



travelPASS
*Reference*Manual



Contents

- 1 Introduction
- 2 Key features and benefits of travelPASS
- 3 Account Details
- 4 Key Points
- 5 Accessing the travelPASS Online Statement
- 6 Online Statement
- 7 Statement Sort Options & Download Function
- 8 Payment Methods & Guidelines
- 9 Dispute Facility
- 10 Frequently Asked Questions
- 11 Contact Details



1 Introduction

Welcome to your new online travelPASS Account with Diners Club.

This reference manual explains how your travelPASS Account works and how you can make the most of the functions available. Please spend some time familiarising yourself with this guide, to ensure you have all the information you need to run your Account efficiently and to best suit your business needs.



*This is available,
free of charge, in an alternative
format. Please call Diners Club
on 0870 909 4406 (UK).*





2 Key Features & benefits of TravelPASS

How it works

The Diners Club travelPASS Account is a centrally billed Account facility product that allows you to pay for all your travel arrangements booked through your nominated Travel Agent. Once your bookings are made you can view your statement information online within 48 hours. It's that simple.

the steps...

1. Your Account is lodged with your designated Travel Agent and every booking made will automatically be charged to your account.
2. Your Travel Agent will send you the necessary booking documentation, together with an invoice that has a nil value
3. The booking details are passed to us to populate your statement.
4. Once we receive the booking details, the statement is rechecked to ensure that it meets your reconciliation requirements before being posted to your online travelPASS account within 48 hours.
5. Once a month you will receive an email (to an address specified by you) from Diners Club, informing you that a statement has billed.
6. Once a statement has billed you have 28 days to settle the balance with Diners Club (see Payment Guidelines section).

Key Features

- 28 days to settle from the date of the statement.
- Online Statements downloadable in 4 formats.
- View transactions within 48 hours.
- 2 customised management information fields, plus 8 standard fields.
- Online transaction query and customer service contact tools.



3 Account Details

To manage your Statement Account online you will be given the below details. Please ensure that these details are kept safe and secure.

Account Number

To be used when calling Customer Services so that we can identify your Account (9 digits).

User ID

To be used to log in to your online travelPASS Account.

Password

To be used to log in to your online travelPASS Account.

Statement Date

The approximate date that your statement will bill each month.

Payment Due Date

The approximate date that you will be required to settle your statement.

Account Reconciler

The Diners Club Account reconciler is responsible for ensuring that the account is paid on time.

Being the Account Reconciler will mean

- You will receive the Diners Club Statement Notification once a month when the statement bills. Diners Club will initially set this up based upon the email address that you provided on your original application.

Remember:

- More than one individual can receive a statement notification.
- It is important that you notify Diners Club of changes to ensure that the correct individual in your Company continues to receive the statement notification by contacting us on **0870 909 4406 (UK)** or **1-800 409 212 (IRELAND)**
- You must review the statement on Diners Club's website and send payment for the full balance owed within 28 days of the statement date. This will ensure that the Account does not go overdue, and that no late payment fees are incurred.

- You must ensure that the travelPASS Account login details are kept safe and secure. It is important that if you suspect a breach in security of any security details that you notify Diners Club immediately to prevent any misuse of the Account.
- You will be the key contact for all communications from Diners Club UK.

Hints

These details will have been communicated to you when your Account was set up. In the event that you require these details again or would like your password changed please contact Diners Club Customer Service.



4 Key Points

In order for the account to run smoothly, it is important that you inform your Travel Agent of the following:

- Inform your Travel Agent if the contact details change for the Account reconciler who should receive the Travel Agent.
- Inform your Travel Agent of the nominated Authorised Travel Arrangers (ATA) from your company.
- Inform your Travel Agent of the information that needs to be given by the ATA before a booking is authorised. Typically this may include cost centre number, purchase order number or the name of the ATA and this information is displayed in the two reference fields on your statement.
- The Diners Club travelPASS Account number will be used by your Travel Agent to make BSP airline bookings and to make rail and car rental bookings when they act as the merchant and pay for the charges with their own form of credit.
- The Diners Club travelPASS Account number will not be used by your Travel Agent to guarantee hotel bookings, purchase foreign currency, purchase travellers cheques or book directly with a third party.
- If any staff changes occur please ensure the new reconciler to contact your nominated Travel Agent and Diners Club Corporate Operations Team.
- It is good practice to check your online statement regularly as charges are posted daily.
- Debit charges will only appear on your statement when our defined quality criteria have been met.
- Credits will be posted as we receive them from your suppliers to enable you to gain the financial benefit immediately. This may result in some incomplete data. Further information is available from your Travel Agent.
- Copy invoices should be obtained directly from your Travel Agent. Any transactions that are not paid for this reason will incur a service charge at our current rate.





5 Accessing the TravelPASS Online Statement



Logging in

- Step 1**
Log on to the Diners Club UK website at www.dinersclub.co.uk
- Step 2**
Click on Login
- Step 3**
Enter your User ID and Password in the box located on the next screen that opens and click submit or key return.
- Step 4**
Select the tools tab, then travelPASS and finally travelPASS Accounts.
- Step 5**
You can then either select a statement from a specific month or select the statement showing transactions for the current billing period, which are posted daily. Then click the select box.

Note

Each statement will be available for 12 months from the statement billing date.



6 Online Statement

Statement Summary Information

The travelPASS statement provides summary information at the top of the page. The following information is provided:

- Account Name
- Account Number
- Statement Date (the date which the statement billed)
- Currency of transaction billed to the statement
- Previous Balance (brought forward)
- Payments made
- New transactions (on selected statement)
- Balance Due
- Past Due Balance

Transaction Information

The travelPASS statement will provide you with information for each transaction that has been charged to your account under the following headings:

- Charge Date
- Description (to view the full description information for transactions click show details on the description header bar; to return to the summary view click hide details)
- Reference 1 — e.g. Personnel Number
- Reference 2 — e.g. Job Function
- Invoice Number
- Traveller Name
- Document Number — Airline ticket number where applicable
- Total Amount

Hints

To view the full description information for transactions click 'show details' on the description header bar. To return to the summary view click 'hide details or download the statement into one of the 4 formats.

Page Navigation

The travelPASS statement has been designed to show a certain number of transactions at a time. The number of pages available for a particular months statement can be seen at the bottom of your statement. Pages can be easily accessed by clicking the 'next' and 'previous' navigation options.



7 Statement Sort Options & Download Function

Sorting your information

The sort option allows you to reorder the way in which your transactions are presented on your statement.

Click on the drop down list to select the criteria by which you wish to sort your statement. This can be ordered by three different fields

Downloading your statements

The travelPASS statement can be downloaded in four formats. These formats are Excel (XLS), Printable Document Format (PDF), Text (TXT) and Comma Separated Value (CSV). The download options are located at the bottom of each statement page.

To download a statement in any format simply left click on the relevant format you require.

Hints

PDF

You must have Adobe Reader software to open this format.

Excel - To sort the statement in

Select the data menu and then the sort option. You can then specify by which field heading you wish to sort the statement.

Excel - Subtotal Transactions

Select the Data menu and then the Subtotals option. In the subtotals window you can then specify to subtotal the transactions by invoice number in the at each change in menu. Then specify Sum in the use function menu and finally select amount in the add subtotal to menu and then click OK.



8 Payment Methods & Guidelines

- It is important that payments are made based on the information and transactions on the travelPASS online statement and NOT based on the receipt of the travel agent invoices.
- Ensure that one bank transfer is made for each travelPASS account.
- All items on the online statement should be paid within 28 days of the Statement Date except those, which have been justifiably disputed under charged billed to the incorrect corporation and duplicate charge and have therefore been given a conditional credit *. Any unpaid balance after this period will be subject to a service charge.
- Our current rate for service charges is 1.75%. Any changes to this will be advised by e-mail or posted to the website.

*Please refer to page 10 for further details.

- Any balance unpaid 60 days after the statement on which the transactions first appeared will be subject to Diners Club UK Collection Policies. Enforcement of these policies may result in suspension of the travelPASS facilities and ultimately cancellation until the balance is settled in full.

Direct Debit

Direct Debit is the quickest and easiest way to pay and will considerably reduce the time taken to process payments each month. Setting this up is easy — all you have to do is complete a Diners Club Direct Debit form and return it to us. Diners Club UK will then set this up with your bank and the full balance due will be automatically debited from your bank account on the due date (28 days after the statement date). This means that your account will always be completely up to date and you will not incur any late payment charges. If any refunds are due to you, these will be deducted from the balance of a subsequent statement.

BACS Payment	
Sort Code:	62-25-02
Account Number:	00000000 (eight zeros)
Reference:	Quote 9 digit account number
Address:	National Westminster Bank, Cavendish Square
Bank transfer payment (CHAPS)	
Sort Code:	60-40-02
Account Number:	24731420
Reference:	Quote 9 digit account number
Address:	National Westminster Bank, Cavendish Square
BACS Payment Ireland	
Sort Code:	98-50-10
Account Number:	06409056
Reference:	Quote 9 digit account number
Address:	Ulster Bank, College Green, Dublin



9 Dispute Facility

Hints

It is a good idea to keep a spreadsheet listing your disputed items. You can simply copy the relevant transactions from the Excel download. You can then remove them as we resolve the disputes for you. This way you always know how many you have active.

The travelPASS Account gives you the option to dispute an item online through the dispute function. A dispute can be raised for one of the following reasons:

Charge billed to the incorrect corporation
Occurs when a charge billed to your Account cannot be recognised as a charge for your Company.

Duplicate Charge
Occurs when you recognise that a charge with identical information has been processed to your Account more than once.

Value difference
A value difference can occur when the amount quoted on the invoice and the amount billed to your Diners Club travelPASS account is different.

How to raise a dispute online.

- Step 1**
Click on the question mark, select the relevant dispute reason from the drop down menu.
- Step 2**
Enter a description in the text field describing the nature of the dispute.
- Step 3**
Click the 'Send Dispute' button once (NB. Sending a dispute for the same transaction more than once can cause the dispute to not register within the Diners Club account system).
- Step 4**
Once a dispute has been resolved Diners Club will close the dispute and you will be presented with a tick symbol. Click on the tick symbol to view any further details that Diners Club has provided.



9 Dispute Facility

Hints

NB: If an item is disputed once the statement has billed the temporary credit will not reflect in that months balance but in the unbilled area of your account ('transactions since your last statement')

Temporary credits

- Items disputed under '*charged billed to the incorrect corporation*' and '*duplicate charge*' generate Temporary Credits on the Account and therefore the item does not need to be paid pending its resolution. Temporary Credits will be placed on the unbilled transactions area of your account (transactions since your last statement). Items disputed for these two reasons will not be subject to service charges.
- Items Disputed under '*value difference*' will **NOT** generate a temporary credit and therefore these items still need to be paid in the normal way. If an item is disputed for one of these reasons and is not paid a service charge will be incurred
- Items must be disputed within 60 days of the statement date on which the item first appears.
- Once a charge is disputed, Diners Club will work with your Travel Agent to reach a resolution.
- To make any amendments to a disputed item you can contact the Diners Club Corporate Operations Team.





10 Frequently asked Questions

- ***I cannot remember my user ID and password who do I contact?***

Contact Diners Club Corporate Operations Team for resetting.

- ***Can I change my password?***

Only Diners Club can change your login details. If you would like them changed contact Diners Club Corporate Operations Team.

- ***Can I give my password to one of my colleagues who will be reconciling the account for me?***

You can share the login details with your colleagues. However, it is good practice to keep the details as secure as possible within your Company.

- ***If I leave the Company who do I contact to change the Account details and keep the Diners Club records up to date?***

We encourage you to contact Diners Club when relevant accounting staff are changed within your organisation. This will allow Diners Club to keep our records up to date and ensure that new staff are comfortable with the travelPASS product.

- ***There is an item on the statement that I do not recognise, can I dispute this?***

It is good practice to contact your travel agent in the first instance so that they can concur that a charge has been processed in error to your Account. Once the Travel Agent has agreed you should place the item into dispute and await the refund from the travel agent.

- ***I have disputed the incorrect item – what do I do?***

If you have disputed an item incorrectly, firstly dispute the correct item and then contact Diners Club Corporate Operations Team who will take the incorrect item out of dispute.

- ***When I download the statement in Excel can I change the name of the file?***

You can save the file with an appropriate name of your choice.

- ***I have made a BACS payment but have forgotten to put our account reference number in?***

If you have forgotten to put your card number in the reference field when making an electronic payment please contact Diners Club Corporate Operations Team to provide the necessary details so that we can locate the payment.

- ***I am not paying all the items on the statement how will Diners Club know which items I am paying, as I am not sending in a remittance slip?***

You should make a payment for all of the items on your statement with the exception of any items that you have disputed, which have a conditional credit attached. Payments for travelPASS are allocated against the oldest balance and not against individual items.



Contact Details

Customer Service Team

Telephone: **0870 909 4406 (UK) or
1-800 409 212 (IRELAND)**

Email: dinerstravelpass@citi.com

Address

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