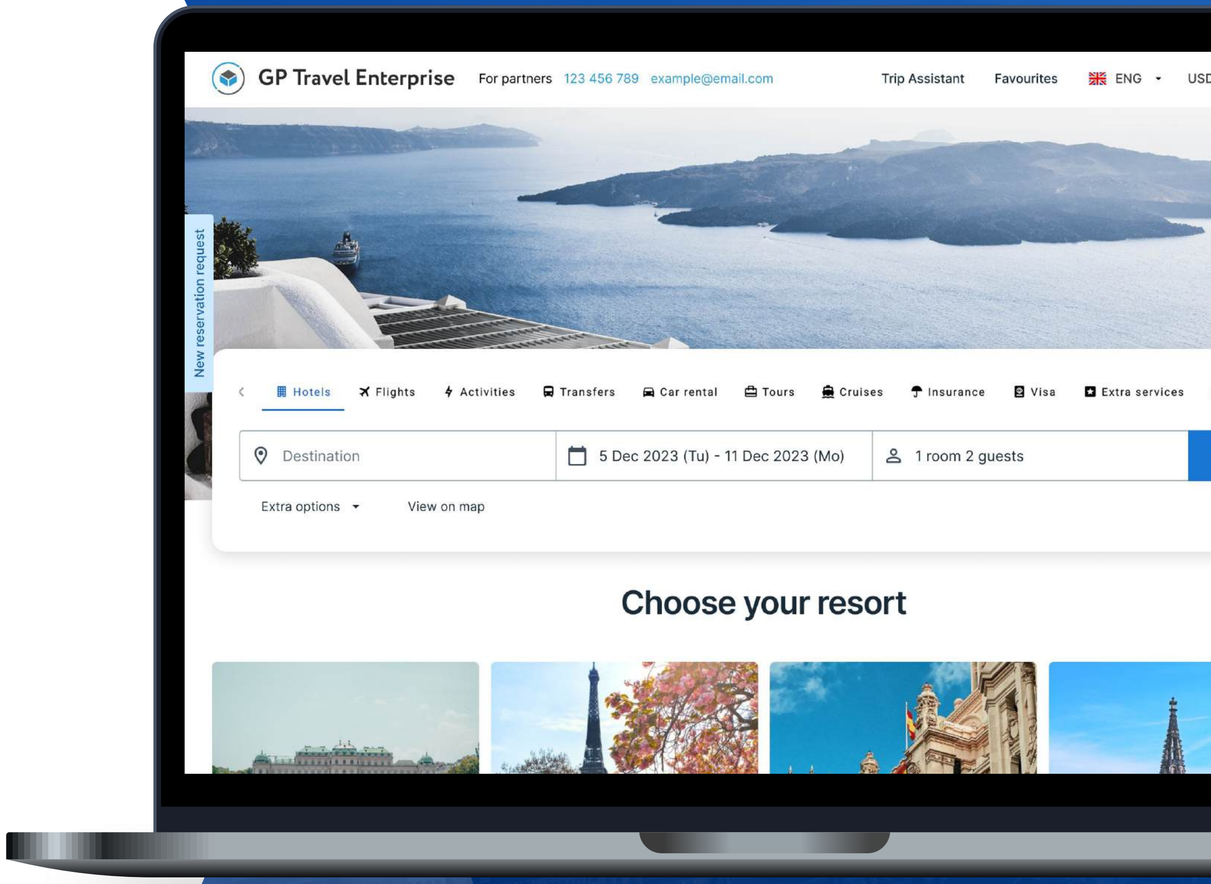
GP Solutions

software.travel

# GP TRAVEL ENTERPRISE

Releases 12.0 — 12.3




Release Notes
January – April 2026

# Introduction

GP Solutions

GP Travel Enterprise 12.0–12.3 brings four releases together, and most of the work is about what happens after a booking is made. You can now change a confirmed reservation in place, collect payments against a schedule, cancel a package under its own rules, and let emails go out on their own at the right point in a trip.

Packages can now sit inside other packages and share a reservation with other packages. You also get new options for inventory, pricing, traveler data, and connections to Nezasa, HubSpot, Oracle E-Business Suite, eMinds, and Travelport.

Many of these features are switched on per installation, so you decide what to turn on and when.

**Please contact your support team to schedule delivery dates and activation on your installation.**

# Highlights

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- **New inventory** for transfers, activities, packages, and other own products
- **Shared Groups, Pools, and On Request** allocations
- **Six add-on types** for every product, with country-level extra services
- **Packages within packages** booked and priced within the parent package
- **Several packages in one reservation**, each on its own card
- **Package search** by Programmes, code, and service level
- **Destination search** by landmark keyword
- **Date shift and service replacement** without cancel-and-rebook
- **Package cancellation** with a full fee preview
- **Quote It Again** for new dates or another client

# Highlights

GP Solutions

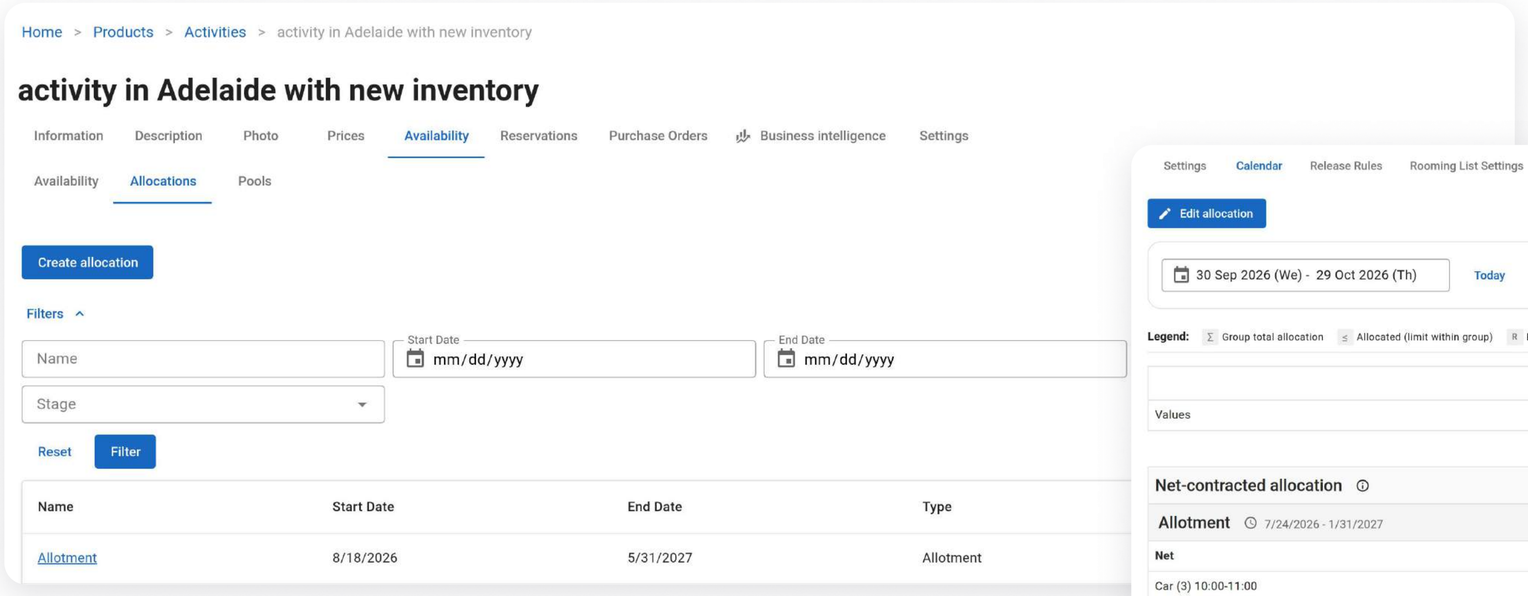
- **Client discounts and agency bonuses** on quotations and reservations
- **Queues** that route reservation work to Service Teams
- **Tiered tour prices** by group size, with accommodation formulas
- **Sales price lists and derived tariffs** for pre-calculated package pricing
- **Flight fare breakdown** per passenger type
- **Client payment schedule** with online payment from the Finances tab
- **Net and gross invoicing** profiles, plus Commission VAT
- **Custom booking fields** per traveler, reservation, and package component (PGI)
- **Traveler changes pushed** to every linked service
- **Multi-brand company structure** with brand codes on every reservation
- **Email and document templates** with placeholders and automated triggers
- **Nezasa, HubSpot, Oracle E-Business Suite, eMinds,** and **Travelport** connectivity

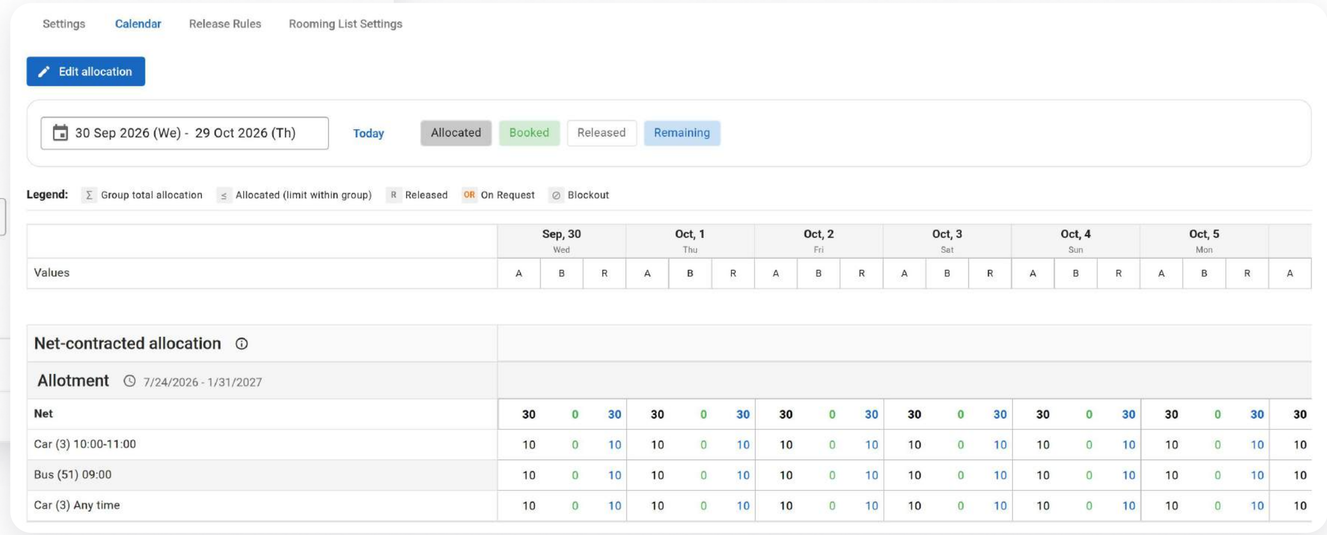
# INVENTORY AND OWN PRODUCTS

# New Inventory for All Own Products

GP Solutions

- The new Inventory now covers transfers, activities, trains, cruises, packages, car hire, insurance, and other own products, in addition to hotels.
- We recommend switching to the new Inventory instead of the previous version. The previous Inventory remains supported for a limited time, but will eventually be discontinued. Once the new module is enabled, search checks both versions and prioritizes the new one. Flights and charters remain on the existing Inventory.
- Your contracting team can manage availability and allotments for all own products in one place, using the same tools across product types.

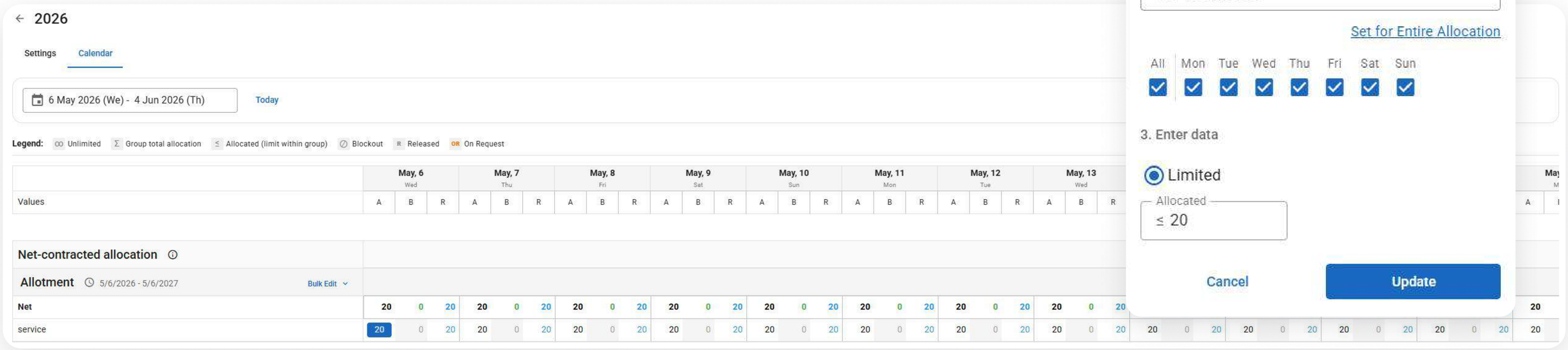


# Availability Editing and Shared Groups

GP Solutions

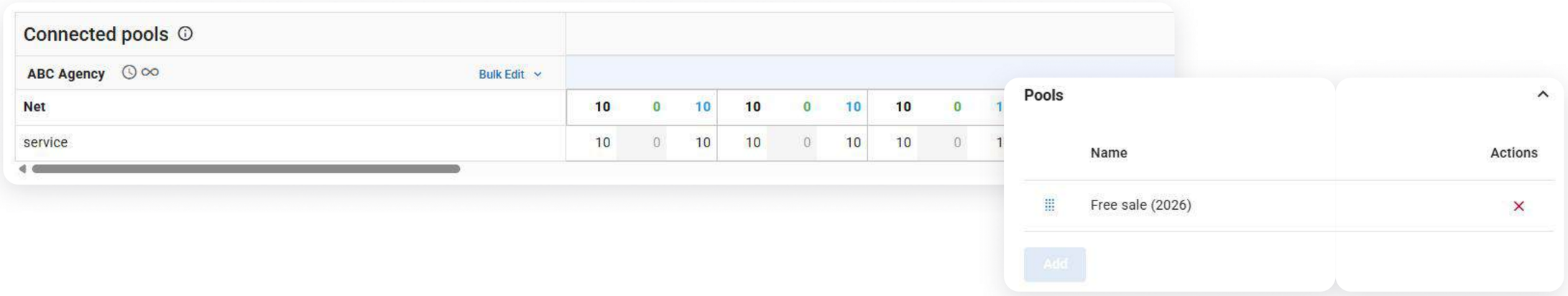
- You can now edit availability **cell by cell or in bulk**, and let several service types share one group limit.
- **Allocated** and **Remaining Bulk Edit** update a date range, chosen weekdays and several service types at once.
- **Shared groups** let several service types of one allocation draw on a single group total, with bookings and cancellations counted against it.



# Pools and On Request Allocations

GP Solutions

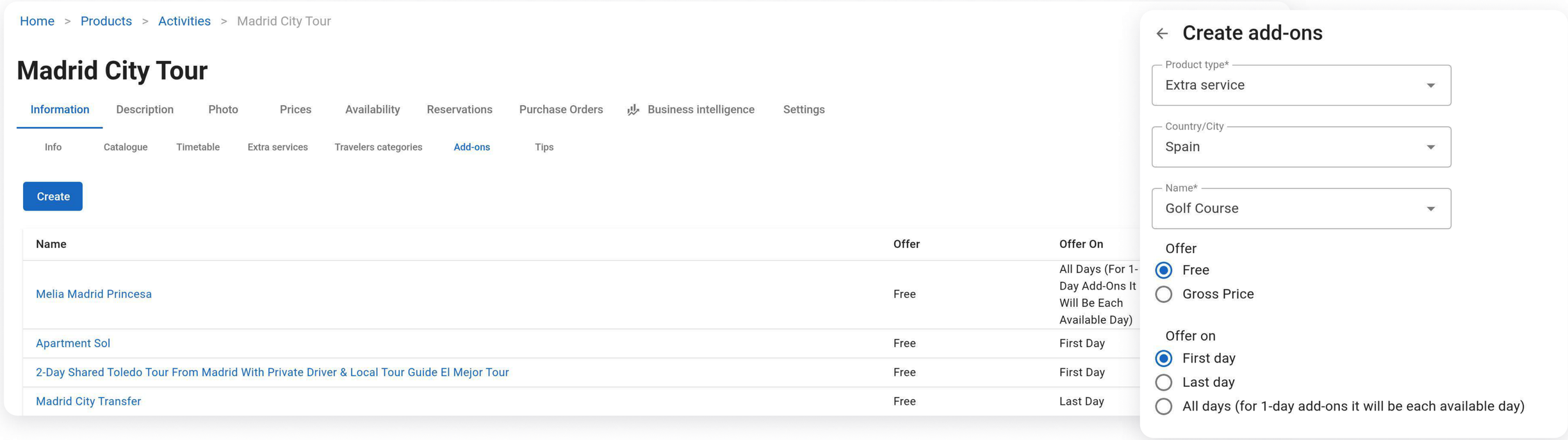
- You can now hold parts of an allocation in named Pools and reserve some of them for specific partners.
- Create pools on the **Pools** sub-tab, link them to allocations, and set their priority in tariffs. The remaining allocation stays **Freesale**. Allocations can also be set to **On Request**.
- Your sales team guarantees rooms to named agency partners while the remaining rooms stay on open sale, all within one contract.



# Add-Ons for Every Product

GP Solutions

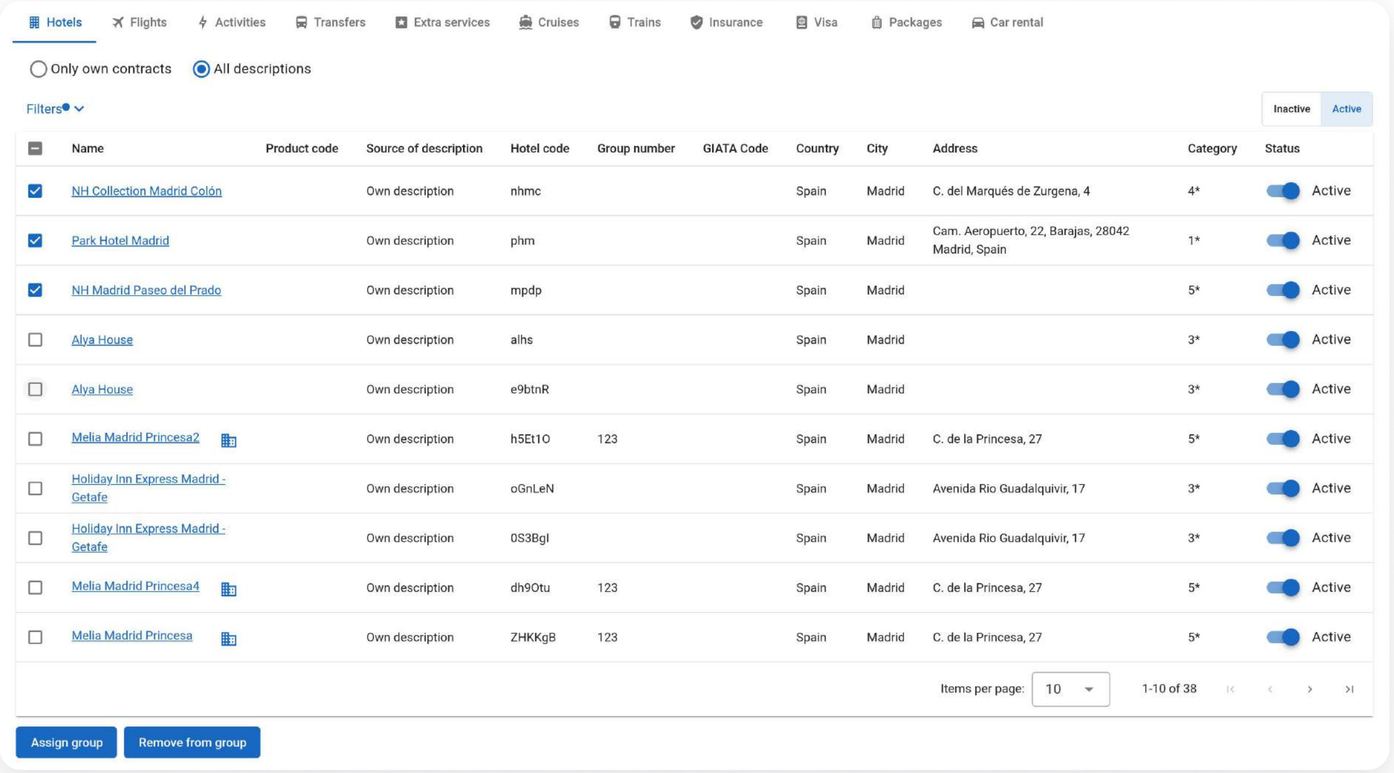
- Every product offers the same six add-on types: accommodation, transfer, activity, event, extra service, and insurance.
- Add-ons can be configured at country or city level using the **Country/City** field. Country-level extra services apply across all cities, and the booking page displays add-ons with their relevant details.
- Your agents cross-sell insurance, transfers, and extras on any booking, and your product team sets up a country-wide extra once instead of city by city.

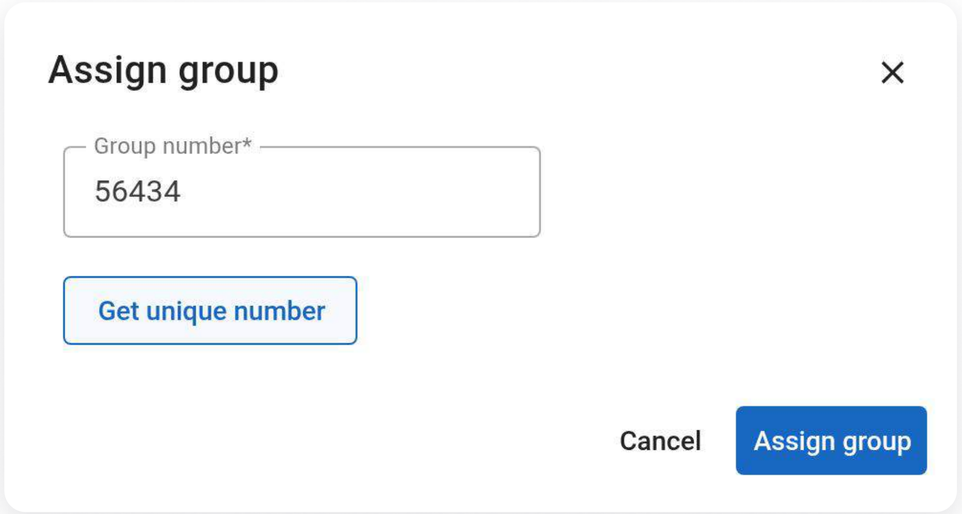


# Hotel Grouping in the New Interface

GP Solutions

- You can now group hotels in bulk from the hotel list in the new interface.
- In **Products → Hotels → All descriptions**, select hotels and click **Assign group**. Get unique number assigns the next available group number, while **Remove from group** clears the assignment.
- Your contracting team groups hotels from one list, without opening each hotel.

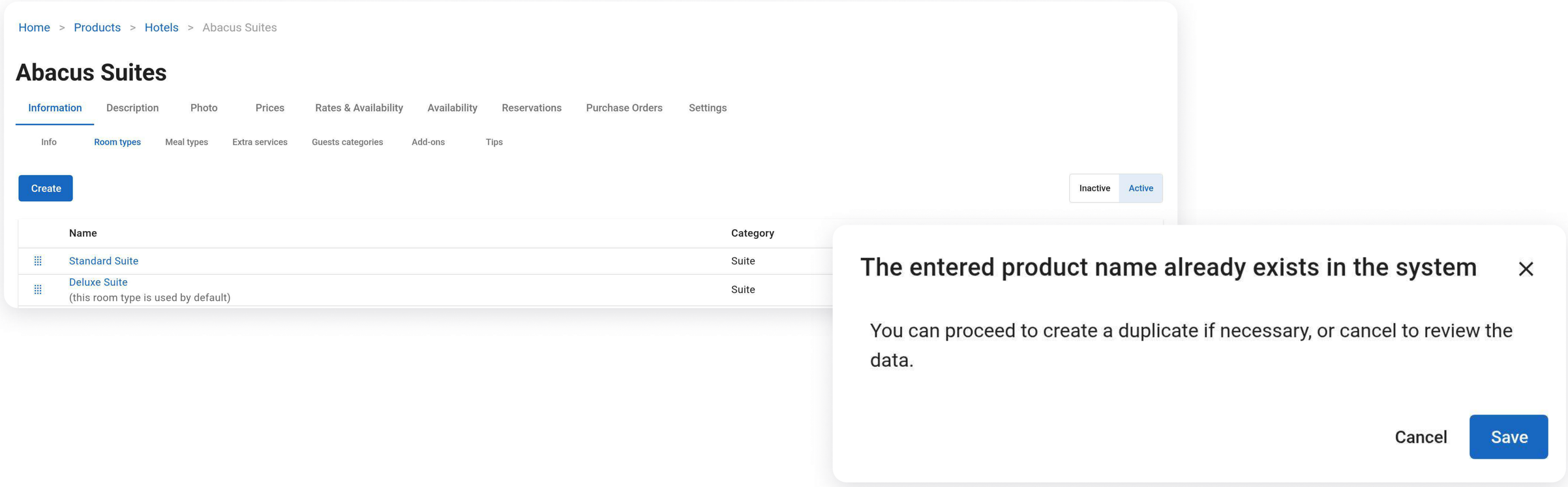


# Duplicate-Name Warning in Product Setup

GP Solutions

- Product setup now warns you when a component's name already exists.
- When you create, copy, or edit supported product components, their names are checked across the languages entered. Existing matches trigger a warning before you save.
- Your product team catches duplicate room types and services at entry, before they confuse agents in search and reports.

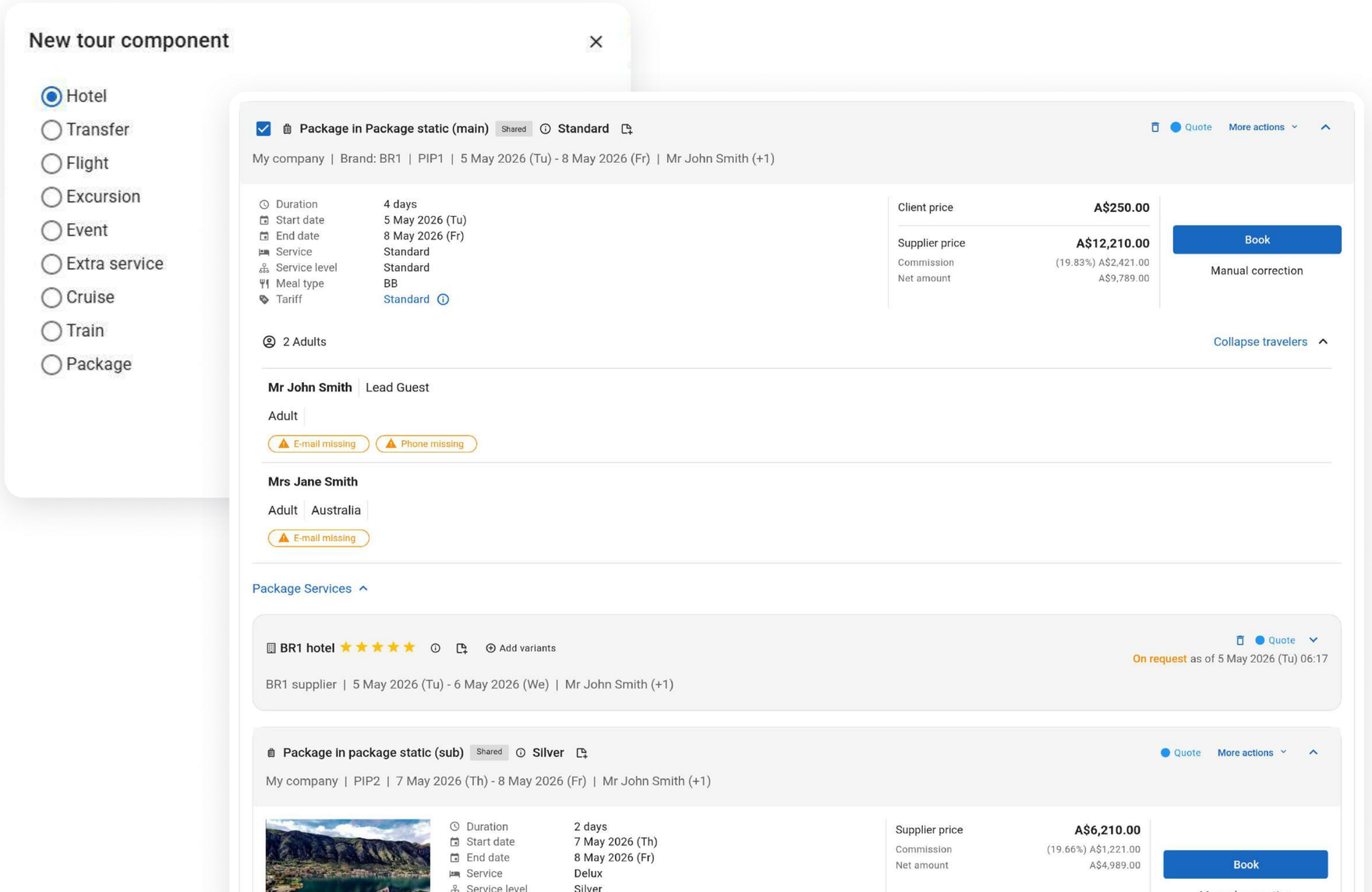


# PACKAGES AND SEARCH

# Package within Package

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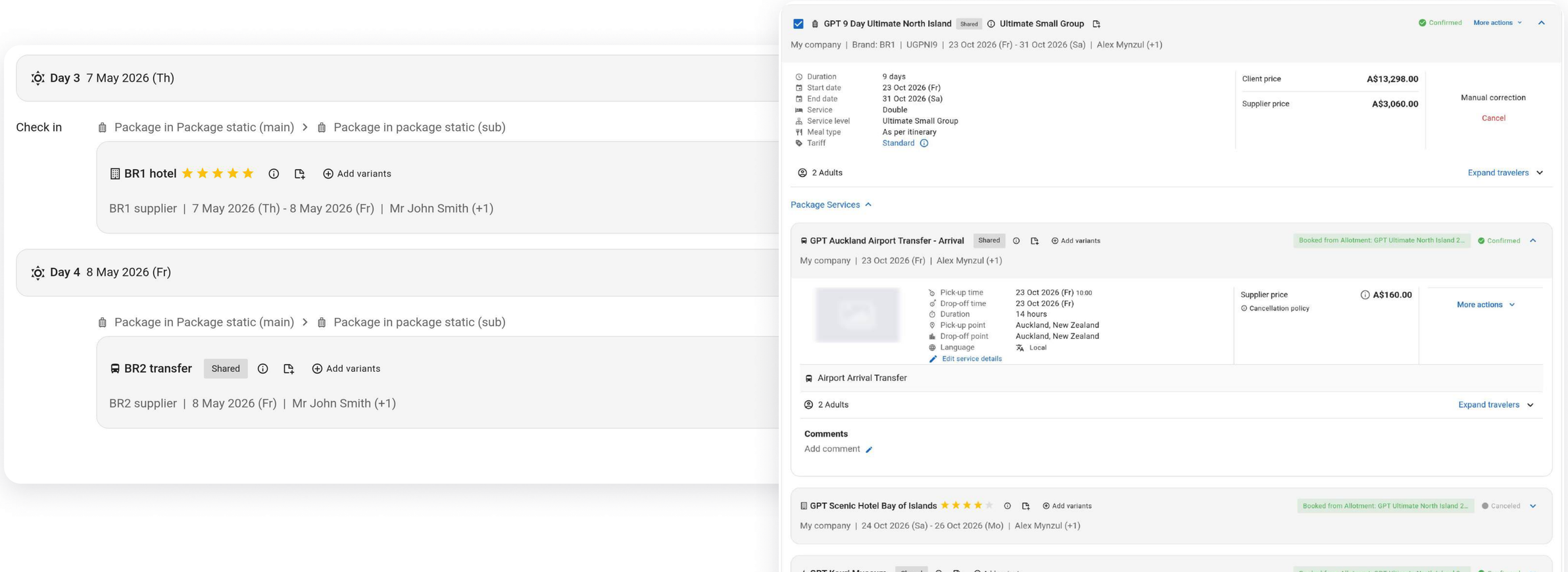
- A package can include another package as an itinerary component, under **Manual**, **Dynamic** or **Pre-calculated Sell Pricing**.
- Select **Package** as the component type to add a sub-package to an itinerary. It is booked and priced within the parent package.



# Packages in Reservations

GP Solutions

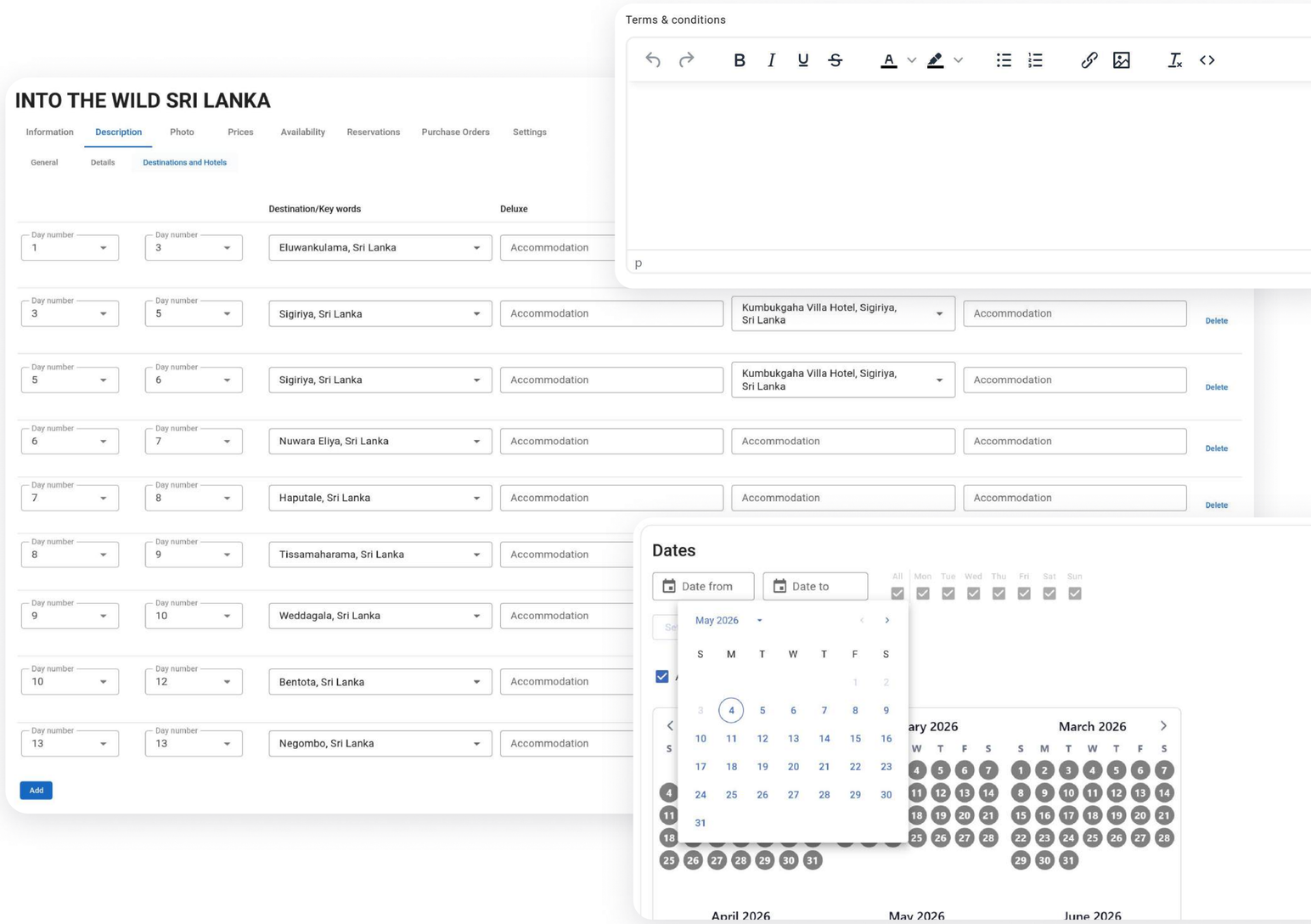
- A booked package now appears as its own card, and one reservation can hold several packages.
- The itinerary view labels each package service day by day; the table view shows the package as one expandable row.
- Several packages can sit in one reservation, each with its own booking fields, status, prices and cancellation terms.



# Package Itineraries and Tariff Descriptions

GP Solutions

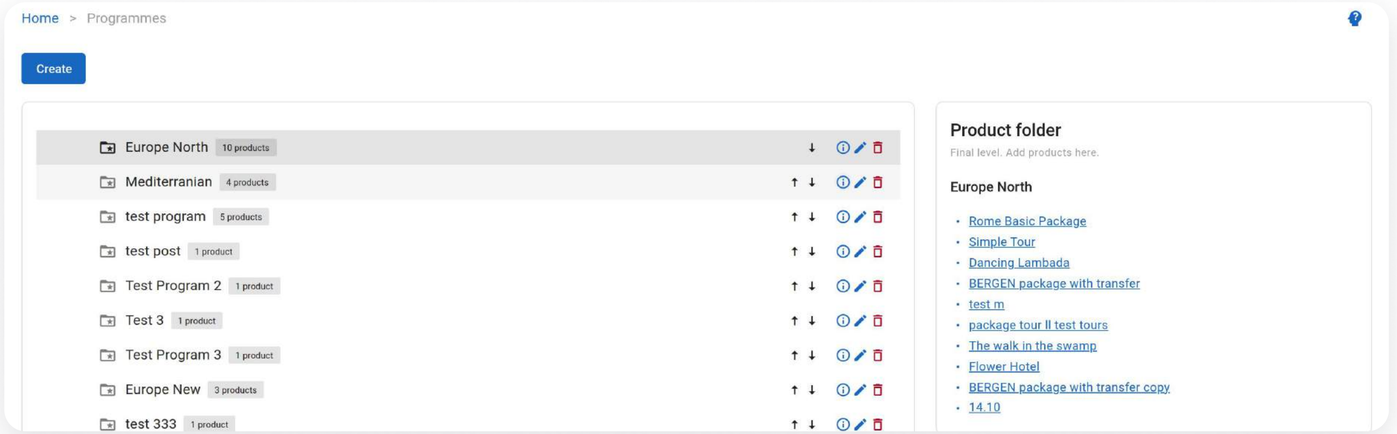
- Package tariff descriptions are written in a multi-language rich-text editor and shown as a formatted pop-up in search, booking and the reservation.
- A **Destinations and Hotels** tab in package setup records the day range, city and hotel per accommodation category; customers see it in the package's day-by-day details and in the reservation.
- When building an itinerary, each product shows its supplier name, and the dates calendar opens on the year of the itinerary's earliest date.

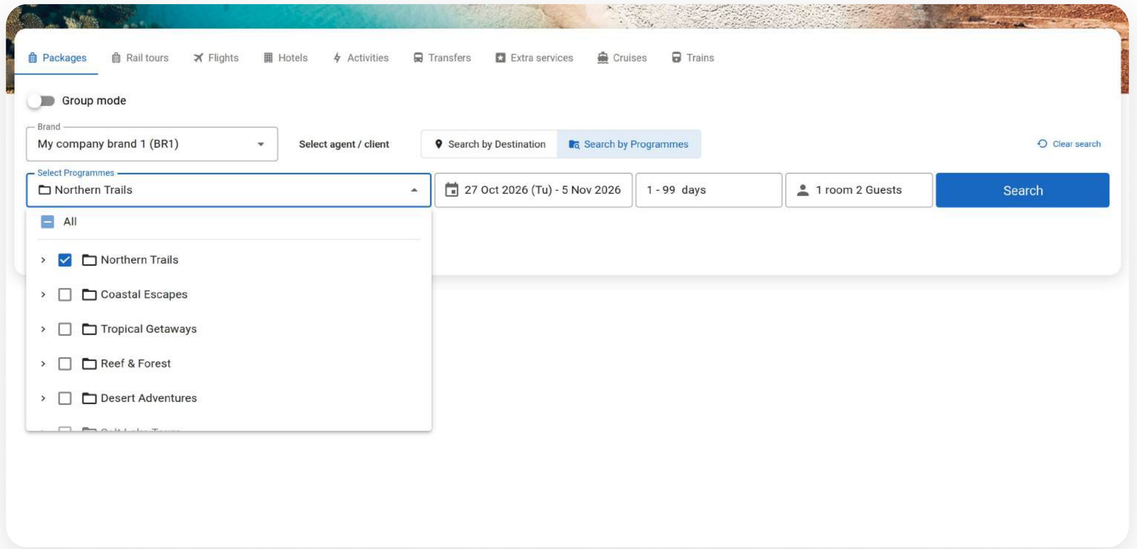


# Package Search by Programmes and States

GP Solutions

- You can now organize package tours in folders and search by them.
- A new **Programmes** page organizes your package tours in a folder tree, while geography gains a state level between country and city. Package search can be configured with custom tabs for flexible search and fixed date search. **Search by Programmes** and the programme tree can be enabled for your installation. Contact Support to switch these options on.
- Your agents can browse the catalog the way you sell it and find a package without knowing its destination.

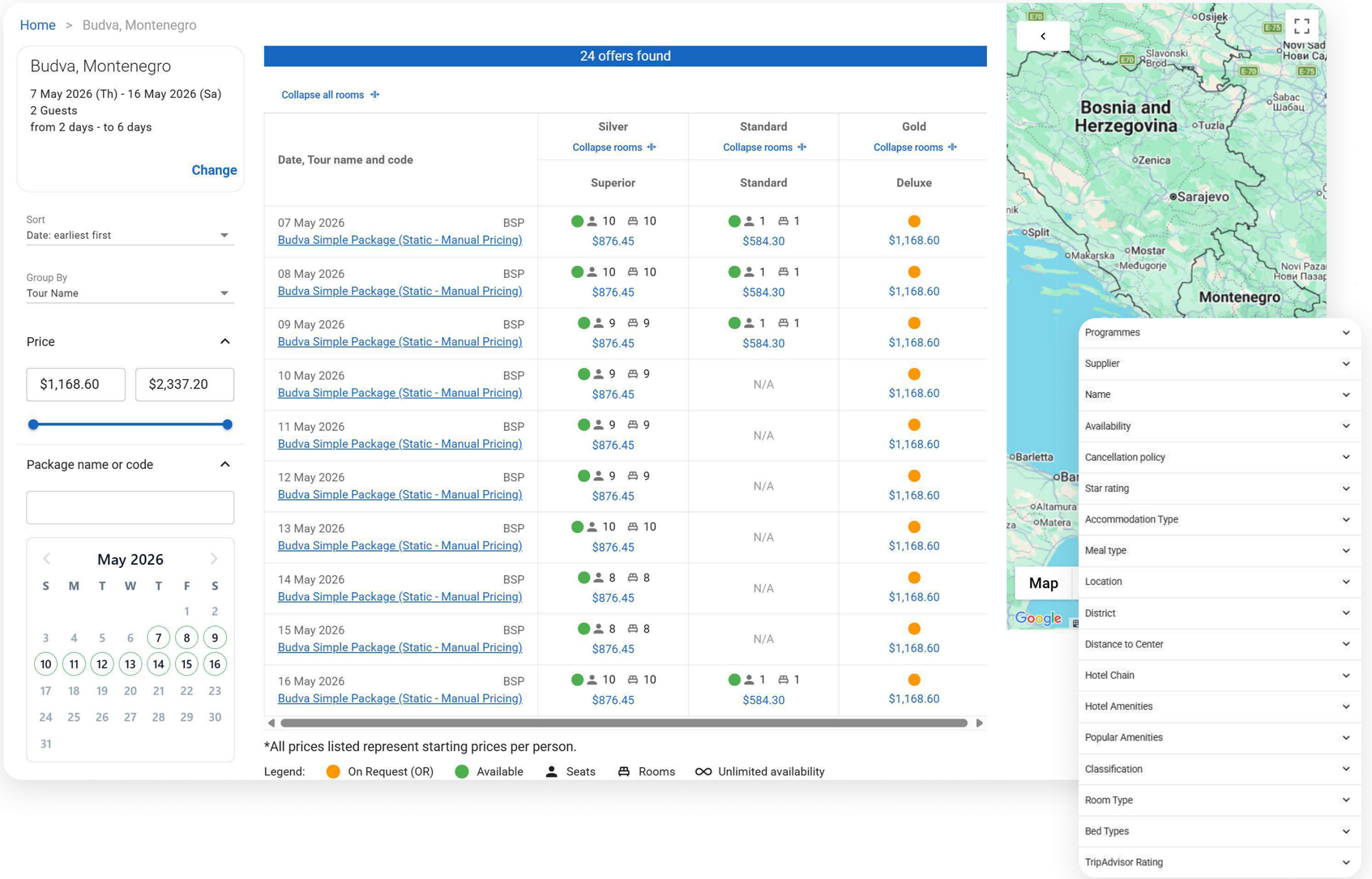


# Package Code and Service Level

GP Solutions

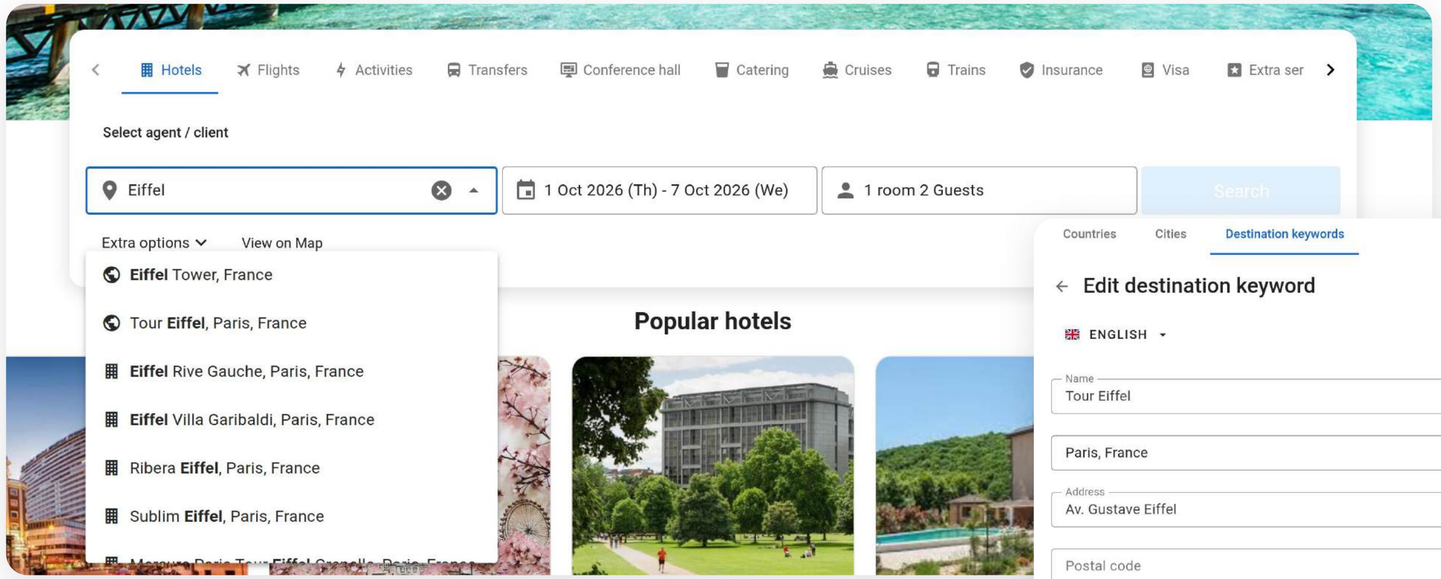
- Tour-operator users see each package's code next to the supplier name in search results, on the package page, in the booking summary and in the reservation. The Package name or code filter finds a package by either.
- The package page and reservation details show the package's service level (for example, Standard or Gold) on a separate line.

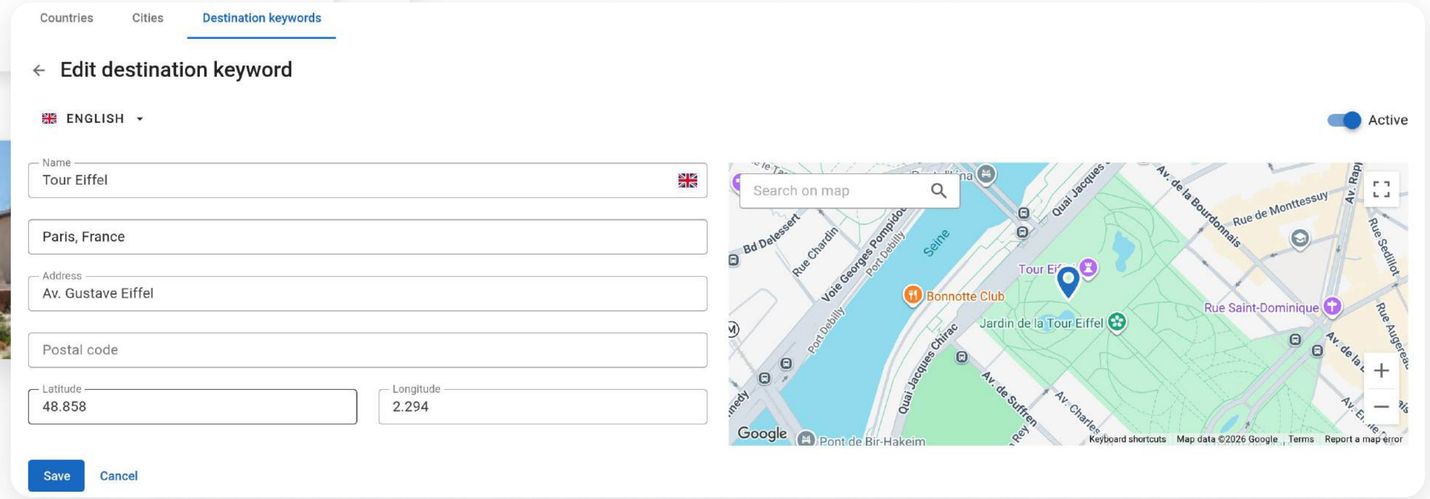


# Destination Search by Keyword

GP Solutions

- Hotel, activity, and transfer search now finds destinations by keyword, such as a landmark.
- Each match shows as "keyword, city, country" and searches that city, and travel-agency users see their tour operator's keywords.
- Your agents find hotels near a landmark by typing its name, even when they don't know which city it's in.

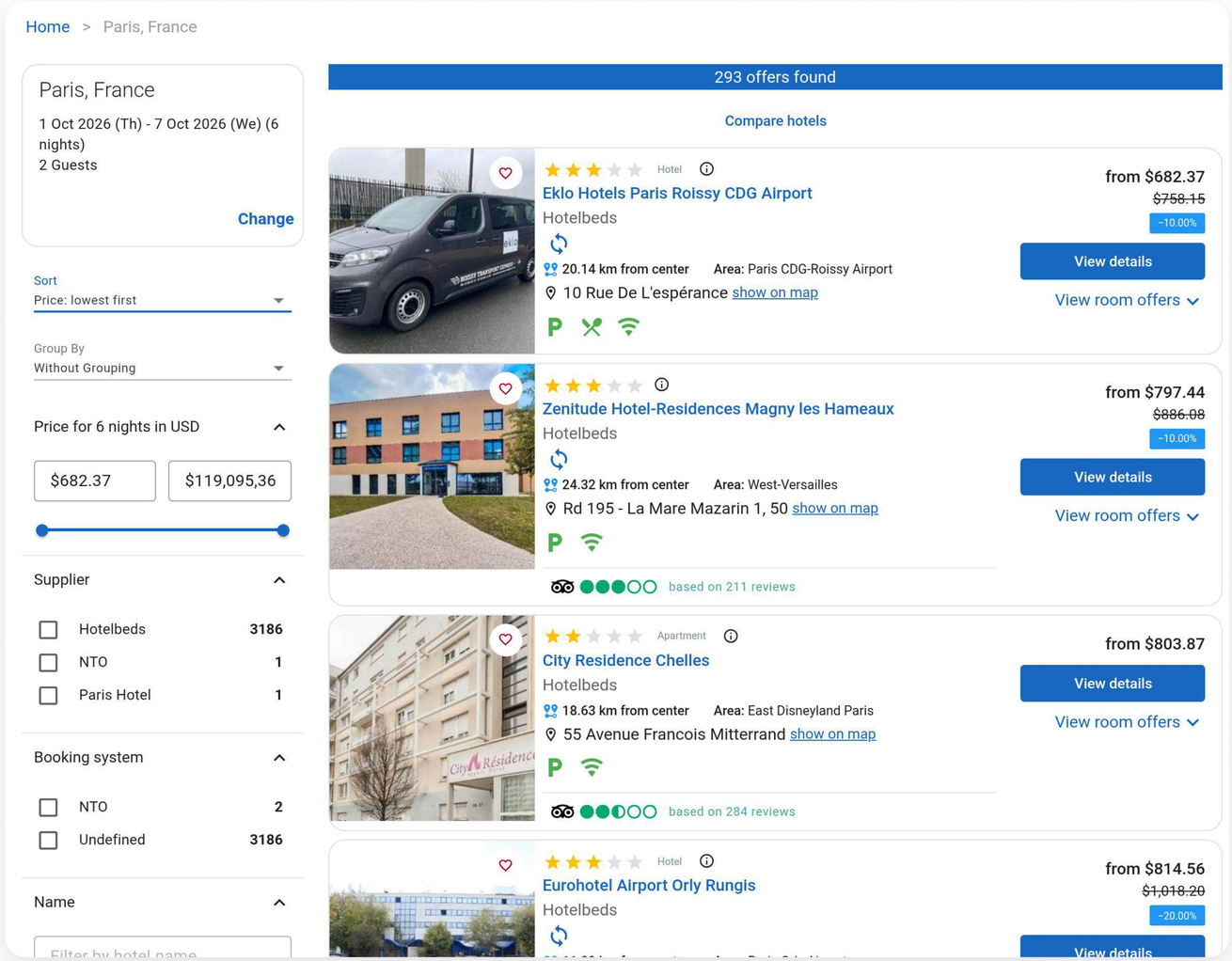


# Shorter Filter Panel on Hotel Results

GP Solutions

- A website can now show a shorter list of hotel filters on search results.
- Each website can define which hotel filters appear on its search results and whether the sort selector is shown. Websites without a custom configuration continue to display all filters.
- Your B2C and agency websites give shoppers a filter panel that fits your product, and you decide what they see.

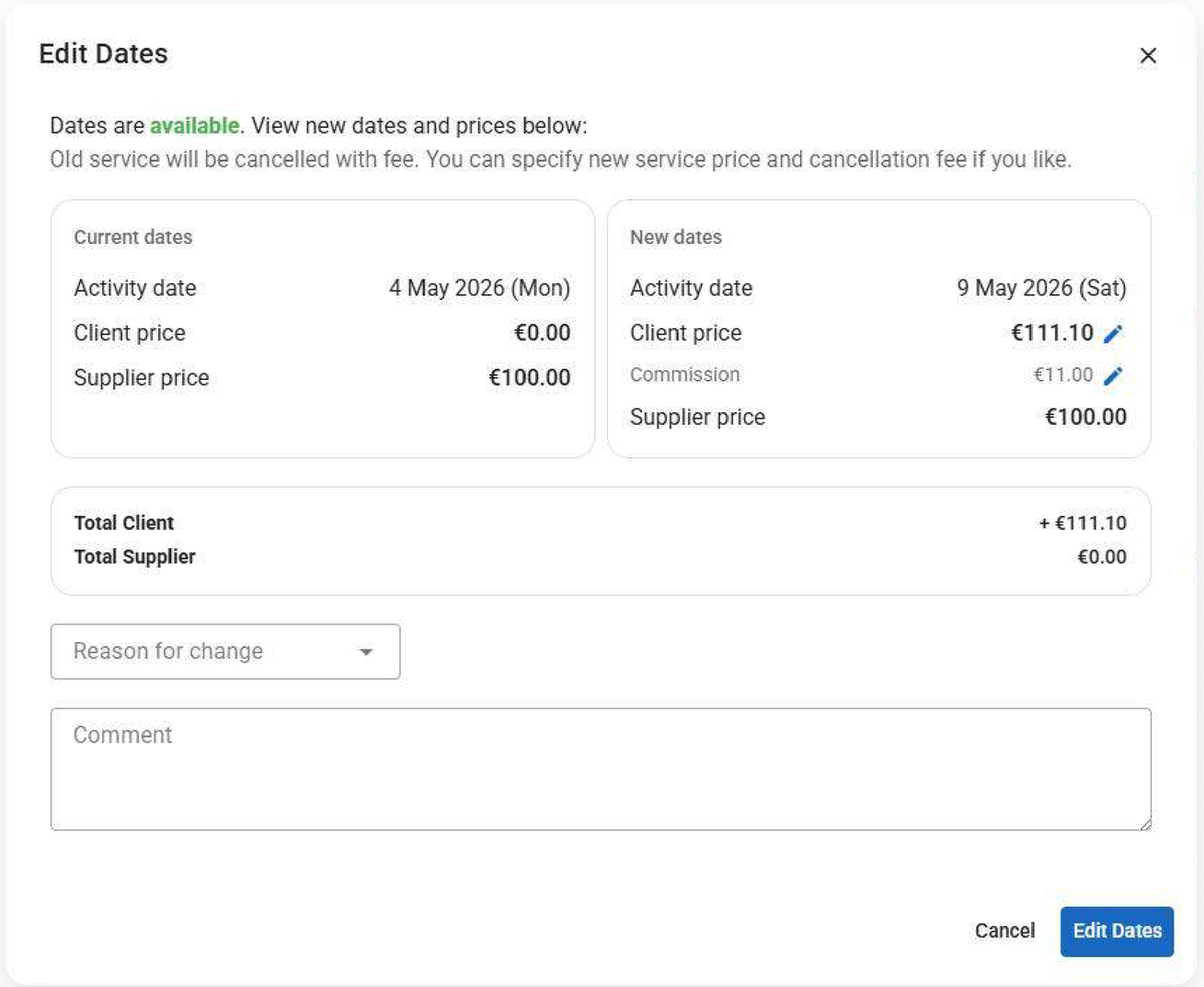


# RESERVATIONS

# Updated Edit Dates for Standalone Services

GP Solutions

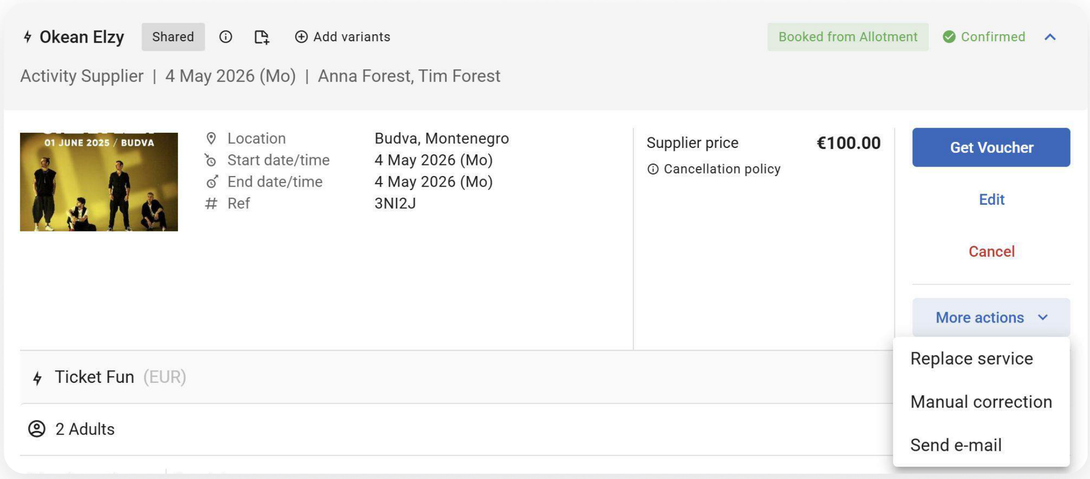
- The **Edit Dates** pop-up for standalone services has been reworked to show more information and give you more control when moving a booking to new dates.
- When you select **Edit → Edit Dates** on a booked stand-alone service, the pop-up now shows availability and pricing for the new dates. From the same window, you can update booking details, select a **Reason for change**, and adjust the price or commission if needed. All changes are recorded in the reservation history.
- When a client moves their trip, your reservations team can re-date the booking in one step, with the reason on record.

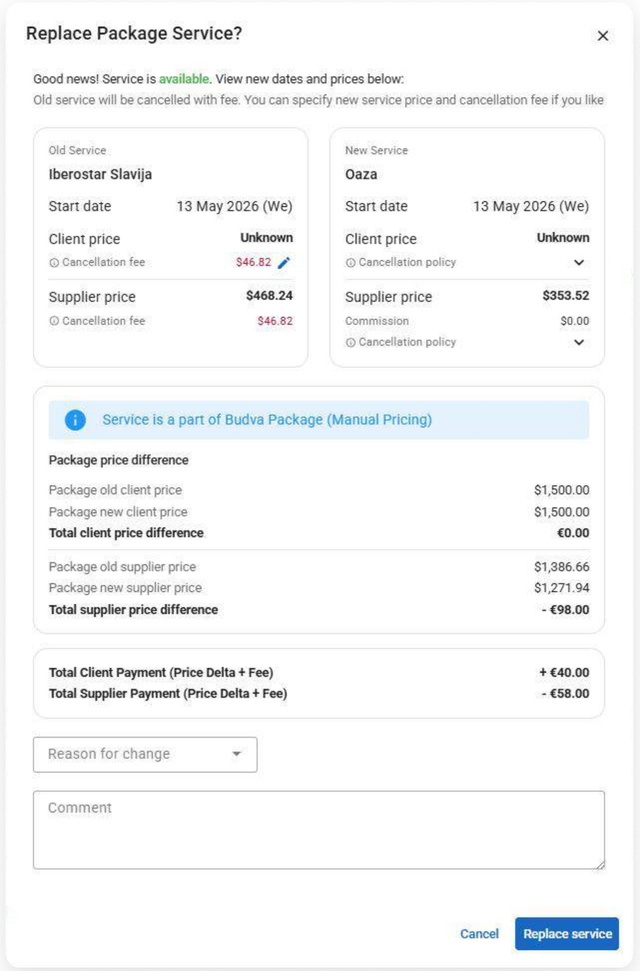


# Service Replacement

GP Solutions

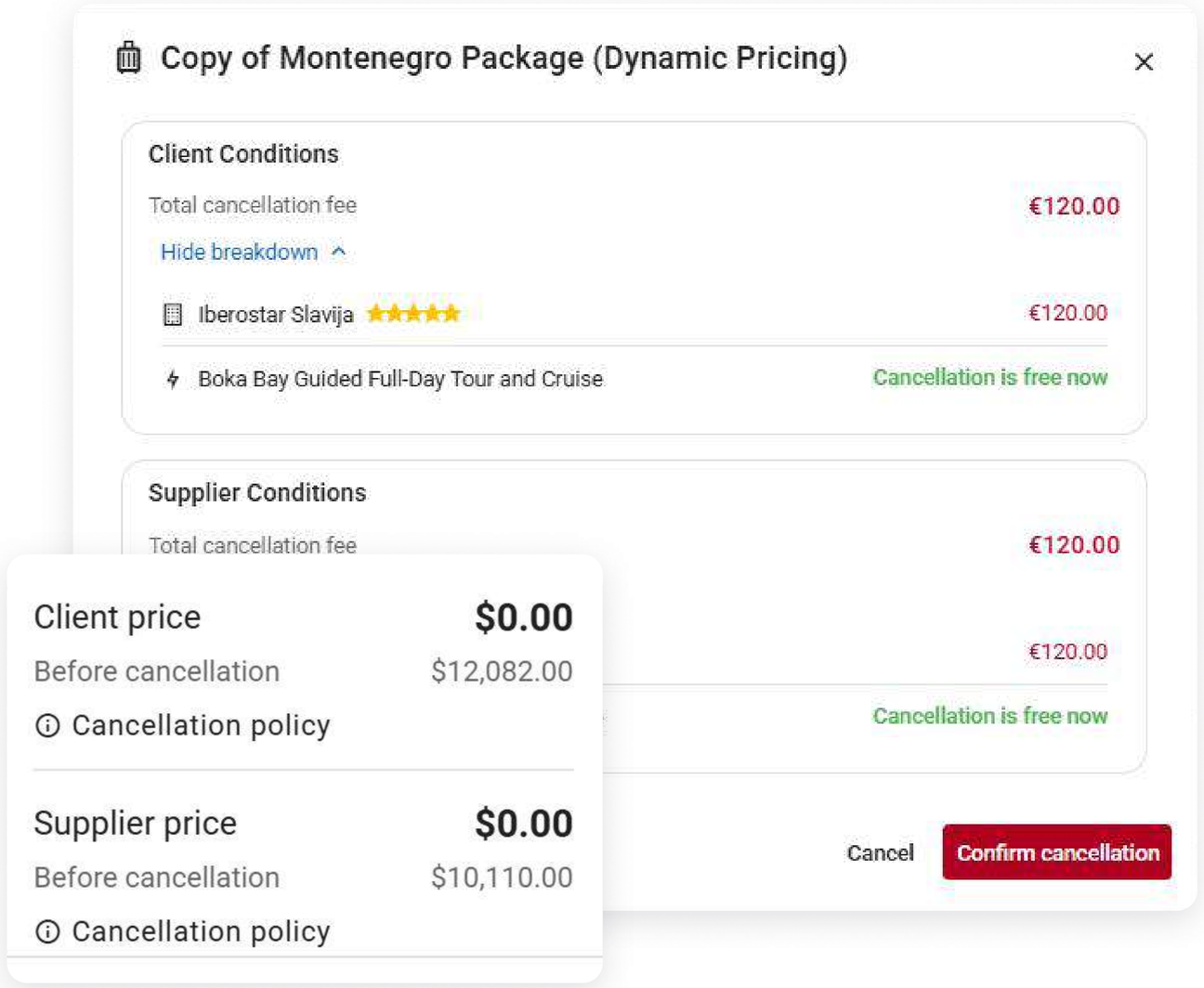
- You can now replace a booked service directly inside the reservation.
- The search opens in replacement mode with the booking form pre-filled. A confirmation pop-up compares prices and shows cancellation fees if the old service is already confirmed.
- The new service is booked and the old one cancelled through the queue in one flow. The reservation keeps its number, and both services stay linked with the reason and comment.



# Package Cancellation with Fee Preview

GP Solutions

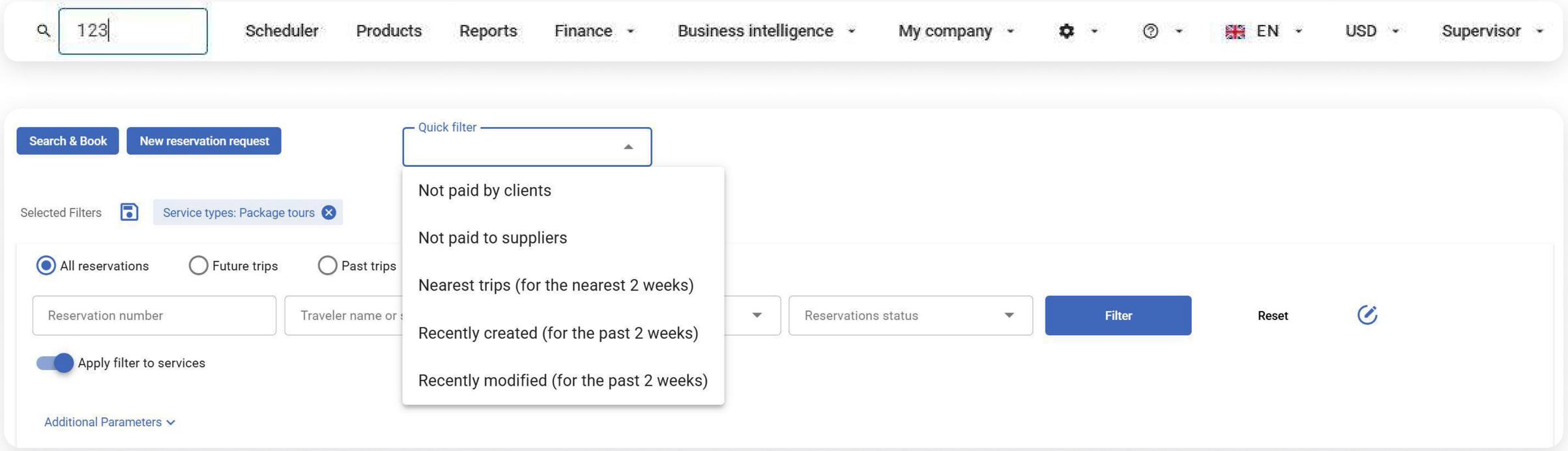



- Before you cancel a package, a pop-up shows the total cancellation fee with a per-service breakdown, split into client and supplier conditions.
- Cancellation runs through a queue: each package service is cancelled, and any that fails goes to a manual step for an agent.
- Package contracts support fixed fees per room or per person, and a "change of mind" window that waives the fee within X days of booking.

# Quick Search by Reference Numbers

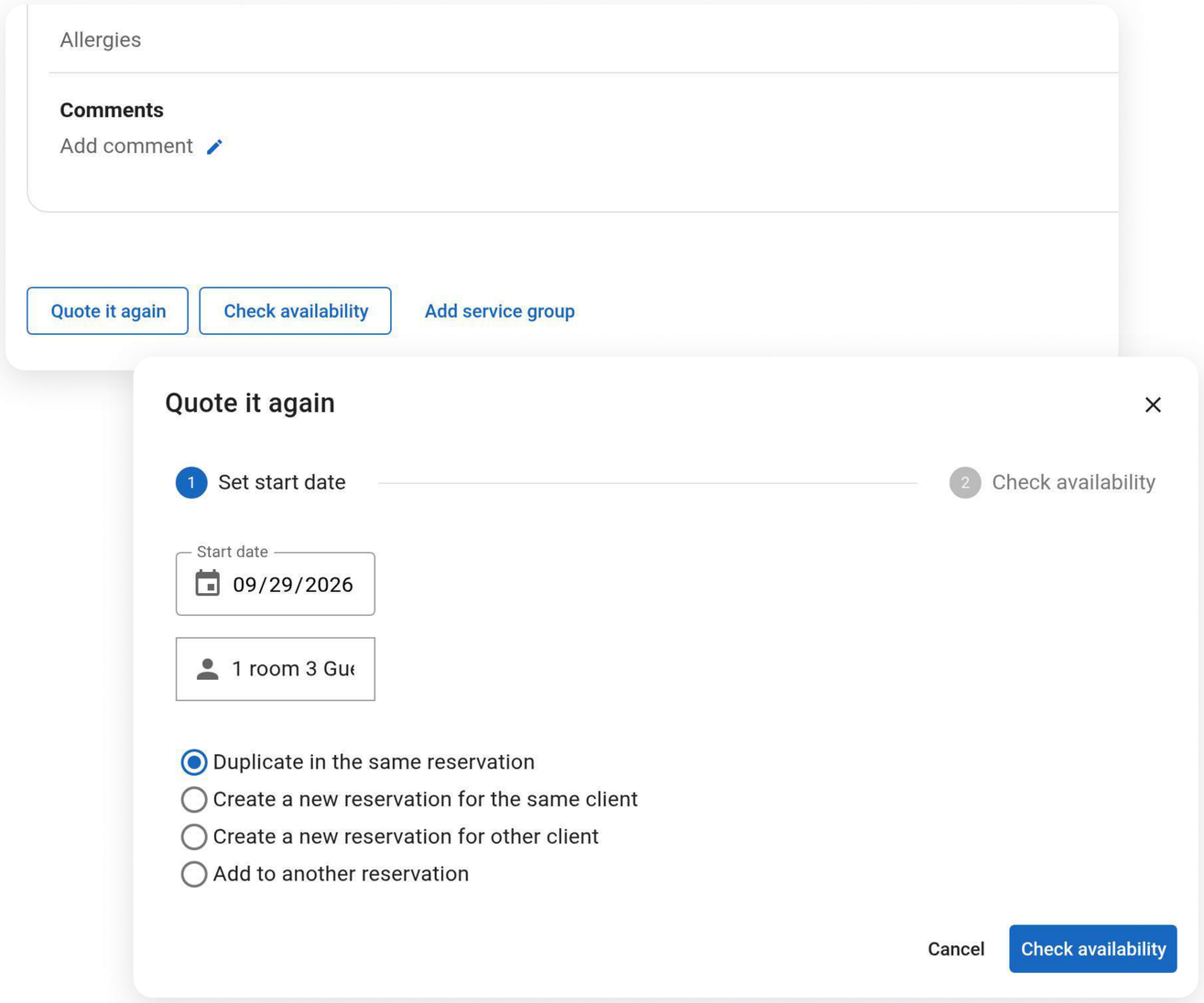
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- Quick search in the account menu now finds reservations by reference numbers as well as by reservation number.
- Along with reservation numbers, the **Quick search** field now searches supplier, external, and agent references. A single match opens directly; multiple matches open the **Orders** list.
- When a supplier calls with their own reference, your agents can open the right reservation in one step.



# Quote It Again

GP Solutions

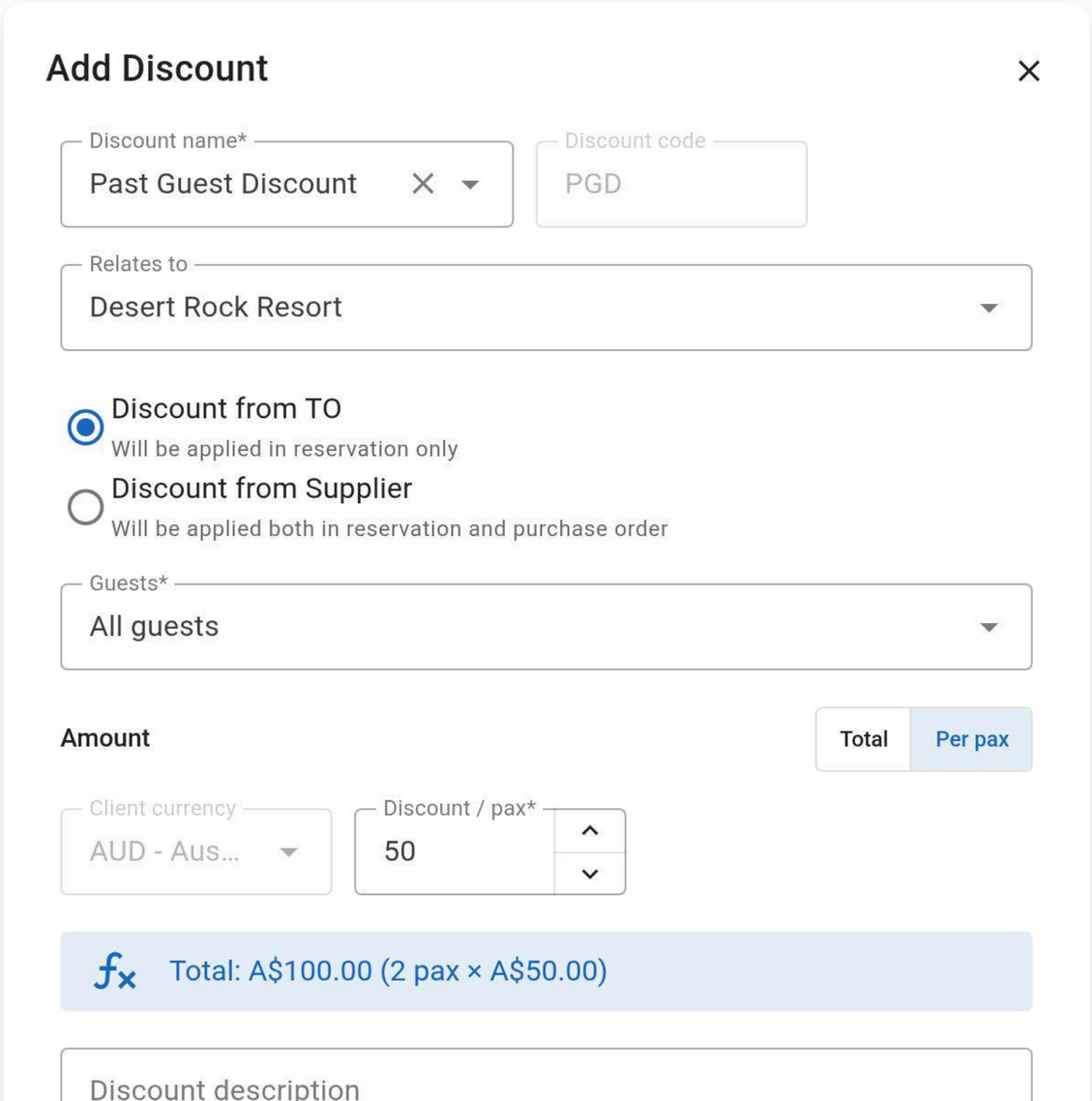



- Tour-operator users can now re-quote services from an existing reservation for a new start date.
- Select services, click **Quote it again**, and choose a new start date. Services are re-searched and shown with their availability and new price, then added as quotes to the same or a new reservation. Package services cannot currently be selected.
- A repeat trip or a returning client never starts from a blank reservation.

# Client Discounts and Agency Bonuses

GP Solutions

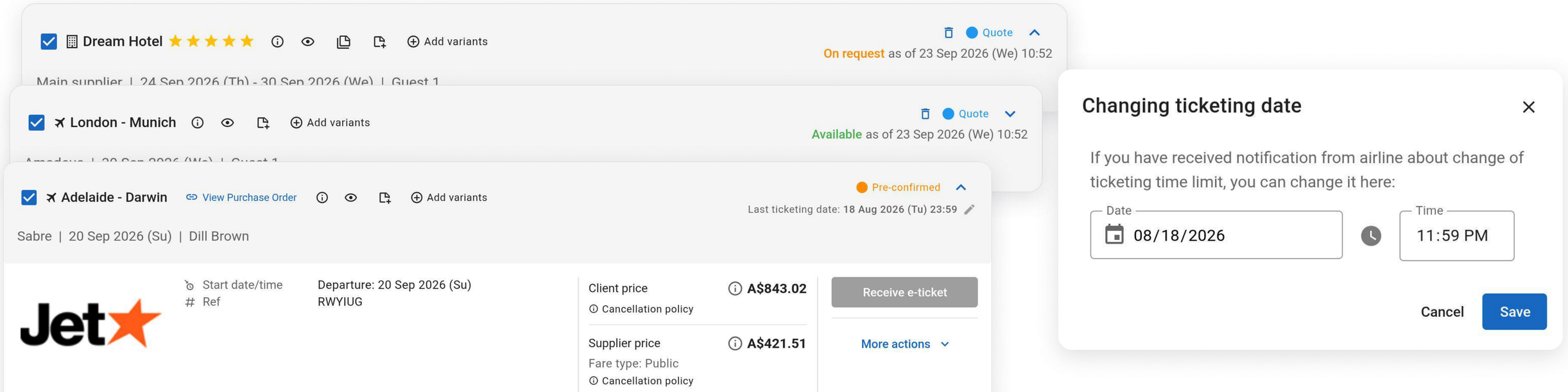
- You can now add client discounts and agency bonuses to quotations and reservations.
- With **Enable discounts and bonuses** switched on, you add a client discount as its own line, with a name, an optional code, a description, and an amount.
- Your sales team closes a deal with an approved discount on the spot, and your finance team sees every adjustment as its own line.



# Service Status and Amendments

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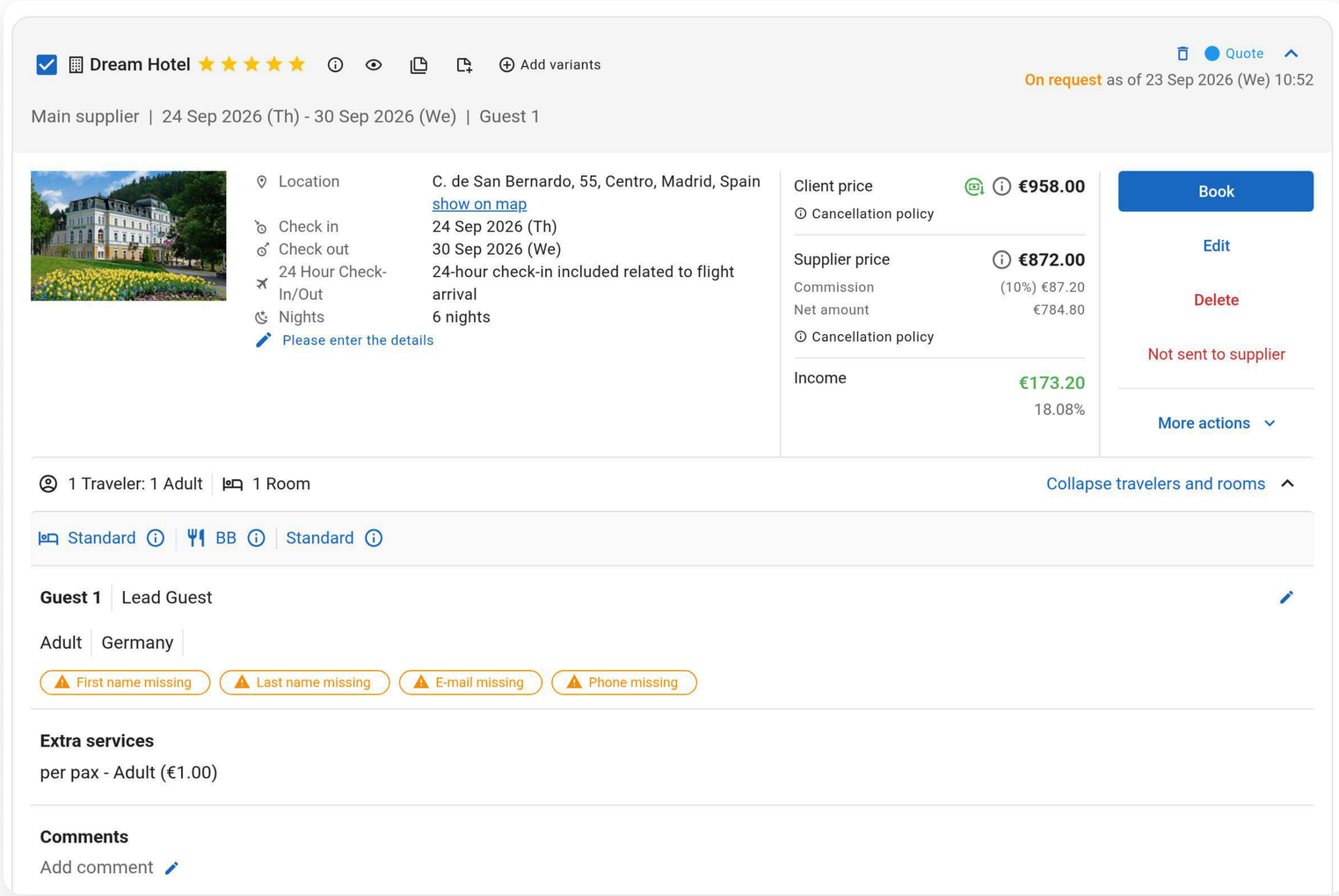
- Quoted services now show their availability, and you can change extras and ticketing deadlines after booking. A service in Quote status shows whether it was **Available**, **On request**, or **Unavailable**, with the date and time of the check.
- **Edit → Extra services** opens the booked extras, including early check-in and late check-out, and recalculates the price along the whole sales chain.
- On a pre-confirmed flight, you can set a new last ticketing date between now and departure, and each change is logged in the history.



# Redesigned Service Cards

GP Solutions

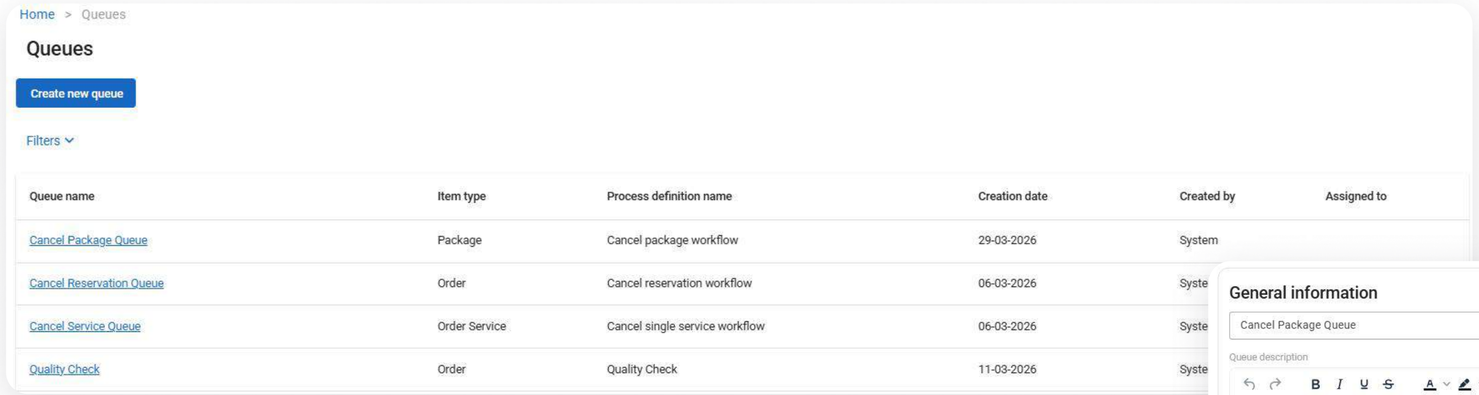
- Service cards on the reservation page now have a new layout.
- The supplier sits on its own line, and each detail shows as icon, label, and value. Pricing sits between dividers with equal-width buttons beside it, and flights run full-width with passenger details underneath.
- Your reservations team reads the supplier, dates, and price of each service straight from the card, even on long multi-service reservations.

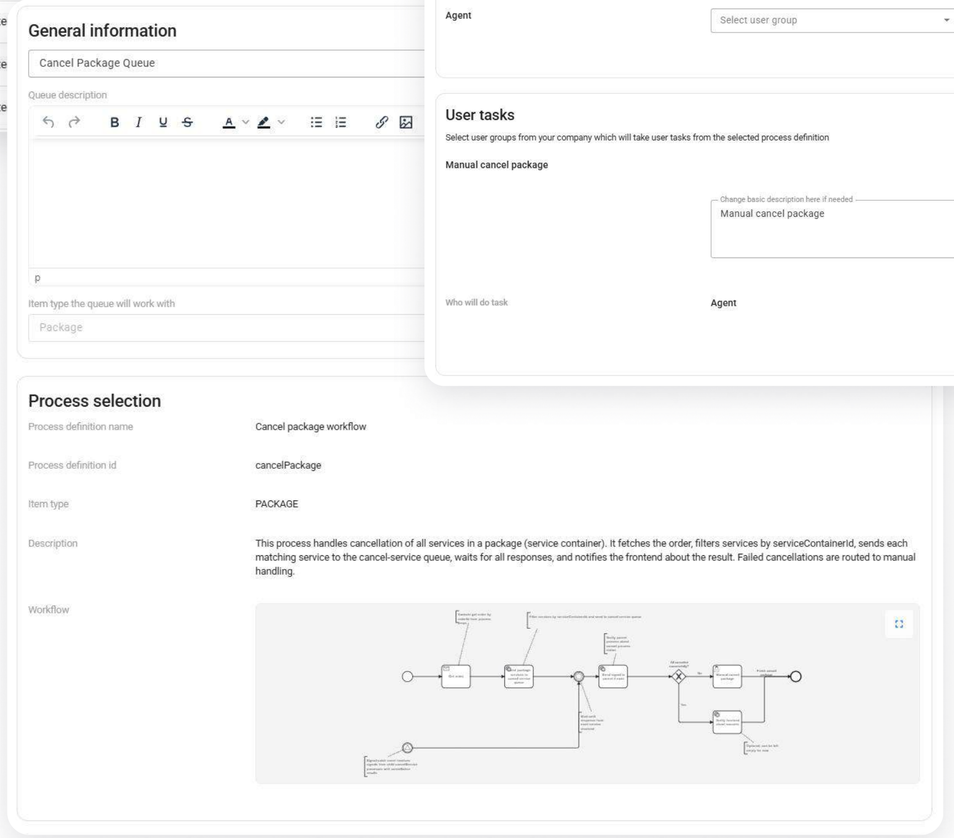


# QUEUES AND WORKFLOW

# Queues: Assignments, Permissions, and Processes

GP Solutions



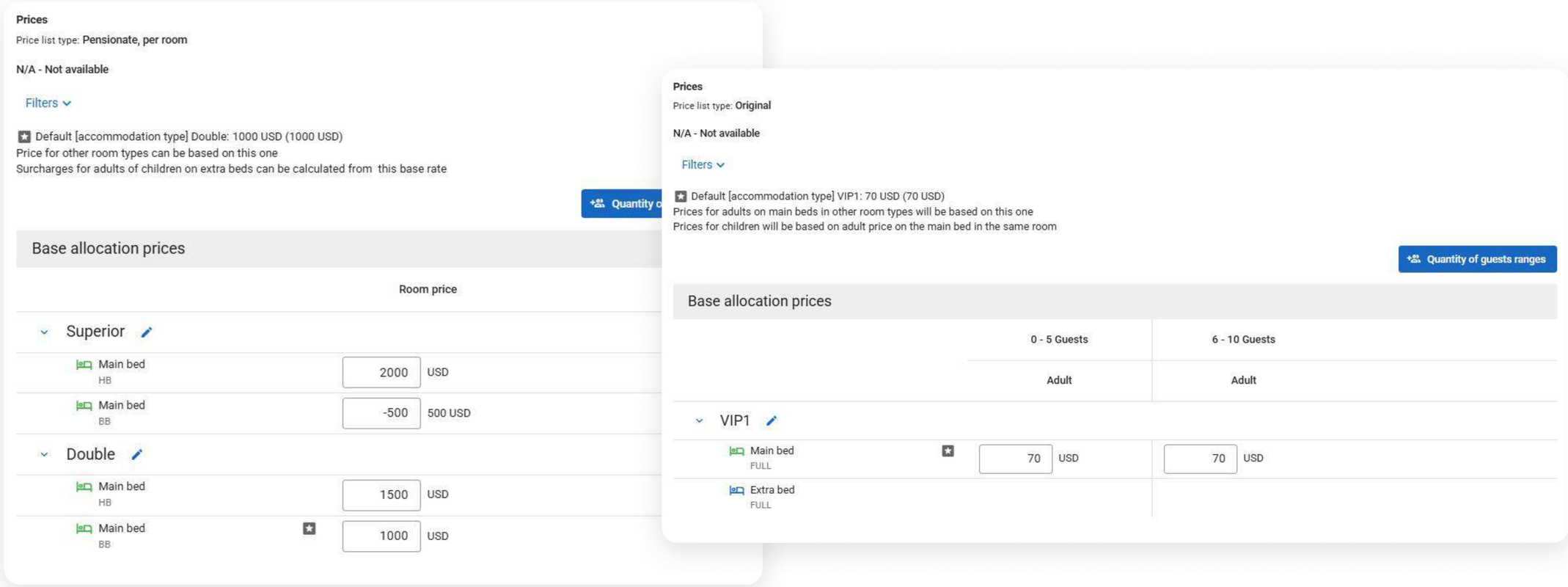

- You can now send reservations and services to queues that run a defined process. Tasks go to Service Teams, so any team member can take, reassign or resolve them.
- Use **Send to queue** from the Reservations list, a reservation, or a service. Tasks are sent to Service Teams, with role permissions controlling access and actions.
- Ready-made processes cover service and package cancellation, traveler updates, and email sending, with a full history for every queue item.

# PRICING, FINANCE, AND PAYMENTS

# Tiered Prices for Tours

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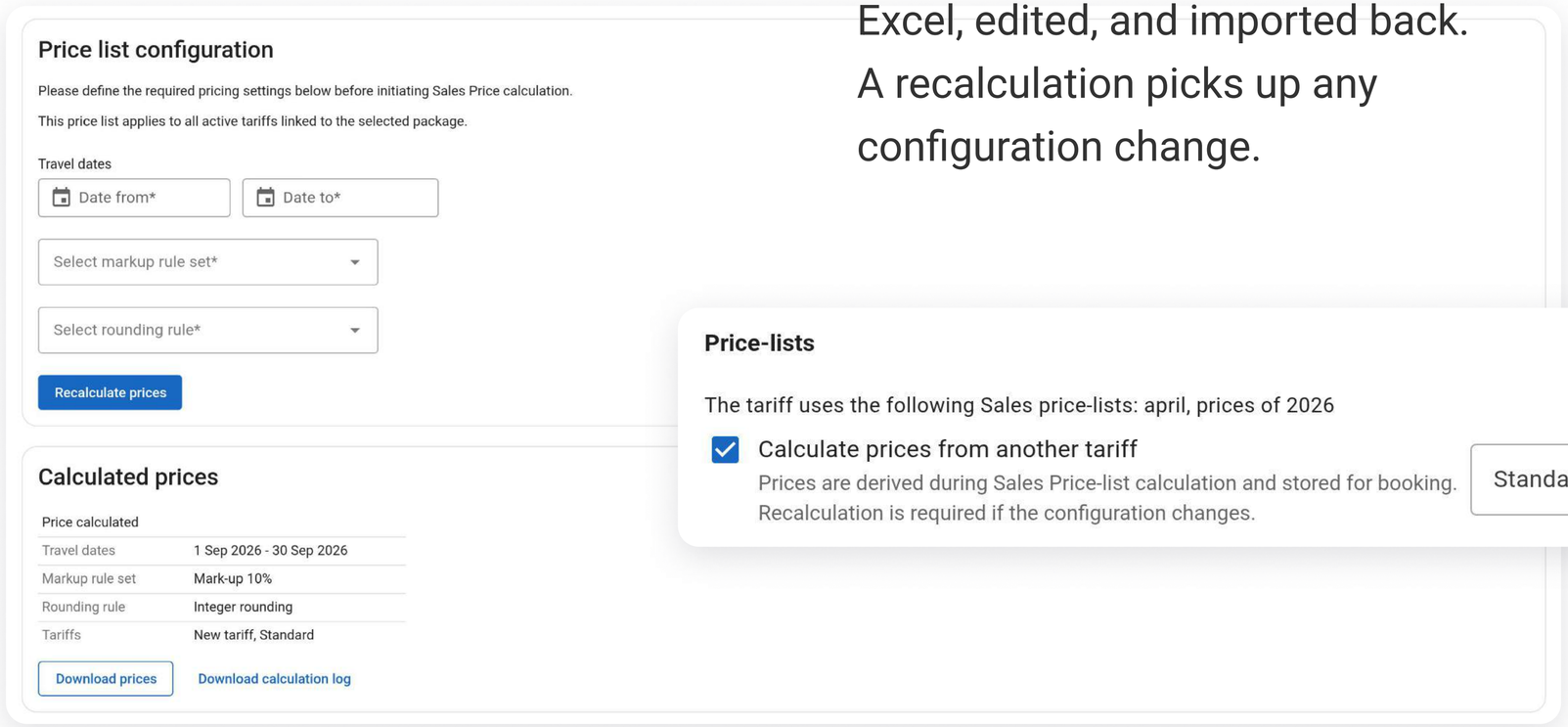
- Tour price lists can now hold a different price for each group size.
- Add **Quantity of guests ranges** to a price list and define whether tiers are based on total guests or adults. Mark one accommodation as **Default** and use formulas to derive prices for the others.
- Search and booking apply the tier that matches the number of guests, and formula-based prices follow when the default changes.



# Sales Price Lists and Derived Tariffs

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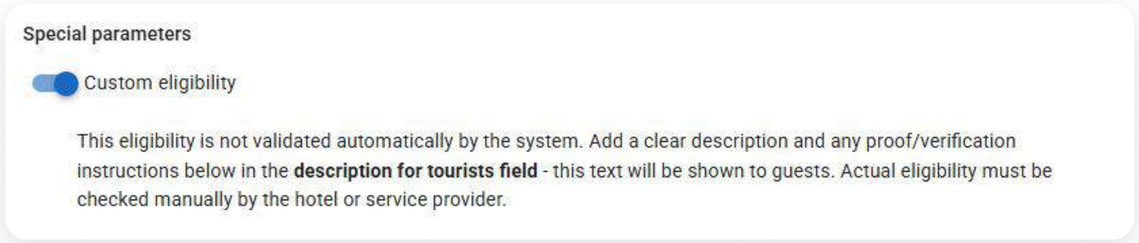
- Packages on **Pre-calculated Sell Pricing** now get their sell prices calculated in advance from the prices of their components.
- The system takes the prices of the package components, applies a markup rule set, and rounds the result according to a rounding rule.
  Calculated prices can be exported to Excel, edited, and imported back.
  A recalculation picks up any configuration change.
- A derived tariff takes its source tariff's sell price and applies a percentage or fixed increase or decrease.

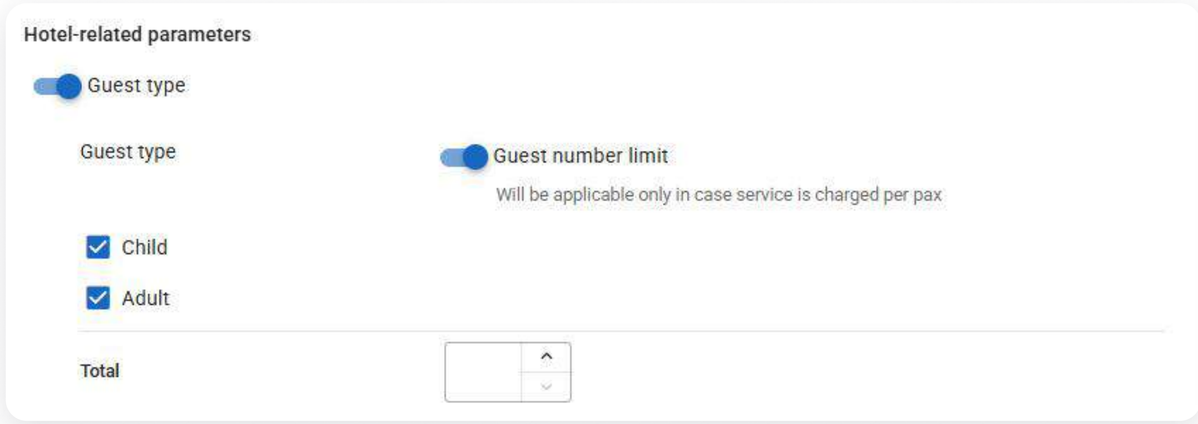


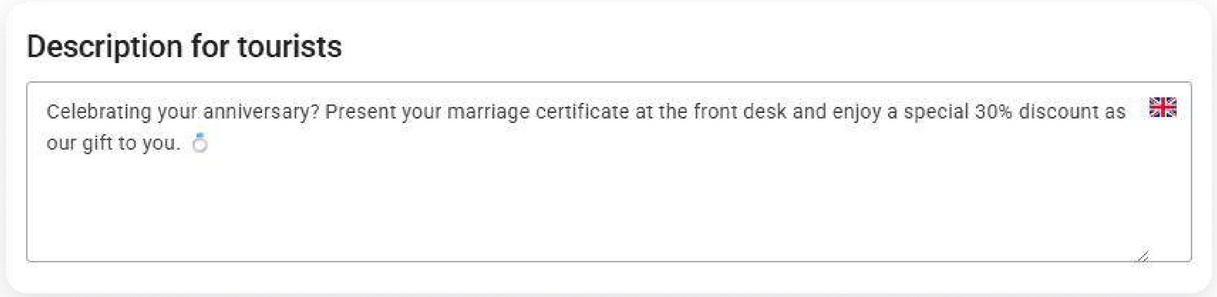
# Discounts, Supplements, and Add-ons

GP Solutions

- Hotel discounts can be marked as conditional: agents select them at booking, and discounts that can't be combined are blocked.
- A guest limit caps how many guests a discount covers, and per-person extra services are booked by guest type with live repricing.
- Extra services and insurance can be added as add-ons to most own-inventory products (add-ons module must be enabled).



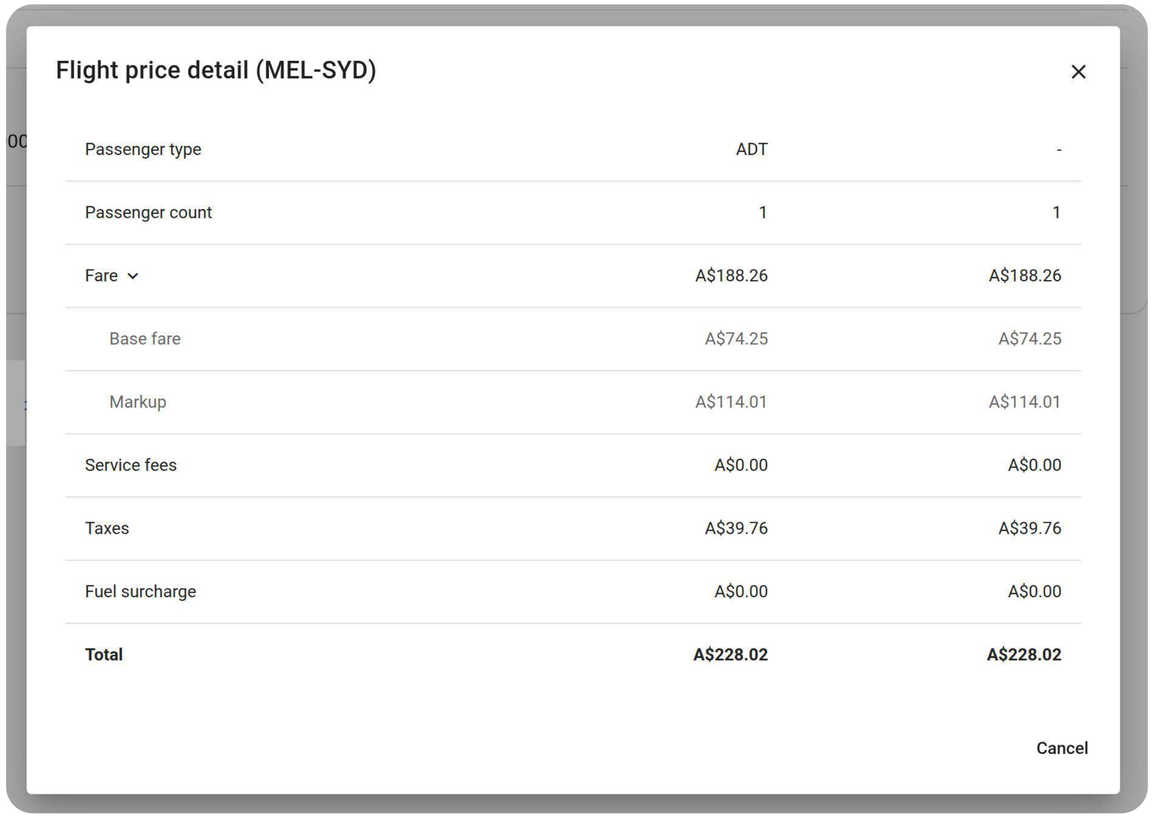



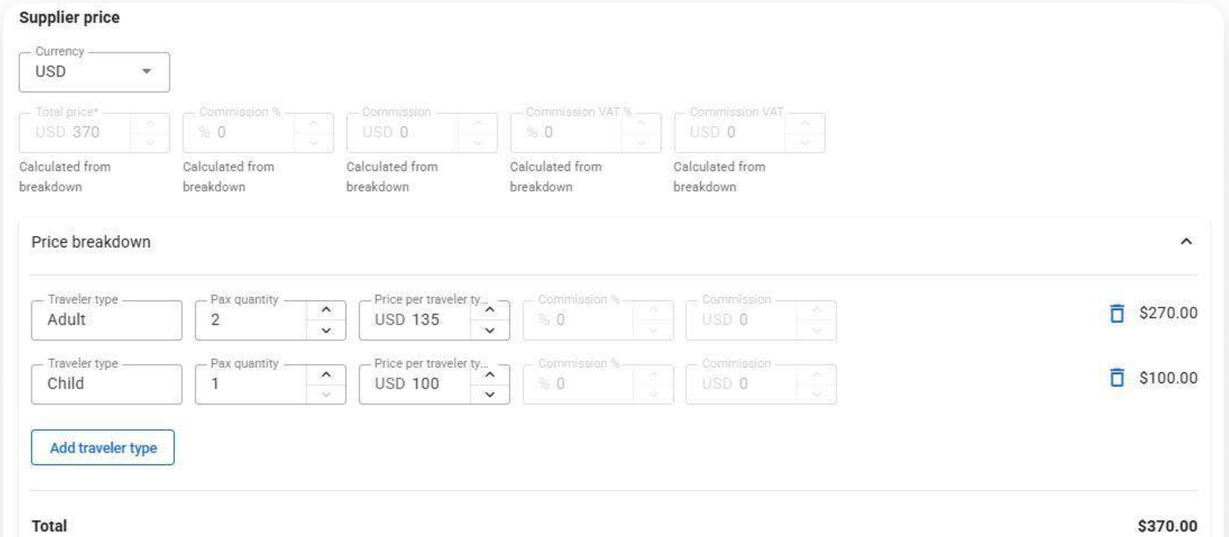



# Flight Fare Breakdown

GP Solutions



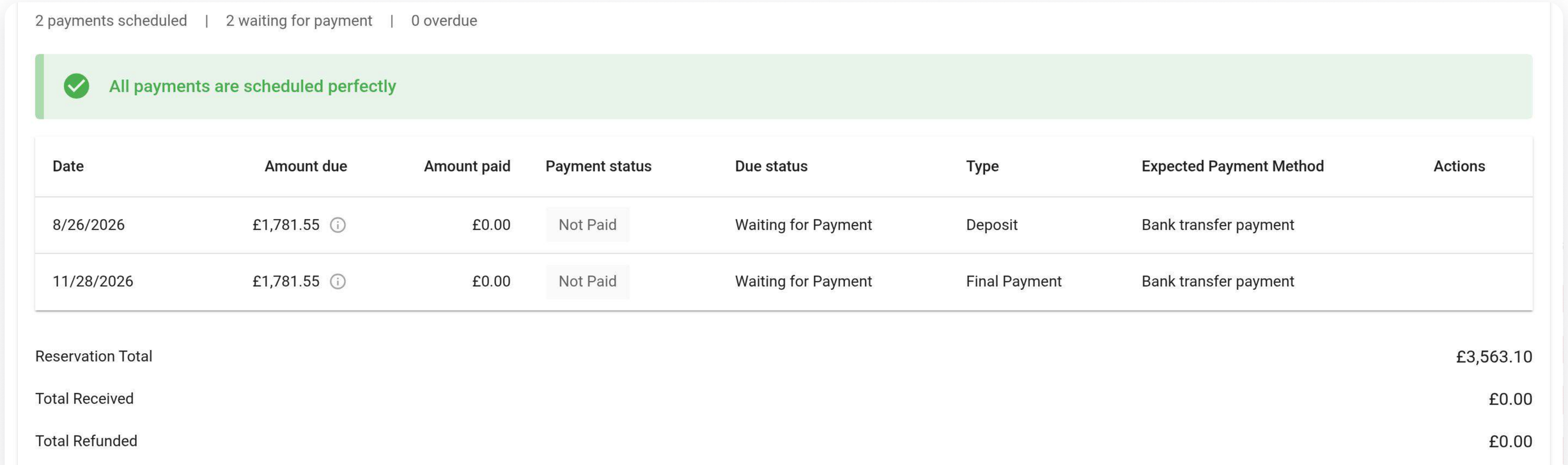

- Flight prices carry a breakdown per passenger type — base fare, markup, service fees, taxes and fuel surcharge — saved with the booking.
- The same breakdown window opens in flight search results and in the reservation, for GDS flights and own charters.
- Tour operators see supplier price and markup; agents and clients see the client price only.



# Client Payment Schedule and Online Payment Initiation

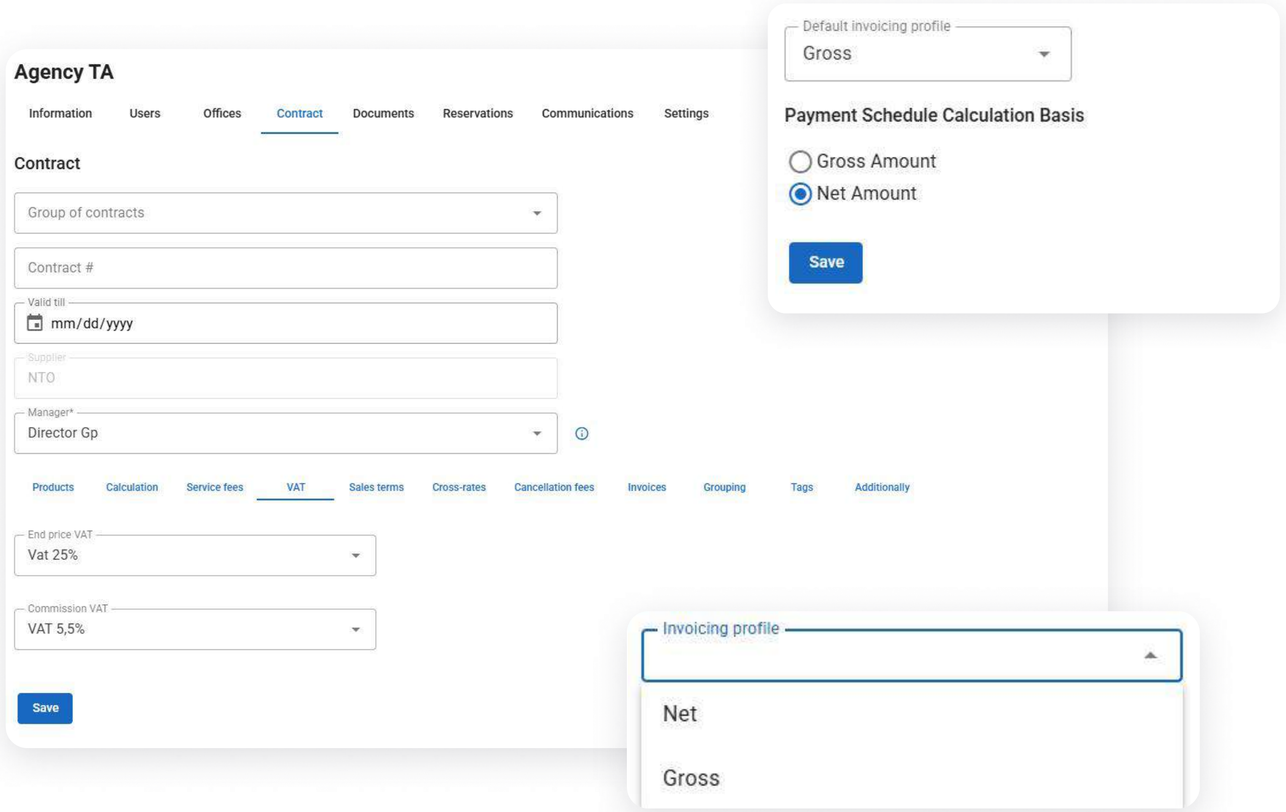
GP Solutions

- Each reservation carries a payment schedule, manual payments and refunds, and a payment summary. Overdue lines are flagged automatically overnight.
- With **Enable Payment Initiation from Payment Schedule** on the contract.
- Travel agents, corporate clients, and B2C customers see the schedule in their **Finances** tab and can pay from it.



# Net/Gross Financial Models and Commission VAT

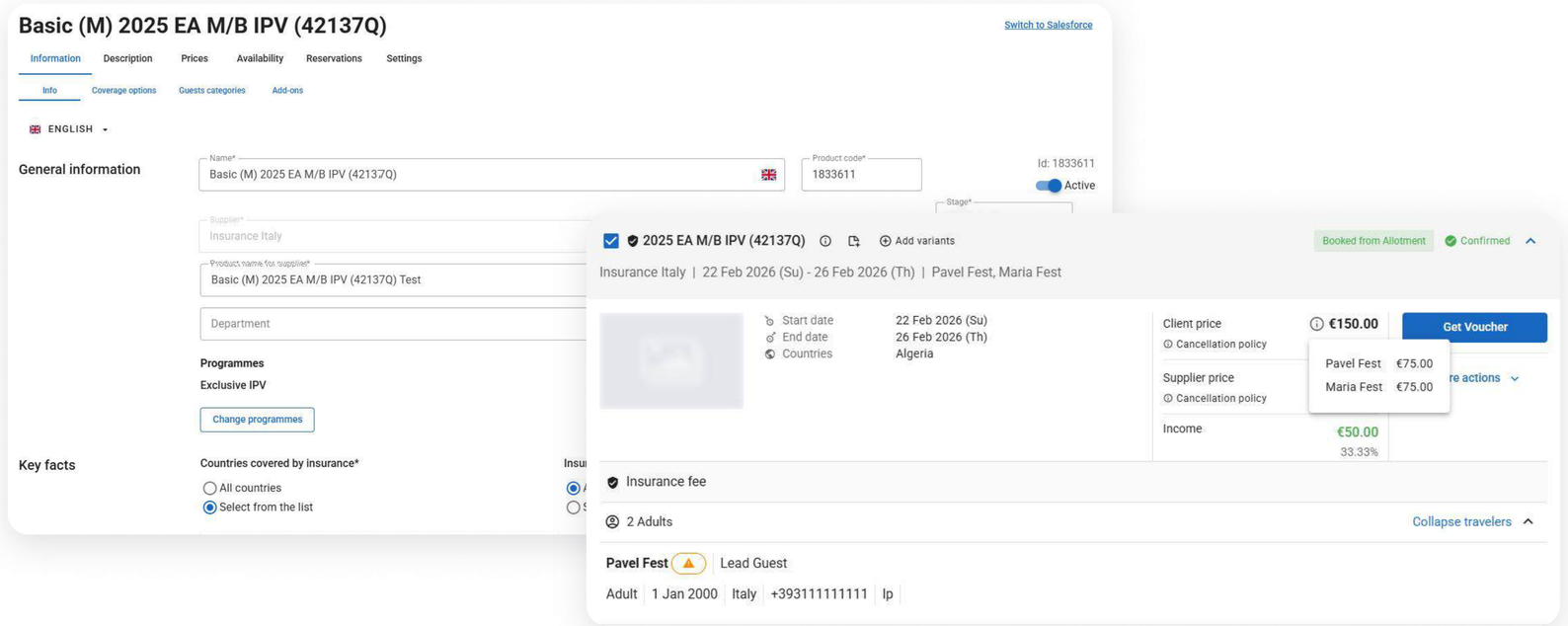
GP Solutions




- Agency reservations now carry a **Net** or **Gross** invoicing profile, and reservation totals show **Commission VAT**.
- With **Enable Invoicing profile** enabled, set the **Default invoicing profile** under **Sales settings → Invoices**. New agency reservations inherit the profile, which can also be changed per reservation.
- The Reservations list includes an **Invoicing profile** filter, and **Commission VAT** appears in the price summary.

# iVeri Payments, Insurance, and Rate Descriptions

GP Solutions



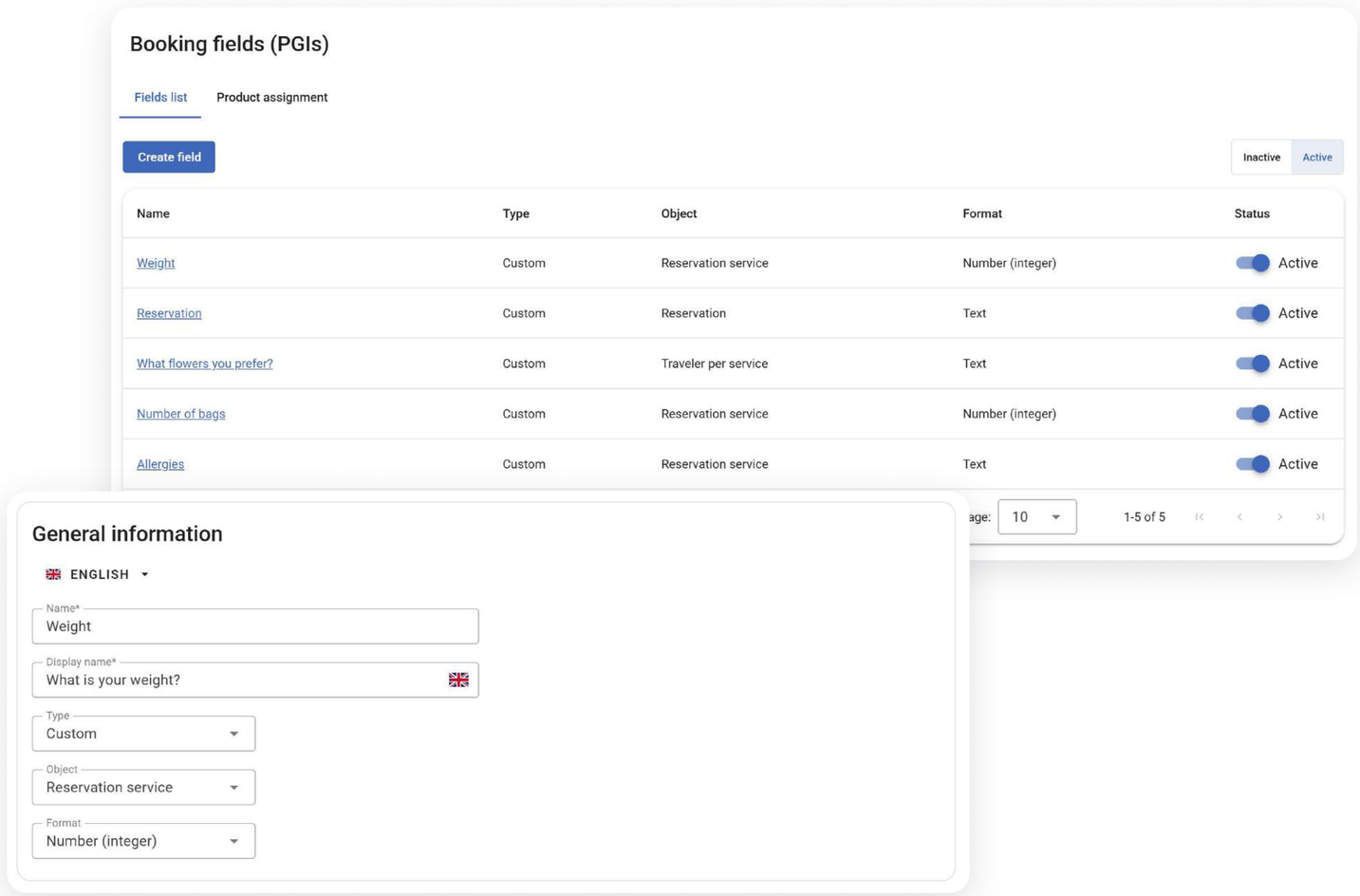

- iVeri Lite card payments are available in South African rand (ZAR). The payer pays on iVeri's hosted page and GP Travel Enterprise records the result.
- Percentage insurance can be calculated on the total price or on the price excluding airline taxes, and the reservation shows insurance per traveler.
- Hotel rate descriptions, including a supplier's resort-fee wording, open in their own **Tariff Description** pop-up in search, booking and the reservation.

# TRAVELERS AND PGI

# Personal General Information (PGI)

GP Solutions

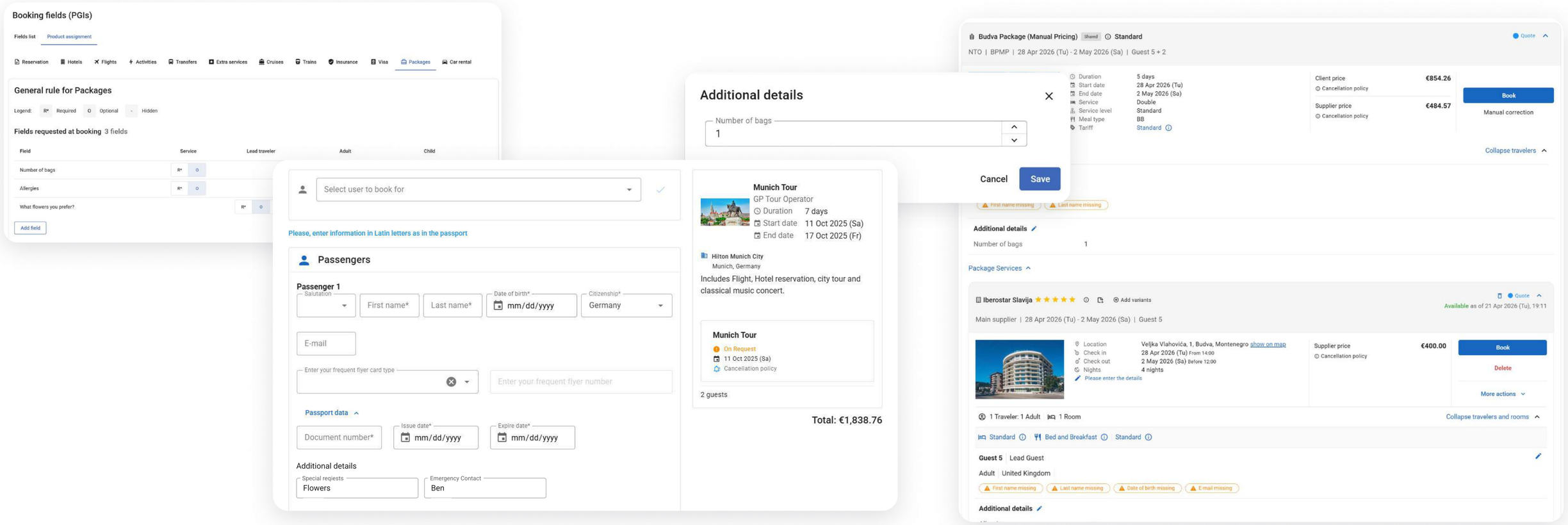
- You can now define custom booking fields for each traveler and for the whole reservation.
- Set up fields such as passport details, dietary needs, or mobility requirements per product type or product, with separate **Required**, **Optional**, and **Hidden** rules for the lead traveler, adults, and children. Fields can also be requested once per reservation.
- Suppliers see the fields for their own services read-only in the extranet and the API, and a mandatory field left empty is flagged in the reservation.



# PGIs for Packages and Components

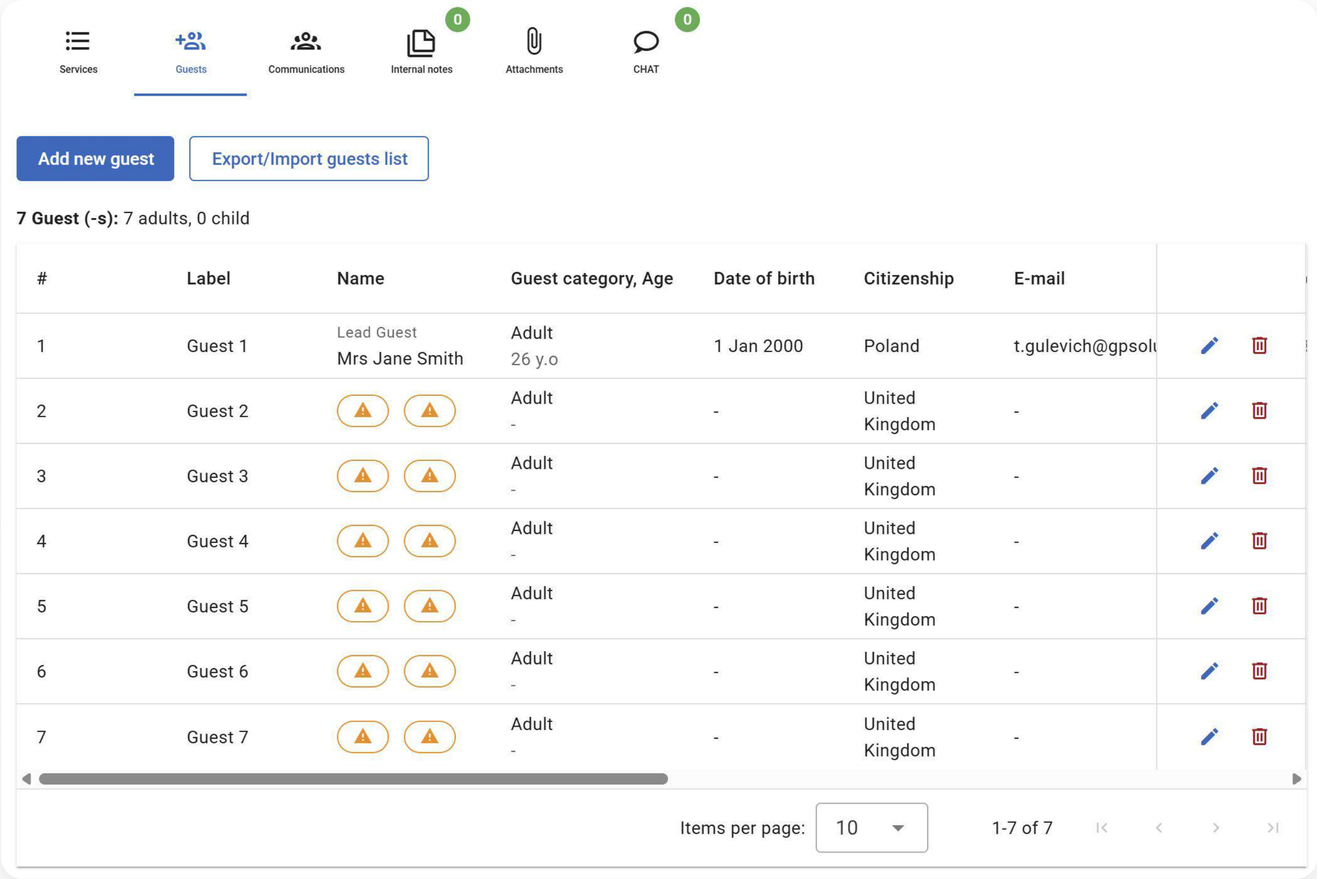
GP Solutions

- Set booking fields on both the package and its components.
- At booking, they are combined into one form, with the strictest rule applied.
- After booking, **Add booking field (PGI)** in **Manage reservation** lets agents add a missing field to a reservation, service, or traveler.



# XLS Import/Export of Travelers

GP Solutions

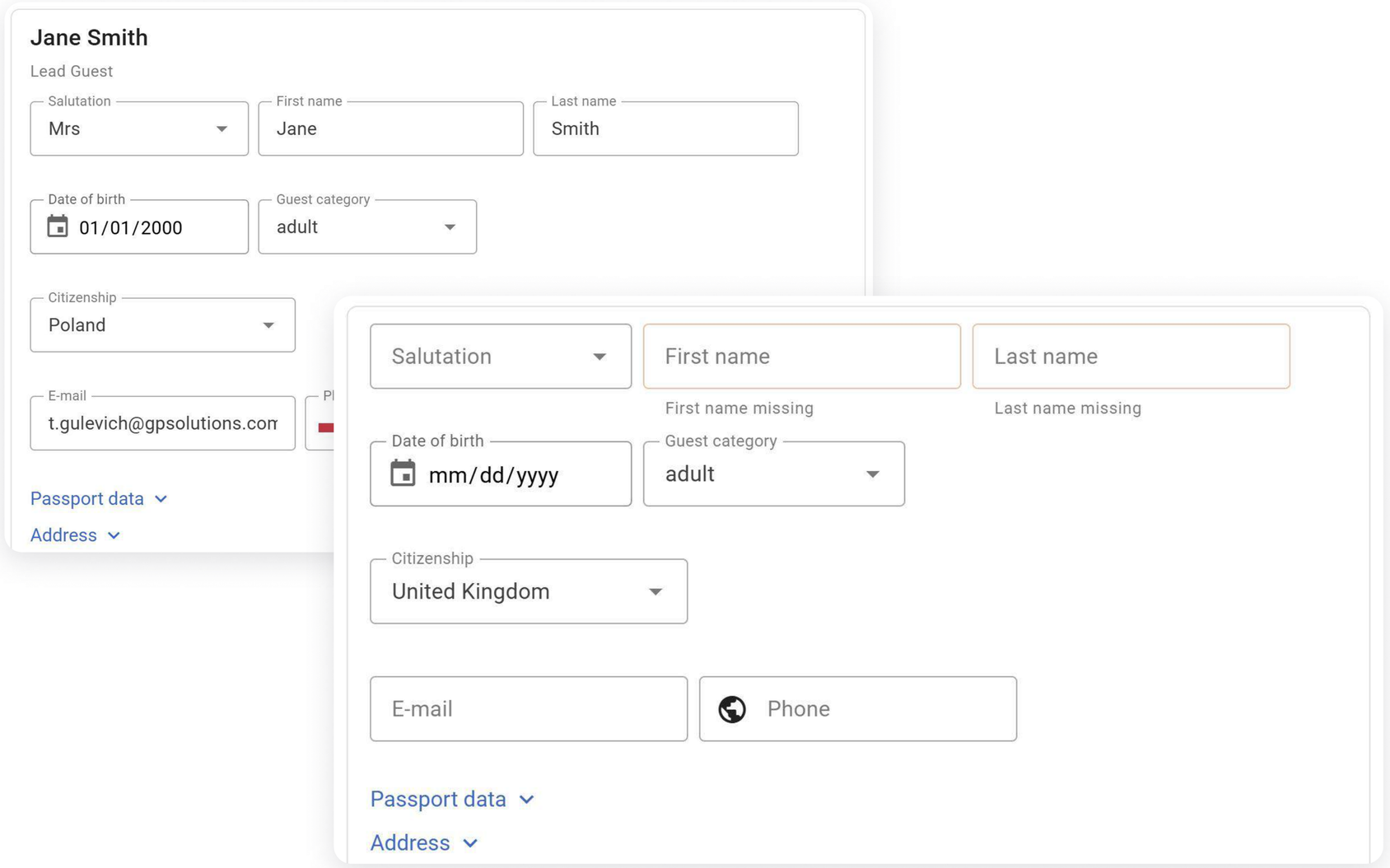



- From the **Travelers** tab, export traveler data and booking fields to Excel, edit the file, and upload it to update or add travelers.
- Agents edit the file and upload it back: rows with a Traveler ID update travelers, new rows create them. Any existing traveler left out of the uploaded file is removed (deactivated) from the reservation.
- Each file is checked before import and rejected as a whole if a name, Traveler ID, or booking-field column is wrong, so no partial data reaches the reservation.

# Guest Details and Lead Guest

GP Solutions

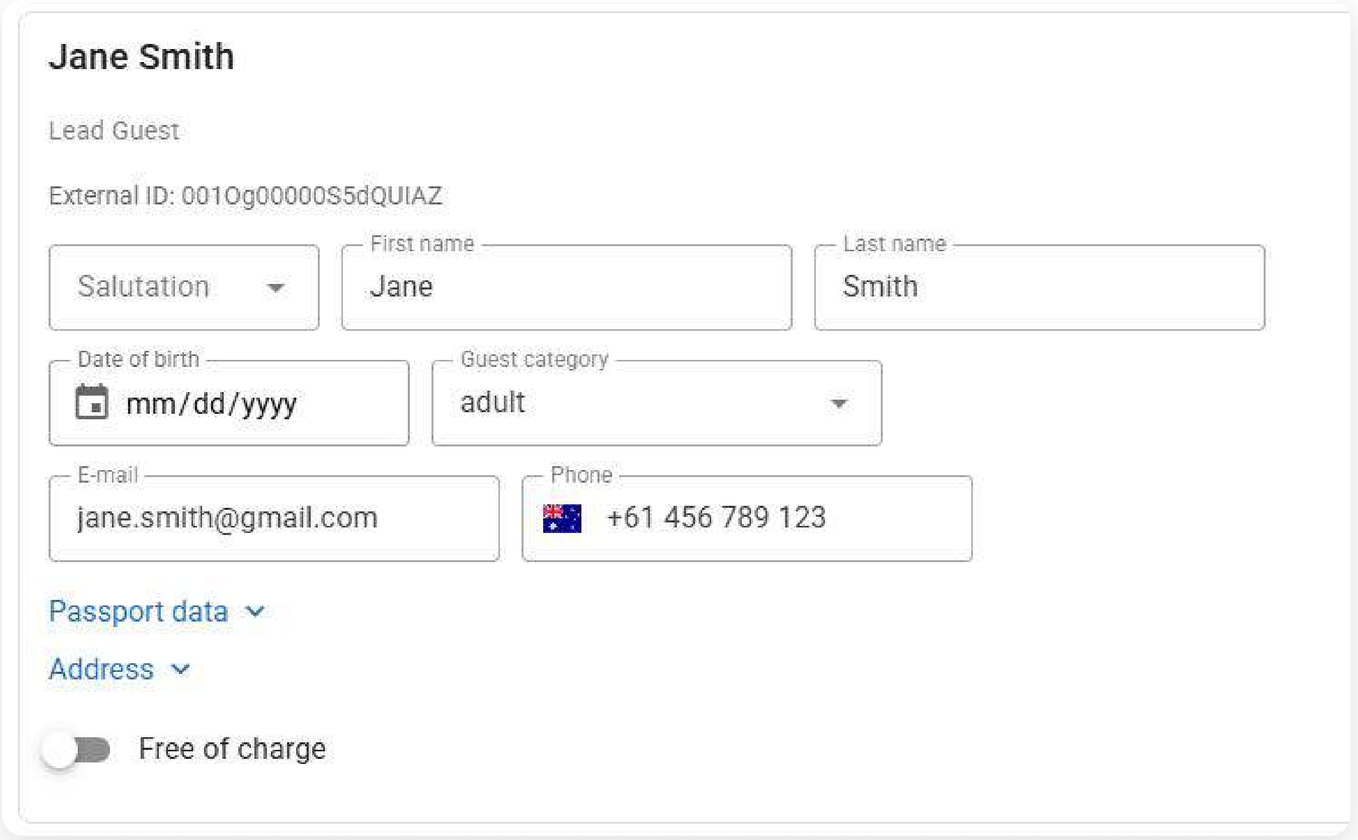
- The first traveler on the Travelers tab is labelled **Lead Guest** in the list and in the traveler form.
- The guest address on the booking form uses Google address suggestions with State/ Province, and shows only the address fields your booking-field settings enable.
- Guests can be added as placeholders without country or citizenship; the API marks unnamed travelers with a read-only dummy flag.



# External ID for Travelers

GP Solutions

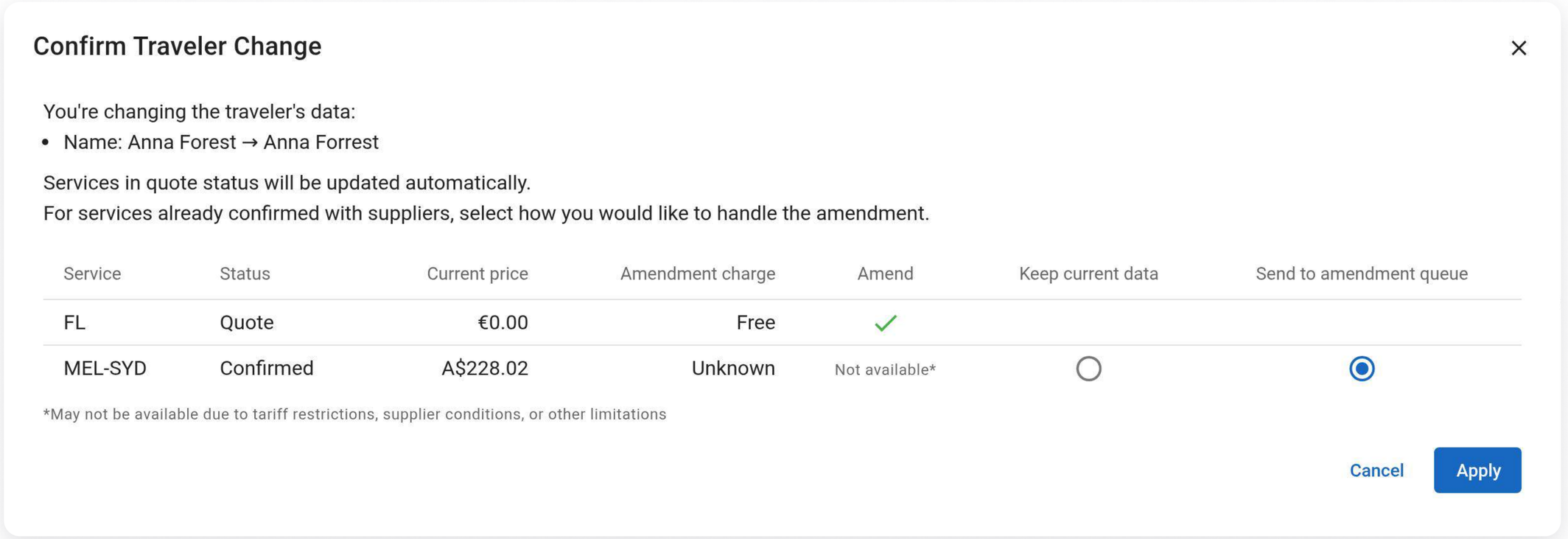
- Each traveler can now store an external ID, such as the traveler's identifier in your external CRM.
- The external ID is stored with the traveler. You can read and write it through the **Reservation Traveler API**, or view and manage it in the traveler form on the reservation.
- Your CRM and GP Travel Enterprise point to the same traveler, so records match without a manual lookup.



# Traveler Changes That Update Linked Services

GP Solutions

- When you edit a traveler, the change can now reach every service that traveler is booked on. GP Travel Enterprise checks each linked service and shows whether it can be amended automatically and what the change would cost.
- The **Confirm Traveler Change** dialog shows old and new values, and for each confirmed service you pick **Amend**, **Send to amendment queue**, or **Keep current data.**
- Anything that can't be completed, or that you send for manual handling, becomes a **Manual update** task for your team.

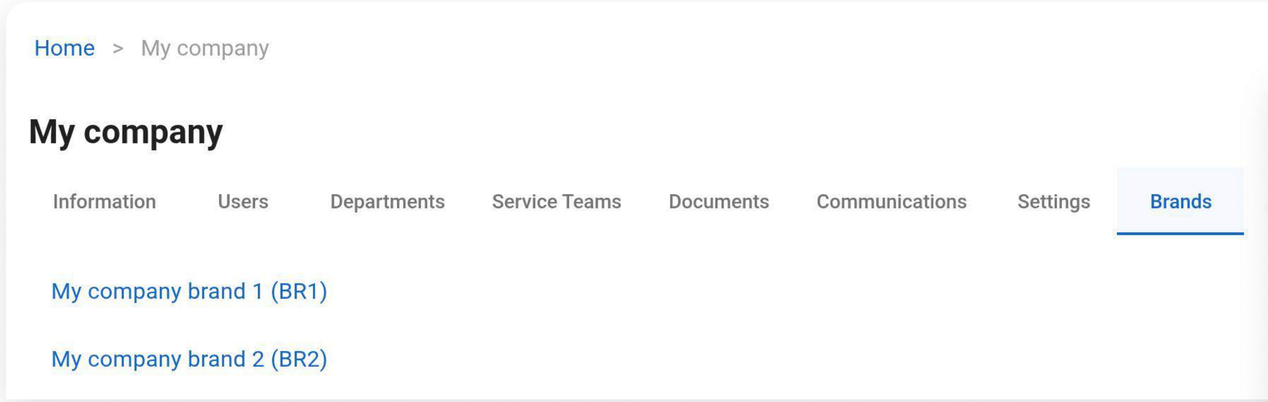


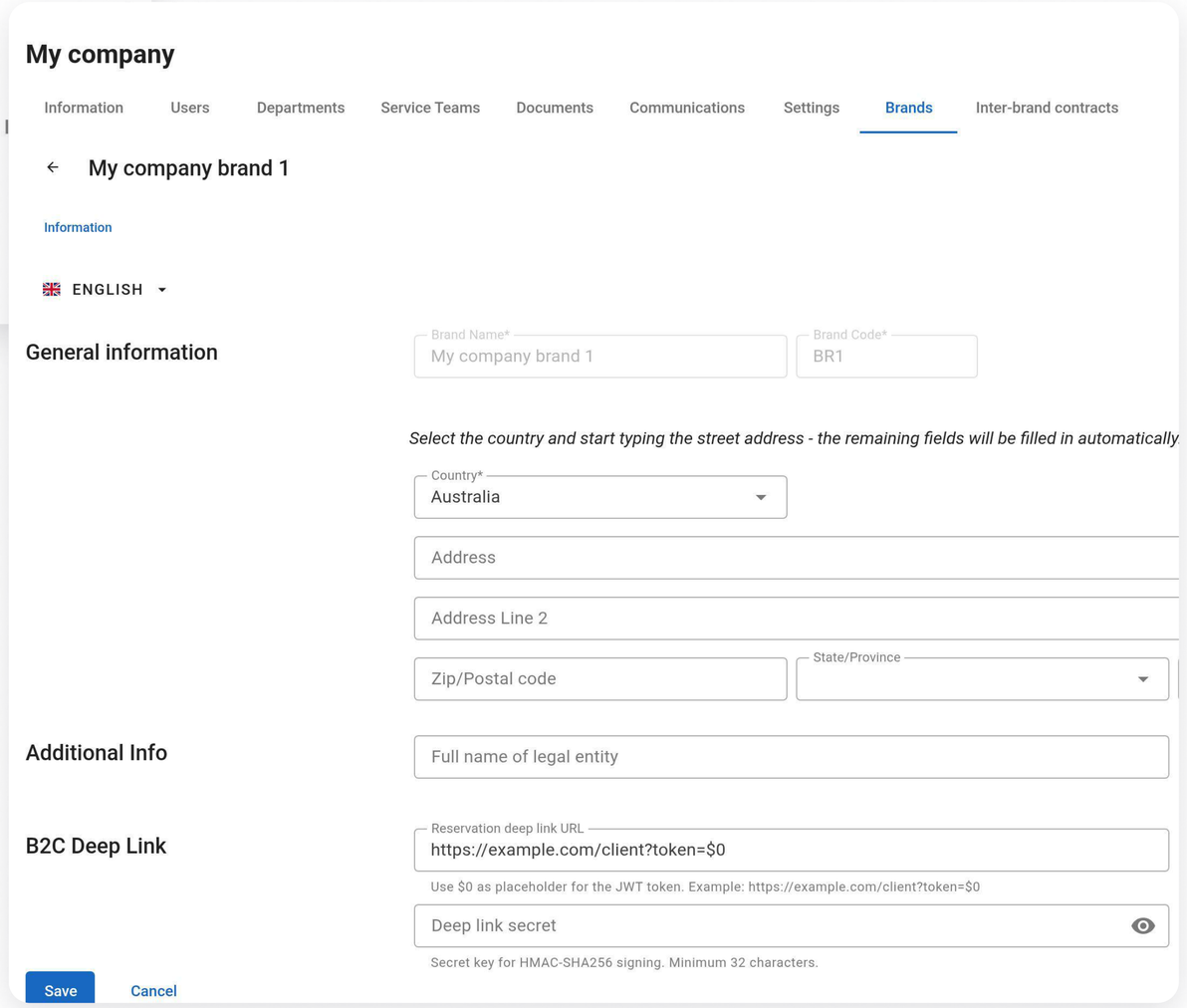
# ORGANIZATION AND ACCESS

Organization and Access

# Multi-branded Company Structure

GP Solutions



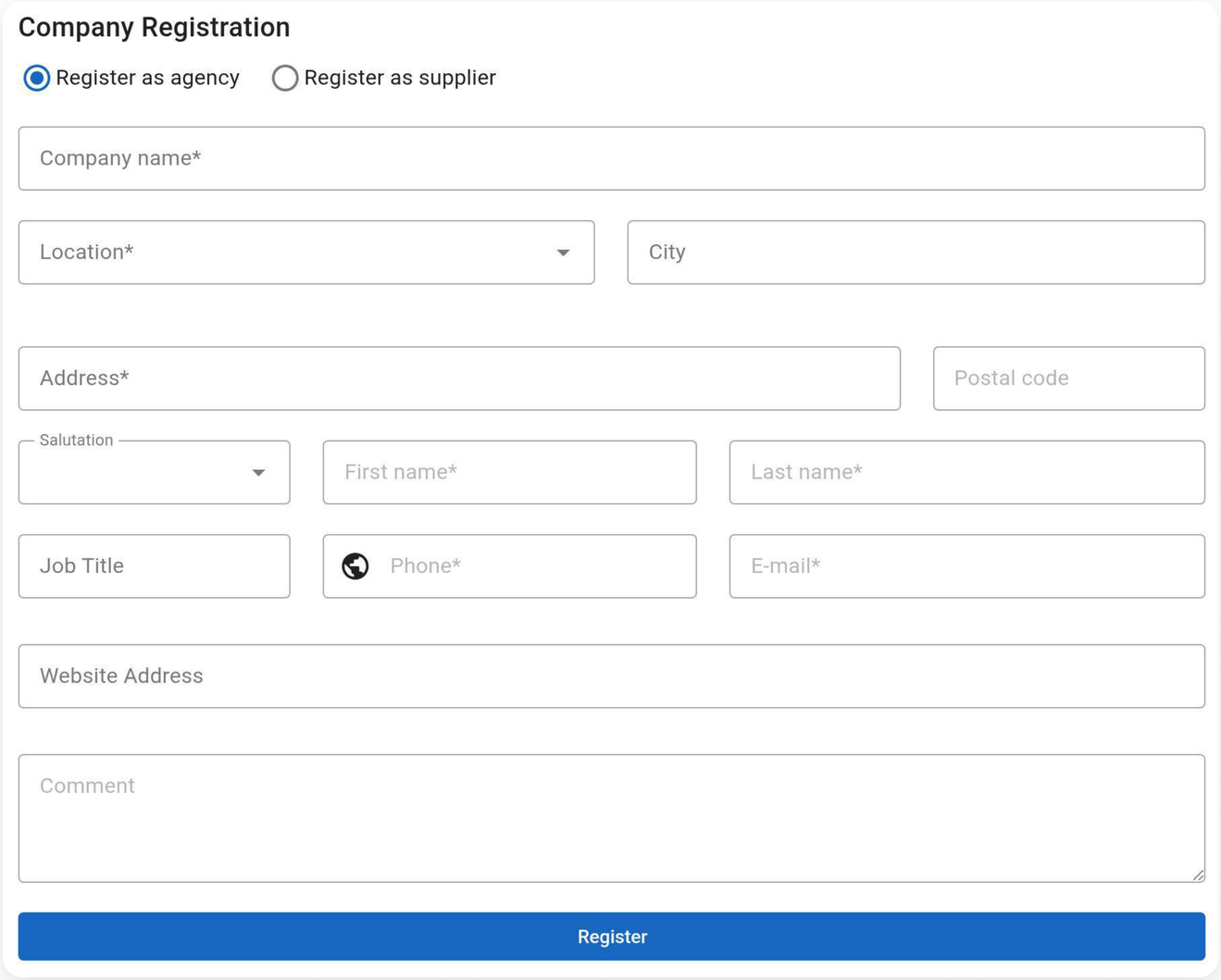




- You can now run several brands inside one GP Travel Enterprise installation, each with its own code, logo, legal name, and address.
- The brand code appears after every reservation number, and a **Brand** column in the **Reservations** list shows the brand at a glance.
- Contracts, users, products, and templates are scoped by brand, and inter-brand contracts link bookings between brands.

# Company Registration Form and Legal Addresses

GP Solutions

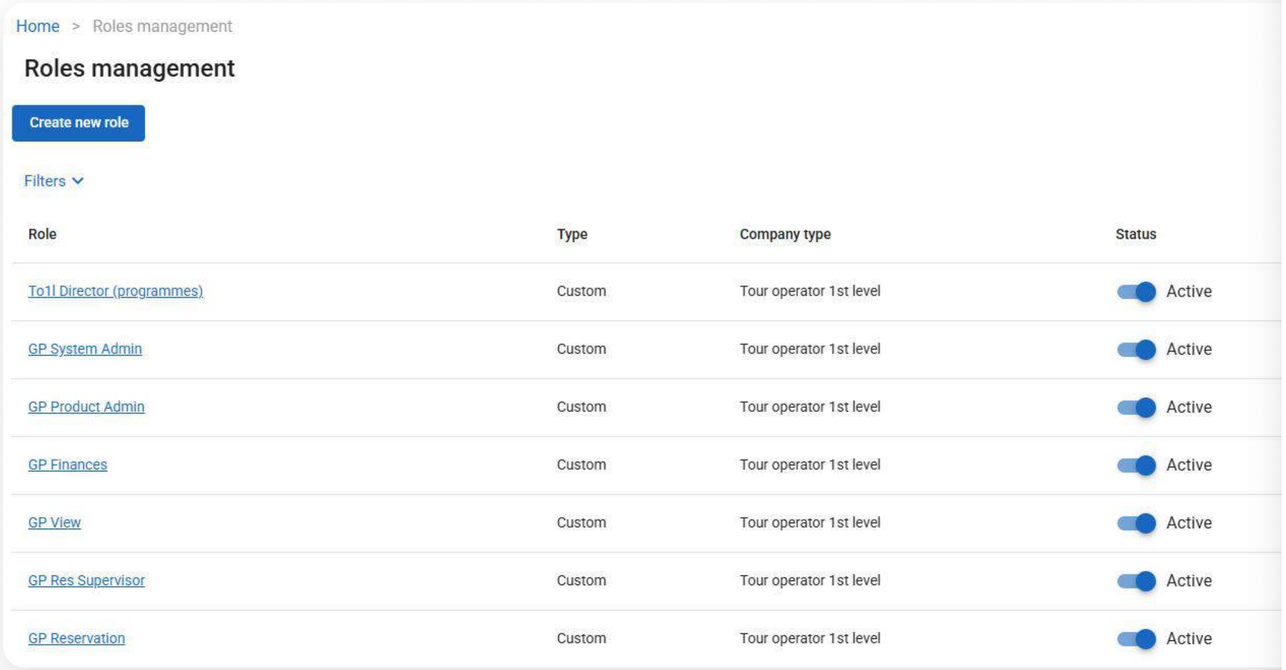
- The company registration form now asks for more details.
- The form adds optional **Job Title** and **Website Address** fields and, for European countries, **VAT Registration Number**. The job title is stored on the company and available to email placeholders. Company and office addresses, physical and legal, now use a country-first form.
- Your sales team qualifies new sign-ups with the details it needs, and your finance team gets VAT numbers at registration instead of chasing them later.

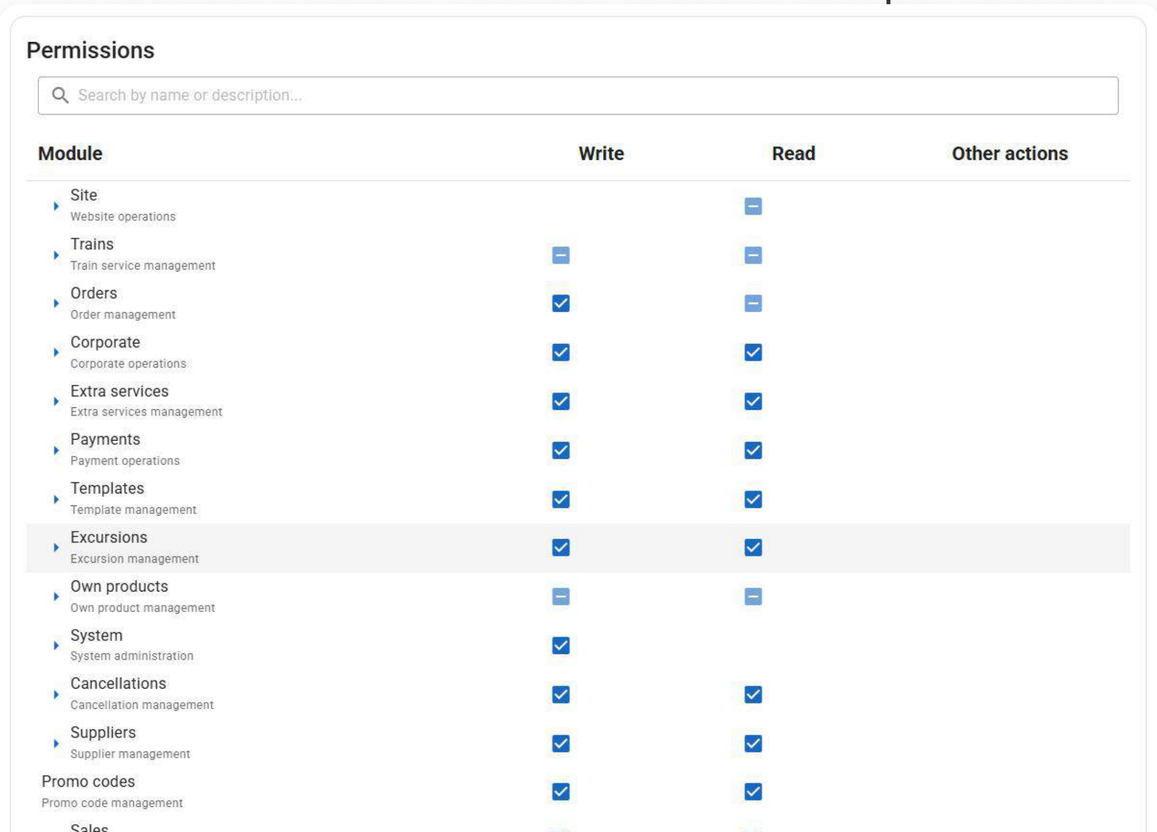


# User Roles, Permissions, and Agency Groups

GP Solutions

- Screens and actions in the web interface are now controlled by named permissions assigned to roles, replacing fixed built-in role checks.
- Administrators build custom roles in **Roles management**. New permissions cover brands, markup rule sets, service teams, and changing a reservation's manager.
- Agencies, tour operators, and corporate clients can be classified by group and sub-group of companies, chosen from dictionaries and used in reservation filters and reports.



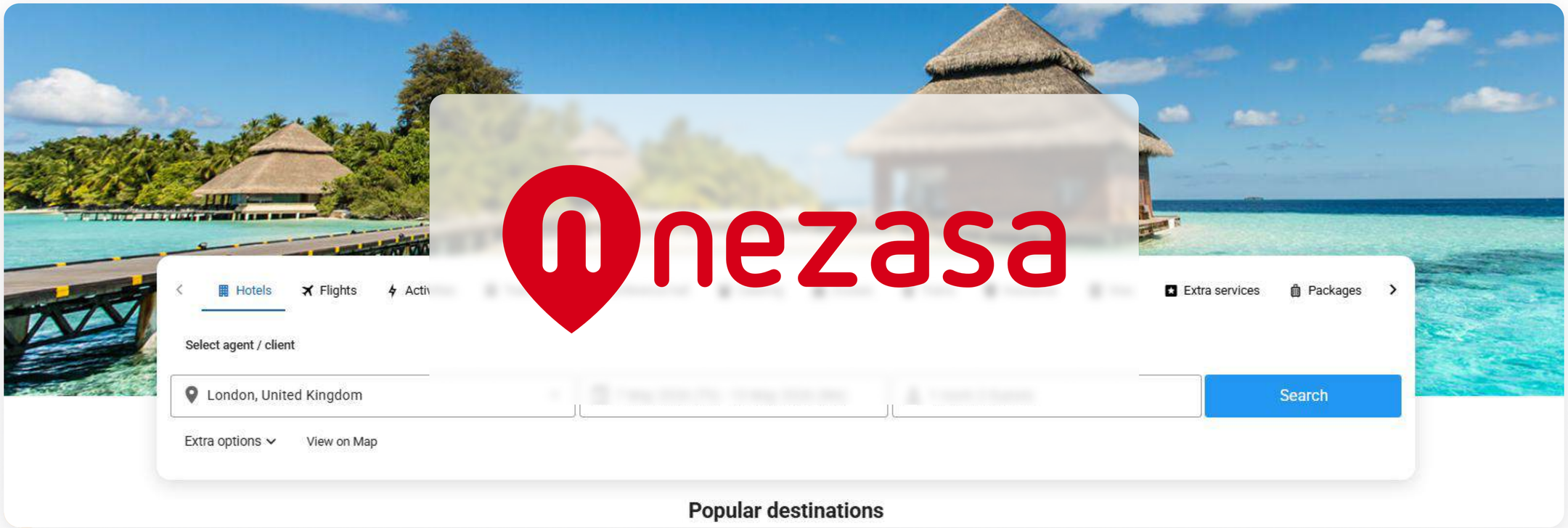



# CONNECTIVITY AND INTEGRATIONS

# Nezasa: Your Content in TripBuilder

GP Solutions

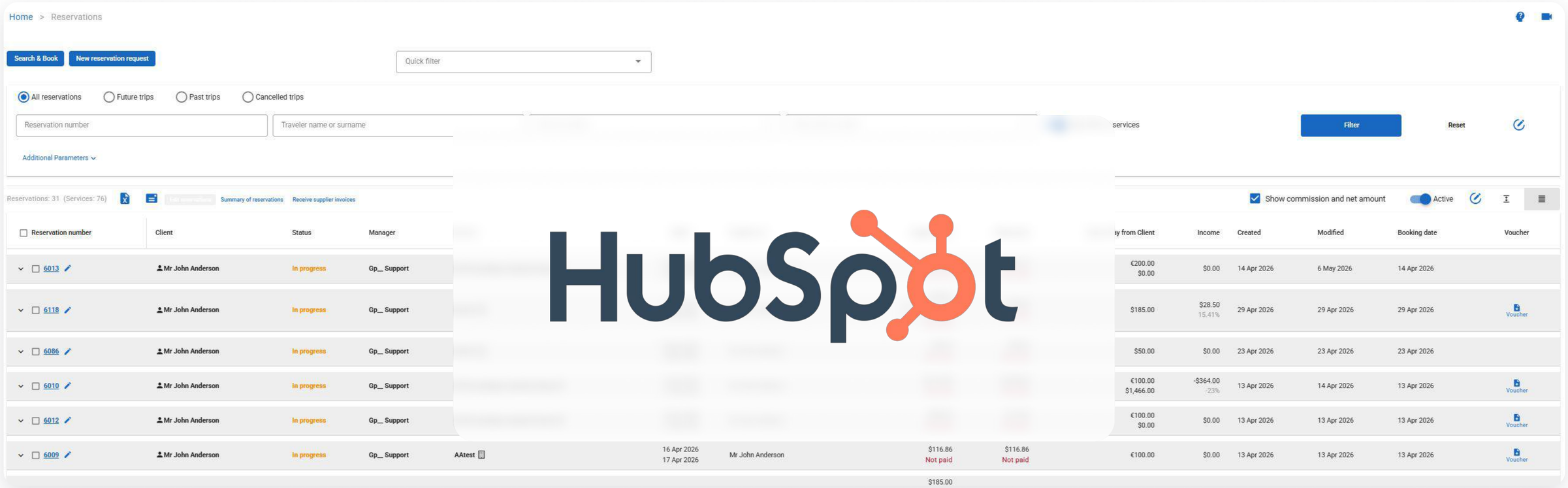
- Travel agents in Nezasa TripBuilder can now book your hotels, activities, ground transfers, and charter flights from GP Travel Enterprise.
- Through the Nezasa connector, TripBuilder searches live offers, re-checks availability, books, and cancels, and each booking becomes a normal reservation in GP Travel Enterprise.



Connectivity and Integrations

# HubSpot CRM Sync

GP Solutions




- Companies, contacts, and reservations now sync between GP Travel Enterprise and HubSpot.
- Companies, company users, and private clients sync in both directions, the most recent change wins, and only HubSpot records marked **Gp Sync** take part. Each reservation creates a HubSpot deal with its vouchers merged into one PDF, plus a reservation record per service that updates as the booking changes.
- Sync errors are emailed to support, and validation errors also go to a contact on your side.

Connectivity and Integrations

# Oracle E-Business Suite Export

GP Solutions




- Financial data from GP Travel Enterprise now goes to Oracle E-Business Suite every night.
- It covers customer receipts, commission invoices once an order is fully paid, customer and supplier invoices on the departure date, and cancellations.
- The order API gains customer payment-date filters, and finance closes the books with less manual data movement.

# eMinds Suppliers

GP Solutions

- eMinds connects through the Hub as a source of activities, transfers, car rental and hotels, including Opentours, TeamAmerica and 15 hotel suppliers.
- Activity bookings carry a pick-up hotel or address, and transfer bookings include the supplier's own questions and alternative airports.
- Tour operator users see each offer as **<supplier> (via eMinds)**, so agents know the real operator behind it.



Connectivity and Integrations

# Travelport Flights

GP Solutions

- You can now book Travelport flights in GP Travel Enterprise.
- Search Travelport flights with fare rules, baggage, and branded fares, and book with seat selection. Ticketing, cancellation, and changes are handled outside GP Travel Enterprise.
- Your flight desk keeps one search and booking flow across flight sources.

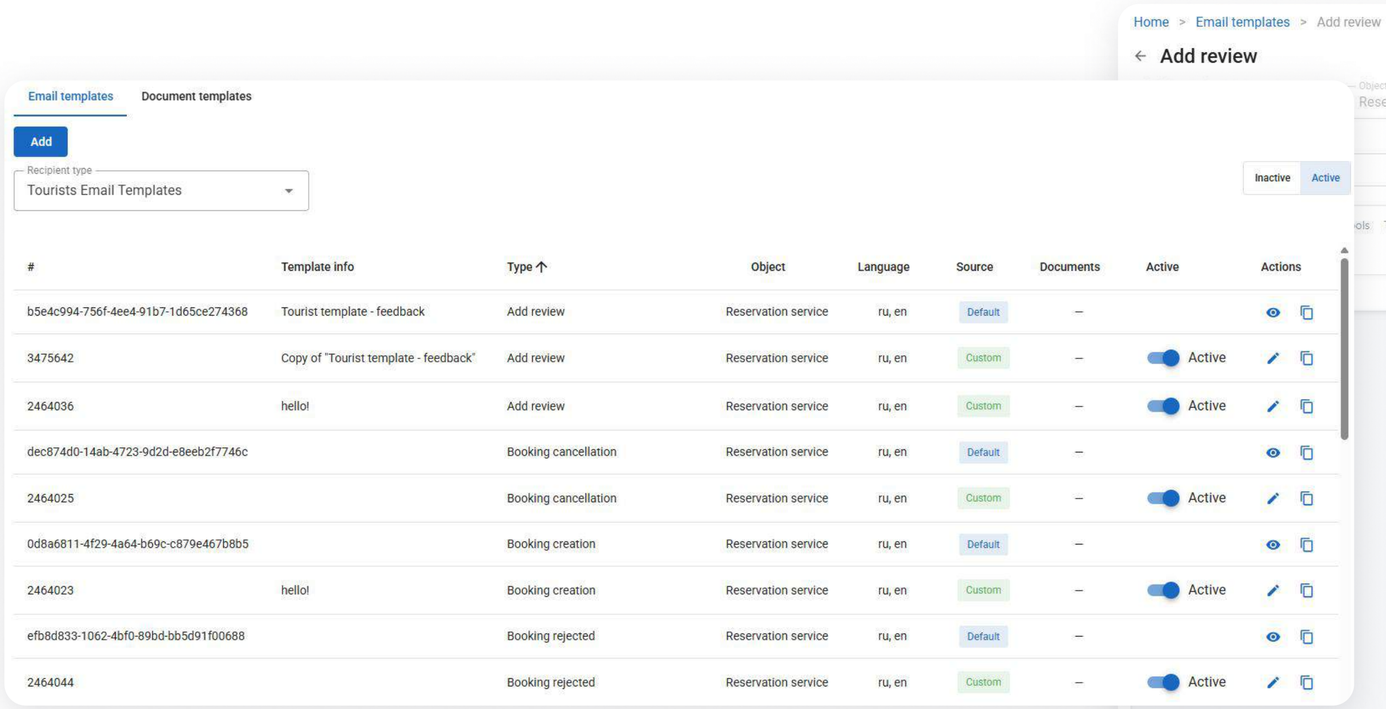


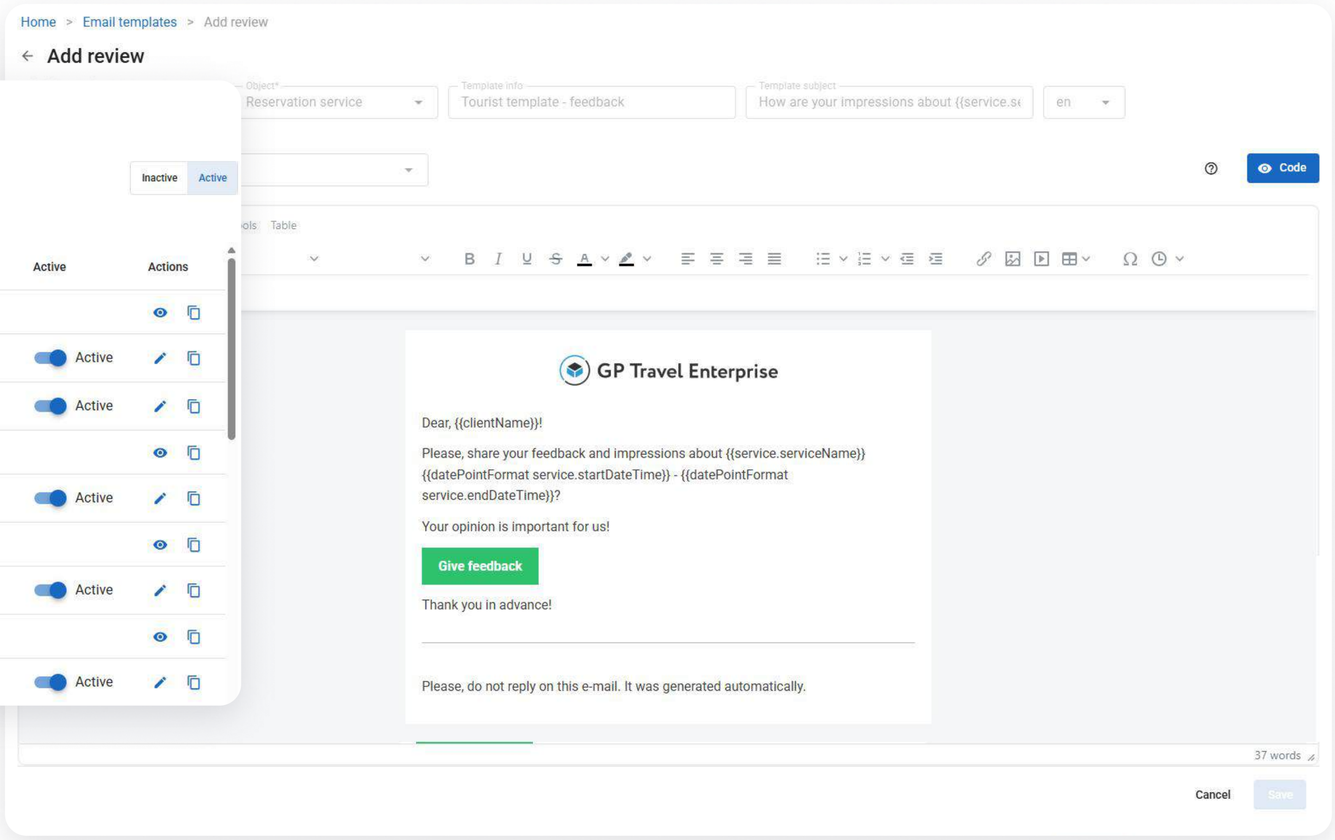
# EMAIL AND DOCUMENT AUTOMATION

# Templates with Dynamic Placeholders

GP Solutions

- You can now copy the default email and document templates and edit your own versions.
- Use the **Placeholders** panel, which provides fields from models such as orders, services, travelers, companies, and payment schedules.
- Emails go out through the email queue, and each sent email is saved with its attachments in the reservation's **Communications**.



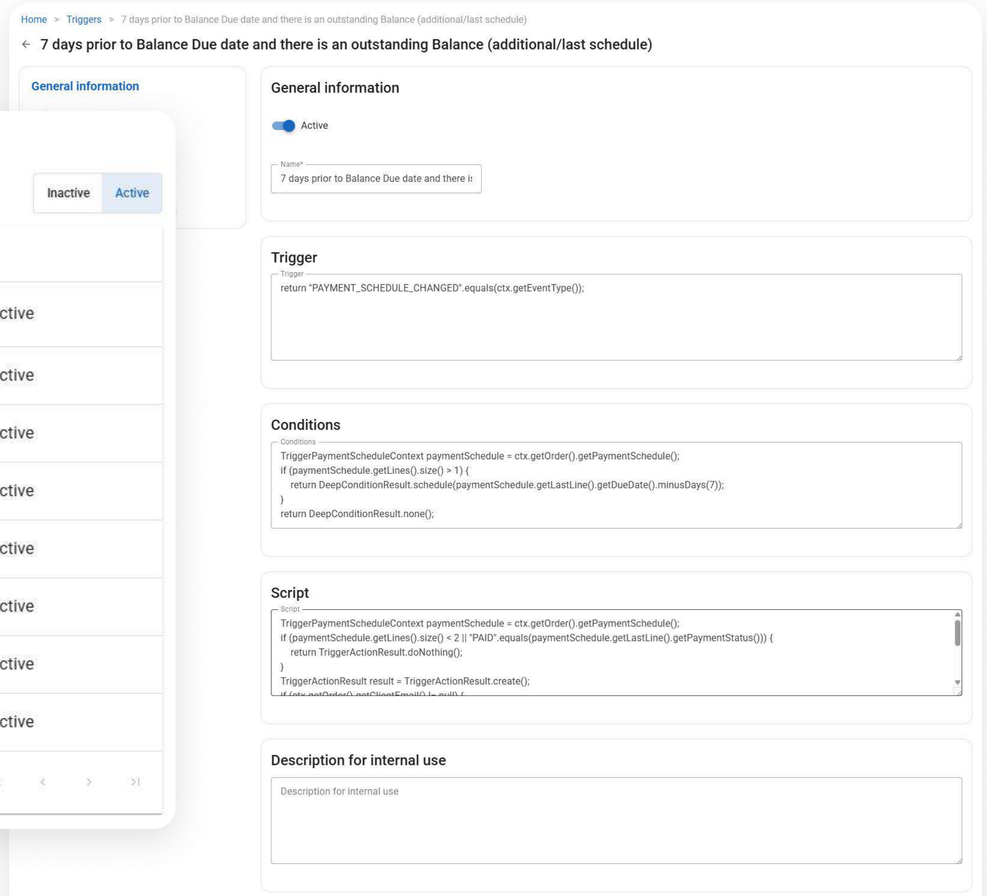



# Automated Email Triggers

GP Solutions

- Emails can now go out automatically when something happens on a reservation.
- Triggers can respond to reservation changes, payments, and payment-schedule updates and schedule emails around trip or payment dates.
- They can also check whether booking fields are complete, with each trigger run logged.

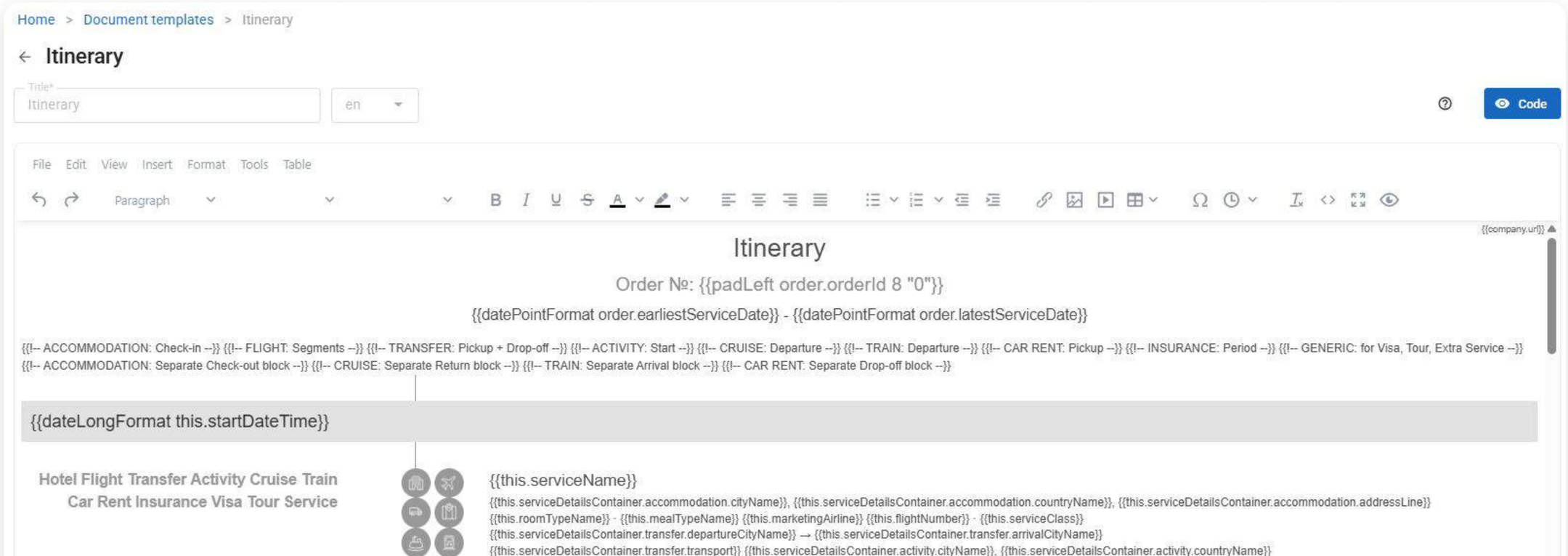


# Branded Templates, Itinerary, and Communications

GP Solutions

- On multi-brand installations, email and document templates carry a brand, and each reservation offers only its own brand's templates.
- A new standard **Itinerary** template replaces the old built-in itinerary PDF, and an installation can use its own branded version.
- Emails can include a signed link to the reservation's online itinerary on the brand's B2C site, and Communications accept up to 10 attachments of 5 MB each.



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# Your Opinion Matters

We'd like to hear what works, what's missing, and what to build next.

Send your questions, feedback, and suggestions to our e-mail address **gpte@software.travel** with “**Release 12.0-12.3 feedback**” in the subject line.

# Thank you!

Your global partner for enterprise travel software