

Support for the use of the platform dedicated to managing your transport requests for plenary sessions to the European Parliament

From the September 2021 session, reservations for Frankfurt, Stuttgart, Basel-Mulhouse and Baden-Baden airports will no longer be processed by email.

The City of Strasbourg is actively working on the modernisation of the travel services of the MEPs. This new platform aims to facilitate the follow-up of requests for MEPs and their assistants.

Our platform only handles transport requests to and from Frankfurt Main, Stuttgart, Basel-Mulhouse and Baden-Baden airports.

TABLE OF CONTENTS

How to create a MEP account?	3
How to create an APA account?	5
How to link the account of a MEP with that of an APA?	7
How can an APA create an arrival request for a MEP?	9
How can an APA create a request to leave for a MEP?	14
Where to track the evolution of transportation demands?	20
How to track the evolution of transportation demands?	21
How to view news and FAQs (Frequently Asked Questions)?	23

How to create a MEP account?

As an assistant, you can create an account on our platform for each MEP you manage. MEPs must be registered individually and by a single e-mail address. Once the MEP accounts are created, you can log into your personal account in order to add them to your online parliamentary team.

To do so, visit our platform here: <https://transport-europe.strasbourg.eu/>

You will arrive at the login window. Please click on : “*You don’t have an account yet? Register now*”.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg
This service is for European elected members only

IDENTIFICATION

E-mail address *

Password *

LOGIN →

[I forgot my password](#)
[you don't have an account yet? Register now](#)

PRIVACY POLICY
City and Euroregion of Strasbourg 2021

Strasbourg.eu

You are directed to the account creation window.

Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg
This service is for European elected members only

REGISTER

Institution : *

☐ EP : MEP or APA
☐ COE : PACE Members or delegation secretaries

I am : *

☐ Member of Parliament
☐ Delegation Secretary

Member State : *

ENTER A CHARACTER

E-mail address : *

EXAMPLE@DOMAIN.COM

Password : * @

Gender : *

LAST NAME : *

First name : *

Fill in the fields based on the information of the MEP you are creating the account of, and click on “Confirm”.

An email address can be used to create a single account. Please create the MEP accounts with their own e-mail addresses, as you cannot use yours for other accounts.

The screenshot shows a registration form titled "REGISTER". It contains several sections with labels and input fields. The "Institution" section has a radio button selected for "EP: MEP or APA". The "I am" section has a radio button selected for "Member of Parliament". The "Member State" is set to "France". The "E-mail address" is "MEP.name@europarl.eu". The "Password" field is masked with asterisks. The "Gender" is set to "Mrs". The "LAST NAME" is "MEPSLASTNAME". The "First name" is "MEPSNAME". The "Mobile phone" is "003336897703". The "Office phone number" is "003336897704". At the bottom, there is a checkbox for "I consent to the use of my personal data by the City of Strasbourg. I understand it will be done in order to provide me with the service through this platform, as described in the legal notices." and two buttons: "CONFIRM" and "BACK". A hand cursor is pointing at the "CONFIRM" button.

The MEP’s account is created. You are redirected to the platform home page.

In order to create the accounts of other MEPs you manage, log out by clicking on the button at the top right of your screen and repeat the above steps.

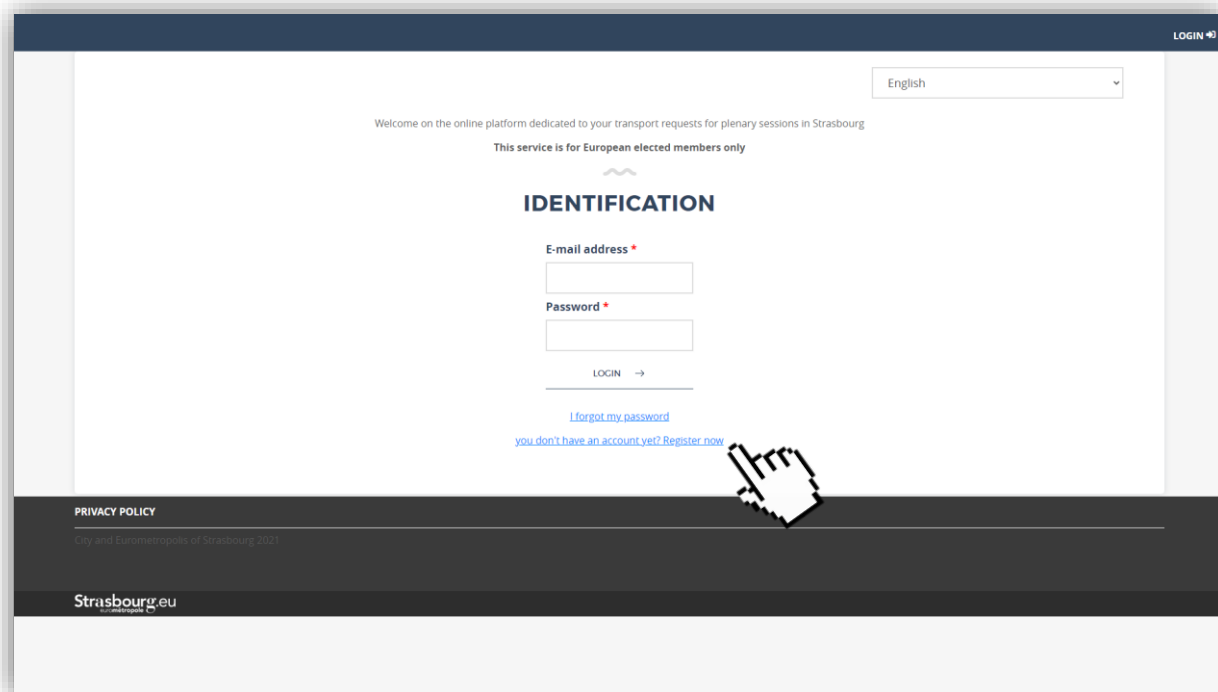
The screenshot shows the platform home page. At the top, there is a navigation bar with links: "HOME", "MY ACCOUNT", "MY TRIPS", "PARLIAMENTARY TEAM", "REQUEST TRANSPORTATION", and "INFORMATION". On the right side of the navigation bar, there is a user profile icon labeled "MEPSNAME MEPSLASTNAME". Below the navigation bar, there is a section titled "NEW TRANSPORT REQUEST" with a button "SHOW ALL MY TRIPS". Below this, there is a table with columns: "Request number", "Status", "Date of flight", "Session", "Flight N°", "Way", and "Pickup date and time". The table is empty, and a message "No data available in table" is displayed. Below the table, there is a section titled "NEWS" with a message "No news available". Below the "NEWS" section, there is a section titled "FAQ" with a list of links: "How to contact the City of Strasbourg Welcoming Team?", "[Q01-V-PE] Which airports are served by the City of Strasbourg Welcoming Team?", "[Q04-V] How do I find my flight number?", "[Q23-V] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?", and "Show all Frequently Asked Questions". At the bottom, there is a footer with the text "PRIVACY POLICY" and "Strasbourg.eu". A hand cursor is pointing at the user profile icon in the top right corner.

Once the MEP accounts are created, provide access to them so they can change their password in the “My Account” tab. They can also access the platform and click on “I forgot my password”.

How to create an APA account?

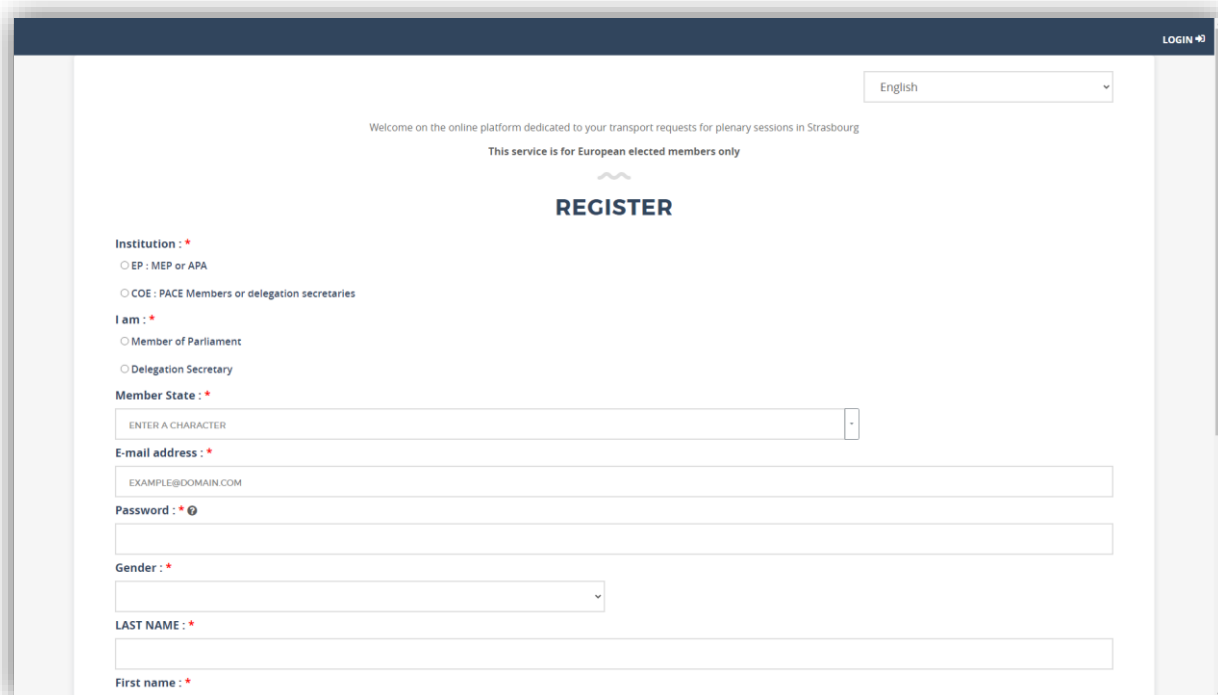
After registering the MEPs you manage, you can create your APA account to link it to their account. To do so, visit our platform here: <https://transport-europe.strasbourg.eu/>.

You will arrive at the login window. Please click on “*You don’t have an account yet? Register now*”.



The screenshot shows the login page of the online platform. At the top right, there is a language dropdown menu set to "English" and a "LOGIN" button. The main heading is "IDENTIFICATION". Below it, there are input fields for "E-mail address" and "Password", both marked with a red asterisk. A "LOGIN" button with a right arrow is positioned below the password field. Below the login button, there are two links: "I forgot my password" and "you don't have an account yet? Register now". A hand cursor icon is pointing at the "Register now" link. At the bottom left, there is a "PRIVACY POLICY" link and the text "City and Euroregion of Strasbourg 2021". The footer contains the "Strasbourg.eu" logo.

You are directed to the account creation window.



The screenshot shows the register page of the online platform. At the top right, there is a language dropdown menu set to "English" and a "LOGIN" button. The main heading is "REGISTER". Below it, there are several form fields and options. The "Institution" field has two radio button options: "EP : MEP or APA" and "COE : PACE Members or delegation secretaries". The "I am" field has two radio button options: "Member of Parliament" and "Delegation Secretary". The "Member State" field is a dropdown menu with the placeholder text "ENTER A CHARACTER". The "E-mail address" field is a text input with the placeholder text "EXAMPLE@DOMAIN.COM". The "Password" field is a text input with a strength indicator icon. The "Gender" field is a dropdown menu. The "LAST NAME" field is a text input. The "First name" field is a text input. At the bottom left, there is a "PRIVACY POLICY" link and the text "City and Euroregion of Strasbourg 2021". The footer contains the "Strasbourg.eu" logo.

Fill in the fields based on your information, and click on “*Confirm*”.

REGISTER

Institution : ☒ EP, MEP or APA
☐ CDE, PACE Members or delegation secretaries

I am : ☐ Member of Parliament
☒ accredited parliamentary assistants

Member State : France

E-mail address : APA.name@europarl.eu

Password :

Gender : Mrs

LAST NAME : APAS LAST NAME

First name : APAS NAME

Mobile phone : 003336897703
Exclusively used for emergencies

Office phone number : 003336897704

☒ I consent to the use of my personal data by the City of Strasbourg. I understand it will be done in order to provide me with the service through this platform, as described in the legal notices.

[CONFIRM](#) [BACK](#)

Your account is created. You are redirected to the platform home page.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION

APAS NAME APAS LAST NAME

NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Right N°	Way	Pickup date and time	Traveler
No data available in table							

NEWS

No news available

FAQ

How to contact the City of Strasbourg Welcoming Team?
[Q01-10-PE] Which airports are served by the City of Strasbourg Welcoming Team ?
[Q04-10] How do I find my flight number?
[Q03-10] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?
[Show all Frequently Asked Questions](#)

PRIVACY POLICY
City and Communes of Strasbourg 2021

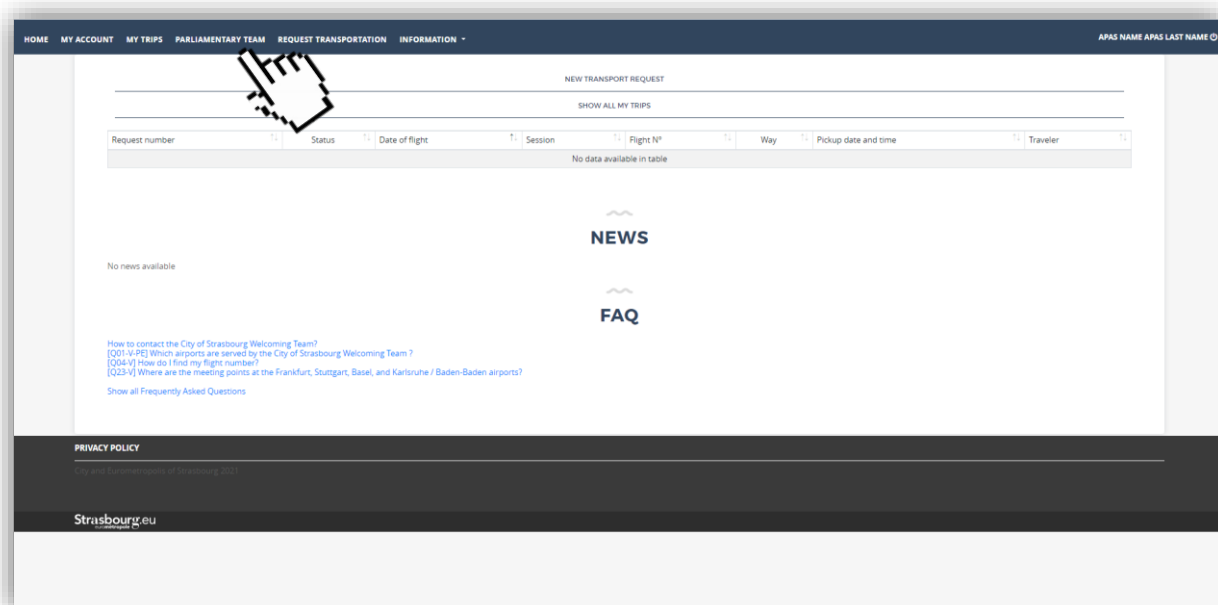
Strasbourg.eu

If you would like a second person (another APA for example) to also receive the transport confirmations e-mails, you have the possibility to insert a second e-mail address in the tab “*My account*”. Confirmation emails will be sent to both addresses.

However, this second email address will only allow you to receive emails. It will not allow you to connect to the platform. The second email address will therefore only allow information to be transmitted, it will not be possible to ask for new requests or changes with this second email.

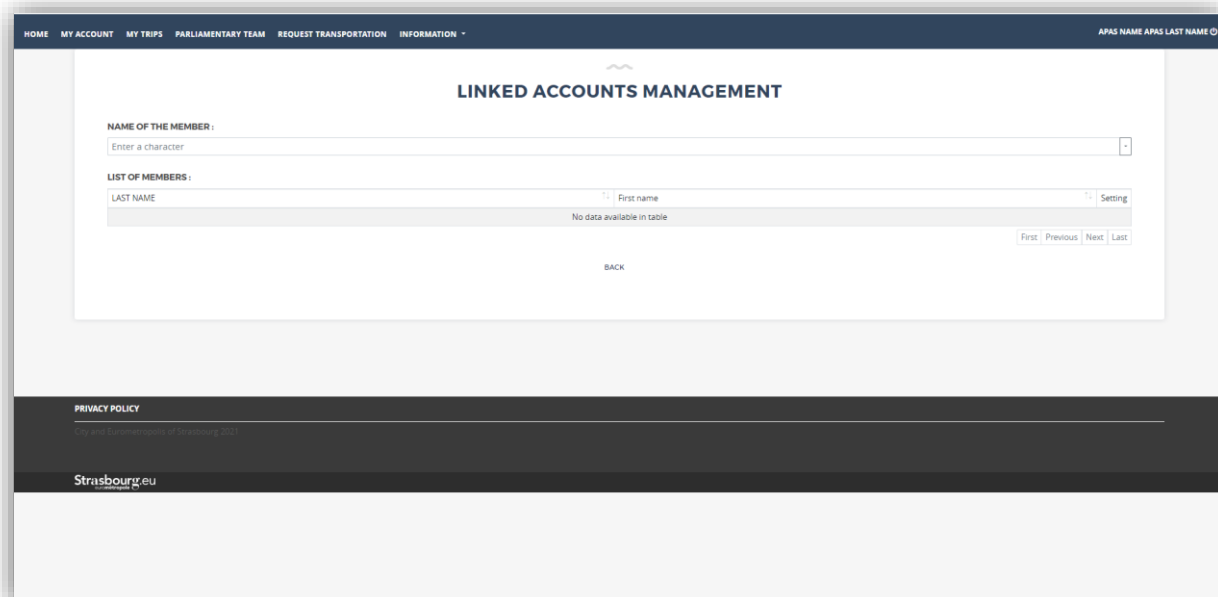
How to link the account of a MEP with that of an APA?

If you wish to make requests on behalf of one or more MEPs, you can add them *via* the “*Parliamentary Team*” tab. In order to do this, log in to your APA account. Then, go to the dedicated page to add the desired MEPs.



The screenshot shows the 'Parliamentary Team' tab selected in the top navigation bar. A hand cursor is pointing at the 'NEW TRANSPORT REQUEST' button. Below this, there is a section titled 'SHOW ALL MY TRIPS' with a table that currently displays 'No data available in table'. The table headers are: Request number, Status, Date of flight, Session, Right N°, Way, Pickup date and time, and Traveler. Further down, there are sections for 'NEWS' (showing 'No news available') and 'FAQ' (with links to contact the City of Strasbourg Welcoming Team, find flight numbers, and meeting points). The footer includes a 'PRIVACY POLICY' link and the 'Strasbourg.eu' logo.

You are redirected to the linked accounts management page.



The screenshot shows the 'LINKED ACCOUNTS MANAGEMENT' page. It features a search bar labeled 'NAME OF THE MEMBER :' with the placeholder text 'Enter a character'. Below this is a section titled 'LIST OF MEMBERS :' with a table that currently displays 'No data available in table'. The table headers are: LAST NAME, First name, and Setting. At the bottom of the table, there are navigation links: First, Previous, Next, and Last. A 'BACK' button is located below the table. The footer includes a 'PRIVACY POLICY' link and the 'Strasbourg.eu' logo.

In the “Name of the Member” bar, type the names of MEPs for whom you wish to make requests.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION

APAS NAME APAS LAST NAME

LINKED ACCOUNTS MANAGEMENT

NAME OF THE MEMBER :

meplst

MEPNAME MEPLASTNAME (MEP's name@europarl.eu)

MEPNAME LASTNAME (MEP's name@europarl.eu)

LAST NAME

First name Setting

No data available in table

First Previous Next Last

BACK

PRIVACY POLICY

Copyright © Strasbourg 2021

Strasbourg.eu

Their names appear in the “List of Members”. **If a MEP does not appear, check that their account has been created beforehand.** If not, please create an account. To do so, you can refer to the [“How to create a MEP account?”](#) section.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION

APAS NAME APAS LAST NAME

LINKED ACCOUNTS MANAGEMENT

Member successfully linked to your account

NAME OF THE MEMBER :

Enter a character

LIST OF MEMBERS :

LASTNAME

MEPNAME

First name Setting

No data available in table

First Previous Next Last

BACK

PRIVACY POLICY

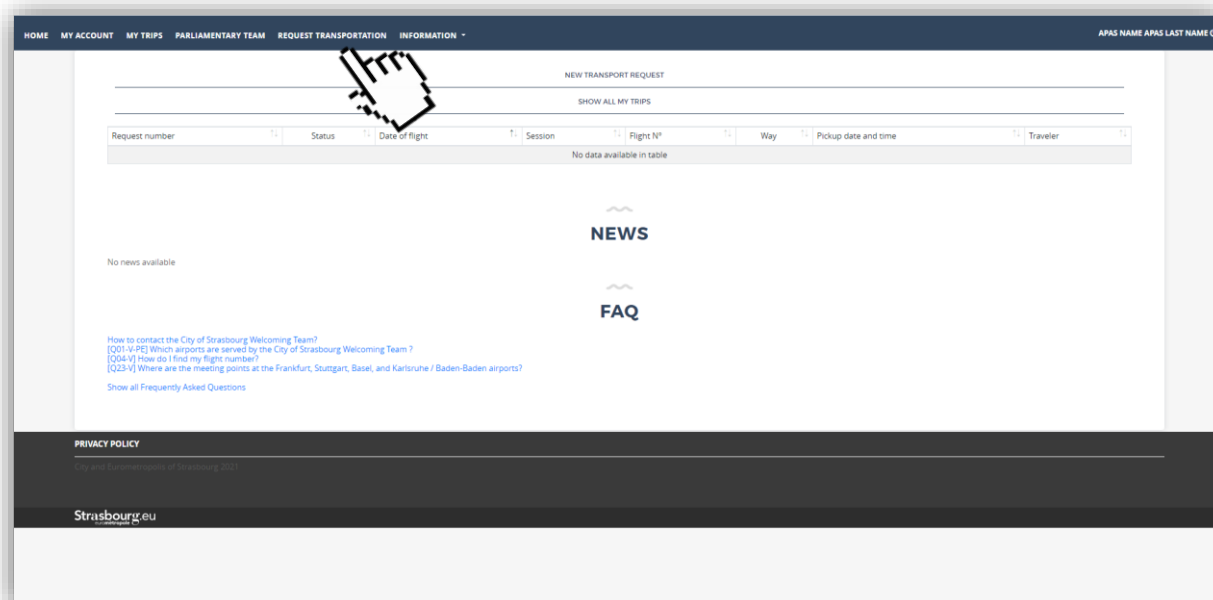
Copyright © Strasbourg 2021

Strasbourg.eu

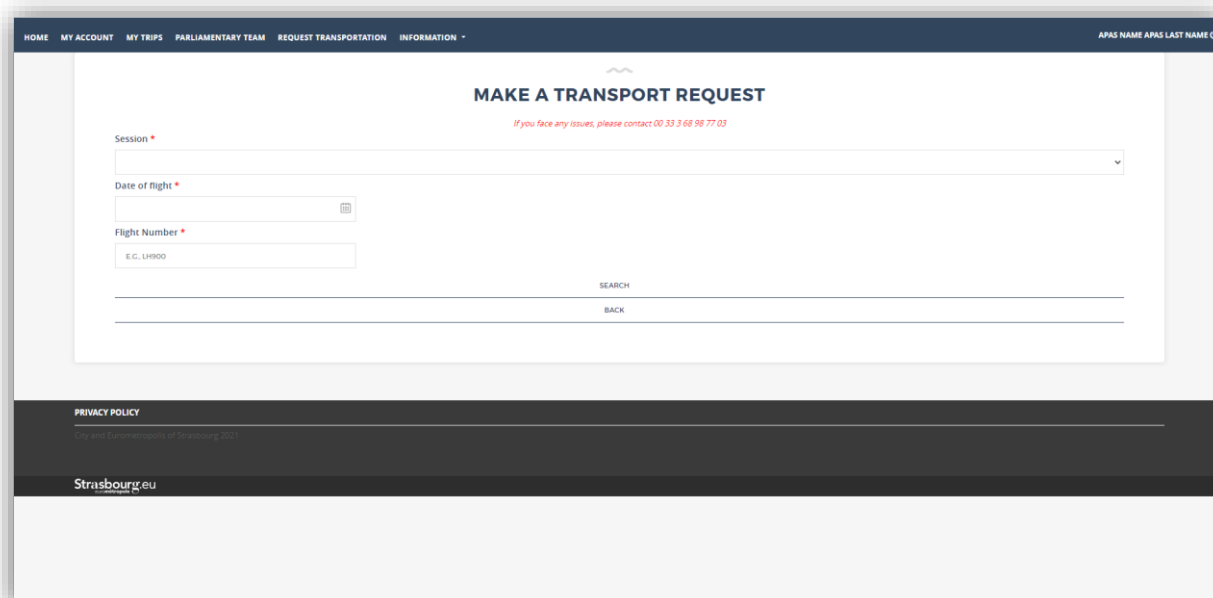
How can an APA create an arrival request for a MEP? → 🏢

Adding the managed MEP in your “*Parliamentary Team*” tab enables you to create a travel request for them for an arrival trip, until the Thursday preceding the beginning of the session.

To do this, from your account home page, click on “*Request transportation*”.



You are redirected to the transport request page.



Select the relevant session for the request.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION + APAS NAME APAS LAST NAME

MAKE A TRANSPORT REQUEST

If you face any issues, please contact 00 33 3 68 98 77 03

Session *
SEP21 - 13/09/2021 to 16/09/2021

Flight Number *
E.C. LH900

SEARCH
BACK

PRIVACY POLICY
City and European Council of Strasbourg 2021

Strasbourg.eu

Select the date of the flight.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION + APAS NAME APAS LAST NAME

MAKE A TRANSPORT REQUEST

If you face any issues, please contact 00 33 3 68 98 77 03

Session *
SEP21 - 13/09/2021 to 16/09/2021

Date of flight *
13

SEARCH
BACK

PRIVACY POLICY
City and European Council of Strasbourg 2021

Strasbourg.eu

Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.

The screenshot shows the 'MAKE A TRANSPORT REQUEST' form on the Strasbourg.eu website. The form is titled 'MAKE A TRANSPORT REQUEST' and includes a red asterisk next to the title. Below the title, there is a red text line: 'If you face any issues, please contact 00 33 3 68 98 77 03'. The form contains the following fields:

- Session ***: A dropdown menu showing 'SEP21 - 13/09/2021 to 16/09/2021'.
- Date of flight ***: A date input field showing '13/09/2021'.
- Flight Number ***: A text input field showing 'LH 921'.

Below the input fields, there are two buttons: 'SEARCH' and 'BACK'. The footer of the page includes a 'PRIVACY POLICY' link and the website name 'Strasbourg.eu'.

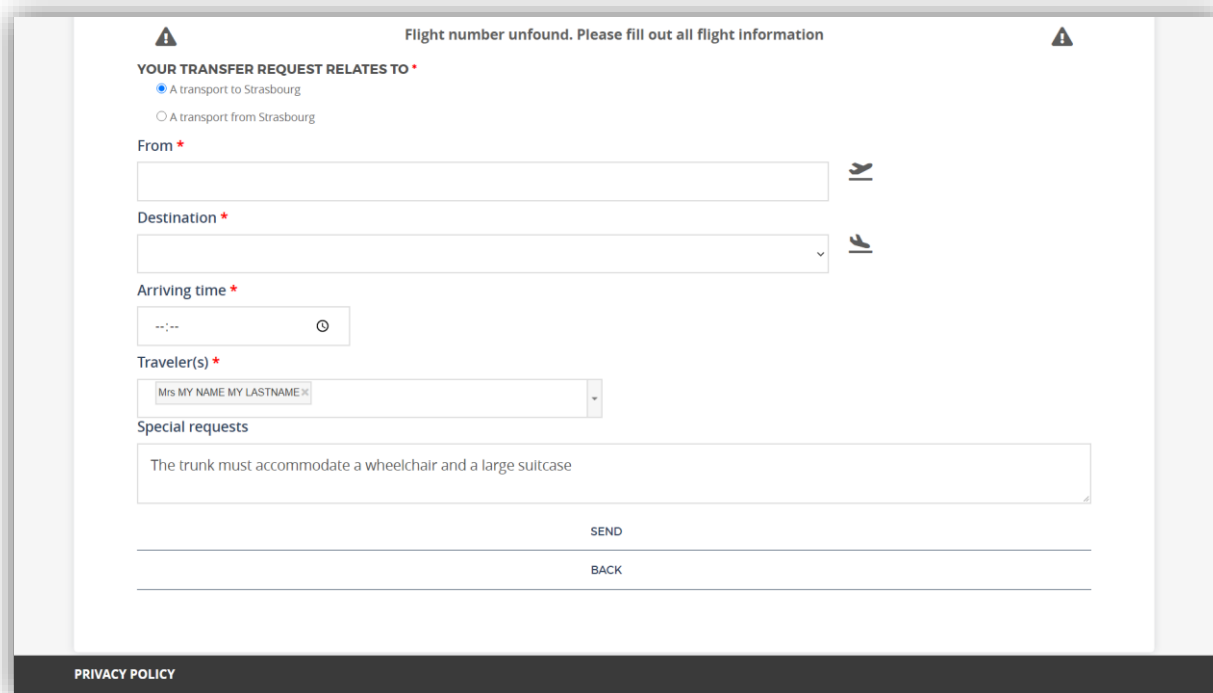
The platform will then automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 921 instead of LH921.

The screenshot shows the 'My request is for a transfer from Frankfurt to Strasbourg' form on the Strasbourg.eu website. The form is titled 'My request is for a transfer from Frankfurt to Strasbourg' and includes a red asterisk next to the title. Below the title, there is a red text line: 'YOUR TRANSFER REQUEST RELATES TO *'. The form contains the following fields:

- From ***: A text input field showing 'London'.
- Destination ***: A dropdown menu showing 'Frankfurt'.
- Arriving time ***: A text input field showing '09:05'.
- Traveler(s) ***: A dropdown menu showing '1'.
- Special requests**: A text input field.

Below the input fields, there are two buttons: 'SEND' and 'BACK'. The footer of the page includes a 'PRIVACY POLICY' link.

If your flight number is not recognized by the platform, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.



This screenshot shows a web form titled "Flight number unfound. Please fill out all flight information". It includes a section "YOUR TRANSFER REQUEST RELATES TO" with two radio buttons: "A transport to Strasbourg" (selected) and "A transport from Strasbourg". Below this are fields for "From", "Destination", "Arriving time", and "Traveler(s)". A "Special requests" text area contains the text "The trunk must accommodate a wheelchair and a large suitcase". At the bottom are "SEND" and "BACK" buttons. A "PRIVACY POLICY" link is at the very bottom.

Flight number unfound. Please fill out all flight information

YOUR TRANSFER REQUEST RELATES TO *

☒ A transport to Strasbourg

☐ A transport from Strasbourg

From *

Destination *

Arriving time *

Traveler(s) *

Special requests

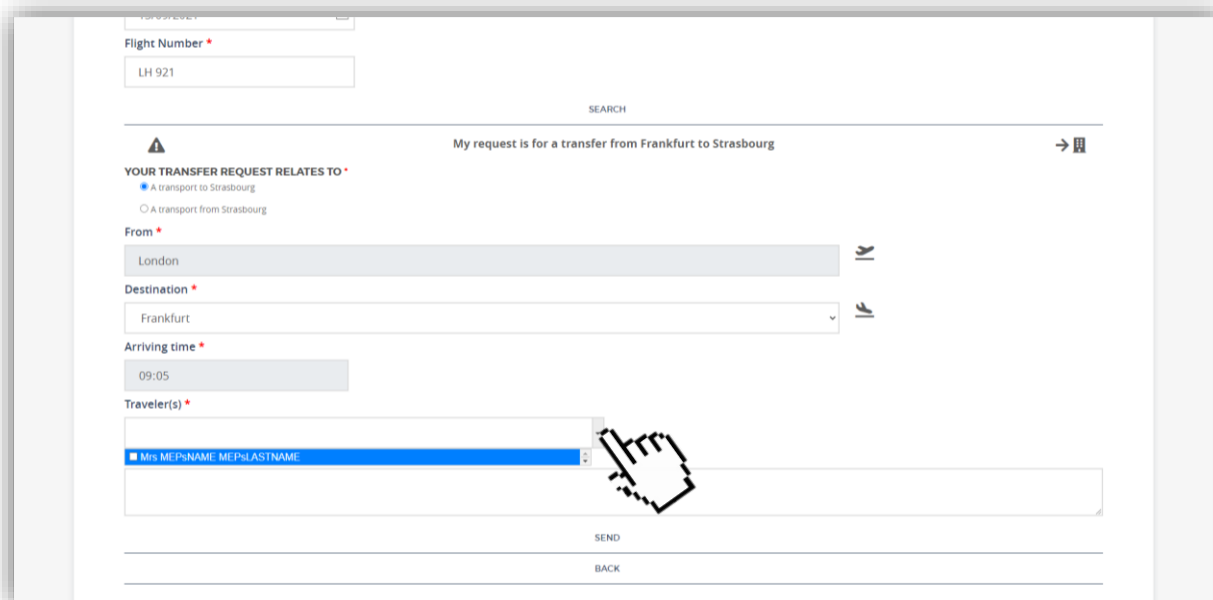
The trunk must accommodate a wheelchair and a large suitcase

SEND

BACK

PRIVACY POLICY

Select the MEP(s) receiving the transport. **You can only select MEP previously linked to your account, and you cannot add other APAs through this process.**



This screenshot shows the same form as above, but with additional information at the top: "Flight Number" (LH 921) and a "SEARCH" button. The "From" field is now filled with "London" and the "Destination" field with "Frankfurt". The "Arriving time" field shows "09:05". In the "Traveler(s)" dropdown menu, the option "Mrs MEPsNAME MEPsLASTNAME" is selected and highlighted. A hand cursor is pointing at this selection. The "SEND" and "BACK" buttons are still at the bottom.

Flight Number *

LH 921

SEARCH

My request is for a transfer from Frankfurt to Strasbourg

YOUR TRANSFER REQUEST RELATES TO *

☒ A transport to Strasbourg

☐ A transport from Strasbourg

From *

London

Destination *

Frankfurt

Arriving time *

09:05

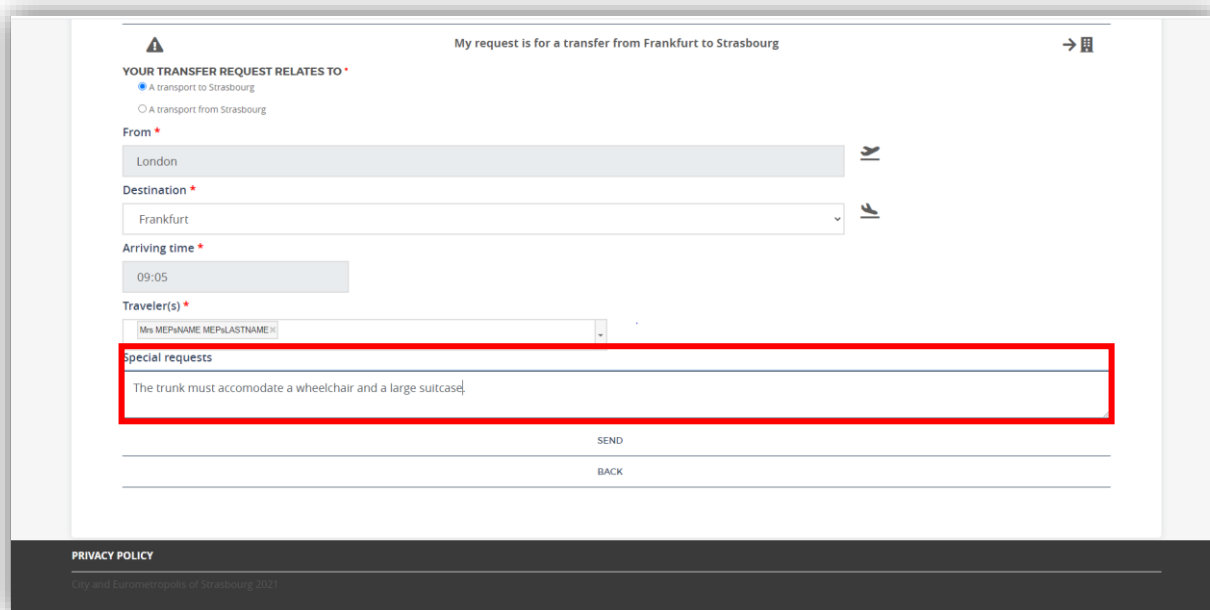
Traveler(s) *

Mrs MEPsNAME MEPsLASTNAME

SEND

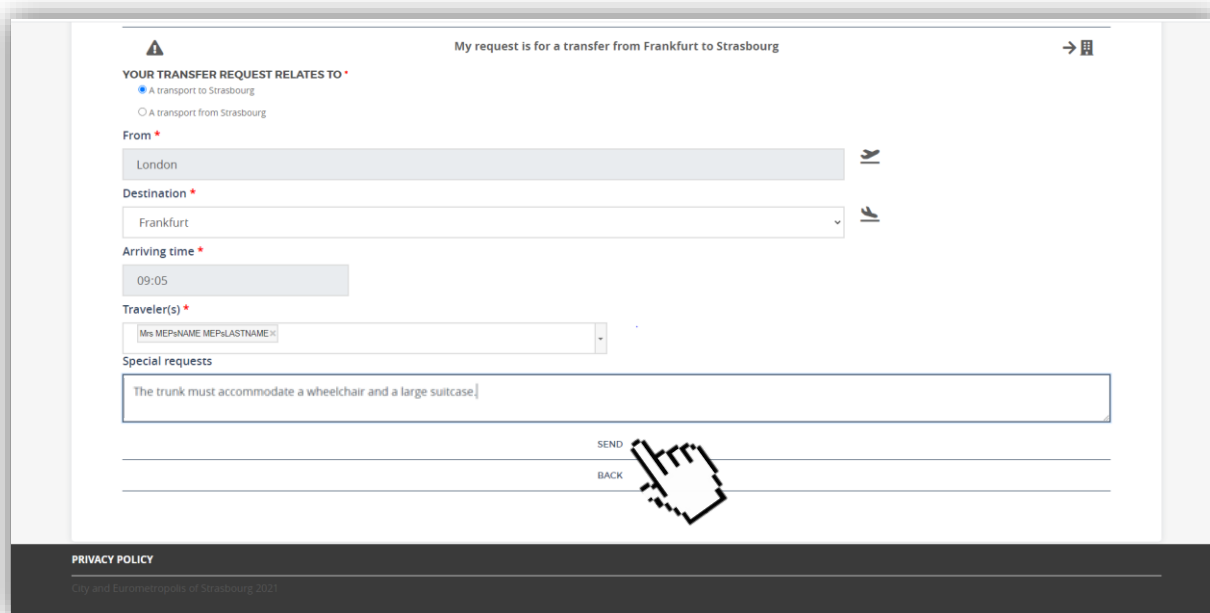
BACK

Then, specify any transportation special requests. **For example, if you wish to travel with your MEP,** or if you want to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.



The screenshot shows a web form titled "My request is for a transfer from Frankfurt to Strasbourg". The form includes fields for "From" (London), "Destination" (Frankfurt), "Arriving time" (09:05), and "Traveler(s)" (Mrs MEPNAME MEPxLASTNAME). A red rectangle highlights the "Special requests" text area, which contains the text "The trunk must accommodate a wheelchair and a large suitcase". Below the text area are "SEND" and "BACK" buttons. The footer includes a "PRIVACY POLICY" link and the text "City and Euroregion of Strasbourg, 2021".

Click "Send". You are redirected to the home page.



This screenshot is identical to the previous one, but with a hand cursor icon pointing at the "SEND" button. The "Special requests" field still contains the text "The trunk must accommodate a wheelchair and a large suitcase".

APAs may make transport requests for one or more MEPs under their management. Conversely, MEPs can only make reservations for themselves via their personal accounts.

As an APA, if you wish to travel with your MEP, simply indicate this in the "Special Requests" field. Generally speaking, this service is reserved for MEPs and we cannot always guarantee transport for delegation secretaries. However, we can offer you this service if seats remain available and you have requested them.

How can an APA create a request to leave for a MEP? →✈

Adding MEPs in your “*Parliamentary Team*” tab enables you to create a transport request for them for a journey (return) from Strasbourg, until the day before departure before 12:00am.

To do this from your account home page, click on “*Request transportation*”.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION + APAS NAME APAS LAST NAME

NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
No data available in table							

NEWS

FAQ

How to contact the City of Strasbourg Welcoming Team?
[Q01-A-PE] Which airports are served by the City of Strasbourg Welcoming Team ?
[Q04-V] How do I find my flight number?
[Q23-V] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?
Show all Frequently Asked Questions

PRIVACY POLICY
City and Euroregion of Strasbourg 2021

Strasbourg.eu

You are redirected to the transport request page.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION + APAS NAME APAS LAST NAME

MAKE A TRANSPORT REQUEST

If you face any issues, please contact 00 33 3 68 98 77 03

Session *

Date of flight *

Flight Number *

E.G. LH900

SEARCH

BACK

PRIVACY POLICY
City and Euroregion of Strasbourg 2021

Strasbourg.eu

Select the relevant session for the request.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION

APAS NAME APAS LAST NAME

MAKE A TRANSPORT REQUEST

If you face any issues, please contact 00 33 3 68 98 77 03

Session *
SEP21 - 13/09/2021 to 16/09/2021

Flight Number *
E.C. LH900

SEARCH
BACK

PRIVACY POLICY
City and European Council of Strasbourg 2021

Strasbourg.eu

Select the date of the flight.

HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION

APAS NAME APAS LAST NAME

MAKE A TRANSPORT REQUEST

If you face any issues, please contact 00 33 3 68 98 77 03

Session *
SEP21 - 13/09/2021 to 16/09/2021

Date of flight *
SEPTEMBER 2021

SEARCH
BACK

PRIVACY POLICY
City and European Council of Strasbourg 2021

Strasbourg.eu

Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.

The screenshot shows the 'MAKE A TRANSPORT REQUEST' form on the Strasbourg.eu website. The header includes navigation links: HOME, MY ACCOUNT, MY TRIPS, PARLIAMENTARY TEAM, REQUEST TRANSPORTATION, and INFORMATION. The user's name 'APAS NAME APAS LAST NAME' is displayed in the top right. The form itself has a title 'MAKE A TRANSPORT REQUEST' and a note: 'If you face any issues, please contact 00 33 3 68 98 77 03'. The form fields are: 'Session' (dropdown menu showing 'SEP21 - 13/09/2021 to 16/09/2021'), 'Date of flight' (calendar icon, showing '16/09/2021'), and 'Flight Number' (text input showing 'LH900'). Below the fields are 'SEARCH' and 'BACK' buttons. The footer contains a 'PRIVACY POLICY' link, the text 'City and Euroregion of Strasbourg 2021', and the website 'Strasbourg.eu'.

The platform will automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, **LH 900** instead of **LH900**.

The screenshot shows the 'My request is for a transfer from Strasbourg to Frankfurt' form on the Strasbourg.eu website. The header includes a warning icon and the text 'My request is for a transfer from Strasbourg to Frankfurt'. The form has a title 'YOUR TRANSFER REQUEST RELATES TO' with two radio buttons: 'A transport to Strasbourg' (unselected) and 'A transport from Strasbourg' (selected). The form fields are: 'From' (dropdown menu showing 'Frankfurt'), 'Destination' (dropdown menu showing 'Amsterdam'), 'Departure time' (dropdown menu showing '11:45'), 'Wished departure time' (dropdown menu showing '07:45'), 'Traveler(s)' (dropdown menu), 'Special requests' (text input), and 'Pick up place' (dropdown menu). Below the fields are 'SEND' and 'BACK' buttons. The footer contains a 'PRIVACY POLICY' link, the text 'City and Euroregion of Strasbourg 2021', and the website 'Strasbourg.eu'.

If your flight number is not recognized by the platform, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.

The screenshot shows a web form titled "My request is for a transfer from Strasbourg to". The form includes the following fields and options:

- YOUR TRANSFER REQUEST RELATES TO ***
 - ☐ A transport to Strasbourg
 - ☒ A transport from Strasbourg
- From ***: A text input field.
- Destination ***: A text input field.
- Departure time ***: A time selection dropdown showing "--:--".
- Wished departure time ***: A time selection dropdown showing "--:--".
- Traveler(s) ***: A dropdown menu.
- Special requests**: A large text area.
- Pick up place ***: A dropdown menu.
- SEND** and **BACK** buttons at the bottom.

At the bottom of the page, there is a "PRIVACY POLICY" link and a small text "City and Euroregion of Strasbourg 2021".

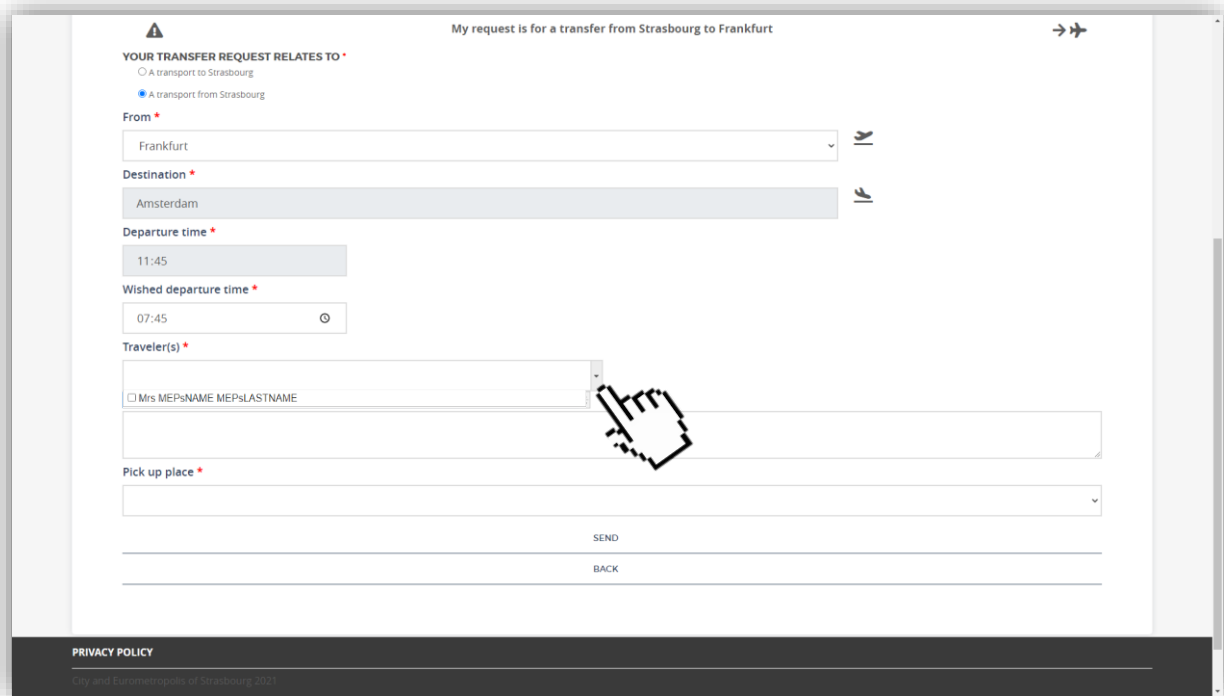
Once the information has been verified, select the wished departure time from Strasbourg. **The wished departure time is subject to change by the city of Strasbourg** depending on the groups or to guarantee a timely arrival at the airport so as not to miss your flight.

The screenshot shows the same web form as above, but with the following changes:

- From ***: "Frankfurt"
- Destination ***: "Amsterdam"
- Departure time ***: "11:45"
- Wished departure time ***: A dropdown menu is open, showing a list of times from 07:45 to 13:51. A hand cursor is pointing at the 07:45 option.
- SEND** and **BACK** buttons at the bottom.

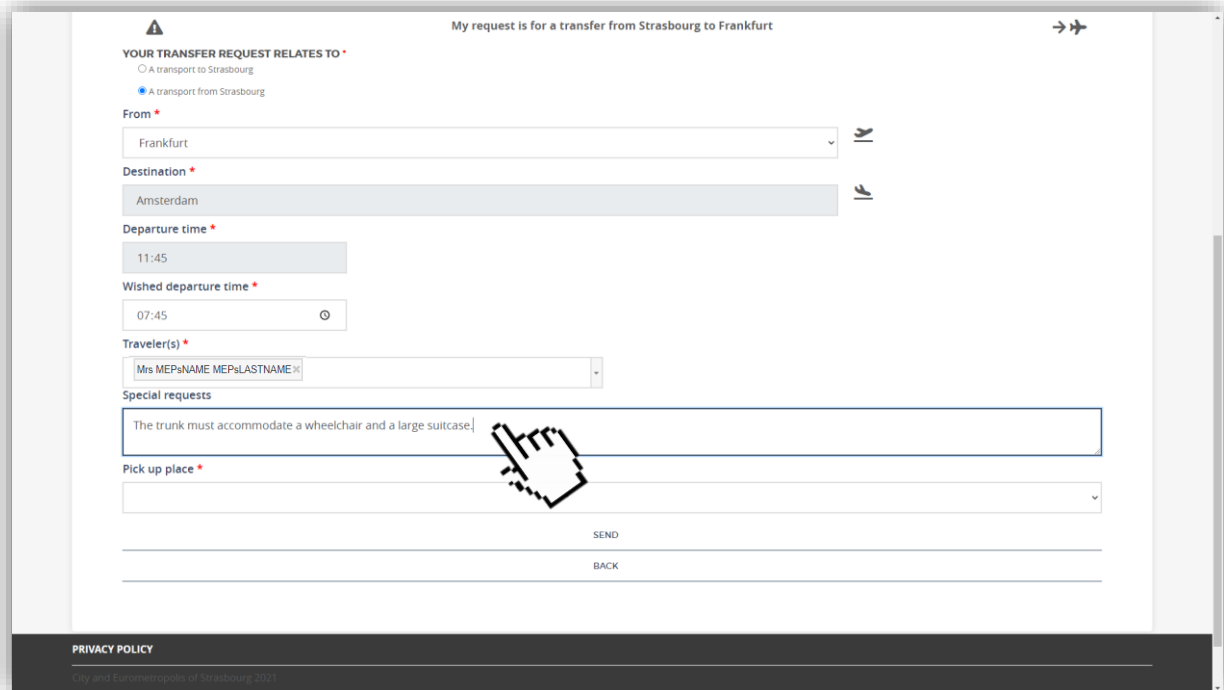
At the bottom of the page, there is a "PRIVACY POLICY" link and a small text "City and Euroregion of Strasbourg 2021".

Select the MEP(s) receiving the transport. **You can only select MEPs previously linked to your account, and you cannot add other APAs through this process.**



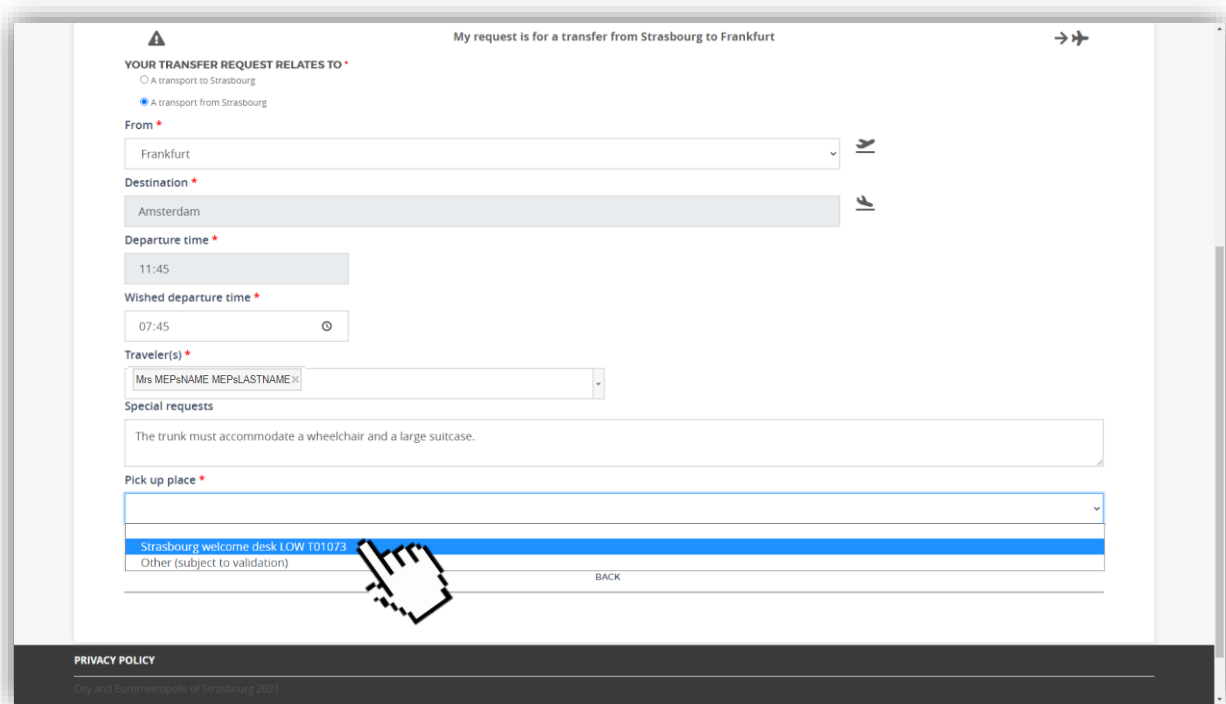
The screenshot shows a web form titled "My request is for a transfer from Strasbourg to Frankfurt". The form includes fields for "From" (Frankfurt), "Destination" (Amsterdam), "Departure time" (11:45), and "Wished departure time" (07:45). The "Traveler(s)" field is highlighted with a mouse cursor, showing a dropdown menu with the option "Mrs MEPsNAME MEPsLASTNAME". Below this is a "Pick up place" field. At the bottom, there are "SEND" and "BACK" buttons. A footer section contains "PRIVACY POLICY" and "City and Euroregion of Strasbourg 2021".

Then, specify any transportation special requests. **For example, if you wish to travel with your MEP,** or if you want to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.



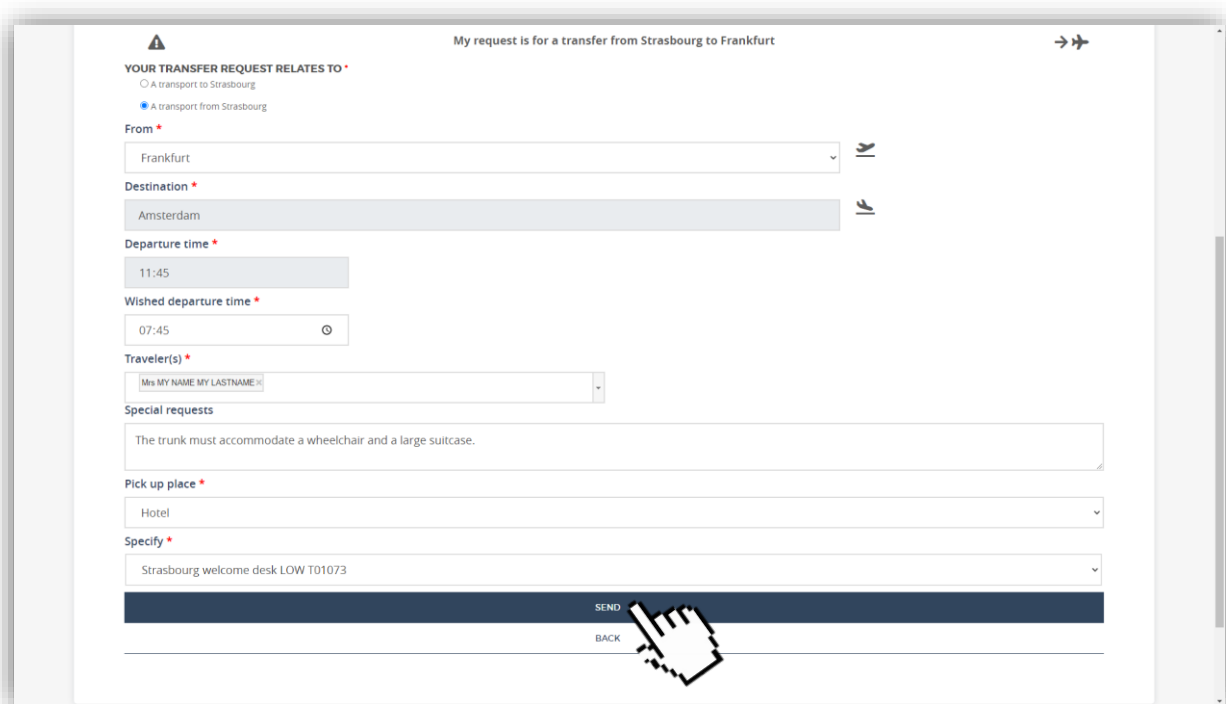
The screenshot shows the same web form as above, but with the "Special requests" field filled with the text "The trunk must accommodate a wheelchair and a large suitcase." The "Traveler(s)" field now shows "Mrs MEPsNAME MEPsLASTNAME". The "Pick up place" field is empty. The "SEND" and "BACK" buttons are still present at the bottom. The footer section remains the same.

Finally, select the wished pick up place of the MEP, and specify the information.



The screenshot shows a web form titled "My request is for a transfer from Strasbourg to Frankfurt". The form includes fields for "From" (Frankfurt), "Destination" (Amsterdam), "Departure time" (11:45), "Wished departure time" (07:45), "Traveler(s)" (Mrs MEPsNAME MEPsLASTNAME), and "Special requests" (The trunk must accommodate a wheelchair and a large suitcase). The "Pick up place" dropdown menu is open, showing "Strasbourg welcome desk LOW T01073" as the selected option. A hand cursor is pointing at this option. At the bottom of the form, there is a "BACK" button. The footer contains "PRIVACY POLICY" and "City and Euroregion of Strasbourg 2021".

Click "Send". You are redirected to the home page.



The screenshot shows the same web form as the previous one, but with the "Pick up place" dropdown menu closed. The "Specify" field now contains "Strasbourg welcome desk LOW T01073". A hand cursor is pointing at the "SEND" button, which is highlighted in blue. Below the "SEND" button is a "BACK" button. The footer remains the same.

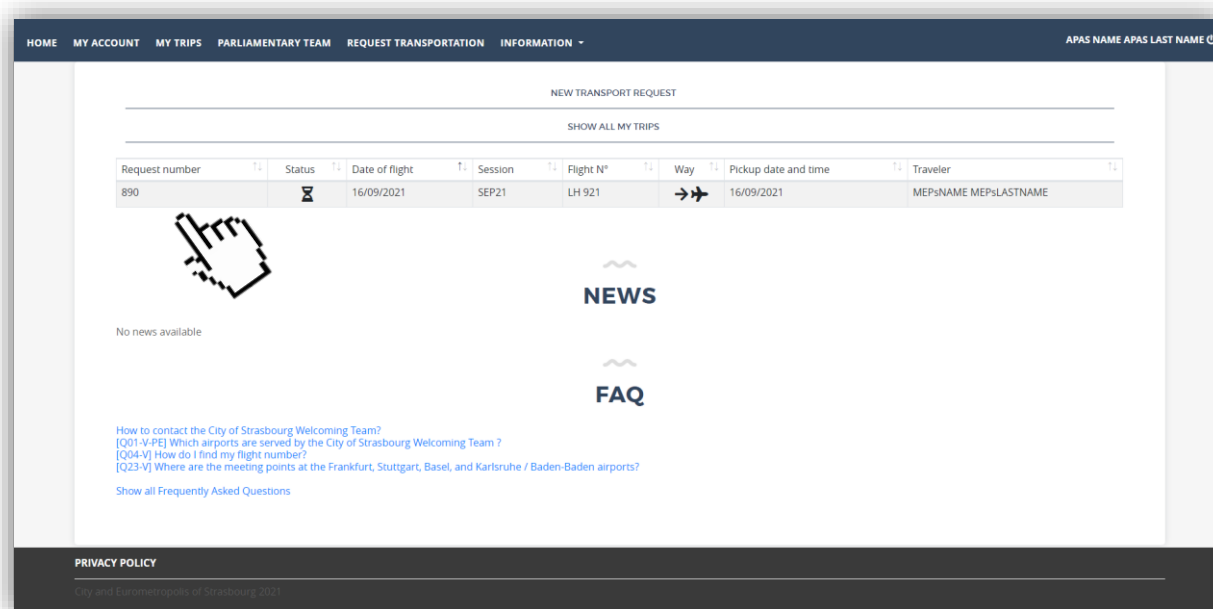
The APAs may make transport requests for one or more MEPs under their management. Conversely, MEPs can only make reservations for themselves via their personal accounts.

As an APA, if you wish to travel with your MEP, simply indicate this in the "Special Requests" field. Generally speaking, this service is reserved for MEPs and we cannot always guarantee transport for APAs. However, we can offer you this service if seats remain available and you have requested it.

Where to track the evolution of transportation demands?

You will be able to consult all your trips and follow the evolution of their status:

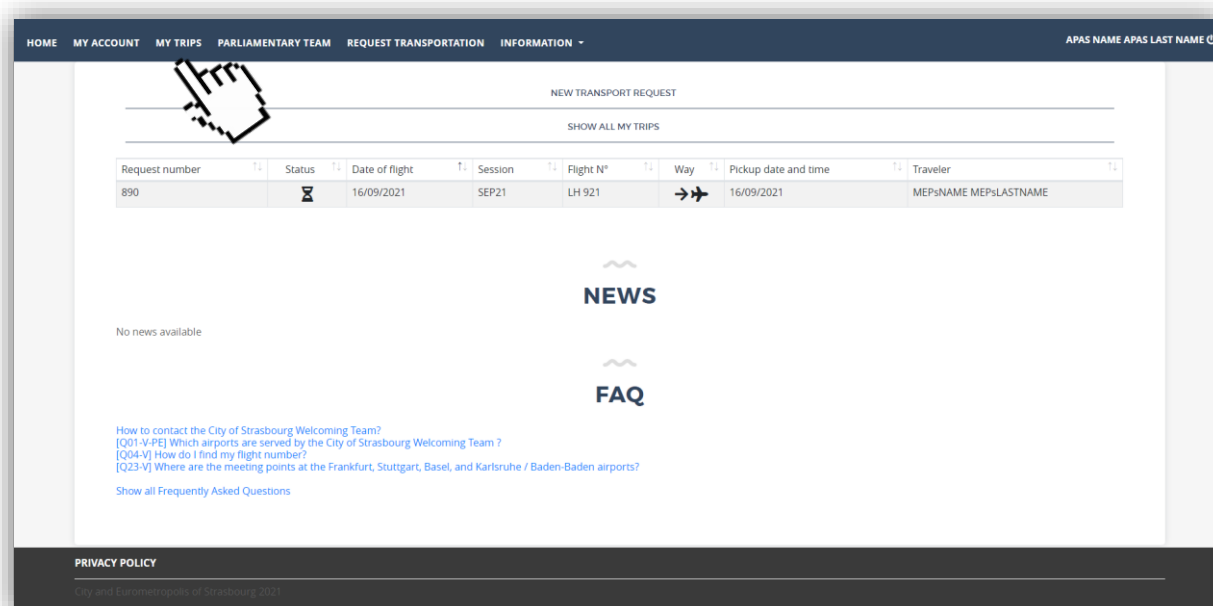
- On the home page (only the next 4 trips are visible):



The screenshot shows the home page of the City of Strasbourg website. The navigation bar at the top includes links for HOME, MY ACCOUNT, MY TRIPS, PARLIAMENTARY TEAM, REQUEST TRANSPORTATION, and INFORMATION. The user's name, APAS NAME APAS LAST NAME, is displayed in the top right corner. The main content area features a section titled "NEW TRANSPORT REQUEST" and a table titled "SHOW ALL MY TRIPS". The table has columns for Request number, Status, Date of flight, Session, Flight N°, Way, Pickup date and time, and Traveler. A single trip is listed with Request number 890, Status (indicated by a clock icon), Date of flight 16/09/2021, Session SEP21, Flight N° LH 921, Way (indicated by an airplane icon), Pickup date and time 16/09/2021, and Traveler MEPSNAME MEPSLASTNAME. Below the table, there is a "NEWS" section with the text "No news available" and a "FAQ" section with links to various questions and answers. A hand cursor icon is visible over the "MY TRIPS" tab in the navigation bar.

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
890		16/09/2021	SEP21	LH 921		16/09/2021	MEPSNAME MEPSLASTNAME

- Or by clicking on the “My Trips” tab (you will find all your trips, including your history):

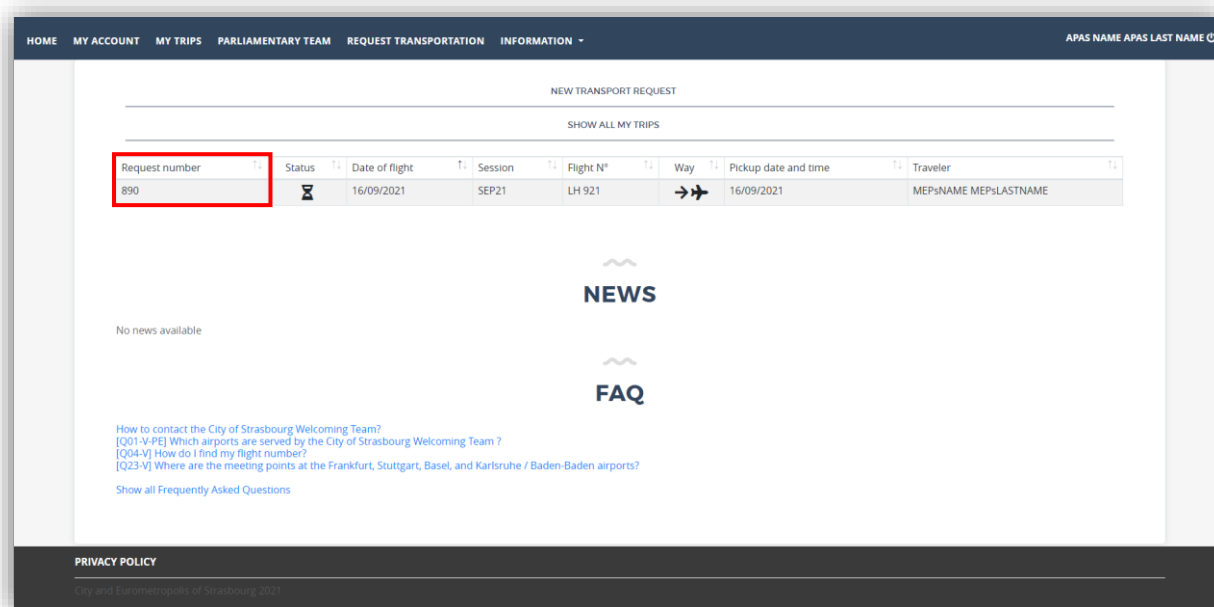


This screenshot is identical to the one above, showing the same website interface. However, a hand cursor icon is now positioned over the "MY TRIPS" tab in the navigation bar, indicating that it has been selected.

How to track the evolution of transportation demands?

In the “*My Trips*” tab, you have access to all your trips, including your history. You will find several information.




First, a unique transport request number. You can contact us if you have any problems with your booking, by mail or by phone.

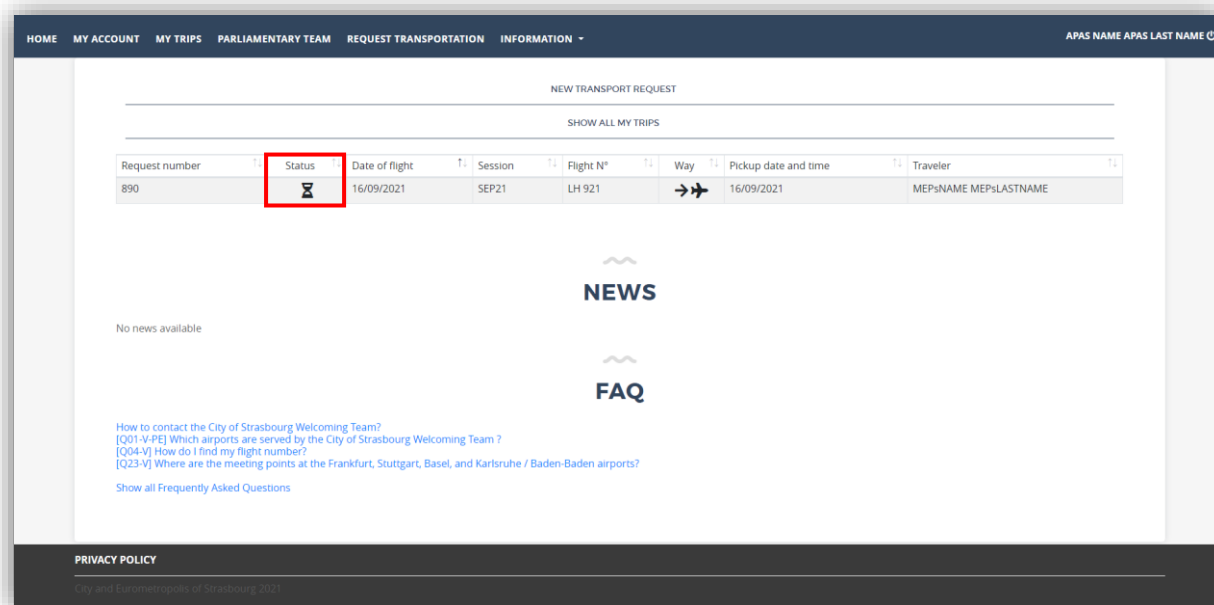


The screenshot shows the 'My Trips' section of a website. At the top, there is a navigation bar with links: HOME, MY ACCOUNT, MY TRIPS, PARLIAMENTARY TEAM, REQUEST TRANSPORTATION, and INFORMATION. Below this, there are two buttons: 'NEW TRANSPORT REQUEST' and 'SHOW ALL MY TRIPS'. A table displays transport requests with columns: Request number, Status, Date of flight, Session, Flight N°, Way, Pickup date and time, and Traveler. The first row shows a request number of 890, which is highlighted with a red box. Below the table, there are sections for 'NEWS' and 'FAQ'. The 'FAQ' section includes links for contacting the City of Strasbourg Welcoming Team, finding flight numbers, and meeting points at various airports. At the bottom, there is a 'PRIVACY POLICY' link and a copyright notice for the City and European Metropolis of Strasbourg, 2021.

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
890		16/09/2021	SEP21	LH 921	→✈	16/09/2021	MEP'sNAME MEP'sLASTNAME

Then, you are informed of the status of your application. This can be:



-  Pending validation
-  Validated
-  Refused or cancelled

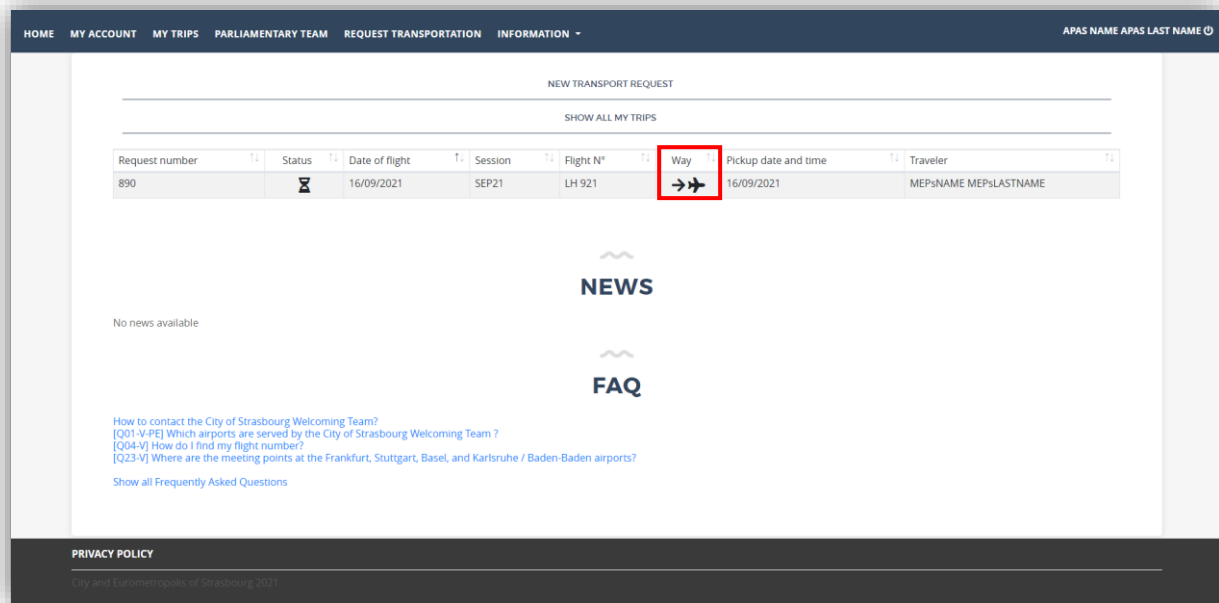


This screenshot is similar to the previous one, but the 'Status' column for the request number 890 now shows a red box with an hourglass icon, indicating 'Pending validation'. The rest of the page content, including the navigation bar, buttons, and FAQ section, remains the same.

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
890		16/09/2021	SEP21	LH 921	→✈	16/09/2021	MEP'sNAME MEP'sLASTNAME



The way of your transport is also indicated:

-  Transport from the airport to Strasbourg: **Arrival**
→  Transport from Strasbourg to the airport: **Departure**



NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
890		16/09/2021	SEP21	LH 921		16/09/2021	MEPsNAME MEPsLASTNAME

NEWS

No news available

FAQ

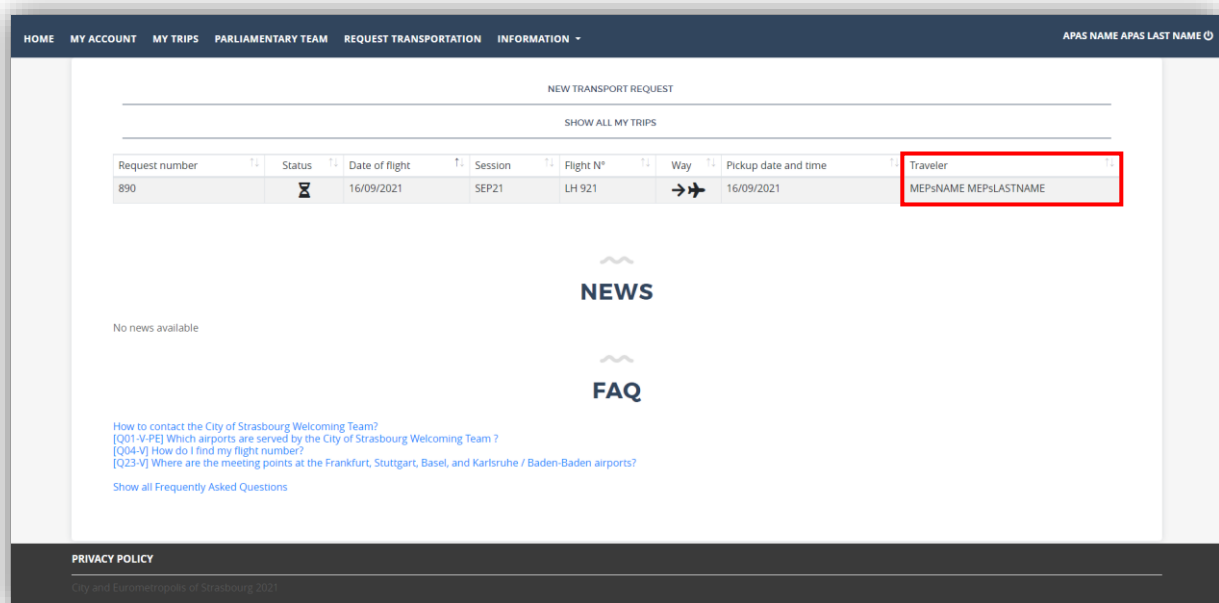
How to contact the City of Strasbourg Welcoming Team?
[Q01-V-PE] Which airports are served by the City of Strasbourg Welcoming Team ?
[Q04-V] How do I find my flight number?
[Q23-V] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?
[Show all Frequently Asked Questions](#)

PRIVACY POLICY

City and Euroregion of Strasbourg 2021



Finally, the beneficiary(ies) of the requested transport is/are visible. When you request transportation for multiple travellers, you can do so *via* a single form on our platform.

In order to facilitate the possible individual modifications for each traveller, transport requests for several MEP give rise to the creation of several order numbers. You can modify or cancel a MEP's request without altering the requests of the other beneficiaries of the journey.



NEW TRANSPORT REQUEST

SHOW ALL MY TRIPS

Request number	Status	Date of flight	Session	Flight N°	Way	Pickup date and time	Traveler
890		16/09/2021	SEP21	LH 921		16/09/2021	MEPsNAME MEPsLASTNAME

NEWS

No news available

FAQ

How to contact the City of Strasbourg Welcoming Team?
[Q01-V-PE] Which airports are served by the City of Strasbourg Welcoming Team ?
[Q04-V] How do I find my flight number?
[Q23-V] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?
[Show all Frequently Asked Questions](#)

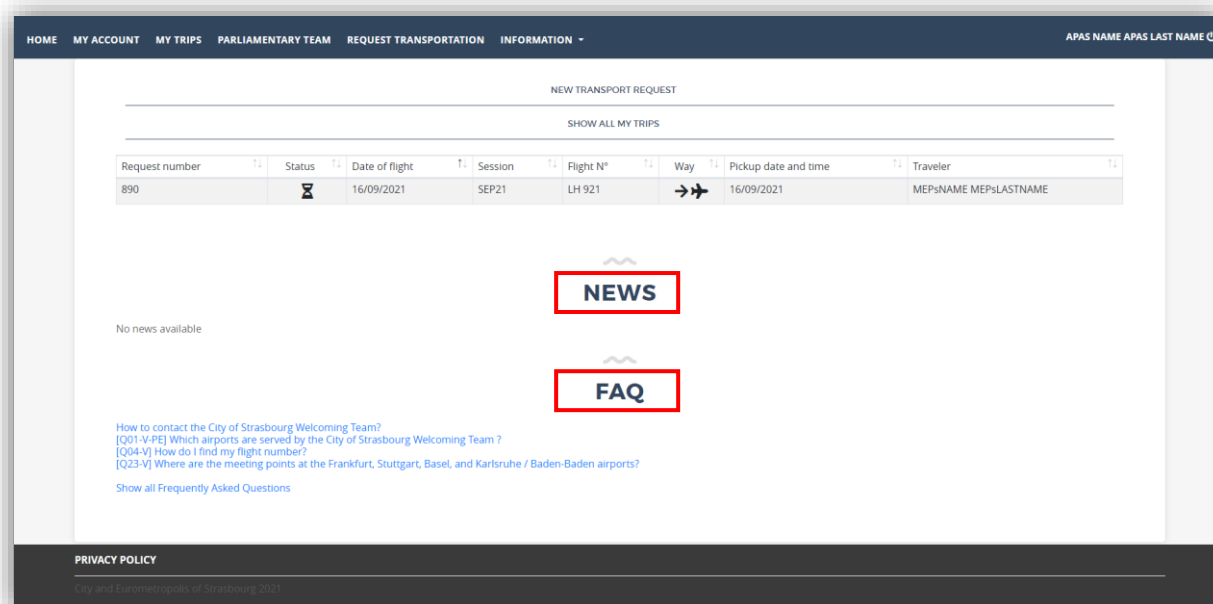
PRIVACY POLICY

City and Euroregion of Strasbourg 2021

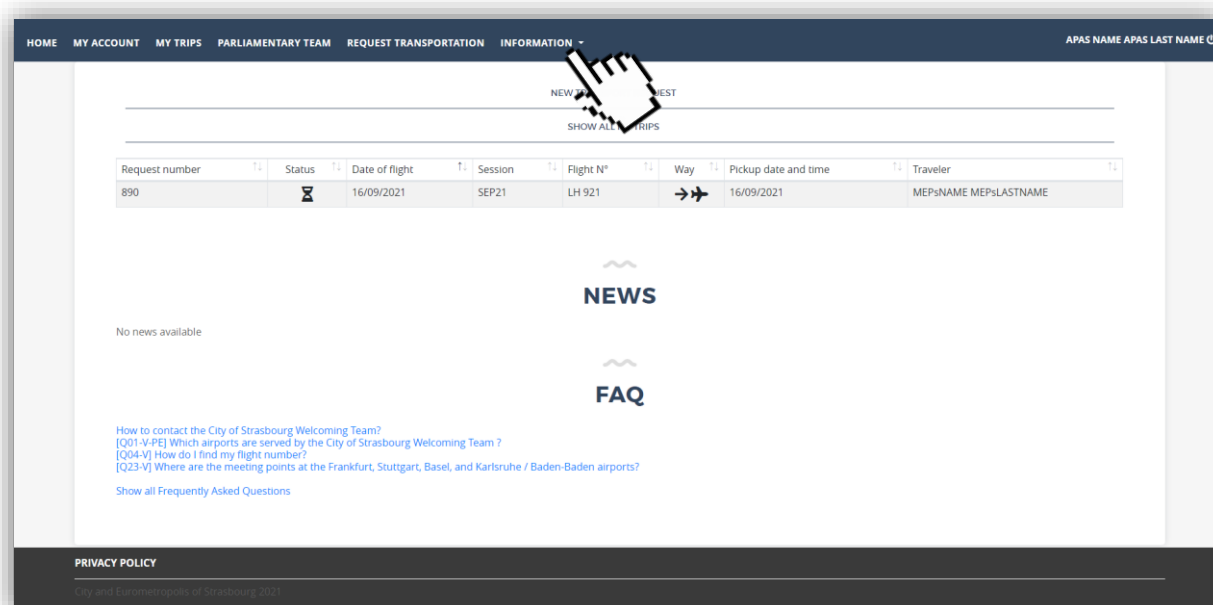
How to view news and FAQs (Frequently Asked Questions)?

You will find a “FAQ” (Frequently Asked Questions) on our platform to answer any questions concerning its use, as well as a “News” section, dedicated to information related to the transport of MEPs.

You can view both of these topics from the platform home page.

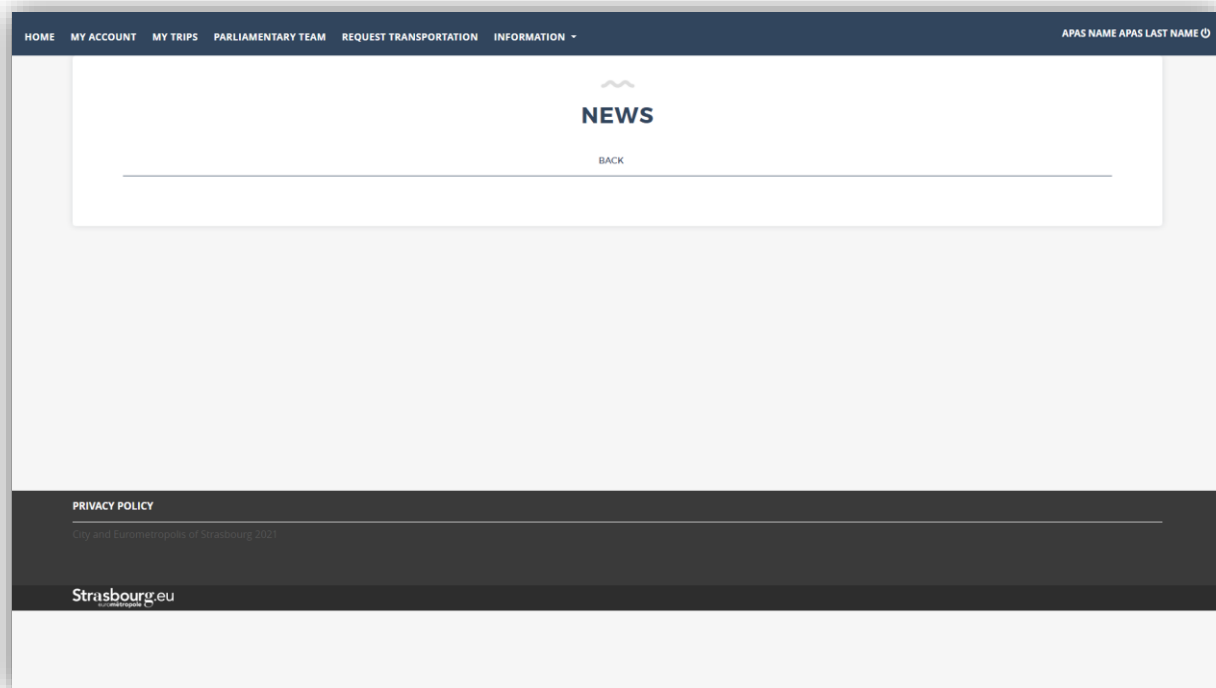


It is also possible to access the dedicated sections via the “Information” tab at the top of the page.



You are redirected to the chosen page:

- “News”



- “Frequently Asked Questions”

