

# GTA Booking Process

- Applicable for Tourplan Enterprise Edition which connects to GTA, external supplier.

GTA is a hotel wholesaler whom we connect through Tourplan. GTA works as our external supplier whose most of hotel rooms are instantly confirmed.

Our online clients/ agents can search and book these external services on EXO Connect, online booking engine, and get the instant confirmation. At our reservation side. We do not need to contact directly the hotel to book or reconfirm as GTA will manage it for us.

The GTA room booking is treated as a normal online booking. Kindly refer to the EXO Connect booking process.

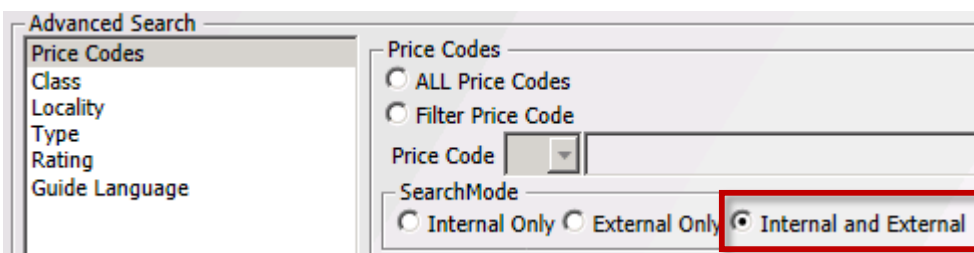
## How to Book?

Travel consultants can search for external suppliers' products in Fast Booking only via External button at the top right menu.



This is to leverage the searching for internal products and spare the resource consumption. When searching for external products is required, use External button.

When travel consultants would like to compare both rates, they can use the 'advanced search' and select both internal and external on new EPS scroll.



## Confirmation

- To book the external service, your TP booking status need to change to 'CF' (Confirmed) because every external service to book will get an instant confirmation.
- Ensure TCs read carefully the cancellation conditions and deadline. Some services are non-refundable once booked.
- When the GTA room service gets confirmed, the service status in Fast Booking is '**EK**' (**externally confirmed**) automatically.

- The GTA confirmation code can be found at 'Supplier Confirmation' field. The confirmation code is required in a hotel voucher upon check-in.
- A GTA travel voucher (a confirmation email) will be sent to **exoconnect\*\* [at] exotravel.com** for your reference.

### Amendment

- To amend the service in TP, you need to cancel the existing service first and rebook (re-insert) the service. Please be aware that the price is subject to change as of their dynamic rates.
- Any changes or modifications to such bookings will be treated as cancellations and will incur cancellation charges.
- If the amendment concerns the passenger's name or child age reduction, it may be acceptable but it also depends on supplier. However, it may need to be done in the GTA booking site.

### Cancellation

- To cancel the booked service, select the service line and click **[Delete]** button. Click 'yes' to confirm the service cancellation. When the cancellation is confirmed, the service status will turn to **'EX' (externally cancelled)** automatically. The external cost and sell will not be counted.
- If the cancellation is made within the cancellation period, the cancellation charge will incur according to GTA cancellation notice.
- In case of the cancellation charge, TCs should put a note *e.g. 'CXL charge applied'* in PU/DO remark to inform the agent on EXO Connect.
- TCs may go to check how much the charge costs in the GTA booking site and do following in TP to reflect the cancellation charge;

- o Add new 'CANCEL' service line which is under the hotel supplier next to the cancelled service

*\*no adjustment can be done on 'EX' service line due to its fixed rate by external system*

Supplier	Option Code	Option Description	Status	Cost	Retail	Agent	Voucher	Rate Status	Remarks
AMBBKK	SUPABF	Superior Room with ABF	EX	2,489.24	2,722.05	2,722.05	4002347	Confirmed	CXL charge applied
AMBBKK	CANCEL	Cancellation Charge / Amendment Fee	OK	2,489.00	2,722.00	2,722.00	4003059	Manual	CXL charge : GTA 6729

- o Add the cancellation charge cost (received from GTA) and sell ( amount to charge the agent if any)
- o Put a note *e.g. cancellation for GTA 1234 code* in PU/DO remark field (viewable in Fast Booking)
- o Change the CANCEL service status to 'OK' and 'Save'.

- Agents can view only the total and get the cancellation information if they click the details link.

18-Jul-2016  
1 Night (s)

Amari Boulevard Hotel  
Superior Room with ABF

1 TW 2A

(2,722.00) XX

[Details](#)

Service

Amari Boulevard Hotel, Superior Room with ABF

Location

Bangkok

Date

18-Jul-2016, 1 Night(s)

TW room

a// (A)  
b// (A)

Check-in Time:

0000

Flight Detail:

0000

Remarks

CXL charge applied

## Additional Requirement

- Any additional / special requirement mentioned in the TP service remark is treated as our information only and will not be forwarded to GTA/ Hotel.
- TCs need to add it manually on GTA online booking website so that GTA will proceed it with their hotel supplier.

Booking Search >>

Item Search >>

Continue Amend Cancel Booking **Special Requests**

## Special Requests

If you wish to add a free format remark please enter and tick appropriate box.  
Please note any remarks flagged to Reservations will cause the booking to stop even if accommodation is shown as available.  
If you wish to cancel a previous remark please advise by adding a new remark.

Yourselves (YS) ☐

Add Request Continue

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