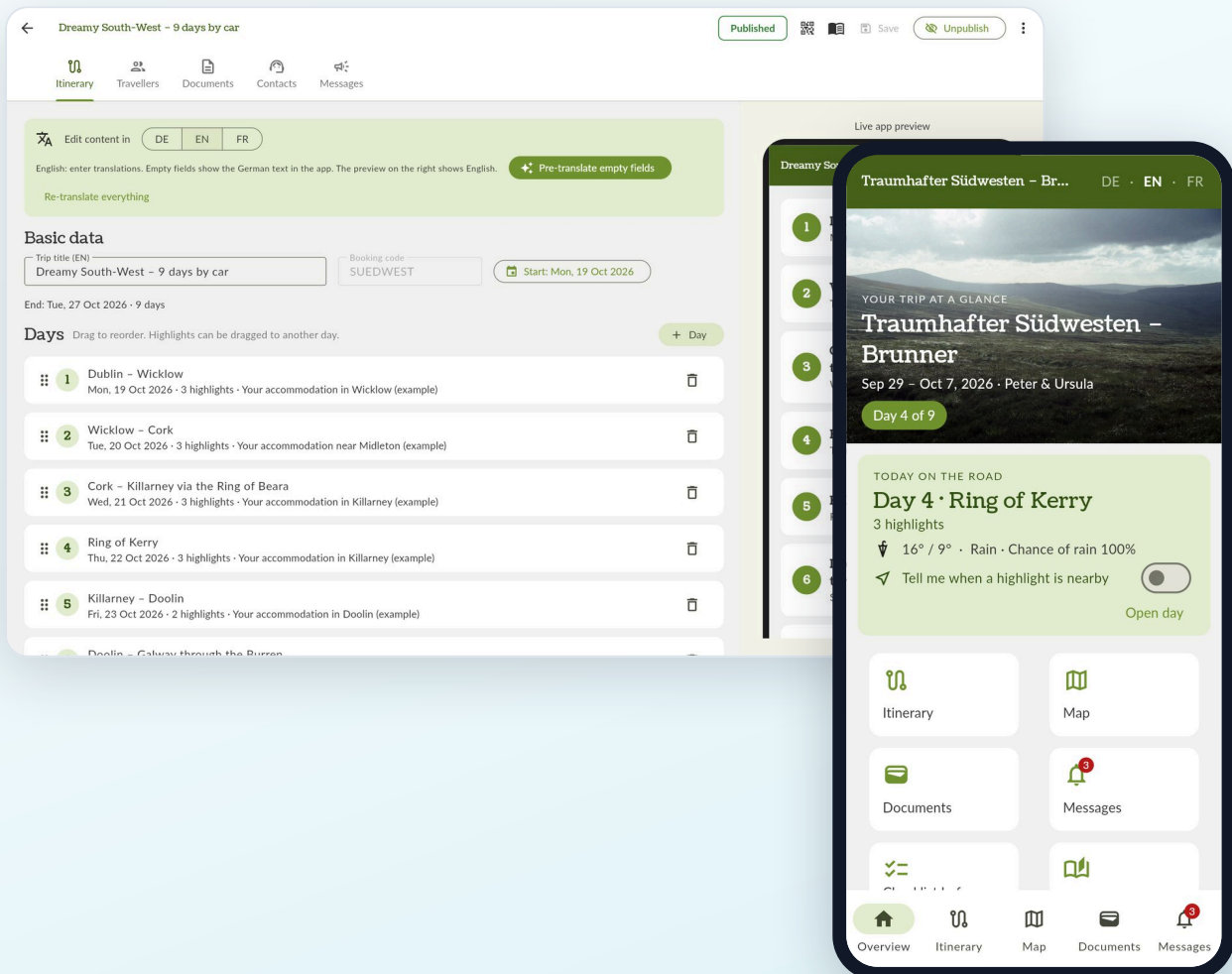




CloverTrip – User Manual

Backoffice, travel app and integrations

For tour operators, their team and their travellers



Version 1.0.2 • Last updated: 2 October 2026

HIH Digital • clovertrip.com

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Welcome to CloverTrip

CloverTrip is the digital travel companion for self-drive and round trips. You plan the trip once in the **Backoffice** – your customers then have all of it in the **travel app** on their phone: daily programme, maps, hotels, documents and emergency numbers, even without internet.

This manual explains every feature step by step. It has three parts:

- **Part A – Backoffice:** for your team in the office (creating, translating and publishing trips, sending messages, analytics).

- **Part B – Import and integrations:** bringing in trips from Excel, CSV, JSON or Destinationbook and connecting your own booking system.
- **Part C – Travel app:** for your travellers (you can also pass this part on to your customers).

The key terms

Term	Meaning
Booking / trip	A specific trip for specific travellers with a fixed start date.
Template	A sample trip without travellers. You use it to create new bookings in a few clicks.
Booking code	The personal code of a booking (e.g. WEBER-0527). Travellers use it to open their trip in the app – by typing it in, scanning a QR code or tapping a link.
Draft	Work in progress. Travellers cannot see the trip yet.
Published	Visible to travellers in the app.
Archived	Completed and taken out of day-to-day use. Travellers no longer see the trip.
Highlight	A sight, restaurant, pub or insider tip on a travel day – with a map point, text and photo.
Roadbook	The travel booklet as a PDF, created automatically from the trip data.

Languages

- The **Backoffice interface** is available in German, English and French.
- The **travel app** is available in German, English and French. Travellers can switch the language at any time at the top right.
- You write **trip content** in German; English and French can be pre-translated automatically and then checked by hand.

Note: The pictures in this manual show the sample trip “Traumhafter Südwesten” by the tour operator shamrock-reisen. The colours and logo of your app may differ.

Quick start: a trip in ten steps

1. Sign in to the Backoffice (chapter 1).
2. Under **Bookings**, click **From template**, choose a template, enter the title and arrival date, then **Create**.
3. In the **Itinerary** tab, check or adjust the days, hotels and highlights.
4. In the **Travellers** tab, enter the travellers’ names and **Save**.
5. In the **Documents** tab, upload vouchers and tickets and assign them to days or people.
6. In the **Contacts** tab, check your service and emergency numbers.
7. Switch to **EN** or **FR** at the top and choose **Pre-translate empty fields** – check briefly, then **Save**.

8. Use the book icon to view the **Roadbook**.
9. **Publish** – from now on the travellers can see the trip.
10. Use the QR icon to copy the **Booking code** or print the QR code in the travel documents.

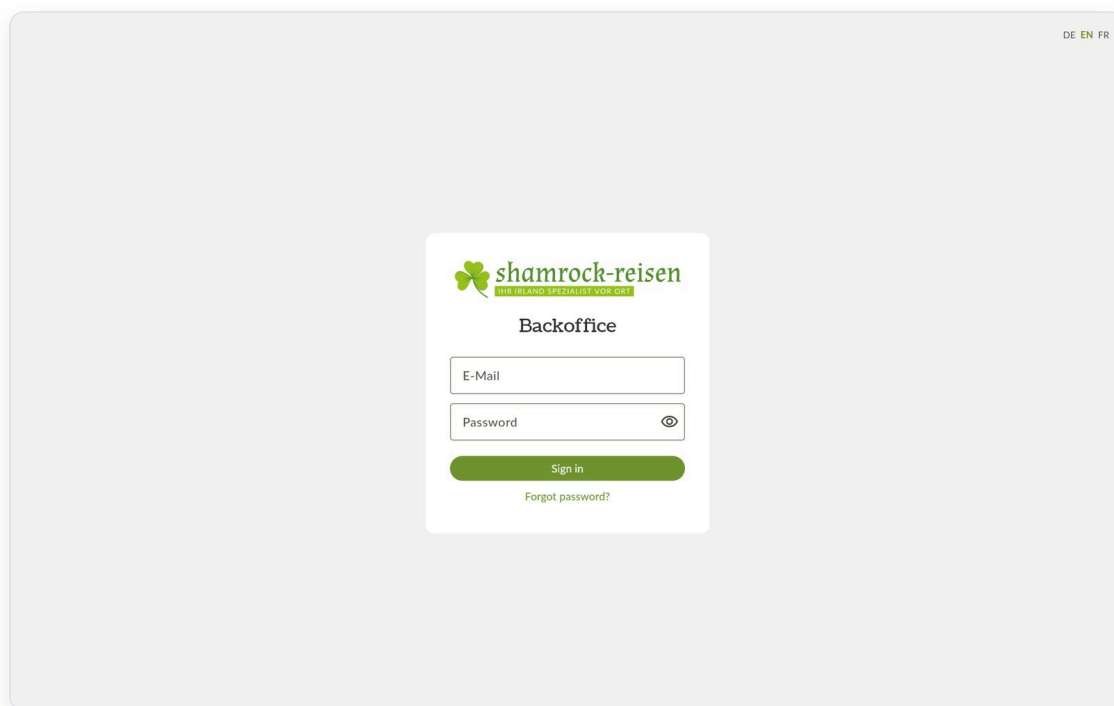
Lots of bookings at once? Then read chapter 13 “Importing trips”.

Part A – Backoffice

1. Signing in and basics

1.1 Signing in

Open your Backoffice address in your browser (e.g. <https://api.reisen.hihdigital.com/backoffice/>). We recommend current versions of Chrome, Edge, Firefox or Safari on a computer.



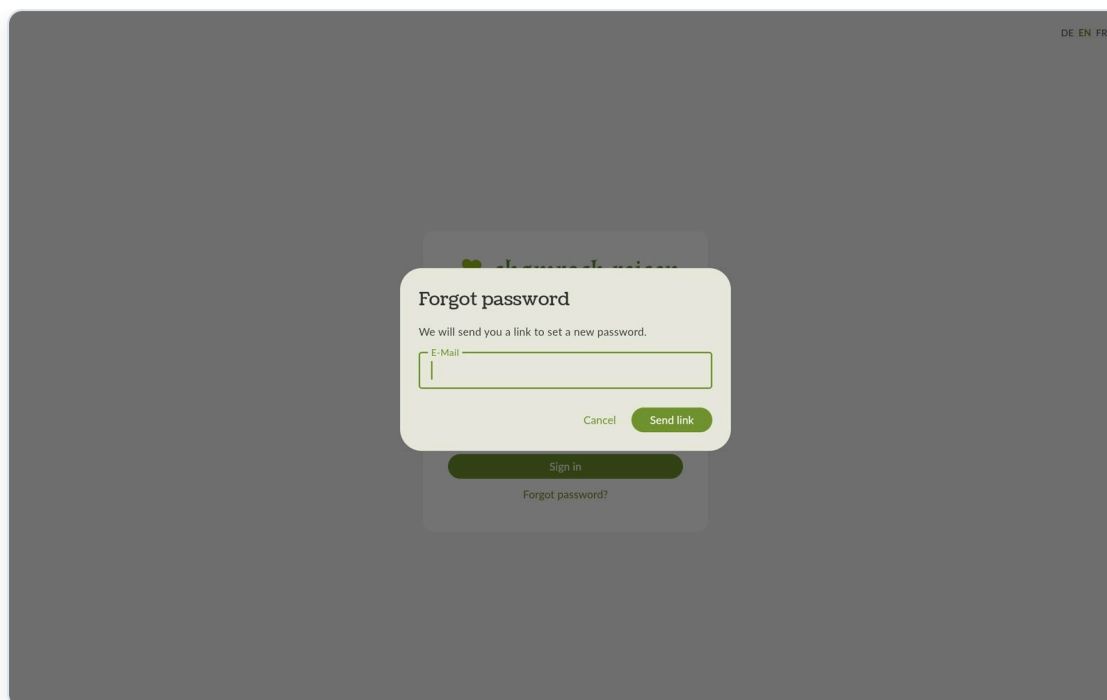
Backoffice sign-in page

1. Enter your **Email** and **Password**.
2. Click **Sign in** or press Enter.
3. The eye icon in the password field shows the password so you can check it.

At the top right you choose the interface language (**DE** • **EN** • **FR**). The Backoffice remembers your choice.

1.2 Forgot password

1. On the sign-in page, choose **Forgot password?**.
2. Enter your email address and choose **Send link**.
3. Click the link in the email. The link is valid for **60 minutes** – please also check your spam folder.
4. Enter the **New password** twice and choose **Save password**.

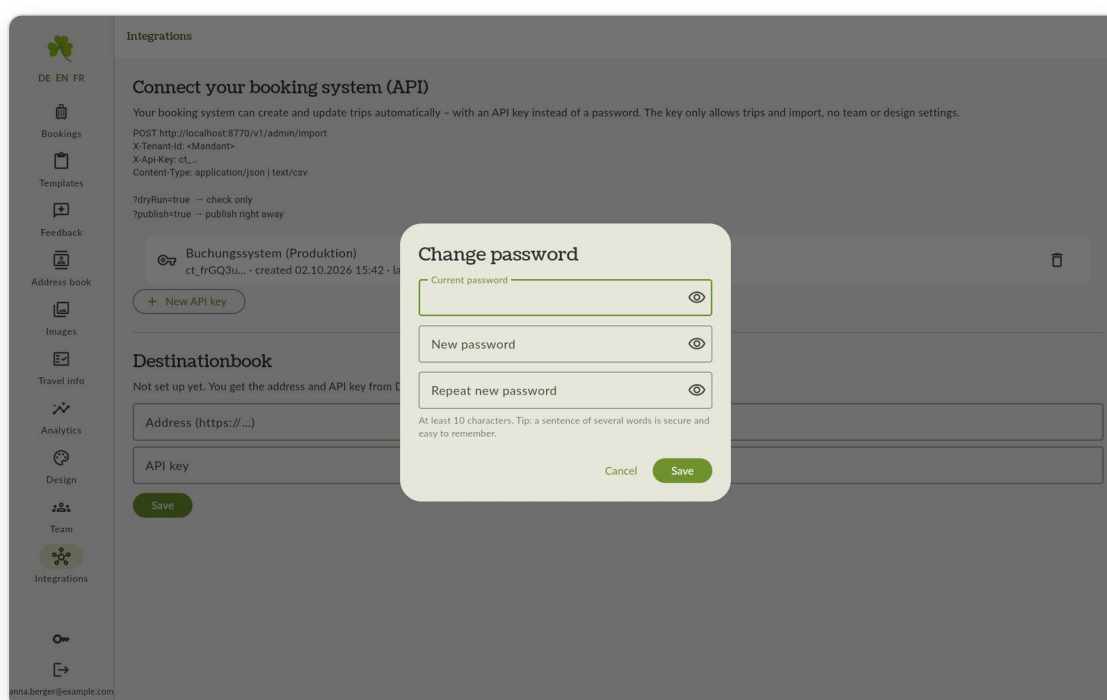


Forgot password

Tip: A password needs at least 10 characters. A sentence of several words is secure and easy to remember.

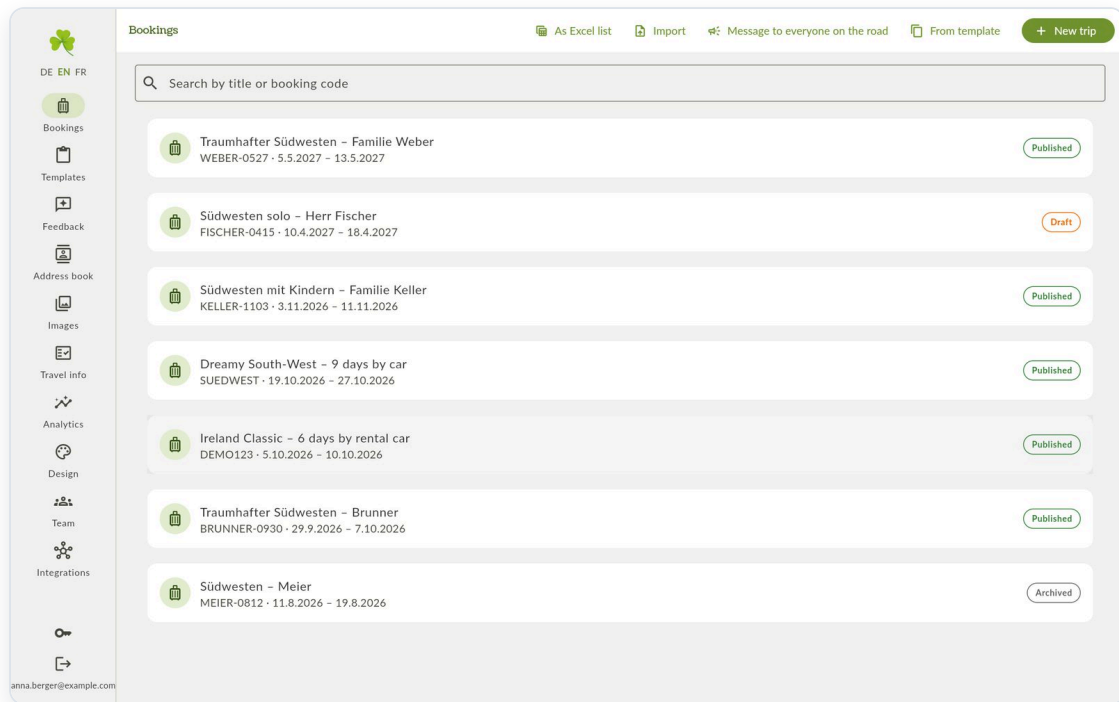
1.3 Changing your password

At the bottom of the left-hand bar, choose the **key icon (Change password)**, enter your current and new password, then **Save**.



Change password

1.4 How the Backoffice is organised



The “Bookings” start page with the navigation bar on the left

You will find the navigation on the left:

Menu item	What for?
Bookings	All your customers' trips
Templates	Sample trips for new bookings
Feedback	Ratings from travellers
Address book	Hotels, partners and rental car stations
Images	Your image library
Travel info	Checklist and emergency numbers for all trips
Analytics	How often the app is used
Design	Colours and font of the app
Team	Invite colleagues (Administration only)
Integrations	API keys and Destinationbook (Administration only)

At the very bottom: **Change password**, **Sign out** and the email address you are signed in with.

Note: The interface language does not change any trip content. You choose which language you are editing in the trip editor (chapter 3.3).

1.5 Roles

Role	Can do
Administration	Everything – including managing team, design and integrations and deleting trips
Trip planning	Create, edit and publish trips
Customer service	View only, e.g. for questions on the phone

Only people with the Administration role can see the **Team** and **Integrations** menu items. People who may only view still see all the buttons – but the server rejects any changes.

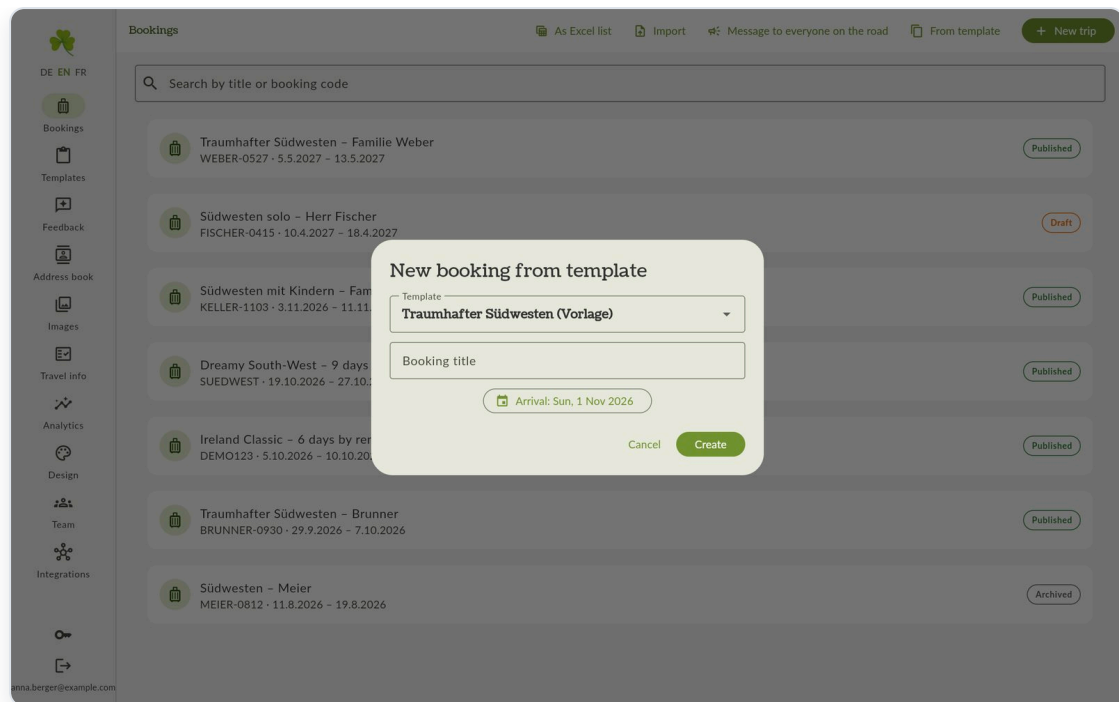
2. Bookings

Under **Bookings** you see all trips. Each card shows the title, booking code, travel dates and the status (**Draft**, **Published**, **Archived**). One click opens the trip in the editor.

- **Search:** search by title or booking code in the search field – the list filters straight away.
- **As Excel list:** downloads all bookings as a list (CSV file, opens in Excel).
- **Import:** bring in trips from files or Destinationbook (chapter 13).
- **Message to everyone on the road:** one message to all trips that are on the road today (chapter 8.2).
- **From template:** a new booking from a template.
- **New trip:** create an empty trip from scratch.

2.1 New booking from a template

The quickest way to a new trip.



New booking from template

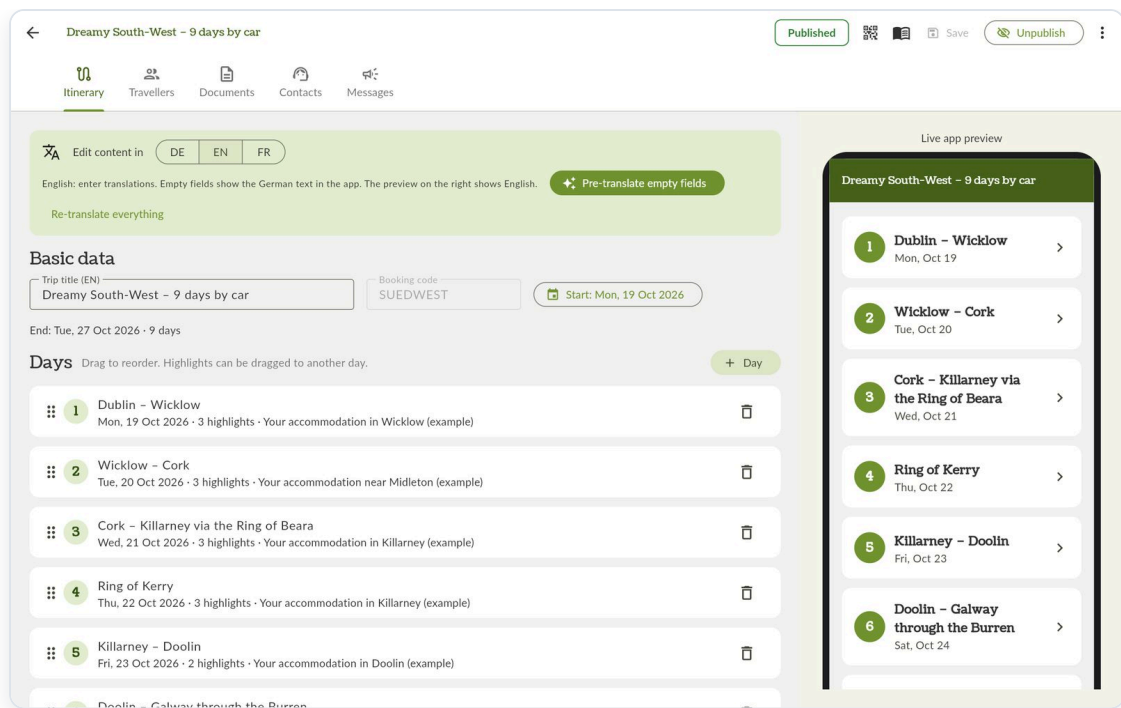
1. Choose **From template**.
2. Select the **Template**.
3. Enter the **Booking title**, e.g. "Ireland Classic – Smith family". If you leave it empty, the template's title is used.
4. Choose the start date with **Arrival**. All travel days are dated automatically.
5. **Create** – the new booking opens straight away in the editor.

2.2 New trip from scratch

New trip opens an empty editor. Enter the title and start, add the travel days with **Day** and save. If you leave the booking code field empty, the system creates the code automatically.

3. The trip editor

In the editor you edit everything that belongs to a trip.



The trip editor with the live preview on the right

3.1 The header

Element	Function
Status	Draft, Published, Archived or Template
QR icon	Show Booking code & QR code , copy the code (after the first save)
Book icon	View roadbook (PDF) – in the language you are currently editing
Preview	Phone preview as a window (only on narrow screens; otherwise it is on the right)
Save	Active as soon as there are unsaved changes
Publish / Unpublish	Make the trip visible to travellers, or hide it again
Three dots (More actions)	Day plan as Excel list, Save as template, Archive, Delete

If you leave the editor with unsaved changes, the Backoffice asks whether you want to discard them.

3.2 The live preview

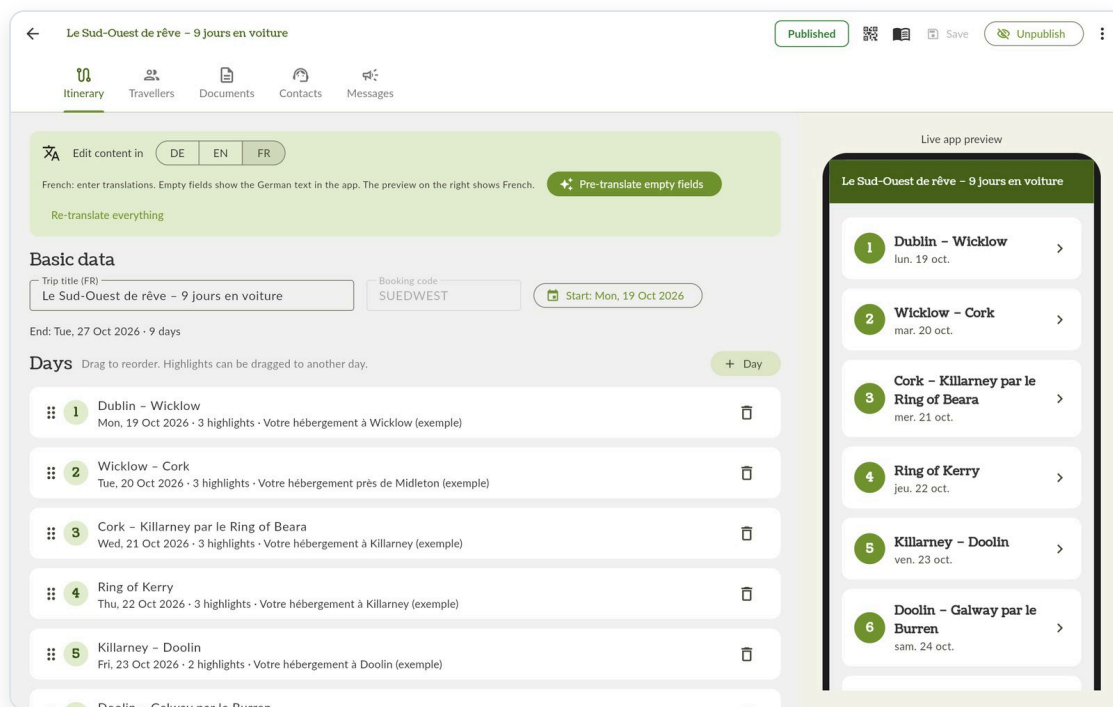
On the right you see the trip as it appears in the app – including changes you have not saved yet. Clicking a day opens the real day page of the app. The preview always shows the language you are currently editing.

3.3 Itinerary: language and translation

At the top of the **Itinerary** tab you will find **Edit content in** with **DE | EN | FR**.

- **DE** is the base text.

- With **EN** or **FR** you enter translations. The fields are then called e.g. “Title (EN)” and show the German text as a grey placeholder. Empty fields show the German text in the app.
- **Pre-translate empty fields** automatically fills in all translations that are still empty: trip title, title and description of each day, highlights, link texts and the role of the contacts. Then check briefly and **Save**.
- **Re-translate everything** replaces all texts in the chosen language – including ones already checked. The Backoffice asks you first.



Editing in English with “Pre-translate empty fields”

Tip: Finish writing the German text first, then pre-translate. If you change the German text later, check the translation at that point again.

3.4 Basic data

- **Trip title**
- **Booking code:** can only be changed for a new trip. Leave empty = automatic. Allowed are 4–32 characters from A–Z, 0–9 and hyphen; each code exists only once.
- **Start:** the date of the first day. The **End** follows from the number of days.

3.5 Days

Each travel day is a card you can expand, with number, title, date, kilometres, number of highlights and hotel.

- **Day** adds a day at the end. “From” is pre-filled with the destination of the previous day.
- **Reorder:** drag by the handle on the left (six dots).
- **Remove day:** bin icon. Documents that were assigned to this day then apply to the whole trip.

← Dreamy South-West - 9 days by car Published Save Unpublish

Itinerary Travellers Documents Contacts Messages

Edit content in DE EN FR

English: enter translations. Empty fields show the German text in the app. The preview on the right shows English. Pre-translate empty fields

Re-translate everything

Basic data

Trip title (EN) Dreamy South-West - 9 days by car Booking code SUEWEST Start: Mon, 19 Oct 2026

End: Tue, 27 Oct 2026 - 9 days

Days Drag to reorder. Highlights can be dragged to another day. + Day

1 Dublin - Wicklow Mon, 19 Oct 2026 - 3 highlights - Your accommodation in Wicklow (example)

From (EN) Dublin To (EN) Wicklow km

Driving time...

Description of the day (EN) Welcome to Ireland! Pick up your rental car at the airport and head south into the Wicklow Mountains, the 'Garden of Ireland'. Gardens, monastic ruins and open moorland - a gentle start to driving on the left.

Image URLs (one per line) From image library

https://api.reisen.hihdigital.com/v1/media/4fb4233c-f55c-4e8f-bb8c-f1efc8d53429.jpg

https://api.reisen.hihdigital.com/v1/media/9447a7d3-802c-4f74-a5aa-43cc0a9363a0.jpg

Link text (EN)

Live app preview

Dreamy South-West - 9 days by car

1 Dublin - Wicklow Mon, Oct 19

2 Wicklow - Cork Tue, Oct 20

3 Cork - Killarney via the Ring of Beara Wed, Oct 21

4 Ring of Kerry Thu, Oct 22

5 Killarney - Doolin Fri, Oct 23

6 Doolin - Galway through the Burren Sat, Oct 24

An expanded travel day

In the expanded day:

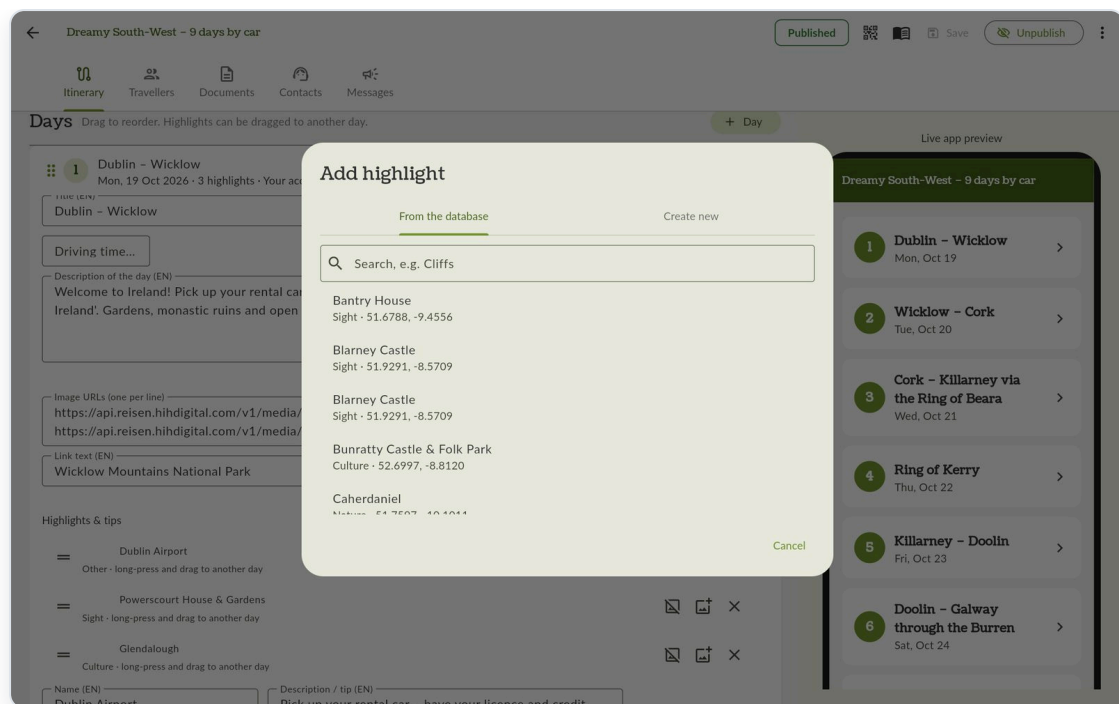
- **Title, From, To, km and Driving time (min)**
- **Description of the day**
- **Images:** insert a photo with **From image library**. The **Image URLs** field holds one image address per line; the first image is the day's cover picture.
- **Further links:** one per line Title | https://...

3.6 Highlights and tips

The screenshot shows the 'Days' tab in the CloverTrip app. The main form is for editing Day 1, 'Dublin - Wicklow'. It includes fields for origin, destination, distance, driving time, a description, image URLs, link text, and a list of highlights with categories like 'Dublin Airport', 'Powerscourt House & Gardens', and 'Glendalough'. A 'Live app preview' on the right shows the itinerary as it appears in the app, with days 1 through 6 listed.

Highlights and accommodation of a day

- **Highlight** opens the **Add highlight** dialog:
- **From the database** tab: search (e.g. "Cliffs") and click.
- **Create new** tab: name, category, coordinates, description/tip, optionally a link and photo, then **Add**.
- Categories: Sight, Nature, Restaurant, Pub, Culture, Insider tip, Other.
- **Change the order**: drag by the handle.
- **Move to another day**: long-press and drag onto another day card.
- For each highlight: choose a photo from the image library (shown on the map in the app), remove the photo, remove the highlight.



Choosing a highlight from the database

Tip: You can get coordinates from Google Maps, for example: right-click the place and copy the first line (e.g. 52.5200, -7.8906).

3.7 Accommodation

- **From address book:** choose a hotel from the address book – name, address, phone and map position are taken over.
- **Accommodation:** create an empty accommodation and fill it in yourself.
- **Find position:** finds the map position from the name and address.
- **To address book:** saves the hotel for future trips.

The accommodation appears in the app on the day page (with **Call** and **Start navigation**) and on the emergency page.

3.8 Travellers

Le Sud-Ouest de rêve - 9 jours en voiture

Published

Itinerary Travellers Documents Contacts Messages

Fellow travellers are assigned personal documents (e.g. tickets in their name).

First name: Andrea, Last name: Muster

First name: Thomas, Last name: Muster

Traveller

Live app preview

Le Sud-Ouest de rêve - 9 jours en voiture

- 1 Dublin - Wicklow lun. 19 oct.
- 2 Wicklow - Cork mar. 20 oct.
- 3 Cork - Killarney par le Ring of Beara mer. 21 oct.
- 4 Ring of Kerry jeu. 22 oct.
- 5 Killarney - Doolin ven. 23 oct.
- 6 Doolin - Galway par le Burren sam. 24 oct.

"Travellers" tab

Enter the first and last names of all travellers (**Traveller**). This lets you assign personal documents (e.g. tickets in someone's name) to the right person. Don't forget to **Save** – only then can new people be assigned to documents.

3.9 Documents

Le Sud-Ouest de rêve - 9 jours en voiture

Published

Itinerary Travellers Documents Contacts Messages

Vouchers, tickets and confirmations (PDF, JPEG, PNG, max. 20 MB). Changes to title, type, day and assignment are saved immediately.

Upload files

Title (FR): Bon de location de voiture, Type: Rental car, Day: Day 1, Andrea Muster

Thomas Muster applies to all

Title (FR): Bon d'hôtel Wicklow, Type: Hotel voucher, Day: Day 1, Andrea Muster

Thomas Muster applies to all

Title (FR): Bon d'hôtel Midleton, Type: Hotel voucher, Day: Day 2, Andrea Muster

Thomas Muster applies to all

Title (FR): Bon d'hôtel Killarney (2 nuits), Type: Hotel voucher, Day: Day 3, Andrea Muster

Thomas Muster applies to all

Title (FR): Garinish Island - billet de bate, Type: E-ticket, Day: Day 3, Andrea Muster

Thomas Muster applies to all

Live app preview

Le Sud-Ouest de rêve - 9 jours en voiture

- 1 Dublin - Wicklow lun. 19 oct.
- 2 Wicklow - Cork mar. 20 oct.
- 3 Cork - Killarney par le Ring of Beara mer. 21 oct.
- 4 Ring of Kerry jeu. 22 oct.
- 5 Killarney - Doolin ven. 23 oct.
- 6 Doolin - Galway par le Burren sam. 24 oct.

"Documents" tab

1. Choose **Upload files**: PDF, JPEG or PNG, up to 20 MB per file, several at once.
2. The title is taken from the file name – change it if needed.
3. Choose the **Type**: Hotel voucher, Rental car, Ferry, E-ticket, Confirmation, Roadbook, Other.
4. Choose the **Day**: “whole trip” or a specific day.
5. Person chips: with nothing selected it **applies to all**, with a selection it is for **selected travellers only**.

Changes to title, type, day and assignment are saved immediately. **Delete** removes a document after asking you to confirm.

Tip: PDF is the best format for documents – it always displays cleanly in the app.

3.10 Contacts

Le Sud-Ouest de rêve - 9 jours en voiture

Published Save Unpublish

Itinerary Travellers Documents **Contacts** Messages

Service and emergency contacts appear in the app with direct dialling – even offline.

Name (FR) shamrock-reisen Service Role (FR) Votre équipe Irlande (Sui) Phone +41 44 797 90 90 E-Mail info@irland.ch

24/7 Emergency call

+ Contact

Live app preview

Le Sud-Ouest de rêve - 9 jours en voiture

- 1 Dublin - Wicklow lun. 19 oct.
- 2 Wicklow - Cork mar. 20 oct.
- 3 Cork - Killarney par le Ring of Beara mer. 21 oct.
- 4 Ring of Kerry jeu. 22 oct.
- 5 Killarney - Doolin ven. 23 oct.
- 6 Doolin - Galway par le Burren sam. 24 oct.

“Contacts” tab

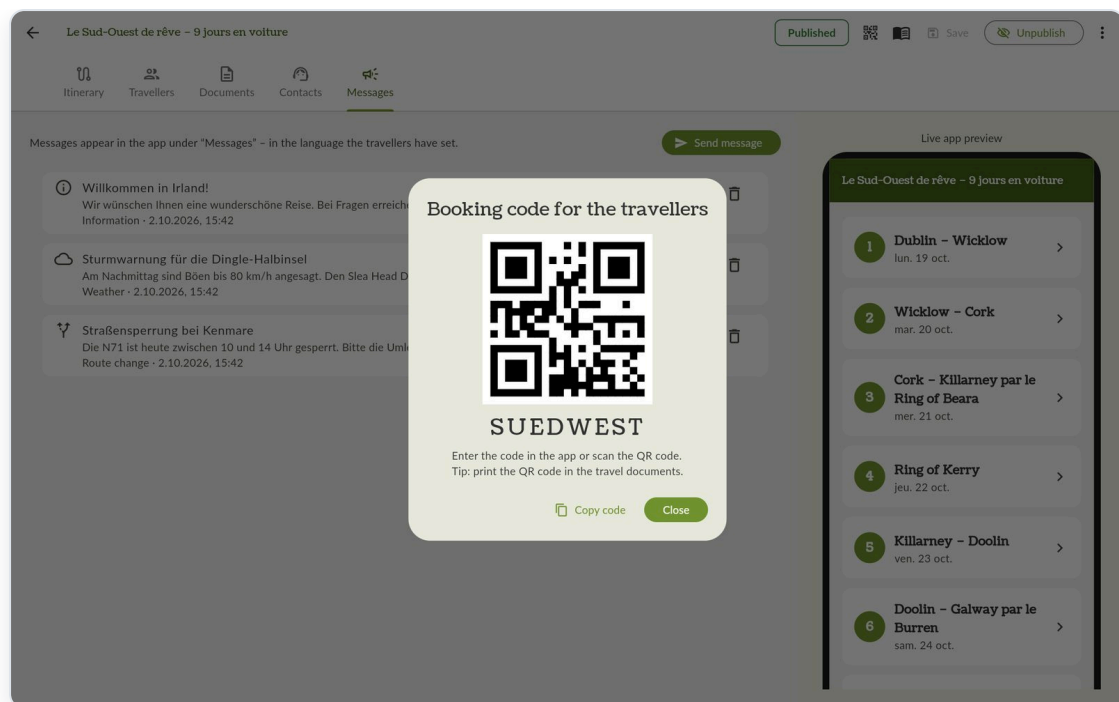
Service and emergency contacts appear in the app with direct dialling – even offline. For each contact: **Name**, **Role**, **Phone**, **Email** and the flags **24/7** (available around the clock) and **Emergency call**. Use **Contact** to add another one.

3.11 Messages

See chapter 8.

3.12 Booking code and QR code

The QR icon in the header shows the code for the travellers. **Copy code** copies it to the clipboard. Ideally, print the QR code in the travel documents: travellers scan it in the app and are straight into their trip.



Booking code and QR code

Tip: Even easier is a direct link, e.g. `.../app/?code=WEBER-0527` – it opens the trip without typing anything.

3.13 Roadbook

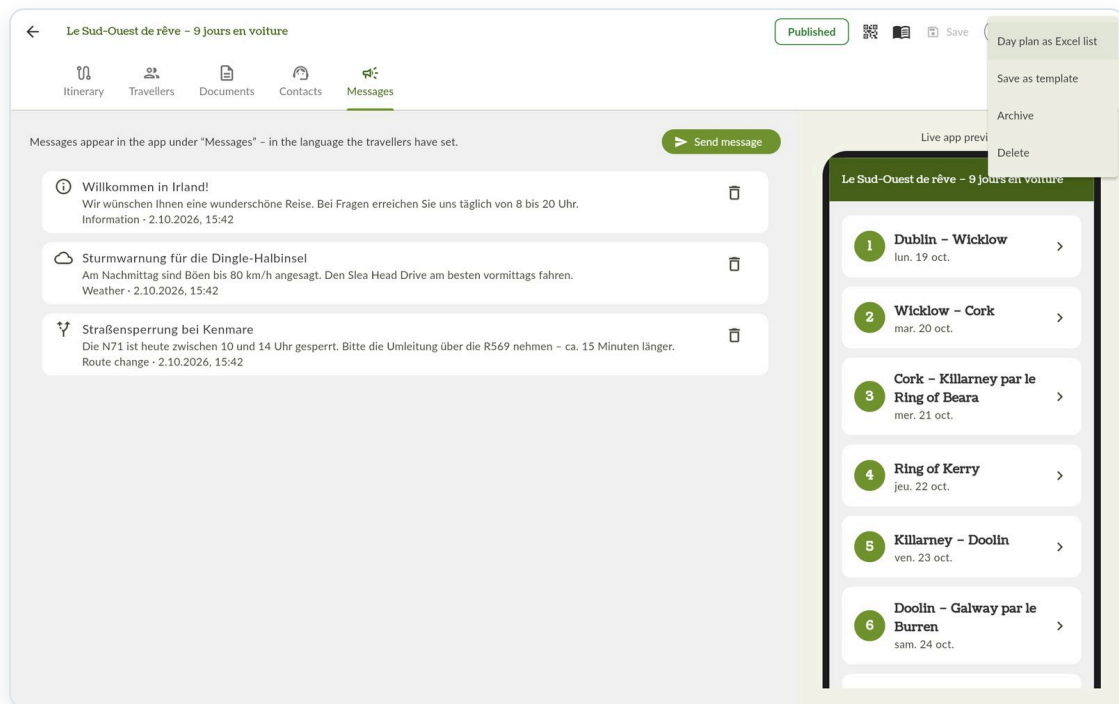
The book icon creates the roadbook as a PDF in the language you are currently editing (DE, EN or FR). It contains a title page, all days with maps, highlights, hotels and contacts. The roadbook always shows the last **saved** version. Use the download arrow to download it (file name `Roadbook-<code>-<language>.pdf`).



Roadbook preview

3.14 Publishing, unpublishing, archiving, deleting

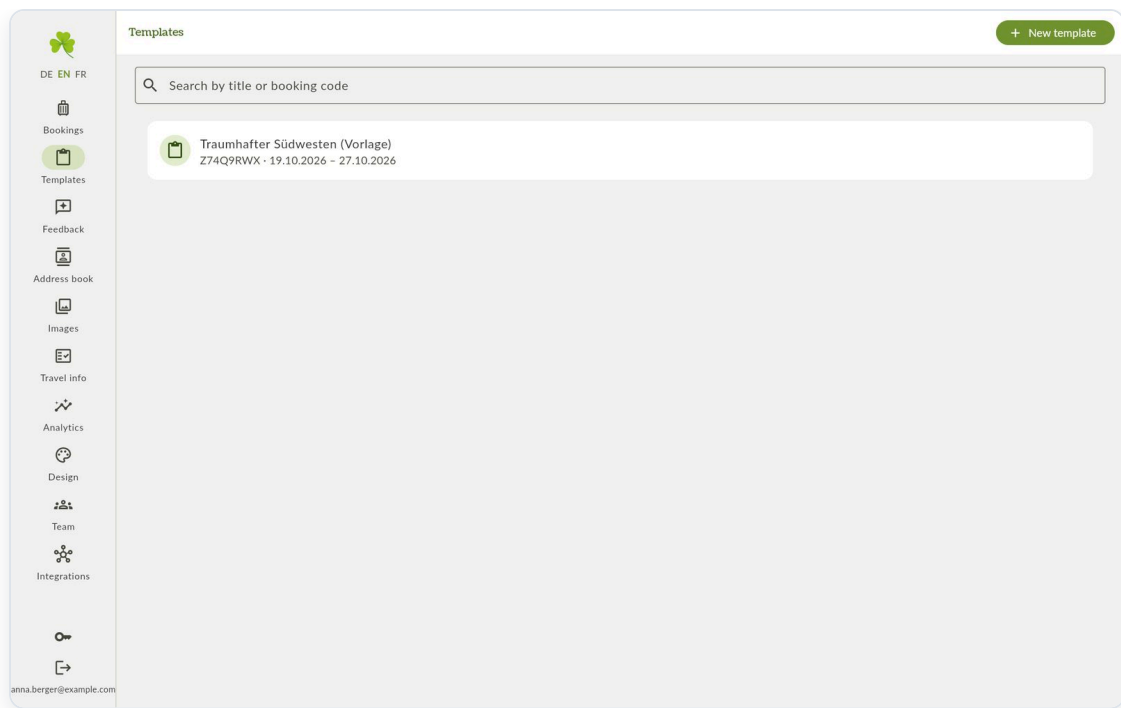
- **Publish** saves the trip and makes it visible straight away to travellers with this booking code.
- **Unpublish** turns a published trip back into a draft; travellers no longer see it after that.
- **More actions** → **Archive**: for completed trips. Archived trips are not visible to travellers. If you want to show an archived trip again, choose **Publish** once more.
- **More actions** → **Delete**: removes the trip permanently. This cannot be undone.
- **More actions** → **Day plan as Excel list**: downloads the day plan as a CSV file – ideal for editing in Excel and importing again (chapter 13).
- **More actions** → **Save as template**: creates a copy as a template ("Template: ...").



"More actions" menu

4. Templates

Templates are sample trips that you sell again and again. The **Templates** page works like the booking list: search, open, create with **New template**.

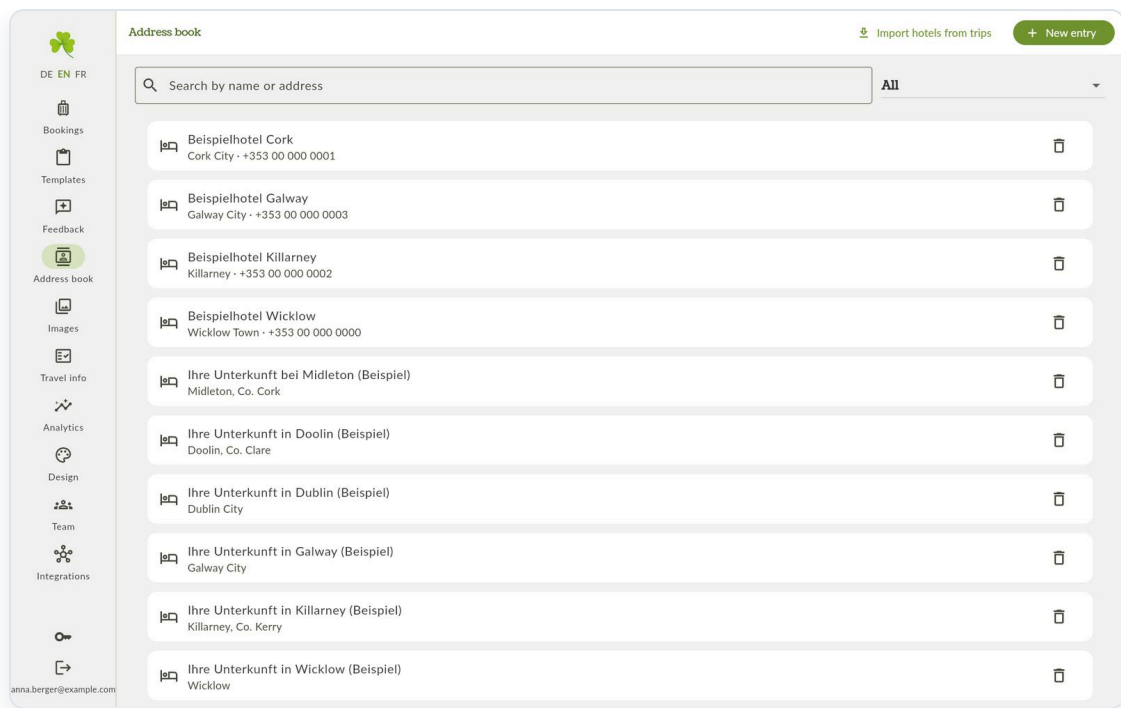


The template list

- A template has no Publish button – travellers never see a template.
- You turn a successful booking into a template via **More actions → Save as template**.
- You turn a template into a booking via **Bookings → From template** (chapter 2.1) or with a booking list in the import (chapter 13.4).

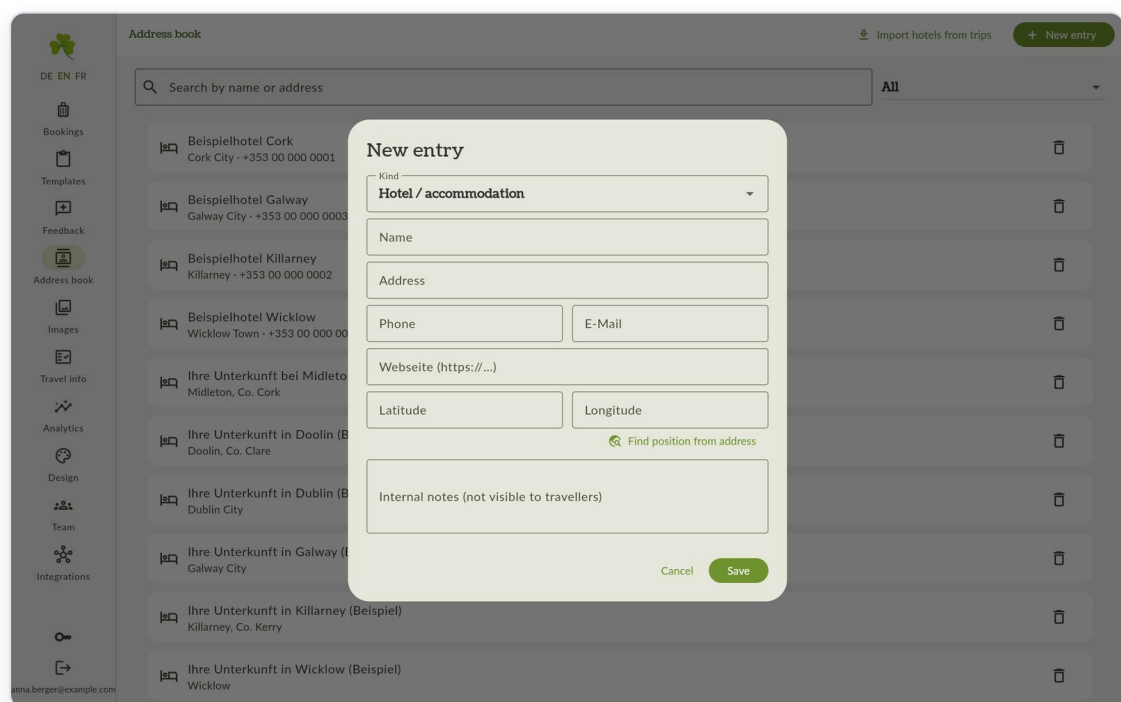
5. Address book

In the address book you manage hotels, partners (excursions, restaurants ...) and rental car stations once, in one central place. In the trip editor you then pick them via **From address book**.



The address book

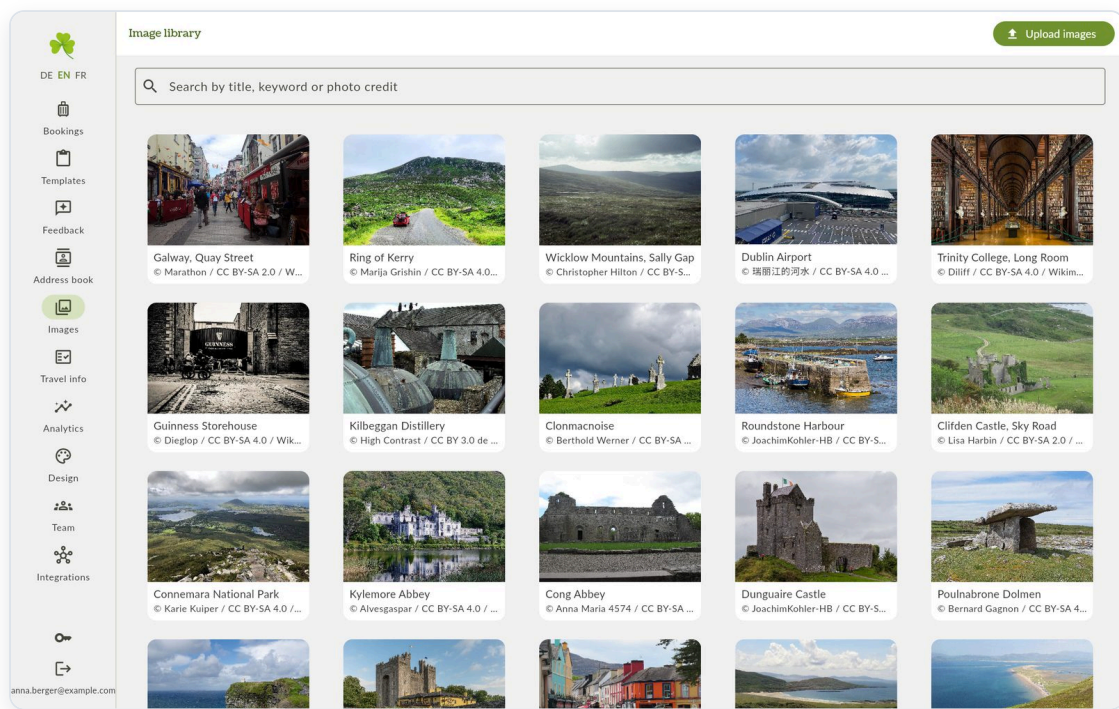
- **Import hotels from trips:** takes over all hotels from your existing trips with one click (without duplicates).
- **New entry:** kind, name, address, phone, email, website, map position and **Internal notes (not visible to travellers)**.
- **Find position from address:** finds the coordinates. If there are several matches, you choose the right place (Map data © OpenStreetMap contributors).
- Search by name or address and filter by kind.
- Deleting removes the entry only from the address book – trips that already use it stay unchanged.



New entry in the address book

6. Image library

Under **Images** you keep all the photos for your trips – with title, keywords and photo credit.



The image library

1. Choose **Upload images**.
2. Enter the **Photo credit** (e.g. “Photo: Tourism Ireland”). It applies to all images of this upload and can be changed per image later.
3. **Select images**: JPG, PNG or WEBP, several at once. The images are automatically resized for phones.

Clicking an image opens its details: **Title**, **Photo credit**, **Keywords**, size in pixels, **Copy link**, **Save** and **Delete**. In trips you insert images via **From image library**; the photo credit appears on the photo in the app automatically.

Note: If an image is deleted, it disappears from all trips that use it.

7. Travel info for all travellers

Under **Travel info** you manage two lists that apply to **all** trips. Only the Administration role may save these lists.

7.1 Checklist before the trip



DE EN FR

Bookings

Templates

Feedback

Address book

Images

Travel info

Analytics

Design

Team

Integrations

anna.berger@example.com

Travel info for all travellers

Checklist before the trip

Emergency numbers

This is our standard list for Ireland. Adjust it and save – your list then applies to all travellers. The app shows it from 30 days before departure and at any time under "Documents"; items are ticked off on the phone.

Translate & save

Save

Passport or ID card – valid until after your return. Ireland is not in the Schengen area, so there are border checks on arrival.

Driving licence and the driver's credit card (for the rental car deposit).

Ireland drives on the left – go clockwise round roundabouts and give way to traffic already on them.

Travel plug adapter type G (three-pin, as in the UK).

Rain jacket and layers – the weather often changes several times a day.

The currency is the euro – in Northern Ireland the pound sterling. Cards are accepted almost everywhere.

Health insurance card (with the European card on the back) and travel insurance if needed.

Open this app once with internet before you fly – documents, maps and roadbook are then stored offline.

+ Add Point

Checklist before the trip

The app shows the checklist on the start page from 30 days before departure, and at any time under **Documents**. Travellers tick off the items on their phone. To begin with you will see a standard list for Ireland – adjust it and save.

7.2 Emergency numbers



DE EN FR

Bookings

Templates

Feedback

Address book

Images

Travel info

Analytics

Design

Team

Integrations

anna.berger@example.com

Travel info for all travellers

Checklist before the trip

Emergency numbers

All travellers see these numbers in the app under "Emergency" – even without internet. We checked the numbers in the standard list on 28 Sep 2026. Ideally add the breakdown service number of your rental car partner. Contacts of individual bookings (e.g. tour guide) are shown as well.

Translate & save

Save

Label (EN)

Emergency – police, ambulance, fire, coast

Phone

112

Note (EN)

999 works too, in Ireland and Northern Ireland. Free of charge.

Label (EN)

Rental car breakdown service

Phone

Note (EN)

The number is on your rental agreement and usually on the key fob.

Label (EN)

FDFA Helpline (for Swiss citizens)

Phone

+41 58 465 33 33

Note (EN)

Available around the clock, e.g. if you lose your passport.

Label (EN)

German Embassy Dublin – emergencies

Phone

+353 87 22 11 382

Note (EN)

Outside office hours. Office: +353 1 2776 100.

+ Add Number

Emergency numbers

All travellers see these numbers in the app under **Emergency** – even without internet. Ideally also add the breakdown service number of your rental car partner. For each entry: **Label, Phone, Note**.

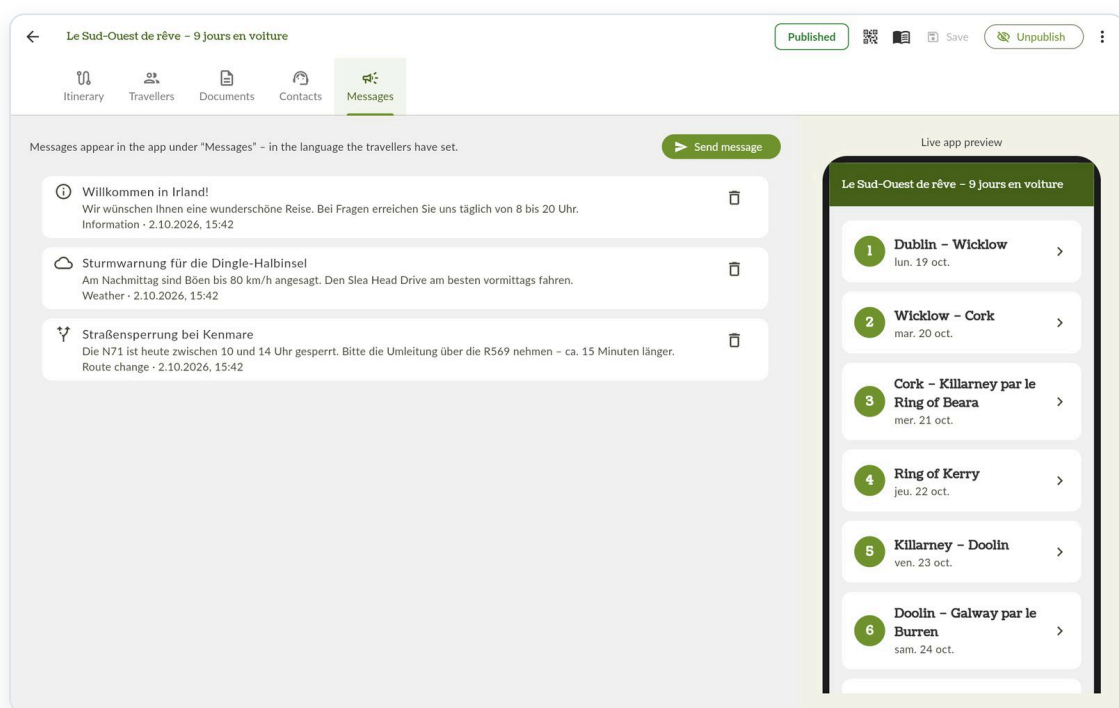
7.3 Editing, translating, saving

- **Add point / Add number**, sort with the arrows, remove with the bin.
- Under each entry you can see whether it has already been translated (“translated: EN • FR”).
- **Translate & save** translates all entries into English and French and saves – this is the usual way after changing the German text.
- **Save** saves without a new translation.
- **Restore standard list** resets the list to its original state.

8. Messages to travellers

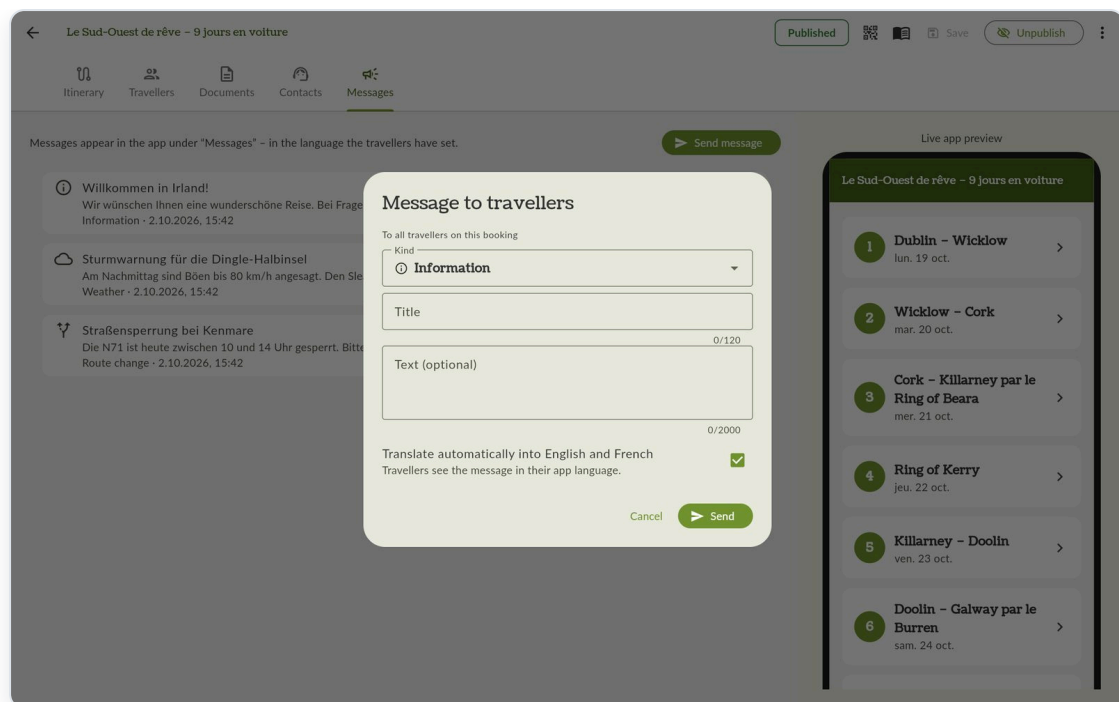
8.1 Message to one booking

In the editor, in the **Messages** tab:



Sent messages of a trip

1. Choose **Send message**.
2. Choose the **Kind**: Information, Route change, Weather, Flight / ferry or Urgent.
3. Enter a **Title** (required, up to 120 characters) and optionally a **Text** (up to 2000 characters).
4. Leave **Translate automatically into English and French** ticked – everyone sees the message in their app language.
5. **Send**.



Writing a new message

The message appears in the app under **Messages** within a few minutes; on phones with the app installed, a push notification also arrives. If the trip is not published yet, the travellers only see the message after it has been published.

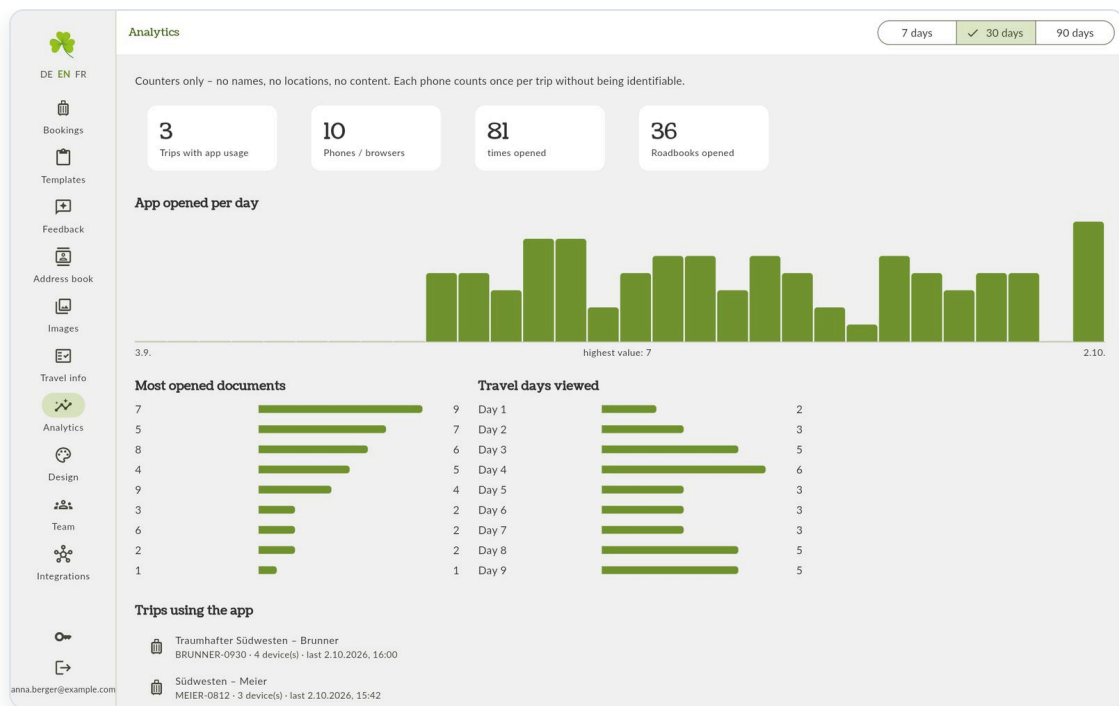
Remove deletes a message from the list. Anyone who has already received it keeps it in the app.

8.2 Message to everyone on the road today

Under **Bookings → Message to everyone on the road** you can reach all published trips that are on the road today with one message – e.g. during a storm or a ferry strike. The Backoffice shows you beforehand how many trips will receive the message.

9. Analytics

Under **Analytics** you can see how the app is used – for 7, 30 or 90 days.



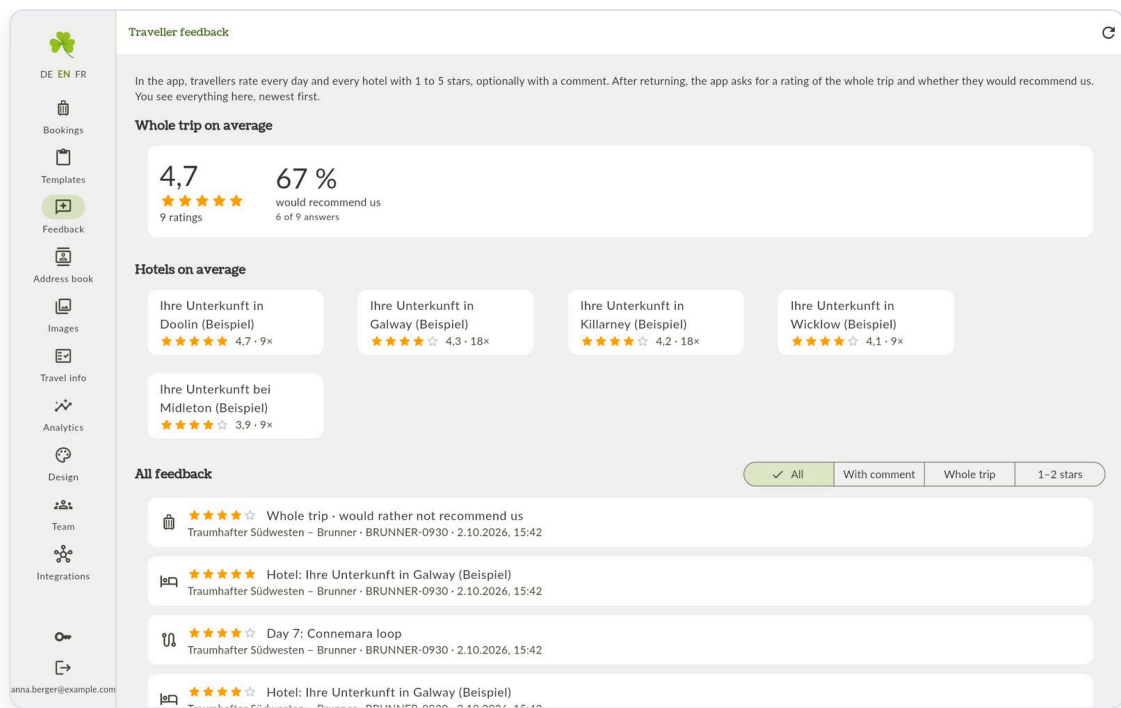
Analytics of app usage

- Key figures: trips with app usage, phones/browsers, how often the app was opened, roadbooks opened.
- Bar chart **App opened per day**.
- **Most opened documents** and **Travel days viewed**.
- **Trips using the app**, with the number of devices and last use.

Privacy: Only counters are recorded – no names, no locations, no content.

10. Feedback

In the app, travellers rate every day and every hotel with 1 to 5 stars, optionally with a comment. After returning, the app asks for a rating of the whole trip and whether they would recommend you.



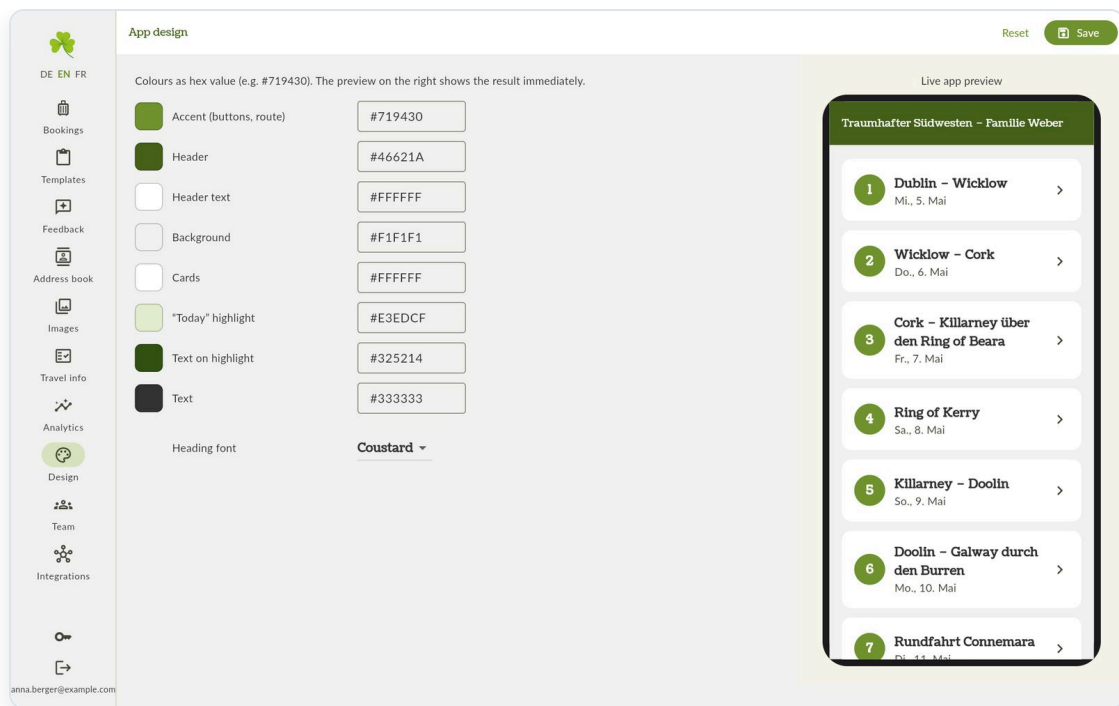
Traveller feedback

- **Whole trip on average:** stars, number of ratings and share of recommendations.
- **Hotels on average:** average and number for each hotel.
- **All feedback:** newest first, with the filters **All**, **With comment**, **Whole trip**, **1-2 stars**.
- **Refresh** loads new feedback.

Tip: While trips are under way, check “1-2 stars” regularly – that way you can still help while the travellers are there.

11. App design

Under **Design** you adapt the app to your corporate look. You see the result straight away on the right. Only the Administration role may save the design.



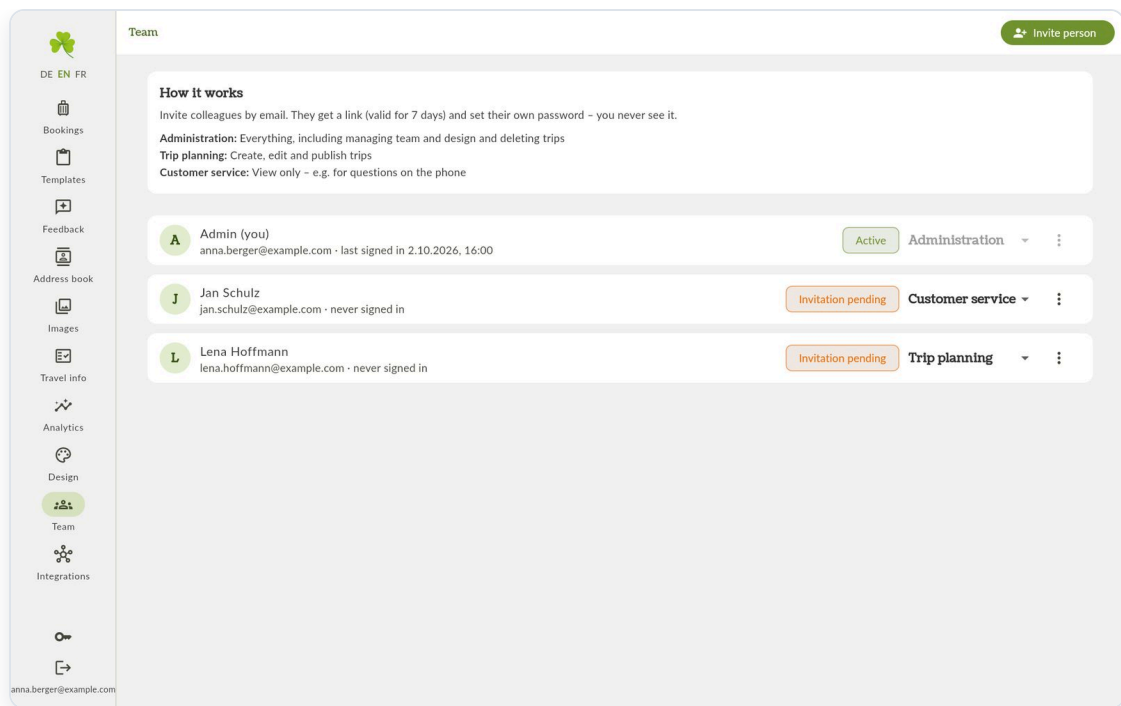
App design

- Eight colours as hex values (e.g. #719430): Accent (buttons, route), Header, Header text, Background, Cards, "Today" highlight, Text on highlight, Text.
- **Heading font:** Coustard or Lato.
- **Save** – the design applies to all travellers as soon as they open the app.
- **Reset** restores the standard colours (takes effect after **Save**).

Note: The logo, app name and app icon are set when your app is set up. For changes, please contact HIH Digital.

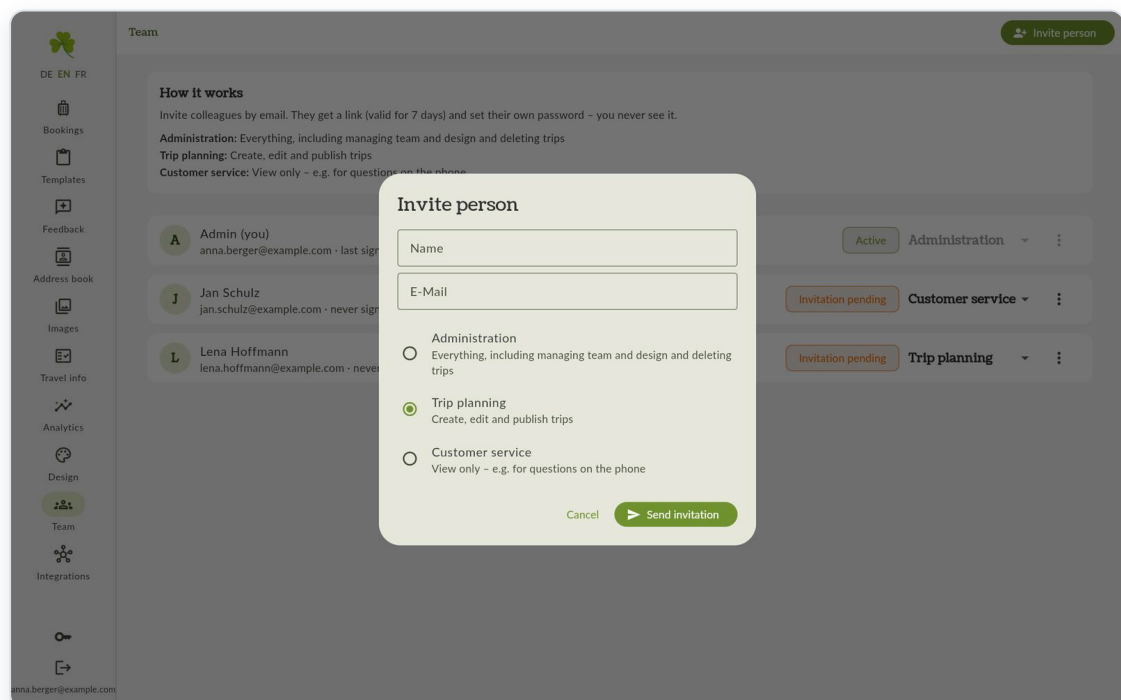
12. Team

Only for the Administration role.



Managing the team

1. Choose **Invite person**.
2. Enter the **Name** and **Email** and choose the **Role** (chapter 1.5).
3. **Send invitation** – the person gets a link (valid for 7 days) and sets their own password. You never see it.



Invite person

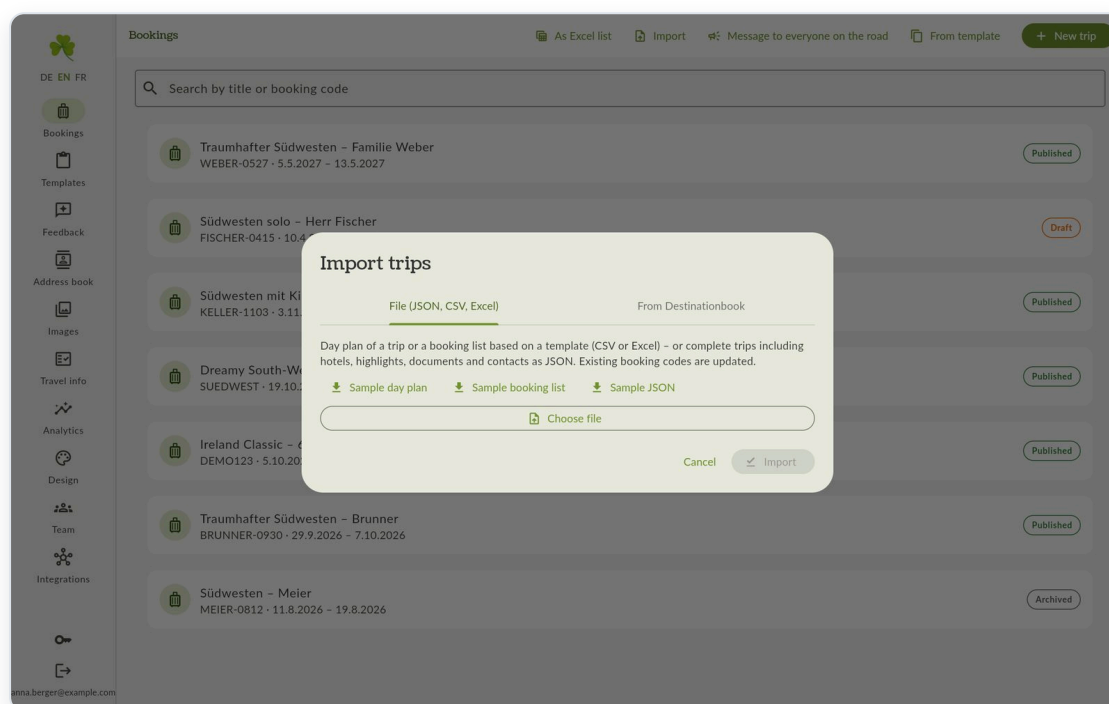
In the list you see the status of each person (**Active**, **Invitation pending**, **Locked**) and their last sign-in. You change the role directly in the selection. Via the three dots: **Resend invitation**, **Lock** (signed out immediately), **Unlock**, **Delete**.

Part B – Import and integrations

13. Importing trips

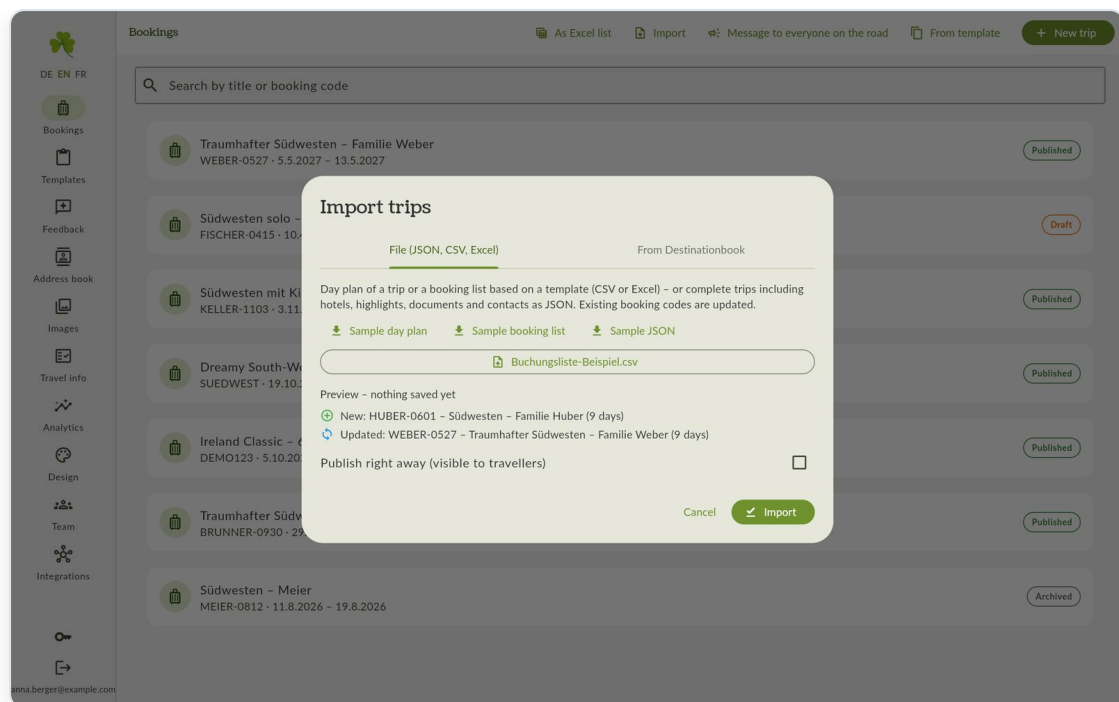
With the import you bring in trips from files instead of typing them in by hand. **Basic principle: check first, then save.** Every file is first checked as a preview; nothing is saved until you choose **Import**. Existing booking codes are updated, new ones are created.

13.1 The import dialog



The import dialog

1. Under **Bookings**, click **Import**.
2. In the **File (JSON, CSV, Excel)** tab, download a sample file if needed: **Sample day plan**, **Sample booking list** or **Sample JSON**.
3. **Choose file** (JSON, CSV or Excel **.xlsx**).
4. Check the **Preview**: green = new, blue = will be updated, orange = note, red = error. Nothing has been saved yet.
5. Optionally tick **Publish right away (visible to travellers)**.
6. **Import** – done. The trips are now in the booking list.



Preview before importing

Tip: Notes in orange (e.g. "... located by address search – please check") are not errors. The trip is still created – just take a quick look at the spot mentioned in the editor afterwards.

13.2 Which file for which purpose?

You want to ...	File
... create many bookings from one template	Booking list (CSV/Excel)
... edit the day plan of a trip in Excel	Day plan (CSV/Excel)
... bring in complete trips including hotels, highlights, documents and contacts	JSON
... fetch trips from Destinationbook	From Destinationbook tab
... send trips automatically from your booking system	API key (chapter 13.7)

13.3 Day plan (CSV or Excel)

The day plan has the same format as the export **More actions** → **Day plan as Excel list**. So the easiest way is:

1. Open the trip in the editor and download the **Day plan as Excel list**.
2. Change it in Excel (e.g. texts, hotels, kilometres) and save it as CSV or Excel.
3. Read it in again via **Import** – the trip is updated. Empty cells keep their current content.

Layout: the first line describes the trip, followed by the table of days.

Reise;Irland Klassiker;Buchungscode;MUSTER-0601;Start;01.06.2027;Reisende;Anna Muster, Max Muster

Tag;Datum;Etappe;Von;Nach;km;Fahrzeit (h:mm);Beschreibung;Highlights;Hotel;Hotel-Adresse;Hotel-Telefon
1;01.06.2027;Dublin – Wicklow;Dublin;Wicklow;65;1:10;Welcome to Ireland ...;Powerscourt Gardens, Glendalough;Hotel Wicklow;Main Street, Wicklow;+353 ...

Column	Content
Tag	Number of the day (1, 2, 3 ...)
Datum	optional – otherwise counted from the start date
Etappe	Title of the day
Von / Nach	Start and destination
km / Fahrzeit	e.g. 65 and 1:10 (also 2h 5 or minutes)
Beschreibung	Text of the day
Highlights	Names, separated by commas – looked up in the highlight database
Hotel, Hotel-Adresse, Hotel-Telefon	Accommodation; the name alone is enough if the hotel is in the address book

Column names may also be in English or French (Day, Stage, From, To, Hotel ...). Semicolon, comma or tab separators are detected automatically.

13.4 Booking list (CSV or Excel)

One line per booking – each one is copied from a template.

Buchungscode;Vorlage;Start;Reisende;Titel;Status

WEBER-0527;Traumhafter Südwesten (Vorlage);05.05.2027;Andrea Weber, Thomas Weber;;veröffentlicht

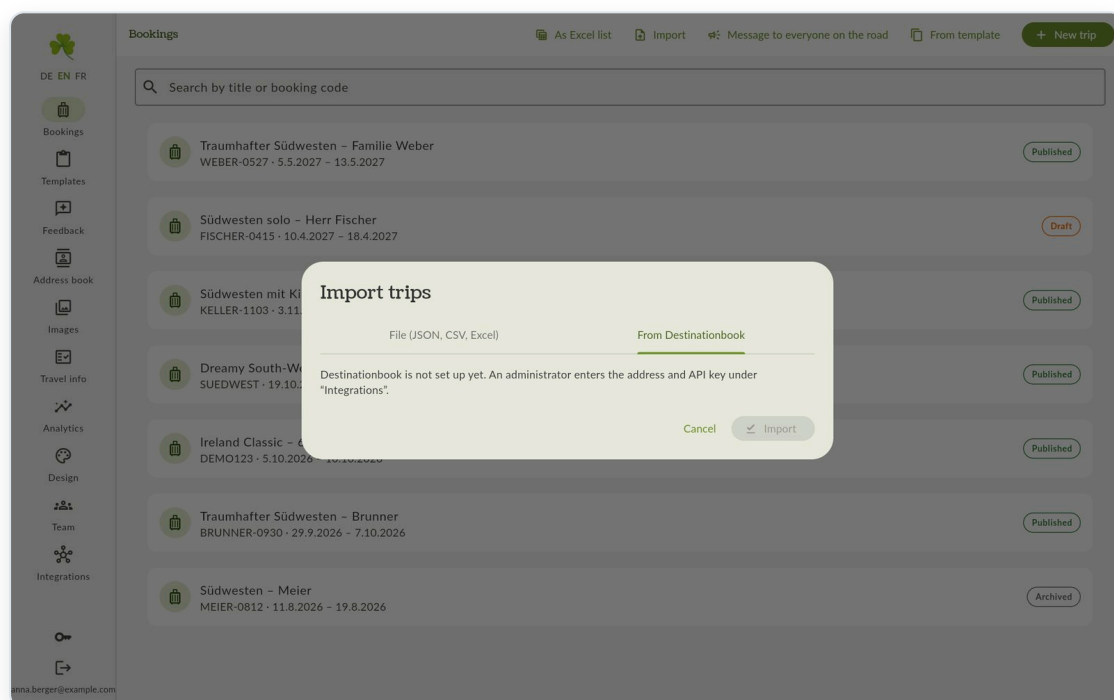
Column	Content
Buchungscode	Code of the new booking (4–32 characters, A–Z, 0–9, -)
Vorlage	Title or booking code of the template
Start	Arrival date
Reisende	Names, separated by commas
Titel	optional – otherwise the template's title
Status	optional: veröffentlicht (published) or Entwurf (draft)

13.5 JSON – complete trips

For IT departments and data exports: a JSON file can contain one or more trips (up to 500) with all their content – days, hotels, highlights, travellers, contacts and documents. The **Sample JSON** file shows all fields. Particularly handy:

- The date of each day and the end date can be left out – they are calculated from the start date.
- For highlights, the name is enough; the map position comes from the database or the address search.
- For hotels, the name is enough if the hotel is in the address book.
- Documents can be supplied as a file (Base64) or as a web address (https, up to 20 MB, PDF/JPEG/PNG).
- With **template** a trip is copied from a template – then the code, start and travellers are enough.

13.6 From Destinationbook

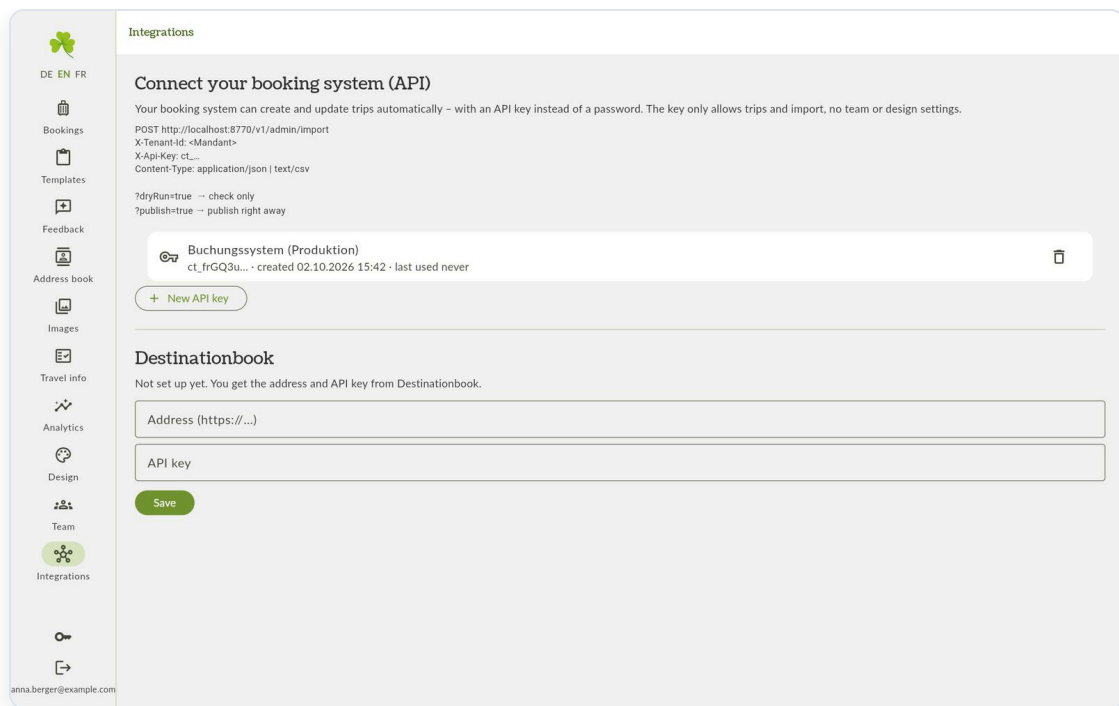


Import from Destinationbook

1. One-off: an administrator sets up access under **Integrations** (chapter 13.8).
2. Choose **Import → From Destinationbook**.
3. Enter one or more **Booking codes** (separated by commas or line breaks).
4. **Check** – the preview shows what will be created or updated.
5. **Import**.

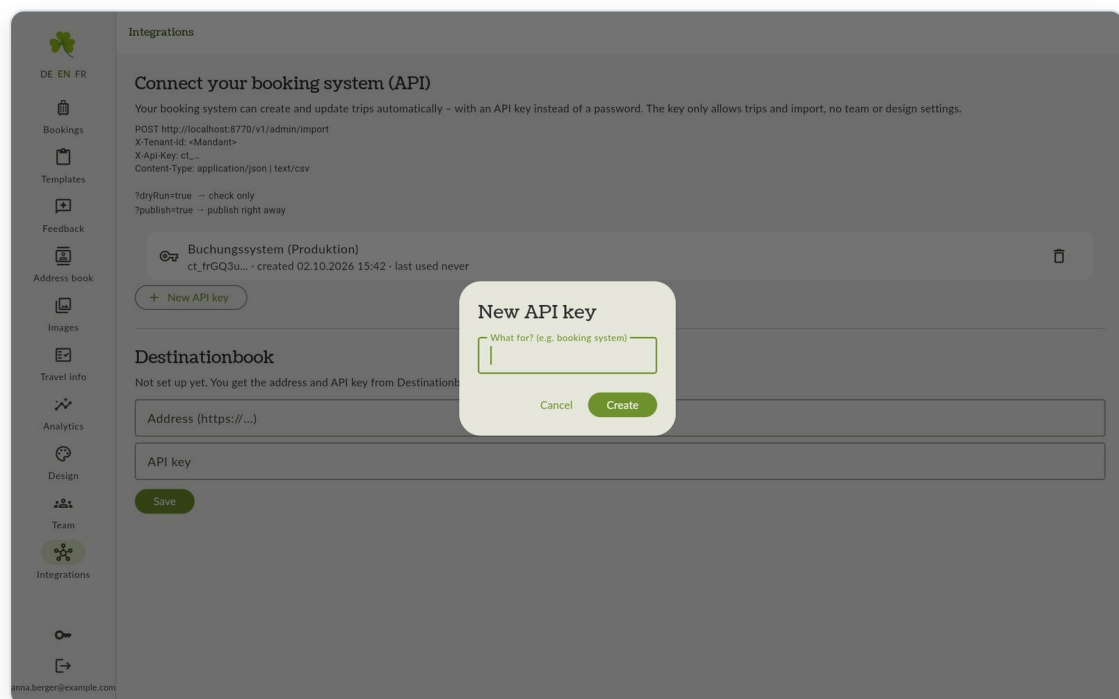
13.7 Connect your booking system (API key)

Your booking system can create and update trips automatically – with an API key instead of a password. The key only allows trips and import, no team or design settings, and cannot delete anything.



Integrations

1. Choose **Integrations** → **New API key**.
2. Enter what the key is for (e.g. “Booking system”), then **Create**.
3. **Copy the key immediately** and store it safely – it is shown only this once.
4. Give the key to your IT team or your software provider.



Creating a new API key

In the list you see for each key when it was created and last used. **Delete key** blocks access immediately.

For your IT team – this is how the booking system sends a trip:

```
POST https://<your-server-address>/v1/admin/import?publish=true
X-Tenant-Id: <your tenant ID>
X-API-Key: ct_...
Content-Type: application/json (or text/csv)

?dryRun=true → check only, save nothing
?publish=true → publish right away
```

The response lists created and updated trips, notes and errors. HIH Digital can provide the technical field description (JSON format) on request.

13.8 Setting up Destinationbook

Administration only: under **Integrations** → **Destinationbook**, enter the **Address (https://...)** and the **API key** you received from Destinationbook, then **Save**. After that, the key is only shown in shortened form. **Remove access** deletes the connection.

Part C – The travel app

This part is aimed at travellers. You can pass it on to your customers as a separate chapter.

14. Getting started and signing in

14.1 Installing the app

The app is available for iPhone and Android phones; your tour operator will send you the link. Alternatively, it runs in a browser – on a phone or a computer.

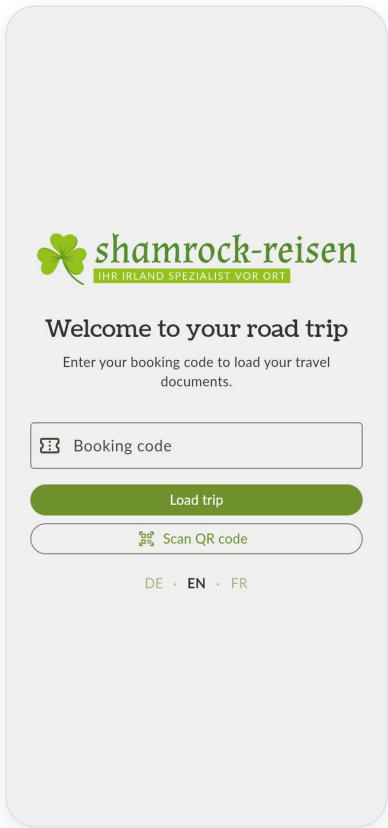
14.2 Opening your trip

There are three ways:

- 1. Enter your **Booking code** and tap **Load trip**.
- 2. **Scan QR code** – capture the QR code from your travel documents with the camera.
- 3. Tap a **direct link** (e.g. in your booking confirmation) – the trip opens without typing anything.

Straight after loading, the app saves everything for the road: documents, roadbook, images and maps. It is best to open it once on Wi-Fi before you set off.

You choose the language at the top right (**DE • EN • FR**).



Signing in to the app

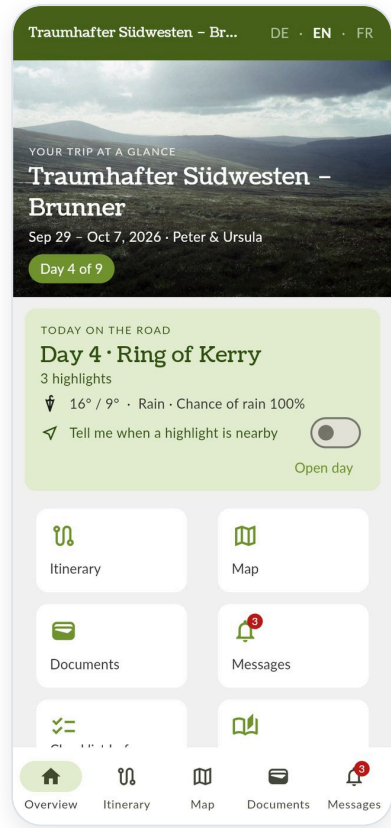
15. The overview

The start page adapts to the stage of your trip.

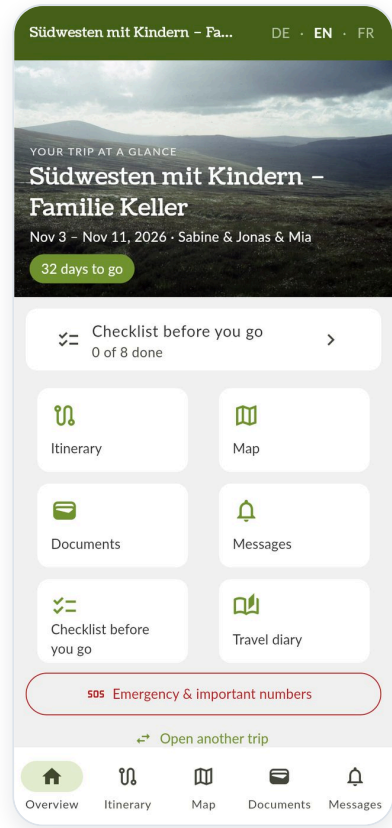
When?	What does the overview show?
More than 30 days before	Your trip at a glance and the checklist
4–30 days before	Countdown “... days to go” and checklist
1–3 days before	Preview of day 1 (“Your trip starts tomorrow”)
During the trip	Today on the road: day, kilometres, driving time, highlights, weather and Open day
After the trip	“Welcome back!”, rating of the whole trip and travel diary as PDF

Below that you will find tiles for **Itinerary**, **Map**, **Documents**, **Messages**, **Checklist before you go** and **Travel diary**, the red **Emergency & important numbers** button and **Open another trip**.

At the bottom there is always the bar with **Overview**, **Itinerary**, **Map**, **Documents** and **Messages** (with the number of unread messages). To refresh, pull the page down. Without internet, “Offline – last synced ...” appears at the top.



During the trip: the daily briefing



Before the trip: countdown and checklist

15.1 Checklist before you go

Tick off what you have done. The ticks stay saved on your phone.



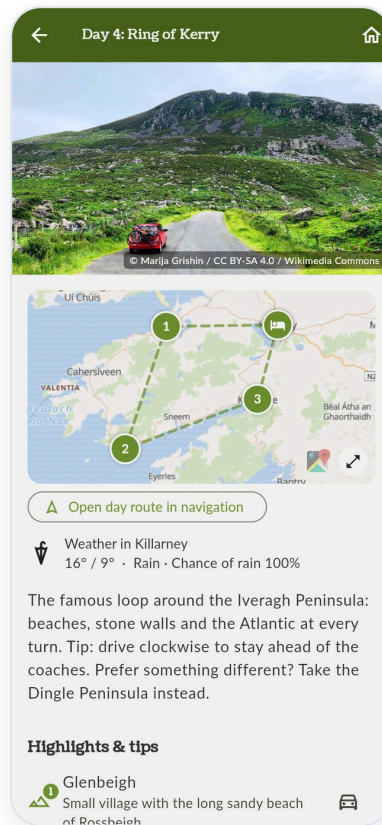
Checklist

16. Itinerary and day page

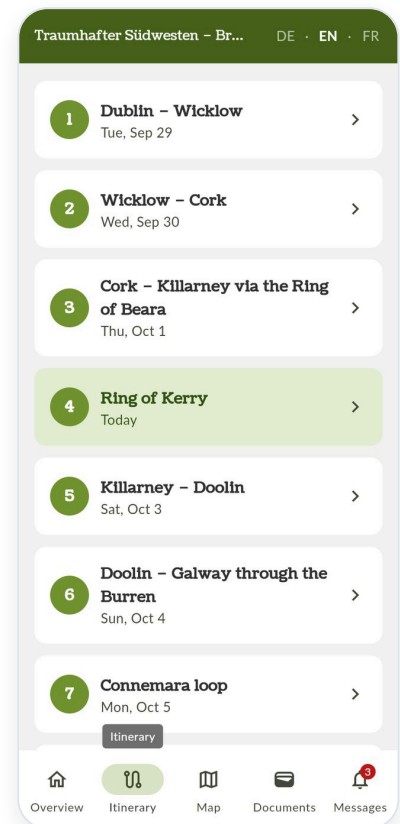
The **Itinerary** lists all days with date, kilometres and driving time. Today is highlighted.

Tapping a day opens the day page:

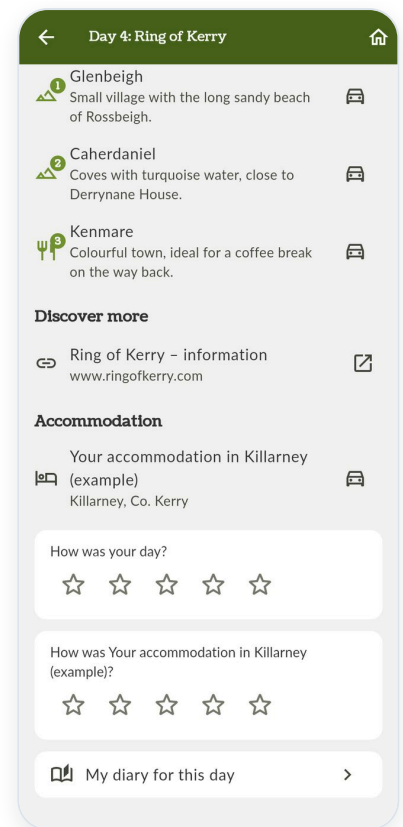
1. **Images** to swipe through, with photo credit.
2. **Day map** with start, numbered highlights and hotel. Tap it to open the map in full screen.
3. **Open day route in navigation** – passes the start, destination and stops to Google Maps.
4. **Weather** at the day's destination (up to 16 days ahead): temperature, conditions, chance of rain and, from 40 km/h, wind.
5. **Toll on the M50**: if the route passes the Dublin toll point, the app explains how to pay (by 8 pm the following day), with **Pay the toll online**.
6. **Description** of the day.
7. **Highlights & tips** with text, **Learn more** and **Start navigation**.
8. **Discover more**: further links.
9. **Accommodation** with **Call** and **Start navigation**.
10. **Rating** of the day and the hotel (from that travel day on).
11. **My diary for this day**.



Day page with picture and map



Itinerary



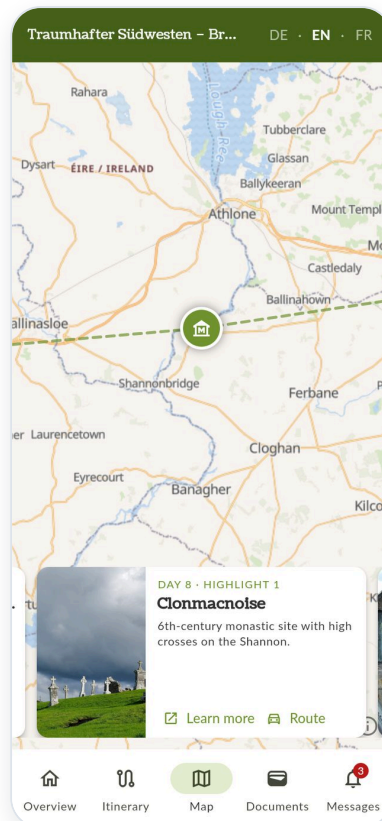
Highlights, accommodation and rating

17. Map

The **Map** shows all highlights (numbered per day), hotels and the routes.

- Tap a point: an info card appears at the bottom with a photo, text and the buttons **Learn more**, **Call** (hotel) and **Route**.
- Swipe sideways to move to the next point.
- Tap the info card to open the detailed view with **Start navigation**.

Offline: the app downloads the maps of the travel region in advance (typically 15–40 MB). This means the map also works without a signal.



Info card for a highlight

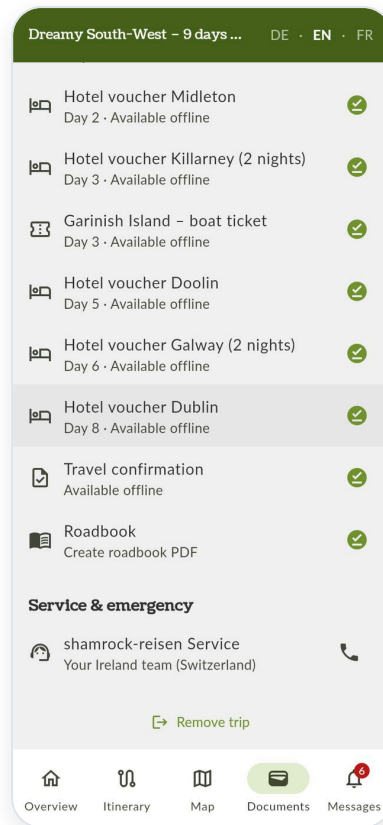


Overview map

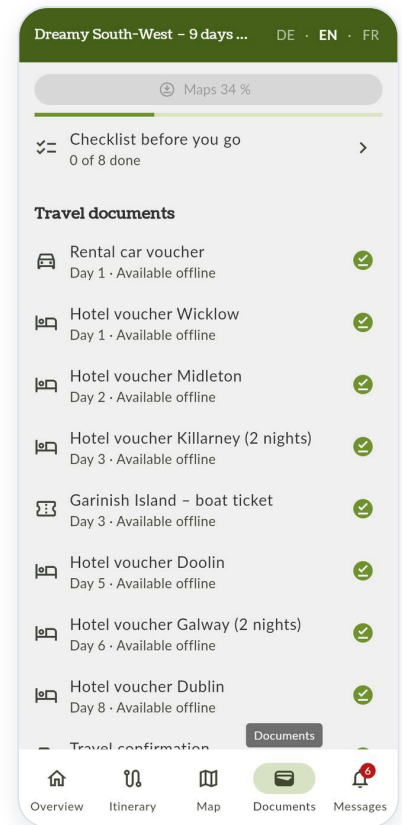
18. Documents

- **Save everything offline** downloads documents, roadbook, images and maps to your phone; afterwards it says **Available offline**.
- **Travel documents:** vouchers, tickets and confirmations. Tap to open a document – even without internet. If there are several travellers, **Documents** for filters by person.
- **Roadbook: Create roadbook PDF** – in the current app language, saved offline.
- **Service & emergency:** your tour operator's contacts with direct dialling; "Available 24/7" is marked. Tapping opens an email if an address has been provided.
- **Remove trip:** deletes this trip's documents, images and maps from your phone and takes you back to the sign-in screen.

Security: Trip data, documents and diary are stored encrypted on your phone.



Documents, roadbook and contacts



Documents

19. Messages

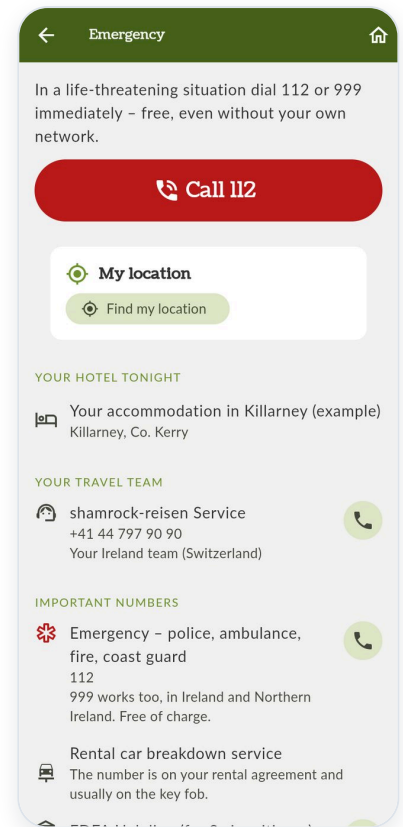
This is where notices from your tour operator appear, e.g. route changes or weather warnings – in your app language. Urgent messages are red, unread ones are bold. The app fetches new messages every time you open it and every five minutes; in the installed app you also get a push notification.



Messages from the tour operator

20. Emergency

- **In a life-threatening situation dial 112 or 999 immediately** – free, even without your own network. The big red button dials directly.
- **My location → Find my location:** shows your coordinates and the nearest known place on your trip – also works without internet. **Send location by text** sends your position with a map link.
- **Your hotel tonight** with **Call**.
- **Your travel team:** the contacts for your booking.
- **Important numbers:** police, breakdown service, embassy and other numbers from your tour operator.



Emergency page

21. Ratings

From each travel day on, the day page asks “How was your day?” and – if there is one – “How was your hotel?”. Tap the stars, write a comment if you like and tap **Send**. Without internet, the rating is sent automatically later. Use **Change** to adjust it. After the trip, the overview asks for a rating of the whole trip.

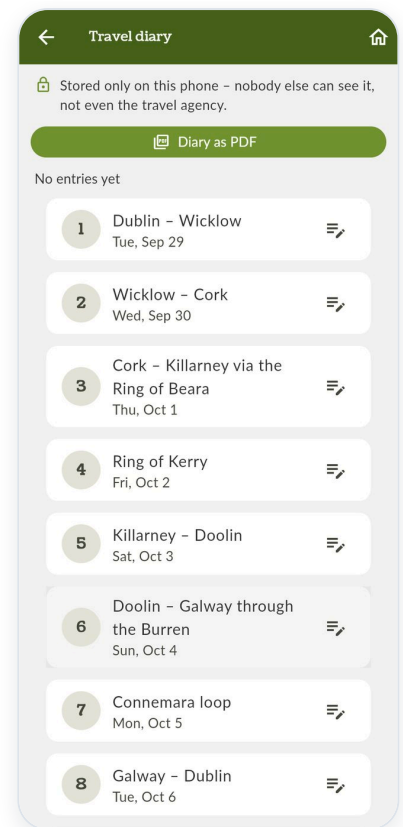
22. Highlights nearby

During the trip, the daily briefing has the switch **Tell me when a highlight is nearby**. When it is on, the app lets you know as soon as you are less than 1.5 km from one of the day’s highlights – as long as the app is open. For this, your phone asks once for permission to use your location. Your location never leaves the device.

23. Travel diary

Capture each day in words and photos. The diary is stored **only on your phone** – nobody else can see it, not even the tour operator.

- Tap a day, write your text (saved automatically), **Add photo**.
- **Diary as PDF** creates a nicely designed booklet with a title page, texts and photos – for sharing or printing.



Travel diary

24. Opening another trip

Open another trip (overview) or **Remove trip** (documents) takes you back to the sign-in screen. Only one trip is active at a time. The diary, the checklist ticks and ratings stay on your phone.

Appendix

25. Good to know

- **Changes reach travellers automatically.** Travellers see every saved change to a published trip the next time they open the app with internet.
- **Roadbook:** always shows the last saved version – save first, then view.
- **New travellers** can only be assigned to documents after saving.
- **Excel lists** are supplied as CSV files; Excel opens them directly.
- **Archived trips** can be brought back with **Publish**.
- **Emergency contacts of a booking** are in the app under **Documents → Service & emergency**. On the emergency page, the booking's other contacts appear under "Your travel team" and the list from **Travel info** appears under "Important numbers".
- **App language:** the app starts in the default language or in the language from the link (`&lang=en`); travellers can switch at the top at any time.
- **Remove trip** in the app deletes documents, images and maps; diary, ticks and ratings stay on the phone.
- **Push notifications** are available in the installed apps; in the browser version, messages appear when you open it.
- **Link validity:** password link 60 minutes, invitation 7 days.
- **Demo Backoffice:** in the public demo, data stays only in your own browser; import, image upload, address search, pre-translation and sending are switched off there.

26. Help and contact

Questions about CloverTrip, requests or found a bug? Please contact HIH Digital:

- Email: hello@clovertrip.com
- Web: clovertrip.com

This manual is updated with every new version of CloverTrip. You can always find the latest version at clovertrip.com/handbuch.