

RENNIES TRAVEL PROFILER

STEP-BY-STEP USER GUIDE FOR NEW CLIENTS

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Accredited Agent



A BCD Travel Partner

OVERVIEW

WHAT: Rennies Travel Profiler provides travellers with online access and control over their traveller profile information. It is a web-based profile database that is now a separate entity from the GDS (our travel reservation system) but synced with the GDS for ease of consultant access.

WHY: Travellers need to voluntarily provide us with their personal information which ensures compliance with the Protection of Personal Information (POPI) Act. Rennies Travel's intention when collecting traveller personal information is for the sole purpose of fulfilling our core service - enabling the traveller to perform their contractual employment duties. In line with POPI, the traveller has full responsibility for completion of the profile and maintenance of the information during the contract period.

WHEN: During implementation, before we begin servicing your travel needs, all travellers are required to register and upload their personal information on this site.

WHERE: Each client receives a unique profile link which is communicated to the travellers during the implementation process. We suggest that travellers save this link as favourite on their browser.

HOW: This step-by-step guide will provide travellers with everything they need to know to navigate their way around this easy-to-use website.



DATA PROTECTION ACT

[help](#) [sign me out](#)

Please read and click the checkbox to continue

In compliance with all South African protection of personal information or data privacy legislation, that will be applicable, I hereby acknowledge and provide my consent and authorise HRG Rennies Travel (PTY) Ltd to process, share and store all my personal information (including but not limited to my personal identification number), as uploaded and maintained by myself through the use of the HRG Rennies Travel Profile Application.

Our Commitment To Privacy

We are committed to ensuring that your Personal Data is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the Personal Data we collect.

- ? All the Personal Data you provide us is stored in a secure computing environment protected by secure firewalls to prevent unauthorized access.
- ? We control access so that only people who need to access the Personal Data can.
- ? When you use secure areas of the Website, we use Secure Sockets Layer (SSL) protocol with 128-bit to 256-bit encryption in most browsers. This means that all the information sent between your computer and our secure computer environment is encrypted or scrambled so that no one can read it in transit. If secure sessions are left inactive for some time, it times-out to prevent unauthorized access.

I have read and agree to the above notice.

CONTINUE

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CORPORATE USER LOGIN

[Click Here To Contact Support](#)

If You Have Forgotten Your Password Click [HERE](#) To Set A New One.

EMAIL ADDRESS

PASSWORD

ID OR PASSPORT NUMBER YOUR PROFILE WAS REGISTERED WITH

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- [name](#)
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- [air](#)
- [car](#)
- [hotel](#)
- [remarks](#)
- [hobbies](#)
- [booker](#)

PERSONAL DETAILS

[help](#) [sign me out](#)

**** Please ensure that your names match those that are in your ID/passport.**

PERSONAL DETAILS

TITLE *

FIRST NAME *

MIDDLE NAME

KNOWN AS

SURNAME *

GENDER *

LANGUAGE

DATE OF BIRTH *

COUNTRY OF BIRTH

CITY OF BIRTH(MAJOR CITIES)

COUNTRY OF RESIDENCE *

EMAIL ADDRESS *

PERSONAL EMAIL ADDRESS

SMOKE STATUS

ROLE

EMERGENCY CONTACT

EMERGENCY CONTACT PERSON *

EMERGENCY CONTACT NUMBER *

[SAVE DATA AND MOVE TO ADDRESS PAGE](#)

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Step 1: Pre-Registration

- Follow the unique company link via Internet Explorer version 8 and higher, as well as Mozilla Firefox and Google Chrome
- Fill in all basic personal details - fields marked with a * are mandatory.

Selecting your role:

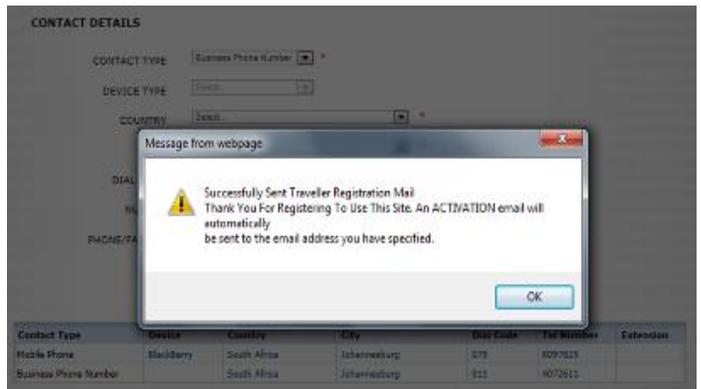
- Select **Traveller Only** if you are a traveller
- Select **Profile Arranger Only** when you are Travel Booker/PA/Secretary and will be managing other travellers' profiles on their behalf
- Select **Traveller and Profile Arranger** – a combination of both roles i.e. when you travel and you also arrange profiles for other travellers.

Uploading contact information:

- Under Contact Type, both Mobile and Business numbers are mandatory fields.
- Firstly, select Mobile and insert the number, then click “add contact to list”.
- Go back to the drop-down and select Business, insert the number and click “add contact list”.
- Then click “Register To Use The Site”.

Step 2: Pre-Registration Confirmation

- A pop-up message will indicate that the profile has been successfully registered.



- A confirmation email from profiles@renniestravel.com is sent to the user with their login details.



- Here the user can select how to manage their profile as the email contains two links; the first link is for the Traveller to delegate a Profile Arranger (Travel Booker) to manage the profile on their behalf and the second link is for the Traveller to complete their own profile.

PLEASE DO NOT REPLY TO THIS AUTOMATED EMAIL MESSAGE

Dear MS MPHOS MOSIANE

Your profile has been successfully registered. You can now utilise the tool to maintain your profile by logging into the tool, utilising the below login credentials. You will be asked to reset your password for security purposes.

Should you wish to delegate the management of your travel profile to a travel manager within your company. Please click on the following link www.renniestravelprofiler.com/delegate

Please click on the following link www.renniestravelprofiler.com to review/complete your profile.

EMAIL ADDRESS : MOKEBE.RAMELA@RENNIESTRAVEL.COM
 PASSWORD : 82368

PLEASE NOTE that your profile currently does not contain any information pertaining to travel, such as supplier membership details or travel preferences. You are therefore requested to complete the profile with as much information as possible to ensure optimal service from your dedicated travel consultant.

Please direct any queries to your dedicated travel consultant.

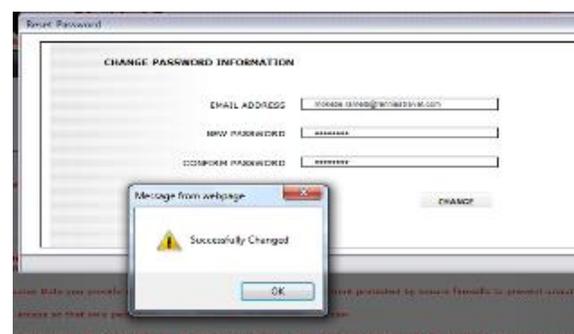
Thank you,
 Rennie's Travel Profiler.

Link 1

Link 2

Step 3: Customise Username and Password

- When accessing the site via the email link, the user will be prompted to change their password.



Step 4: Profile Arranger Set Up

- If the Traveller wants to delegate a Profile Arranger, then click on the drop-down “Profile Arrangers” and select that person’s name and grant permission. Then click on “Continue to Next Page”.

- Additional Profile Arrangers can be selected. If the Profile Arranger’s name does not appear on the drop-down, the Traveller can insert these email details below. Click on Send Notification Email.

- The Profile Arranger will then receive a confirmation email prompting them to:
 - Click on the link to create their profile role as Traveller, Profile Arranger or a combination of both, as is applicable
 - register their own password on the system.

PLEASE DO NOT REPLY TO THIS AUTOMATED EMAIL MESSAGE

Dear Travel Booker

MS MOKEBE RAMELA requires your assistance in creating and maintaining their traveller profile. Please click on the following link www.renniestravel.com/register to register and maintain the travellers profile.

The Traveller profile will be automatically linked to your booker profile once created. Please ensure that you retrieve as much information as possible to complete the travellers profile in order to ensure optimal service from your dedicated travel consultant.

Please direct any queries to your dedicated travel consultant.

Thank you,
Rennies Travel Profiler.

Step 5: Privacy Declaration and Authorisation

- Complete the authorisation allowing Rennies Travel to use the profile data for travel bookings.
- Click on “Continue”.

I hereby authorise that HRG Rennies Travel Pty Ltd may utilise my personal travel data, as uploaded and maintained by myself through the use of the HRG Rennies Travel Profile Application, to reserve or settle all travel related expenses as agreed to in my company contract.

Our Commitment To Privacy

We are committed to ensuring that your Personal Data is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the Personal Data we collect.

- All the Personal Data you provide us is stored in a secure computing environment protected by secure firewalls to prevent unauthorized access.
- We control access so that only people who need to access the Personal Data can.
- When you use secure areas of the Website, we use Secure Sockets Layer (SSL) protocol with 128-bit to 256-bit encryption in most browsers. This means that all the information sent between your computer and our secure computer environment is encrypted or scrambled so that no one can read it in transit. If secure sessions are left inactive for some time, it times-out to prevent unauthorized access.

I have read and agree to the above notice.

CONTINUE

Step 6: Profile Creation – Personal Details

- The Profile Arranger, be it the traveller themselves or a nominated booker, will then complete the User Registration process to register as a Profile Arranger.
- The Profile Arranger needs to complete their profile. Click on “Save Data and move to Address Page”. (The system will automatically move to the next page.)

PERSONAL DETAILS

** Please ensure that your names match those that are in your ID/passport.

PERSONAL DETAILS

TITLE: Mr

FIRST NAME: MIRO

MIDDLE NAME:

KNOW AS:

SURNAME: MORRIS

GENDER: Male

LANGUAGE: Select

DATE OF BIRTH: DD-MM-YYYY

COUNTRY OF BIRTH: Select

CITY OF BIRTH/TOWN/CITY: Select

COUNTRY OF RESIDENCE: Select

EMAIL ADDRESS: MIRO@RANNIESTRAVEL.COM

PERSONAL EMAIL ADDRESS:

GENDER STATUS: Select

ROLE: Traveler

EMERGENCY CONTACT

EMERGENCY CONTACT PERSON:

EMERGENCY CONTACT NUMBER:

SAVE DATA AND MOVE TO ADDRESS PAGE

Step 7: Profile Creation – Address Details

- The Profile Arranger needs to complete their address information.
- Click on “Add”. Then click on “Move to Contact Details Page”.

ADDRESS DETAILS

ADDRESS TYPE: Business Address

USE THIS ADDRESS AS DELIVERY ADDRESS:

ADDRESS LINE 1:

ADDRESS LINE 2:

COUNTRY: SENE.

MAJOR CITIES: SENE.

POSTAL CODE:

ADD UPDATE DELETE

Address Type	Line 1	Line 2	Country	City	Code
Home Address	2143 ZONE 9	MEADOWLANDS SOWETO	South Africa	Johannesburg	1852
Business Address	19 AMESHOOFF STREET	BRAMFONTEIN	South Africa	Johannesburg	2000

Page 1 of 1 (2 rows)

Step 8: Profile Creation – Contact Details

- Complete the information in the fields provided.
- Basic personal details will pull through from the initial registration but the Profile Arranger can add in additional information e.g. home phone number as required.

CONTACT DETAILS

CONTACT TYPE: Select

DEVICE TYPE: Home Phone Number, Mobile Phone, Business Phone Number, Business Fax Number, EMail Piv, Other User Name, Select...

COUNTRY:

MAJOR CITIES:

DIAL CODE:

NUMBER:

PHONE/FAX EXT:

OTHER DETAILS:

ADD UPDATE DELETE

Contact Type	Device	Country	City	Dial Code	Tel Number	Extension	Other
Mobile Phone	BlackBerry	South Africa	Johannesburg	079	8097824		
Business Phone Number		South Africa	Johannesburg	011	4072613		

Page 1 of 1 (2 rows)

Step 9: Profile Creation – Travel Document Details

- Complete this information in the fields provided.
- When passport & visa are ticked, the Traveller will receive an email reminder 60 days prior to the expiry date.

Type	Doc Number	Date Issue	Expiry Date	Nationality	ValidForCountryName
Passport	6004110720251	11-04-2015	10-04-2025	South Africa	
Visa	H9978654	02-11-2014	01-11-2024		United States

Step 10: Profile Creation – Loyalty programme membership details

- Upload frequent flyer, car and hotel membership details

Product Type	Vendor	Number	Status
Air	South African Airways	50487907	Blue
Car	Avis Rent A Car	H376598	Unknown
Hotel	Radisson Hotels Worldwide	9000754GU63D	Gold

Step 11: Profile Creation – Air, Car and Hotel Preferences

- Upload traveller personal preferences such as favourite flights and seats for air travel, preferred vehicle type for car hire and preferred room (smoking or non-smoking) for hotel bookings – all of which adds that extra special touch to the Traveller’s experience.
- The company’s Travel Profile will always override personal preferences.

The screenshot shows a web interface for 'AIR PREFERENCES'. At the top, a navigation bar includes links for 'name', 'address', 'contact', 'company', 'documents', 'memberships', 'air', 'car', 'hotel', 'remarks', 'hobbies', and 'booker'. The 'air' link is highlighted with a red box. Below the navigation bar, the page title is 'AIR PREFERENCES' with a 'help sign me out' link. A red notice states: 'Please note: Your chosen preference will be dealt with and passed to the relevant supplier where possible. Please be aware that any preference selected is not confirmed or guaranteed. Please note that your Company Travel Policy will always override personal preferences'. The form contains three sections: 'AIR PREFERENCES', 'SEAT PREFERENCE', and 'SPECIFIC SEAT PREFERENCES'. Under 'SEAT PREFERENCE', there are dropdown menus for 'DOMESTIC SEAT PEF' and 'INTERNATIONAL SEAT PEF', both set to 'None'. Under 'SPECIFIC SEAT PREFERENCES', there is a dropdown for 'SPECIFIC SEAT PREFERENCE' set to 'None', and a table with four rows for 'FLIGHT NUM' and 'SEAT NUM'.

Step 12: Priority Remarks

- Upload any other additional information which will be useful to the Booker and improve their travel experience. For example, where Travellers need a wheelchair, etc.

The screenshot shows a web interface for 'PRIORITY REMARKS'. At the top, a navigation bar includes links for 'name', 'address', 'contact', 'company', 'documents', 'memberships', 'air', 'car', 'hotel', 'remarks', 'hobbies', and 'booker'. The 'remarks' link is highlighted with a red box. Below the navigation bar, the page title is 'PRIORITY REMARKS' with a 'help sign me out' link. A red notice states: 'Please note: Your chosen preference will be dealt with and passed to the relevant supplier where possible. Please be aware that any preference selected is not confirmed or guaranteed. Please note that your Company Travel Policy will always override personal preferences. Please use these fields to insert travel related info to assist your Travel consultant, e.g Yellow fever certificate info, medical conditions that might affect travel etc'. The form contains five text input fields labeled 'REMARK'. At the bottom, there are two buttons: 'PREVIOUS PAGE' and 'ADD / UPDATE REMARKS AND MOVE TO HOBBIES'.

Step 13: Hobbies

- Providing this information is voluntary and enables us to tailor travel packages for your leisure travel needs.

The screenshot shows a user profile page with a navigation bar at the top containing tabs: name, address, contact, company, documents, memberships, air, car, hotel, remark, **Hobbies**, and booker. The 'Hobbies' tab is highlighted with a red box. Below the navigation bar, the page title 'HOBBIES' is centered. On the right side, there are links for 'help' and 'sign me out'. The main content area is titled 'TRAVELLER HOBBIES' and contains a grid of hobby categories, each with a list of sub-categories and checkboxes:

Category	Sub-categories
ADVENTURE	Adventure/Boating, Adventure/Camping, Adventure/Diving, Adventure/Fishing, Adventure/Flying, Independent Traveller
ANIMAL RELATED	Animal Rescue, Cats, Dogs, Horses, Drawing, Musical, Writing
CRAFTS	Doll Maker, Glass Works, Needle Work, Pottery, Sculpting, Wood Works
COLLECTIBLES	Collectibles/Antiques, Collectibles/Art, Collectibles/Books, Collectibles/Coins, Collectibles/Memorabilia, Collectibles/Stamps, House/Home Wine Collecting
HOUSE & HOME	House/Home Cooking, House/Home DIY, House/Home Gardening, House/Home Stamps
NATURE	Bird Watching, Nature Hiking Trails, Game Viewing, Fly Fishing, Salt Water Fishing
SCIENCE	Archaeology, Astronomy, Electronics
SPORT	Cricket, Golf, Gym, Rugby, Swimming, Tennis, Jogging

At the bottom of the grid, there are two buttons: 'PREVIOUS PAGE' and 'ADD / UPDATE HOBBIES AND MOVE TO BOOKERS'.

Additional Information

Depending on your company profile, there may be three additional tabs we can add to the Profiler site:

1. **Company tab** – mandatory fields - Job title, Employee number, Cost centre, Division.
2. **Credit card tab** – for Travellers with a credit card in their pocket.
3. **Invoicing email** – when a Consultant issues a ticket, the invoice is loaded and will go to the email address loaded on this field.

THANK YOU FOR USING THE MANUAL!