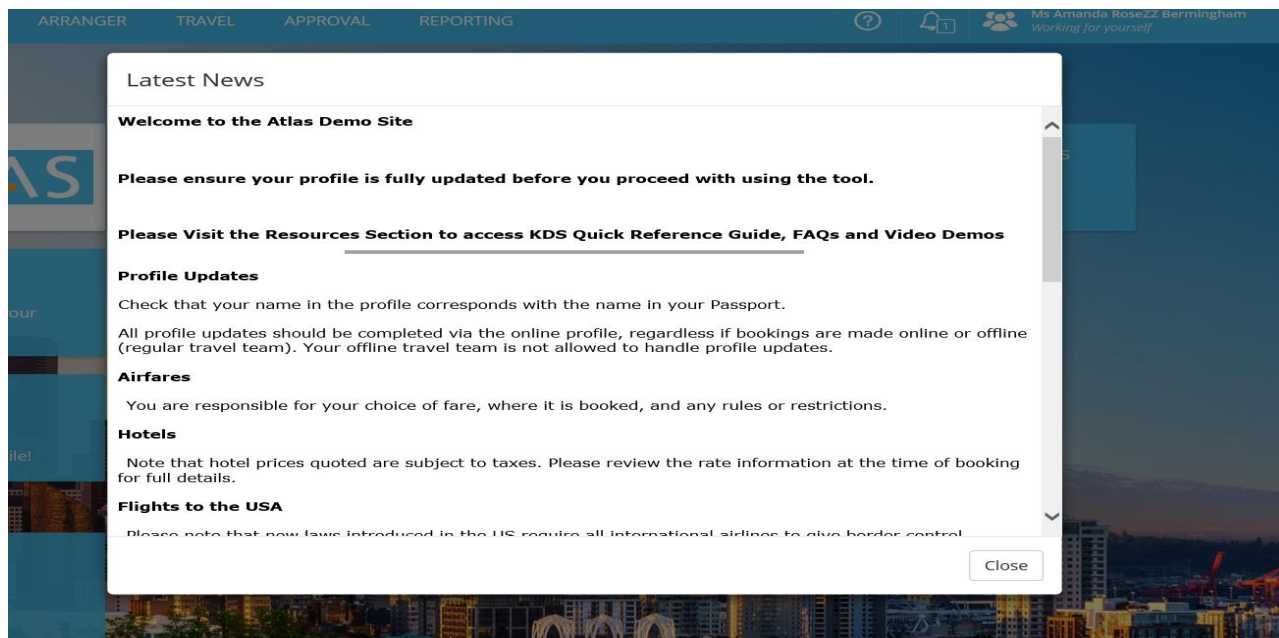


User Guide – Atlas Travel Services.
June 2020



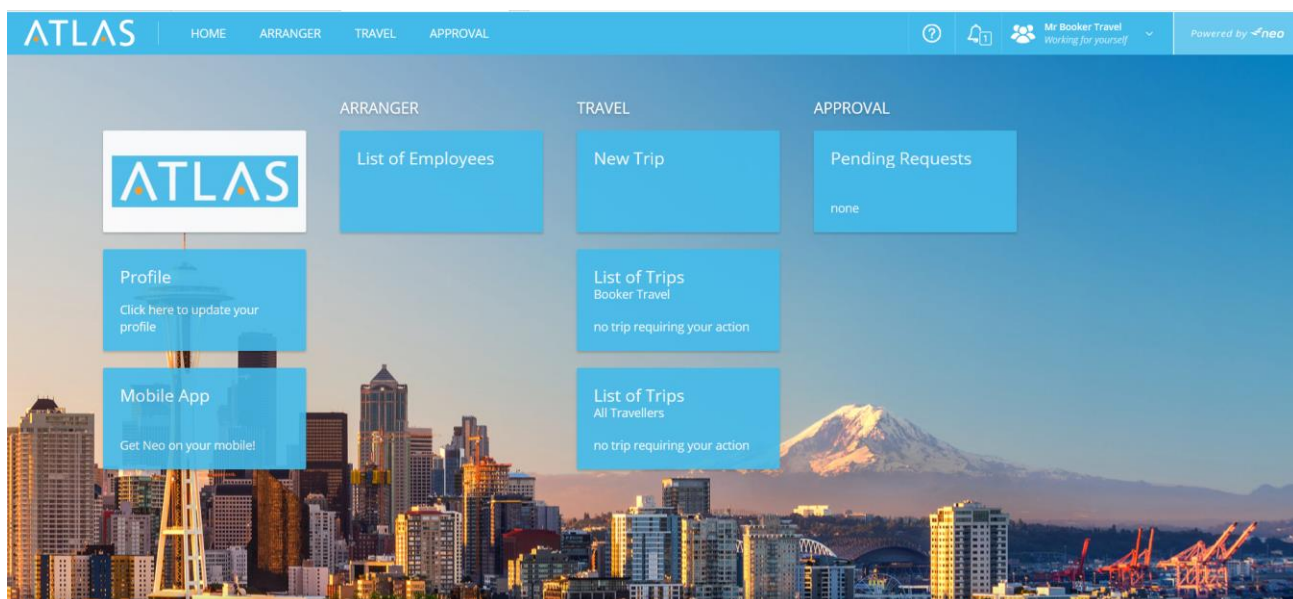
Welcome Page

Upon signing into Neo, you will be greeted by a pop-up Latest News screen, where any relevant messaging from your company, Atlas Travel or Neo may show.



Please select close once you have read this message. You can return to the Latest News message at any time by selecting the icon from the task bar on the top right of your screen.

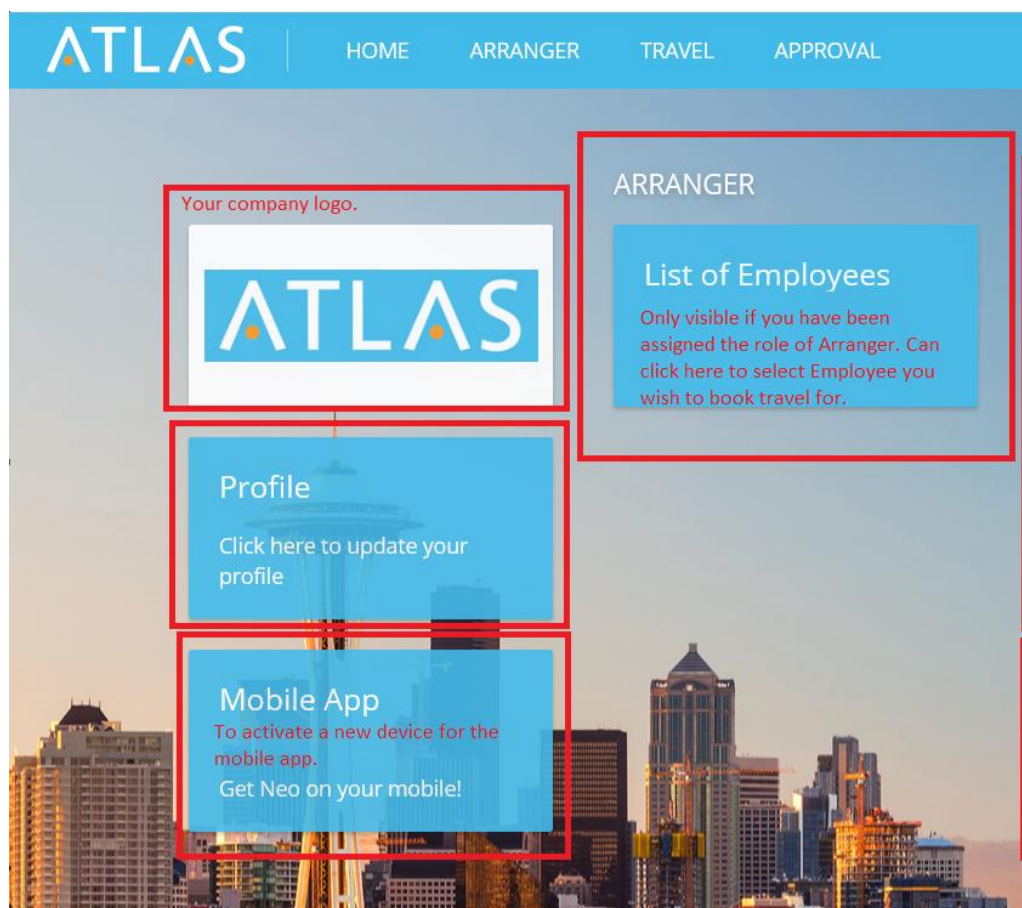
Once you close this screen you will see your Home Page.



From here, depending on your role/permissions you can

- Book a **New Trip** – Click to start the search
- **List of Trips** - View Existing Trips
- Update your **Profile**
- **Approve** a pending request (Only users with Approver rights will see this option)
- Book on behalf of another employee (Only users with **Arranger** rights will see this)
- View Contact Information - Click to see the link (on top right of your screen) to training pages and other useful links, Neo help and details of your travel consultant, including phone number and email address.

Your Home Screen explained.



Your Home Screen explained contd.

To view contact information, Neo help and other useful links.

Click here to re-display the Latest News message.

Mr Booker Travel
Working for yourself

Powered by **neo**

TRAVEL

New Trip
Click here to begin booking a new trip for yourself

Or here to view existing trip.

List of Trips
Booker Travel

no trip requiring your action

APPROVAL

Pending Requests

none

Only visible to users assigned role of Approver/Supervisor.

Only visible to Travel Arrangers

List of Trips
All Travellers

no trip requiring your action

Name of the person you are currently booking for. You will only be able to book on behalf of another employee if you have been assigned the role of 'Arranger'.

How to Book a New Trip

Click on 'New Trip' either the tile on the main Home page or by selecting 'Travel' from the task bar at the top of your screen. A new 'Search' screen will open.

ATLAS | HOME

TRAVEL

New Trip

List of Trips

ATLAS

New Trip

Profile
Click here to update your profile

List of Trips
no trip requiring your action

Roles

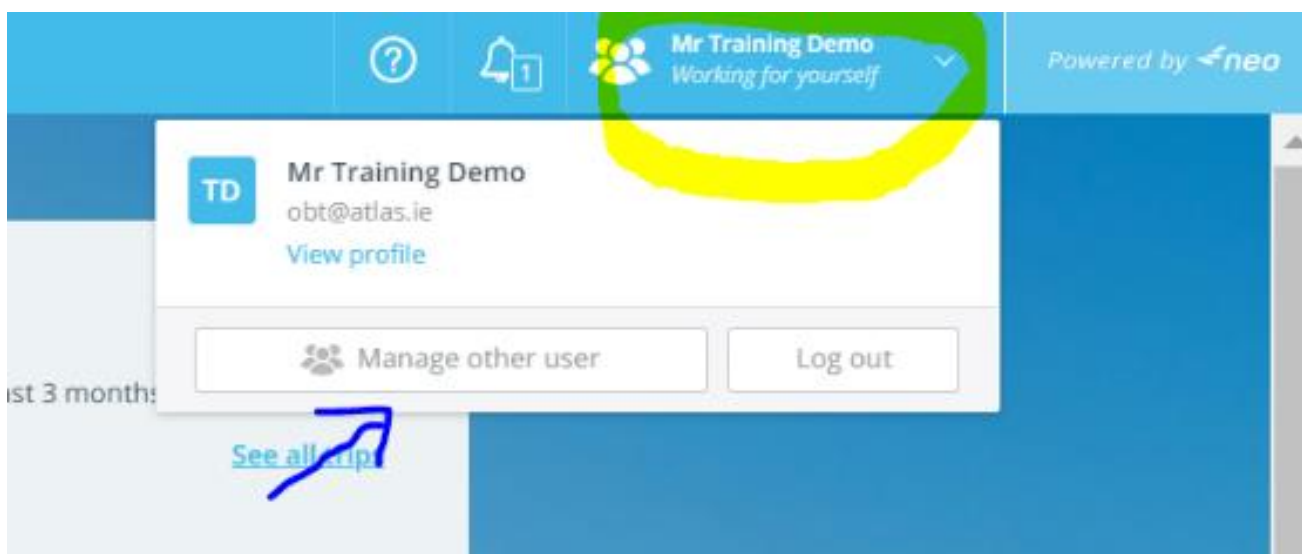
On Neo different type of roles can be created and granted different rights for the system. These roles are created by your administrator and determined by your Employers.

Standard Roles are as per below, however permission might be different within your company set up.

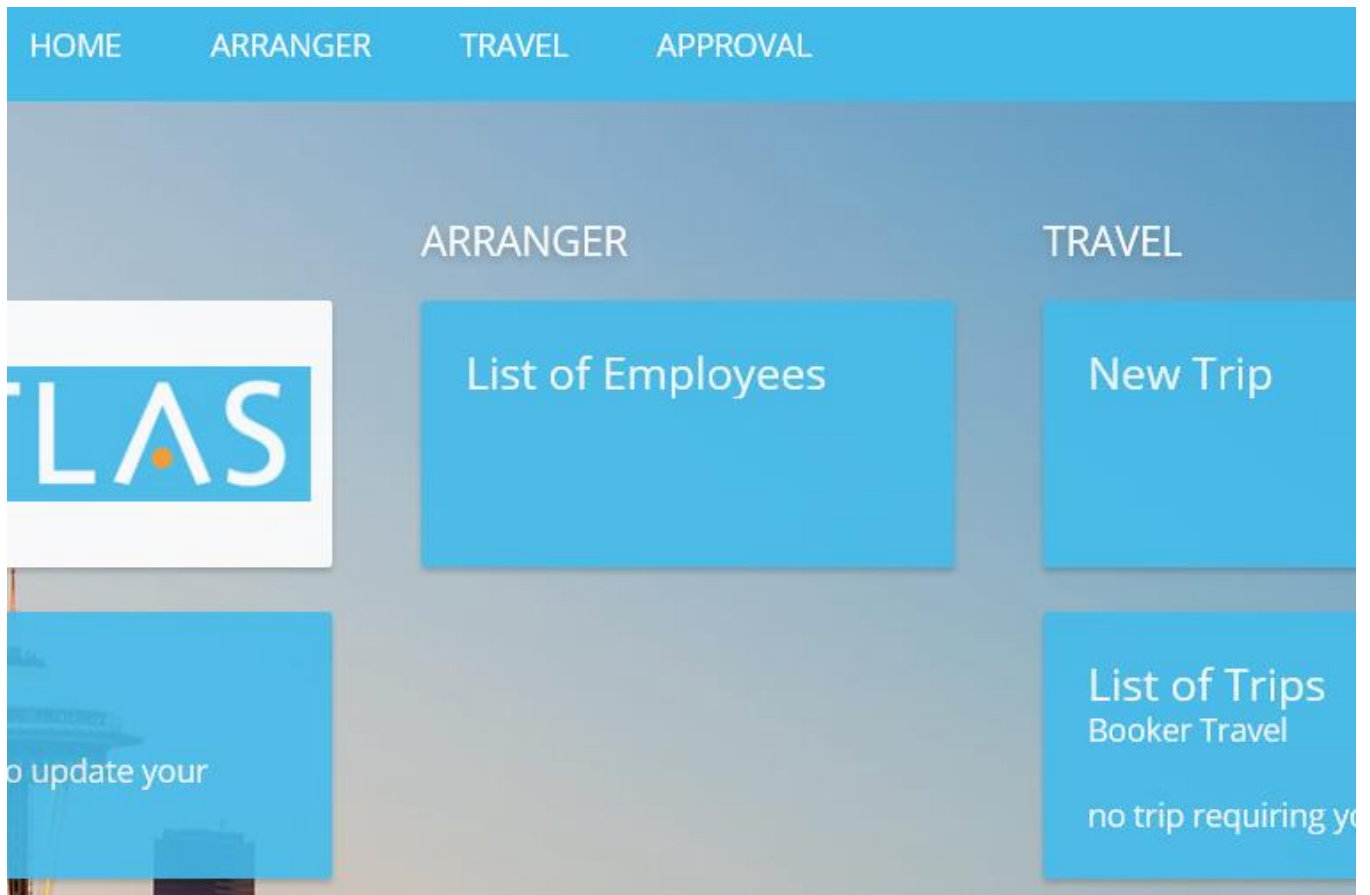
- Traveller: Can make bookings and manage profiles for yourself only.
- Booker/Travel Arranger: Can make bookings and update profiles for yourself and your assigned user group.
- Approver/Supervisor: Can approve/reject bookings for an assigned traveller/group of travellers.

If you are a Traveller your name will be selected as default (top right of the screen) once you click to book a New Trip.

If you are a Travel Arranger and wish to book on behalf of another traveller, then you may select this traveller by choosing 'Manage other user' and type their last name (or part of) as per their passport into the search tool.



Alternatively, you can select from the list of employees you are assigned as 'Arranger' for by choosing the 'List of Employees' tile from your home page.




Once you are sure you are booking for the intended traveller you can begin to build your itinerary by searching for your required service, Flight, Hotel or Car.

You can start with any of these services and then add additional services during the booking flow to build a complete itinerary or you can use the 'Door to Door' search for the system to offer you options for all sectors of your itinerary from one search request.

To start we will build the itinerary by searching for each required service separately, starting with flights.

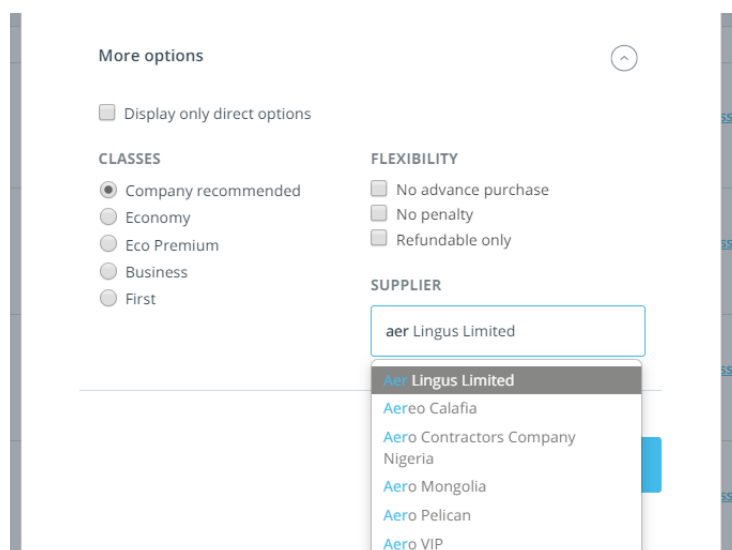
Select Round Trip or One-way. Complete the 'From' details as shown below.

NB : Please note multi-city itineraries must be booked offline through one of our travel consultants. You can find your travel consultant's details at any time by clicking the  icon on the top right of your screen.

Now, select your destination, travel dates and preferred departure times.

Under 'More Options' you can specify, direct flights only, cabin classes or specific airlines to search for.

NB: You will also have the option to narrow your options using the same criteria on the results page.



Flight Results Screen

Transport Results displays summary of itinerary searched. You can make changes to the search criteria here by clicking 'Edit Search,

Below this are options for filtering your results;

Number of stops – click here to filter by non-stop flights only

Companies (Airline) – choose which airline options to see to narrow your options

Price

Airport/Station – if you chose 'All Airports' option in previous step you can narrow your results to a specific airport at this stage.

Connections – narrow results to flights that operate/don't operate via a certain airport. E.g include or exclude options connecting via Heathrow only.

Compliant only – tick this box to only show options that are compliant with you company travel policy.

There are 4 tabs showing your flights options but ordered differently for each. They are;

Recommended, this is the default tab and takes into account your company travel policy including preferred airlines, your specific search criteria, price and duration of flight, connections etc. and offers options in order of suitability.

Earliest, returns options in order of the departure time of the outbound flight.

Fastest, returns option in order of total travel time of the outbound flight including connections.

Cheapest, options displayed are in order of price of the return trip.

Transport Results
Current search: DUB - Dublin, Tue, 6 Oct — LHR - London Heathrow, Wed, 7 Oct [Edit search](#)

Stops ▾ Companies ▾ Price ▾ Airport/Station ▾ Connections ▾ Compliant only

Outbound (23) Return

✦ Recommended British Airways, €105
 🕒 Earliest British Airways, 6 Oct - 09:05
 🕒 Fastest British Airways, 1h 15m
 💰 Cheapest British Airways, €105

	20:50 (DUB) Tue, 6 Oct BA 839	>	22:05 (LHR) Tue, 6 Oct	1h 15m Non-stop	Basic Economy (O) Change Fare/class	€105 Round Trip	<input type="checkbox"/>	Click the arrow to expand the view and see more details on this flight option.	
Hover over the symbols to see more details on the flight amenities.									
	19:55 (DUB) Tue, 6 Oct BA 823	>	21:15 (LHR) Tue, 6 Oct	1h 20m Non-stop	Basic Economy (O) Change Fare/class	€105 Round Trip	<input type="checkbox"/>		
	20:15 (DUB) Tue, 6 Oct EI 184	>	21:30 (LHR) Tue, 6 Oct	1h 15m Non-stop	Saver This symbol denotes a 'web' fare. Note: these fares are instant purchase. Economy (Y) Change Fare/class	€114 Round Trip	<input type="checkbox"/>		

You may see the appear beside some options shown, this means that your company policy has defined the supplier shown as a preferred airline/hotel/car hire company. Preferred suppliers can show with 1, 2 or 3 hearts with 3 hearts being the highest preference.

If a trip is deemed to be compliant with your company policy it will show as green **COMPLIANT**, non compliant journeys show as orange **NON COMPLIANT**. You can hover over the wording to display the reason for compliance/non compliance.

	06:00 (DUB) Thu, 17 Sep AF 1017	>	08:45 (CDG) Thu, 17 Sep	1h 45m Non-stop	Light Economy (T) Change Fare/class	€183 Round Trip	<input type="checkbox"/>	1, 2 or 3 hearts show for your company's preferred airlines, the more hearts the higher the preference.
This symbol means its a "web" fare. These fares are instant purchase.								
	06:40 (DUB) Thu, 17 Sep EI 520	>	09:30 (CDG) Thu, 17 Sep	1h 50m Non-stop	Saver Economy (Y) Change Fare/class	€92 Round Trip	<input type="checkbox"/>	
	07:35 (DUB) Thu, 17 Sep BA 831, BA 314	>	15:40 (CDG) Thu, 17 Sep	7h 5m 1 Stop (LHR)	Plus Economy (O, O) Change Fare/class	€276 Round Trip	<input type="checkbox"/>	Is option compliant with company policy? Hover over to see reasons why.
NON COMPLIANT								
	08:50 (DUB) Thu, 17 Sep KL 934, KL 1233 - Operated by klm cityhopper, KLM Royal Dutch Airlines	>	13:40 (CDG) Thu, 17 Sep	3h 50m 1 Stop (AMS)	Economy Light2 Economy (T, T) Change Fare/class	€207 Round Trip	<input type="checkbox"/>	

Click on your preferred flight to expand the details and the option to 'select' it as your outbound trip will show. Once you have selected your outbound flight you will see the options for return flights compatible with your outbound selection and you will also have the option to Change Fare/Class.

Different Fares

If you select to 'Change Fare/Class' you will be shown alternative fares for the flights you have selected. Certain airlines may have multiple fares, for example, Ryanair have Value, Regular, Plus and Flexi Plus fares, while other airlines such as British Airways have fares that do not include baggage.

Low Cost Airlines are instant purchase Tickets, if your company has an approval process in place you must have approval *prior* to booking these flights. These fares are identifiable by the symbol beside the fare name.

GDS Tickets are issued upon confirmation of the reservation or if your company has an approval process built into Neo, then tickets are issued upon approval.

You can select your preferred fare from here by selecting the box on the bottom right of the fare you wish to book.

Flight	Fare Type	Class	Flexibility	Bags	Price
OUTBOUND FR 332	Value	Economy (Y)	Not Refundable. Modifiable with Charge		€62.98 COMPLIANT
RETURN FR 341	Value	Economy (Y)	Not Refundable. Modifiable with Charge		
OUTBOUND FR 332	Regular	Economy (Y)	Not Refundable. Modifiable with Charge		€104.68 COMPLIANT
RETURN FR 341	Regular	Economy (Y)	Not Refundable. Modifiable with Charge		
OUTBOUND FR 332	Plus	Economy (Y)	Not Refundable. Modifiable with Charge		€118.98 COMPLIANT
RETURN FR 341	Plus	Economy (Y)	Not Refundable. Modifiable with Charge		

Flight	Fare Type	Class	Flexibility	Bags	Price
OUTBOUND					
BA 839	Basic	Economy (O)	Not Refundable. Modifiable Free of Charge	0 bag	€104.98 COMPLIANT <input type="button" value="Select"/>
RETURN					
BA 828	Basic	Economy (O)	Not Refundable. Modifiable Free of Charge	0 bag	
OUTBOUND					
BA 839	Basic	Economy (O)	Not Refundable. Modifiable Free of Charge	0 bag	€121.98 COMPLIANT <input type="button" value="Select"/>
RETURN					
BA 828	Plus	Economy (O)	Not Refundable. Modifiable Free of Charge	1 bag, 23 kg per bag	
OUTBOUND					
BA 839	Plus	Economy (O)	Not Refundable. Modifiable Free of Charge	1 bag, 23 kg per bag	€137.98 COMPLIANT <input type="button" value="Select"/>
RETURN					
BA 828	Plus	Economy (O)	Not Refundable. Modifiable Free of Charge	1 bag, 23 kg per bag	

Once you have chosen your return itinerary you will see your overall trip timeline across the top of your screen, with expanded details of the highlighted portion in the area below, so in this case it shows your flights details.

From here you have the option to finalize your trip by choosing 'Book'.

You can save the details for later, this does not hold any flights/fares or hotels etc. but just saves the details of your search/selection to save you time if might wish to search for the same itinerary later.

Or you can also choose to 'Share Trip' details of your selection by sending them via email to yourself or another person.

The screenshot displays the ATLAS Travel Services interface. At the top, there is a navigation bar with 'ATLAS', 'HOME', 'ARRANGER', and 'TRAVEL'. A user profile 'Mr Training Demo' is visible. The main content area shows a 'Trip Itinerary' for 'Tue, 6 Oct - Wed, 7 Oct'. The itinerary includes a flight from London Heathrow to Dublin, Ireland, with a price of €52.57. Below the itinerary, there are flight details for two segments: a flight from DUB to LHR on Tue, 6 Oct (BA 823) and a flight from LHR to DUB on Wed, 7 Oct (BA 826). The total price for the flight is €105.14. On the right side, there is a sidebar with a 'Book' button, 'ADD SERVICE' options, and 'BOOKABLE JOURNEY COST' information.

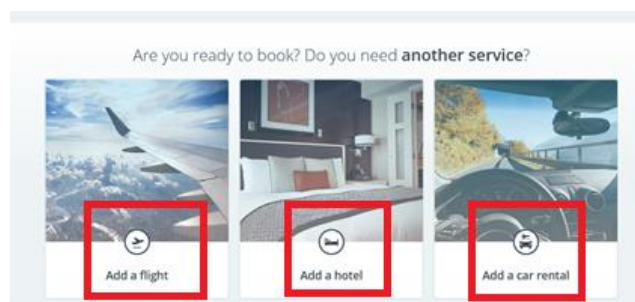
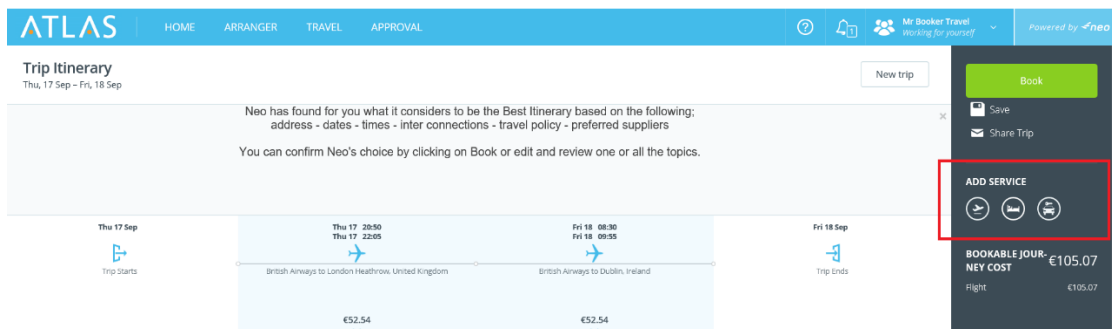
For GDS bookings, if it's possible to pre-assign seats on your selected flights you will have the option to do so here, by choosing 'Select Seat' either from above your flight details or if you expand the flight details it will also show within the details below.

At this stage you can also review the fare rules or again view other fare/class options for the same flights.

This screenshot shows the flight details for 'Amsterdam to New York (NY) (NY)'. The flight is operated by KLM (KL 645) on Tue, 6 Oct, departing at 14:30 from Amsterdam, Netherlands and arriving at 16:30 at New York J F Kennedy Terminal 4. The flight duration is 8 hours. The fare is Economy Flex (Economy (N)) for €440.36. The total price for the flight is €880.71. A 'Select seat' button is highlighted with a red box. Red arrows point to the 'Check fare Details' and 'Change Fare/class' links, with text explaining that clicking these links provides more details on fare rules, including cancellation and change penalties, and shows more fare options for the selected flights.

Once you have selected your preferred flight/fare option and it is showing in your timeline, you can finalize your trip by choosing to 'Book' or if you wish to add a hotel or car hire. you can choose to 'ADD SERVICE'

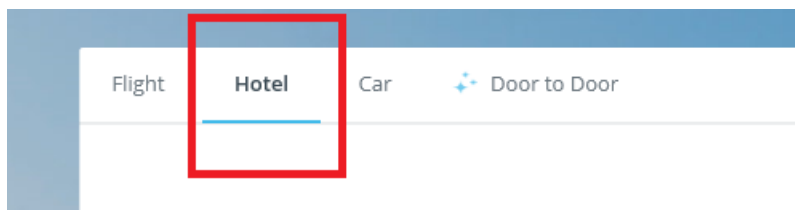
Select one of the 'ADD SERVICE' options just below the 'Book' button in the top right or if you scroll to the bottom of the screen you will also see a separate tile for each service.



You can now add a hotel or car hire to your itinerary. If you began building your itinerary by searching and selecting your hotel first, you can also add flights at this stage too.

Booking a Hotel.

You can book a hotel by adding the service onto a flight selection as above or if you only wish to book hotel then from 'New Trip' on the home page select the 'Hotel' tab.



If you are adding a hotel after you have selected your flights, the system will prepopulate the search fields for you. Otherwise the search fields will be blank.

Hotel addition

Information

- Information relative to the selected transport service is pre-populated in the search form [Clear Fields](#)

Where do you need accommodation?

DESTINATION / HOTEL NAME

Entering an exact address or a company site will result in a more relevant search.

When?

CHECK-IN

Thu 17 Sep 2020

CHECK-OUT

Fri 18 Sep 2020

[Search](#)

You can search for a specific hotel by name, or location by address. Begin typing your desired location and Neo will offer you drop down list of names/places. You must select from the suggested list.

DESTINATION / HOTEL NAME

madame Tussauds, Marylebone Road, London, UK

PLACES

- Madame Tussauds, Marylebone Road, London, UK
- Madame Lynch, Asunción, Paraguay
- Madame Tussauds New York, West 42nd Street, New York, NY, USA
- Madame Sherri Forest, West Chesterfield, NH, USA
- Madame Fu-Grand Cafe Chinois, Hollywood Road, Central, Hong Kong

Thu 17 Sep 2020

Hotel Availability

Display of Hotel Results - From here you can:

Modify your search parameters.

Use the filters to narrow down the results.

Sort the Display. You can use the filter option to sort the way the options are displayed.

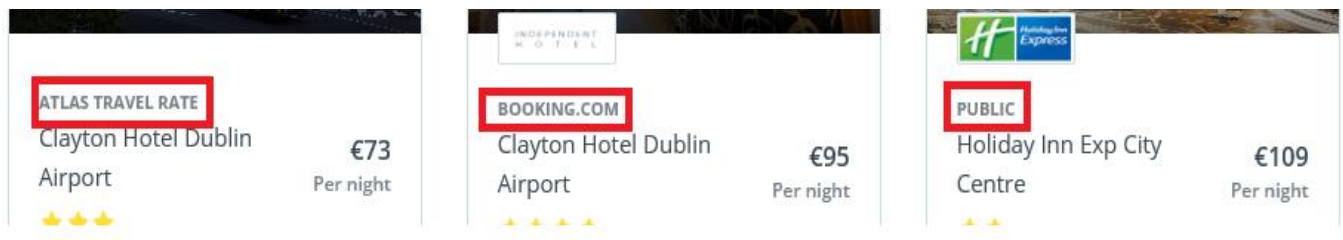
The screenshot displays the ATLAS Travel Services interface. At the top, there are navigation links: HOME, ARRANGER, TRAVEL, and APPROVAL. The main header shows 'Hotel Results' for a search on '16 September - 17 September' in 'Clayton Hotel Dublin Airport, Stoshole Lane, Clonsilla, Dublin Airport, County Dublin, Ireland'. Below the search bar, there are filter options for Stars, Hotel Name, Chain, and Amenities. A 'Sort by' dropdown is set to 'Recommendation'. The results section shows '60 properties found' and displays a grid of hotel cards. Each card includes a photo, a status (e.g., 'NON COMPLIANT' or 'COMPLIANT'), the hotel name, price per night, and estimated distance. A map on the right side shows the location of the hotels in Dublin, with various districts and landmarks labeled.

The results screen will show up to 5 pages of results with a max of 12 hotels per page.

The rate label will show just below the individual hotel logo, you may see rates labelled as Atlas Travel for rates that we have negotiated, public for general rates from the GDS and if your company set up allows access to Booking.com hotels/rates they will be labelled as Booking.com here.

GDS rates and Booking.com rates are shown separately, so you may see the same hotel appearing twice in your results.

If you have Negotiated Rates, then they will be identified by your company name showing here as the rate label.




The default will be a map view to the right with the hotels listed individually on the left. To view more details on a specific hotel, click anywhere on the hotel and the map area will be replaced with an expanded view of the hotel.



From here you can

- View **'Rate details'** to get full details on what is included in the rate, cancellation penalties etc.

- View other rates/rooms offered at the same hotel **'Change Room/Rate'**


- Select** hotel to book.

The  symbol for preferred hotels will appear in the top left of a hotel if applicable.

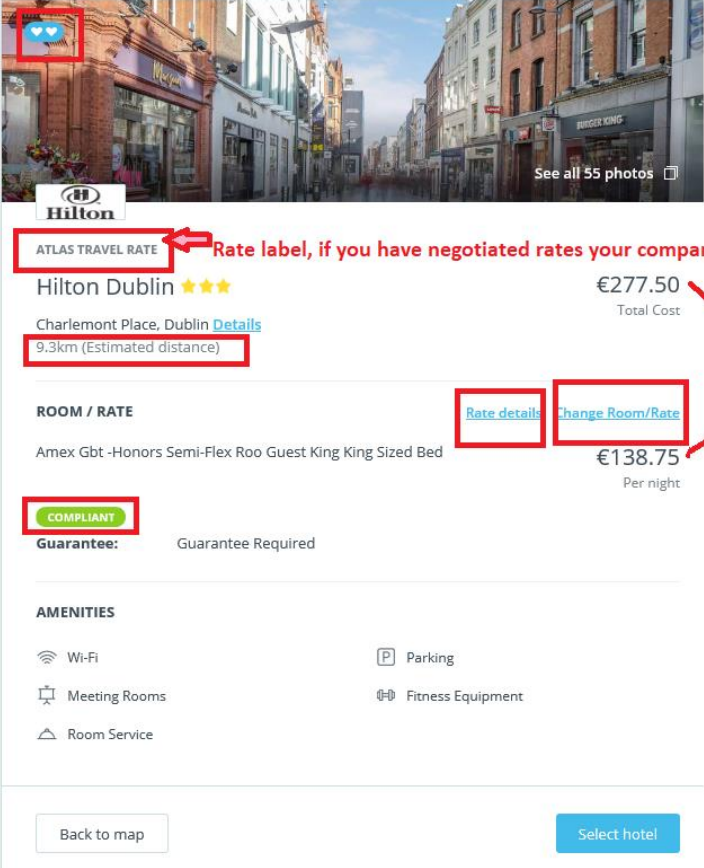
The  and  symbols will also be on the top right of the small display or below the room/rate summary on the detailed view. Again you can hover over the wording to display the reason for compliance/non compliance.

Chain ▾ Amenities ▾ Clear Filters

Sort by: Recommendation ▾



ATLAS TRAVEL RATE
Hilton Dublin
★★★★
9.3km (Estimated distance)
€139
Per night



ATLAS TRAVEL RATE ← Rate label, if you have negotiated rates your company name will appear here

Hilton Dublin ★★★★★
Charlemont Place, Dublin [Details](#)
9.3km (Estimated distance)

ROOM / RATE Rate details Change Room/Rate

Amex Gbt -Honors Semi-Flex Roo Guest King King Sized Bed €277.50
Total Cost

COMPLIANT Shows total cost and cost per night.

Guarantee: Guarantee Required

AMENITIES

- Wi-Fi
- Meeting Rooms
- Room Service
- Parking
- Fitness Equipment

Back to map Select hotel

Change Room/Rate will show all room types and rates available to book at this hotel.

Change Room/Rate

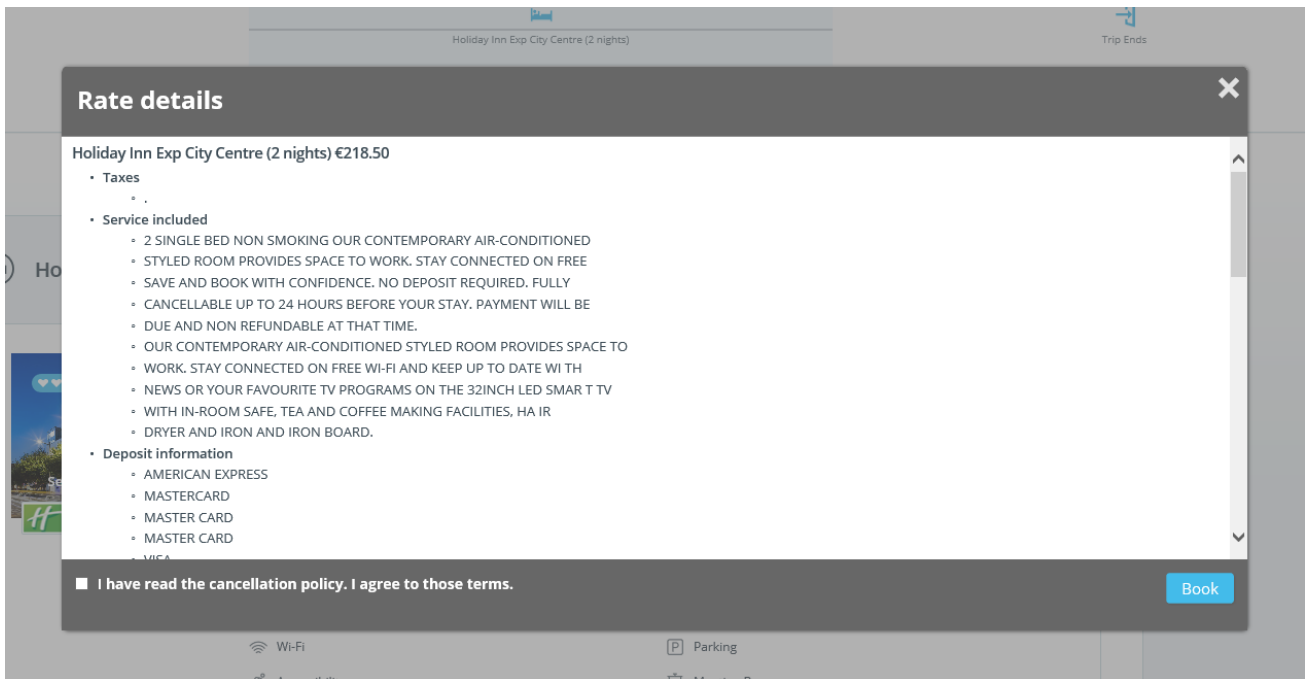
Room Description	Rate Type	Guarantee	Breakfast	Price
Book now, pay later 1 double bed non smoking our contemporary air-conditioned styled room provides space to work. stay connected on free	Public	Guarantee Required		€109.25 COMPLIANT Selected
Book now, pay later 2 single bed non smoking our contemporary air-conditioned styled room provides space to work. stay connected on free	Public	Guarantee Required		€109.25 COMPLIANT Select
Book now, pay later 1 bed accessible roll in shwr nosmk air conditioned accessible room provides space to relax and work. with	Public	Guarantee Required		€109.25 COMPLIANT Select

Once you have chosen your hotel and room type to book this will now appear in your timeline.

The screenshot shows the ATLAS Trip Itinerary for the dates Mon, 14 Sep - Wed, 16 Sep. A red box highlights the hotel booking confirmation in the timeline, which includes the hotel name, dates, and price per night. Below the timeline, a detailed view of the selected hotel, Holiday Inn Exp City Centre, is shown with its address, distance, and room/rate details. The room/rate details include the room description, guarantee type, and price per night. On the right side of the screen, there is a sidebar with a 'Book' button, 'Save', 'Share Trip', and 'Add Service' options. A warning message indicates that the booking is €72.80 above the recommended cost.

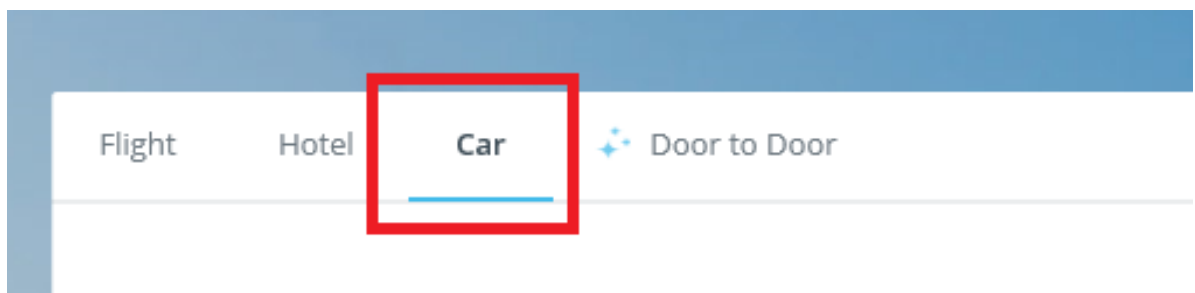
From here you can complete your trip by clicking the 'Book' button on the top right on your screen. As previous, if you are not ready to 'Book' yet, from here you can also Save, Share Trip or Add Service.

When you choose 'Book', the Rate details will display, and you must confirm that you have read the cancellation policy and agree to the terms before choosing 'Book' again from the bottom right of the pop-up screen.



Booking Car hire

You can book car hire by adding the service onto a flight/hotel selection as previously or if you only wish to book car hire then from 'New Trip' on the home page select the 'Car' tab.



If you are adding a car after you have selected your flights, the system will pre-populate the search fields for you. Otherwise the search fields will be blank.

Flight Hotel **Car** Door to Door ...

Where would you like to pick-up/drop-off the car?

FROM ADDRESS

DUB - Dublin

Using the exact address gives a more precise itinerary

Drop off at a different address

When?

PICK UP

Tue 15 Sep 2020 12:00

DROP OFF

Wed 16 Sep 2020 12:00

Search

Recent Trips

Pick your travel dates and we'll rebook the exact same trip.

CLAYTON HOTEL DUBLIN AIRPO RT 14/09/2020 Duplicate
14 September - 15 September

London Heathrow 06/10/2020 Duplicate
06 October - 13 October

[See all trips](#)

[Learn More About Search](#)

Complete the pick up/drop off location, dates and times.

Results will show;

Car Rental companies with locations close to your chose pick up/drop off points.

The **default car type** according to your company policy will show fro each rental company. To view other car types click 'Change car type'

Car Rental **COMPLIANT** PUBLIC PRICE [Rate details](#) COMPACT [Change car type](#) €44.99

AVIS
Preferred partner

PICK UP AT AVIS RENT-A-CAR
 15 September 2020 - 12:00 0.06km
[Car vendor information](#) Pick up Time Est'd Distance

DROP OFF AT AVIS RENT-A-CAR
 16 September 2020 - 12:00 0.06km
[Car vendor information](#) Drop Off Time Est'd Distance

Vehicle Category : Compact, 4-5 Door, Manual, No A/C
 Vehicle Type : OPEL ASTRA
 Price Details : Unlimited mileage - Base Rate: 44.99 EUR/day

Select

Car Rental **COMPLIANT** PUBLIC PRICE [Rate details](#) COMPACT [Change car type](#) €50.45

Hertz

PICK UP AT HERTZ
 15 September 2020 - 12:00 0.06km
[Car vendor information](#) Pick up Time Est'd Distance

DROP OFF AT HERTZ
 16 September 2020 - 12:00 0.06km
[Car vendor information](#) Drop Off Time Est'd Distance

Scroll down to view more car rental companies.

Suppliers with more than one rental location option will show drop down menu under 'Pick Up' and 'Drop Off' locations. If you change the location for pick up, the drop off location will not automatically change to the same so you must make sure to change for both if this is what you require.

If you have negotiated rates with a supplier, your company name will appear above the Rate Details where it shows 'Public Price' in the example below.

Similar to flights and hotels the symbol for preferred supplier may appear below the supplier logo, if applicable.

The **COMPLIANT** and **NON COMPLIANT** symbols will appear in the header of each option. Hover over the wording to display the reason for compliance/non compliance.

Change Car Type

From here you can

View the full list of cars/rates available from the selected car rental supplier.

Filter these results by Vehicle Category or Transmission type.

Any Negotiated Rates will be labelled with your company name showing under 'Rate Type'

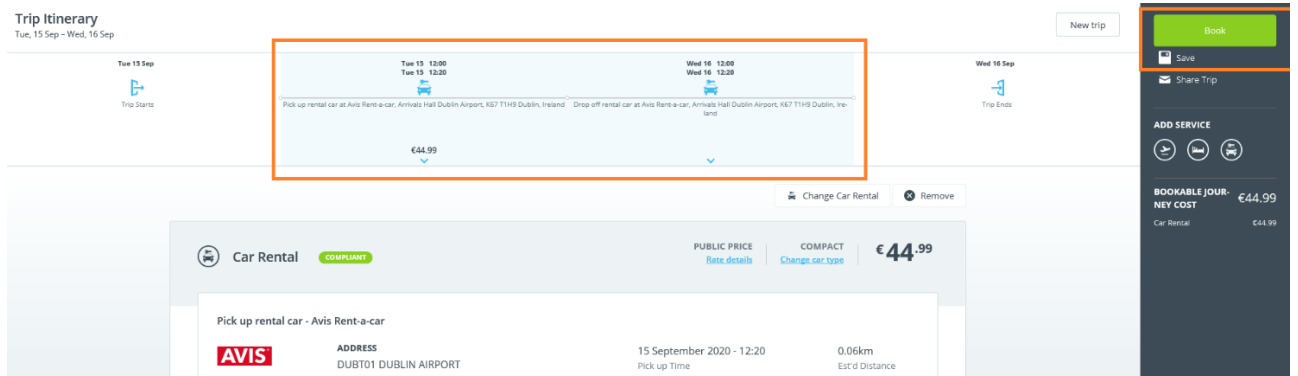
Change car type

×

Vehicle Category ▾
Vehicle Transmission ▾

Vehicle	Rate Type	Conditions	Price
Opel astra Compact , 4-5 Door, Manual, No A/C	Public price	Unlimited mileage - Base Rate: 44.99 EUR/day	€ 44.99 COMPLIANT Selected
Toyota auris Compact , 4-5 Door, Manual, Diesel with A/C	Public price	Unlimited mileage - Base Rate: 47 EUR/day	€ 47.00 COMPLIANT <input type="button" value="Select"/>
Nissan juke Compact , 2/4 Door, Manual, No A/C	Public price	Unlimited mileage - Base Rate: 48 EUR/day	€ 48.00 COMPLIANT <input type="button" value="Select"/>

When you choose your preferred rental option it will be added to your timeline and from here you can complete the reservation by selecting 'Book'.



Door to Door Bookings

A Door to Door search will work out the recommended (in line with your company policy) itinerary for your complete trip from start to finish. The search screen looks slightly different to our other search screens.

For this search you can put in your starting location, the default will be your office address, it could also be your home address, departure airport etc.

The destination can be the address of your business meeting, the hotel you wish to stay at, your destination airport etc.

For departure dates/time the system is asking 'When do you want to travel' and from a drop down you have the option to choose;

- if you want results based on the time from which you can start your journey i.e. Leave after

- The time by which you must arrive at your destination/location of your meeting, i.e. Arrive before

- Or if you know around what time your required flight departs at you can search by 'Main transport departs at'

And like wise for your return dates/times.

The example below is based on a search where the traveller is based in an office in Dublin and has an 8.00am business meeting at the Eiffel Tower in Paris, which is expected to last 2 hours.

I enter my search criteria as follows;

Flight Hotel Car **Door to Door**

Where are you travelling to?

Round Trip One-way

FROM ADDRESS
Office

TO ADDRESS
Eiffel Tower, Paris, France

When do you want to travel?

OUTBOUND

Arrive Eiffel Tower, Paris, France before Wed 16 Sep 2020 08:00

RETURN

Leave Eiffel Tower, Paris, France after Wed 16 Sep 2020 10:00

Plan Trip

When I click 'Plan Trip', Neo will look at the best option to have the traveller at their meeting for 8am and ready to begin their return journey after. It will also suggest a hotel near the location of the meeting if required and transport suggestions for airport to hotel to meeting etc.

The recommended suggestion for your entire itinerary will appear in your timeline. See explanations of your timeline display below;

At the centre of the timeline is the 2 hour meeting at the Eiffel Tower, and at either end is the journey starting pointing, in this case the location of the company office. In order to be at a meeting in Paris for 8am the traveller will need to begin their journey from Dublin the previous day and stay overnight in Paris so flight options and hotel near the meeting are also showing.

As these are bookable elements the cost shows in the top right of the screen.

Neo has also made suggestions for transport options between the office and airport, airport to hotel, hotel to meeting, meeting location back to the airport and on arrival from the airport back to the company office, these are all showing as highlighted by the blue boxes for this example.

As these particular options are not bookable on Neo, they are showing separately from the flight and hotel prices on the right side of your screen and are labelled as 'Estimated Additional Expenses'.

ATLAS HOME ARRANGER TRAVEL APPROVAL

Trip Itinerary
Arrive Paris before 08:00, on 16 September - Leave Paris after 10:00, on 16 September [Edit search](#)

Information
This proposal departs on 15/09/2020

Tue 15 Sep Office
15:29 15:50 Taxi to Dublin
Tue 15 17:05 Tue 15 19:55 Air France to Paris Charles de Gaulle, France
€91.27
20:45 21:28 Taxi to DE LA PAIX TOUR EIFFEL
Tue 15 Wed 16 De La Paix Tour Eiffel (1 night)
€120.00 (Per night)
07:38 07:50 Walk to Eiffel Tower, Paris, France
Wed 16 08:00 Wed 16 10:00 Eiffel Tower, Paris, France
10:24 11:00 Taxi to Paris Charles de Gaulle
€91.27
Wed 16 12:15 Wed 16 13:10 Air France to Dublin, Ireland
14:00 14:24 Taxi to Office
Wed 16 Sep Office

BOOKABLE JOURNEY COST €302.53
 Right €182.53
 Hotel €120.00
ESTIMATED ADDITIONAL EXPENSES €188.10
 Taxi €188.10
[Edit estimates](#)
TOTAL COST OF TRIP €490.63

All or any of the elements of your timeline can be viewed in more detail, changed or removed altogether from here. Click on the area of the timeline you wish to change and further details will appear in the screen below.

on 16 September - Leave Paris after 10:00, on 16 September [Edit search](#)

Starts on 15/09/2020

15:29 15:50 Taxi to Dublin
Tue 15 17:05 Tue 15 19:55 Air France to Paris Charles de Gaulle, France
€91.27
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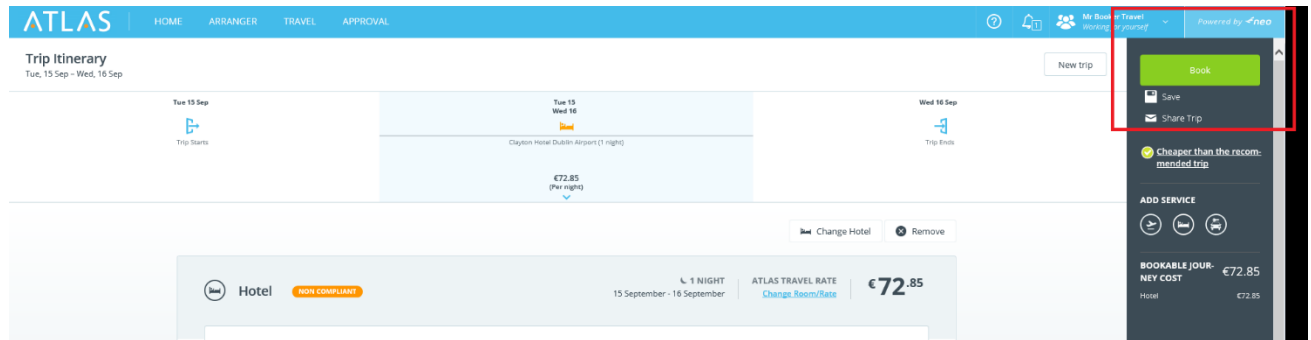
We've selected our recommendation
[Change Hotel](#) [Change dates/location](#) [Remove](#)

Hotel COMPLIANT
 1 NIGHT
 15 September - 16 September
 PUBLIC
[Change Room/Rate](#) **€120.00**

De La Paix Tour Eiffel ★★★★★
 19 Rue Du Gros Caillou., Paris [Details](#)
 0.74km (Estimated distance)
ROOM / RATE [Rate details](#) [Change Room/Rate](#)
 Best Available Rate Buffet Breakfast 13.00 Eur Single **€120.00** Per night

Completing your Reservation

When you have added one or more services to your timeline and are ready to complete your reservation, click the green 'Book' button on the top right of your screen. This will move you on to the next stage and you will not be able to add any more 'Services' to your itinerary.



Ancillary Services:

For Low Cost Carriers, when you proceed to the 'Book' stage, you may be offered the option to add flight ancillary services such as Priority Boarding, Cabin and Checked-in Baggage. **When available with the Airline.**

Select from the options offered for each portion of the itinerary or leave as the default of 'None', move down until the 'Next' button is visible.

REMINDER : Some airlines have multiple fare bands so you may be able to incorporate the cost of your bags, preassigned seats etc. into the fare by choosing a different fare level without needing to add it on as ancillary service. For more details, see earlier section on 'Different Fares'.

If you wish to view the different fare levels at this stage, do not click 'Next' but instead, click the X in the top right of the pop-up box to stop the booking process and return to your Timeline screen. From here, if you click your flights to highlight them, the option to 'Change fare/class' will be visible in the expanded view below.

****NB**** If an option is not showing on the list it may mean it is not available for this flight with the Airline or it is only possible to add this service by going onto the Low Cost Carrier website directly to manage your reservation.

Special Services

Dublin - London - Dublin (16/09/2020 08:15)

Flight Customisation

Baggage:
The following option only applies to flight FR 332

- None (Usually included)
- 1 baggage 20Kg total (+ 20 EUR usually)
- 2 baggages 20Kg+20Kg (+ 40 EUR usually)
- 3 baggages 20Kg+20Kg+20Kg (+ 60 EUR usually)

Speedy boarding:

- No (Usually included)
- Yes (+ 12 EUR usually)

Accepted credit cards (For your information only. Will not have effect on the actual form of payment used for booking):

- American Express + 0.00EUR
- Corporate Discover + 0.00EUR
- Visa Debit + 0.00EUR
- MasterCard Prepaid + 0.00EUR
- Corporate MasterCard + 1.37EUR
- Connect + 0.00EUR
- MasterCard Debit + 0.00EUR
- Discover + 0.00EUR
- MasterCard + 0.00EUR
- Visa Credit + 0.00EUR
- UATP + 1.37EUR
- Corporate Diners Club + 0.00EUR
- Corporate Diners Club + 0.00EUR
- Visa Delta + 0.00EUR
- Visa Electron + 0.00EUR
- Corporate American Express + 1.37EUR
- Air Plus + 1.37EUR
- Corporate Visa Credit + 1.37EUR
- Diners Club + 0.00EUR
- BTA American Express + 0.00EUR
- I-BTA American Express + 0.00EUR

Baggage:
The following option only applies to flight FR 331

- None (Usually included)
- 1 baggage 20Kg total (+ 20 EUR usually)
- 2 baggages 20Kg+20Kg (+ 40 EUR usually)
- 3 baggages 20Kg+20Kg+20Kg (+ 60 EUR usually)

Next

Non-Compliant Reservations

If all or part of the booking you are making is non-compliant with your company policy, you may be required to select a reason for choosing a non-compliant flight/hotel/car after you proceed to the 'Book' stage.

Below is an example of how the non-compliant reason appears. In the case of bookings that require approval from an approver/supervisor in Neo, the reason selected will appear on the automated email they received.

Compliance

Your selection is not policy compliant.

1 hotel night at Clayton Hotel Dublin Airport (14/09/2020)
Please select the reason for choosing a non-compliant hotel:

- No cheaper alternative hotel available at the time of booking
- Location of alternative hotel unsuitable
- Declined due to penalties
- Travelling with client

Next

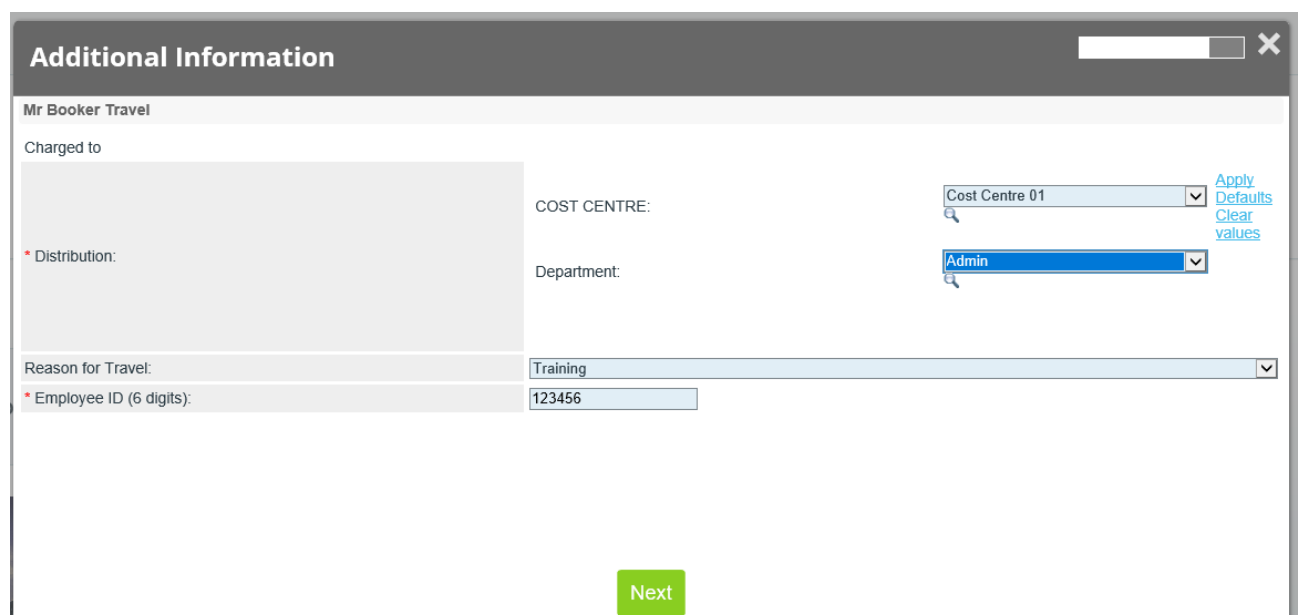
Additional Information

Additional Information may be required by your company to allow you to complete your reservation. Examples include but are not limited to, your Employee ID, Cost Centre or reason for travel.

If some, or all, of this information is contained in your profile it may show here for you to review. If the information displayed, coming from your profile, is incorrect and needs to be updated, you must stop the booking process by clicking the X on the top left of the pop-up screen and return to your profile to update/add the information. Please allow at least 20 minutes for this information to synch to our GDS before trying to complete your reservation again.

Information may be input as free text or selected from a drop down menu depending on your company requirements.

Mandatory Information will be shown with the * prefix.



When you have completed all the required fields, please click the green 'Next' button at the bottom of the screen to proceed.

Approver Selection

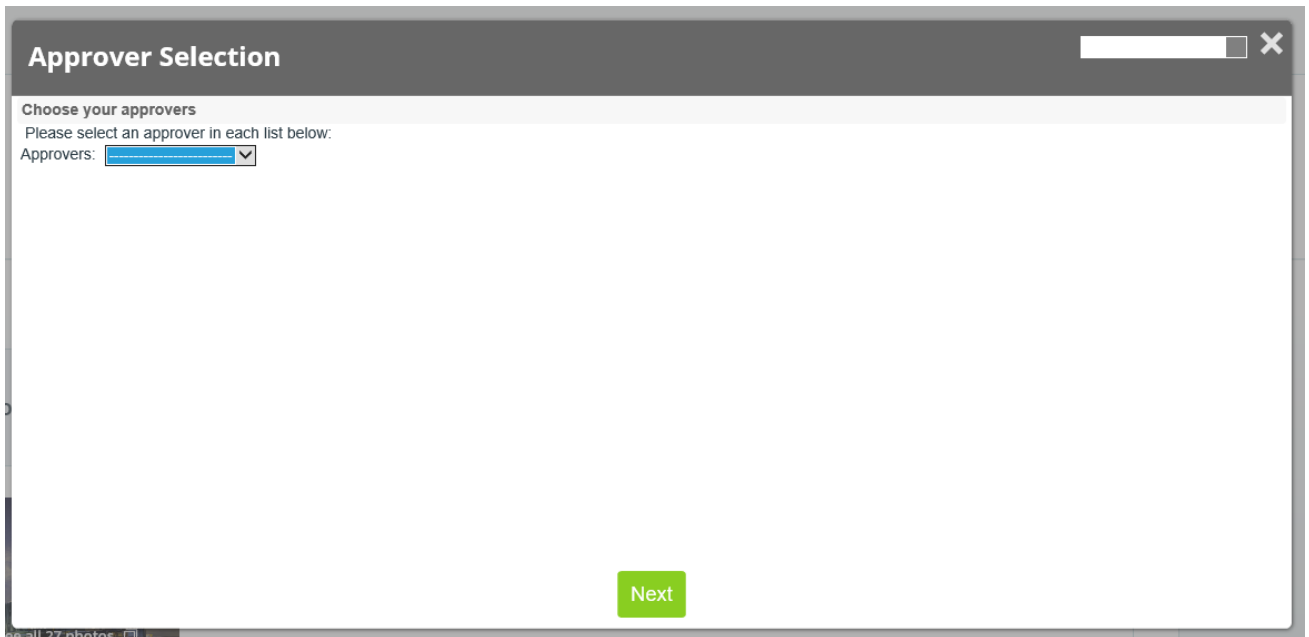
At this point, if your company has an approval process built into Neo you may see the option to select your Approver.

The system will default the dropdown to whoever you chose as your approver previously but just click on the down arrow to view the full list of approvers with approval rights for your bookings.

This approver will either receive a notification email with details of your reservation or they may be required to actively approve your booking in order for the tickets to be issued.

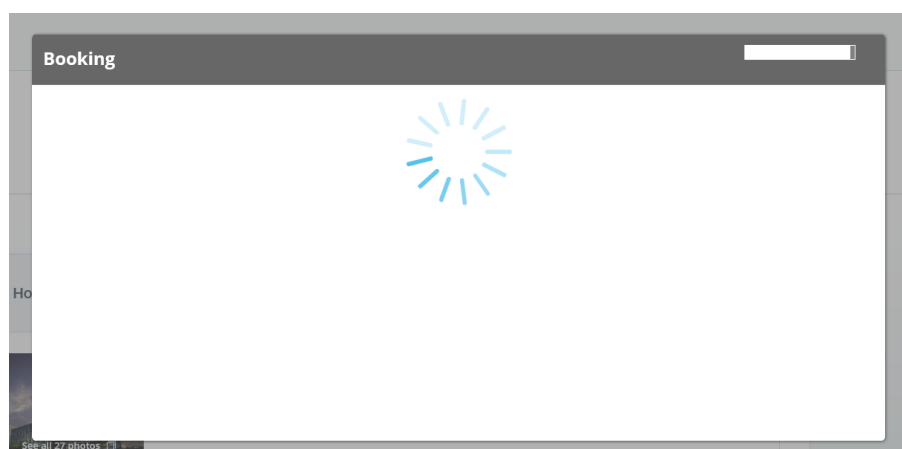
NB. In the case of web fares, these tickets are instant purchase so will be confirmed on the airlines website and charged to the relevant form of payment regardless of whether you approver approves or rejects your travel request. **Please ensure that you receive offline approval from your supervisor prior to making a web fare booking on the tool.**

If you do not see the 'Approver Selection' screen it may be because there is only one approver option for your bookings and this screen may be set to hidden to speed up the booking flow.



Once you have clicked the green 'Next' button, you will see the 'Booking Screen'. The system is now confirmation the various elements of your reservation in all the relevant systems.

This may take a few seconds so please do not hit the back button or close out of your browser while you are waiting for a response.

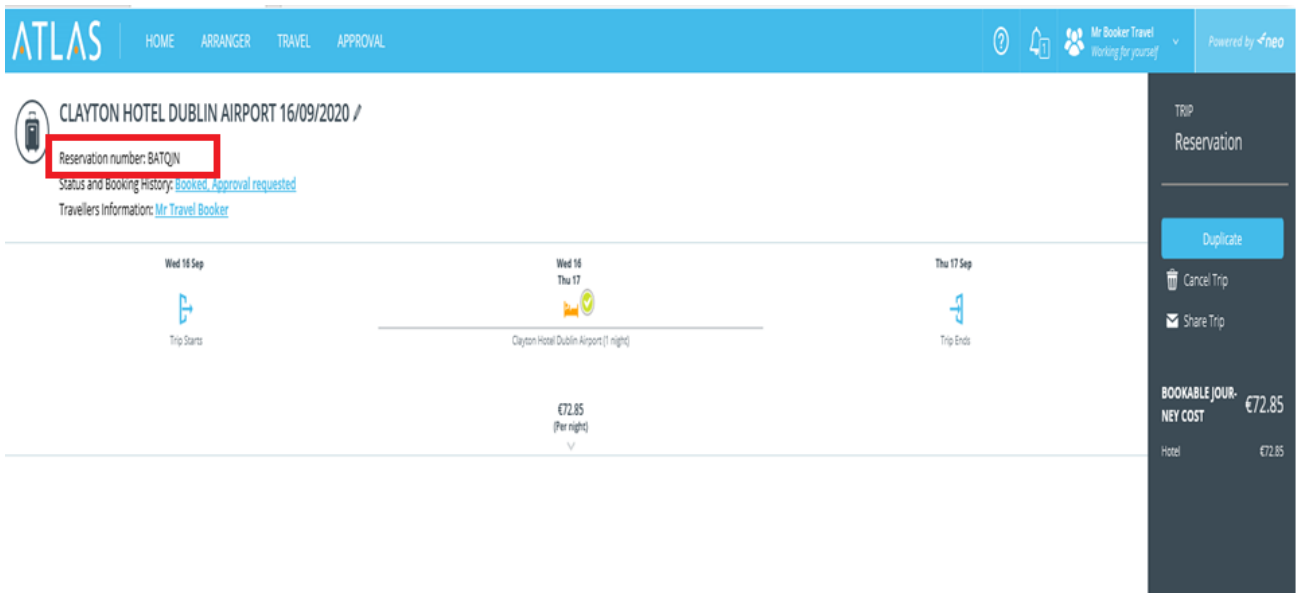


When your trip is confirmed the message ‘Your trip is booked’ will appear on this screen and the blue ‘OK’ button will be visible at the bottom.

You will also receive a confirmation email to the business email address stored in your profile.



Click ‘OK’ to return to the ‘Timeline’ for this trip and the reservation number (pnr locator) for this reservation in our GDS will show here. Click on a travel element in your timeline to view expanded details of the booking.



This is where you will also see the individual hotels confirmation number or in the case of a web airline, the booking reference for their system.

ATLAS | HOME | ARRANGER | TRAVEL | APPROVAL | My Bookings | Mr Booker Travel Working for you | Powered by Neo

CLAYTON HOTEL DUBLIN AIRPORT 16/09/2020 ✓
 Reservation number: BATQN
 Status and Booking History: [Booked, Approval requested](#)
 Travellers information: [Mr Travel Booker](#)

Wed 16 Sep | Trip Starts | **Wed 16 Thu 17** | Clayton Hotel Dublin Airport (1 night) | **Thu 17 Sep** | Trip Ends

€72.85 (Per night)

NON COMPLIANCE REASONS
 "Location of alternative hotel unsuitable"

RESERVED Clayton Hotel Dublin Airport | PNR: BATQN | Confirmation number: **J317972041917** | Payment: Personal Credit Card | [Cancel Hotel](#)

Hotel NON COMPLIANT | 1 NIGHT | ATLAS TRAVEL RATE | **€72.85**
 16 September - 17 September

Clayton Hotel Dublin Airport
 Stockholme Lane, Dublin 16 K87 X3H5, County Dublin, K87 X3H5 [Details](#)

ROOM / RATE
 Atlas Travel Cluster Blo 10 Off Bar Room Only | [Rate details](#)
€72.85 Per night

Guarantee: Guarantee Required

TRIP
 Reservation
[Duplicate](#)
[Cancel Trip](#)
[Share Trip](#)
BOOKABLE JOURNEY COST €72.85
 Hotel €72.85

You can view these details any time by going to 'My Trips' from the home page. Double click on the blue text (trip name) to view the full details of a trip. If you are awaiting approval from a Supervisor, the status of your trip/approval will also show here.

My Trips

Travel Policy non compliant

Direct acces

Filter **Current** Trips I have booked All

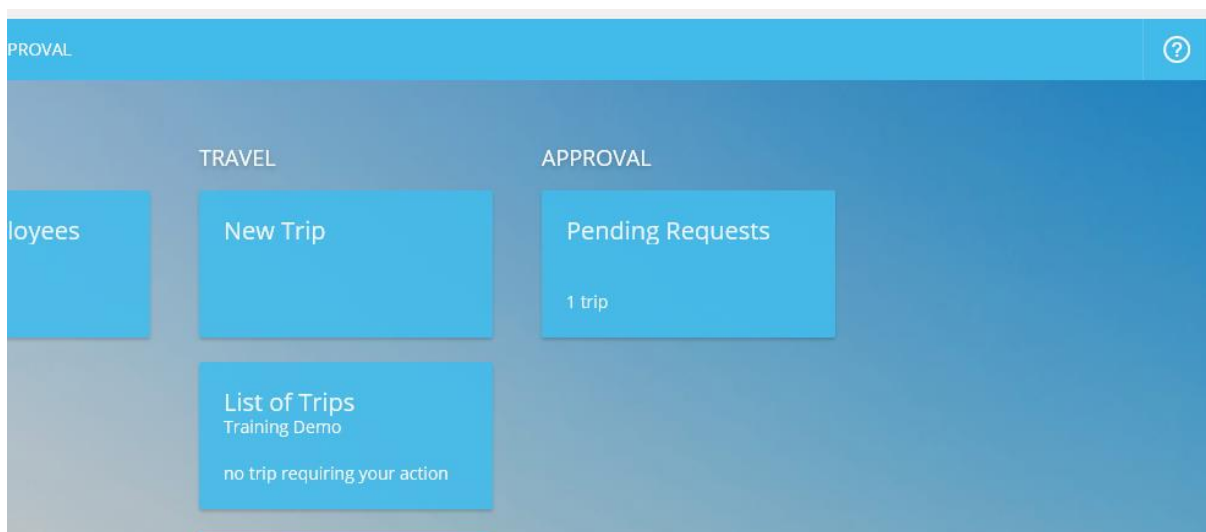
All | None Cancel Booking Duplicate Delete Convert into template

	Name	Departure	Travellers	Booker	Price
<input type="checkbox"/>	CLAYTON HOTEL DUBLIN AIRPORT 14/09/2020 Not booked	14/09/2020	Mr Booker Travel	Mr Booker Travel	72.85 EUR
<input type="checkbox"/>	CLAYTON HOTEL DUBLIN AIRPORT 15/09/2020 Not booked	15/09/2020	Mr Booker Travel	Mr Booker Travel	72.85 EUR
<input type="checkbox"/>	London Luton 16/09/2020 Not booked	16/09/2020	Mr Booker Travel	Mr Booker Travel	49.98 EUR
<input type="checkbox"/>	London Luton 16/09/2020 Not booked	16/09/2020	Mr Booker Travel	Mr Booker Travel	49.98 EUR
<input type="checkbox"/>	CLAYTON HOTEL DUBLIN AIRPORT 16/09/2020 (BATQJN) Booked, Pending approval	16/09/2020	Mr Booker Travel	Mr Booker Travel	72.85 EUR
<input type="checkbox"/>	CLAYTON HOTEL DUBLIN AIRPORT 16/09/2020 Not booked	16/09/2020	Mr Booker Travel	Mr Booker Travel	72.85 EUR
<input type="checkbox"/>	London Heathrow 06/10/2020 Not booked	06/10/2020	Mr Booker Travel	Mr Booker Travel	105.14 EUR

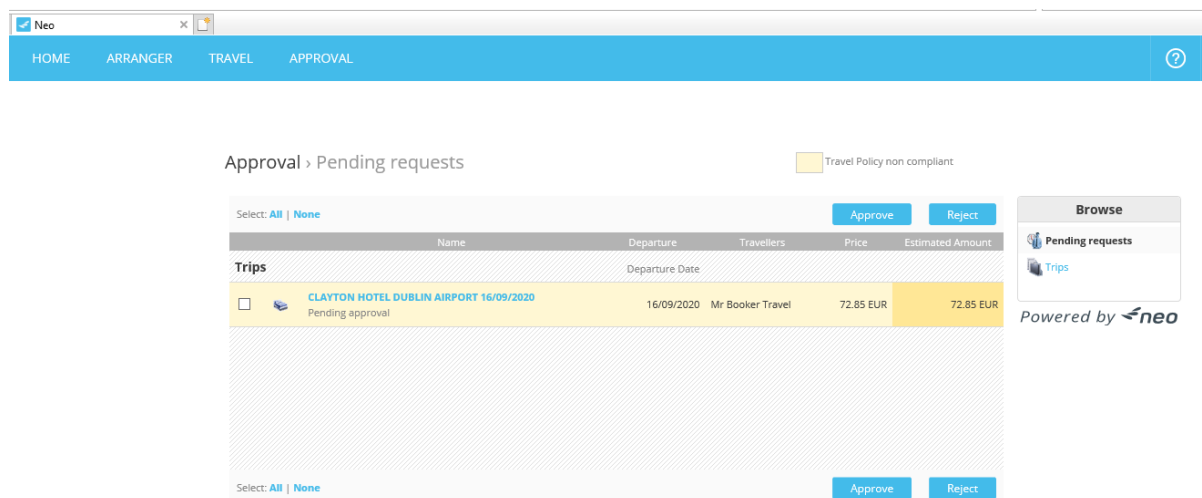
All | None Cancel Booking Duplicate Delete Convert into template

Approvers – How to approve a trip.

Approvers, you will receive a system generated email to advise you there is a trip awaiting your approval. You can click on the link in the email to bring you into the booking to approve or from your home page, in Neo you can select the Approval tile, the number of bookings awaiting your approval will also show here.



On the Approval screen you will see a list of Pending requests.



From here you can select a booking to Approve or Reject.

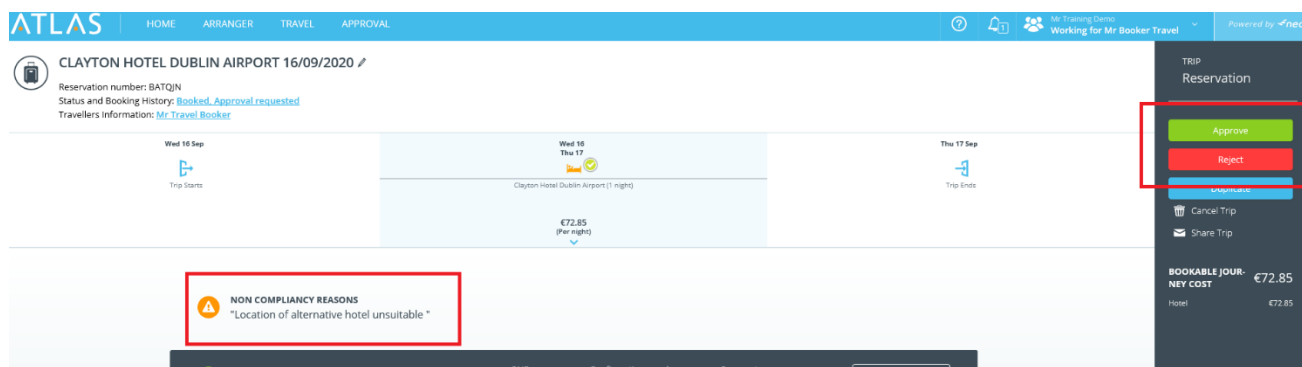
Double click the blue text of the trip name to see further details on this booking. Non-compliant trips are highlighted in taupe, as shown in above example.

In the detailed view, you can also Approve/Reject the booking from here.

In the case of non-compliant bookings, the reason the traveller/booker chose a non-compliant trip will be shown here.

NB: If you choose to 'Reject' a trip request, *this does not cancel* the reservation. The traveller/booker will need to contact our offline team to cancel any rejected (or approved) airline reservations.

Depending on your company set up, it may be possible for the traveller/booked to cancel hotel or car hire reservations in Neo.



Once you approve/reject a trip it will no longer show in your pending requests.

Each booking sent for approval will have a time limit by which it must be approved, this time limit varies according to a number of factors including the deadline by which time the airline ticket must be issued. The deadline for approval for each booking will show in the email you receive requesting your approval.

For bookings that are not approved within the deadline the system is usually set up to automatically reject these bookings. Again, *this does not cancel* the reservation. The traveller/booker will need to contact our offline team to cancel any rejected reservation, although if a ticket has not been issued by the deadline, some airlines will auto cancel their flight segments.

Changes/Cancellations

Flights - If you need to make changes to/cancel your flight booking, please do this by contacting the dedicated travel consultants

All cancellation requests **MUST** be emailed to your Travel Consultant with Booking Reference and The written request to cancel. All relevant cancellation fees will be charged as per booking conditions.

Hotels/Car Hire – depending on your company set up, you may have the option to cancel the hotel/car hire portion of your reservation. Please ensure you are aware of all relevant supplier cancellation penalties before doing so. If the option to cancel is not visible for you then you must email your Travel Consultant with your Booking Reference and the written request to cancel.