



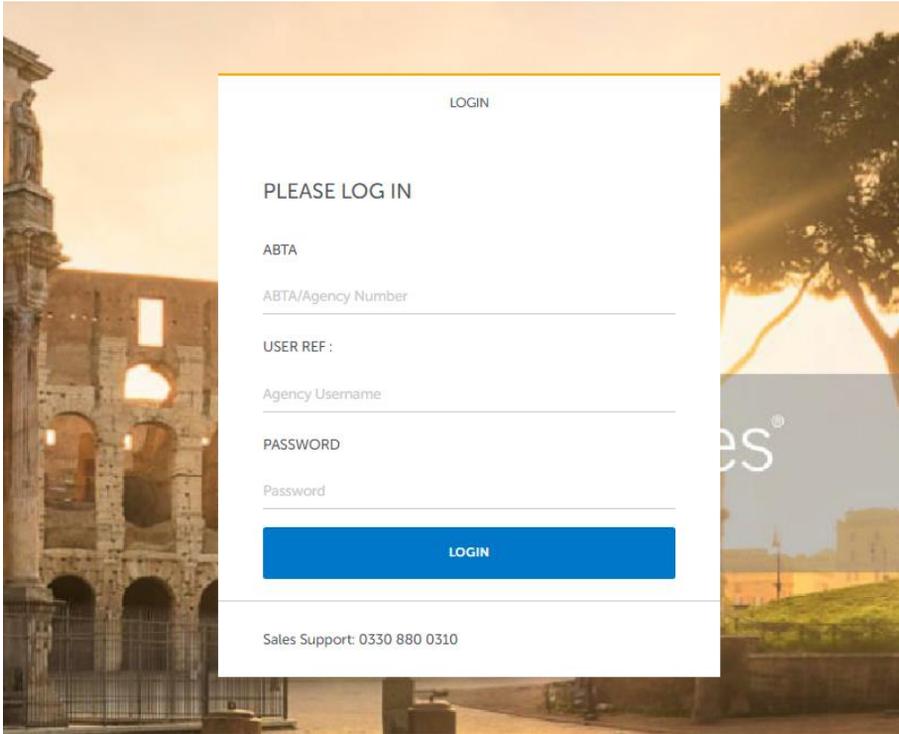
**AGENT
WEBSITE
GUIDE**

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LOGGING INTO CO-OP HOLIDAYS AGENT WEBSITE

To log onto Coop Holidays Agent website use the following link
www.agent.coopholidays.coop



LOGIN

PLEASE LOG IN

ABTA

ABTA/Agency Number

USER REF :

Agency Username

PASSWORD

Password

LOGIN

Sales Support: 0330 880 0310

ABTA: Your branch or division ABTA number

USER REF: This has been provided to you

PASSWORD: This has been provided to you

If you are having trouble logging into the system or you have forgotten your username or password, please contact
travelsystems@cooptravel.coop

WELCOME TO THE COOP HOLIDAYS AGENT WEBSITE

You are now successfully logged into the agent website.



HOME TOP OFFERS EXPERIENCE MORE ▾ AGENT PORTAL ▾ MANAGE BOOKING MANAGE QUOTE LOG OUT

SEARCH RECENT SEARCH

City Breaks Beach Holidays

DEPARTURE
Enter a departure airport

DESTINATION
Enter a destination, airport or resort

Direct only

DEPARTURE DATE
08/07/2022

DURATION
7 ▾

ROOM 1
ADULTS CHILDREN
2 ▾ 0 ▾

Add Another Room +

SEARCH



Online chat will appear on the bottom left of your screen during our trading hours

THE SEARCH

The search is split into two different journeys **CITY BREAKS & BEACH HOLIDAYS**

The screenshot shows a search form with the following sections:

- SEARCH / RECENT SEARCH**: Two tabs at the top.
- City Breaks / Beach Holidays**: Two buttons with icons, the latter is highlighted in blue.
- DEPARTURE**: A text input field with the placeholder "Enter a departure airport".
- DESTINATION**: A text input field with the placeholder "Enter a destination, airport or resort".
- Direct only**: A checkbox option.
- DEPARTURE DATE**: A date input field showing "08/07/2022" with a calendar icon.
- DURATION**: A dropdown menu showing "7" with a downward arrow.
- ROOM 1**: Two dropdown menus for "ADULTS" (showing "2") and "CHILDREN" (showing "0").
- Add Another Room +**: A link to add more rooms.
- SEARCH**: A large blue button at the bottom.

Callout boxes with arrows point to the following elements:

- RECENT SEARCH tab
- Beach Holidays button
- DEPARTURE input field
- DESTINATION input field
- DEPARTURE DATE input field
- DURATION dropdown
- ADULTS dropdown
- CHILDREN dropdown
- SEARCH button

Any previous searches you have performed will also show on RECENT SEARCH tab to speed up enquires

Departure airports can be added individually by IATA code, free text or as a group eg LONDON AIRPORTS

Destinations can be entered using IATA code or once again as free text eg PMI or Majorca

Enter the date you require or click the calendar icon

You have a choice of duration ranging from 1 to 28 nights

Up to 4 rooms can be added per search. A child age is required if selected.

Click search to continue

PLEASE NOTE: Indirect flights are now an option. If you wish to only get results for direct flights please tick the **DIRECT ONLY** box

ACCOMMODATION RESULTS

At the top of the accommodation results page, you will notice our 7 day quick search results as shown below:

01/11/2022 From £1095 Total Price	02/11/2022 From £859 Total Price	03/11/2022 From £845 Total Price	04/11/2022 From £804 Total Price	05/11/2022 From £811 Total Price	06/11/2022 From £840 Total Price	07/11/2022 From £904 Total Price
---	--	--	--	--	--	--

The result highlighted in orange is the original date you requested from the search form.

You will also see results +/- 3 days either side. By clicking on a different day, the results listed will change instantly which saves time searching multiple departure dates.

FILTER OPTIONS

We have improved filtering options available to you. These can be accessed by using the  button

FILTER RESULTS 

FILTER BY RATING
 3 4

FILTER BY BOARD BASIS
Show all 

FILTER BY PRICE PER PERSON
£325  £460

FILTER BY RESORT
Show all 

FILTER BY HOTEL NAME
Start typing...

TRIP ADVISOR RATING
Show all 

FILTER BY FACILITY

<input type="checkbox"/> Outdoor Pool	<input type="checkbox"/> Air Con	<input type="checkbox"/> WiFi
<input type="checkbox"/> Room Service	<input type="checkbox"/> Car Park	<input type="checkbox"/> Restaurant On Site
<input type="checkbox"/> Bar	<input type="checkbox"/> Sun Loungers	<input type="checkbox"/> Lift
<input type="checkbox"/> Contactless Check-In	<input type="checkbox"/> Cycling	<input type="checkbox"/> Accessible Rooms
<input type="checkbox"/> Disco		

LIST VIEW VS MAP VIEW

You can view your accommodation results in two different ways, either as a traditional list view or as a dynamic map view.

The filters are dynamic, which means it will only display the results you have asked for with the filters selected

List Map Recommended 10 items per page Page 1 PREVIOUS PAGE NEXT PAGE



RECOMMENDED GREEN

REYKJAVIK, ICELAND
FOSSHOTEL RAUDARA
★★★★

Check in: Fri 2nd December 2022 | Duration: 4 Nights

Average Price PP
£327
Total price £654

[HOTEL DETAILS](#)

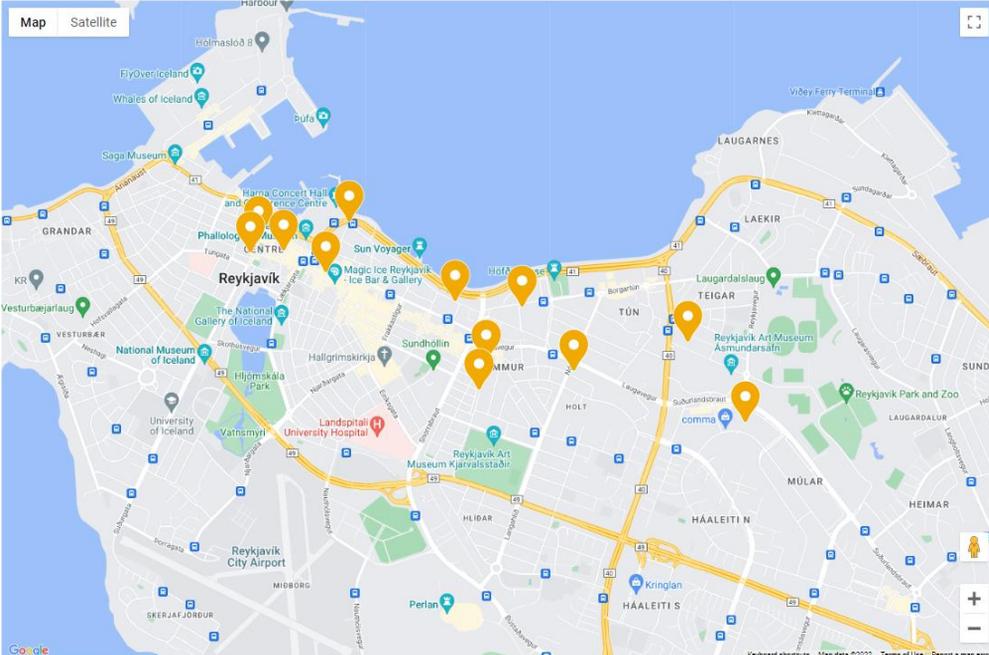
ROOM 1 OPTIONS: 2 ADULTS

DOUBLE OR TWIN STANDARD	Room only	Included	SELECTED ✓
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[SELECT ALTERNATE ROOM TYPE/BOARD BASIS](#)

CONTINUE WITH THIS PROPERTY

List Map



Map Satellite

Map showing Reykjavik, Iceland, with various accommodation pins (orange) and landmarks (blue/green) such as the National Museum of Iceland, University Hospital, and Reykjavik City Airport. The map includes street names, district names (e.g., LAUGARNES, LAEKIR, TEIGAR), and a search bar.

HOTEL & ROOM SELECTION

When using the default list view, you will see all properties listed in price order.

The screenshot shows a hotel listing for FOSSHOTEL RAUDARA in Reykjavik, Iceland. The interface includes a hotel image with callouts 3 and 4, a property name and star rating with callout 1, check-in and duration information, and pricing details with callout 2. Below the pricing is a room selection table with callouts 5 and 6, and a 'CONTINUE WITH THIS PROPERTY' button with callout 7.

ROOM 1 OPTIONS: 2 ADULTS			
DOUBLE OR TWIN STANDARD	Room only	Included	<input checked="" type="button" value="SELECTED"/>
SELECT ALTERNATE ROOM TYPE/BOARD BASIS			

- 1 Property name, star rating, departure date & duration can be found here
- 2 Price listed total and per person
- 3 Certain properties will be tagged such as recommended, Sustainable Choice, Family Friendly etc
- 4 Click here for image more hotel details. A new window will show an image gallery, overview of the hotel, facilities and an interactive map
- 5 Each property listed on the accommodation results page will have the best price room type preselected for you
- 6 Click the down arrow to expand the room option choices
- 7 To continue on to the next stage of the journey

FLIGHT RESULTS PAGE

Flight results again appear in price order. All prices are including accommodation you selected on the previous section.

LEG	ROUTE	DEPARTURE	ARRIVAL	CLASS	STOPS	DETAILS	PRICE
FLIGHTS INCLUDED IN PACKAGE							
easyJet.com							
OUTBOUND	LTN ALC	Sat 3rd September 2022 20:30	Sun 4th September 2022 00:05	Economy	Non-stop flight	Show Details	This flight price includes hand baggage only £319 PP Inc. accom.
RETURN	ALC LTN	Sat 10th September 2022 00:40	Sat 10th September 2022 02:10	Economy	Non-stop flight	Show Details	SELECT
RYANAIR.com							
OUTBOUND	STN ALC	Sat 3rd September 2022 18:20	Sat 3rd September 2022 21:50	Economy	Non-stop flight	Show Details	This flight price includes hand baggage only £359 PP Inc. accom.
RETURN	ALC STN	Sat 10th September 2022 22:25	Sun 11th September 2022 00:05	Economy	Non-stop flight	Show Details	SELECT

1

The example above shows no hold luggage is included. This will depend on the airline displayed. Our scheduled airlines include hold luggage as standard and it will be clearly stated.

FILTER OPTIONS

You can now filter your flight results. These can be accessed by using the  button

Several filter options available including selecting/deselecting airlines, departure airports (if you selected more than one on the search), departure time (morning, afternoon or evening) and a price per person filter

FILTER RESULTS			
FILTER BY AIRLINE <input checked="" type="checkbox"/> Select all <input type="checkbox"/> Easyjet <input type="checkbox"/> Ryanair <input type="checkbox"/> Thomson Flights	FILTER BY AIRPORT <input type="checkbox"/> London Gatwick Airport (LGW) <input type="checkbox"/> Luton Airport (LTN) <input type="checkbox"/> Stansted Airport (STN)	FILTER BY DEPARTURE <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening <input type="checkbox"/> Morning	FILTER BY PRICE PER PERSON £ 315 ————— £ 670

EXTRAS

Once you have selected your desired flight, the next stage is extras.

Before you can continue your journey, you must inform the customer of any errata's on the booking and also acknowledge nobody in the party requires special assistance at the airport.

If your clients need special assistance, you will find a link to the form below and within AGENT INFORMATION



QUOTE: 1833

PLEASE READ AND ACCEPT THE ERRATA BEFORE CONTINUING

ERRATA

- Please contact b2b@easyjet.com for APD tax refund for children aged under 16 (allow 7 days for your request to be treated). For more details refer to Government taxes section on <https://www.easyjet.com/en/terms-and-conditions/fees> EasyJet require all passengers to check-in online and print their boarding pass prior to arrival at the airport. Online check-in can be completed on [easyjet.com](https://www.easyjet.com) from 30 days prior to departure, using only the lead passenger surname and easyJet flight booking reference. Failure to do this may result in delays at the airport during check-in.
- No amendment or cancellation will be accepted once bookings are made under this non refundable promotion. Children between 0 to 6 are sharing beds with parents. Children share the bed with parents. Car park YES (without additional debit notes). Check-in hour 18:00-00:00. Due to the pandemic, many accommodation and service providers may implement processes and policies to help protect the safety of all of us. This may result in the unavailability or changes in certain services and amenities that are normally available from them. More info here <https://cutt.ly/MT8BJcv> (15/05/2020-30/06/2022)
- 71.50GBP from 30/11/2022 - 18:00:00 onwards for Double or Twin STANDARD (DBT.ST)

I confirm I have given an overview of the errata with the customer

PLEASE CONFIRM YOU HAVE READ AND AGREE WITH THIS STATEMENT BEFORE PROCEEDING

SPECIAL ASSISTANCE

Here is some text explaining about special assistance. Link to a document can be added [here](#).

I confirm I do not require any special assistance

A quote reference is also located to the TOP RIGHT of the page. Please make a note of this to access the quote in future. Please see the section on MANAGE QUOTE for more details

EXTRAS – BAGGAGE & TRANSFERS

If your flight is hand baggage only the extras page will show you all the possible options to add these on.

Please note these options vary depending on the airline.

You can select bags for everyone in the party or just one case between 2 people for example

FLIGHT EXTRAS

Each hold bag includes 23kg of weight	<input type="text" value="2"/>	£153.56	ADD
Each hold bag includes 15kg of weight	<input type="text" value="2"/>	£137.96	ADD
One large cabin bag	<input type="text" value="2"/>	£83.96	ADD

TRANSPORT

TRANSFERS



SHARED STANDARD SHUTTLE
Transfer from Reykjavik Airport (KEF) to Kopavogur (return)
Outbound: 02/12/22 | Return: 06/12/22

[SELECT TRANSFER](#)

Transfer options are listed next, in price order. Most resorts will offer the choice of a shared transfer and private. Please note this is dependent on the destination/resort you are searching

EXTRAS - EXCURSIONS

You will have the ability to add excursions on **selected destinations**. These can be found on the extras page.

EXCURSIONS

BLUE LAGOON

PassengerAdult 1 PassengerAdult 2

Fri 02/12/2022 to Sat 03/12/2022 - £45.00 Per Person ▼

[ADD TO BASKET](#)

GOLDEN CIRCLE AND SECRET LAGOON

PassengerAdult 1 PassengerAdult 2

Fri 02/12/2022 to Sat 03/12/2022 - £70.00 Per Person ▼

[ADD TO BASKET](#)

NORTHERN LIGHTS CLASSIC WITH AUDIOGUIDE

PassengerAdult 1 PassengerAdult 2

Fri 02/12/2022 to Sat 03/12/2022 - £40.00 Per Person ▼

[ADD TO BASKET](#)

NORTHERN LIGHTS CRUISE

PassengerAdult 1 PassengerAdult 2

Fri 02/12/2022 to Sat 03/12/2022 - £45.00 Per Person ▼

[ADD TO BASKET](#)

You can select as many excursions to the basket as you wish and for all the party or some of the party.

You will be requested to select the day you customer requires to have their excursion.

Certain excursions will also offer you a time on the day you select.

SUMMARY

A summary of all the elements selected into your basket will be highlighted as the example below

PACKAGE	Total Booking Cost £779.78
	REYKJAVIK, ICELAND Fosshotel Raudara Check in: 19/11/2022 Duration: 4 Nights Double or Twin STANDARD Room only
ROOM 1 (ROOM ONLY)	
DOUBLE OR TWIN STANDARD	2 Adults Included
YOUR FLIGHTS	
 OUTBOUND	06:25 19/11/2022 Luton Airport (LTN) All
Non-stop flight	
	09:40 19/11/2022 Reykjavik Airport (KEF) All Show Details
 INBOUND	18:40 23/11/2022 Reykjavik Airport (KEF) All
Non-stop flight	
	21:35 23/11/2022 Luton Airport (LTN) All Show Details
15KG CHECKED BAG(S)	2 passengers £106.17

SUMMARY – AGENT INFO

The agent info box is auto hidden, you can expand this by clicking **show details** and hide again by clicking **hide details**.

AGENT INFO	Hide details ^
COMMISSION	£86.58
BALANCE DUE	24/09/2022
CHANGE COMMISSION	Enter new commission amount (£) <input type="text" value="0.00"/> UPDATE

You have the ability to change your commission earning using the field shown above.

To add more commission type the new commission amount you desire.

In the example below rather than the default £86.58 (which is 13% commission) we have changed this to earn £100.

AGENT INFO	Hide details ^
COMMISSION	(DEFAULT £86.58) £100.00
BALANCE DUE	24/09/2022
CHANGE COMMISSION	Enter new commission amount (£) <input type="text" value="100"/> UPDATE

The default commission (of 13%) is shown in the brackets.

All commissions are for the total party

PASSENGER DETAILS

Enter all passengers full information into the selected fields. For certain airlines we require middle names so we would advise collecting these on all bookings

▲ PLEASE ENSURE THAT THE DETAILS ENTERED MATCH THE DETAILS ON THE PASSPORT ETC

ADULTS 1	TITLE	FIRST NAME	<input type="checkbox"/> MIDDLE NAME	LAST NAME	GENDER	DATE OF BIRTH
	Mr ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>	Male ▼	DD/MM/YYYY
ADULTS 2	TITLE	FIRST NAME	<input type="checkbox"/> MIDDLE NAME	LAST NAME	GENDER	DATE OF BIRTH
	Mr ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>	Male ▼	DD/MM/YYYY

LEAD PASSENGER DETAILS	
<input type="text" value="Adult 1"/>	<input type="text" value="MOBILE PHONE NUMBER"/>
<input type="text" value="SELECT THE LEAD PASSENGER"/>	<input type="text" value="EMAIL ADDRESS"/>

AGENT INFO	Show details ▼
------------	--------------------------------

CONTINUE

We require the lead passenger contact details should the rare occasion we need to contact your customer due to an operational change to their holiday (outside of your normal working hours)

Another opportunity to view the agent commission can be found under **agent info**

CONFIRMATION

When the booking is made a confirmation similar to below will display

✓ SUCCESS
• YOUR COMPONENTS HAVE BEEN BOOKED, YOUR DOCUMENTATION WILL BE AVAILABLE SHORTLY.

- ACCOMMODATION
- FLIGHTS
- EXTRAS
- SUMMARY
- PASSENGER DETAILS
- CONFIRMATION
- BOOKING

YOUR BOOKING CONFIRMATION

BOOKING: BH001165 BOOKING STATUS: CONFIRMED

YOUR TRIP | PASSENGERS | DOCUMENTS

PACKAGE Total Booking Cost
£1,081.85

 MELLIEHA, MALTA
Pergola Hotel & Spa
Check in: 01/09/2022 | Duration: 7 Nights | Double or Twin PROMO | Room only

ROOM 1 (ROOM ONLY)

DOUBLE OR TWIN PROMO 2 Adults Included

YOUR FLIGHTS

 OUTBOUND	17:15 01/09/2022 Luton Airport (LTN) Economy	Non-stop flight	21:25 01/09/2022 Malta Airport (MLA) Economy Show Details
 INBOUND	21:50 08/09/2022 Malta Airport (MLA) Economy	Non-stop flight	00:05 09/09/2022 Luton Airport (LTN) Economy Show Details

Once confirmed using the tabs above you can view the trip details, passenger names and documentation.

CONFIRMATION - DOCUMENTATION

You will see links for customer and agent documentation as shown in the example below

YOUR TRIP **PASSENGERS** **DOCUMENTS**

 YOU CAN VIEW & DOWNLOAD YOUR BOOKING DOCUMENTS BELOW

CUSTOMER CONFIRMATION
Download the customer confirmation for this booking here...
[Download Customer Confirmation](#)

AGENT INVOICE
Download your agent invoice for this booking here...
[Download Agent Invoice](#)

MANAGE MY BOOKING

At any time you can access your clients booking via the homepage under **MANAGE BOOKING**

Complete the fields as required to open the booking

MANAGE BOOKING

BOOKING REFERENCE

Booking Reference

LEAD PASSENGER SURNAME

Lead Passenger Surname

 **DEPARTURE DATE**

dd/mm/yyyy

FIND BOOKING

MANAGE QUOTE

From the extras page onwards you will notice a quote reference is located as shown in the example below



QUOTE: 1833

▲ PLEASE READ AND ACCEPT THE ERRATA BEFORE CONTINUING

ERRATA ⊖

- Please contact b2b@easyjet.com for APD tax refund for children aged under 16 (allow 7 days for your request to be treated). For more details refer to Government taxes section on <https://www.easyjet.com/en/terms-and-conditions/fees> EasyJet require all passengers to check-in online and print their boarding pass prior to arrival at the airport. Online check-in can be completed on [easyjet.com](https://www.easyjet.com) from 30 days prior to departure, using only the lead passenger surname and easyJet flight booking reference. Failure to do this may result in delays at the airport during check-in.
- No amendment or cancellation will be accepted once bookings are made under this non refundable promotion. Children between 0 to 6 are sharing beds with parents. Children share the bed with parents. Car park YES (without additional debit notes). Check-in hour 18:00-00:00. Due to the pandemic, many accommodation and service providers may implement processes and policies to help protect the safety of all of us. This may result in the unavailability or changes in certain services and amenities that are normally available from them. More info here <https://cutt.ly/MT8BJcv> (15/05/2020-30/06/2022)
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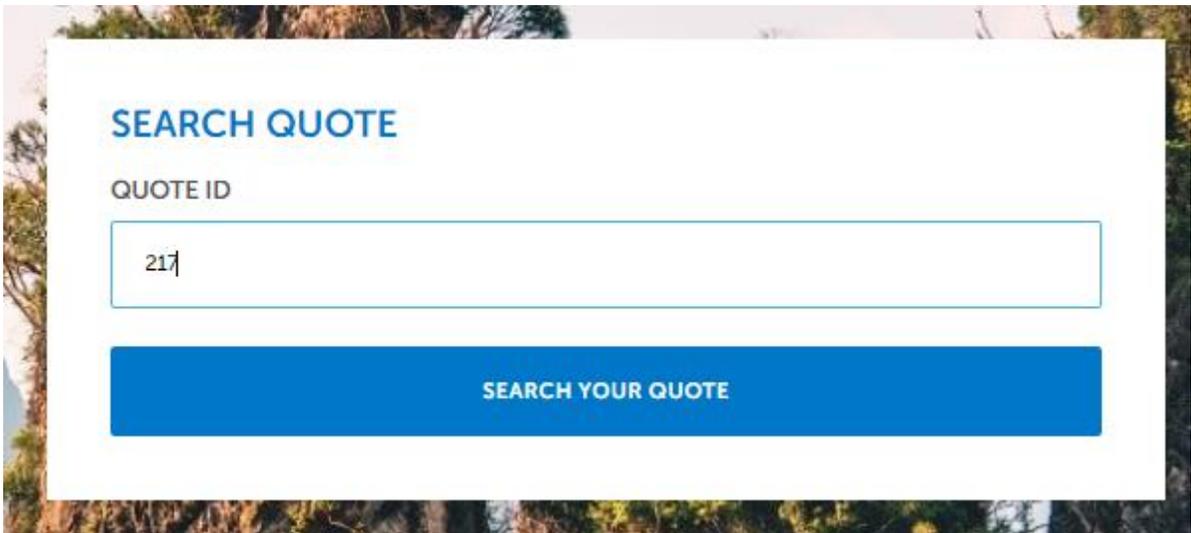
SPECIAL ASSISTANCE ⊖

Here is some text explaining about special assistance. [Link to a document can be added here.](#)

I confirm I do not require any special assistance

MANAGE QUOTE

On the navigation bar select **Manage Quote** to access the below



SEARCH QUOTE

QUOTE ID

SEARCH YOUR QUOTE

The system will now recast your quote for you and take you directly to the basket with all elements you previously selected on the quote.

If a price change (either + or -) has occurred the system will inform you of the change before taking you through to the basket.

If there is no price change the following screen will appear

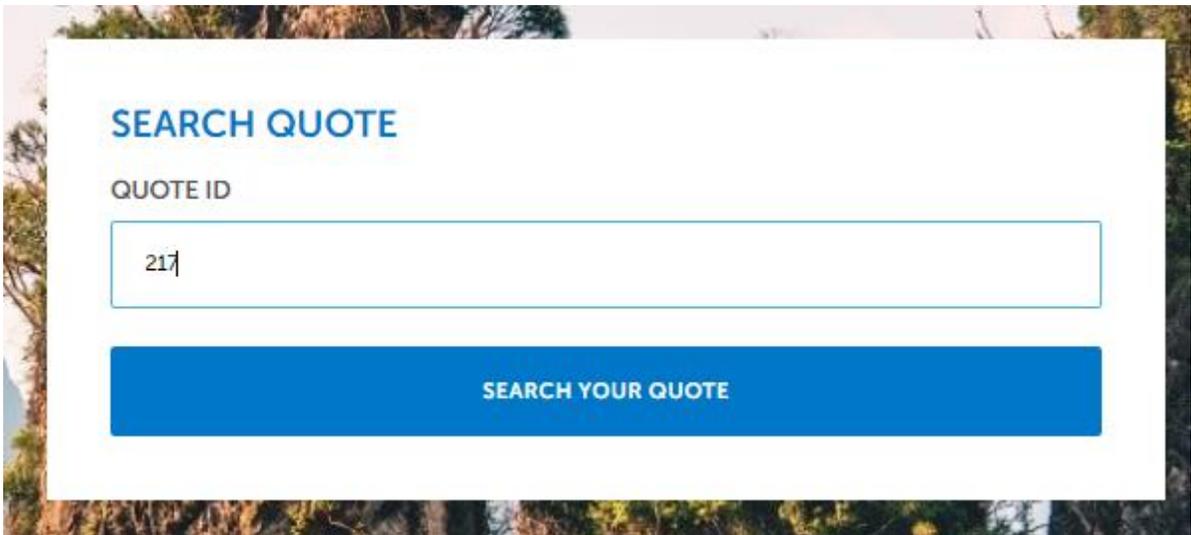
QUOTE SUCCESSFULLY RETRIEVED

CONTINUE

RETURN TO HOMEPAGE

MANAGE QUOTE

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QUOTE SUCCESSFULLY RETRIEVED

CONTINUE

RETURN TO HOMEPAGE