Welcome to Go2Book
Your single sign-on reservation system
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 014 6073 or email us at onlinehelp@claritytm.co.uk
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 as below:
You will see 4 tabs within your profile:

- 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 your name
- Change your default address
- Add an additional email
- Change/ add a phone number –

Preferences

Within the preference tab, your Personnel Number and Cost Code is stored, this may be hidden from view, but this is stored so pulls through to all bookings so the system will not ask you to enter this each time.

You can also in here 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.
Docs & Loyalty

This is where you can your own Passport details & Frequent Flyer details if you have any.

If you have more than 1 frequent flyer card 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.
Welcome to Go2 Book

If you have any system or booking related questions please contact 0330 324 6860 or email at demo@claritytm.co.uk
Meet your dedicated team - Click Here

View the Travel Policy, Travel Booking Guide, Frequently Asked Questions and Full User Guide
Click here to submit feedback
To add your booking to an outlook calendar please click here
Click here to download Trip-pay
To view the latest Management Information click here
To view traveller tracking click here

**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 unbooked 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
Other Homepage Functions

**Please note, the homepage contents is bespoke per client and not per user, if you wish to amend / add anything on here, you will need to go through to your dedicated Account Manager to request this**

Book on Behalf Of

If you are a dedicated booker and booking for someone in your business who has a specific Travel Policy which will be different from your own, you need to use the book on behalf of option on the top right of your page BEFORE you start a search:

You will then need to find the user using the following criteria, and then you can continue your booking.

![Book on Behalf of a User](image)

Rail Search

Click the ![icon](image) on your 'book travel' tab
Enter your search details:

- Departure Point
- Arrival Point
- 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)
- Time of Travel

You also have the options to:

- Specify a certain station you wish to change at
- Choose an open return
- 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 save criteria button to store the information in the favourites section at the top of the screen
- Unsure of where the stations are located 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:

- Returns
- Two Singles

Split Tickets will also display if there are tickets available on that particular route. These tabs will easily display the cheapest fare on that particular 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.
To choose the rail journey you would like to book, select using the radio buttons.

Click Book Now to confirm 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.

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:
Your Personnel Number & Cost Centre will be pre populated from your profile:

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

![Image of a dropdown menu for selecting travel cards]

The ‘Account’ will also be pre populated from your profile.

The ‘Queue’ is a dropdown box and this is how you would like your rail tickets to be despatched – usually this will be Standard Delivery, First Class, Special Delivery or TOD.

***At this point the address for delivery is pulled from yours/travellers profile – if you require the tickets to be delivered elsewhere, please amend the address here***

**Click Continue**

The system will again ask you to reconfirm your seats

**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.

**Hotel Search**

Click the icon on your book travel tab
Enter your search details

You can search by:
- Location - so a specific city or postcode
- Office – so any of your offices you 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:
- Hotel Name
- Hotel Chain

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

Handy tips:

*If the hotel you are searching for is frequently requested, use the save criteria 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 all your main offices are loaded in a drop down under the office search – please change your search to this as this will bring back all your preferred rates & hotels and give you the best set of results****
Your hotel results will return with ‘Preferred Hotels’ first which are all in your hotel programme, and then after preferred results will be based on distance from your original search.

You have the option to filter on the results by:

- Hotel Chain
- Hotel Name
- Region/City
- Rating
- Preferred

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 particular 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).

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:
Your Personnel Number & Cost Centre will be pre populated from your profile:
On hotels, you are also required to give a reason if your hotel that you are booking is within 10 miles of your base office. If this is not, please select N/A from the dropdown.

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)

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 your 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

- A via point if you wish to go via a certain airport
- Direct Only – if you wish to only search for a direct flight
- Choose Airlines - If you wish to search for a particular airline
- Class of Service

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 ‘Calc Price’

  **Please note, low cost carriers will NOT display on this tab**

- **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.
Important Information

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:

- Filter by Airline
- Filter by Airport
- Narrow your flight times down further using the scroller bars
- Filter by Number of changes
- Filter by class

To check the rules of a particular flight, you can click on the ‘+’ icon and 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).

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 not start the bookings 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**
Data Capture Information:
This will be client specific depending on your requirements, the below is for demo purposes

**Once Complete Click Continue**

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

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:

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 2

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

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 Find**
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.

**Click Continue**
Data Capture Information:
This will be client specific depending on your requirements, the below is for demo purposes

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

If you have any specific questions in relation to your data capture fields, please contact Online Help.

**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.
Parking & Lounges

Click the icon on book travel tab

This search option enables you to search for airport parking options and airport lounges or both...

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:

<table>
<thead>
<tr>
<th>Price</th>
<th>Description</th>
<th>Transfers</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>£15.00</td>
<td>SkyPark Outdoor - all terminals</td>
<td>Transfers run Frequently and take 5-10 mins</td>
<td>Add to Basket</td>
</tr>
<tr>
<td>£17.45</td>
<td>API Manchester - all terminals</td>
<td>Transfers run every 10-15 mins and take 5 mins</td>
<td>Add to Basket</td>
</tr>
<tr>
<td>£20.00</td>
<td>SkyPark Indoor - all terminals</td>
<td>Transfers run Frequently and take 5-10 mins</td>
<td>Add to Basket</td>
</tr>
<tr>
<td>£32.99</td>
<td>Multi Storey - T1</td>
<td>Within walking distance</td>
<td>Add to Basket</td>
</tr>
<tr>
<td>£40.00</td>
<td>SkyPark Meet and Greet - all terminals</td>
<td>No transfer required</td>
<td>Add to Basket</td>
</tr>
</tbody>
</table>

The tabs allow you to select your desired parking option or lounge; 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 **Eurostar** 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 at the bottom.

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

**Travel Policy**

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

- ![Green Check](image)
  - This means the booking is ‘within’ your policy and is bookable

- ![Orange Warning](image)
  - This means the booking is ‘outside’ your policy but you can still book by selecting a reason from a drop down box

- ![Red Exclamation](image)
  - 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. This is currently set to your Line Manager.

Once you click this, the status will change to ‘Pending’ and an email will go to your line manager to accept or decline the request. To do this, they will need to log into go2book BEFORE clicking the link on the email:

To approve or decline follow the relevant link below:

Approve: http://coop.sabscorp.com/cgi-bin/approval.pl?approve=abfd2f3177950f1e2d887167b3a73496
Decline: http://coop.sabscorp.com/cgi-bin/approval.pl?decline=abfd2f3177950f1e2d887167b3a73496

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

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 a £10 tolerance, you will be able to 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.
Cancelling Bookings

You can cancel HOTEL bookings on go2book, Air & Rail need to be done via your branch.

Cancelling 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:

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

If you have any further questions regarding go2book, please call or email our Online Help team on 0333 014 6073 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

******