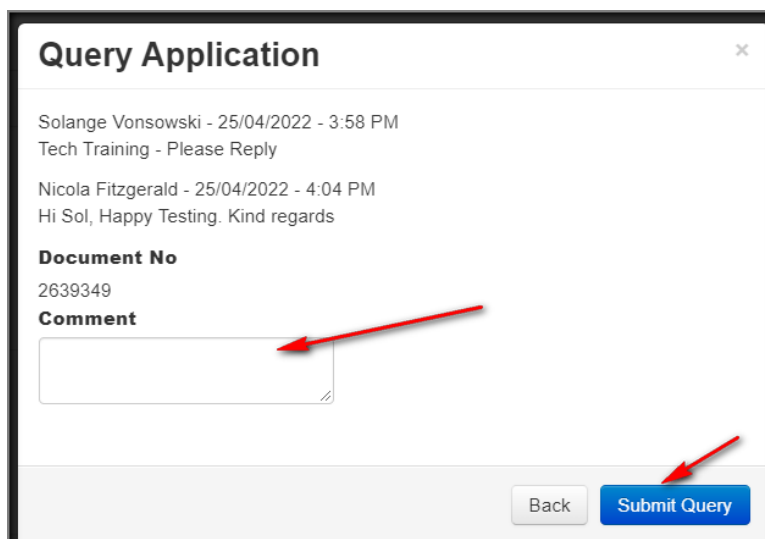
Once your query is updated you will get an email notification with a link. Click through to be taken directly to the query, as below:



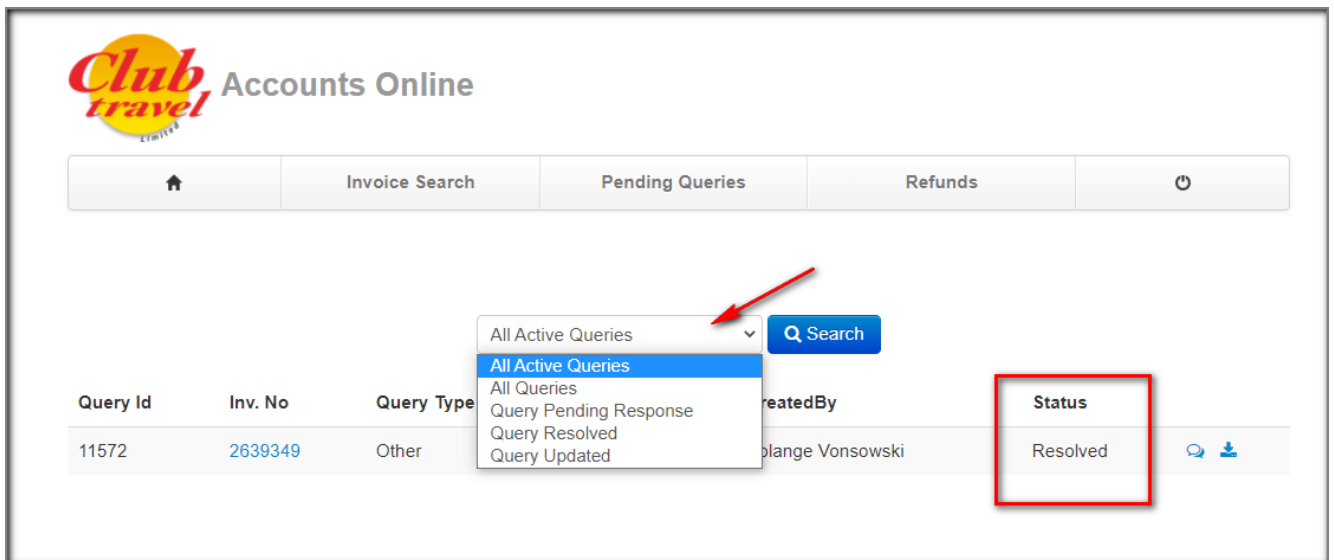
The Pending Queries tab will show you all existing open queries. Click on the symbol to see the reply, you can also click to download the history of the query in an excel document.



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.

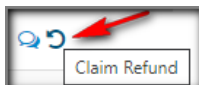


You can search queries of different status by clicking on the drop-down



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 <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 for which you have applied.


Accounts Online

↑
Invoice Search
Pending Queries
Refunds
⏻

Refunds

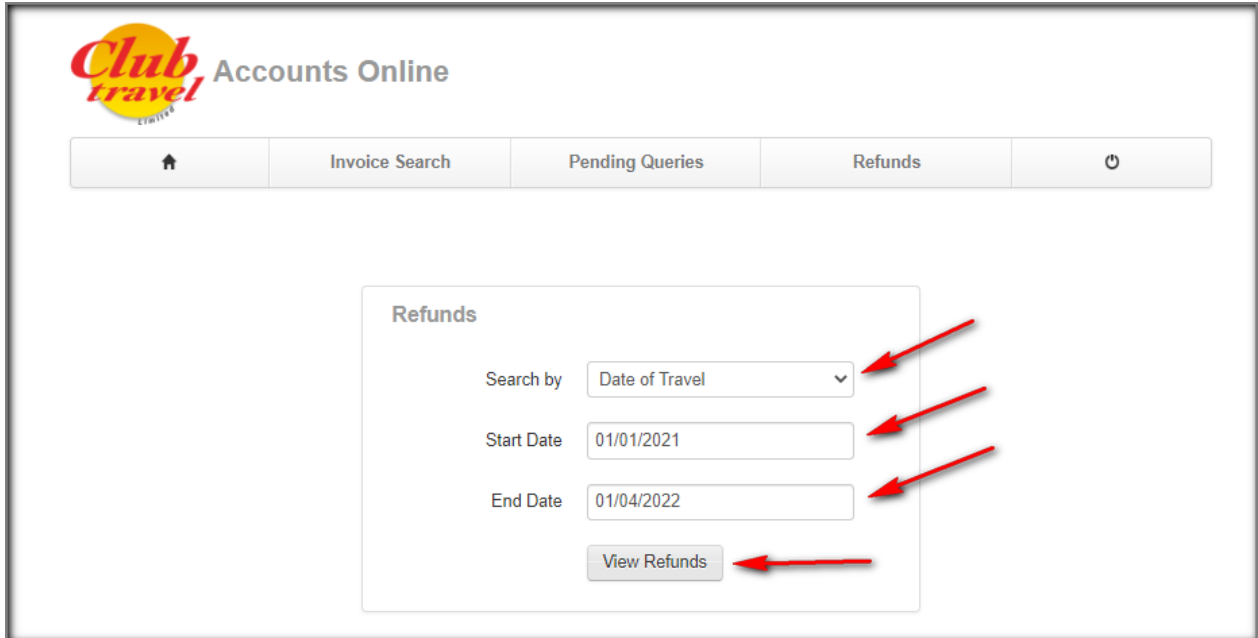
Search by

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 Logout

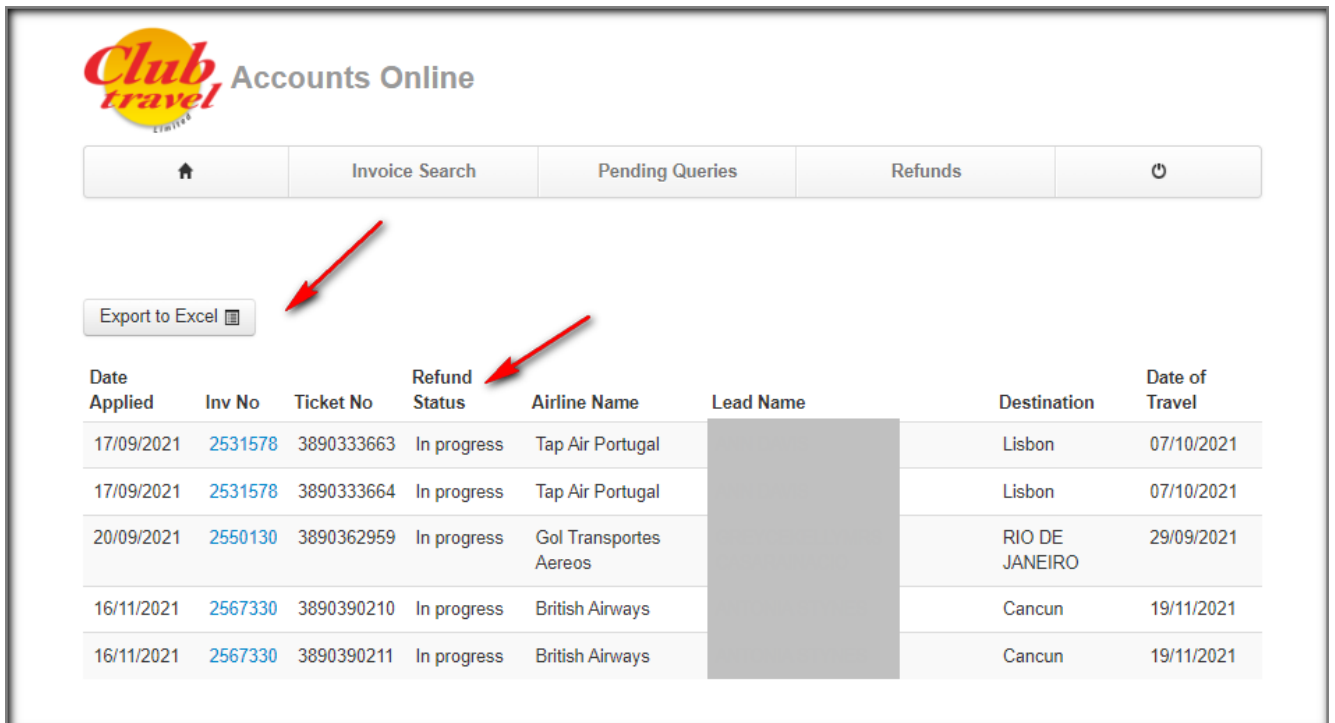
Refunds

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 Logout



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

Travel Policy

We can upload any documents such as Company Travel Policy, Travel Insurance Details or Service Fees here for quick reference.

