

Training Guide

1. Overview A2BTransfers.com

Searching for your transfer

Choosing your transfer

Completing the booking form

Documentation

2. Extra Helpful Info

A2Btransfers important info

3. A2B Transfers Administration

Administration Overview

Logging into Administration

Obtaining your booking

Booking Overview

4. A2B Amendments

Overview

Logging into Amendments

Amending Your Booking (transfers)

Documentation

OVERVIEW

A2Btransfers.com was established in 2005 by a team with a wealth of experience behind them, not just in the travel sector but also in the online industry.

The teams combined experience includes Medhotels.com, lasminute.com, Thomas Cook, Travelocity, Flight Centre and Virgin Atlantic Airways.

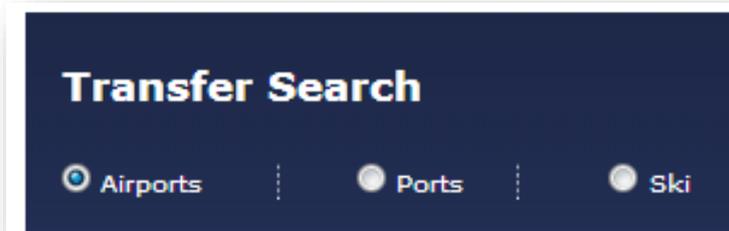
This is a Guide to help you to understand our very simple online booking system and amendment tool. You can also execute your reports bookings per day or by resort.

Searching for your transfer

- Type our URL www.a2btransfers.com
- Select which transfer type you require i.e. Airport, Port or Ski.

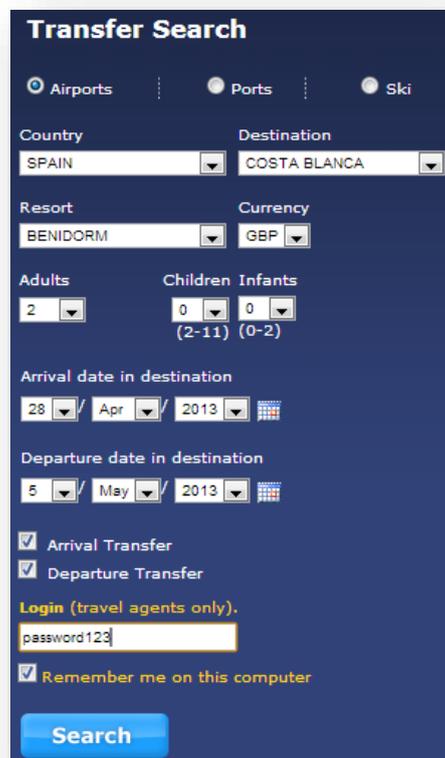
*hint – If your transfer involves an airport in any part, you must stay in the airport section, even if it is airport > port.

*if you require a transfer from port to resort then port to airport you must book 2 single transfers, , the port to resort option using the ‘ports’ search and the resort to airport option using the ‘airports’ option. Please deselect the arrival / departure direction as required.



- Now you need to input your search criteria, login details and click search

*(hint – Each drop down box needs to be completed in order, make sure you select if you require one way deselect the arrival or departure box as desired and ensure you input your agent login and select ‘remember me’ so your computer will automatically remember your log in)

A screenshot of the 'Transfer Search' form with search criteria filled in. The form is titled 'Transfer Search' and has three radio button options: 'Airports' (selected), 'Ports', and 'Ski'. Below the options, there are several input fields: 'Country' (SPAIN), 'Destination' (COSTA BLANCA), 'Resort' (BENIDORM), 'Currency' (GBP), 'Adults' (2), 'Children' (0), and 'Infants' (0). There are also date pickers for 'Arrival date in destination' (28 Apr 2013) and 'Departure date in destination' (5 May 2013). At the bottom, there are checkboxes for 'Arrival Transfer' and 'Departure Transfer', a 'Login (travel agents only)' field with the text 'password123', and a 'Remember me on this computer' checkbox. A blue 'Search' button is at the bottom.

Choosing your transfer

You will now be presented with the different transfer options to select’.

Transfer types:

Shuttle - shared vehicle with stops en-route to drop off other clients. Bookable to hotels only.

Taxi – private vehicle going direct to your destination.

Mini Bus – private bus for your group going direct to your destination.

*The time displayed is the direct airport to resort transfer time not including other customer drops or pick ups.

Airport ALC (Alicante) - Benidorm	65km/60min	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	P 2 Shuttle Bus
Airport ALC (Alicante) - Benidorm	65km/60min	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	U 1 Taxi
Airport ALC (Alicante) - Melia Benidorm	61.2km/43min	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	U 1 Wheelchair Taxi

Please select the transfer you wish to book.

Completing the booking form

Firstly check the ‘booking summary’ and ensure all details are correct.

Booking Summary

Transport by: Shuttle Bus	Passengers: 2	
28/04/2013	05/05/2013	
Airport ALC (Alicante)-Benidorm	Benidorm-Airport ALC (Alicante)	
Price GBP 8.98	Price GBP 8.98	
Total:		GBP 17.96

Then input the full flight details NB- this must be correct information or our supplier may reject your booking.

Travel Information ?

<p>* Arrival date in destination <input type="text" value="28/04/2013"/></p> <p>* Arrival airport leaving from: <input type="text"/> coming to: <input type="text"/></p>	<p>* Arrival flight time <input type="text" value="?"/>: <input type="text" value="?"/></p> <p>* Arrival flight info airline name <input type="text"/> flight number <input type="text"/></p>
<p>* Departure date in destination <input type="text" value="05/05/2013"/></p> <p>* Departure airport leaving from: <input type="text"/> going to: <input type="text"/></p>	<p>* Departure flight time <input type="text" value="?"/>: <input type="text" value="?"/></p> <p>* Departure flight info airline name <input type="text"/> flight number <input type="text"/></p>

Followed by the drop off or pick up details

- (hint – The more detail in this section the better)
- NB- Shuttle services will only pick up and drop off to official hotel addresses .

Drop Off/Pick Up Location & Requests

<p>* Specify the name of drop off/pick up location</p> <input style="width: 100%;" type="text"/> <p><small>(please enter the name of your location for pick up/drop off for example the hotel name, villa address, apartment name, golf course name. If you have a villa please supply the full address and directions)</small></p>	<p>Address (optional)</p> <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> <p>Requests</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
--	---

Now you need to input the customer details.

* (hint – if you would like a voucher to go directly to your customer, please input their address in the designated box. It is also worth putting your name in the agent id box just encase we need to locate who made the booking or there is an incentive running).

Customer Details

* **Title**

* **First name** * **Last name**

Customer e-mail *optional*

Agent Id/Consultant name *optional*

Documentation

Once you have read the terms and conditions, please tick the box and click 'Book Now'.

Your booking is now complete and you will receive a booking reference and customer voucher, which you can print from the confirmation page.

*hint-it is very compulsory that your client has our voucher for the instructions in resort and any emergencies.

Checking your booking

Please review your booking information and make sure your arrival time and departure time is shown as on your flight ticket. If you have to amend your booking please note:
NB: If you booked directly with A2B: Amend your booking online or contact us at admin@a2btransfers.com.
NB: If you booked through a Travel Agent: Contact your Travel Agent to amend your booking.

Shuttle Transfers

If you have booked a shuttle service, please make your way to the ABAS COSTA BLANCA desk that is situated on Level -2 (minus 2), one level down from the baggage reclaim area on the same level as the coach park.

Private taxi transfers

Your driver will be waiting for you in the Terminal that you arrive at after you cleared the baggage claim area. The driver will have a name board with your name on it.

In the unlikely event you should have any difficulty in locating your designated driver - please call the emergency number and a representative will assist you. (Please only use a landline for this as the number will not work from an overseas mobile.)

Return Confirmations

Return transfers must be confirmed the day before your departure. Your pick up time can be confirmed in three ways.

1. On your mobile phone

This is the easiest way to check your pick-up time. Visit www.a2btransfers.mobi and look at the bottom for a link called PICK UP TIME (<https://www.a2btransfers.mobi/pickuptime.asp>) and enter your reference number.

2. Via our website

On the A2Btransfers website look at the bottom for a link called PICK UP TIME (<http://www.a2btransfers.com/en/pickuptime.asp>) and enter your reference number.

3. By phone

Return transfer pick-up time should be confirmed 24 Hours before departure from your hotel to airport. **(Please note that it is COMPULSORY and EXTREMELY important)**. If you are departing on Sunday or Monday you must confirm your departure on the Friday before. Please call (0034) 96 584-3460 between 09:30 and 17:00 (Monday to Friday).

For any problem please contact the ground agent
ABAS Costa Blanca (Alicante)
Calle Mare Nostrum 3 - Bajo Izquierda, Althea
03590AlicanteSpain
tel: 0034 96 584 3460 fax: 0034 96 688 2435
reservas@abascostablanca.com
Emergency phone:0034 672 257885

Your clients will need to confirm their departure pick up time either by checking our A2B app, the home page on www.a2btransfers.com or by calling our local office.

Transfers are available in Algarve, Benidorm, Costa Brava, Costa Dorada, Turkey, Kos, Crete, Rhodes.

Check your pickup time online:

Important information:

Correct departure and arrival times of flights must be entered into the booking where specified. (Not check-in times and not preferred collection times this can be entered in the 'Special requests' box).

The Hotel/Apartment/Villa name and full address or ship name must also be entered into the booking. Please note shuttle transfers are not available for Villa/private address or public non hotel locations.

Please enter any special remarks into the special request box, i.e. child /VIP guest/preferred private transfer collection time.

Bookable extras can be added at an additional cost IE bike boxes, wheelchairs, extra luggage, oversized luggage, and sports equipment. Please contact admin to check the type of transfer available that can handle your request and party size and for any additional fees – admin@a2btransfers.com

Transfer Types:

Private transfers will be private and not shared

Direct transfers must be sold as 'shared'

Shuttle bus and **Express/Speedy Shuttle Bus** transfers do not operate on demand, times cannot be requested and waiting time at the Airport could be up to 45minutes.

Shuttle Bus transfers may have a number of stops en route. Will only operate to hotel locations.

Express/Speedy Shuttle bus transfers have a maximum of 4 stops.

The time the transfer takes displayed on www.a2btransfers.com is the direct time between the airports to resort - a shared shuttle stops for other clients to embark/disembark and this will increase the total journey time. This is also true for the speedy shuttle, however the number of additional stops are limited to 4 not including the client's own.

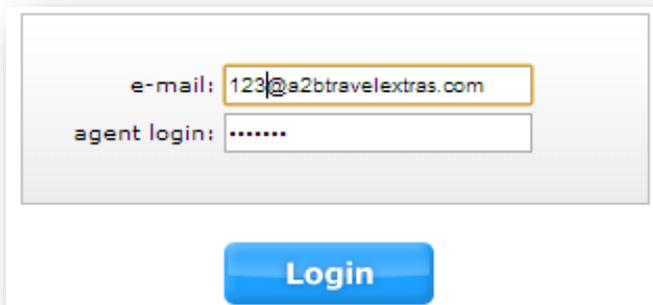
Administration Overview

You can use our online administration tool for viewing your bookings, re printing a voucher and for re printing an invoice.

Logging into the Administration Tool

Select 'Administration' along the top of A2Btransfers.com.

Log in using your registered email address and password.



A login form with two input fields. The first field is labeled 'e-mail:' and contains the text '123@a2btravelextras.com'. The second field is labeled 'agent login:' and contains a series of dots representing a password. Below the fields is a blue button labeled 'Login'.

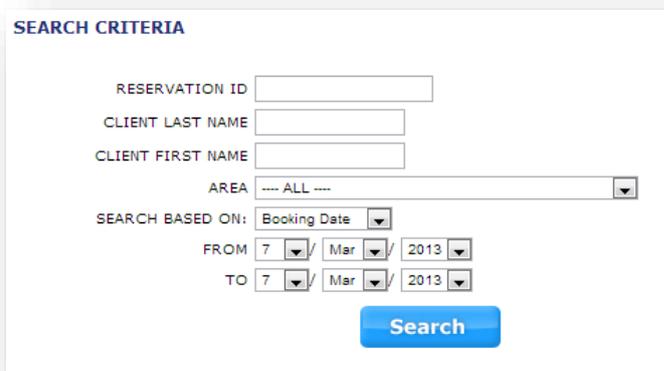
Obtaining your booking

You can search for your booking in a number of different ways:

Res Id (if you know this)

Client Name / Booking Date /Arrival Date

Departure Date - Now input the relevant details and click 'search'



A search criteria form titled 'SEARCH CRITERIA'. It contains several input fields and dropdown menus. The fields are: 'RESERVATION ID', 'CLIENT LAST NAME', 'CLIENT FIRST NAME', 'AREA' (with a dropdown menu showing 'ALL'), 'SEARCH BASED ON:' (with a dropdown menu showing 'Booking Date'), 'FROM' (with dropdowns for day, month, and year), and 'TO' (with dropdowns for day, month, and year). A blue 'Search' button is located at the bottom right of the form.

Booking overview

You will now be presented with the booking/s overview

- b. Depending on the status, you may see your booking appear more than once, for instance if you have previously amended the flight time it will show A in the status *(hint - please see the key at the bottom of the page)
- c. Actions from this page include viewing and printing the voucher and invoice *(Hint - far right)

Total bookings: 6 | Total sales: GBP 110.49 | Commission: GBP 0.00 | Heads: 14

Booking Ref.	Res. Date	Destination	Name	Arrival location	Departure location	Arrival date/time	Departure date/time	Commission (GBP)	Rate (GBP)	Status	Voucher Invoice
E1031833	17/01/2013	GRAN CANARIA	Barker A	Airport LPA (Las Palmas) Maspalomas	Maspalomas Airport LPA (Las Palmas)	04/02/2013-07:25	09/02/2013-19:15	0.00	63.60		(V) - (I)
E1031833	18/01/2013	GRAN CANARIA	Barker A	Airport LPA (Las Palmas) Maspalomas	Maspalomas Airport LPA (Las Palmas)	04/02/2013-07:25	09/02/2013-19:15	0.00	0.00		(V) - (I)
E1031833	18/01/2013	GRAN CANARIA	Barker A	Airport LPA (Las Palmas) Maspalomas	Maspalomas Airport LPA (Las Palmas)	04/02/2013-07:25	09/02/2013-19:15	-0.00	-63.60		(V) - (I)

Active booking
 Cancelled booking
 Amended booking
 Credit note

Click on the 'V' for the voucher and click on the 'I' for the invoice.

Live bookings are blue ticks and cancelled bookings are red crosses.

Amendments Overview

You can use the amendments tool for a number of useful actions such as changing flight details, changing the lead name, updating address details, inputting requests and cancelling your booking.

Logging into the Amendments Tool

- Select 'Amendments' along the top of A2Btransfers.com tool bar



- Log in using your booking ref email address and password

Booking Ref:	<input type="text" value="E1031833"/>
e-mail:	<input type="text" value="123@a2btravelextras.com"/>
agent login:	<input type="password" value="....."/> (travel agents only)

Amending and cancelling your booking



transfers.com

Number 1 for Low Cost Transfers - Worldwide

You can amend your booking simply by updating the info in the relevant section and re confirming. *(the cost of cancelling will be visible at the top of the page and the amendment cost will show at the bottom of the page before clicking 'amend' or 'cancel' to confirm your changes)

Changes possible: Lead Name/Dates/ Flight Times/ Airport Codes/Flight Number/Number of passengers/ Drop off address*(not resort)/ Requests

The cancellation fees in case you want to cancel this booking is **GBP 0.00**

Booking Ref: **E1031833 (Amended)**

Mrs.

First name:

Last name:

Booking date: 18/01/2013

Arrival location: from **Airport LPA (Las Palmas) to Maspalomas**

Arrival date in destination:

Arrival flight time:

Arrival airport: from to

Arrival flight info: airline name flight number

Departure location: from **Maspalomas to Airport LPA (Las Palmas)**

Departure date in destination:

Departure flight time:

Departure airport: from to

Departure flight info: airline name flight number

Adults:

Children: (2-11 years)

Infants: (0-2 years)

* Specify child ages
(Please fill in all child ages separated by comma, eg. 10,8,11,...)

Transfer Type: Private Transfer

Number of transfers: 1

Specific location:

Requests:

Documentation

Once you have confirmed your booking, you will be issued with a revised voucher, please ensure your client is given this voucher before travelling.

Important Information

Bookings cannot be cancelled after Travel Date. A booking **MUST** be cancelled before travel date if a client will not be travelling.

Customers must travel with the issued A2Btransfer /Resorthoppa voucher or a previously approved voucher which must include the A2Btransfers/Resorthoppa logo and has all the correct local suppliers contact details. A2Btransfers.com/Resorthoppa cannot be held responsible for clients who do not travel with a voucher or an incorrect voucher.

In resort wherever possible, A2B drivers will wear an A2B badge or hold a sign containing the A2B logo. In some resorts Clients are requested to go to a specific airport desk to take their transfer.

The order of contact on arrival should your clients have problems locating the driver is; Local Supplier Office Number (on the voucher) / Emergency Number (on the voucher) / A2B Admin Number.

The emergency number given is 24hours and English speaking wherever possible. A2Btransfers check the supplier's office and emergency numbers are promptly answered in the key resorts on a two weekly basis to ensure good service.

You cannot amend the resort or the airport, in this case you need to cancel your booking and make a new booking.



Number 1 for Low Cost Transfers - Worldwide

The customer must reconfirm the pickup time for the departure transfer. The easiest way to do this is on the A2B app or on www.a2btransfers.com (make sure the letter is capitalized and there are no spaces before the reference and after the reference).

Check your pickup time online:

Pick up times are loaded by the local office 24 hours before the departure date.

There is no need to confirm the pickup time for an arrival service from the airport.

Useful Contacts

If you have any problems using the system online, please use the relevant contact details below –

Agency Sales (Queries regarding your account/login details)

sales@a2btransfers.com / 01483 804806

Admin (Queries pre bookings)

admin@a2btransfers.com /01483 804808

Quotes – for routes that are not available online

quotes@a2btransfers.com

Customer Services (Post Booking Complaints)

customerservices@a2btransfers.com