CTM
TravelRight
Booking Guide
Your personal guide to booking travel

Contact details
Jacqui Hall
Client Value Manager
Jacqui.hall@travelctm.com
M: +61 435 968 207

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### Payment Process
- Airfare payment
- Traveller does have a Corporate Credit Card
- Traveller does not have a Corporate Credit Card
- Adding a credit card at the time of booking
- Split Payment

### How to book for a guest traveller

### How to amend or cancel a booking

### Tickets held in Credit
- CTM (incumbent)
- FCM and Business Travel By STA (previous TMC’s)
  - Qantas Credits
  - Other airlines

### Technology
- CTM Mobile App
- CTM Mobile App (Hotel Charge Back)
- Conferma App (Hotel Charge Back)

### Information still to be added.
- International/Smart Approve workflow (due to be rolled out in 2023)
Contact Sheet.
March 2023 The following information will assist when booking travel.

The following information will assist when booking travel through Corporate Travel Management.

**DEDICATED CTM TEAM**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dianne McCulloch and Samar Hassan</td>
<td>+61 2 8286 7446</td>
<td><a href="mailto:macuni@travelctm.com">macuni@travelctm.com</a></td>
</tr>
</tbody>
</table>

**CONSULTANT TEAM**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dianne McCulloch, Karyn Arthurs, Alicia Vincent. Kate Alchin-Hallam, Ian Enright, Katharine Trovato</td>
<td>+61 2 8286 7446</td>
<td><a href="mailto:macuni@travelctm.com">macuni@travelctm.com</a></td>
</tr>
</tbody>
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**OPERATIONS TEAM MANAGER**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luke Rodley</td>
<td>+61 2 8302 2527</td>
<td><a href="mailto:luke.rodney@travelctm.com">luke.rodney@travelctm.com</a></td>
</tr>
</tbody>
</table>

**CTM RECEPTION - SYDNEY**

<table>
<thead>
<tr>
<th>Phone</th>
<th>Fax</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>+61 2 8286 7300</td>
<td>+61 2 8286 4196</td>
<td>Level 13, 255 Elizabeth Street, Sydney NSW 2000</td>
</tr>
</tbody>
</table>

**EMERGENCY AFTERHOURS**

<table>
<thead>
<tr>
<th>Phone</th>
<th>Fax</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800 105 5334</td>
<td>+61 7 3211 2400</td>
<td>Saturday, Sunday, Australian National Public Holidays, Weekdays 6pm-8am</td>
</tr>
</tbody>
</table>

**OTHER CONTACTS – MONDAY TO FRIDAY**

**SYDNEY OPERATIONS MANAGER**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nikky Simpson</td>
<td>+61 2 8268 7373</td>
<td><a href="mailto:nikky.simpson@travelctm.com">nikky.simpson@travelctm.com</a></td>
</tr>
</tbody>
</table>

**REGIONAL CLIENT VALUE MANAGER - NSW**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Craig Ripley</td>
<td>+61 412 194 767</td>
<td><a href="mailto:craig.ripple@travelctm.com">craig.ripple@travelctm.com</a></td>
</tr>
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</table>

**EVENT TRAVEL MANAGEMENT (ETM)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamie Bonner – Manager</td>
<td>+61 2 9230 1082</td>
<td><a href="mailto:jamie.bonner@eventsctm.com">jamie.bonner@eventsctm.com</a></td>
</tr>
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**ALLURE TRAVEL by CTM (LEISURE)**

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1300 361 425</td>
<td><a href="mailto:travel@alluretravel.com.au">travel@alluretravel.com.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>+61 7 5570 4408</td>
<td></td>
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**CTM HOURS OF OPERATION**

24 hours, 365 days a year
CTM normal business hours 8am – 6pm Monday to Friday
CTM Groups

Team: CTM groups
CTMgroups@travelctm.com
+61 2 8302 2500

Operating Hours: 0900-1730 AEST Monday to Friday
*This will extend to 0800-1800 as the team grows

Group Qualification:
  Flights: Minimum 10 pax on any one flight
  -OR-
  Minimum 20 pax from different ports to one destination

  Accommodation: Minimum 10 room nights

  *If you do have a group that doesn’t currently meet the requirements, please reach out and if we have capacity we will take it on.

Fee Structure:
  Domestic booking: $25 + GST
  Domestic change: $15 + GST
  International booking: $85
  International change: $35

*Please note if clients have existing group fees we will honour these.

Corporate Profiles: Groups will not be able to use Corporate Profiles and clients will need to provide names/emails/FF/meals etc for all passengers

Credits: Groups will not be able to use CTM credits towards group bookings
How do I log in?

Access to the Online Booking tool
Each Faculty/Office has dedicated Travel Arrangers to assist you with your travel requirements. Please contact your Travel Arranger in the first instance who will be able to set up new travel profiles, amend profiles and book travel on your behalf.

If you are a new Travel Arranger or Traveller (self-booker), log a One Help Ticket by clicking New Service Request-Finance-Purchasing-Travel Management. The ticket will be submitted to your supervisor for approval. Once approved the Purchasing team will process your request and provide details about the mandatory training sessions available.

If you have any questions, please email travelright@mq.edu.au.

What is my login ID/Password?
Once you have completed the training the Purchasing team will provide access to the online booking tool. Please login by single sign on using your OneID credentials via the CTM Online Booking Tool.
How to add a new Cost Centre/Project Accounts

To add a new cost centre/project account permanently to the Online Booking Tool, please log a OneHelp ticket by clicking Request something>Finance>Purchasing>Travel Management>General Enquiry.

Please note: new cost centres/projects codes will be by CTM added on a quarterly basis.

PROFILES

How to create a new Travel Profile (Travel Arrangers only)

Login to the Online Booking Tool using your OneID and password. Click on Profiles, Home & Add Client.

IF YOUR TRAVELLER IS A VIP TRAVELLER – THEN YOU CAN TICK VIP BUT YOU NEED TO LET craig.ripley@travelctm.com and amanda.keegan@mq.edu.au KNOW SO CTM CAN ENSURE VIP SERVICE DELIVERY IS FOLLOWED BY OUR OPERATIONS TEAM. Thank you.
How to change default Department and Cost Centre?

(Same process when adding a Dept and Cost Centre to a new profile)

Click Profiles

Click on list Clients and enter name, click search.

Please ensure you add the travellers unique email address into their profile – please don’t add in your email for two main reasons.

1. It will affect your ability to Single Sign On (SSO)
2. Whomever books the travel - will receive a copy of the itinerary and invoice – you do not need to add in your email to receive this information.
Select your new or amended Department and the corresponding Cost Centres will be appear.

Click ‘Save’ to apply your new default Department and Cost Centre.

You can change the Department and Cost Centre at the time of booking in Lightning online booking tool if you are travelling under a different Department and Cost Centre for that specific booking – it does not change the default.

JUST CLICK ON THE ‘MODIFY’ PEN
How to add a new cost centre/project account at time of booking

Reallocated Cost Centre/Project Accounts - a quick and easy solution

If the cost centre/project code, you require is not available at the time of making a booking you can add the cost centre/project accounts to the field called “Reallocated Cost Centre”. The cost of the airfare will be charged to the “Reallocated Cost Centre” at the end of the billing month.

Please note:

- the Reallocated Cost Centre field will not be saved in the Online Booking Tool
- Cost centres: 8 digits, eg: 80740001 or project accounts: 7 digits, 1234500
- do not use any special characters such as backslash (/)
- this is not a mandatory field.
How to change/define an employee type within a Traveller Profile?

Scroll down to Employment Details and click on ‘Employee Type’

How to add a credit card to a profile?
FOR TRAVELLER ARRANGERS ONLY - Type surname and click enter to find profile.

Self-Bookers – ONLY THEIR PROFILE WILL BE DISPLAYED
How do I add a membership to a profile?

Complete bold type sections and then click save.
How do we add seat and meal preference for each traveller?

Complete fields as required.
Adding Passports Details

Complete bold type sections, shown below, and then click save.
Adding Visa Details
(*Can only be added after passport details added*)

Once passport details have been added, you can add Visa details against the saved passport. As shown below.

1. **Client Passports**

2. **Visas**

3. **Add / Edit Visa**

   - **Country**: 
   - **Type**: 
   - **Number**: 
   - **Validity**: 
   - **Issue Date**: 
   - **Expiry Date**: 

   - **Cancel** | **Save**
Visa Application Support

Click on link and follow the prompts.

Click to expand widget.

Self-fulfilment of Travel Visas

CIBT Visa’s Website via CTM

Click on link and follow the prompts.
Sourcing Invoices

Invoices and itineraries are automatically sent to the booker and the traveller. You can always source past invoices and itineraries via 'Profiles and Invoices' tile on the Smart Portal homepage if required as follows;

**OPTION 1 – General Invoice search**

If you want to find invoices for a specific traveler, then type in their name in 'CLIENT' field. If you are looking to download ALL invoices – then just enter dates and click 'SEARCH.'

***TIP & TRICKS***

'HOME' can be used as a ‘go back’ button.

If you want to find invoices for a specific traveler, then type in their name in ‘CLIENT’ field.

If you are looking to download ALL invoices – then just enter dates and click ‘SEARCH.’

You can also search for invoices by Department and Cost Centre.

**PLEASE NOTE**

Travelers will only be able to access their own documentation. Travel arrangers can access documentation FOR ALL TRAVELLERS
Sourcing Invoices continued………

OPTION 2 – Find the travellers profile first and then looking at the exact booking you want information on.

All past and present bookings are saved here. You can access any itinerary by clicking onto the CTM booking number.

Click on yellow envelope to open ‘ITINERARY’ and click on ‘INVOICE’ to open the invoices related to that specific booking.
ONLINE BOOKING TOOL

Making a Booking (Online Booking Tool)

Login to the Online Booking Tool using your OneID and password. Click on Lightning – Online Booking Tool.

1. Select flight, hotel, car or all 3 depending on your itinerary.
   Travel Arrangers enter the traveller’s names that you are booking for. Self-bookers profile will automatically appear. Select the departure city, destination, and the date for the trip.
   NB: Bookings can be made for up to 9 travellers at the same time. Up to 5 flights can be made in a booking.

2. Select the reason for travel and click search.

3. Select the required flights for your travel.
   NB: the shopping cart will display the total cost of the airfares.
4. Click continue.

5. Select the required hotel for your travel, by clicking add to cart.
   NB: The online booking tool displays the University and CTM preferred hotels as well as Expedia and Booking.com content. The hotels can be displayed in a list view or via a city map.

6. Click continue.
7. Select the hotel payment option, click save and continue.

NB: For further information regarding payments, please refer to Payment Process.
8. Select which car is required, click add car.

10. If a charge is required to the University’s account - Add the following wording into the 'Comments to Travel Agent' - **Pls chargeback car hire to Mac Uni Avis Account.** CTM consultant will then add into the booking Company Wizard # 5BW43T. Avis would then invoice Mac Uni.

**Please note:**
- adding comments will make the booking “offline” a consultant will action the request
- additional charges will apply.


Payment Process.

11. Airfares

All airfares are charged to the MACUNI Central Credit Card at the time of bookings. The costs will be allocated to the cost centres/account codes used at the time of booking.

The benefit of the MACUNI Central Credit Card is that it alleviates the requirement to reconcile airfare expenses via Concur.

12. Accommodation

**OPTION 1:** Traveller has a corporate credit card. (Preferred Payment Method)

1. **AIR PAYMENT** = MACUNI Central Credit Card – ALL AIRFARES ARE CHARGED TO THIS CARD
2. **HOTEL** = TRAVELLERS CORPORATE CREDIT CARD (Preferred Method of Payment)
3. **CAR** = Traveller Corporate Credit Card

Please note:

- In general, when booking accommodation using the traveller’s corporate credit card, the card is used to **hold the booking only and payment is required at the time of hotel check out**.
- There are times when instant payment may be required: eg: booking hotel rooms listed under booking.com or Expedia
PLEASE FOLLOW BELOW STEPS

SELECTED PAYMENT METHODS:

- **Flight Payment**:
  - Card Number: 53530000000003295
  - Payment Type: Airfare Payment Only

- **Hotel Payment**:
  - Card Number: 53530000000005009
  - Payment Type: MACOUNI Air Payment Only

- **Car Payment**:
  - Card Number: 53530000000005009
  - Payment Type: MQ Chargeback Room Only

FINAL SELECTION SHOULD DISPLAY AS SHOWN HERE

CLICK SAVE AND CLOSE TO COMPLETE PAYMENT SELECTION
13. **OPTION 2:** Traveller DOESN’T HAVE A CORPORATE CARD.

1. **AIR PAYMENT** = MACUNI Central Credit Card ALL AIRFARES ARE CHARGED TO THIS CARD
2. **HOTEL** = VIRTUAL CREDIT CARD – MQ CHARGEBACK ROOM ONLY
3. **CAR** = Traveller Corporate Credit Card or personal credit card

Please note:

- When using the virtual credit card (MQ chargeback room only), additional fees apply
- The virtual credit card is sent automatically to the hotel and to the app on check in day. Traveller does not need to do anything.
- To ensure Travellers can provide evidence that a virtual card has been used, there are two options available:

  **Option 1: CTM Mobile App – Virtual Card Payments** for staff who have access to online booking tool and app.

  **Option 2: Conferma-Pay-Mobile-App** for staff/students who do not have access to the online booking tool or app.

**PLEASE FOLLOW BELOW STEPS**

![Confirm your booking](image1.png)

**HOTEL WILL BE RECONCILED VIA MACUNI CENTRAL CARD BY SELECTING VIRTUAL CREDIT CARD.**

![Payment Method](image2.png)

![Hotels](image3.png)
**14. Option 3 ADDING A CREDIT CARD** at time of booking – no charge back required

1. **AIR PAYMENT = MACUNI Central Credit Card** ALL AIRFARES ARE CHARGED TO THIS CARD
2. **HOTEL = Adding a card at time of booking**
3. **CAR = Traveler Corporate Credit Card or personal credit card**

**PLEASE FOLLOW BELOW STEPS**

Enter credit card details, click save and then add CVV number. Note: the credit card details will be for this booking only.
15. Split Payment

The split payment option maybe used when the traveller wants to cover a portion of their trip (eg, upgrade to business or dual-purpose travel).

The booking can be made online or offline. If booking made online, notes would need to be placed into the booking (by the booker) on the ‘Confirm your booking’ page of the online booking workflow under ‘Comments to Travel Agent’ - see screen shot below. Add notes into the ‘Comments to Travel Agent’ flags the request with our consultant team to contact the booker, to discuss what split payment is being requested eg: Business Class Upgrade, Additional Room Nights Stay in Hotel, additional Flight etc.

Please note the following:
- Tickets are then ‘issued to cash’ in CTM’s GDS.
- Payment will be split in the CTM mid office system, Tramada. For example: Economy fare cost charged to Macquarie University and Business portion to traveller’s personal card, provided over the phone.
- Please don’t email full card details on email as this is not PCI compliant.
- Travellers can add their personal card details into their Traveller profile if they would like too, as we can pick the card details up from there.
- A credit card merchant fee will be charged to the traveller’s personal card.

16. Company References

Select Company References and answer the questions, click save.
17. Final step. Tick the terms and conditions and click confirm booking.

How to book for a guest traveller

A guest traveller is a traveller who is travelling on behalf of the University, on a one-off basis. If the traveller will travel more than once on behalf of the University, it is recommended that a travel profile is set up, please refer to How to create a new Travel Profile.

To make a booking for a guest traveller, login to the Online Booking Tool using your OneID and password. Click on Lightning – Online Booking Tool.
1. Select flight, hotel, car or all 3 depending on your itinerary.
   Click on Add a guest traveller, enter the guest traveller's detail, click save. NB: The guest travellers’ details will not be saved in the system.
2. Continue with the travel booking as per Making a Booking (Online Booking Tool)

How to amend or cancel a booking

To amend or cancel a booking, please contact the CTM Consultants via 02 8286 7464 or macuni@travelctm.com noting in the subject line – MacUni Amendment/Cancellation booking reference #.

Tickets held in Credit

1. Qantas Tickets Credits - previously held in credit by FCm and Business Travel by STA

Qantas tickets that had been held in credit by FCm and Business Travel by STA have now been credited back to the cost centre/project code that funded the booking.

For any queries relating to funds credited back to cost centres, please email the Expenditure Operations email at expenditure@mq.edu.au.

Other airlines tickets held in credit.

Any other airline tickets that had been held in credit by FCm and Business Travel by STA, maybe accessible via the CTM consultants. In the first instance, please contact the consultants on 02 8286 7446 or via macuni@travelctm.com who will be able to advise if they are able to use the credit.

If due to the airline’s terms and conditions and CTM are unable to utilise the credits, please contact:

FCm – 02 9423 8010 or macuni@fcmtravel.com.au
Business Travel by STA – 02 9080 1700 or travelservice@traveledge.com.au

2. CTM – Tickets held in Credit.

To use a ticket held in credit for a domestic, trans-tasman and simple point to point international flight, log in to the OBT and select airfares as per the University Travel Policy and the usual booking process.

If the traveller has a credit it, it will be automatically allocated to the booking. The traveller does have the option to not use the credit for this booking.
To use a ticket held in credit for a complex/multi-destination international flight, please contact the CTM Travel Consultants 02 8286 7446
CTM Mobile features

- Book international and domestic flights, hotel and car hire for yourself or your team.
- Access your corporate and CTM negotiated rates.
- In-built approval rules
- Configured to your corporate travel policy.
- Access stored traveller profile information and preferences
- One-tap proof of safety functionality
- Auto-upload of your itineraries
- Destination advice including maps, weather, currency converter and transit options.
- Book Uber within the app
- Trip notifications including check-in reminders, baggage information and incomplete bookings.
- View your entire trip in a single Trip Feed, combining personal and professional travel information.

The CTM Mobile App is free to download for Android and iPhone.
CTM Mobile App – Hotel Charge Back

For travellers who book on the go
Australia’s first locally developed end to end corporate mobile booking app.

Virtual Card now available on CTM Mobile for easy check in

If the Virtual credit card has been confirmed and the hotel has not received the authorisation the user has the ability to generate the authorisation requests to the hotel from the mobile device.

The virtual credit card will be available:
- When the traveler is inside the check-in and check-out dates of the hotel stay
- The virtual credit card has been confirmed and authorised.

Conferma Pay Mobile App - Hotel Charge Back

Conferma Pay Mobile App for eCommerce

With the Conferma Pay app your employees can access virtual card details to re-key into websites and apps so pay for business expenses such as office supplies or online training.

confermapay.com/app