CTM TravelRight Booking Guide

Your personal guide to booking travel

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**Information still to add (as at March 2021)**

- International/Smart Approve workflow (due to be rolled out by Q3 2021)
Contact Sheet.
PREPARED FOR MACQUARIE UNIVERSITY
APRIL 2021

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

<table>
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<th>DEDICATED CTM TEAM</th>
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<tbody>
<tr>
<td>Name</td>
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<td>Phone</td>
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<td>Email</td>
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<table>
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<tr>
<th>CONSULTANT TEAM</th>
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<td>Phone</td>
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<table>
<thead>
<tr>
<th>OPERATIONS TEAM MANAGER</th>
<th>CLIENT VALUE MANAGER</th>
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<tbody>
<tr>
<td>Name</td>
<td>Craig Ripley</td>
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<tr>
<td>Phone</td>
<td>+61 412 194 757</td>
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<tr>
<td>Email</td>
<td><a href="mailto:craig.ripley@travelctm.com">craig.ripley@travelctm.com</a></td>
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<tr>
<th>CTM RECEPTION - SYDNEY</th>
<th>EMERGENCY AFTERHOURS</th>
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<tbody>
<tr>
<td>Phone</td>
<td>1800 105 334</td>
</tr>
<tr>
<td>Fax</td>
<td>+61 2 8286 7300</td>
</tr>
<tr>
<td>Address</td>
<td>Level 13, 255 Elizabeth Street, Sydney NSW 2000</td>
</tr>
<tr>
<td>Phone</td>
<td>+61 2 8286 7300</td>
</tr>
<tr>
<td>Fax</td>
<td>+61 7 3211 2400</td>
</tr>
<tr>
<td>Address</td>
<td>Saturday, Sunday, Australian National Public Holidays, Weekdays 6pm-8am</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>OTHER CONTACTS - MONDAY TO FRIDAY</th>
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<tbody>
<tr>
<td>SYDNEY OPERATIONS MANAGER</td>
</tr>
<tr>
<td>Name</td>
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<td>Phone</td>
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<td>Email</td>
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<tr>
<th>REGIONAL CLIENT VALUE MANAGER - NSW</th>
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<tr>
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<td>Fax</td>
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<tr>
<th>EVENT TRAVEL MANAGEMENT (ETM)</th>
<th>ALLURE TRAVEL by CTM (LEISURE)</th>
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</thead>
<tbody>
<tr>
<td>Name</td>
<td>Elin Rees - Manager</td>
</tr>
<tr>
<td>Phone</td>
<td>+61 2 9230 1082</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:Elin.Rees@eventstcm.com">Elin.Rees@eventstcm.com</a></td>
</tr>
<tr>
<td>Fax</td>
<td>+61 2 8268 4196</td>
</tr>
<tr>
<td></td>
<td>Groups, Meetings, Conference and Incentive Travel</td>
</tr>
<tr>
<td>Name</td>
<td>Chris Cipriani and Sue Harrison</td>
</tr>
<tr>
<td>Phone</td>
<td>1300 786 444</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:travel@alluretravel.com.au">travel@alluretravel.com.au</a></td>
</tr>
<tr>
<td>Fax</td>
<td>+61 7 5570 4408</td>
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<tr>
<th>CTM HOURS OF OPERATION</th>
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<td>24 hours, 365 days a year</td>
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<tr>
<td>CTM normal business hours 8am – 6pm Monday to Friday</td>
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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 create a new Travel Profile *(Travel Arrangers only)*

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

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.
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)

1. Client Passports

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

2. Visas

3. Add / Edit Visa

   Visa Details
   Country
   Type
   Number

   Validity
   Issue Date
   Expiry Date
Visa Application Support

Click on link and follow the prompts.

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.’

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

******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.
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.
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 in regard to 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’ - **Pis chargeback car hire to Mac Uni Avis Account.** CTM consultant will then add into to the booking Company Wizard # 5BW43T. Avis would then invoice Mac Uni.

Please note 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.

1. AIR PAYMENT = MACUNI Central Credit Card – ALL AIRFARES ARE CHARGED TO THIS CARD
2. HOTEL = TRAVELLERS CORPORATE CREDIT CARD
3. CAR = Traveller Corporate Credit Card

PLEASE FOLLOW BELOW STEPS
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 FOLLOW BELOW STEPS**
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** = Traveller Corporate Credit Card or personal credit card

**PLEASE FOLLOW BELOW STEPS**

1. Click the payment method dropdown for **Flights** and select
   - 5353000000003295

2. Click the payment method dropdown for **Hotels** and select
   - 5353000000003295

3. Click the payment method dropdown for **Cars** and select
   - 5353000000003295

4. Click **Save and close** to complete payment selection.

**NOTICE**

- HOTEL WILL BE RECONCILED VIA MACUNI CENTRAL CARD BY SELECTING VIRTUAL CREDIT CARD.
- FINAL SELECTION SHOULD DISPLAY AS SHOWN HERE
- CLICK SAVE AND CLOSE TO COMPLETE PAYMENT SELECTION
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 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 transferred to a Travel Fund – UATP card which CTM can access.

How do I use my travellers FCm-STA Qantas ticket credit via the Qantas Travel fund?

Each Faculty/Office has travel arrangers to assist with booking approved travel, using a Faculty/Office UATP card.

- Faculty/Office UATP cards can be used for ticketing/funding of Qantas tickets/content only.
- CTM service fees are charged to the central credit card (MACUNI AIR PAYMENT ONLY)
- Travellers/Travel Arrangers who want to make a booking using funds from the UATP card, must:
  - Contact the CTM Consultants:
    - via email macuni@travelctm.com;
    - or phone 02 8286 7464
  - Advise the CTM Consultants which Faculty/Office you are from and that you wish to use the Faculty/Office UATP card for the booking.
  - The Qantas airfare will be deducted from the Faculty/Office UATP card
  - The travel arranger must request airfares as per the University Travel Policy and booking process.

The benefits of providing a UATP card for Faculties and Offices are:

- CTM will be able to use the value of all tickets held in credit towards new bookings
- The value of tickets held in credit expires in December 2022;
- Flexibility to use the credit for any traveller or booking as approved by the Faculty/Office
- There is no longer a need for contacting Campus Travel/Business Travel by STA; CTM can now take care of any Qantas booking made using the credit.
- $65 fee, ordinarily charged when using a credit is made by another TMC, no longer applies
- Reporting by Faculty/Office of the audited Qantas credits
- Online portal to track the use of the funds by Faculty/Office – access will be provided to the nominated representative.

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 7464 or via ctmsydney@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 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 an international flight, please contact the CTM Travel Consultants.
Technology
CTM Mobile App.

The CTM Mobile App is free to download for Android and iPhone.

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.