

ETR – Electronic Travel Request

**FAQ – Club Travel
2022**

FREQUENTLY ASKED QUESTIONS



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Reset Password

Q. I'm not receiving a system-generated email to reset my password

A. The reset password link should arrive in your e-mail within no more than 5 minutes, if after this time you have not yet received it, please check your spam/junk inbox. The email will be sent by robot@clubtravel.ie
Alternatively, please contact your dedicated Travel Consultant to make sure your details are correct within the system.

Personal Profile

Q. The personal information on my user profile is incorrect

A. The information within your username is just basic information provided by your Company. If any of the information is incorrect, please contact your dedicated Travel Consultant with correct information and they will be able to update the information for you If your Company/ Department allows it.

Request

Q. How to send a message to the consultant?

A. If you wish to communicate within the request with your dedicated travel consultant you can do so via the Comments Session, look for this symbol:



You should use the comments section if you have any questions or requests to make for example if you wish to request to add bags, to book seats etc

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.

DO NOT USE THE EMAIL OPTION FOR THIS (If you send a message via the email functionality message is not saved in the history and system will not save the message as is sent by email ONLY)

Q. How to change dates after a request is made?

A. For this you have the Amend Functionality, look for this symbol:



The Amend option should only be used if you wish to change date of travel, Traveller's name or if you need to change one of the reference fields from the basic information and if you wish to add an extra product to your request, such as Hotel, Car-Hire or ground Transportation.

If you wish to change any of the above after a request is approved/ticketed, you must advise your dedicate travel consultant via comments and create a new request.

DO NOT USE the Amend functionality to request for more options, or to include bags/seats etc- for this you can do so via the Comments section

Q. How to delete a product after a request is made?

A. If you wish to remove a product after a request is made and status is "Sent to Consultant" you must amend the request and delete the product you no longer need. If status is "Pending Confirmation" you must reject the request and advise your consultant via comments of the product that you no longer need, on this way the dedicated travel consultant will be able to remove the product you no longer need and send the request back to you with relevant products to select only.

Q. How to accept only one product after I received a quote?

A. If your request has more than one product and you only wish to approve one, you will have to reject the request and advise your consultant via comments of the product that you wish to remove, on this way the dedicated travel consultant will be able to remove the product you no longer need and send the request back to you with relevant products to select only.