



User Guide

Welcome to 'GO2Book' - your single sign-on reservation system.

'GO2Book' is an intelligent self-booking tool that will simultaneously search air, rail and hotels saving you time and money. Simply log-in and book.

This guide is a step by step guide to help you navigate through GO2Book.

If you have any specific questions regarding the system, please contact
Clarity Travel Management Online Help team on

0333 010 2161 (option 2)

or email us at

onlinehelp@claritytm.co.uk

CONTENTS

Getting Started & Updating Profile	3
Homepage Menu.....	7
Rail Search.....	8
Hotel Search	15
Flight Search	21
Multi Product Bookings.....	31
Taxis.....	32
Airport Parking	36
Eurostar.....	38
Travel Policy.....	40
Email Results	41
Approval Process	42
Baskets	45
Cancelling Bookings.....	49

Getting Started & Updating Profile

Please go to the following link www.GO2Book.co.uk

To log in first time you will need to enter your email address and click 'Recover Password' as below, you will then be sent an email with instructions on how to reset your password. This will then need to be changed to something personal which is minimum 6 characters including 1 capital and 1 numeric.



The screenshot shows the CLARITY login interface. At the top is the CLARITY logo and tagline. Below it are two input fields: 'Email:' with the value 'test@claritytm.com' and 'Password:'. At the bottom are two buttons: 'Sign In' (teal) and 'Recover Password' (yellow).

Upon first logging into GO2Book, you will be asked to review your profile (if already loaded) or to add details to make your profile ready to book as below:

** If Self Registration is activated the screen will also ask you to add your name details **

Fill in the relevant information; mandatory fields are highlighted in RED.

Individual Details - Please enter names as per passport

Title*:	Forename*:	Initial:
Ms	<input type="text"/>	<input type="text"/>
Surname*:	<input type="text"/>	
Unique ID (PIN):	Employee Number:	Redress Number 
5608766	<input type="text"/>	<input type="text"/>

You will see 4 tabs within your profile that you can update:

- Personal
- Preferences
- Docs & Loyalty
- Password

Personal

This is where you can do the following:

- Change your preferred opening tab to Rail, Hotel or Flight
- Change or add your name – **IMPORTANT if a traveller please ensure it is the same as it appears in your passport**
- Change your default address – it will default to your HO, amend to your location
- Add or change your email address
- Change/ add a phone number

Preferences

Within the preference tab your **Staff ID** and **Academic Unit** must be stored for each booking type. The information will pull through to all bookings and the system will not ask you to enter this each time.

You can also add your own personal preferences i.e. specific seating requests and meal types by entering these within your profile this will populate each time you make a booking.

User Details - philip.whitney@soton.ac.uk

Personal Preferences Password

Please complete these details and store them in your profile before continuing

Air - General

Special Needs: [No Default] Meal Requests: [No Default]

Seating Preference: [No Default]

Taxi - [Cabfind]

Academic Unit: [Redacted] ⓘ

Reason for Travel: [Redacted]

Staff ID: [Redacted] ⓘ

Sub Project Code: [No Default]

Hotel - [Conferma]

Academic Unit: [Redacted] ⓘ

Reason for Travel: [Redacted]

Special Requirements: [Redacted]

Staff ID: [Redacted] ⓘ

Sub Project Code: [No Default]

MANDATORY – You will see a box that asks you to confirm that bookings will be made in accordance with the University Expense & Finance Policy. You must enter YES. The blue information button provides details of where to find further details.

Generic - For All Bookings [Galileo]

Academic Unit: [Redacted] ⓘ

Is this rechargeable?: [No Default]

Please confirm that bookings will be made in accordance with the University Travel Policy ⓘ:

Reason for Travel: [Redacted]

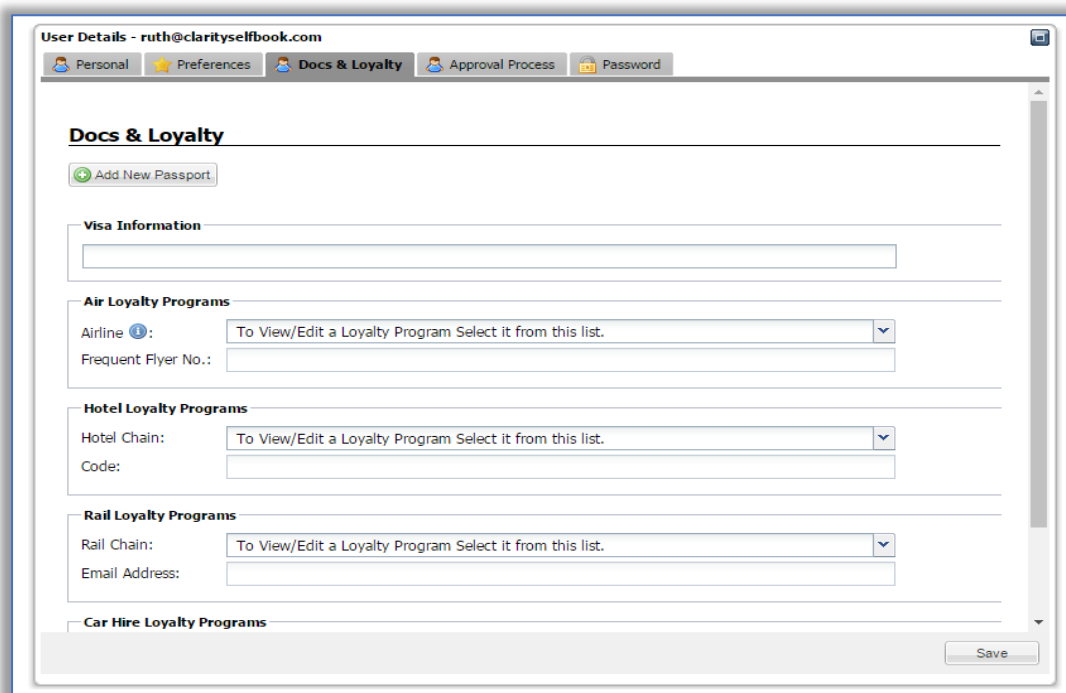
Staff ID: [Redacted] ⓘ

Sub Project Code: [No Default]

Docs & Loyalty

This is where you can enter your own passport details & loyalty membership details, e.g. BA's Executive Club if you have any.

If you have more than 1 loyalty membership you just need to save each one and continue adding. Any you have added will be highlighted in green.



The screenshot shows a web browser window titled "User Details - ruth@clarityselfbook.com". The browser's address bar and tabs are visible. The main content area is titled "Docs & Loyalty" and contains several sections for user information:

- Docs & Loyalty**: A section header with a sub-header "Add New Passport" (indicated by a green plus icon).
- Visa Information**: A section with a text input field.
- Air Loyalty Programs**: A section with a dropdown menu for "Airline" (value: "To View/Edit a Loyalty Program Select it from this list.") and a text input field for "Frequent Flyer No.:".
- Hotel Loyalty Programs**: A section with a dropdown menu for "Hotel Chain:" (value: "To View/Edit a Loyalty Program Select it from this list.") and a text input field for "Code:".
- Rail Loyalty Programs**: A section with a dropdown menu for "Rail Chain:" (value: "To View/Edit a Loyalty Program Select it from this list.") and a text input field for "Email Address:".
- Car Hire Loyalty Programs**: A section header with a text input field.

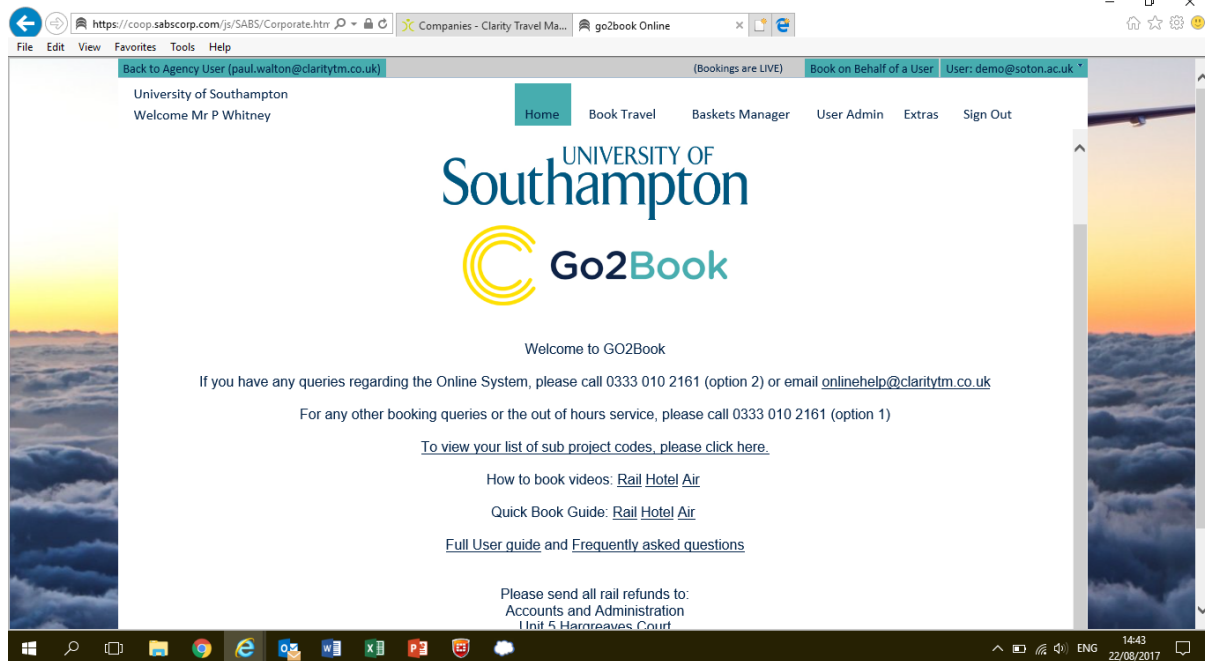
A "Save" button is located at the bottom right of the form.

Password

This is where you can change your log in password to GO2Book.

Save all updates/changes and return to the home page.


Homepage Menu



- ◇ **Home button** – takes you back to your homepage at any point
- ◇ **Book Travel** – This will take you to all your required search pages as below, where you can choose your desired search type, just simply click on the icon required.
- ◇ **Baskets** – will take you to your booked and un-booked baskets
- ◇ **User Admin** – this is where you can update your profile
- ◇ **Extras** – This is where all your useful links are stored
- ◇ **Sign Out** – Simply signs you out of GO2Book
- ◇ **Book on Behalf Of** - If you are a dedicated booker and booking for someone in the University you can use the book on behalf of option on the top right of your page BEFORE you start a search or you can choose to add your travellers profile during the booking process.

Book on Behalf of a User

Rail Search

Click the  icon on your 'book travel' tab

Rail Search

Favourites: (Choose a favourite journey) ▼

Return One way

From: (Rail Station Name) ▼ To: (Rail Station Name) ▼ Via: (Rail Station Name) ▼ Passengers (8 max): Adults 1 Children

(Postcode) (Postcode) Class of Service: Any ▼

Outbound: 03/07/17 07:00 Return: 03/07/17 15:00

Options

Open Return: Disable Auto-Discounts ⓘ: Prioritise by price ⓘ:

Apply Railcard/Concession: Extra Time to change ⓘ:

Enter your search details:

- From originating station
- To destination station
- Find by Postcode – Will search the nearest stations to a specific Postcode
- Class of Travel
- Number of passengers (Dependent on whether you are a booker or self-booker)
- Date and Time of Travel

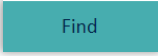
Advanced Search options are available:

- Specify a certain station you wish to travel via (change at)
- Apply a Railcard/Concession (If you select this option, a dropdown box will appear on the next page asking the type of concession/railcard you are using and your results will display the discounted fare).

Handy tips

- As you start to type the first 3 letters of the departure point / arrival point, GO2Book will identify all matches to assist you

- If the journey you are searching for is frequently requested, use the 'Add to Favourites' button to store the information in the favourites section at the top of the screen
- Unsure of where the stations are in London? Click View London Tube Map
- If the return travel date is different to the outward travel date, the option to add a hotel stay will automatically appear (more information on the multi products page)

***Click  ***

Rail Results

Once your search has completed your results will display:

Search Flights £45.00 Hotels Eurostar Taxis Parking & Lounges Car Hire £7.20 Basket																									
Returns: £172.50						Two Singles: £45.00			Split Tickets		ANNOUNCEMENTS														
Outbound Journey – Monday 25 September 2017						Inbound Journey – Tuesday 26 September 2017					Total: £0.00	Email Results	Book Now	Add to Basket											
From: London						From: York																			
To: York						To: London																			
Depart		07:00		07:08		07:30		07:35		08:00		Depart		14:59		15:31		15:35		15:57		16:02			
Arrive		08:51		09:25		09:32		09:40		09:50		Arrive		16:51		17:42		17:46		17:53		18:27			
Journey Time		1:51		2:17		2:02		2:05		1:50		Journey Time		1:52		2:11		2:11		1:56		2:25			
Changes		0		0		0		1		0		Changes		0		0		1		0		0			
CO ₂ Emissions (kg)		14.82		14.82		14.82		14.82		14.82		CO ₂ Emissions (kg)		14.82		14.82		14.82		14.82		14.82			
		Details		Details		Details		Details		Details				Details		Details		Details		Details		Details			
Earlier Times						Later Times						Earlier Times						Later Times							
Off-Peak Return		£172.50										Off-Peak Return		£172.50											
Anytime Return		£244.00										Anytime Return		£244.00											
Off-Peak Return (1st Class)		£326.50										Off-Peak Return (1st Class)		£326.50											
Anytime Return (1st Class)		£400.00										Anytime Return (1st Class)		£400.00											
Anytime Return (1st Class)		£410.00										Anytime Return (1st Class)		£410.00											

There will always be 2 tabs of results

- Returns
- Two Singles

Split Tickets will also display if there are tickets available on that route. These tabs will easily display the cheapest fare on that ticket to ensure you are purchasing the best fare available.

The depart times at the top are nearest times based on your search, if these are not suitable you can search earlier and later times on this screen.

Anything you see highlighted in blue is clickable for more information.

Fare Rules

TICKET CODE: SOR : STANDARD ANYTIME RETURN :

ROUTE RESTRICTIONS 00000 Route ANY PERMITTED

TICKET DETAILS

CLASS Standard
 RESERVATION Advised
 JOURNEY Return

BOOKING DEADLINES

PRE-BOOKING REQUIREMENT Not Necessary
 VALID OUT Any Train, the outward journey must be made within 5 days of the date on the Ticket and up until 04:29 after the last day of validity
 VALID RETURN Any Train, the return portion must be used within one calendar month and up until 04:29 after the last day of validity.

DISCOUNTS

CHILD DISCOUNT Yes
 RAILCARD DISCOUNTS 16-25 (Minimum fare applies), Disabled, Family and Friends, HM Forces, Network, Senior 34% Gold Card 34% JCP Photocard (England and Wales) 50%

REFUNDS & CANCELLATIONS Refundable by returning the unused ticket to the place of purchase within 28 days of the ticket expiry date, an administration fee may be required. The refund amount will normally take into account any use made of the ticket and in some circumstances no refund will be paid. When the necessity to cancel a journey arises it is in all travellers interests that any reserved seats held are cancelled and released for resale.

CHANGES TO TRAVEL PLANS There are no restrictions on when you can travel, however you will need to buy a new ticket and apply for a refund on your existing ticket (see cancellation) if you wish to change: the date of your single ticket or outward travel (for a return ticket) outside the period of validity; the route of your ticket; downwards from First Class to Standard class.

Print OK

The journey details pop up below will display all stations this journey stops at – you just need to click the green arrow to see.

Journey Details

	Arrive	Depart	Travel By	Operator	Stations	
MANCHESTER PICCADILLY		07:00	TRAIN	Virgin Trains	2	↓
EUSTON, LONDON	09:00					

OK

To choose the rail journey you would like to book, select using the radio buttons.

Returns: £332.00
Two Singles: £153.20
Split Tickets
ANNOUNCEMENTS

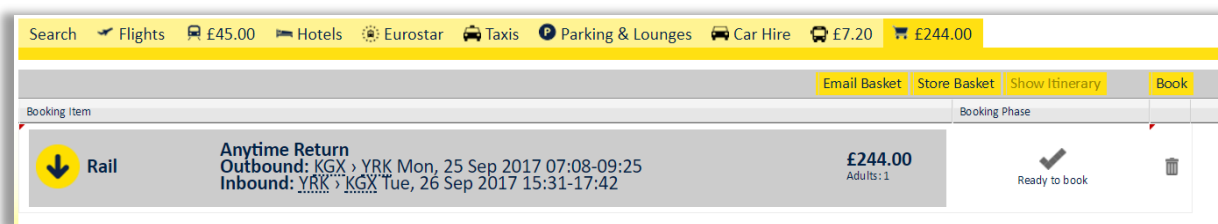
Total: £0.00
Email Results
Book Now
Add to Basket

Click **Book Now** to confirm reservation (see next section Booking Confirmation Process)

Click **Add to Basket** to book more travel (see Multi Products section)

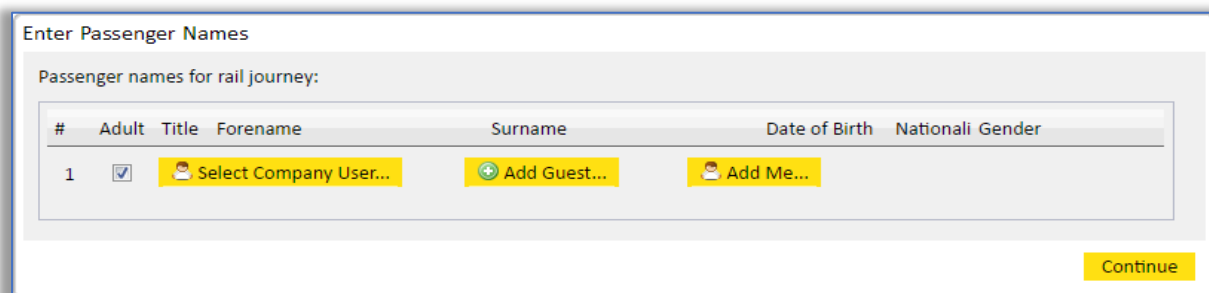
If a Travel Policy has been added to your account and you select an item Out of Policy the system will ask for a reason to continue with the booking, select from the list and click add to basket to proceed.

Once you click Book Now the system will re-confirm availability



At this point if you did not select the traveller at the start Go2Book will ask for passengers – depending on how you are set up, will depend on what the system asks:

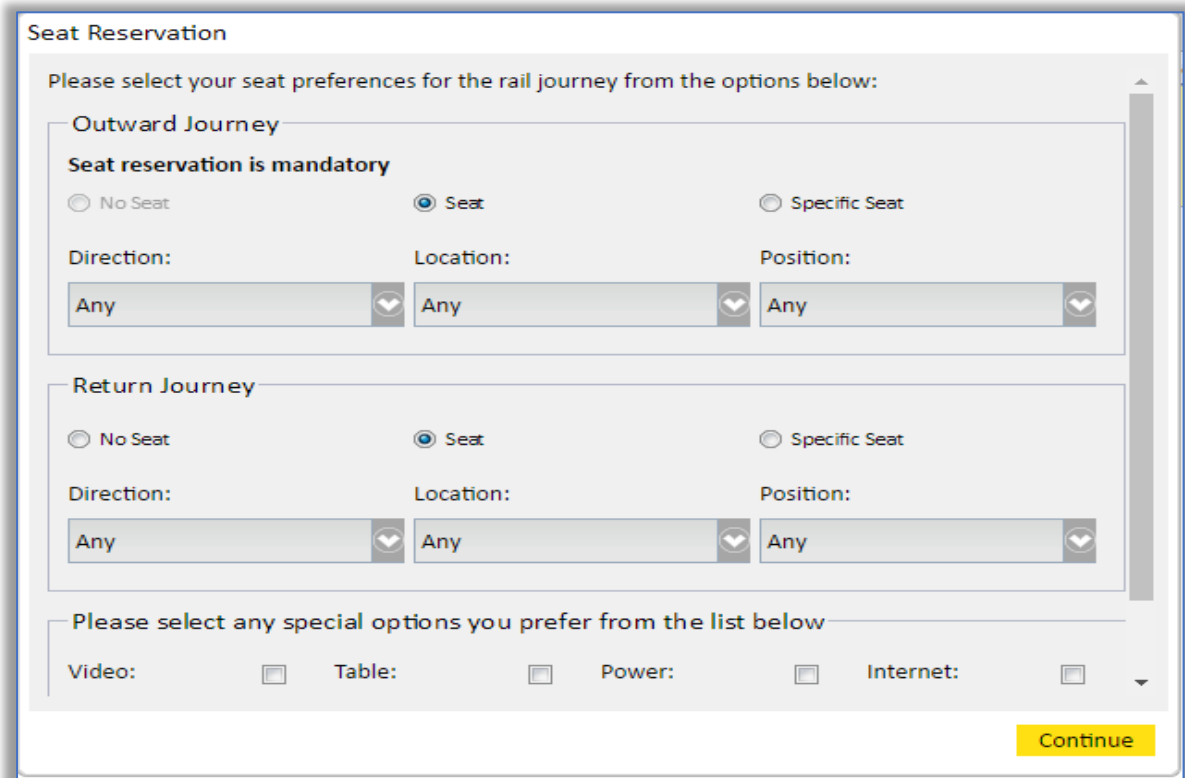
Booker: Will have the option to book for themselves & others, so the options you will see are



The screenshot shows the 'Enter Passenger Names' form. It has a title 'Enter Passenger Names' and a subtitle 'Passenger names for rail journey:'. Below this is a table with columns: '#', 'Adult', 'Title', 'Forename', 'Surname', 'Date of Birth', 'Nationali', and 'Gender'. There is one row with '# 1', 'Adult' checked, and three buttons: 'Select Company User...', 'Add Guest...', and 'Add Me...'. A 'Continue' button is located at the bottom right of the form.

- **Select Company User** – this is if you are booking for someone else within the University, once you select this, you will have the option to search the traveller by Email, Surname or Employee number. (You will use this option if you have the same travel policies, if not you will need to use the book on behalf of mentioned at the beginning of the guide) All these travellers will need to have a profile set up, if you find they are not set up, please ask them to complete a profile for next time.
- **Add Guest** – This is if you are booking for a user who has not been added into the system, or as a one off guest.
- **Add Me** – If you are booking the trip for yourself.

Once passengers have been selected, you will be asked to confirm Seat Selection:

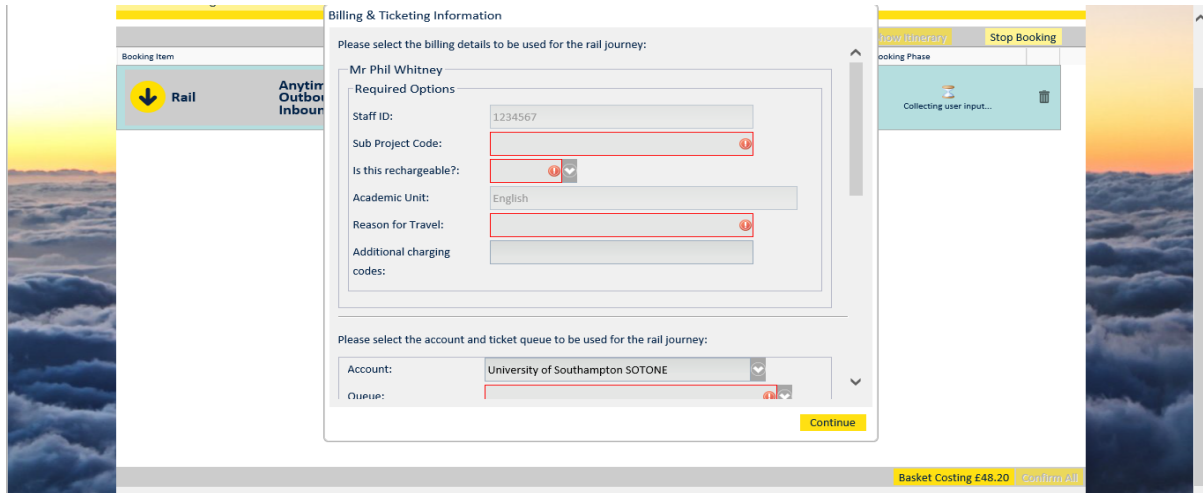


****Please note, if you default any seat preferences within your profile, this information will automatically populate here so you will not need to complete each time****

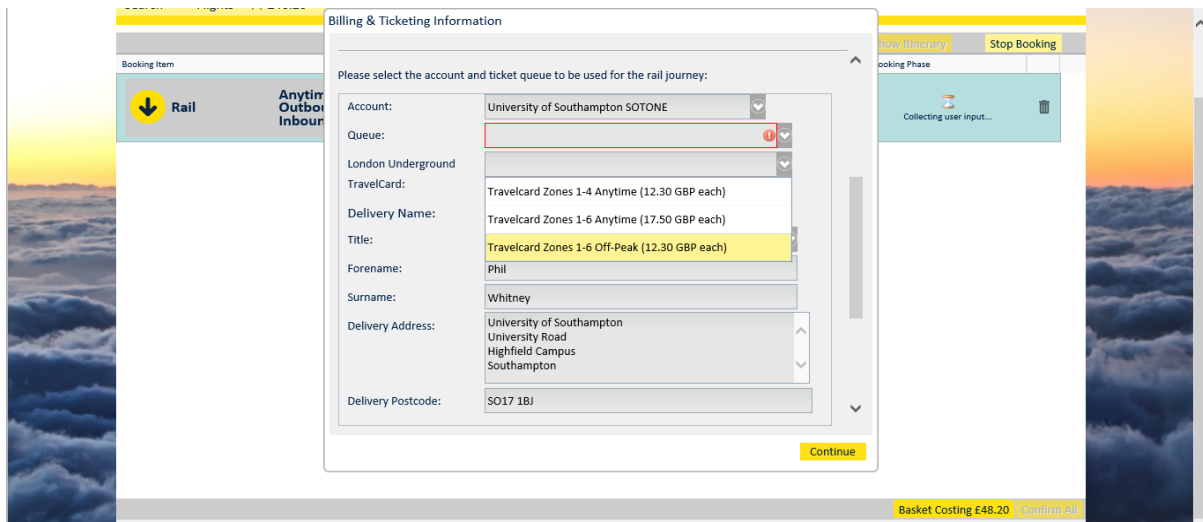
****Click [Continue](#) ****

Data Capture Information:

Some data capture fields will be pre-populated from your profile but you will need to complete the remaining mandatory fields highlighted in red.



If you have selected a train to London, you can at this point add a day travel card from a dropdown menu:



The 'Queue' determines how you receive your tickets.

- Fast Ticket (Collect from Station)
- First Class Post
- Special Delivery
- Self-Print (Print your own ticket on white A4)
- On site ticket printers

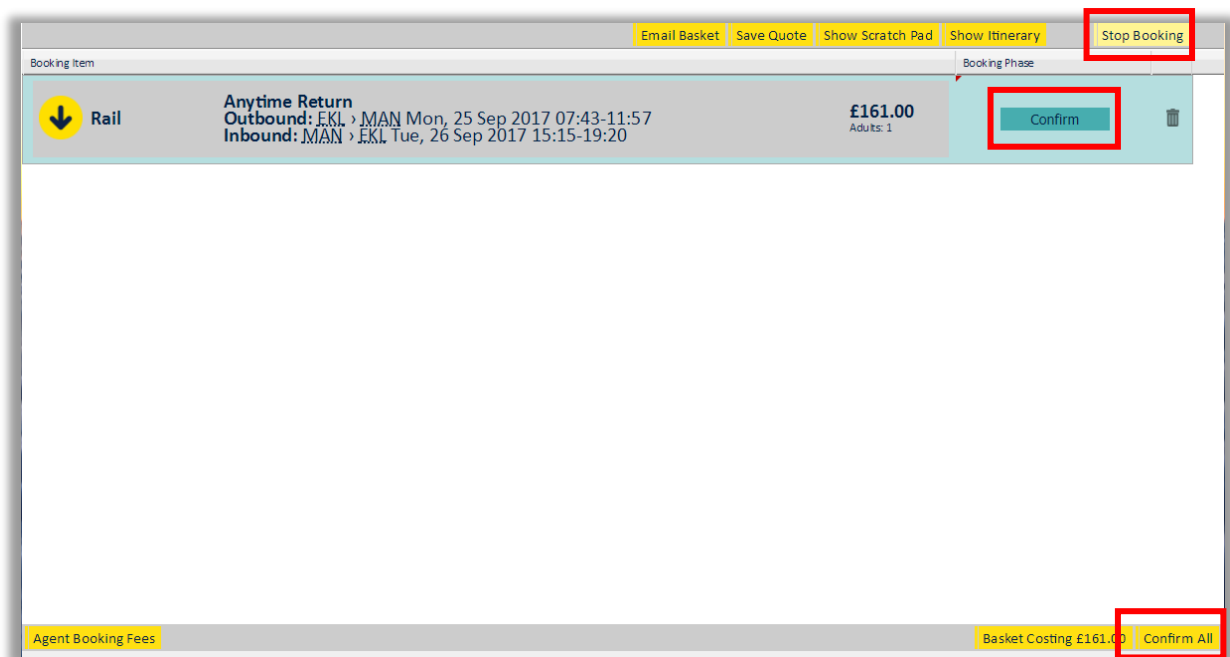
PLEASE NOTE – we do not recommend 1st Class post as this cannot be tracked and if tickets are lost you will still be invoiced

***The collection reference will be shown on your confirmation. ***

**Click [Continue](#) **

The system will again ask you to reconfirm your seats or assign seats if you have not selected any

**Click [Continue](#) **



The screenshot displays a web interface for a booking item. At the top, there are navigation buttons: 'Email Basket', 'Save Quote', 'Show Scratch Pad', 'Show Itinerary', and 'Stop Booking' (highlighted with a red box). Below this, the booking item details are shown: 'Rail' with a downward arrow icon, 'Anytime Return', 'Outbound: EKL > MAN Mon, 25 Sep 2017 07:43-11:57', 'Inbound: MAN > EKL Tue, 26 Sep 2017 15:15-19:20', and a price of '£161.00 Adults: 1'. A 'Confirm' button is highlighted with a red box. At the bottom of the interface, there are buttons for 'Agent Booking Fees', 'Basket Costing £161.00', and 'Confirm All' (highlighted with a red box).


You will be asked to 'Confirm'

Click Confirm or Confirm All to proceed with more than one booking.

If at any point, BEFORE you confirm, you realise you are booking the incorrect journey – you can click 'Stop Booking' to take you back to ready to book.

Once confirmed – you will be presented with your booking reference – and you will receive a confirmation.

Hotel Search


Click the  icon on your book travel tab

Hotel Search

Favourites: (No favourite journey found) ▼

City
 Office
 Airport
 Train Station

Country: ▼
 City/Town:
 Post/Zip Code:

Check-in Date: 
 Nights:
 Rooms:
 Occupants:
 Distance: ▼

Options

Hotel Name:
 Hotel Chain: ▼

Enter your search details

You can search by:

- Location- a specific city or postcode
- Office – any of your locations we have set up ****Please see above****
- Airport – Hotels near an airport
- Train Station- Hotels near a train station


Please also enter the date of arrival & number of nights.

You also have the options to search by:

- Hotel Name
- Hotel Chain

The 'chain' function is effective however, if you have a specific named hotel this is best found using the filters on the results page.

You can also save your search in a favourite using 'Add to Favourites'



Strand Palace Hotel London
372 Strand, London, England, , WC2R 0JJ
Distance: 0.255 Miles
Location: ✈️ 7.58 Miles 🚗 0.25 Miles 🚆 0.22 Miles

Hotel Information ★

Hotel Images

View Map

1 night(s)

£140.00
(*£140.00ppn)

✔️

[Show all 56 room rates](#)

Click to view hotel on map

Click here to view the hotel rate information.

You have the option to filter on the results by:

- Hotel Chain
- Hotel Name
- Preferred
- Facilities

Filters Reset all

Hotel ▾

Hotel Chain:

Hotel Name:

Preferred ▾

Client

Facilities ▾

Air Conditioning

Restaurant

Parking

Wheelchair Access

Wifi


You can also resort your results into price order ...

Just click the column...

Sort by: Price Distance

To check the best available rates for your stay – click the '+' icon and the results will expand:





Amba Hotel Charing Cross
The Strand, London, WC2N 5HX
Distance: 0.107 Miles
Location: 7.68 Miles 0.04 Miles 0.07 Miles

Hotel Information

Hotel Images

View Map

1 night(s)

£201.00
(**£201.00pppn)

[Hide all 30 room rates](#)

Standard Room

- [Online Rate \(Galileo\) STANDARD ROOM 1 DOUBLE BED FULLY REFURBISHED FAST FREE WIFI NESPRESSO MACHI...](#) £201.00
- [Online Rate \(Galileo\) STANDARD ROOM 1 DOUBLE BED FULLY REFURBISHED FAST FREE WIFI NESPRESSO MACHI...](#) £220.00
- [Online Rate \(Galileo\) STANDARD ROOM 1 DOUBLE BED FULLY REFURBISHED FAST FREE WIFI NESPRESSO MACHI...](#) £244.00

Double Room

- [Online Rate \(Galileo\) ACCESSIBLE ROOM 1 DOUBLE BED 21.32M SQ/226.04FT PREPAY AND SAVE INC TAX ROOM](#) £201.00
- [Online Rate \(Galileo\) ACCESSIBLE ROOM 1 DOUBLE BED 21.32M SQ/226.04FT SUMMER PROMOTION INC TAX ROOM](#) £220.00

It is important to scroll down the list to locate the best rate and cancellation terms - the first listed rate may not be the most suitable

You will also need to expand to 'Show full rate information' this will display the full policies of that rate.

Once you have selected your desired hotel, click 'Book Now' to confirm reservation (see next section Booking Confirmation Process), click 'Add to Basket' to book more travel (see Multi Products section)

If a travel policy has been added to your account and you select an item Out of Policy the system will ask for a reason to continue with the booking, select from the list and click add to basket to proceed

Once you click Book Now the system will re-confirm availability

Email Basket
Save Quote
Show Scratch Pad
Show Itinerary
Book

Booking Item	Booking Phase			
Hotel	Hilton London Trafalgar Square (Rating: 4) 2 Spring Gardens, London Check-in: Mon, 25 Sep 2017; Check-out: Tue, 26 Sep 2017	£326.00 <small>Rooms: 1</small>	 Ready to book	

At this point the system will ask for passengers – depending on how you are set up, will all depend on what the system asks:

Booker: Will have the option to book for themselves & others, so the options you will see are

Enter Passenger Names

Guest names for hotel rooms:

#	Adult	Title	Forename	Surname	Date of Birth	Nationali	Gender
1	<input checked="" type="checkbox"/>						

Select Company User...
Add Guest...
Add Me...

Continue

- **Select Company User** – this is if you are booking for someone else within the University, once you select this, you will have the option to search the traveller by Email, Surname or Employee number. All these travellers will need to have a profile set up, if you find they are not set up, please ask them to do so for next time.
- **Add Guest** – This is if you are booking for a user who has not been added into the system, or as a one-off guest.
- **Add Me** – If you are booking the trip for yourself.

Data Capture Information:

Some data capture fields can be pre-populated from your profile but you will need to complete any remaining mandatory fields:

Hotel Cost Centres

Please select the billing details to be used for the hotel booking:

Miss Demi Clarity

Required Options

Special Requirements:

Staff ID:

Sub Project Code:

Academic Unit:

Reason for Travel:

Have you completed a risk assessment?:

Is this rechargeable?:

Have you checked your insurance requirements?:



Additional charging codes:



Continue

There is also a 'Special Requirements' field where you can enter free text to send to the hotel.

****Click Continue ****

Depending on whether your hotel is in or out of policy, GO2Book will either give you the option to 'Confirm' or 'Get Authorisation' (See approval process section)

		Email Basket	Store Basket	Show Itinerary	Stop Booking
Booking Item					Booking Phase
 Hotel	Jurys Inn Edinburgh (Rating: 3) Edinburgh, Scotland Check-in: Mon, 10 Apr 2017; Check-out: Tue, 11 Apr 2017	£126.65 <small>Rooms: 1</small>	Confirm		


		Email Basket	Store Basket	Show Itinerary	Stop Booking
Booking Item					Booking Phase
 Hotel	Holiday Inn Express Edinburgh Airport (Rating: 3) Edinburgh Airport Check-in: Tue, 4 Apr 2017; Check-out: Wed, 5 Apr 2017	£99.00 <small>Rooms: 1</small>	Get Authorisation		

Click Confirm or Confirm All to proceed with more than one booking.

If at the point, BEFORE you confirm, you realise you are booking the incorrect journey – you can click 'Stop Booking' to take you back to ready to book.

Once confirmed – you will be presented with your booking reference – and you will receive a confirmation.

Flight Search

Click the  icon on the book travel tab.

Flight Search

Return One way

From: London Heathrow (LHR), United Ki To: New York - John F. Kennedy Intern: Via: (Airport or City) Passengers (8 max): Adults 1 Children 0

Outbound: 28/08/17 Depart Between: 07:00 - 11:00 Return: 29/08/17 Depart Between: 15:00 - 19:00

Options
 Direct Only: Fare Preference: Restricted
 Choose Airlines: (Airlines) (Airlines) (Airlines) (Airlines) Class of Service: Outbound: Economy Return: Economy
 Do you require a hotel?

Enter your search details

- From & To
- Date of Travel / Date of Return
- Depart/Arrival Time
- Number of Passengers
- Fare Preference

You also have the option to search by

- Via – if there is a specific route or airport you wish to stop at
- Direct Only – if you wish to only search for a direct flight
- Choose Airlines - If you wish to search for a specific airline

Handy tips:

- *Use the Postcode search to search the nearest airport*
- *Use the dropdown to select a 4 hour window timeslot to ensure GO2Book brings back the best results*

Flight Results

Filters Reset all

Stops ▼

Select all

No Stops

Bags ▼

Select all

1 Bag

Airports ▼

Departure Airport

London Heathrow

Show Arrival Airports ^

Class ▼

Economy

Airline ▼

American Airlines

British Airways

Delta Airlines

Finnair

Iberia

Virgin Atlantic

From: London Heathrow (LHR) ▼ To: New York - John F. Kenned ▼ Departure: 28/08/17 📅 Return: 29/08/17 📅 Find

Showing 65 flights from LHR - JFK on 28th Aug 17, return on 29th Aug 17

	American Airlines	BRITISH AIRWAYS	DELTA	FINNAIR	IBERIA	atlantic		
No Stops	£1,799.77	£1,606.77	£1,779.77	£1,779.77	£1,779.77	£1,779.77	--	--
1 Stop	--	--	--	--	--	--	--	--
2 Stops	--	--	--	--	--	--	--	--

By Price (65)
By Schedule (10)
Dual Singles (6)
Email Results

Fare	Airline	From -> To	Depart	Arrive	Stops	Baggage	
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	08:30h	11:10h	0 Stops	1 Bag	Select
+ Details		JFK -> LHR	18:20h	06:20h (Day +1)	0 Stops	1 Bag	
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	08:30h	11:10h	0 Stops	1 Bag	Select
+ Details		JFK -> LHR	18:30h	06:25h (Day +1)	0 Stops	1 Bag	
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	08:30h	11:10h	0 Stops	1 Bag	Select
+ Details		JFK -> LHR	19:00h	07:10h (Day +1)	0 Stops	1 Bag	
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	09:40h	12:25h	0 Stops	1 Bag	Select
+ Details		JFK -> LHR	18:20h	06:20h (Day +1)	0 Stops	1 Bag	

You will see 3 tabs of results:

- **By Price** - This is the most popular results and this is the one which will always default, this is sorted by price – cheapest first. This set of results will display scheduled and low cost carriers.
- **By Schedule** - This screen is where you can specifically choose your outbound and return flight options from a split screen – to get the price – you will need to select your fare and click ‘Calculate’
- **Dual Singles** - This is a similar display to by schedule but you can mix and match carriers i.e. book a low cost flight outbound and a schedule return, but please be aware this will be classed as 2 bookings – therefore 2 fees.

***Please note** - If you are searching for a flight which is also a UK rail journey, GO2Book will automatically search rail for you also, so you can compare costing's and save money

On the various screens, you have numerous filter options in your results:

You can filter results by:

- Stops
- Bags
- Airports
- Class
- Airline

Filters Reset all

Stops ▼

Select all

No Stops

Bags ▼

Select all

1 Bag

Airports ▼

Departure Airport

London Heathrow

Show Arrival Airports ^

Class ▼

Economy

Airline ▼

American Airlines

British Airways

Delta Airlines





Finnair


Iberia





Virgin Atlantic

The Matrix




A summary of the lowest priced fares is shown in the flight matrix. Choose which options to display by clicking on the cost, number of stops or airline. Results will be automatically updated.




				
No Stops	£1,799.77	£1,606.77	£1,779.77	£1,779.77
1 Stop	--	--	--	--
2 Stops	--	--	--	--

Note – If you see this icon 

By Price (13)		By Schedule (9)		Dual Singles (5)		Email Results	
Fare	Airline	From -> To	Depart	Arrive	Stops	Baggage	
£260.32	 BRITISH AIRWAYS Hand Baggage Only	LGW -> GLA	10:35h	12:05h	0 Stops	No Bags	
+ Details	 BRITISH AIRWAYS Hand Baggage Only	GLA -> LCY 	16:00h	17:30h	0 Stops	No Bags	Select
£289.32	 BRITISH AIRWAYS	LGW -> GLA	10:35h	12:05h	0 Stops	1 Bag	
+ Details							Select

Which when you hover over says check itinerary, click “+Details” to see the full flight information as the arrival/departure airports may differ.

Outbound	Departure	Destination	Stops	Flight Information	Book Now
 BRITISH AIRWAYS	London Gatwick (LGW) Terminal 5 Mon 23 Oct 2017, 07:15	Edinburgh (EDI) Mon 23 Oct 2017, 08:40	0 Stops	Hand Baggage Only Fare CO2: 72.58 CO2/kg	 Add to Basket
Inbound Flights					
 BRITISH AIRWAYS	Edinburgh (EDI) Wed 25 Oct 2017, 15:20	London Heathrow (LHR) Terminal 5 Wed 25 Oct 2017, 16:50	0 Stops	Hand Baggage Only Fare CO2: 72.58 CO2/kg	Fare £108.36 Fare Rules

By Price (187)		By Schedule (14)		Dual Singles (35)		Email Results	
Fare	Airline	From -> To	Depart	Arrive	Stops	Baggage	
£108.36	 BRITISH AIRWAYS Hand Baggage Only	LGW -> EDI	07:15h	08:40h	0 Stops	No Bags	
+ Details	 BRITISH AIRWAYS Hand Baggage Only	EDI -> LHR 	15:20h	16:50h	0 Stops	No Bags	Select

To check the rules of a particular flight, first select the flight and then you can click “Fare Rules”, the pop up box will open for you – this will open automatically at the changes/refund information.

Flight Rules

Please note:
Fare rules would be applied according to the strictest terms

[Application and other conditions](#) | [Eligibility](#) | [Seasonality](#) | [Flight application](#) | [Advance res/ticketing](#) | [Stopovers](#) | [Transfers](#) | [Permitted combinations](#) | [Sales restrictions](#) | [Penalties](#) | [Ticket endorsement](#) | [Children discounts](#) | [Fare by rule](#) | [Voluntary changes](#) | [Negotiated fares](#)

LGW->GLA

GLA->LCY

16. PENALTIES
UNLESS OTHERWISE SPECIFIED NOTE - RULE 5366 IN IPRG100 APPLIES
UNLESS OTHERWISE SPECIFIED
CANCELLATIONS
ANY TIME
TICKET IS NON-REFUNDABLE.
NOTE -
FARE COMPONENT IS NON-REFUNDABLE.

WAIVED FOR DEATH OF A PASSENGER AND PASSENGERS TRAVELLING COMPANIONS.

WHEN COMBINING NON-REFUNDABLE FARES WITH REFUNDABLE FARES
1. THE AMOUNT PAID ON EACH REFUNDABLE FARE COMPONENT IS REFUNDED.
2. THE AMOUNT PAID ON EACH NON-REFUNDABLE FARE COMPONENT WILL NOT BE REFUNDED.
3. WHEN COMBINING FARES CHARGE THE SUM OF THE CANCELLATION FEES OF ALL CANCELLED FARE COMPONENTS.

REFUND OF UNUSED TAXES FEES AND CHARGES PAID TO THIRD PARTIES PERMITTED. ASSOCIATED CARRIER IMPOSED CHARGES WILL NOT BE REFUNDED.

REFUND PERMITTED WITHIN TICKET VALIDITY.

ANY NON-REFUNDABLE AMOUNT FROM A PREVIOUS TICKET REMAINS NON-REFUNDABLE FOLLOWING A CHANGE.

TICKET IS NOT TRANSFERABLE TO ANOTHER PERSON.

OK

Once you have selected your desired flight, Click Book Now to confirm reservation (see next section Booking Confirmation Process), Click Add to Basket to book more travel (see Multi Products section)

If a Travel Policy has been added to your account and you select an item Out of Policy the system will ask for a reason to continue with the booking, select from the list and click add to basket to proceed

Booker: Will have the option to book for themselves & others, so the options you will see are

Enter Passenger Names

Enter names:

#	Adult	Title	Forename	Surname	Date of Birth	Nationali	Gender
1	<input checked="" type="checkbox"/>		<div style="display: flex; justify-content: space-between; align-items: center;"> Select Company User... Add Guest... Add Me... </div>				

I confirm that all names provided are an exact match to the traveller's passport (or alternative form of ID). I am aware that name amendments after the booking may be subject to a fee.

Continue

- **Select Company User** – this is if you are booking for someone else within your organisation, once you select this, you will have the option to search the traveller by Email, Surname or Employee number. (You will use this option if you have the same travel policies, if not you will need to use the book on behalf of mentioned at the beginning of the guide) All these travellers will need to have a profile set up, if you find they are not set up, please contact Online Help.
- **Add Guest** – This is if you are booking for a user who has not been added into the system, or as a one off guest.
- **Add Me** – If you are booking the trip for yourself.


You will now start the booking process, the first screen you will see will give you the options to enter:

- Redress Number
- Any Special Requests (If these are in your profile they will automatically populate)
- Airline Frequent Flyer Details (If these are in your profile they will automatically populate)
- Passport Details (If these are in your profile they will automatically populate)
- APIS Contact Details
****Please note for flights to Spain, USA & Canada Passport and APIS are mandatory****

Flight Booking Details

Please select the billing details to be used for the flight:

Ms Ruth Nicholls

Redress Number :

Any Special Requests

Special Needs: Seating Preference*:

Meal Requests*: (* When Possible)

Provide Frequent Traveller Numbers (If Available)

Airline: Frequent Flyer No.:

Passport Details

Please enter your passport details

Gender: Date of Birth:

Passport No.: Issued:

[Continue](#)

Flight Booking Details

APIS Contact Details

If you are travelling to the US or Spain, please give details where you are staying.

Please note - not all airlines are able to accept APIS details in your booking and you may be required to submit your passport and destination information again at the airport.

APIS Country:

APIS Street: APIS Town:

APIS State (US only): APIS Zip:

Data Capture Information:

Some data capture fields will be pre-populated from your profile but you will need to complete all remaining mandatory fields

Flight Booking Details

Staff ID:	1234567
Sub Project Code:	<input type="text"/>
Is this rechargeable?:	<input type="checkbox"/>
Academic Unit:	Faculty of Humanities - Central
Reason for Travel:	<input type="text"/>
Please confirm that bookings will be made in accordance with the University Travel Policy	YES
Have you checked your insurance requirements?:	<input type="checkbox"/>
Additional charging codes:	<input type="text"/>
Have you completed a risk assessment?:	<input type="checkbox"/>
Have you checked your VISA requirements?:	<input type="checkbox"/>

Continue

**Once Complete Click [Continue](#) **

The next screen is your contact details – a mobile contact number is mandatory for flights



Flight Booking Details

Delivery Address: Ruth Demo Company
28 Cecil Road
Hale

Delivery Postcode: WA15 9PB

Lead Passenger Contact Details

Home Tel:	44	161	9411307	Extension
Work Tel:	e.g. 44	Area Code	Number	Extension
Mobile Tel:	44	123456		
Email:	ruth.nicholls@claritytm.co.uk			



Additional Email Confirmation



Send a copy of your reservation to the following e-mail address(es)

Email 1:

[Continue](#)

Depending on whether your flight is in or out of policy, GO2Book will either give you the option to 'Confirm' or 'Get Authorisation' (See approval process section)

		Email Basket	Store Basket	Show Itinerary	Stop Booking
Booking Item					Booking Phase
 Flight	Outbound: LGW > EDI Mon, 10 Apr 2017 07:15-08:40 Inbound: EDI > LHR Tue, 11 Apr 2017 15:20-16:50	£117.36 Adults: 1	<input type="button" value="Confirm"/> 		

		Email Basket	Store Basket	Show Itinerary	Stop Booking
Booking Item					Booking Phase
 Flight	Outbound: LGW > EDI Tue, 4 Apr 2017 07:15-08:45 Inbound: EDI > LHR Wed, 5 Apr 2017 15:20-16:50	£104.36 Adults: 1	<input type="button" value="Get Authorisation"/> 		

Click Confirm or Confirm All to proceed with more than one booking.

If at the point, BEFORE you confirm, you realise you are booking the incorrect journey – you can click 'Stop Booking' to take you back to ready to book.

Once confirmed – you will be presented with your booking reference – and you will receive a confirmation.

Multi Product Bookings

If you are making a booking for a flight or rail journey which includes an overnight stop, GO2Book will automatically ask if you require a hotel:

Flight Search

Return One way

From: London Heathrow (LHR), United Ki To: New York - John F. Kennedy Intern: Via: (Airport or City) Passengers (8 max): Adults 1 Children 0

Outbound: 28/08/17 Depart Between: 07:00 - 11:00 Return: 29/08/17 Depart Between: 15:00 - 19:00







Options
 Direct Only: Fare Preference: Restricted
 Choose Airlines: (Airlines) (Airlines) (Airlines) (Airlines) Class of Service: Outbound: Economy Return: Economy

Do you require a hotel?

[Add To Favourites](#) [Clear Form](#) [Find](#)

If you tick this, GO2Book will search simultaneously a hotel for you along with your rail or air. This will display in the tabs at the top, easy for you to click between the two.

You will now see all your travel options in your basket once you have chosen your desired ones

		Email Basket	Store Basket	Show Itinerary	Book
Booking Item	Booking Phase				
 Flight Outbound: LGW > EDI Tue, 4 Apr 2017 07:15-08:45 Inbound: EDI > LHR Wed, 5 Apr 2017 15:20-16:50	£104.36 Adults: 1	 Ready to book			
 Hotel Holiday Inn Express Edinburgh Airport (Rating: 3) Edinburgh Airport Check-in: Tue, 4 Apr 2017; Check-out: Wed, 5 Apr 2017	£99.00 Rooms: 1	 Ready to book			

To continue making the bookings – follow the same processes previously explained.

Taxis



Click the icon on book travel tab

Taxi Search

Favourites: (No favourite journey found)

Address Train Station / Airport

From
(Choose a saved address)

N°/Name (Number or House Name)

Street (Street Name)

Post Code (Post Code)

Clear Address Save Address

Date & Time
11/08/17 16:30

Via 1 (optional)

Transport type
Saloon Car (1-4 Passengers)

Address Train Station / Airport

To
(Choose a saved address)

N°/Name (Number or House Name)

Street (Street Name)

Post Code (Post Code)

Clear Address Save Address

Passengers (8 max)
Adults 1 Children

Via 2 (optional)

Wheelchair (On Request) : Call On Arrival :

Meet And Greet (Charge Applies) : Wait And Return :

Add To Favourites
Clear Form
Find

Enter your search details

- Pick up address, station or airport
- Destination address, click on the green arrow to show address, station or airport boxes
- Date and time of travel
- Number of passengers
- Type of vehicle
- Type of taxi

You also have the option to





- Add a via address, station or airport

You can also save your search in a favourite using 'Save Criteria'

****Click**

Find




Taxi Results

Price	Operator	Type	Supplier	Distance	Est. Duration	Pick-up Details	Passengers	CO ₂
£60.51		Saloon Car	SPIRE TRAVEL	21 miles	0 minutes	From: London Heathrow, TW6 1AP To: London Kings Cross , LONDON KINGS CROSS STATION, GYNASIUM OPPOSITE ST PRAI Date: 25/09/2017 Time: 16:30	Adults: 1	3.7
£65.46		Saloon Car	CARGIL CARS	21 miles	0 minutes	From: London Heathrow, TW6 1AP To: London Kings Cross , LONDON KINGS CROSS STATION, GYNASIUM OPPOSITE ST PRAI Date: 25/09/2017 Time: 16:30	Adults: 1	3.7
£66.55		Saloon Car	CLUB CLASS CHAUFFEURS LTD	21 miles	0 minutes	From: London Heathrow, TW6 1AP To: London Kings Cross , LONDON KINGS CROSS STATION, GYNASIUM OPPOSITE ST PRAI Date: 25/09/2017 Time: 16:30	Adults: 1	3.7
£69.93		Saloon Car	A2B RADIO CARS - HOUNSLOW	21 miles	0 minutes	From: London Heathrow, TW6 1AP To: London Kings Cross , LONDON KINGS CROSS STATION, GYNASIUM OPPOSITE ST PRAI Date: 25/09/2017 Time: 16:30	Adults: 1	3.7

Your results will return in price order

Once you have selected your desired option, click Book Now to confirm the reservation (see next section Booking Confirmation Process), Click Add to Basket to book more travel (see Multi Products section)

Once you click Book Now the system will re-confirm availability

Booking Item	Booking Phase
 Taxi Saloon Car From: London Heathrow, TW6 1AP To: London Kings Cross , LONDON KINGS CROSS STATION, GY... £60.51 Adults: 1	 Ready to book 

At this point the system will ask for passengers – depending on how you are set up, will all depend on what the system asks:

Booker: Will have the option to book for themselves & others, so the options you will see are

- Select Company User – this is if you are booking for someone else within your organisation, once you select this, you will have the option to search the traveller by Email, Surname or Employee number. (You will use this option if you have the same travel policies, if not you will need to use the book on behalf of mentioned at the beginning of the guide) All these travellers will need to have a profile set up, if you find they are not set up, please contact Online Help.
- Add Guest – This is if you are booking for a user who has not been added into the system, or as a one off guest.
- Add Me – If you are booking the trip for yourself.

Enter Passenger Names

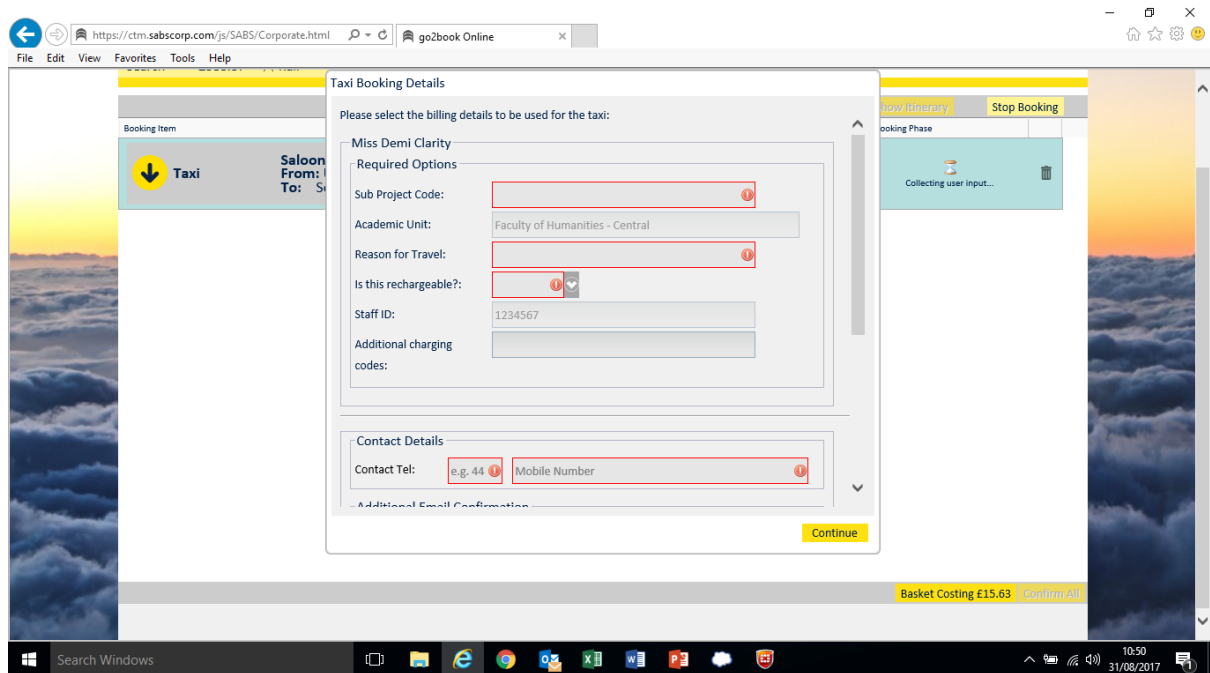
Enter names:

#	Adult	Title	Forename	Surname	Date of Birth	Nationality	Gender
1	<input checked="" type="checkbox"/>						

I confirm that all names provided are an exact match to the traveller's passport (or alternative form of ID). I am aware that name amendments after the booking may be subject to a fee.

Data Capture Information:

Some data capture fields will be pre-populated from your profile but you will need to complete all remaining mandatory fields



https://ctm.sabscorp.com/js/SABS/Corporate.html go2book Online

File Edit View Favorites Tools Help

Taxi Booking Details

Please select the billing details to be used for the taxi:

Miss Demi Clarity

Required Options

Sub Project Code:

Academic Unit: Faculty of Humanities - Central

Reason for Travel:

Is this rechargeable?:

Staff ID: 1234567

Additional charging codes:

Contact Details

Contact Tel: e.g. 44 Mobile Number

Additional Email Confirmation:



Basket Costing £15.63



10:50 31/08/2017

You may be required to either

- Select the options from a dropdown
- Enter the details against a mask pre-set in the background
- Enter the details against a validation list set in the background
- Free format
- This may auto populate if the details are stored in your profile

****Click [Continue](#) ****

Booking Item		Email Basket	Store Basket	Show Itinerary	Stop Booking
 Taxi	Standard Car From: Ruth Demo Company,28 Cecil Road,WA15 9PB To: Manchester, M90 1QX Via: Ruth Demo Company,28 Cecil Road,WA15 9PB Manchester, M90 1QX			£24.82 Adults: 1	Get Authorisation 

Booking Item		Email Basket	Store Basket	Show Itinerary	Stop Booking
 Taxi	Standard Car From: Ruth Demo Company,28 Cecil Road,WA15 9PB To: Manchester, M90 1QX			£24.82 Adults: 1	Confirm 

Click Confirm or Confirm All to proceed with more than one booking.

If at the point, BEFORE you confirm, you realise you are booking the incorrect journey – you can click ‘Stop Booking’ to take you back to ready to book.

Once confirmed – you will be presented with your booking reference – and you will receive a confirmation.

The tabs allow you to select your desired parking option; these are displayed in price order. Once you have selected the required option, click book or add to basket.

For car parking, you will need to enter your car details as below:

Parking Booking Details

Select extra options

CarModel:

MobileNum:

ReturnFlight:

Destination:

OutFlight:

CarColour:

CarMake:

Registration:

Contact Details

Contact Tel:

Additional Email Confirmation

You can then continue and book as normal following the previous process.

Eurostar



Click the icon on book travel tab

Eurostar Search

Favourites: (No favourite journey found)

Return One way

From: (Eurostar Station or City) To: (Eurostar Station or City) Passengers (8 max): Adults 1 Children

Outbound: 11/08/17 Depart After 07:00 Return: 11/08/17 Depart After 15:00

Options: Direct Only: Fare Preference: Semi Flexible









Class of Service: Outbound: Standard Return: Standard

Add To Favourites Clear Form Find

Enter your search details

- From & to station
- Date and time of travel
- Number of passengers
- Class of service

The prices will display at the top along with the available times for those prices – select your desired price and time and click book now or add to basket

By Price (56)		By Schedule (9)						Email Results	Book Now	Add to Basket
Fares ▲	Operator	Departure	Arrival	Out Departure	Out Arrival	In Departure	In Arrival	Changes	Class	CO ₂ (kg)
£91.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 19:13h	Tue, 26 Sep 2017 20:39h	0/0	Standard Standard	0.00
£91.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 20:13h	Tue, 26 Sep 2017 21:39h	0/0	Standard Standard	0.00
£91.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 21:13h	Tue, 26 Sep 2017 22:39h	0/0	Standard Standard	0.00
£100.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 17:13h	Tue, 26 Sep 2017 18:32h	0/0	Standard Standard	0.00
£100.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 15:13h	Tue, 26 Sep 2017 16:39h	0/0	Standard Standard	0.00
£100.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 16:13h	Tue, 26 Sep 2017 17:39h	0/0	Standard Standard	0.00
£100.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 14:22h	Mon, 25 Sep 2017 17:47h	Tue, 26 Sep 2017 18:13h	Tue, 26 Sep 2017 19:39h	0/0	Standard Standard	0.00
£104.00		London St. Pancras I...	Paris Gare du Nord ...	Mon, 25 Sep 2017 12:24h	Mon, 25 Sep 2017 15:47h	Tue, 26 Sep 2017 20:13h	Tue, 26 Sep 2017 21:39h	0/0	Standard Standard	0.00

Once you have selected your desired journey you can continue the same booking process as previous products.

Travel Policy

Throughout your booking, depending on what policies you have set up, you may see different icons:



- the booking is 'within' your policy and is bookable



- the booking is 'outside' your policy but you can still book by providing a reason from a drop down box and the booking may also be sent for automated approval if required by your travel policy and/or authorisation process.



- this means the booking is outside of policy and not bookable at all.

Email Results

On each set of results you can now email that screen to the traveller if you are booking for someone else so they can have a look at what they prefer.

Select all

No Stops

Bags

Select all

1 Bag

Airports

Departure Airport

London Heathrow

Show Arrival Airports

Class

Economy

Airline

American Airlines

British Airways

Delta Airlines

Finnair

Iberia

Virgin Atlantic

Showing 65 flights from LHR - JFK on 28th Aug 17, return on 29th Aug 17

	American Airlines	BRITISH AIRWAYS	DELTA	FINNAIR	IBERIA	Virgin Atlantic		
No Stops	£1,799.77	£1,606.77	£1,779.77	£1,779.77	£1,779.77	£1,779.77	--	--
1 Stop	--	--	--	--	--	--	--	--
2 Stops	--	--	--	--	--	--	--	--

By Price (65) | By Schedule (10) | Dual Singles (6) | **Email Results**

Fare	Airline	From -> To	Depart	Arrive	Stops	Baggage	
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	08:30h	11:10h	0 Stops	1 Bag	Select
+ Details		BRITISH AIRWAYS	JFK -> LHR	18:20h	06:20h (Day +1)	0 Stops	1 Bag
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	08:30h	11:10h	0 Stops	1 Bag	Select
+ Details		BRITISH AIRWAYS	JFK -> LHR	18:30h	06:25h (Day +1)	0 Stops	1 Bag
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	08:30h	11:10h	0 Stops	1 Bag	Select
+ Details		BRITISH AIRWAYS	JFK -> LHR	19:00h	07:10h (Day +1)	0 Stops	1 Bag
£1,606.77	BRITISH AIRWAYS	LHR -> JFK	09:40h	12:25h	0 Stops	1 Bag	Select
+ Details		BRITISH AIRWAYS	JFK -> LHR	18:20h	06:20h (Day +1)	0 Stops	1 Bag

This will then give you the option to type an email address of who you wish to send the results to this will be a full set of results for that particular search (so in order for it to work with hotels, you will need to scroll down to retrieve most rates before emailing)
There will also be an option to type a message to the traveller:

Email Results

Please enter the recipient's email address:

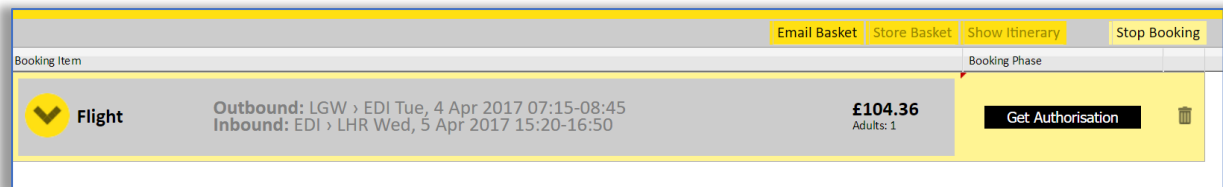
Message:

Email:

Send Email
Cancel

Approval Process

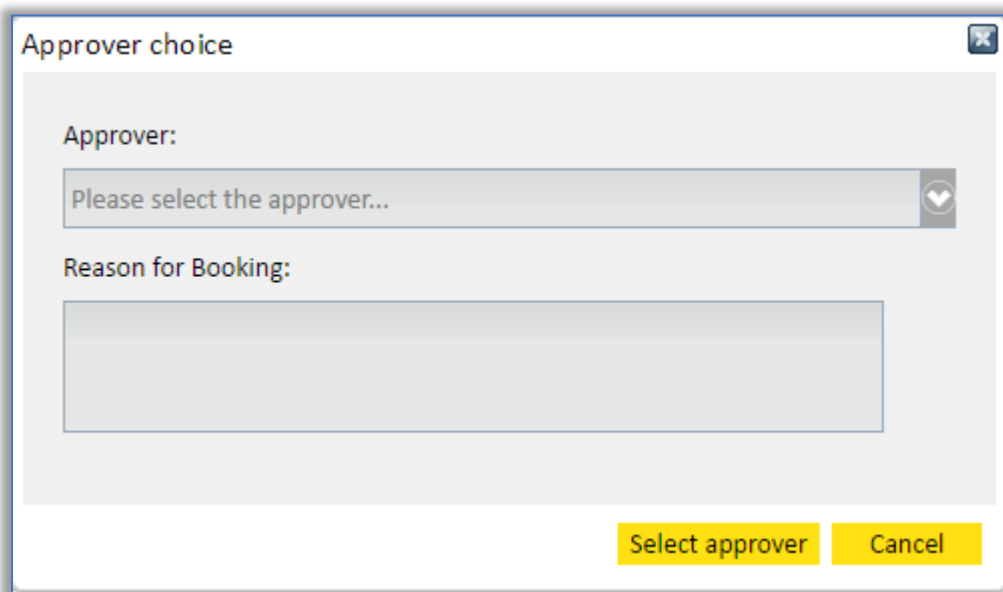
Within your booking process if when you go to confirm a booking the 'Get Authorisation' button appears – this means your booking requires approval.



The screenshot shows a booking interface with a yellow header containing buttons for 'Email Basket', 'Store Basket', 'Show Itinerary', and 'Stop Booking'. Below the header, there are two columns: 'Booking Item' and 'Booking Phase'. The 'Booking Item' column contains a yellow checkmark icon, the word 'Flight', and flight details: 'Outbound: LGW > EDI Tue, 4 Apr 2017 07:15-08:45' and 'Inbound: EDI > LHR Wed, 5 Apr 2017 15:20-16:50'. The 'Booking Phase' column shows the price '£104.36' for 'Adults: 1' and a 'Get Authorisation' button with a trash icon.

Clicking this Get Authorisation will generate the list of approvers designated to your user. Using the dropdown arrow choose which approver...

After choosing your approver you can add a message to your approver (this is optional)



The screenshot shows a dialog box titled 'Approver choice'. It has a close button in the top right corner. Inside the dialog, there is a label 'Approver:' followed by a dropdown menu with the text 'Please select the approver...' and a downward arrow. Below this is a label 'Reason for Booking:' followed by a large empty text area. At the bottom of the dialog, there are two buttons: 'Select approver' and 'Cancel'.

Once you click this, the status will change to 'Pending' and an email will go to your approver to accept or decline the request.

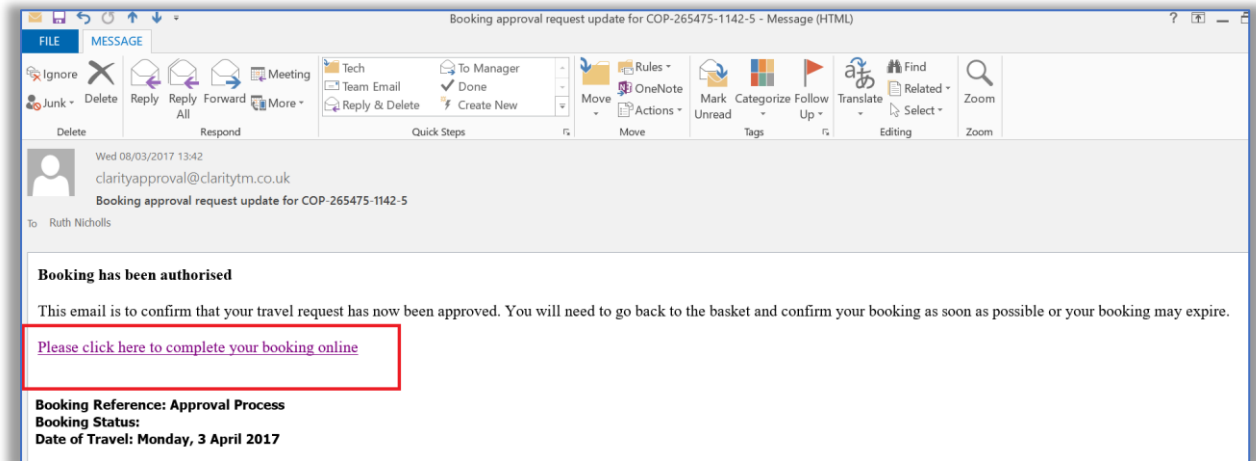
To approve or decline follow the relevant link below:-

Approve: <http://coop.sabscorp.com/cgi-bin/approval.pl?approve=abfd2f3177950f1c2d887167b3a73496>

Decline: <http://coop.sabscorp.com/cgi-bin/approval.pl?decline=abfd2f3177950f1c2d887167b3a73496>

Once they have approved this, you will receive an email to advise.

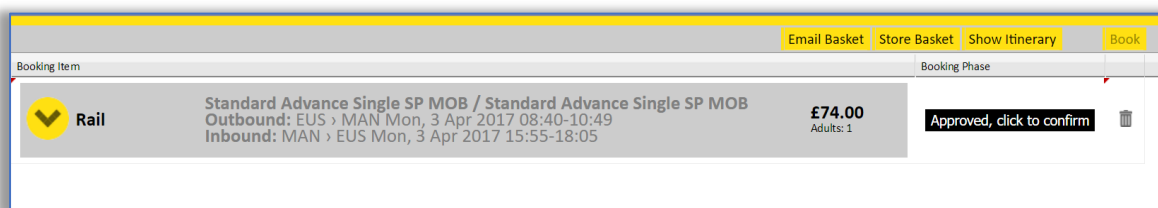
There will be a direct link on the approval notification email that takes you straight to the basket to complete.



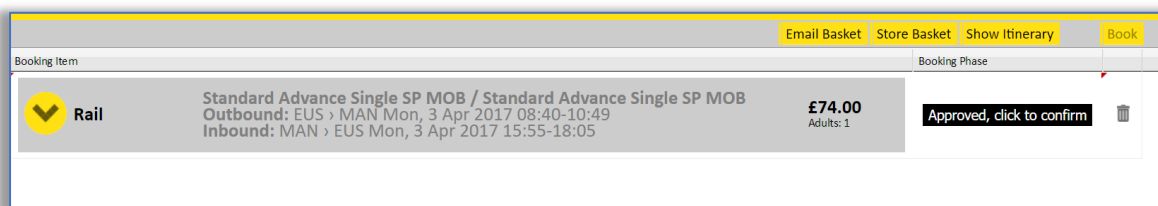
After clicking the link if you are already logged into the GO2 system you will see this message

You appear to be already logged in so please see your active window. If you do not have an active window then please open one.

Go to your active TAB where GO2 is open ...it will automatically have opened up on your basket ready to confirm.



If you are NOT logged into GO2 after clicking the link it will first ask you login as normal on GO2 and then immediately open up on the basket ready to confirm...



You can also see the status of your pending bookings in your baskets:

Booked Baskets Unbooked Baskets

Reset Form Clear Column Filters Remove Grouping Hide/Show Columns Export Results Graph Reports **Records: 2** **Total Cost: £208.20**

Search Bookings

Basket Created
From: 11/08/2016 To: 19/08/2016

Booking Date
From: To:

Outbound Date
From: To:

Return Date
From: To:

Search

Basket ID	Booking Date/Time	Supplier Name	Booker Name	Approval State	Booked For
016 15:27:07 (1 Item)					
COP-608338-1526-3	16/08/2016 15:27:07	Evolvi Trains	ruth.nicholls2@claritytm.co.uk	Re-request Authorisation	ruthnicholls@i
13:55:05 (1 Item)					
COP-112800-1350-3	18/08/2016 13:55:05	Conferma	ruthnicholls@icloud.com	Re-request Authorisation	ruthnicholls@i

The status of the booking will now say 'approved' and you can go ahead and continue to make the booking.

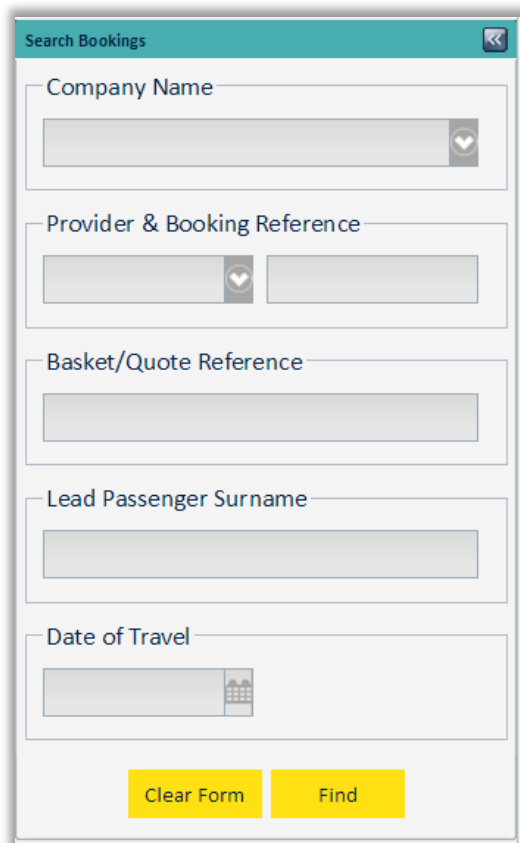
There is a tolerance set in the system, so if your booking has increased within that tolerance, you will be able to go ahead and continue to book – if this is outside the tolerance, a new approval will be required.

Baskets

Click the Baskets Manager tab on your home page:

Within your baskets, you can view all your bookings you have made; you can search on the left by

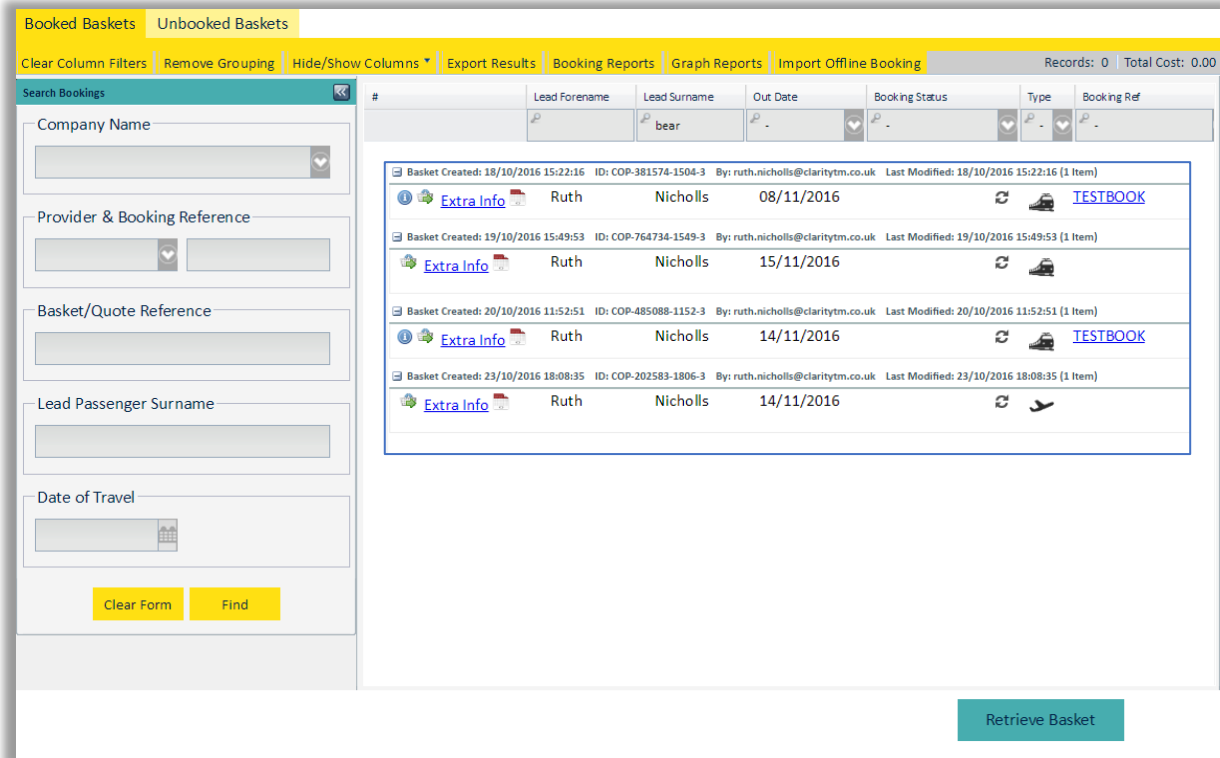
- When your basket was created
- When your booking was made
- Outbound Date or Return date



The image shows a 'Search Bookings' form with the following fields and controls:

- Company Name:** A text input field with a dropdown arrow on the right.
- Provider & Booking Reference:** A dropdown menu followed by a text input field.
- Basket/Quote Reference:** A text input field.
- Lead Passenger Surname:** A text input field.
- Date of Travel:** A text input field with a calendar icon on the right.
- Buttons:** Two yellow buttons labeled 'Clear Form' and 'Find' are located at the bottom of the form.

Your results will return on the right hand side:



The screenshot shows the 'Unbooked Baskets' section of the Clarity system. On the left is a search form with fields for Company Name, Provider & Booking Reference, Basket/Quote Reference, Lead Passenger Surname, and Date of Travel. The main area displays a table of search results for the lead surname 'bear'. Each row includes a 'Basket Created' timestamp, ID, and user information, followed by columns for Lead Forename, Lead Surname, Out Date, Booking Status, Type, and Booking Ref. A 'Retrieve Basket' button is located at the bottom right of the table area.

#	Lead Forename	Lead Surname	Out Date	Booking Status	Type	Booking Ref
Basket Created: 18/10/2016 15:22:16 ID: COP-381574-1504-3 By: ruth.nicholls@claritytm.co.uk Last Modified: 18/10/2016 15:22:16 (1 Item)						
	Ruth	Nicholls	08/11/2016		TESTBOOK	
Basket Created: 19/10/2016 15:49:53 ID: COP-764734-1549-3 By: ruth.nicholls@claritytm.co.uk Last Modified: 19/10/2016 15:49:53 (1 Item)						
	Ruth	Nicholls	15/11/2016			
Basket Created: 20/10/2016 11:52:51 ID: COP-485088-1152-3 By: ruth.nicholls@claritytm.co.uk Last Modified: 20/10/2016 11:52:51 (1 Item)						
	Ruth	Nicholls	14/11/2016		TESTBOOK	
Basket Created: 23/10/2016 18:08:35 ID: COP-202583-1806-3 By: ruth.nicholls@claritytm.co.uk Last Modified: 23/10/2016 18:08:35 (1 Item)						
	Ruth	Nicholls	14/11/2016			

You can filter on each column by certain criteria (you may need to scroll across to see more options)

You can re view these bookings by clicking on the 'i' icon which will then take you back to your booking page.

There is also a feature to add this trip to your outlook calendar, click on the red circled icon to enable this...

Within your baskets there are also other options:

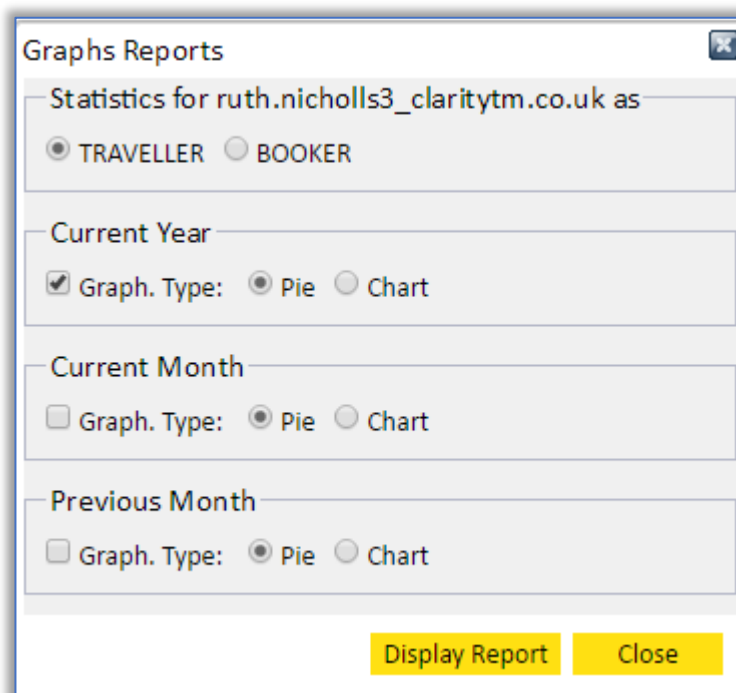
- Reset form - will clear your basket search form
- Clear column filters – will clear any filters you have set
- Remove grouping – will clear grouping from your results
- Hide/Show columns – gives you the option to choose which columns you see on your basket results
- Export results – will export all your basket results to a CSV

There is also an option for Graph Reports

This gives the booker a summary of all bookings and transactional spend across all types from the basket information.

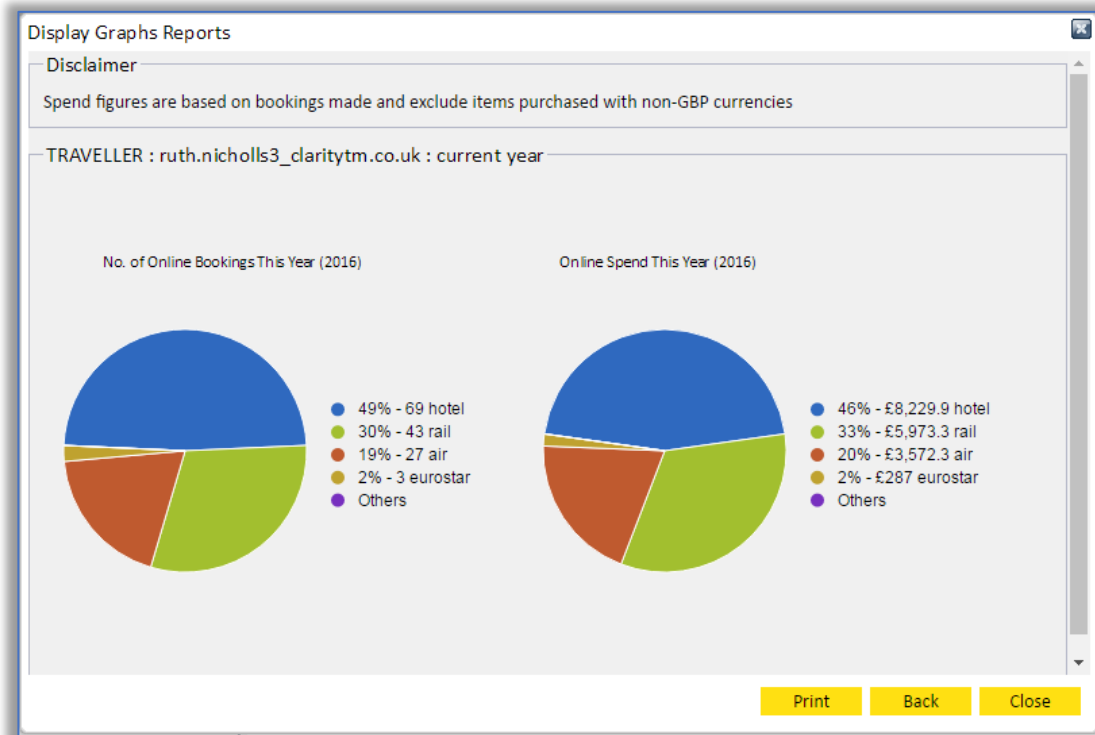
In a quick easy to view functionality on your portal, you can see your spend and transactions. Analyse on a month by month basis or over the year.

Once you have clicked on 'Graph Reports', select the type of report you desire:



The screenshot shows a dialog box titled "Graphs Reports" with a close button in the top right corner. The dialog is divided into four sections, each with a title and a "Graph. Type:" label. The first section is "Statistics for ruth.nicholls3_claritytm.co.uk as" and contains two radio buttons: "TRAVELLER" (selected) and "BOOKER". The second section is "Current Year" and contains a checked checkbox and two radio buttons: "Pie" (selected) and "Chart". The third section is "Current Month" and contains an unchecked checkbox and two radio buttons: "Pie" (selected) and "Chart". The fourth section is "Previous Month" and contains an unchecked checkbox and two radio buttons: "Pie" (selected) and "Chart". At the bottom right of the dialog are two yellow buttons: "Display Report" and "Close".

Your reports are then visible and printable:



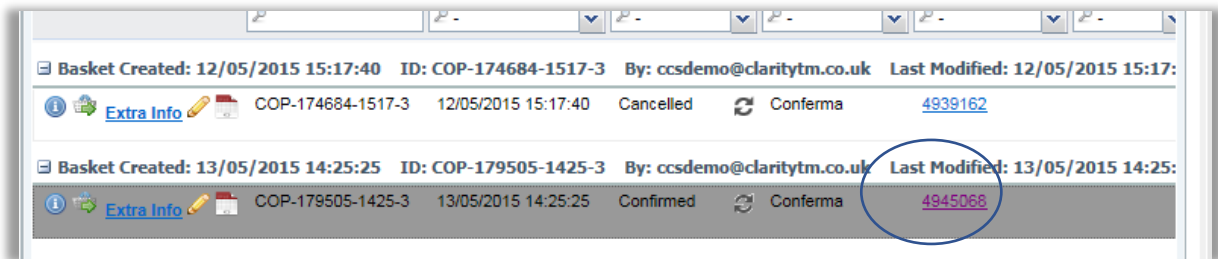
These are only available per individual; a Booker cannot see everyone else's reports only his/her own baskets created,

Cancelling Bookings

You can cancel and amend HOTEL bookings on GO2Book, Air & Rail need to be done via your branch.

Cancelling or amending a hotel on GO2Book

If you retrieve your booking within your baskets as above, you can click on the booking reference an itinerary will appear with the option on the bottom left to cancel:



Basket Created: 12/05/2015 15:17:40 ID: COP-174684-1517-3 By: ccsgdemo@claritytm.co.uk Last Modified: 12/05/2015 15:17:40
 COP-174684-1517-3 12/05/2015 15:17:40 Cancelled Conferma 4939162

Basket Created: 13/05/2015 14:25:25 ID: COP-179505-1425-3 By: ccsgdemo@claritytm.co.uk Last Modified: 13/05/2015 14:25:25
 COP-179505-1425-3 13/05/2015 14:25:25 Confirmed Conferma 4945068

You will then have the option to cancel or amend booking on the bottom left



Hotel(s)
Thistle Manchester City Centre, The P...
 Check In: 14 Jul 2015
 Check Out: 15 Jul 2015
 Chain: n/a
 Address: Thistle Manchester City Centre, The Portland, Piccadilly Gardens, Portland Street, Manchester, M1 6DP
 Nights: 1
 Persons: 1
 Rooms: 1
 Hotel Ref: VM4FHI
 Hotel Passive Ref: n/a

Room	Description	Rate	Rate Information
Room 1:	1 x C1DCR1 BEST AVAILABLE INC VAT ROOM ONLY	119.00 GBP	C1DCR1

Contact: 0161 228 3400
 Booking Confirmation: n/a
 Payment: n/a
 Payment Restrictions: n/a

Price

Description	Qty	Price	Total	Cur
Room: STANDARD ROOM 1 DOUBLE BED PLASMA TV WORK AREA TEA AND COFFEE ... (C1DCR1)	1	119.00	119.00	GBP
Total:			119.00	GBP

Remarks

Additional Information
 Room 1: CANCEL BY 2PM 14-JUL-15
 Cancellation Policy
 Room 1: General COMMISSION POLICY FOR TRAVEL AGENTS IS 8 PERCENT TAX INCLUDED VAT 20 PCT COMMISSION POLICY FOR TRAVEL AGENTS IS 8 PERCENT TAX INCLUDED VAT 20 PCT CHECK IN TIME: 1400 CHECK OUT TIME: 1200

Management Information

Buttons: Cancel Booking, Print, Email, Close

If you have any further questions regarding GO2Book, please call or email our
Online Help team on
0333 010 2161 (option 2) or onlinehelp@claritytm.co.uk

If you need to make a complex booking, amend a booking, or cancel a rail or
flight, please contact your branch on 0333 010 2161 (option 1) or email
soton@claritytm.co.uk