

Travel Professional (External Agent) A&K App FAQs

The A&K Online Platform

1. When will I get an app email?

You will receive an email from A&K for your clients' booking shortly before travel. Click the link in the email to access A&K's online platform and review your clients' upcoming trip information.

2. Can I add my agency/agent logo?

Yes, you can add a logo that will be visible on the app and PDF itinerary.

- Click on the profile icon in the top right corner and select Profile Settings.
- In the co-branding section, click the Upload Logo button and choose the applicable image (please note the file requirements).
- Once successfully uploaded, the image will appear in the app and PDF, if generated. Note: the system will resize/crop as needed.

Adding Services Booked Independently of A&K

3. How do I add flight details for air that I booked for my clients?

- Click on the round + button at the bottom right of the screen and then click "Flights."
- Enter airline, flight number and date and then click "Add." Note: flight information available in the FlightAware database will populate automatically.
- Note: Schedule changes that affect the departure or arrival times will update automatically. If an airline changes a flight number or a routing, the flight segment(s) need to be removed and added again using the new flight number. Additionally, please notify A&K of any flight number or routing changes.

4. How do I add dinner reservations, theatre tickets or other arrangements that I made for my clients?

- Click on the round + button at the bottom right of the screen and then click "Tours & Activities."
- Enter activity name and date and then click "Add."

5. How do I add details for train tickets that I booked for my clients?

- Click on the round + button at the bottom right of the screen and then click "Transportation."
- Many train companies are built in the online platform and can be selected. Add the departure and arrival details and click "Add."
- Note: the transportation section can also be used to add car rental, boat, bus, ferry or other transportation methods.

6. How do I add extra hotel nights that I booked for my clients before or after the A&K trip?

This feature is currently under development. Instead, you may add an attachment; refer to question 7 for instructions.

7. How do I attach documents my client needs?

- Click the + next to Trip Attachments. Upload and save the file.
- Note: the details you add to the online platform could be viewable by you, A&K and your clients' travelling companions. Do not add private information that you would not want others to view.

How to Send Your Clients' Trip Information

8. How do I send my clients' itinerary?

- Once you have completed reviewing your clients' itinerary, click on the grey "unhide/send to guest" button on the right side of the screen.

- Then click “send” at the bottom of the email. Note: the email will be sent from Abercrombie & Kent and cannot be edited.
- Note: A unique email address is needed for each guest. If an email address has not been provided, it will appear in light grey. Please contact A&K to provide your client’s email. We recommend you contact your clients prior to sending the app invite to let them know their final itinerary is accessible via the A&K App.
- **IMPORTANT:** You must send this email for your clients to access their itinerary.

9. Why does A&K require my clients email address and how does A&K use this information?

To access A&K’s app, a unique email address for each guest is required. Review our [Privacy Notice](#) to understand how A&K uses your clients’ personal data.

10. How can I send a PDF itinerary to my clients?

- Click on Export as PDF in the top right box.
- A&K’s additional documents are located at the end of the PDF as links. These need to be downloaded and saved separately.

Using the A&K App

11. How can I view my clients’ itinerary via the A&K App?

Download the A&K App from the App Store or Google Play Store. Log in using your email address and password. Click on the “My Guests” tab and you will see your clients’ published A&K trip(s).

12. Can I make edits or add services to my clients’ booking from the app?

Travel professionals can add or edit services booked independently of A&K via the online platform only.

13. How can I get the A&K itinerary in AXUS, Umapped, Travefy, etc.?

You can copy and paste the itinerary from the online platform or PDF. A&K’s app does not have the ability to export the itinerary to other platforms.