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

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.

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.

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:

Reason for Travel:

Staff ID:

Sub Project Code:
[No Default]

Hotel - [Conferma]

Academic Unit:

Reason for Travel:

Special Requirements:

Staff ID:

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:

Is this rechargeable?:
[No Default]

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

Reason for Travel:
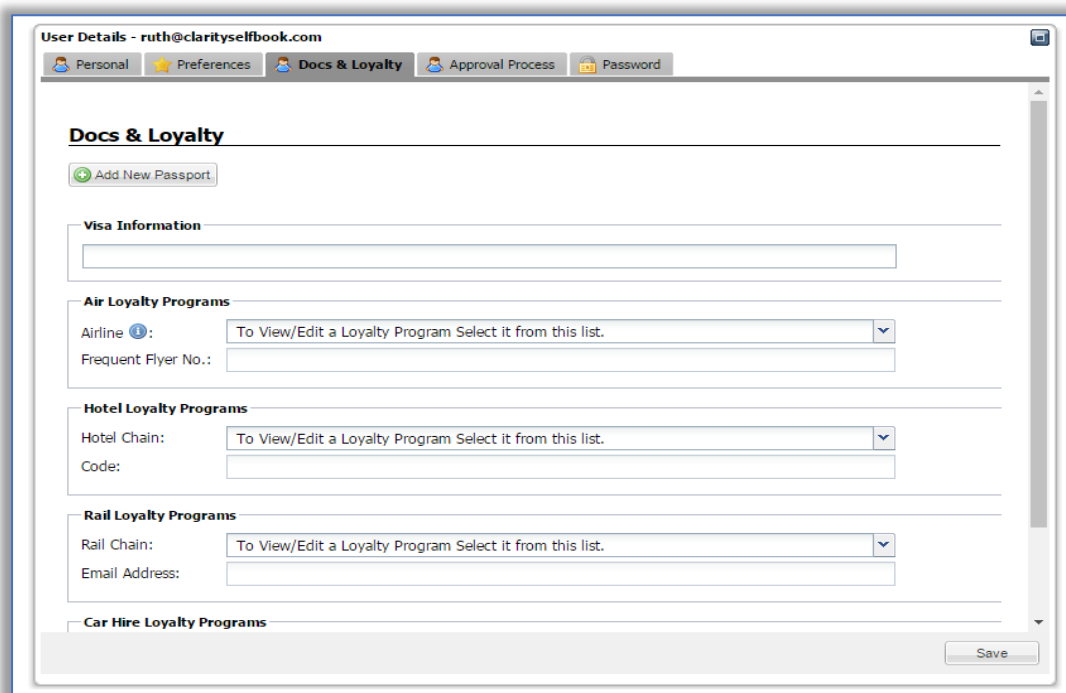
Staff ID:

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.

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
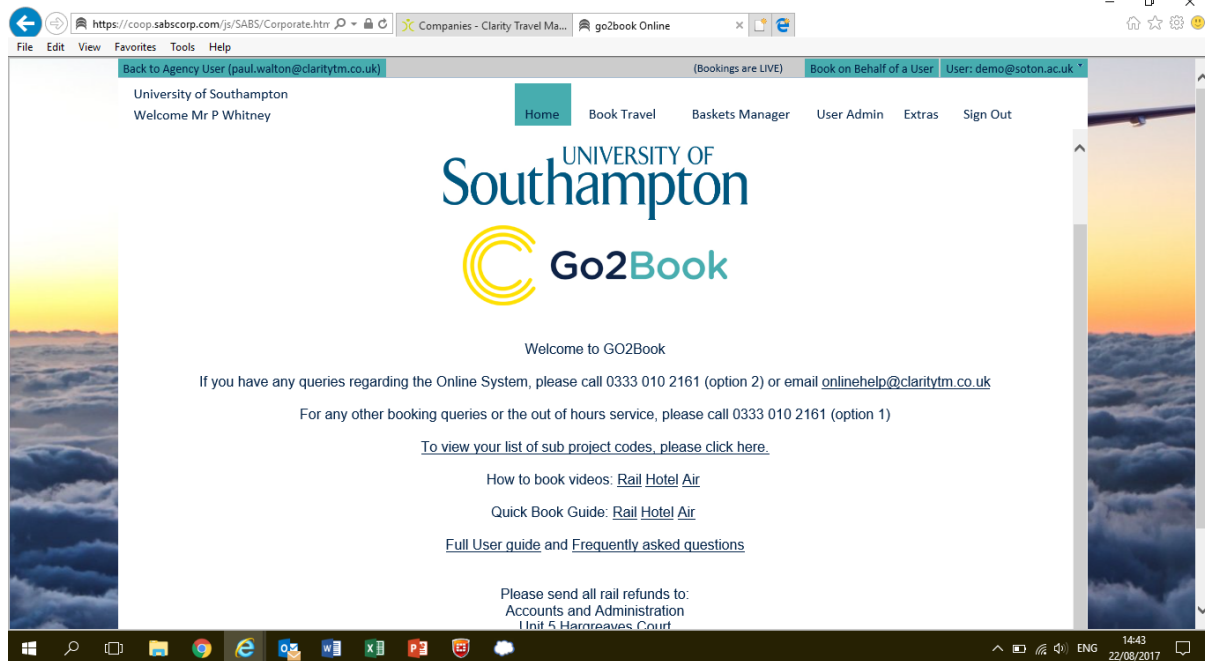
◊ **Home button** – takes you back to your homepage at any point

◊ **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.

Rail Search

Click the icon on your 'book travel' tab

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)
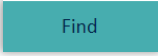- Date and Time of Travel

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 [Find] ***

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 |

ANNOUNCEMENTS

| Returns: £172.50 | Two Singles: £45.00 | Split Tickets | | Total: £0.00 | Email Results | Book Now | Add to Basket |

Outbound Journey – Monday 25 September 2017
From: London
To: York

Depart	07:00	07:08	07:30	07:35	08:00
Arrive	08:51	09:25	09:32	09:40	09:50
Journey Time	1:51	2:17	2:02	2:05	1:50
Changes	0	0	0	1	0
CO_2 Emissions (kg)	14.82	14.82	14.82	14.82	14.82
	Details	Details	Details	Details	Details

Inbound Journey – Tuesday 26 September 2017
From: York
To: London

Depart	14:59	15:31	15:35	15:57	16:02
Arrive	16:51	17:42	17:46	17:53	18:27
Journey Time	1:52	2:11	2:11	1:56	2:25
Changes	0	0	1	0	0
CO_2 Emissions (kg)	14.82	14.82	14.82	14.82	14.82
	Details	Details	Details	Details	Details

Earlier Times   Later Times

Off-Peak Return	£172.50
Anytime Return	£244.00
Off-Peak Return (1st Class)	£326.50
Anytime Return (1st Class)	£400.00
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 tickets; downgrade 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.

ANNOUNCEMENTS

Returns: £332.00   Two Singles: £153.20   Split Tickets   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)
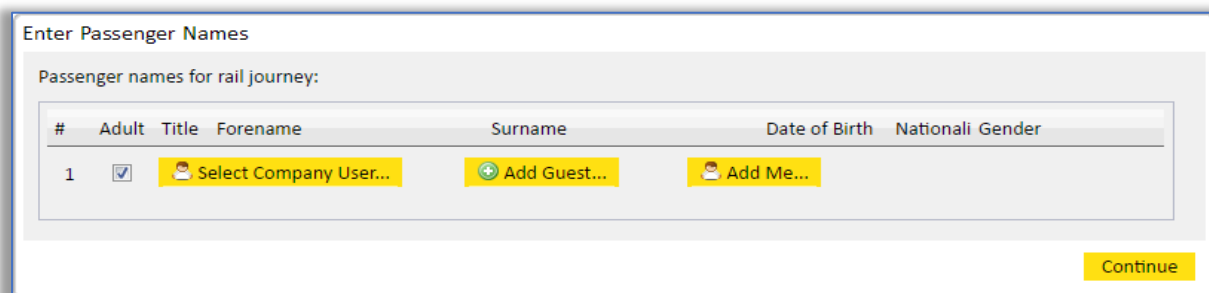
If a Travel Policy has been added to your account and you select an item Out of Policy the system will ask for a reason to continue with the booking, select from the list and click add to basket to proceed.

Once you click Book Now the system will re-confirm availability
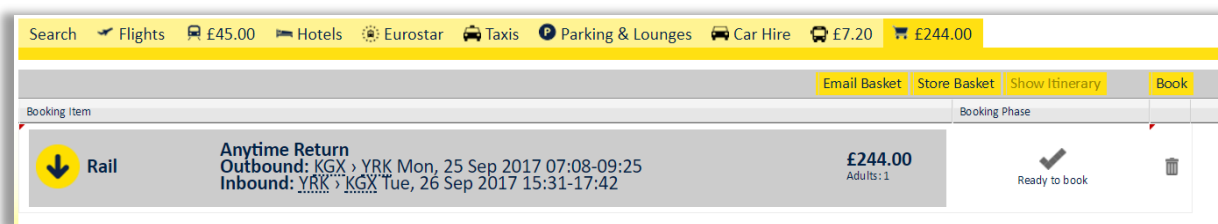
At this point if you did not select the traveller at the start Go2Book will ask for passengers – depending on how you are set up, will depend on what the system asks:

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

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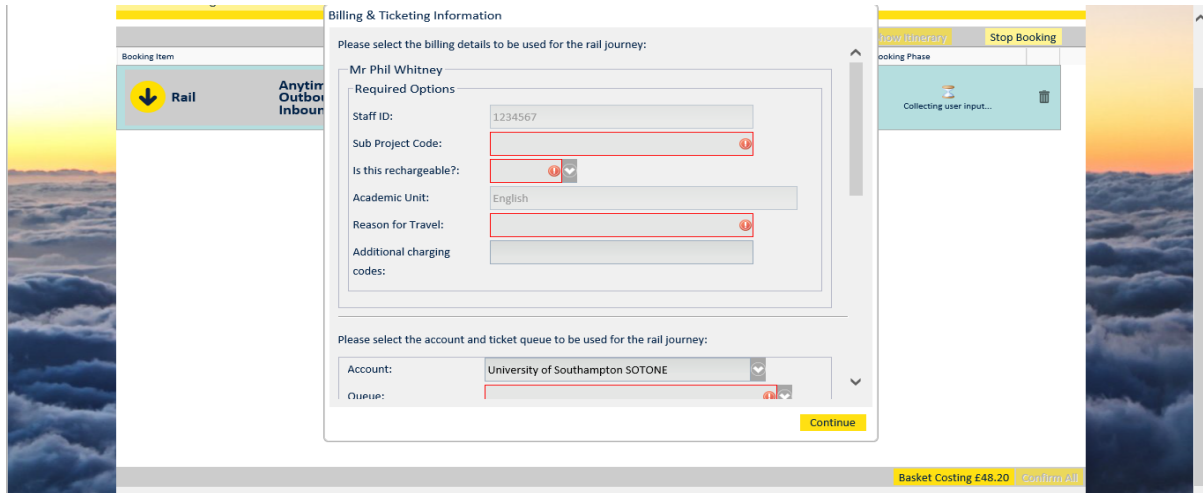
Please note, if you default any seat preferences within your profile, this information will automatically populate here so you will not need to complete each time
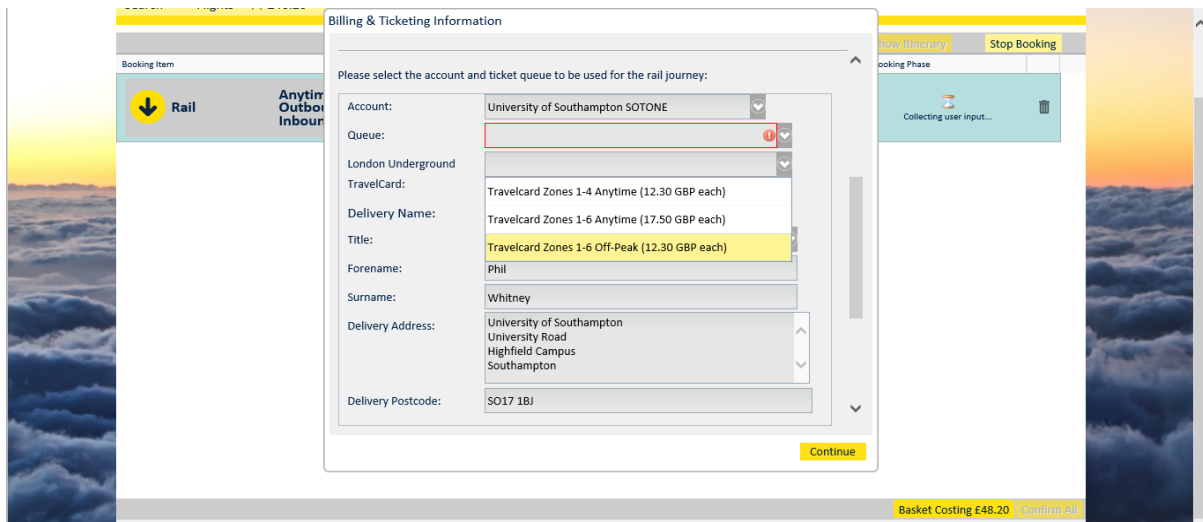
**Click Continue **

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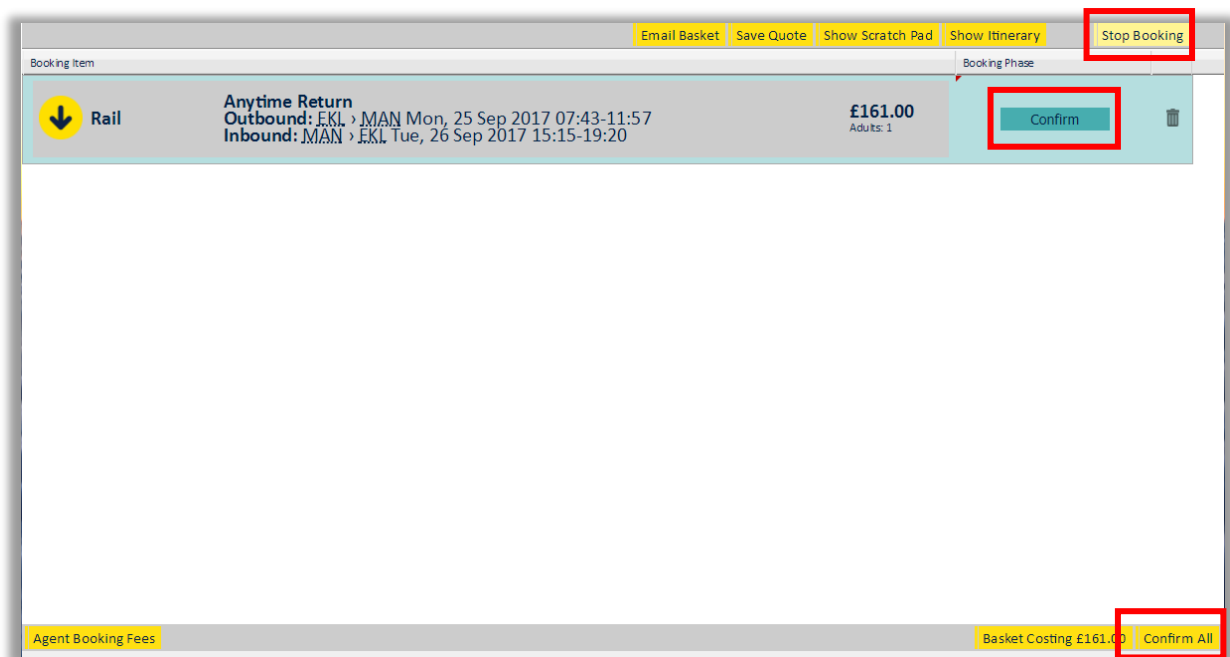
PLEASE NOTE – we do not recommend 1st Class post as this cannot be tracked and if tickets are lost you will still be invoiced

***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 **

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

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'

Handy tips:

If the hotel 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 and this will save you time in the future.*

****GO2Book will default to location search but we can load all your main locations in a drop down under the office search.

Hotel Results

Filters	Reset all
Hotel	⌄

Hotel Chain:

Hotel Name:

Preferred ⌄

Client ◯

Facilities ⌄

Air Conditioning ◯
Restaurant ◯
Parking ◯
Wheelchair Access ◯
Wifi ◯

City/Town:	Check-in Date:	Nights:	Rooms:	Occupants:		
LON	28/08/17	1	1	1	Find	⦿ View Map

Showing 100 hotels in LON on 28th Aug 17, for 1 night

Sort by: Price Distance   Email Results

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

ℹ Hotel Information ⭐
📷 Hotel Images
⦿ View Map

1 night(s)
£140.00
(~£140.00pppn)
✅

Show all 56 room rates

Citadines London Trafalgar Square
18 21 Northumberland Avenue , London , , WC2N 5EA
Distance: 0.097 Miles
Location: ✈ 7.74 Miles 🚇 0.04 Miles 🚉 0.07 Miles

ℹ Hotel Information
📷 Hotel Images
⦿ View Map

1 night(s)
£248.40
(~£248.40pppn)
⚠

Show all 17 room rates

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
(~£140.00pppn)

✓

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:

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

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 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:

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** Rooms: 1	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** Rooms: 1	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.

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

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

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.

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

Note – If you see this icon ⚠

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

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.

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

- **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: (None) ▾   Seating Preference*: (None) ▾

Meal Requests*: (Standard) ▾   (* When Possible)

Provide Frequent Traveller Numbers (If Available)

Airline: BRITISH AIRWAYS EXECUTIVE C ▾   Frequent Flyer No.: 12345

Passport Details

Please enter your passport details

Gender: Female ▾   Date of Birth: [   ] 📅

Passport No.: [   ]   Issued: United Kingdom of Great Br ▾

[Continue]

Flight Booking 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: (None) ▾

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:	
Is this rechargeable?:	
Academic Unit:	Faculty of Humanities - Central
Reason for Travel:	
Please confirm that bookings will be made in accordance with the University Travel Policy ⓘ:	YES
Have you checked your insurance requirements?:	
Additional charging codes:	
Have you completed a risk assessment?:	
Have you checked your VISA requirements?:	

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)

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

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

Options

Direct Only: ☑

Choose Airlines

(Airlines)	(Airlines)
(Airlines)	(Airlines)

Fare Preference   Restricted

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

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 **

Taxi Results

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

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.

Data Capture Information:

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

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 ****

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.

Airport Parking

Click the [P icon] icon on book travel tab

This search option enables you to search for airport parking options.

The search box as below asks what type of search you are completing:

Complete the details and click 'Find'

Your results will display as follows:

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:

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

Eurostar

Click the [icon] icon on book travel tab

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

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.

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:
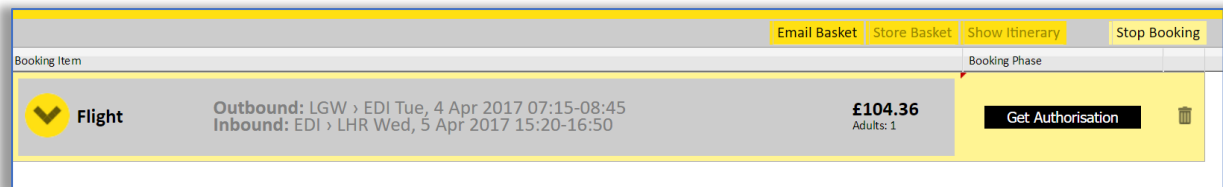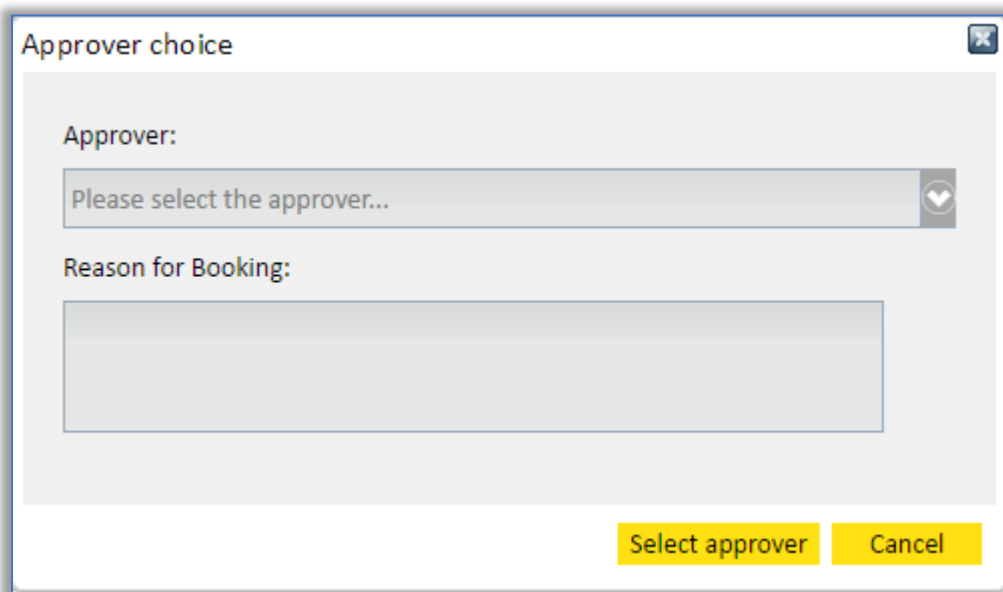
Approval Process

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

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)

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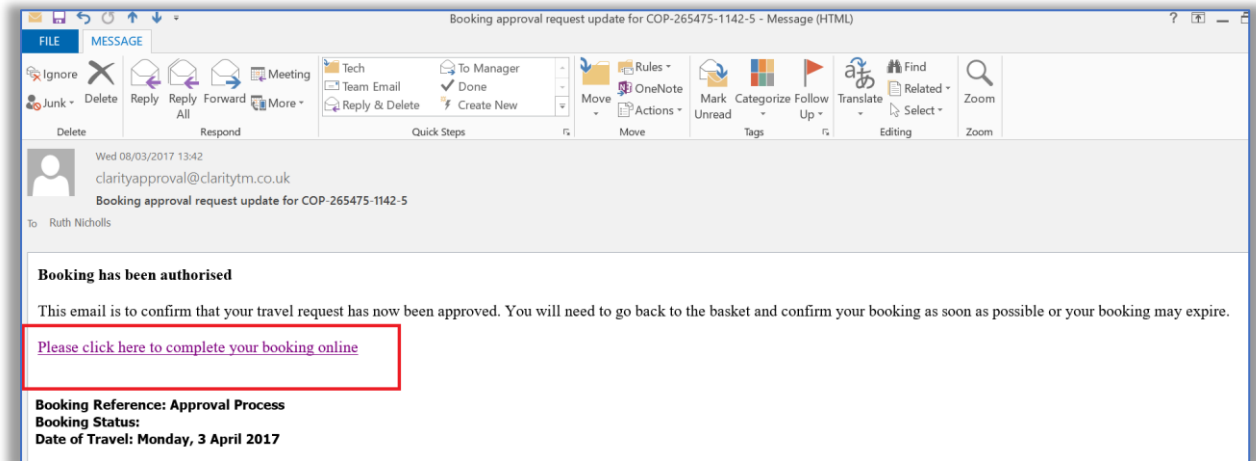
After clicking the link if you are already logged into the GO2 system you will see this message

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.
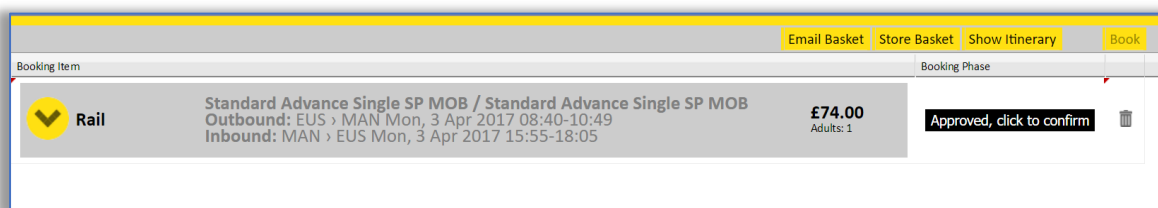
If you are NOT logged into GO2 after clicking the link it will first ask you login as normal on GO2 and then immediately open up on the basket ready to confirm...
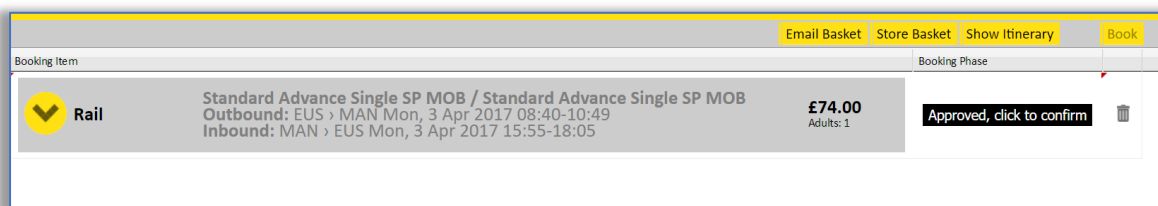
You can also see the status of your pending bookings in your baskets:

The status of the booking will now say 'approved' and you can go ahead and continue to make the booking.
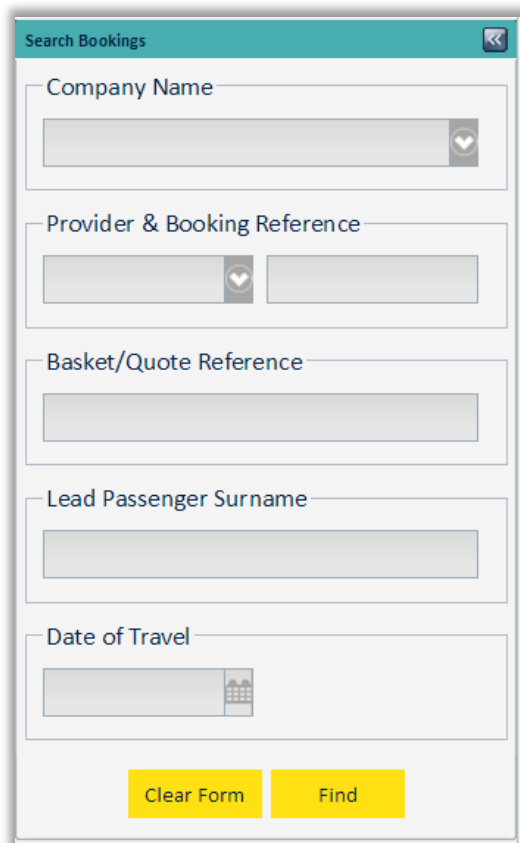
There is a tolerance set in the system, so if your booking has increased within that tolerance, you will be able to go ahead and continue to book – if this is outside the tolerance, a new approval will be required.

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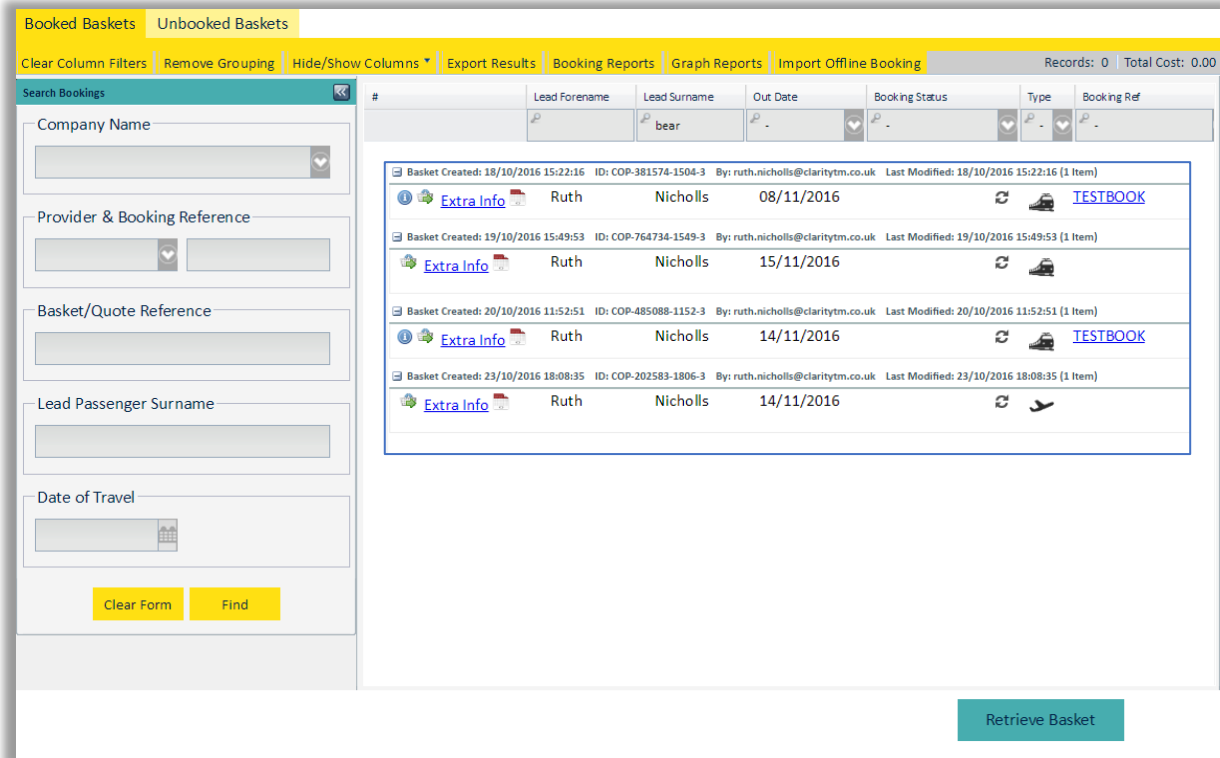
- When your basket was created
- When your booking was made
- Outbound Date or Return date

Your results will return on the right hand side:

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...

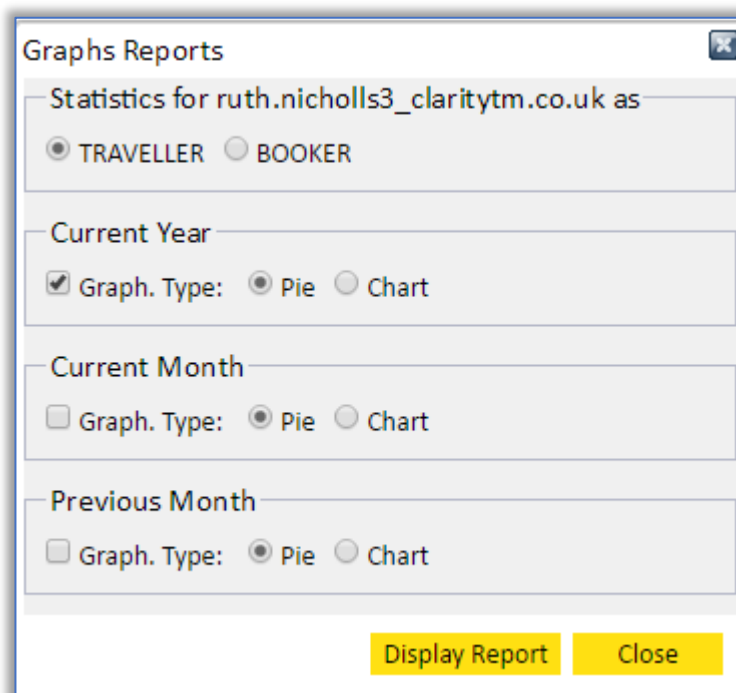Within your baskets there are also other options:

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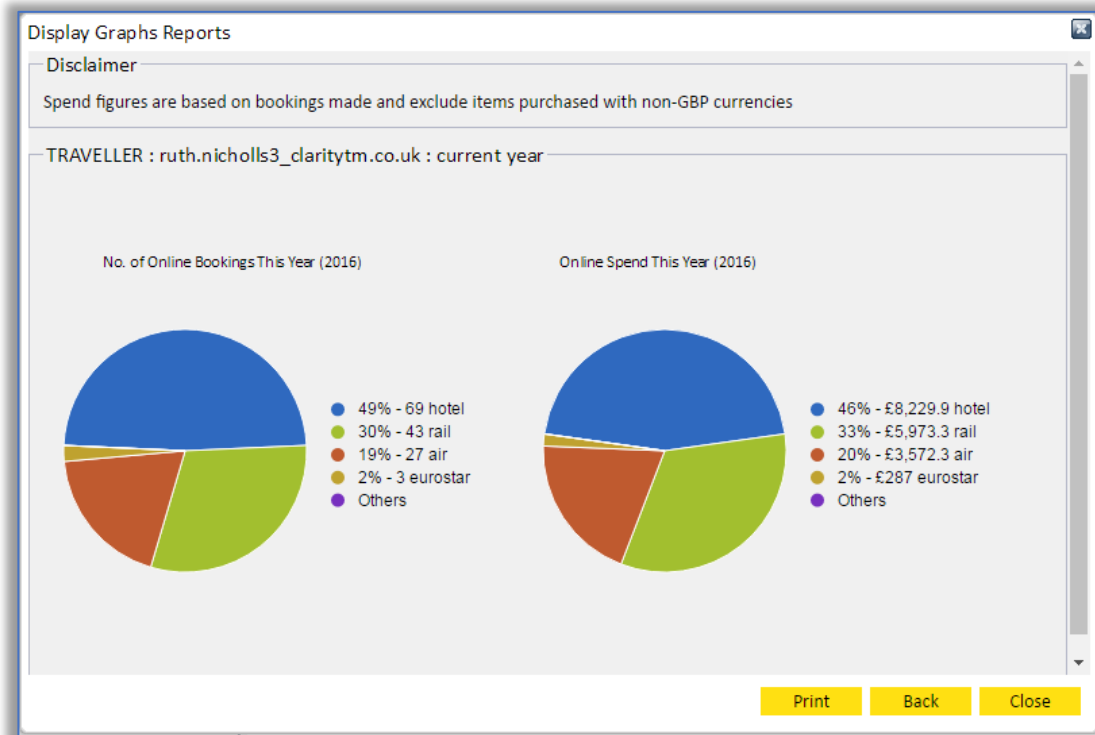
In a quick easy to view functionality on your portal, you can see your spend and transactions. Analyse on a month by month basis or over the year.

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

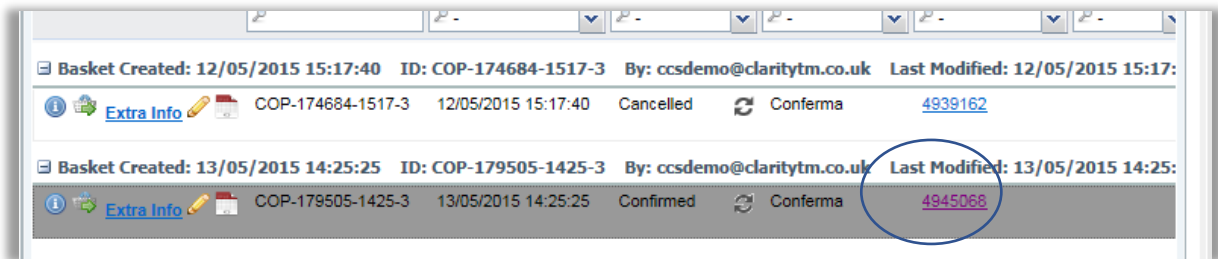Your reports are then visible and printable:

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:

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

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