



CTM DATA

User Guide – V.1.2_WoAG.

August 2023.

Getting Started with CTM Data:

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CTM Data Glossary.

Terminology	Location	Description
Summary Tab		
Trip	Dashboard Tabs.	A trip includes all travel segments made within the itinerary. This may include one or more Passenger Name Records (PNR).
Bookings	Summary Tab. Booking Tab.	Unique count of PNRs
Average Trip Cost	Summary Tab.	Total travel spend divided by number of Trips.
Online Percentage	Summary Tab.	Represents online booking tool use based on the selected measure selected (Booking Count or Spend).
Benchmark Industry	Dashboard Filters. Dashboard Tabs.	Comparing your entity against all other WoAG entities. Inclusive of your entity.
Spend Type	Dashboard Filters. Dashboard Tabs.	Filter data results by Domestic, Trans-Tasman or International.
Measure	Dashboard Filters. Dashboard Tabs.	Display data results by Spend, Spend excl. Taxes, Spend incl. Taxes & GST.
Entity / Debtor	Dashboard Filters.	Your entity
Department	Dashboard Filters.	Booking community or hierarchy (Level 2) (If applicable to your entity). Available on the dashboard filters.
Cost Centre	Dashboard Filters.	Booking community or hierarchy (Level 3 (If applicable to your entity). Available on the dashboard filters.
Employee Type	Dashboard Filters.	Adjust data results by a specific employee type, such as STAFF or CONTRACTOR for example (If applicable to your entity).
Travel Reason	Dashboard Filters.	Adjust data results by a specific travel reason (If applicable to your entity).
Period Type	Dashboard Filters.	Default as 'COMPLETE MONTHS' shows completed historical data on your dashboard. Select CURRENT and FUTURE MONTHS to review upcoming travel data.
Fin Year Name	Dashboard Filters.	Default as current financial year. Select any applicable financial year to review all historical travel data. Available on the dashboard filters.

Air Tab		
Ticket Count	Air Tab.	Shows data based on total amount of unique airline tickets. Nb. Each ticket may include multiple travel segments.
Average Ticket Price	Summary Tab. Air Tab.	Total Airline spend divided by ticket count. Including additional collections and refunds.
Hotel Tab		
Hotel Attachment Rate	Hotel Tab.	The percentage of overnight travel bookings with a hotel segment included in the booking.
Hotel Bookings	Hotel Tab.	Shows accommodation data based on total number of stays made (unique confirmation numbers), regardless of how many nights.
Car Tab		
Car Days	Car Tab	Shows data based on total car hire days.
Car Rental	Car Tab.	Shows data based on total car rental bookings made.
Car Spend	Car Tab.	Shows data based on total car spend.
Other Tab		
Other Spend	Other Tab.	Measures all other spend other than Air, Hotel or Car expenditure. Charter: Charter Airline Expenditure. Transfer: Private transport expenditure. Bus: Bus or coach transport expenditure. Miscellaneous: Airport Shuttle transfer Ferry: Ferry transport expenditure. Railway Travel: Train transport expenditure. MCOS: Special request expenditure.
Service Type	Other Tab.	Shows the service provider category.
Unused Tickets Tab		
Ticket Credits	Unused Ticket Tab.	Credits are held when the conditions of a cancelled or changed booking do not permit a refund or are able to be changed. Redeemed: Number of Ticket Credits used for new bookings. Refund: Number of Ticket Credits which have been refunded. Available: Number of Ticket Credits outstanding and available to use for future bookings.

Service Fees Tab		
Ticketing Changes	Service Fee Tab.	The number of booking change fees charged during the period.
Cost of Change	Service Fee Tab.	The cost of all changes made during the period. Including airline fees booking fees and additional collection.
Route Tab		
Segment	Route Tab.	A segment is one part of a journey within a larger travel itinerary. Sometimes referred to as a 'leg' of a trip. A flight segment equates to take-off and landing.
Traveller Wellbeing Tab		
3+ Timezones	Traveller Wellbeing Tab.	Number of Trips that include travel between locations that are three or more timezones apart
Last Minute Bookings	Traveller Wellbeing Tab.	Number of flights booked within 2 days of departure
Long Haul Economy	Traveller Wellbeing Tab.	Percentage of Flights with duration of over 5 hours booked in Economy cabin class
Red Eye Flights	Traveller Wellbeing Tab.	Number of Flights departing between 8pm and 6am
Travel in Personal Time	Traveller Wellbeing Tab.	Percentage Flights departing between 5pm and 8am

Logging into the system.

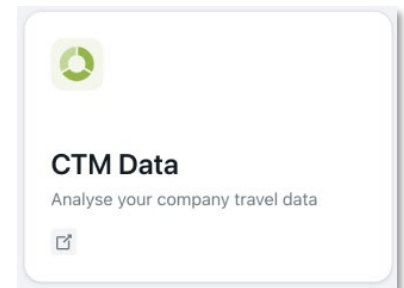
Navigate to your CTM Portal Dashboard <https://www.ctmsmart.com.au>

Click on the **Sign In** button to begin and access our CTM Dashboard.

(Or access the CTM Portal via Single Sign On if this is applicable to your entity)

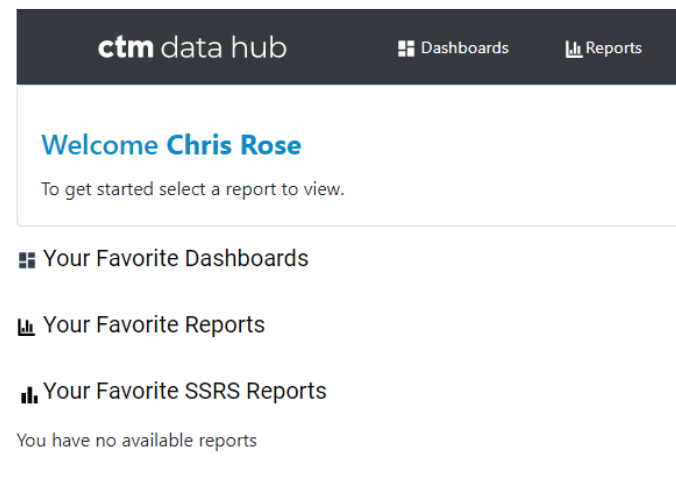
Select the **CTM Data** tile.

You will then be directed to the CTM Data dashboard to analyse and export your travel data and behaviours.



Navigation.

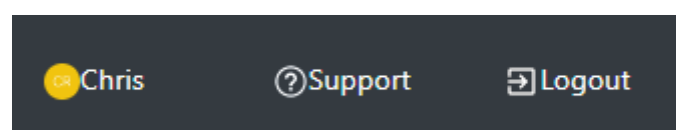
After selecting the **CTM Data** tile, you will be presented with the home screen.



In the top bar, you will see three icons – **Dashboards**, **Reports** and **SSRS Reports** – which show what reporting content you have access to. Please disregard **SSRS Reports** as it is not yet an activated function.



On the right-hand side are three more icons – the user **Profile** icon, which shows your profile name and the roles you have access to; the **(?)Support** icon, which provides links to support material and the **(→) Logout** icon.

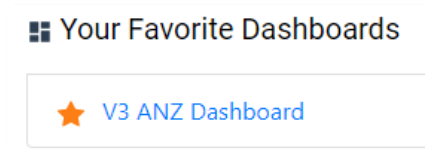
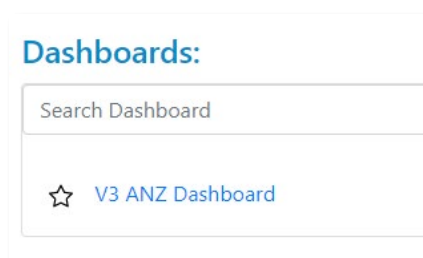


Type of Access.

CTM Data features two separate ways to consume travel data and reporting. **Dashboards** and **Reports**.

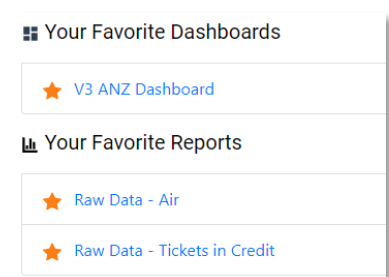
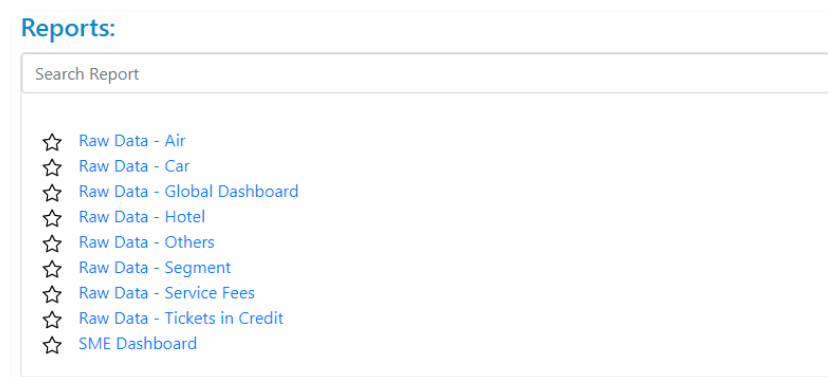


Dashboards – Selecting the ‘Dashboard’ option will provide access to your available dashboards. Simply clicking the dashboard(s) visible will open the dashboard.



You can tick the **Favourite** indicator to enable your dashboard to appear on your home screen the next time you log in.

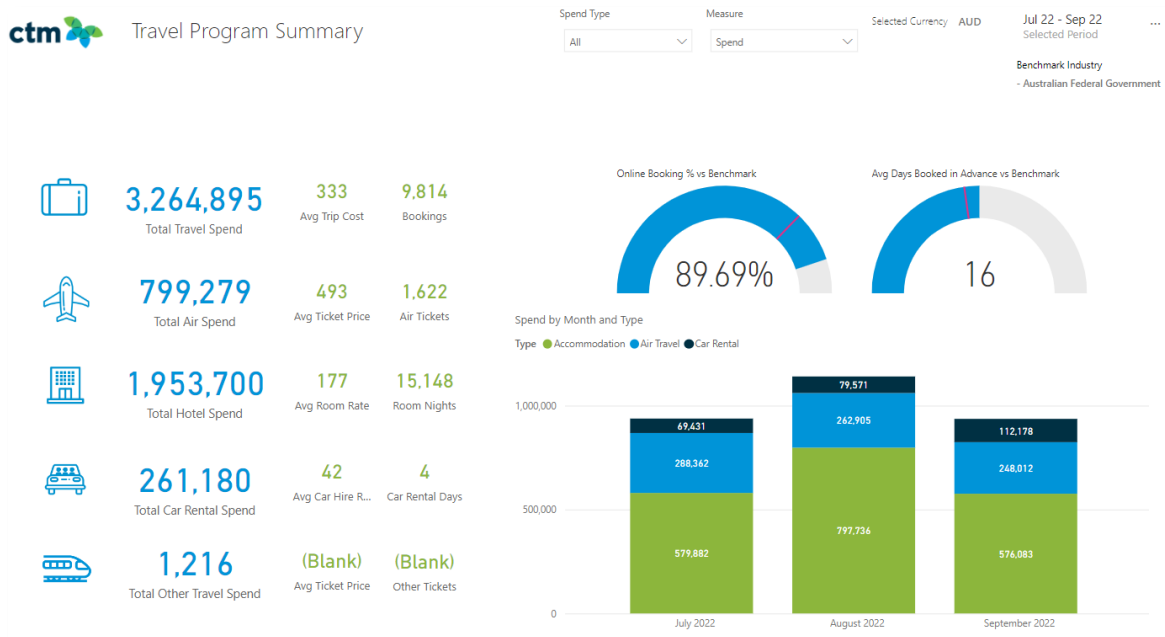
Reports – CTM Data reports provide formatted travel metrics with the option to create reports in real-time using a range of parameters. Some reports are optimised for printing (e.g., A4, A3) while others are designed to facilitate the export of data to common document and data formats (e.g., export to Word, Excel, PowerPoint, PDF, CSV, XML etc.).



You can tick the **Favourite** indicator to enable your reports to appear on your home screen the next time you log in.

Dashboards.

Select your available dashboard from the menu. On the first page of the **Dashboard**, you will see the Travel Program Summary screen.



You will also see several tabs at the bottom of the page. These tabs open separate pages of the dashboard report for your review.

Summary	Air	Hotel	Car	Other	Bookings	Top Travellers	Unused Tickets	Service Fees	Routes	Traveller Wellbeing
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Dashboard Filters.

CTM Data allows for dynamic filtering of results by selecting one or more of the options available on the right-hand side of every Dashboard page.

Filters

Search

Filters on this page

Benchmark Type is Industry

Filters on all pages

Entity is (All)

Department is (All)

Cost Centre is (All)

Spend Type is (All)

Employee Type is (All)

TravelReason is (All)

Debtor Type is (All)

PeriodType is Complete Months

InvoiceCategoryName is Corporate Invoice

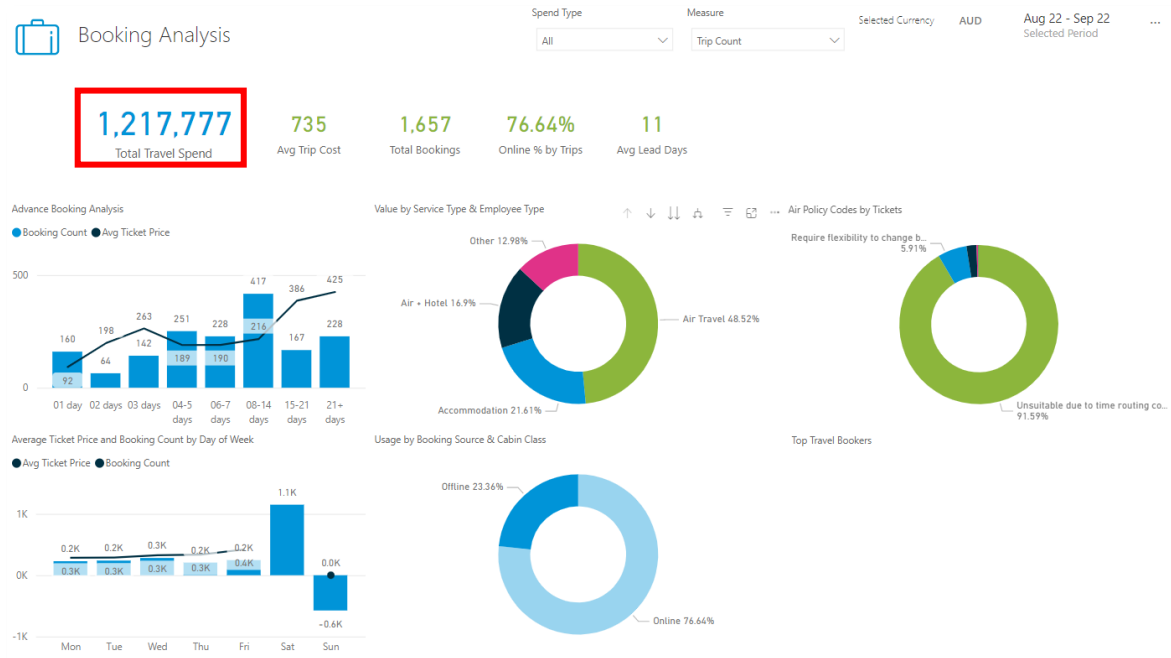
Currency is AUD

FinYearName is FY2023

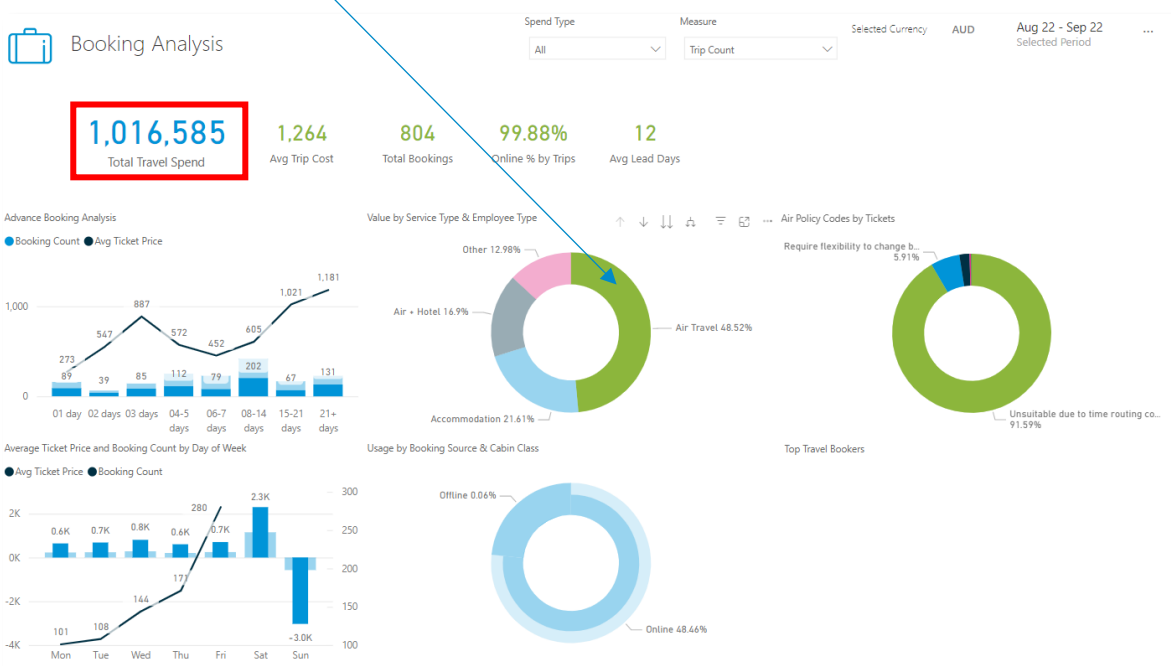
FinYearFirstMonth is July

Interactive Dashboards.

CTM Data allows for interactive dashboard filtering, simply by clicking any of the graphs on each tab. The below image shows all reporting for the **Booking Analysis** (as an example) tab for the date range AUG22-SEP22. You can see a range of graphs based, showing you all data and spend for the period of \$1,217,777. You can interact with every dashboard in CTM Data.




ACTION: Clicking the **Air Travel** graph in this example, the remainder of the dashboard will update to only show data relating to **Air Travel** and a new total spend of \$1,016,585. You can simply click the dashboard again to undo.



It is also possible to select multiple values with the **CTRL** key within the same tab to refine your search results further.

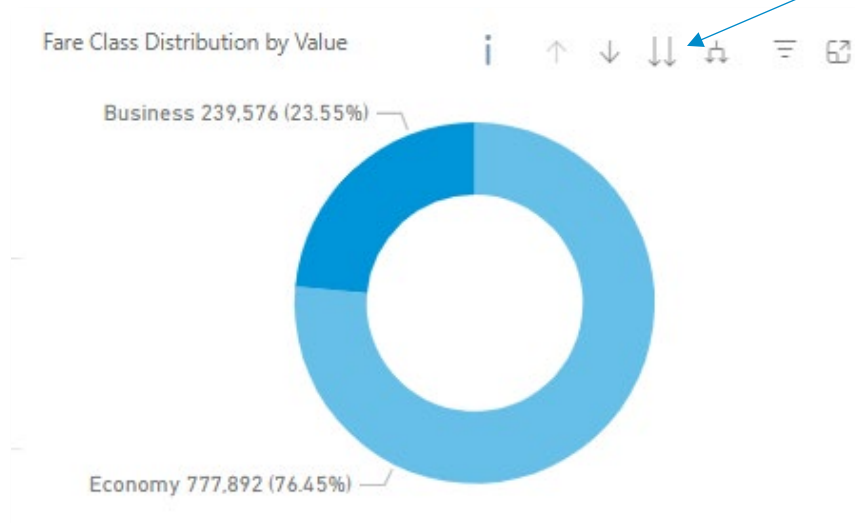
Expanding View (Focus Mode).

To expand a pane of a report into full-screen view, in the top right of the visual, click on the **Focus Mode** icon. 

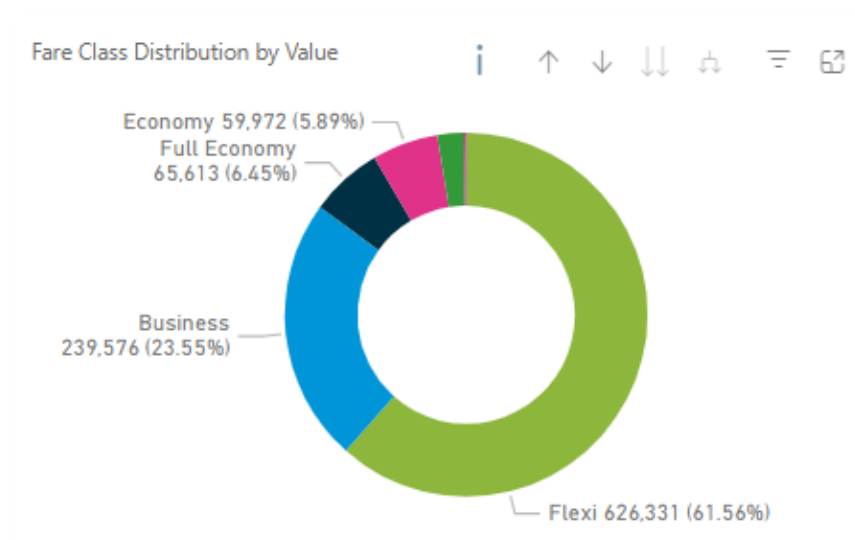
To return to the normal dashboard view, click **Back to Report** in the top-left corner of the window.

Hierarchy/Drill-down and Drill-up.

On certain dashboard items, it is possible to drill-down to a more granular view of the data. Clicking the up and down arrows will allow you to select data to drill down or back up in the data. Clicking the **double-down** arrow will take you down a full hierarchy level.



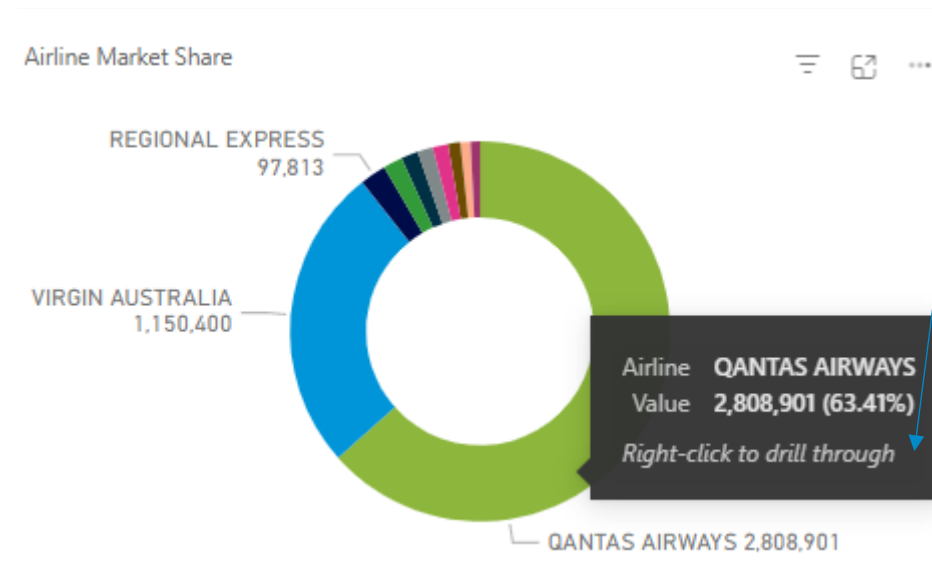
The widget will then display the next level of data to provide more granular information, in this case, a breakdown of different fare classes within Economy, such as Flexi, Restrictive and so on.



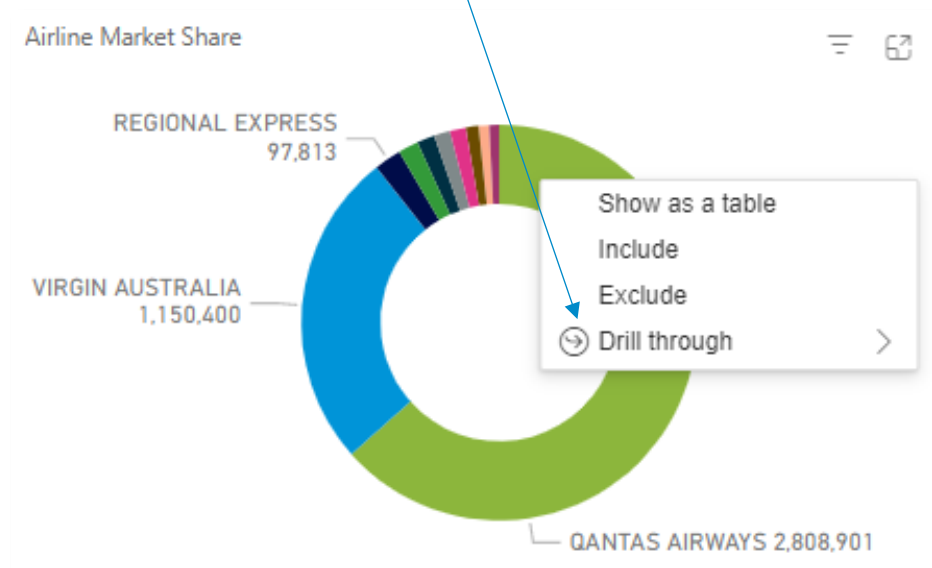
To revert to the high-level view, either click on the up-arrow icon in the top left of the widget, or right click on the graph and choose **Drill Up**.

Drill Through.

Whilst hovering over graphs within CTM Data, where function is available, you will see an option to 'Right-click to drill through'.

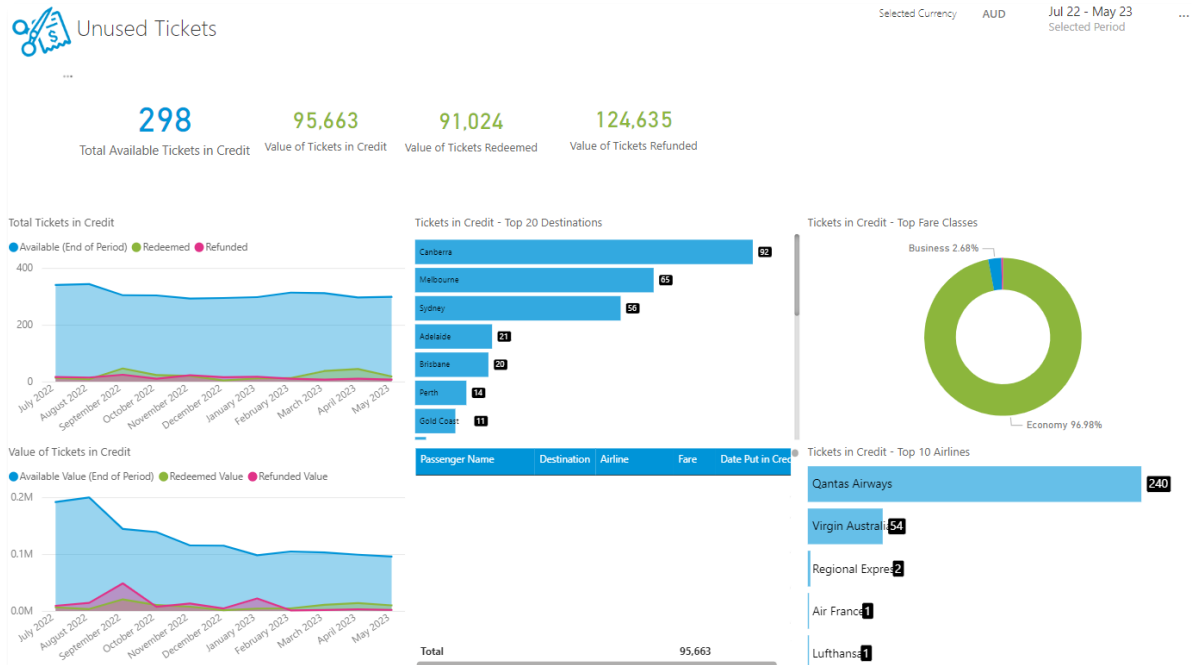


Right clicking on the graph will bring up a 'Drill through' option, where you can access the raw data behind the graph and export in excel format.



Unused Tickets Dashboard and Report.

The unused tickets dashboard shows your current ticket credit balance and a range of useful information. You can access this dashboard for a view of your total credit value, key credit destinations and even a list of airlines and travellers who hold ticket credits.



The unused tickets report is available for you to run and export at any time. You are not required to enter any date parameters to the report, it will automatically run for you and show all of your available, utilised and refunded ticket credits. Simply select the hierarchy level of your report and then export the report.

Report: **Raw Data - Tickets in Credit** using Role: **Australian Government**

File Home View

Export < << 1 >> Parameters

Client Group: Australian Government

Selection: All Debtors, All Departme... Debtors: All Debtors

Department: All Departments Department L2: All Departments L2

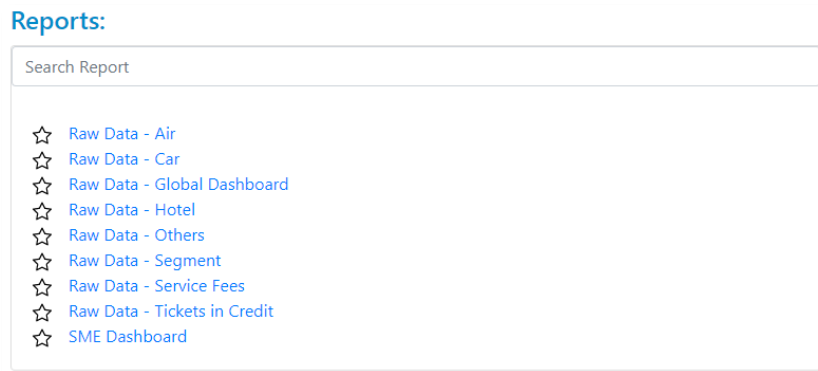
Cost Centre: All Cost Centres Client Name Display As:

Reports.

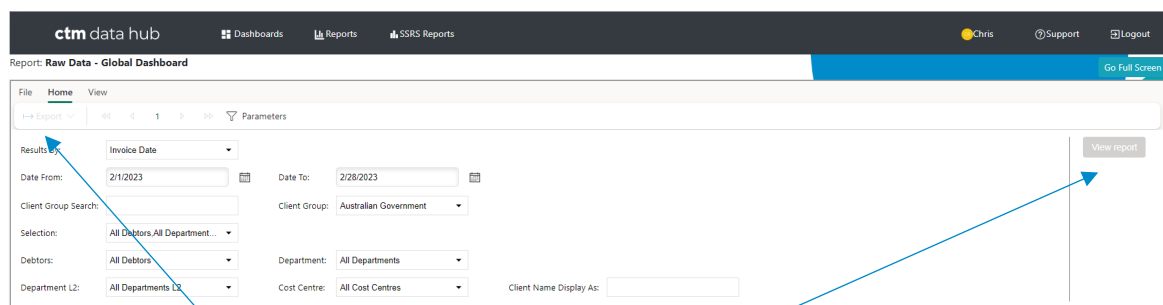
Selecting the Reports tab at the top of CTM Data will take you through to a tab which showcases your available data reports you can run on-demand.



Select the report you wish to run for your available list, as below.



You will then be presented with filters and dates to define the search parameters of your report.



Once you have made the appropriate selections, click on **View Report** to generate the report. Once generated, you can **Export** your report in a range of formats as required.

Additional Support and Training.

Support for the CTM Data application is provided through your CTM Account Manager.

Should you have any issues with the application, or questions regarding reporting results or interpretation of the data, please contact your CTM Account Manager in the first instance.