

# ETR – Electronic Travel Request

## User Guide – Club Travel

January 2024

**Note:**

ETR is fully PCI compliant. Your personal profile data is secure within this platform. In addition, Club Travel 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 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

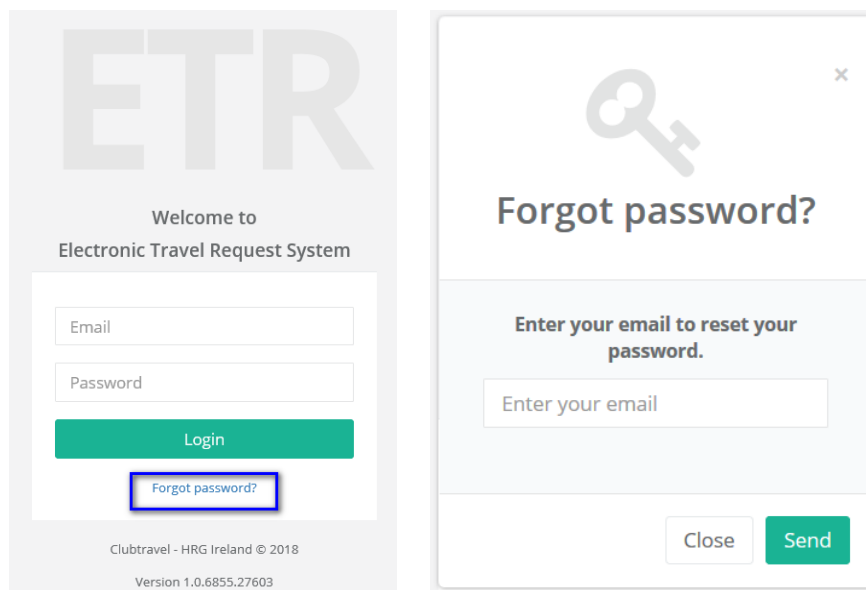
You will receive an email with the URL to the system to access the site, you can click on the link or copy and paste the address into your browser.

Welcome to ETR System- the Electronic Travel Request powered and supported by Club Travel HRG.

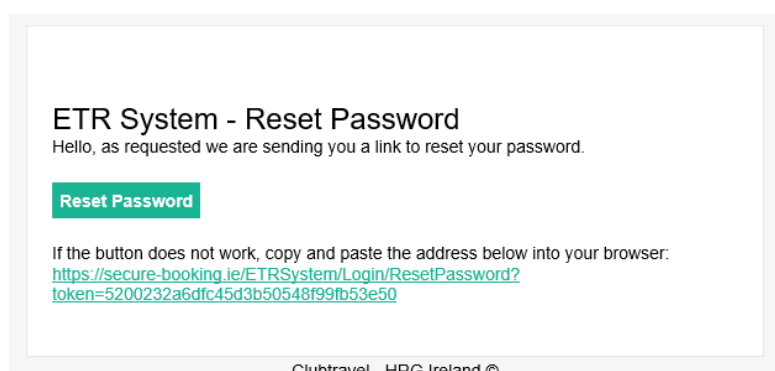
The URL for your system is: <https://secure-booking.ie/ETRSysTem/Login>

You will be immediately brought to the Login screen click on "**Forgot Password**"

System will request you to enter your email address. Enter your email address and click on Send.

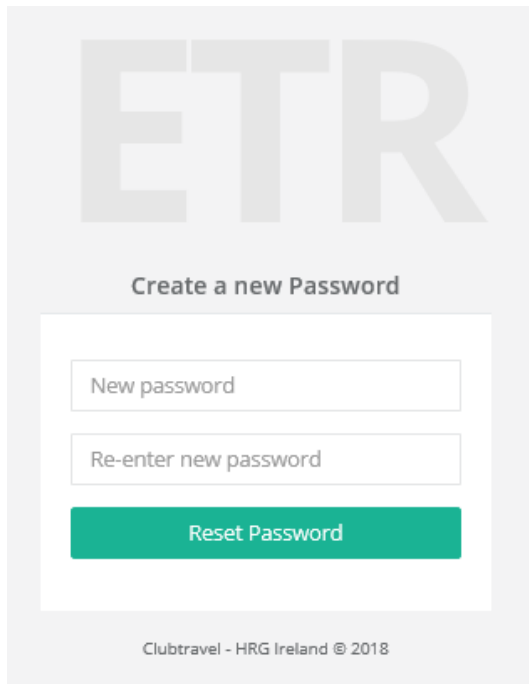


Once you click on "Send" you will receive an email with a link to reset your password, you can click on the link or copy and paste the address into your browser.



You will be taken to the password screen where you can create a password of your choice.

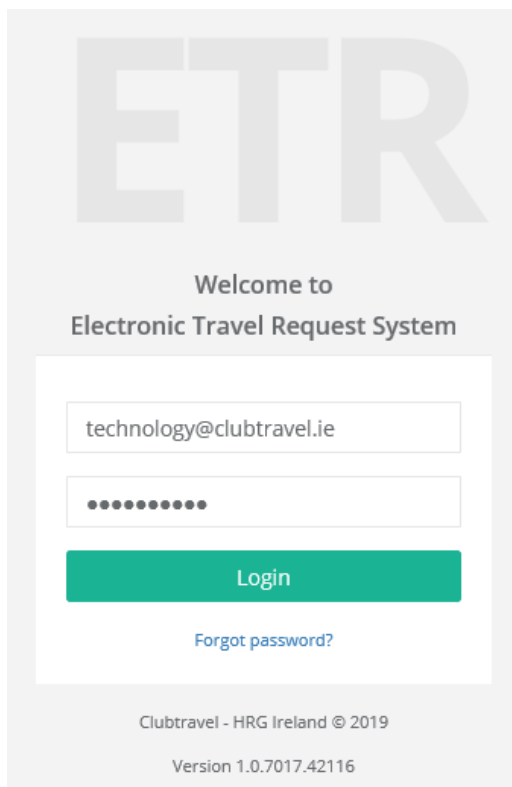
The password must contain at least 8 characters including 1 number, 1 lowercase character, 1 capital character and one of the following special characters (@\$!%\*?&)



Once you created your password 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.




## Choose your Role

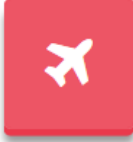
Every time that you log in if you have more than one role set up for you profile you will have to choose the relevant one to work with from the below options:

**\*\*Approval process is optional, and it is determined by your company\*\***


### CHOOSE YOUR ROLE



Arranger




Traveller



Approver

You can swap your role at any time by clicking on the symbol on the right side at the top of the page.

Welcome Ms. Solange Vonsowski! Role: Traveller ✖ ⚙



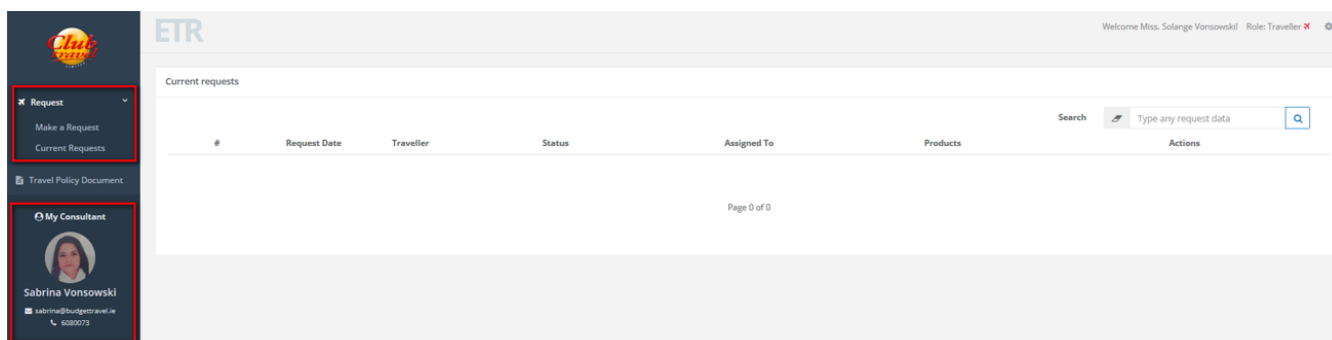
## Start Page / Home Page

### Arranger /Traveller Role

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

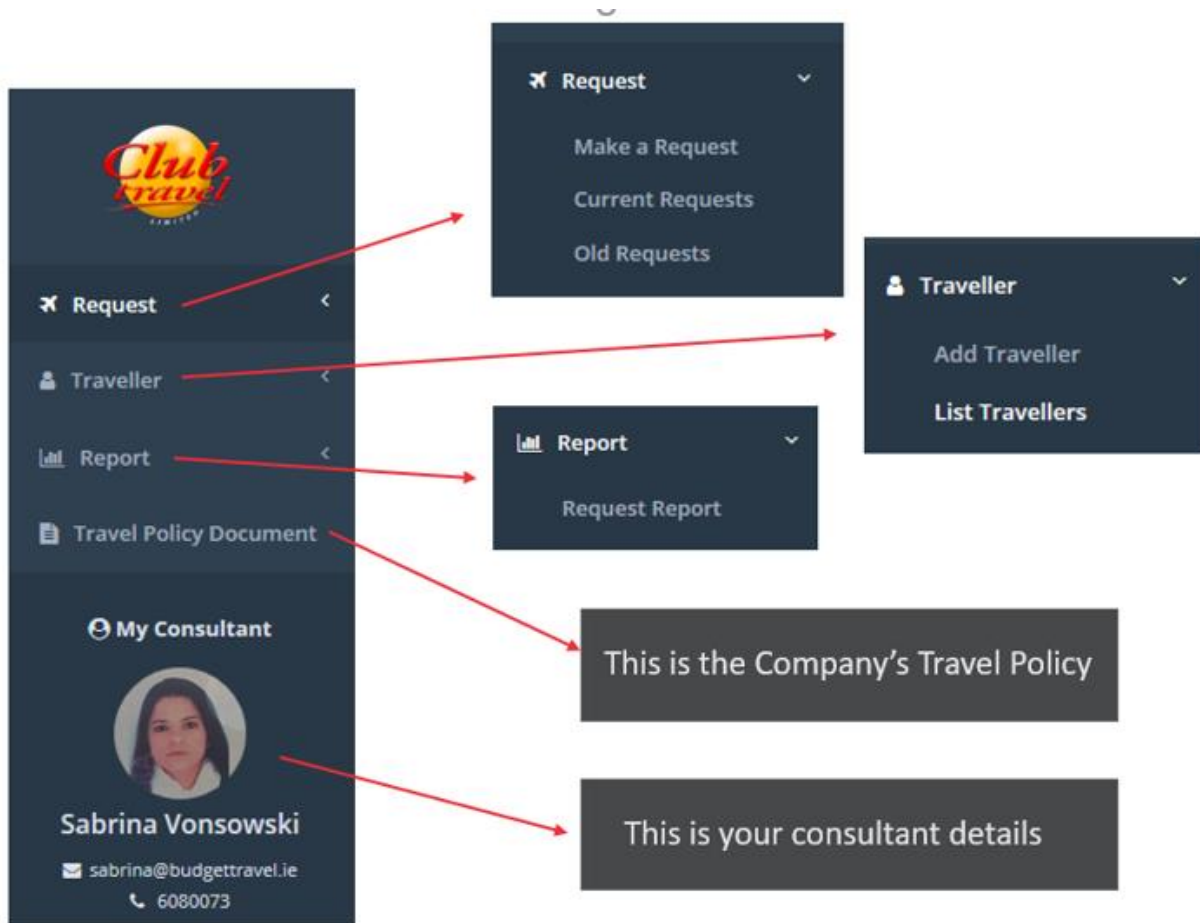
- Making a new request
- Act on a current request like change, confirm, reject, approve...

It also highlights the details of your dedicated Travel Consultant.



The screenshot shows the ETR (Employee Travel Request) system interface. On the left is a dark sidebar with the Club Travel logo and navigation options: 'Request' (with sub-options 'Make a Request' and 'Current Requests'), 'Travel Policy Document', and 'My Consultant'. The 'My Consultant' section displays a profile for Sabrina Vonsowski with her email and phone number. The main content area is titled 'Current requests' and features a table with columns: '#', 'Request Date', 'Traveller', 'Status', 'Assigned To', 'Products', and 'Actions'. A search bar is located above the table. The top right of the page shows the user's name and role: 'Welcome Miss. Solange Vonsowski! Role: Traveller ✖ ⚙'. The page number 'Page 0 of 0' is visible at the bottom of the table area.

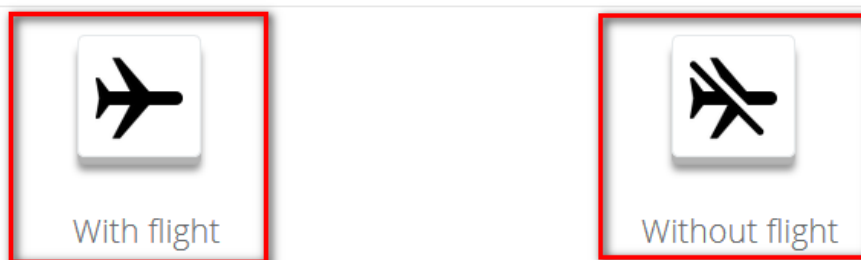
You will be shown Tabs for areas that have been approved to display by your Employers, so you may not see all the Tabs below, only the ones available to your profile will be visible.



Making a new request

When you select "Make a Request\*" you will be given an option to choose **With flight** or **Without flight**.

## REQUEST TYPE



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

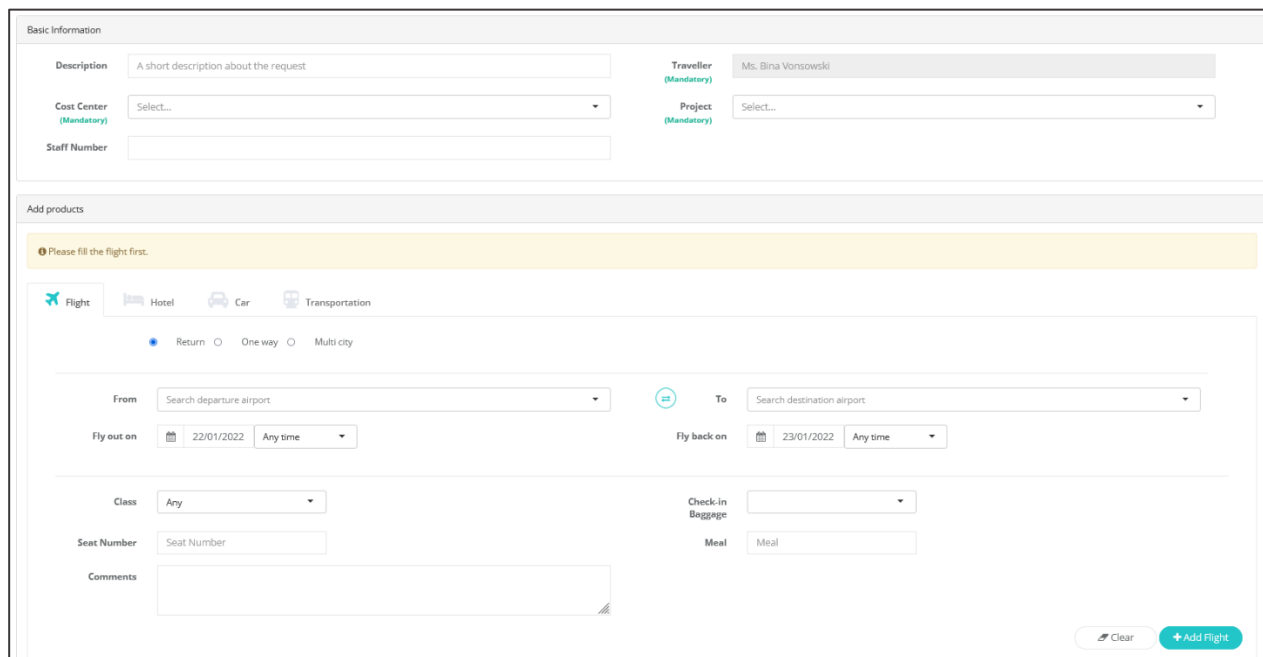
**Without Flight** option enables you to request only hotels, cars, and Ground Transport, **without a flight**.

## Request With Flight & Without a Flight

This is the page for making a new request “with flight” and it always starts with the flight request.

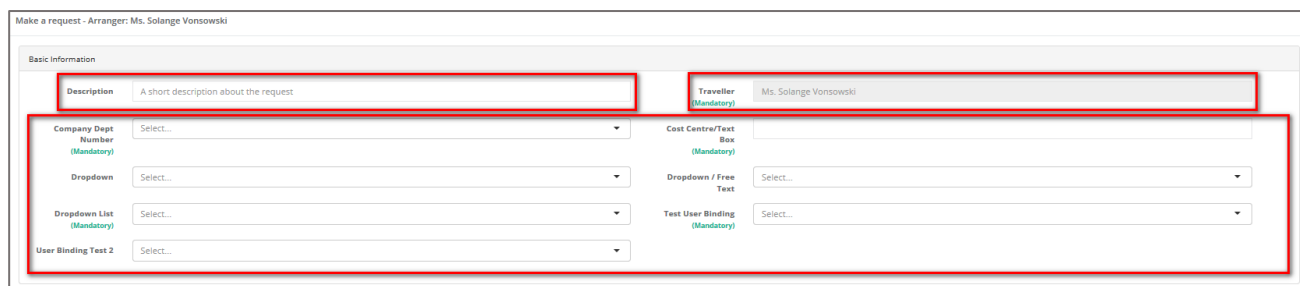
When Selecting to make a request without a flight the process will be the same, but the request will start with the Hotel product.

The Basic information at the top page must be completed for requests **with flight** or **without flight**.



The screenshot shows the 'Basic Information' section with fields for Description, Cost Center (Mandatory), Staff Number, Traveller (Mandatory), and Project (Mandatory). Below this is the 'Add products' section, which is currently set to 'Flight'. It includes a message 'Please fill the flight first.', mode selection (Return, One way, Multi city), origin and destination airports, fly out and fly back dates, class, seat number, check-in baggage, and meal options. There are 'Clear' and '+ Add Flight' buttons at the bottom right.

The Basic information is determined by your Company and is customisable. 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 from a list or type as free text) Fields can be bound to a user and stored on user’s details. Some fields are mandatory, and they will be highlighted in green as Mandatory.

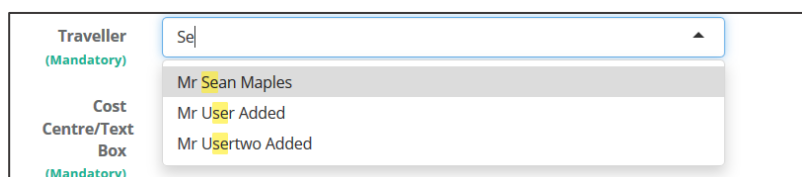


This screenshot shows the 'Basic Information' section with a red box highlighting several fields: Description, Traveller (Mandatory), Company Dept Number (Mandatory), Cost Centre/Text Box (Mandatory), Dropdown, Dropdown / Free Text, Dropdown List (Mandatory), and Text User Binding (Mandatory). The Traveller field is pre-populated with 'Ms. Solange Vonsowski'.

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

You can select the traveller from the drop-down list, however if the List is too long the system only shows the first few ones.

You must start typing the traveller’s name then the system will show, and you must select from there.



The screenshot shows a dropdown menu for the 'Traveller (Mandatory)' field. The input field contains 'Sel'. The dropdown list shows three options: 'Mr Sean Maples', 'Mr User Added', and 'Mr Usertwo Added'.

## Guest Traveller

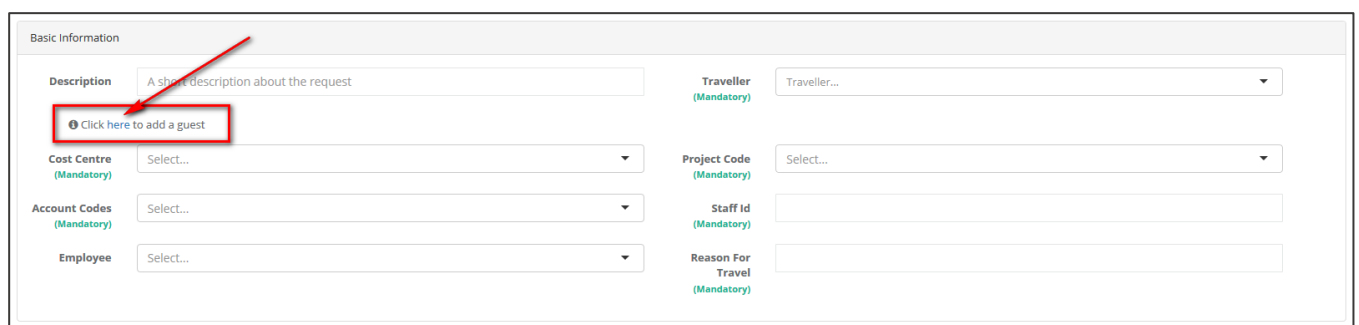
This feature allows you to make an on-time request for a Traveller that is not registered in the ETR System.

The Guest Traveller is an extra feature approved by your Employers and it will be visible if activated for your company.

The Guest Traveller option is for requesting trips for one-time trips only if the traveller is a regular traveller then you must add the traveller into the system.

Guest travellers are not stored on ETR as users and it doesn't create a profile either, whoever created the request with the basic information it is stored and can be accessed on Old Request and reports for management purpose at any time.

If this feature is activated and you wish to make a request for a Guest Traveller click as below



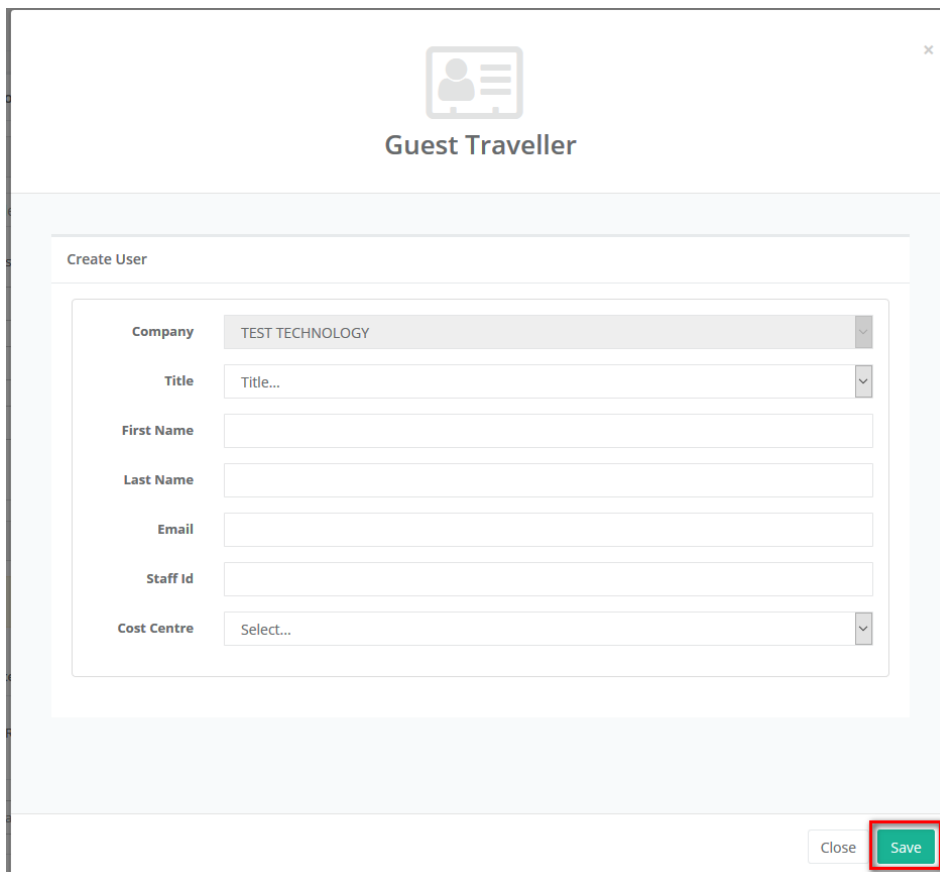
The screenshot shows a 'Basic Information' form with the following fields:

- Description: A short description about the request
- Traveller (Mandatory): Traveller...
- Cost Centre (Mandatory): Select...
- Project Code (Mandatory): Select...
- Account Codes (Mandatory): Select...
- Staff Id (Mandatory):
- Employee: Select...
- Reason For Travel (Mandatory):

A red box highlights the text "Click here to add a guest" with a red arrow pointing to it.

A pop-up Screen will show and once you enter the basic information click Save

The mandatory information for creating a Guest Traveller is Title, First Name, Last Name and any other reference fields determined by your Company. (Email address is optional)



The screenshot shows a 'Guest Traveller' pop-up screen with the following fields:

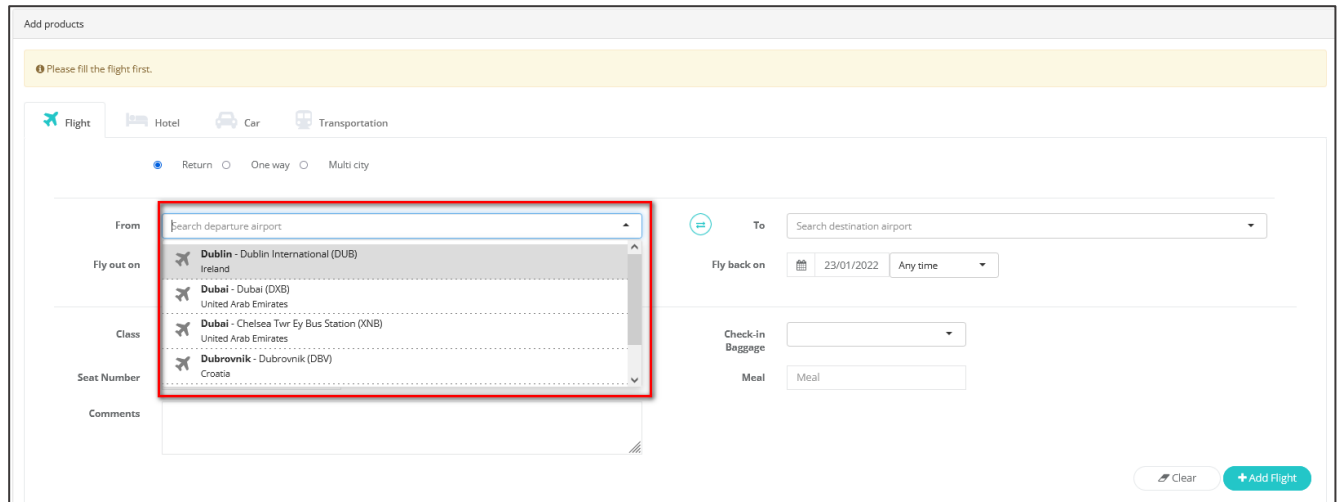
- Company: TEST TECHNOLOGY
- Title: Title...
- First Name:
- Last Name:
- Email:
- Staff Id:
- Cost Centre: Select...

A red box highlights the 'Save' button.

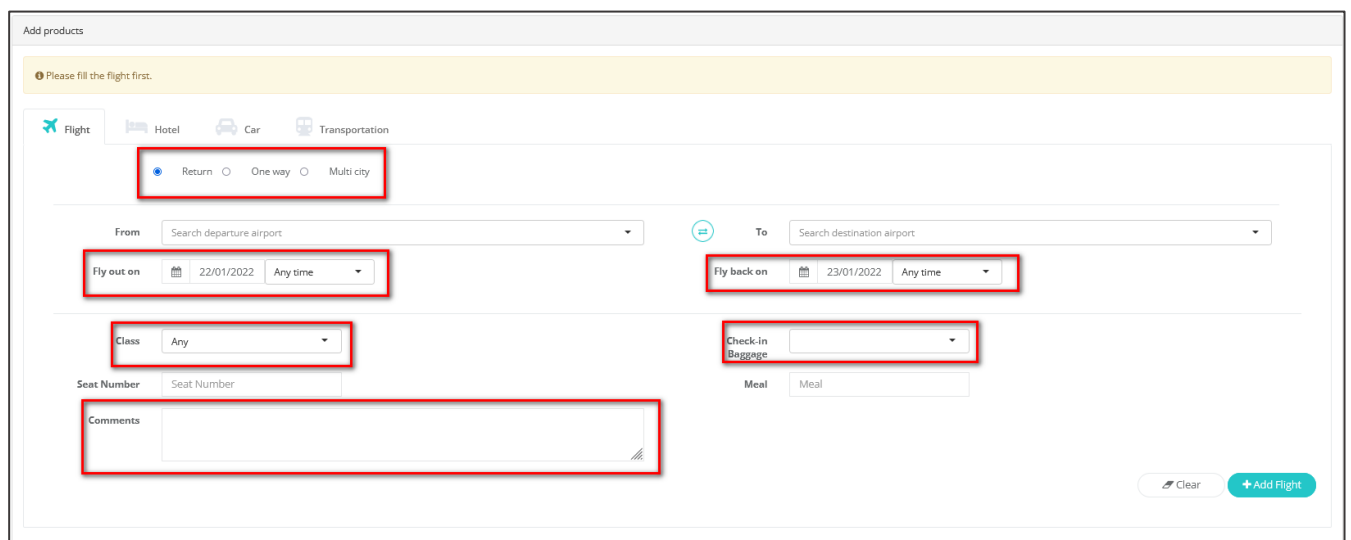


## Request a flight.

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.



The screenshot shows the 'Add products' page with the 'Flight' tab selected. A yellow banner at the top says 'Please fill the flight first.' Below this, there are tabs for 'Flight', 'Hotel', 'Car', and 'Transportation'. Under 'Flight', there are radio buttons for 'Return' (selected), 'One way', and 'Multi city'. The 'From' field is active, showing a dropdown menu with the following options: 'Dublin - Dublin International (DUB) Ireland', 'Dubai - Dubai (DXB) United Arab Emirates', 'Dubai - Chelsea Twr Ey Bus Station (XNB) United Arab Emirates', and 'Dubrovnik - Dubrovnik (DBV) Croatia'. Other fields include 'To' (Search destination airport), 'Fly out on' (22/01/2022), 'Fly back on' (23/01/2022), 'Class' (Any), 'Check-in Baggage', 'Seat Number', and 'Meal'. At the bottom right, there are 'Clear' and '+Add Flight' buttons.



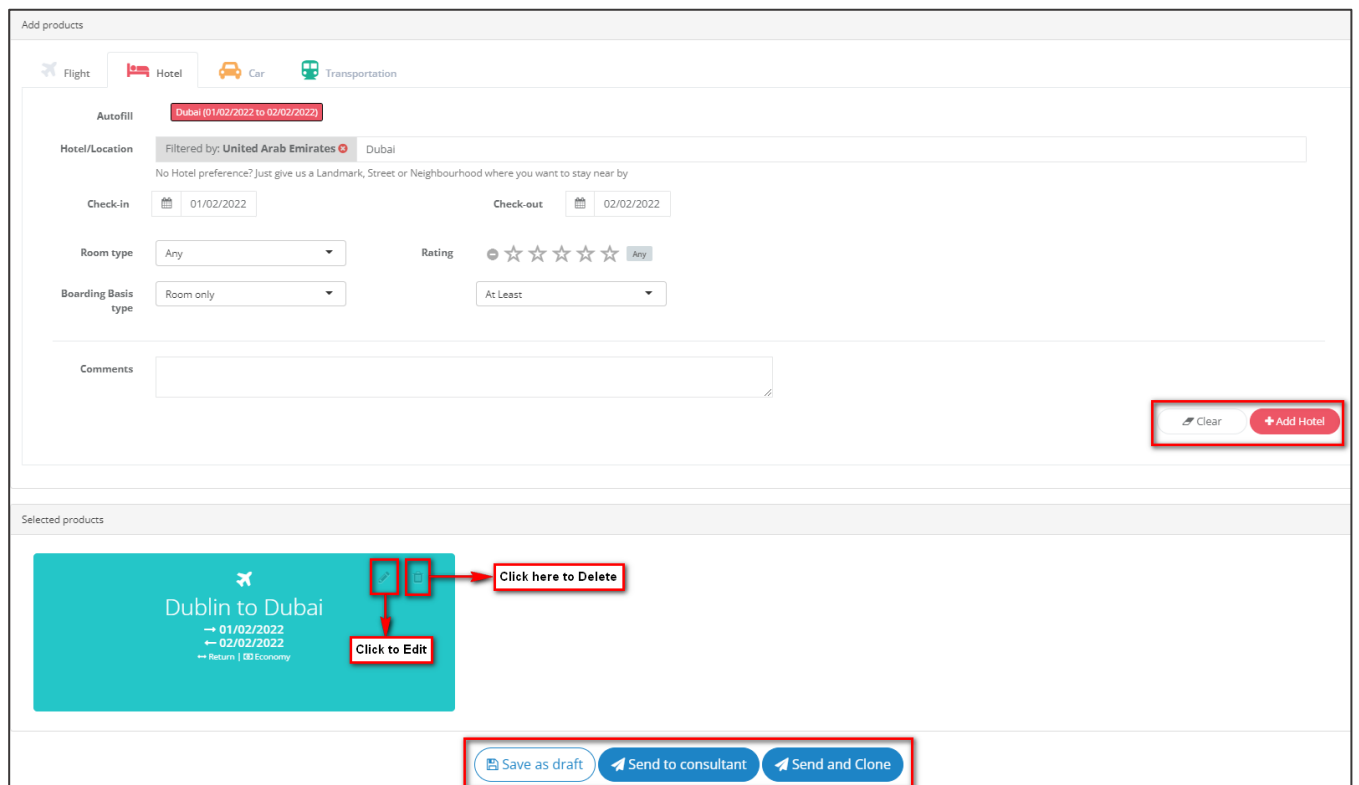
This screenshot shows the same flight booking form, but with red boxes highlighting several fields: the 'Return' radio button, the 'From' and 'To' search fields, the 'Fly out on' and 'Fly back on' date fields, the 'Class' dropdown, the 'Check-in Baggage' dropdown, the 'Seat Number' field, and the 'Comments' text area. The '+Add Flight' button is also visible at the bottom right.

- 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 flight request.

Once you added the Flight you will be taken to the Hotel Request Page.

From here you can:

- Send the request to the dedicated Travel consultant with the request of Flight Only.
- Add a Hotel to the request.
- Clear all the Hotel info added in one go.
- Delete/Edit the flight to start over and change the details as dates/bags.
- Save the request as a draft to complete and send later.
  - **\*\*NB\*\*** A quote saved as a draft will not be sent to the consultant and the consultant cannot act on it.
- Send and Clone

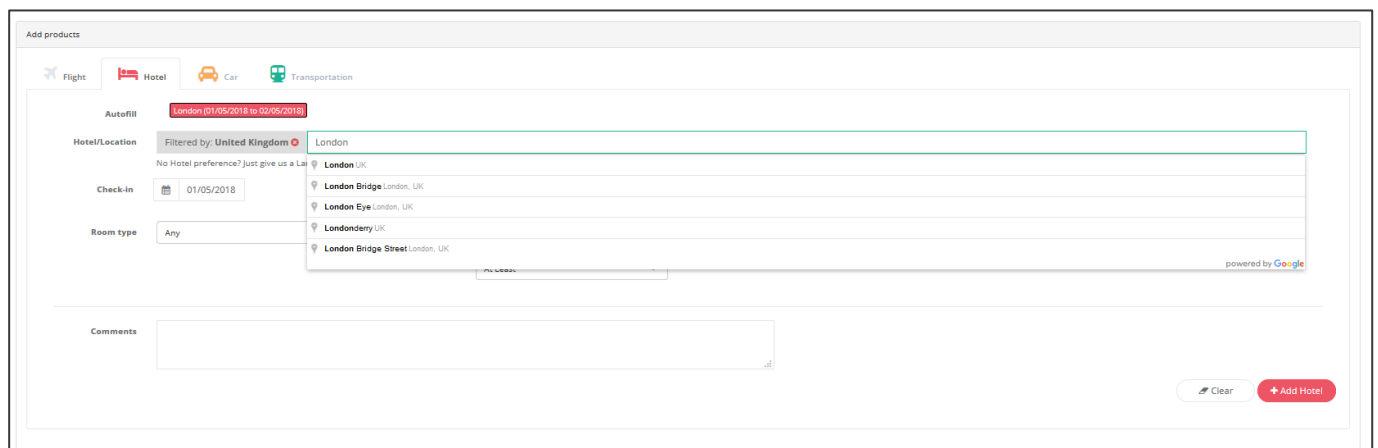


The screenshot shows the 'Add products' interface with the following elements:

- Flight Tab:** Selected, showing 'Dublin to Dubai' with dates '01/02/2022' to '02/02/2022' and 'Return | Economy'.
- Hotel/Location:** Filtered by 'United Arab Emirates' with 'Dubai' selected. A text prompt asks for a landmark or street name.
- Check-in/Check-out:** 01/02/2022 and 02/02/2022.
- Room type:** Any.
- Rating:** 5 stars.
- Boarding Basis type:** Room only.
- Comments:** Empty text area.
- Buttons:** 'Clear' and 'Add Hotel' (highlighted in red).
- Selected products:** A card for 'Dublin to Dubai' with 'Click to Edit' and 'Click here to Delete' buttons (highlighted in red).
- Bottom Buttons:** 'Save as draft', 'Send to consultant', and 'Send and Clone' (highlighted in red).

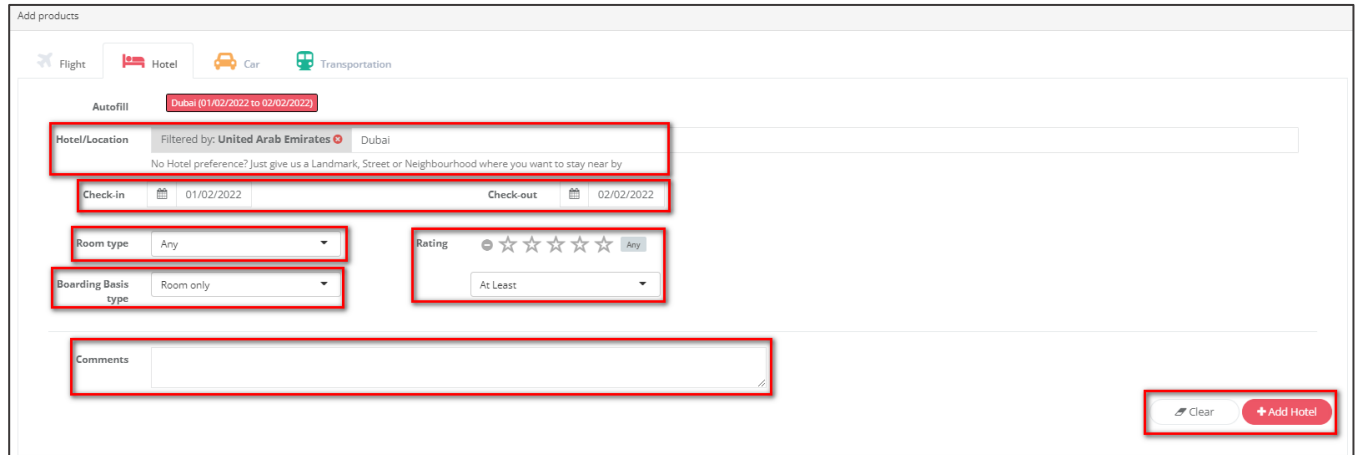
### Request a Hotel.

The dates and Location 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



The screenshot shows the 'Add products' interface with the following elements:

- Flight Tab:** Selected, showing 'London' with dates '01/05/2018' to '02/05/2018'.
- Hotel/Location:** Filtered by 'United Kingdom' with 'London' selected. A dropdown list shows suggestions: 'London UK', 'London Bridge London, UK', 'London Eye London, UK', 'Londonderry UK', and 'London Bridge Street London, UK'.
- Check-in:** 01/05/2018.
- Room type:** Any.
- Comments:** Empty text area.
- Buttons:** 'Clear' and 'Add Hotel' (highlighted in red).

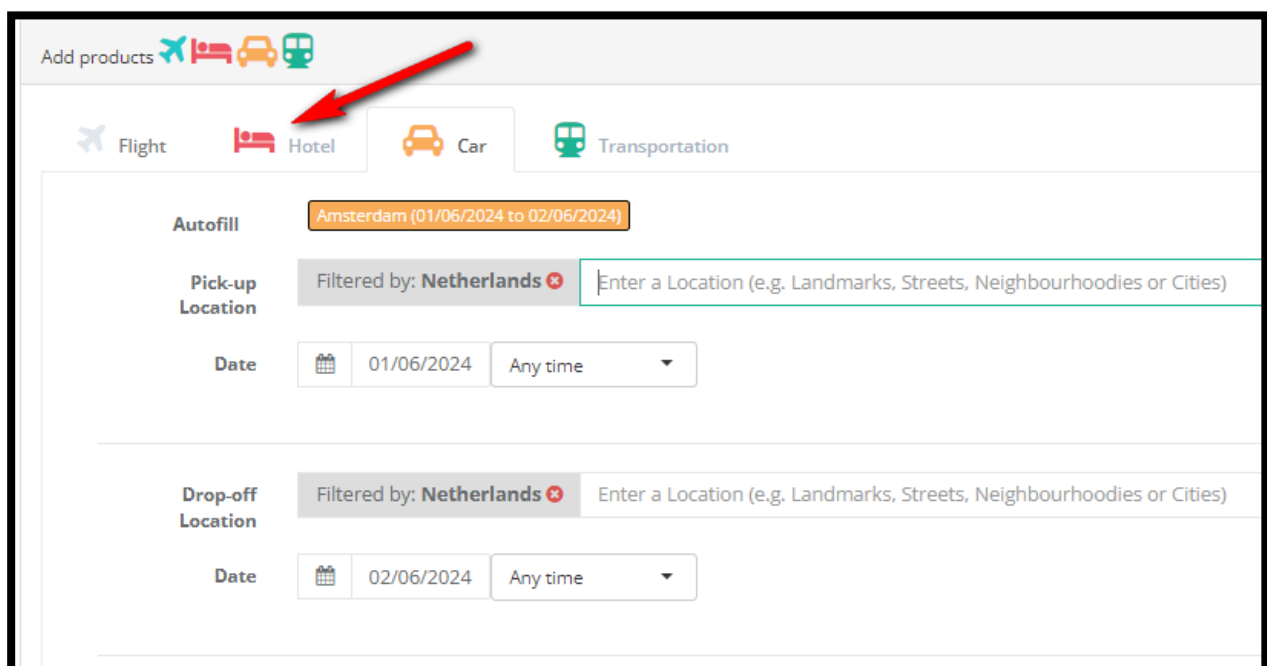


- You can request by location or for a specific hotel by entering the Hotel name.
- You can Request Room Type and Star Rating – At Least/At Most/Exactly.
- You can request the Boarding Basis Type: Room Only, B&B, Half or Full Board and All Inclusive.
- Special notes can be made to the dedicated consultant -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.
- You can add more than one hotel per request just click on the hotel tab again and follow the same process.

Option to request multiple Hotels on the same request:

After clicking on the ADD HOTEL Button, you will be taken to the Car Hire Request Page.

You can then click on the Hotel Product, and it will take you back to the Hotel Request Page.



Then you can follow the same steps as per **Request a Hotel** topic above (Page 10) and make sure you click on the ADD HOTEL Button to add multiple Hotels on the same request.

Add products

**Hotel**

Hotel/Location   
No Hotel preference? Just give us a Landmark, Street or Neighbourhood where you want to stay near by

Check-in  Check-out

Room type  Rating

Board basis  At Least:

Comments

---

Selected products

**Hilton Amsterdam**  
From 01/08/2024 to 03/08/2024  
Single | Any rating

**Amsterdam Centraal railway sta...**  
From 03/08/2024 to 05/08/2024  
Single | Any rating

**Canals of Amsterdam**  
From 06/08/2024 to 10/08/2024  
Single | Any rating

Once you added the Hotel (or Multiple Hotels) 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 and the option to Send to the consultant and clone the request.

Add products

**Flight**

Autofill

Pick-up Location   
 Date

Drop-off Location   
 Date

Category

Vendor

Comments

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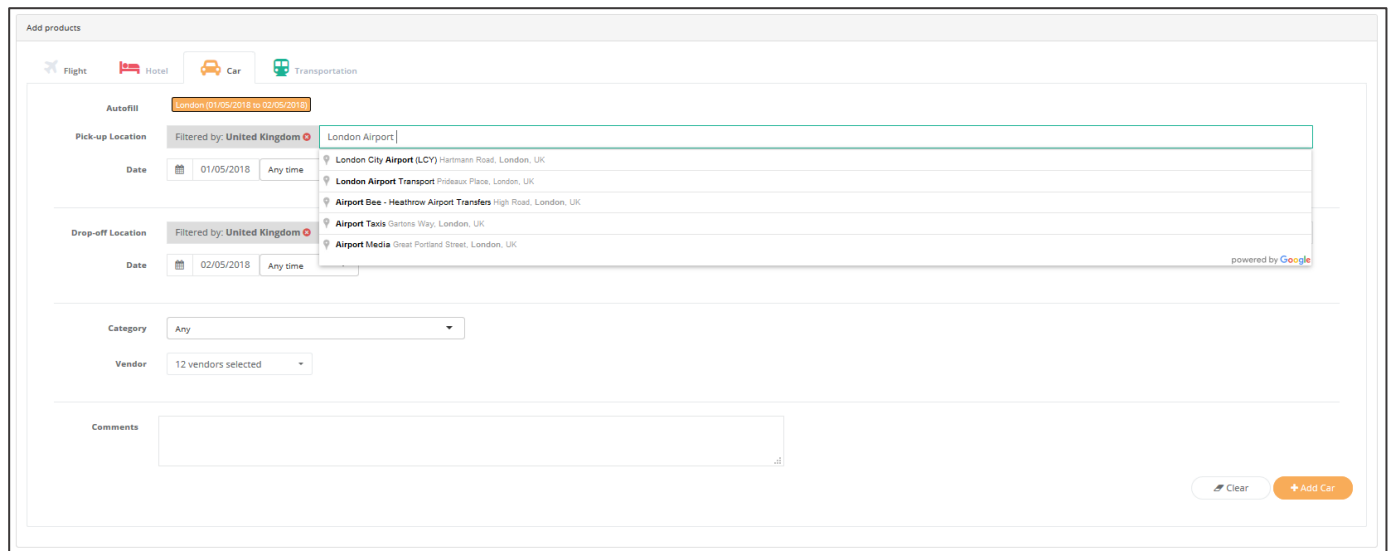
Selected products

**Dublin to Dubai**  
→ 01/02/2022  
→ 02/02/2022  
→ Return | All Economy

**Dubai**  
From 01/02/2022 to 02/02/2022  
Any room type | Any rating

## Request a Car Hire

Once again, the dates and Location 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.



The screenshot shows the 'Add products' form with the 'Car' tab selected. The 'Autofill' section shows the date range 'London (01/05/2018 to 02/05/2018)'. The 'Pick-up Location' field is active, showing a dropdown menu with several options: 'London Airport', 'London City Airport (LCY) Hartmann Road, London, UK', 'London Airport Transport Pribeaux Place, London, UK', 'Airport Bee - Heathrow Airport Transfers High Road, London, UK', 'Airport Taxis Garbais Way, London, UK', and 'Airport Media Great Portland Street, London, UK'. The 'Drop-off Location' field is also populated with 'London Airport'. The 'Date' field is set to '01/05/2018' with a time filter of 'Any time'. The 'Drop-off Date' is '02/05/2018' with a time filter of 'Any time'. The 'Category' is set to 'Any' and the 'Vendor' is '12 vendors selected'. There is a 'Comments' text area and 'Clear' and '+ Add Car' buttons at the bottom right.



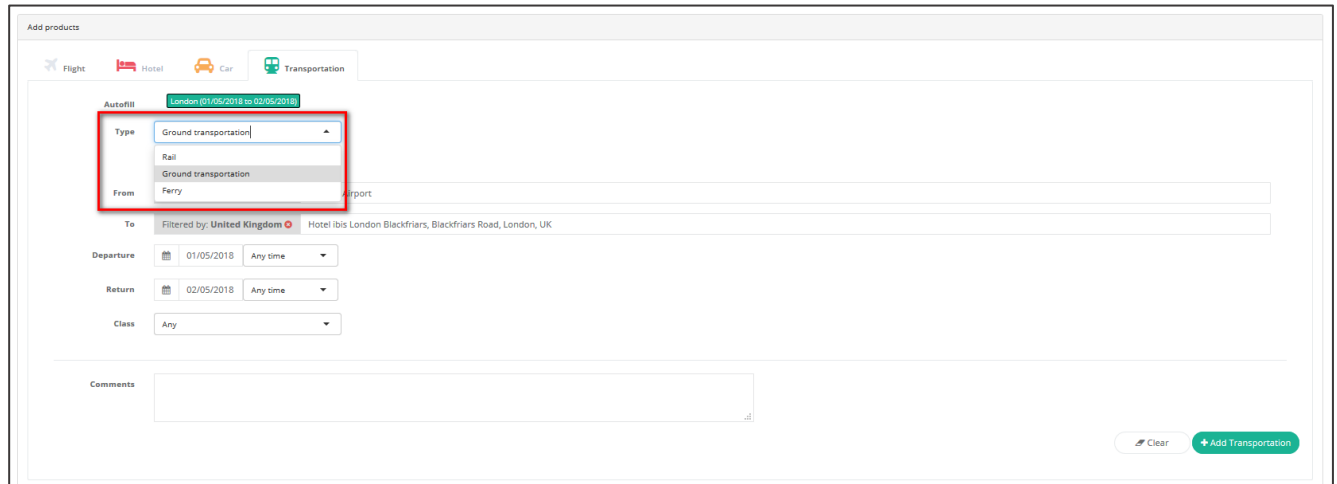
This screenshot shows the same form with several fields highlighted by red boxes to indicate the final selections: 'Pick-up Location' is 'London Airport', 'Date' is '01/05/2018' with a time filter of 'Morning', 'Drop-off Location' is 'London City Airport (LCY), Hartmann Road, London, UK', 'Drop-off Date' is '02/05/2018' with a time filter of 'Evening', 'Category' is 'Compact', 'Vendor' is '12 vendors selected', and the 'Comments' text area is empty. The 'Clear' and '+ Add Car' buttons are also highlighted.

- 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.

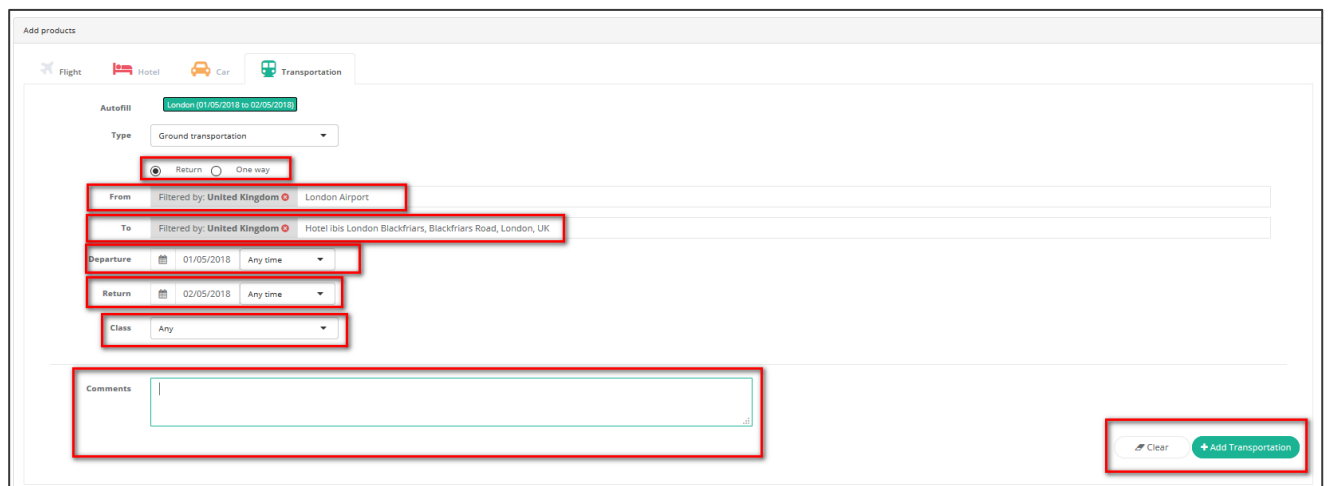
Once you added the Car Hire you will be taken to the Transportation Request Page. From there you can send the request to the dedicated consultant or add a Transportation to the request. You can also save the request as a draft to complete and send later.

## Request 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 open)  
 From: Airport  
 To: Filtered by: United Kingdom Hotel ibis London Blackfriars, Blackfriars Road, London, UK  
 Departure: 01/05/2018 Any time  
 Return: 02/05/2018 Any time  
 Class: Any  
 Comments: [Text area]  
 Clear + Add Transportation

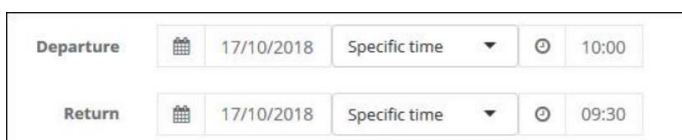


Add products  
 Flight Hotel Car Transportation  
 Autofill: London (01/05/2018 to 02/05/2018)  
 Type: Ground transportation  
 Return (selected) One way  
 From: Filtered by: United Kingdom London Airport  
 To: Filtered by: United Kingdom Hotel ibis London Blackfriars, Blackfriars Road, London, UK  
 Departure: 01/05/2018 Any time  
 Return: 02/05/2018 Any time  
 Class: Any  
 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 select “+Add Transportation” to add product to your request.

## Specific Time Format

Specific time for ground transportation can be requested, the time must be added on this format: hh:mm



Departure	17/10/2018	Specific time	10:00
Return	17/10/2018	Specific time	09:30

You can also select the time from the clock icon instead of typing.

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

From here you can:

- Review your requests
- Edit or Delete the products
- Save as a Draft
- Send to the dedicated consultant
- Send and Clone ( Sends the request to the dedicated consultant and it clones to a new one)

\*\*\*NB\*\*\* As the request process is linked to the flight after selecting the flight details and it has been saved, flight cannot be edited. If you delete the flight all other products will be deleted as well.

When saved as a “Draft” **the request is not sent to dedicated Consultant** and it will not be looked after. You can go back at any time and finish the request and “Send to Consultant” later.

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

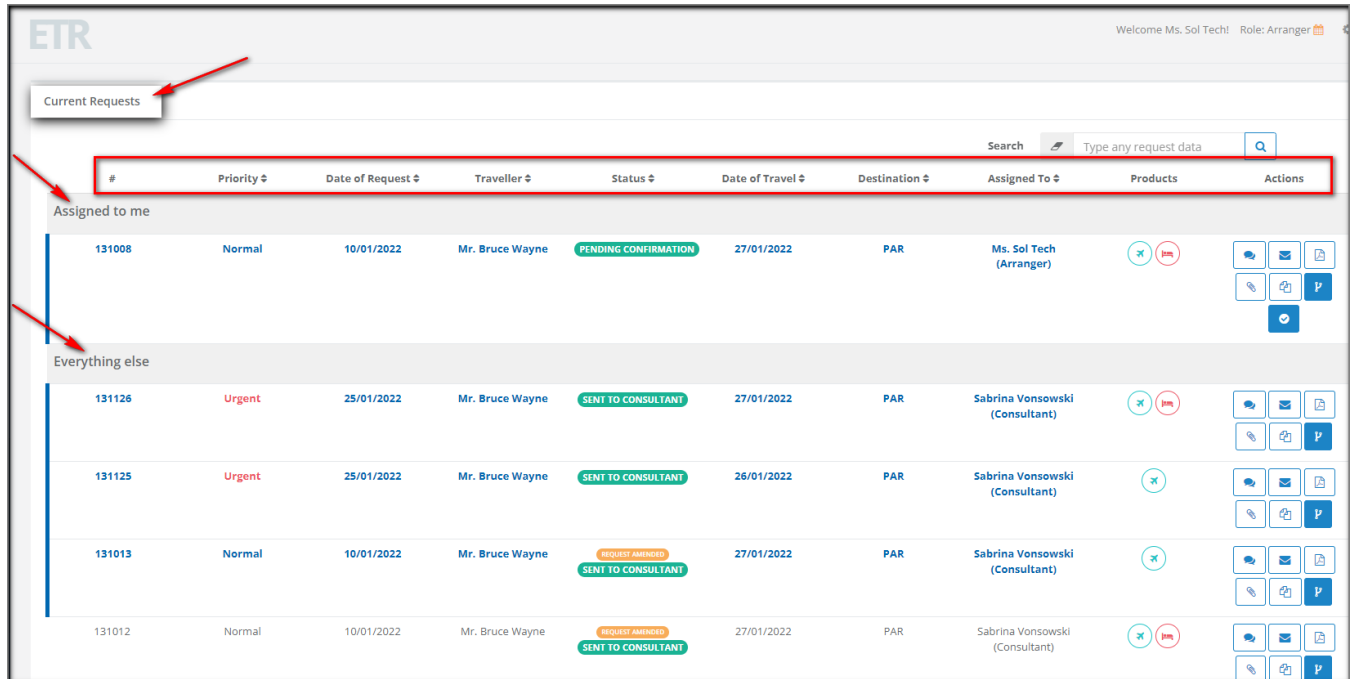
#	Priority	Date of Request	Traveller	Status	Date of Travel	Destination	Assigned To	Products	Actions
227025	Urgent	03/12/2021	Ms. Bina Vonsowski	SENT TO CONSULTANT	06/12/2021	Carlton London, Industrial Area Phase I, Chandigarh, India	Vinicius Castro (Consultant)	✖	[Icons]
227024	Urgent	02/12/2021	Ms. Bina Vonsowski	SENT TO CONSULTANT	03/12/2021	The Dubai Mall - Dubai - United Arab Emirates	Vinicius Castro (Consultant)	✖	[Icons]

## Current Requests Page

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

Below the banner “Assigned to me” shows all the requests that you need to action on it.

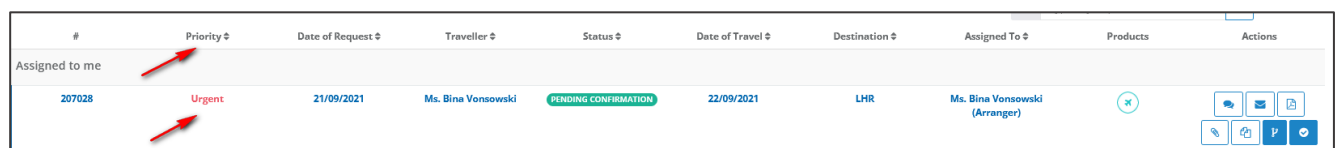
Below the banner “Everything Else” shows all requests that needs to be actioned by other users.



#	Priority	Date of Request	Traveller	Status	Date of Travel	Destination	Assigned To	Products	Actions
Assigned to me									
131008	Normal	10/01/2022	Mr. Bruce Wayne	PENDING CONFIRMATION	27/01/2022	PAR	Ms. Sol Tech (Arranger)		[Icons]
Everything else									
131126	Urgent	25/01/2022	Mr. Bruce Wayne	SENT TO CONSULTANT	27/01/2022	PAR	Sabrina Vonsowski (Consultant)		[Icons]
131125	Urgent	25/01/2022	Mr. Bruce Wayne	SENT TO CONSULTANT	26/01/2022	PAR	Sabrina Vonsowski (Consultant)		[Icons]
131013	Normal	10/01/2022	Mr. Bruce Wayne	REQUEST AMENDED SENT TO CONSULTANT	27/01/2022	PAR	Sabrina Vonsowski (Consultant)		[Icons]
131012	Normal	10/01/2022	Mr. Bruce Wayne	REQUEST AMENDED SENT TO CONSULTANT	27/01/2022	PAR	Sabrina Vonsowski (Consultant)		[Icons]

- # Request Locator Number – The system generates a locator number for each request
- Priority: Normal or Urgent\*\*
- Date of Request: The date that the request was made/created
- Traveller: The name of the Traveller that the requested quote is for
- Status: Shows on the screen the status of the request
- Date of Travel: Shows the date of travel for the specific request
- Destination: Shows the destination selected on the request e.g., City/Country/Airport name
- Assigned to: Shows the person your request was assigned to/ who needs to action on it.
- 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.
- Unread requests are highlighted in bold like an unread email as per below example.

\*\*Priority – Urgent = Date of Travel is within 72 hours)



#	Priority	Date of Request	Traveller	Status	Date of Travel	Destination	Assigned To	Products	Actions
Assigned to me									
207028	Urgent	21/09/2021	Ms. Bina Vonsowski	PENDING CONFIRMATION	22/09/2021	LHR	Ms. Bina Vonsowski (Arranger)		[Icons]



## Status

We have different kinds of Status as per list below:

### 1 – Current Requests

- Sent to Consultant:

**SENT TO CONSULTANT**

When a request is made and is sent to the consultant to do the quotes.

- Pending Confirmation:

**PENDING CONFIRMATION**

When the consultant sends back the quote for the user to choose an option

- Pending 1st Level Approval: (If the company has an approval system set up)

**PENDING 1ST APPROVAL**

When quote options are selected by the user it goes for the Traveller's approver to approve (If applicable)

- Pending 2nd Level Approval: (If the company has an approval system set up)

**PENDING 2ND APPROVAL**

When the request is approved by the First approver it goes to the Second approver to approve (If applicable)

- Pending 3rd Level Approval: (If the company has an approval system set up)

**PENDING 3RD APPROVAL**

When the request is approved by the Second approver it goes to the third approver to approve (If applicable)

- Approved:

**APPROVED**

When quotes are selected and confirmed by the Traveller/Arranger to be booked.

When the selected quotes (by the Traveller/Arranger) are approved by the Approvers to be booked.

- Request Amended:

**REQUEST AMENDED**

When a request made is amended a Tag Request Amended will show along to the current status.

- Quote Amended:

**QUOTE AMENDED**

Consultants can amend a quote after a request is approved and a Tag "Quote Amended" will show along with all the status.

- Draft:

**DRAFT**

When making a new request you can save as a draft before sending to the consultant to complete the request later. You can Edit the draft or remove the request at any time.

- Rejected:

**REJECTED**

When the Traveller/Arranger receives a quote from the consultant and then rejects the quotes. All the options are rejected and goes back to the consultant to update the quote.

\*\* NB\*\* If the Traveller/Arranger wants to approve only one product he must reject all the products and advise the consultant by comments, so the consultant can send back just the desired product for selection.

- Approval Rejected:

**APPROVAL REJECTED**

When the Approver rejects the quotes selected by the traveller (Same status for the 3 levels of approval). All the options are rejected and goes back to the Traveller/Arranger to choose another option or reject and send it back to the consultant to update the quotes.

## 2 – Old Requests

- Ticketed

**TICKETED**

When the Travel Consultant Issued the tickets of your selected quote option.

- Cancelled

**CANCELLED**

1. When the Consultant cancels a request that is no longer needed.

\*\*\* If you wish to Cancel a request, please advise the Consultant via comments session\*\*\* If already TICKETED cancelation fee might be applied.

- Not Taken Up

**NOT TAKEN UP**

When no action is taken (if applicable – Rules needs to be applied and set up into the system by administration)

- Amended

**AMENDED**

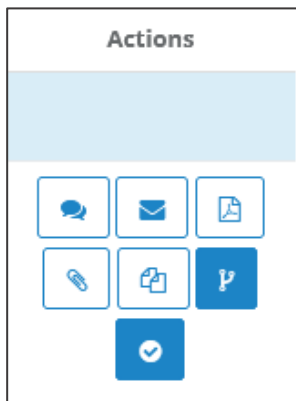
When the Arranger/Traveller amends a request, it creates a new one – The original request is stored as old request with the status Amended.

## Actions

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

#	Priority	Date of Request	Traveller	Status	Date of Travel	Destination	Assigned To	Products	Actions
Assigned to me									
130773	Normal	05/11/2021	Ms. Bina Vonsowski	PENDING CONFIRMATION	18/01/2022	New York	Ms. Bina Vonsowski (Arranger)		

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



From the request page, just hover the mouse over the signal at the left bottom of the page and it will show the action options for you.

ETR
Welcome Ms. Sol Tech | Role: Arranger

**Basic Information**

Number: #131010  
 Created in: 10/01/2022  
 Description: Training Paris  
 Company: TEST TECHNOLOGY  
 Arranger: Ms. Sol Tech  
 Traveller: Mr. Bruce Wayne  
 Department: IT  
 Reason For Travel : Business Trip  
 Employee Id: 123456  
 Status: SENT TO CONSULTANT  
 Assigned to: Sabrina Vonsowski (Consultant)  
 Products:

**History**

**Ms. Sol Tech**  
 Sent to SABRINA VONSOWSKI (Consultant)  
 10/01/2022 10:34

**Products**

**DUB to Paris from 27/01/2022 to 28/01/2022**

Travel type: Return  
 Class: Any  
 Check-in Baggage: 1  
 Seat Number: N/A  
 Meal: N/A  
 From: DUB / Dublin International  
 To: Paris - France (Any)  
 Departure date: 27/01/2022  
 Departure period: Any time  
 Return date: 28/01/2022  
 Return period: Any time

**Paris, France, from 27/01/2022 to 28/01/2022**

Location: Paris  
 Check-in: 27/01/2022  
 Check-out: 28/01/2022  
 Room type: Any  
 Boarding Basis Type: Room only  
 Rating: At least ★★★★★

## Comments

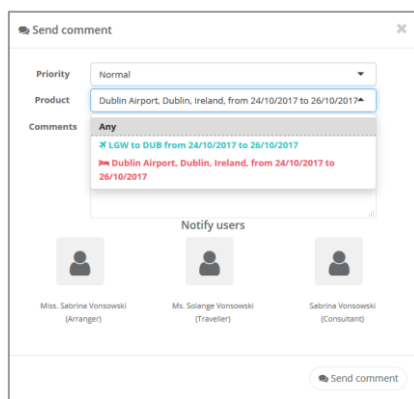


When you wish to communicate with your dedicated travel consultant, this must be made through comments.

You can add a general comment or for a specific product. If you have selected a specific product, it will be stored on History and on Product

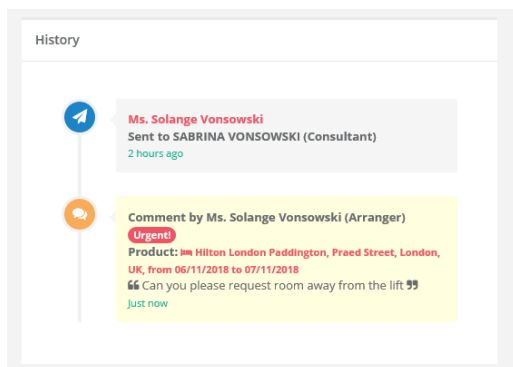
Every time you add a comment a notification email is sent, and the user can select who will receive it: Arranger/Traveller/Consultant.

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



The comments will be added and stored in the history of the request.

All the users have visualisation of the history by opening the request – on the left-hand side of the page



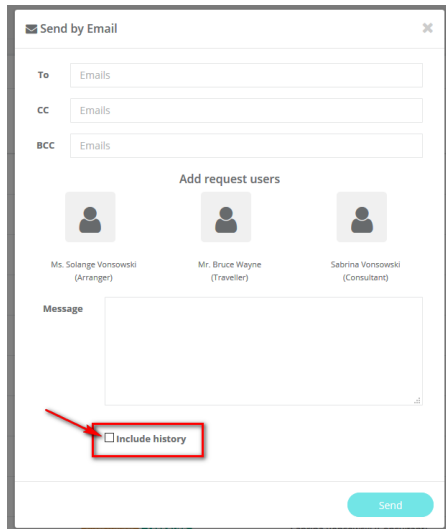
## Email



Allows the user to send a copy of the request by email in a PDF format with a message added on ETR system. The "Send by email" option is there for you to send a copy of the request to a relevant email address.

You can select to include the History on the PDF by selecting the box as below.

**\*\*NB\*\* Do not use the email option to communicate or to send important messages to your consultant as emails history are NOT stored in the quote history. If you wish to communicate with your travel consultant or add important observations to the request this must be made by using the comments option as per above**



The user must enter the email address that they wish to send a copy of the request. They can also select from the system without typing to send it to: Arranger/Traveller/Consultant if necessary.

NB\* Copy of Emails and messages added to the email are not stored on history.

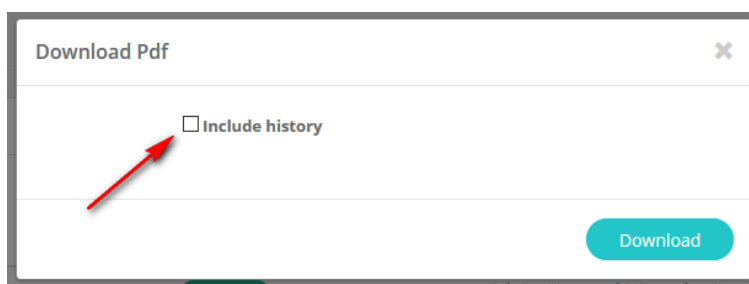


## PDF



It allows the user to generate and download a PDF file with all the request details if necessary.

The History can be selected to show on the PDF file.



## Clone



It clones a previous request, creates a new request with same data on it.

Trip details, Traveller's name and basic information can be changed.

Available for all status except Cancelled and Amended.

## Amend



The Amend option must be used if you wish to amend a request that you have sent to the consultant and need to change the details of the request as Dates, Traveller's Names, destination etc.

Available for all status except Rejected, Cancelled and Amended.

This action will create a new request and link to the old one. The old Request will show the status as "Amended" and it will be stored in the Old Requests tab.

The New request will show status along with the tag "Request Amended"

The below screenshot is showing you the screen that will appear after you click on the "Amend" button. This will allow you to edit one or more products, by clicking on "Edit" or "delete".

After clicking on edit, the edit product tab will open for you to add in changes. After you make the changes you, click on "save changes" or "discard changes" if need be.

## Choose



Available for “Pending confirmation” status. It Opens the request to confirm or reject.

## Attachments

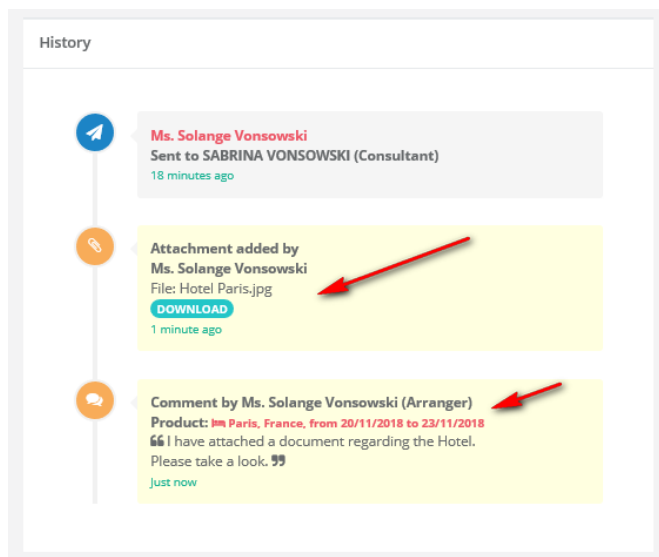


It allows the user to upload documents that will be stored on the request.

The Attachment option is there to store relevant documents to the request. All users can attach files to a request.

When a document is attached to the request it shows on the Request History and can be accessed at any time by all users. **\*\*NB\*\* This action does not send a Notification Email to any of the users**

If the document, you are attaching to the request is urgent or important you must advise the relevant person through the Comments option.



## 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.

You can Just Click on the Request number to be taken to the old/current request

**Basic Information**






**Number:** #101684

**Amended from:** #98156




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

History


- 
**Comment by MURILLO CESCHINI VIEIRA on behalf of Mrs. Sol Ida (Arranger)**  
 Please cancel this request 🗨️  
 16/11/2021 12:28
- 
**Quotes rejected**  
**MARIE TRIHY**  
 Reason: Quotes not suitable  
 Comment: More options for hotel 🗨️  
 08/11/2021 15:34
- 
**Request rejected in 1st level**  
**by SOLANGE VONSOWSKI on behalf of Ms. Livia Del Masso**  
 Reason: Request not approved  
 Comment: Selected quotes: Flight quote 2. Hotel quote 1. 🗨️  
 08/11/2021 15:33
- 
**Quotes confirmed**  
**Mrs. Sol Ida**  
 08/11/2021 15:31
- 
**Quotes added**  
**by SOLANGE VONSOWSKI on behalf of MARIE TRIHY**  
 08/11/2021 12:25

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

 **DUB to Paris from 20/10/2021 to 23/10/2021**

**Travel type:** Return  
**Class:** Economy  
**Check-in Baggage:** 1  
**Seat Number:** N/A  
**Meal:** N/A  
**From:** DUB / Dublin International  
**To:** Paris - France (Any)  
**Departure date:** 20/10/2021  
**Departure period:** Any time  
**Return date:** 23/10/2021  
**Return period:** Any time







---

 **Paris, France, from 20/10/2021 to 23/10/2021**

**Location:** Paris  
**Check-in:** 20/10/2021  
**Check-out:** 23/10/2021  
**Room type:** Any  
**Boarding Basis Type:** Bed & Breakfast  
**Rating:** At least ★★★★★

**Quotes**

Quote #1	€3.00
<b>Value-Added Tax (VAT):</b> EU	
<b>Price:</b> 3.00	
<b>Hotel:</b> Test Hotel	
<b>Hotel Address:</b> test address	
<b>Room type:</b> Any	
<b>Cancellation Policy:</b> test cancellation	
<b>Boarding Basis Type:</b> Room only	
<b>Check-in:</b> 20/10/2021	
<b>Check-out:</b> 23/10/2021	

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

## How to Select/ Confirm Quotes

Once consultant sends you the quotes you will receive an email advising where you can click on the link to open.

Hi, a new quote has been added by Sabrina Vonsowski.  
Open the request to check and confirm the options.

**Request Details**

**Number:** #116417  
**Date:** 26/03/2019  
**Arranger:** Ms. Solange Vonsowski  
**Traveler:** Mr. Bruce Wayne  
**Status:** Pending confirmation  
**Assigned to:** Ms. Solange Vonsowski (Arranger)

---

**Products**

**Hotel:** Paris, France, from 23/04/2019 to 01/05/2019

[View Request](#)

If the button does not work, copy and paste the address below into your browser:  
<https://secure-booking.ie/ETRSys/Request/RequestConfirmQuotes?requestId=116417&r=1>

Clubtravel - HRG Ireland ©

ETR system the status will show as 'Pending confirmation'

#	Priority	Date of Request	Traveller	Status	Date of Travel	Destination	Assigned To	Products	Actions
Assigned to me									
217029	Normal	12/10/2021	Ms. Bina Vonsowski	PENDING CONFIRMATION	20/10/2021	Dublin Airport (DUB), Dublin, Ireland	Ms. Bina Vonsowski (Arranger)		
217019	Urgent	05/10/2021	Ms. Bina Vonsowski	PENDING CONFIRMATION	06/10/2021	Dublin, Ireland	Ms. Bina Vonsowski (Arranger)		

Once you open You will be given some quote options for each product according to your request where you can select and Confirm or Reject Options.

To confirm you need to select at least one quote option for each product.

Comments added in a quote by consultant will only show in the quote. It won't be stored on history.

**Quote #2** €623.99

Value-Added Tax (VAT): EU  
 Service Fee: 19.50  
 VAT: 4.49  
 Price: 600.00  
 Hotel: Hotel La Paris  
 Room type: Double  
 Boarding Basis type: Room only  
 Check-in: 23/04/2019  
 Check-out: 01/05/2019  
 Comments:  
 ☞ Requested Room away from the lift ☞ by Sabrina Vonsowski (Consultant) at 26/03/2019 4:48:48 PM

[Selected](#)

---

**Quote #3** €831.98

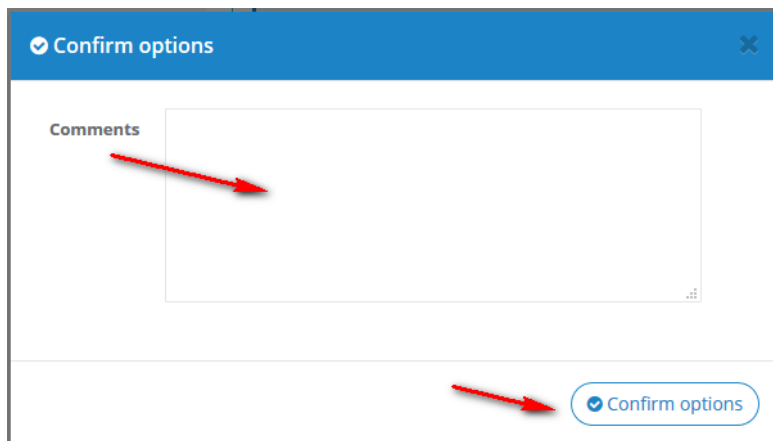
Value-Added Tax (VAT): EU  
 Service Fee: 26.00  
 VAT: 5.98  
 Price: 800.00  
 Hotel: Hotel Paris 5 Stars  
 Room type: Double  
 Boarding Basis type: Bed & Breakfast  
 Check-in: 23/04/2019  
 Check-out: 01/05/2019

[Select](#)

Reject options Confirm options

The selected quote will be highlighted in BLUE and After selecting the best/ preferred options, you can confirm your request.

Once you click to confirm options, a pop screen will show where you can enter relevant comments, this is an extra feature of the system, and it is optional if no comments are necessary just click on Confirm Options.



The Status will change and show as Approved.

Consultant will receive an email advising and they will make the booking and send the tickets to your email.

Once the tickets are issued the consultant changes the status of the request to Booked and the same will be now stored under the Old Requests folder.

## Reject Options

If selecting to reject the options all the quotes will be rejected, and it goes back to consultant.

You can use the comments session to advise the consultant why are you rejecting the options

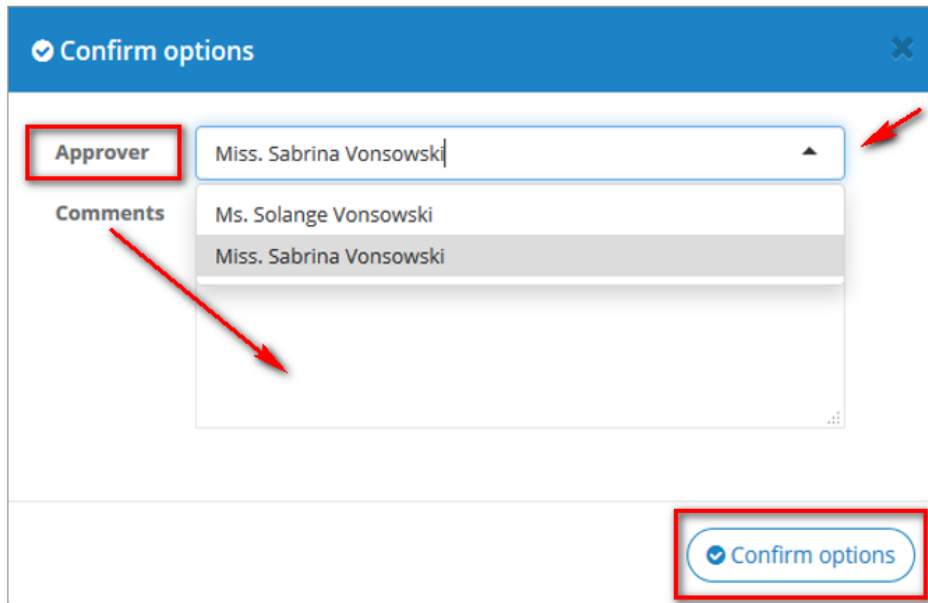
If you wish to approve only one product of the quote you must advise the consultants by comments when rejecting and they will be able to update only the quote of the product that you need.



## Approval System

### Approval process is optional, and it is determined by your company.

If there are any levels of approval, you need to send to approval before it goes back to the consultant to book. Once you select and confirm the quote a pop-up screen will show where you will have to send for approval first. If you have more than one approver assigned to you then you will have to select from a drop-down list. Click Confirm Options to send to approval, comments can be entered if relevant.



There are 3 different types of Approval process that a company can be set up:

- Approval per company – Up to 3 levels of approval.
- Approval per Traveller
- Approver per custom field

### Approval per Company:

Up to 3 level of approvals - there can be up to 3 levels of approval

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

The approvers shown on the list to be selected will be defined on the level of approval. If approver has permission to approve just for level1 he/she will show just on level one.

Status will be shown as

Pending 1<sup>st</sup> approval

Pending 2<sup>nd</sup> Approval (if there are more than one level)

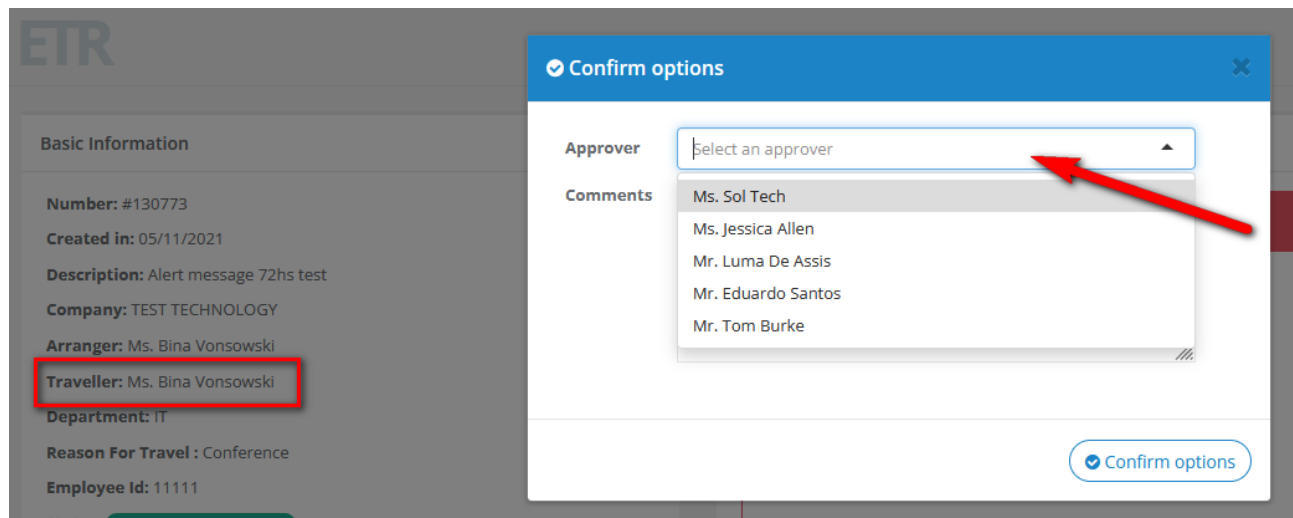
Pending 3<sup>rd</sup> approval (if there are more than 2 levels)

## Approval per Traveller

Each traveller will have one or more approvers assigned to them

The list of approvers to be select on the request will be shown according with Traveller

This process has only one level of approval. Status when selected an approver will be: "Pending 1<sup>st</sup> approval"

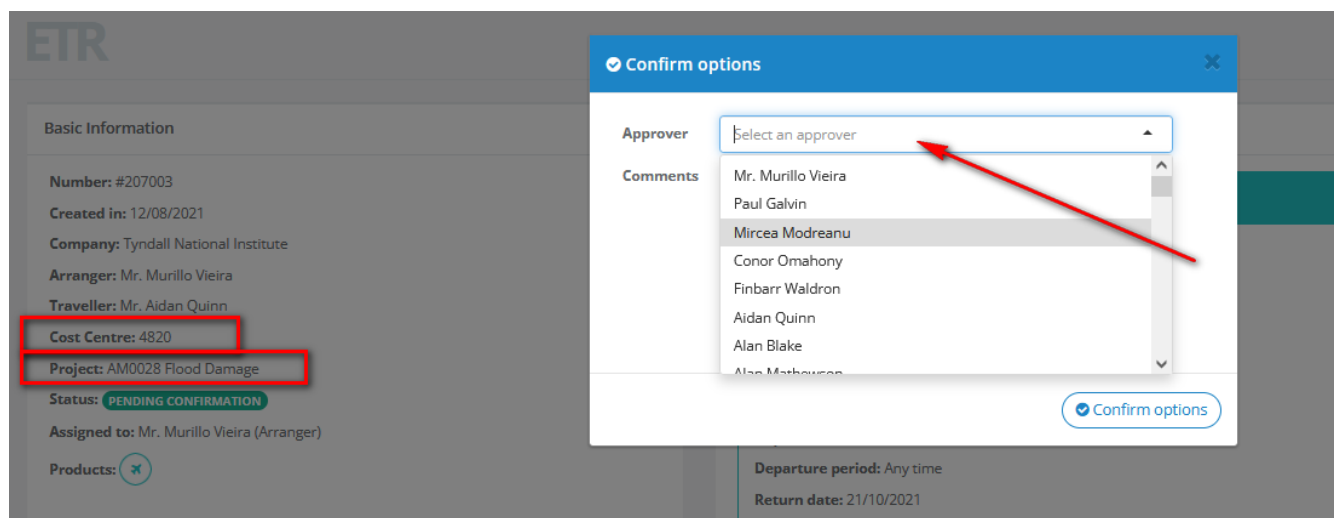


## Approval per Custom Field

Approvers will be linked to one or more values on the dropdown list of a custom field defined by the company.

List of approvers to be selected will be shown according with the value selected on Custom field at the time of the request (It can be more than one custom field)

This process has only one level of approval. Status when selected an approver will be: "Pending 1<sup>st</sup> approval"



## Approver Role

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

Mon 26/02/2018 14:51

Sabrina Vonsowski

FW: [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

To: Donna Henry

This message was sent with High importance.

**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/ETRSys/Request/RequestView?requestId=101674&r=3>

You can click on the link or open your ETR and log in as an Approver Role.

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

ETR

Logged as: Ms. Bina Vonsowski Role: Approver

Current Requests

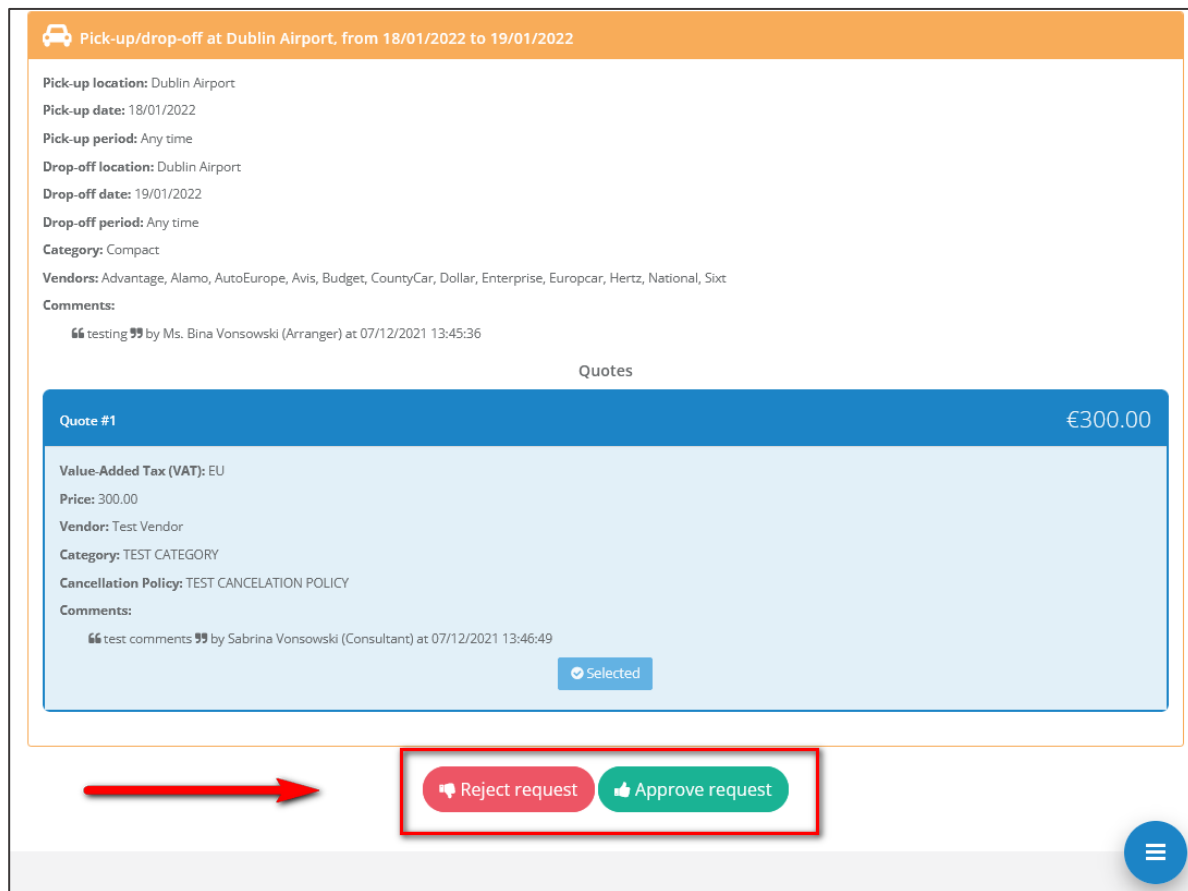
#	Priority	Date of Request	Traveller	Status	Date Of Travel	Destination	Assigned To	Products	Actions
130885	Normal	17/11/2021	Mr. Thomas Archer	PENDING CONFIRMATION	15/03/2022	Bahamas Islands	Ms. Bina Vonsowski (Arranger)	✖	🗨️ 📧 📄 🗑️
130878	Normal	16/11/2021	Mr. Thomas Archer	PENDING CONFIRMATION	15/03/2022	Bahamas Islands	Ms. Bina Vonsowski (Arranger)	✖	🗨️ 📧 📄 🗑️
130695	Normal	27/10/2021	Mr. Thomas Archer	APPROVAL REJECTED	15/03/2022	Bahamas Islands	Ms. Bina Vonsowski (Arranger)	✖	🗨️ 📧 📄 🗑️
130578	Normal	08/10/2021	Mr. Thomas Archer	APPROVED	15/02/2022	Dublin Airport (DUB), Dublin, Ireland	Sabrina Vonsowski (Consultant)	🚗	🗨️ 📧 📄 🗑️

The requests to be approved will show as Pending 1<sup>ST</sup> Approval – Select to open

Current Requests

#	Priority	Date of Request	Traveller	Status	Date Of Travel	Destination	Assigned To	Products	Actions
Assigned to me									
227030	Normal	07/12/2021	Ms. Sol Tech	PENDING 1ST APPROVAL	18/01/2022	Dublin Airport (DUB), Dublin, Ireland	Ms. Bina Vonsowski (Approver)	👤	🗨️ 📧 📄 🗑️

Approvers can Select to Reject or Approve a quote/request.



Pick-up/drop-off at Dublin Airport, from 18/01/2022 to 19/01/2022

**Pick-up location:** Dublin Airport  
**Pick-up date:** 18/01/2022  
**Pick-up period:** Any time  
**Drop-off location:** Dublin Airport  
**Drop-off date:** 19/01/2022  
**Drop-off period:** Any time  
**Category:** Compact  
**Vendors:** Advantage, Alamo, AutoEurope, Avis, Budget, CountyCar, Dollar, Enterprise, Europcar, Hertz, National, Sixt  
**Comments:**  
testing by Ms. Bina Vonsowski (Arranger) at 07/12/2021 13:45:36

Quotes

Quote #1 €300.00

**Value-Added Tax (VAT):** EU  
**Price:** 300.00  
**Vendor:** Test Vendor  
**Category:** TEST CATEGORY  
**Cancellation Policy:** TEST CANCELATION POLICY  
**Comments:**  
test comments by Sabrina Vonsowski (Consultant) at 07/12/2021 13:46:49

Selected

Reject request Approve request

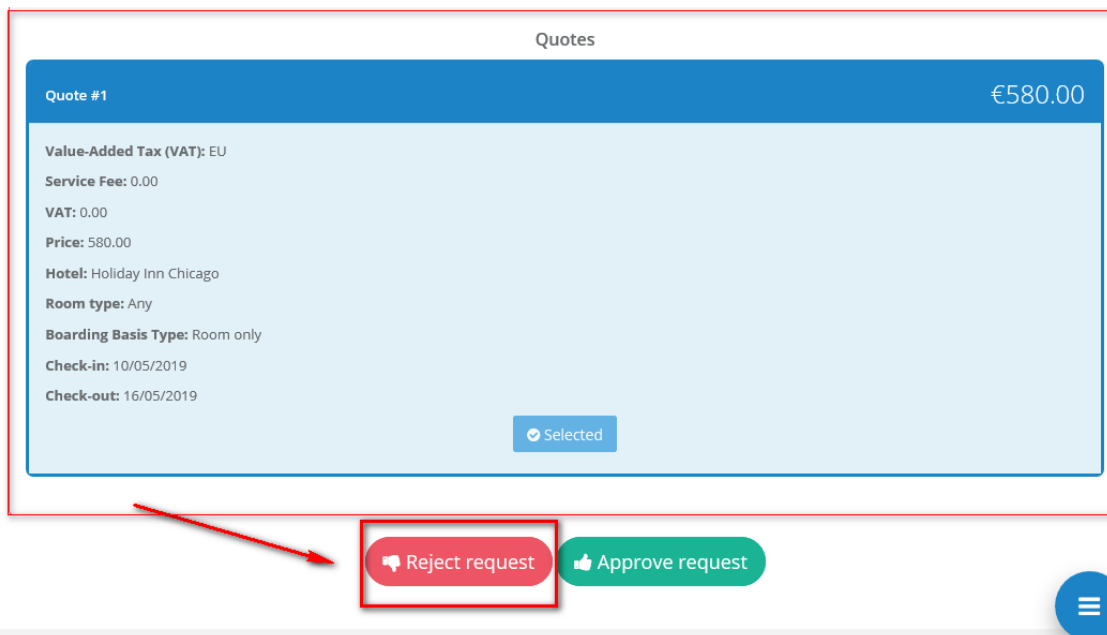
If approved, the process continues as normal and goes back to consultant to book and issue the tickets.

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

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

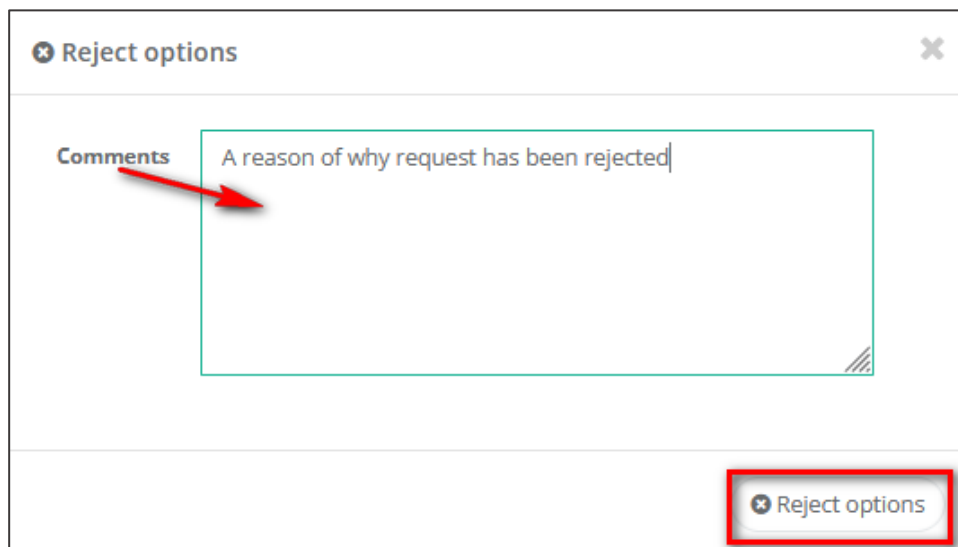
## Rejecting the Request.

Select Reject request by clicking.



The screenshot shows a 'Quotes' window with a quote for €580.00. The quote details include: Value-Added Tax (VAT): EU, Service Fee: 0.00, VAT: 0.00, Price: 580.00, Hotel: Holiday Inn Chicago, Room type: Any, Boarding Basis Type: Room only, Check-in: 10/05/2019, and Check-out: 16/05/2019. A 'Selected' button is visible at the bottom of the quote details. Below the quote window, there are two buttons: 'Reject request' (highlighted with a red box and a red arrow) and 'Approve request' (green button). A blue circular menu icon is also present.

A pop-up screen will show where you can enter comments with a reason why it is being rejected.



The screenshot shows a 'Reject options' pop-up window. It has a title bar with a close button (X). The main content area has a 'Comments' label and a text input field containing the text 'A reason of why request has been rejected'. A red arrow points to the input field. At the bottom right, there is a button labeled 'Reject options' (highlighted with a red box).

Enter comments and click on Reject Request

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

Traveller/Arranger will receive an email advising that the request has been rejected.



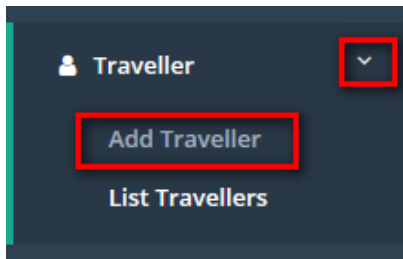
## How to create a new user – Admin

The “Traveller” access is optional and can be granted for users with the Arranger Role.

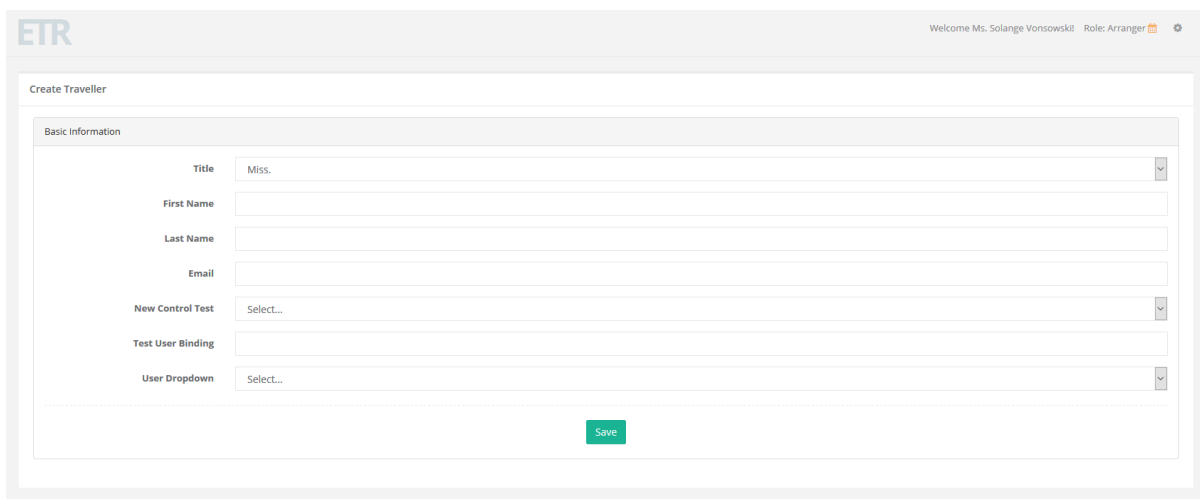
If you have the rights to manage travellers on ETR then you will see the Travellers Menu on the Left-hand side.

This option allows the user to add a new Traveller profile, see a list of all travellers in the company, Edit or Delete travellers.

To Add a Traveller, click on the arrow down on the Traveller Menu and then click on Add Traveller.



You will be taken to this screen where you will have to enter the Travellers details and the information relevant to your company.

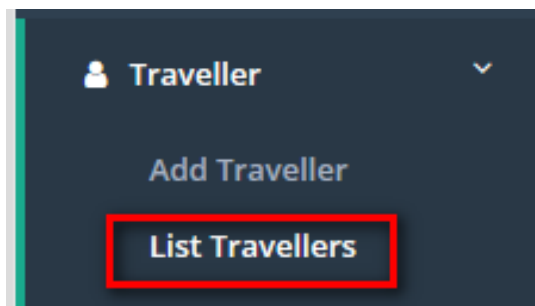


Once you enter the details click on Save and the traveller will be added to the system.

To give ETR access to the traveller you just created, they will have to follow the steps Forgot Password above.

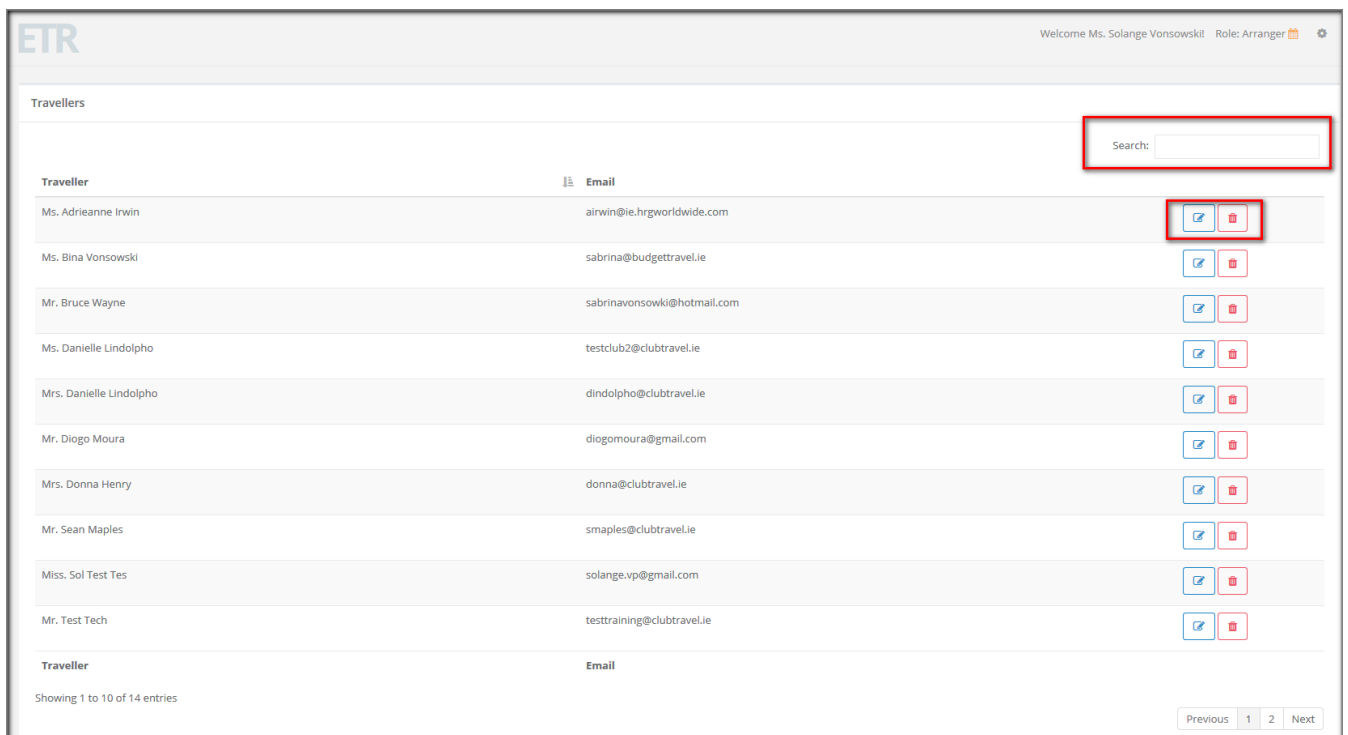
## Managing Travellers

To manage the list of Travellers, click on the arrow down on the Traveller Menu and then click on List Travellers.



You will be given a List of Travellers where you can:

Search by Travellers name, Edit the Traveller information, Delete a Traveller.



The screenshot displays the ETR system interface for managing travellers. At the top right, it says 'Welcome Ms. Solange Vonsowski Role: Arranger'. Below this is a search bar labeled 'Search:'. The main area contains a table with the following columns: 'Traveller' and 'Email'. The table lists 10 entries, each with an edit icon (pencil) and a delete icon (trash can). The first entry is 'Ms. Adrienne Irwin' with email 'airwin@ie.hrgworldwide.com'. The last entry is 'Mr. Test Tech' with email 'testtraining@clubtravel.ie'. At the bottom, there is a pagination bar showing 'Showing 1 to 10 of 14 entries' and buttons for 'Previous', '1', '2', and 'Next'.

### Edit Traveller.

If you wish to edit the traveller details, click on the edit symbol and a screen will open. Once you have the information updated click on Save.

**\*\*NB\*\*** The email address can not be edited, if the email address is something that needs to be amended you will have to delete the traveller and Add again as a New Traveller.

Edit Traveller

Basic Information

Title	Ms.
First Name	Adrienne
Last Name	Irwin
Email	airwin@ie.hrgworldwide.com
New Control Test	red
Test User Binding	Cute
User Dropdown	Value5

Save

To Remove a Traveller just click on the Symbol and a POP-UP will show to be sure you wish to remove.

Once a Traveller is deleted it cannot be restored, if a traveller is deleted by mistake it must be added again as a new Traveller.

Remove Traveller

Do you really want to remove the selected traveller from the company?

Close Remove