



Cytric

WoAG User Guide

Version 15, December 2024



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Document Overview

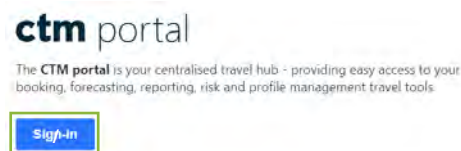
Cytric is an agile, integrated solution tool that allows the traveller to control travel requirements and simplifies the user's experience. Cytric is an Online Booking Tool that has been integrated into the CTM Portal and Systems for use by the Whole of Australian Government Travel program.

Improvements in **Cytric** are as follows:

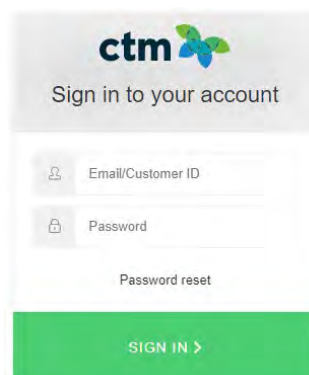
- Ability to place bookings on hold where the trip includes flights
- Booking for Favourite travellers – reduces traveller search
- More visibility over fare conditions, including web fares.
- New User Interface for international bookings which includes flexibility to choose different fare combinations.
- The lowest fare for the cabin type will now be in policy. Therefore, the booker will no longer have to justify when selecting the cheapest business fare if the traveller is entitled to travel in business class.
- For multi traveller bookings the price is per person.
- Cars and Hotels are added after the initial booking process which minimises the chance of the selected fare being sold out.
- Modifications allow the booker to select any available fare type. E.g., Domestic Fares display in columns allowing the booker to select Restricted/Semi Flex/Flexible fares.
- Guest Traveller bookings can be viewed via the Travel Arranger Dashboard when a different arranger creates the booking.
- Guest bookings can be created in different communities without logging out of **Cytric**.
- Travel Arrangers can be restricted to view their own bookings.
- Travel Arrangers can now include themselves in a multi traveller workflow.
- Approvers can now view the lowest available fare when reviewing approval request emails.
- Enhanced seat maps and seat selection, including paid seating
- Customer references used during the booking process will display on the booking screen.
- Post Ticket Changes permitted where the booking consists of one airline.
- Ability to book up to 9 Travellers for Hotel only bookings
- Purchasing additional baggage on Jetstar, Virgin Australia and Qantas flights
- Airline credit card fee displays via 'Show price details' link once flight ticket has been issued
- Trip history is available for any changes made online

Logging on to the CTM Portal

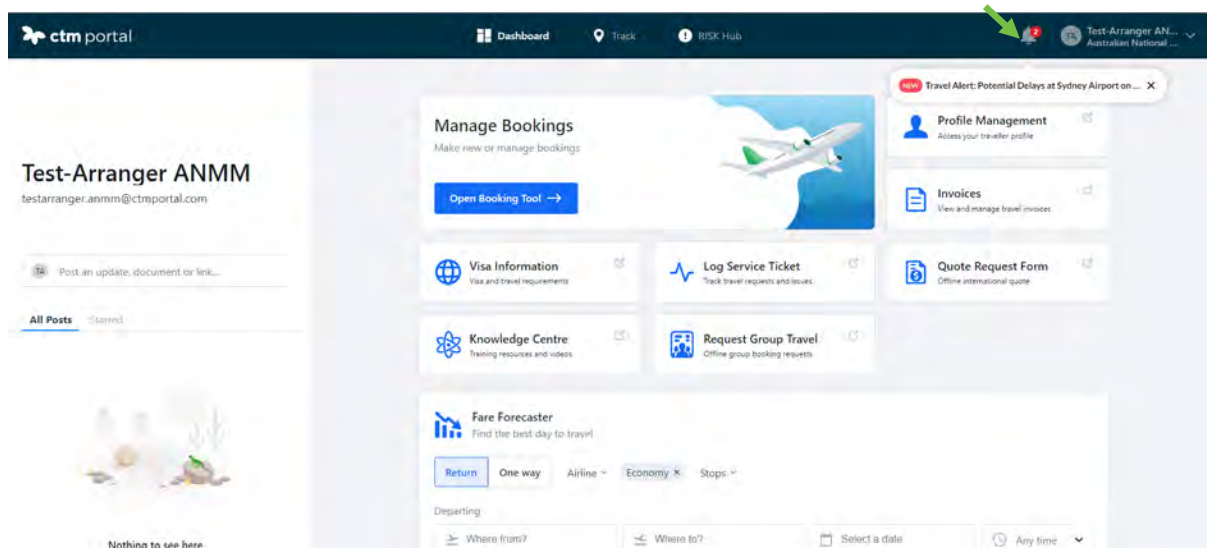
- Go to www.ctmsmart.com.au
- Click **Sign-In**.

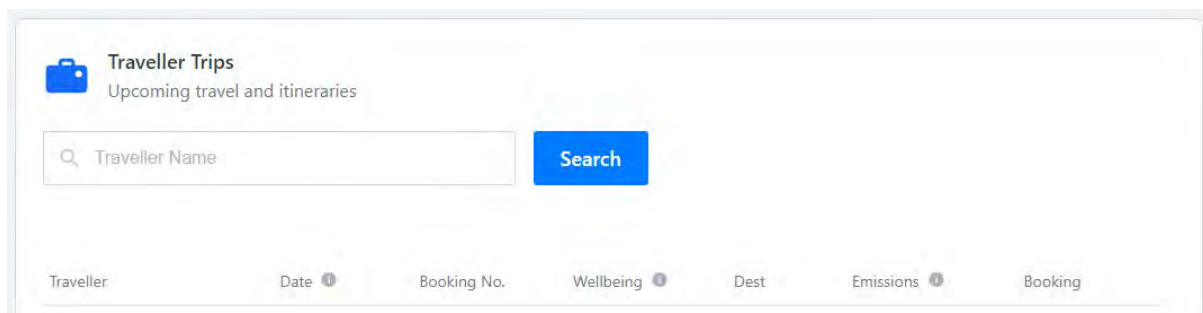


- Enter your **E-mail/Company ID** and **Password** and click **Sign In**.

The image shows the CTM portal sign-in form. It features the 'ctm' logo at the top, followed by the text 'Sign in to your account'. Below this are two input fields: 'Email/Customer ID' and 'Password'. A 'Password reset' link is located below the password field. At the bottom, there is a large green button labeled 'SIGN IN >'. A green arrow points to the 'Sign In' button in the previous image.

- You will be redirected to the CTM dashboard. Notifications will display on the Dashboard and also when clicking on the Bell icon, for the complete list of notifications to display.





Traveller Trips
Upcoming travel and itineraries

Traveller Name

Traveller Date ¹ Booking No. Wellbeing ¹ Dest Emissions ¹ Booking

Navigating the CTM Portal

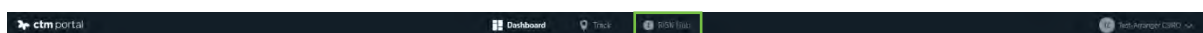
- The CTM dashboard will be brought up which contains multiple traveller tools and information, management, and discovery. Your level of access will determine the tiles that display.
- Located at the top of the page, is the navigation pane. This header contains the dashboard homepage, traveller tracker, RISK Hub and contact/support information.



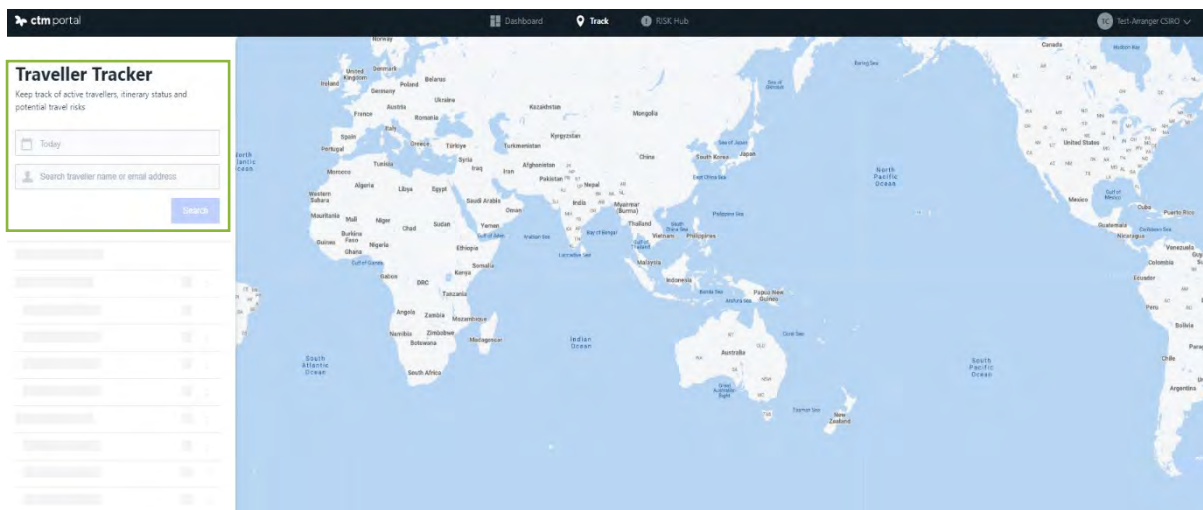
- Clicking the **Dashboard** link will return you to the dashboard homepage at any stage.



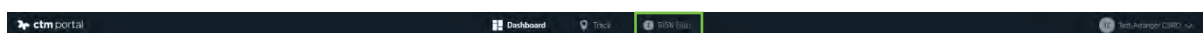
- Clicking the **Track** will redirect you to the traveller tracker within the same window.



- To utilise the traveller tracker, select a date and associated name of traveller or e-mail to view from the search criteria on the left of the page.



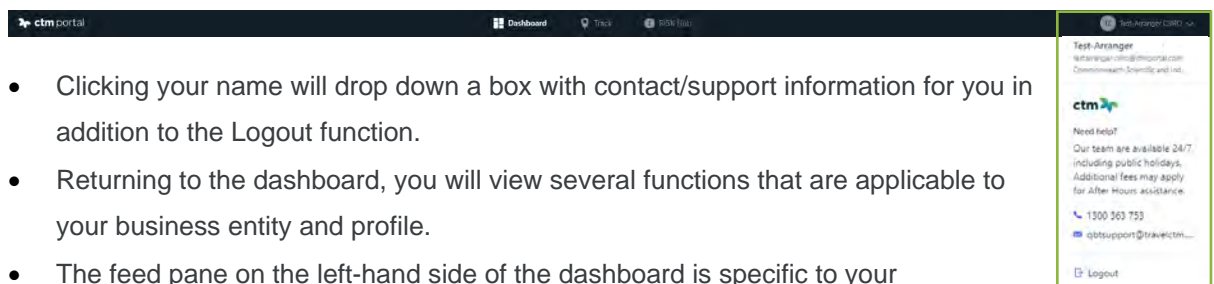
- Clicking **RISK Hub** will redirect you into a new window.



- **RISK Hub** provides you with real time information and risks around the globe. You can navigate your way around the globe by selecting a country and the associated information will be displayed in an information pane on the left side of the screen. Similarly, you can filter the risk level through the Geo risk navigation pane located at the top right of the screen.

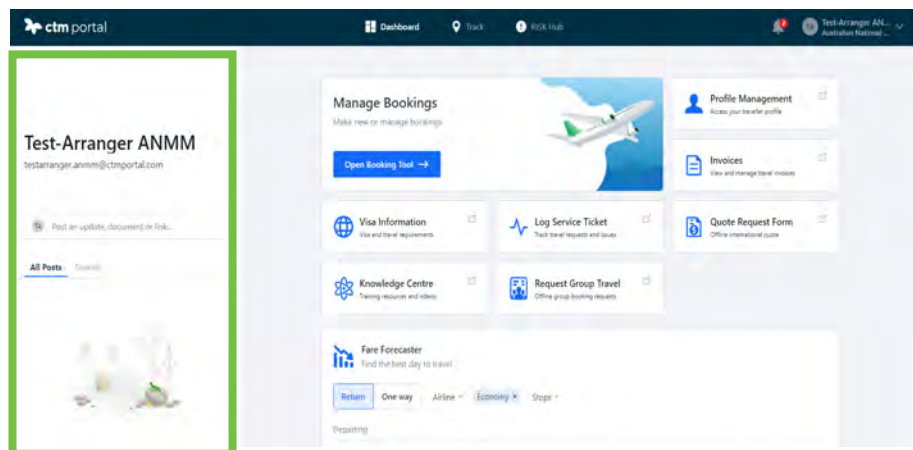


- To return to the main dashboard, close the **RISK Hub** window.
- Located at the top right of the navigation pane is your profile name.

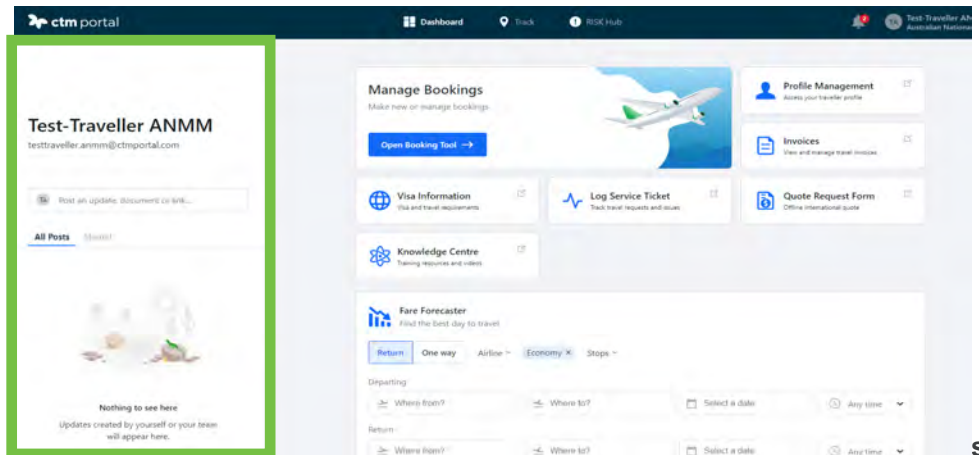


- Clicking your name will drop down a box with contact/support information for you in addition to the Logout function.
- Returning to the dashboard, you will view several functions that are applicable to your business entity and profile.
- The feed pane on the left-hand side of the dashboard is specific to your Government Department. Here, you or your Government Department or colleagues can post and share pertinent information. You are able to click the **Starred** tab to save posts for later for reference or even view the latest information from CTM's Twitter feed by selecting the **CTM** tab in the feed navigation pane.

Travel Arranger Dashboard – Example Only



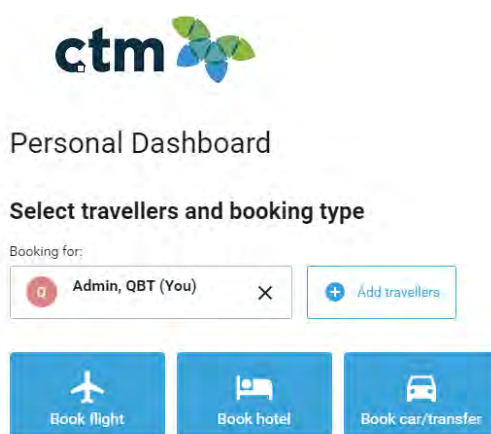
Traveller Dashboard – Example Only



- Situated at the top of the dashboard, you will have access to **Manage Bookings**, **Profile Management**, and **Invoice**.



- Selecting **Open Booking Tool** (under **Manage Bookings** tile) will open a new window linked to the **Cytric** Online Booking Tool. Here, you can book your airfare, hotel, and car hire. This function is explored further in the document.



- When **Profile Management** is selected, a new window will appear that allows a traveller to update or edit their profile through the CTM platform. Travel Arrangers/Profile Administrators can amend their own and other traveller's profiles accordingly.

Hi, Test-Traveller [Sign out](#)

[Dashboard](#) > [MyAccount](#) > [MyProfile](#)

[Profile](#) [Documentation](#) [Preferences](#) [Settings](#)

General Information

Title * Gender *

First name * Date of birth *

Middle name

Last name * Home Community

Job title Role

AOS Number

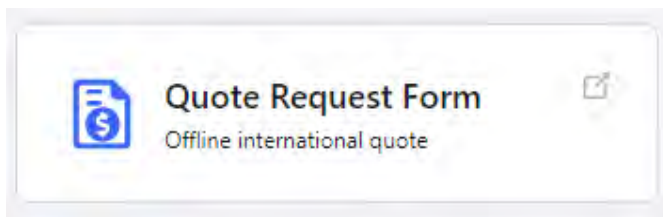
Contact Details

Email *

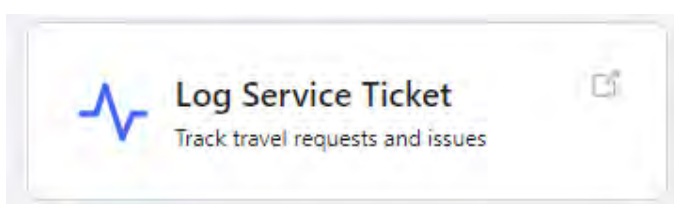
Business phone *

Business mobile

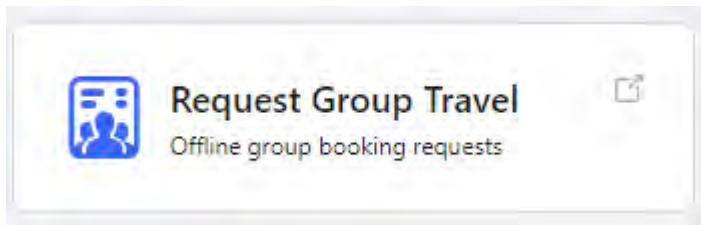
- Selecting **Invoices** allows you to view your associated travel invoices in Tramada. Similarly, clicking this link will open up in a new screen.
- Selecting **Quote Request Form** allows you to send an international Quote Request Form to CTM Offline consultant to action. The request can include flights, car hire and accommodation



- Log Service Ticket** tile has been implemented by CTM allowing you to raise a ticket with CTM for any travel enquiry. This includes queries regarding booking travel online and invoice/finance queries. The ticket helps CTM report on the type of queries registered by each WoAG Department and also helps track the queries. First time you access this tile you will be asked for a password which is separate to your CTM Portal password. You can set it to be the same or it can be different.



- **Request Group Travel** tile is selected for all group booking requests. A group booking consists of 10 or more travellers departing from and travelling to the same city. You can save the file to your folder, add the travel details then attach the file when submitting your request to CTM Groups Team.



- As you navigate down the dashboard page, there are additional functions that are available to assist with fare cost control as well as traveller itineraries, wellbeing and Co2 emission information.
- The **Traveller Trips** widget is a tool that is available for you to use to gain a summary of your pending trips. **Note:** Past trips will not display.
This functionality has additional tools including **Traveller Wellbeing, Emissions, Booking** (travel type) **Summary**.

Traveller Trips
Upcoming travel dates and itineraries

Traveller Name: Search

Traveller	Date	Booking No.	Wellbeing	Dest	Emissions	Booking
Maria Cox	18 Apr	9574	🟢 🟢 🟢	PER	860kg of CO ₂	✈️
Dennisha Green	18 Apr	9576	🟢 🟢 🟢	PER	860kg of CO ₂	✈️
Leschegeh James	18 Apr	9578	🟢 🟢 🟢	PER	860kg of CO ₂	✈️
Quinaya Chulung	18 Apr	9582	🟡 🟡 🟡	PER	860kg of CO ₂	✈️
Yee Fong	18 Apr	9763	🟢 🟢 🟢	PER	639kg of CO ₂	✈️ 📅
Alexander Blaumöller	18 Apr	105771	🟢 🟢 🟢	MEL	616kg of CO ₂	✈️ 📅
Stewart Macdonald	18 Apr	107336	🟡 🟡 🟡	MEL	1023kg of CO ₂	✈️ 📅 📅
Allison King	18 Apr	109938	🟡 🟡 🟡	EYD+ 1	290kg of CO ₂	✈️ 📅
Wade Kelly	18 Apr	113015	🟡 🟡 🟡	CHS+ 2	1108kg of CO ₂	✈️ 📅
Lalah Berlette	18 Apr	118290	🟡 🟡 🟡	PER	206kg of CO ₂	✈️

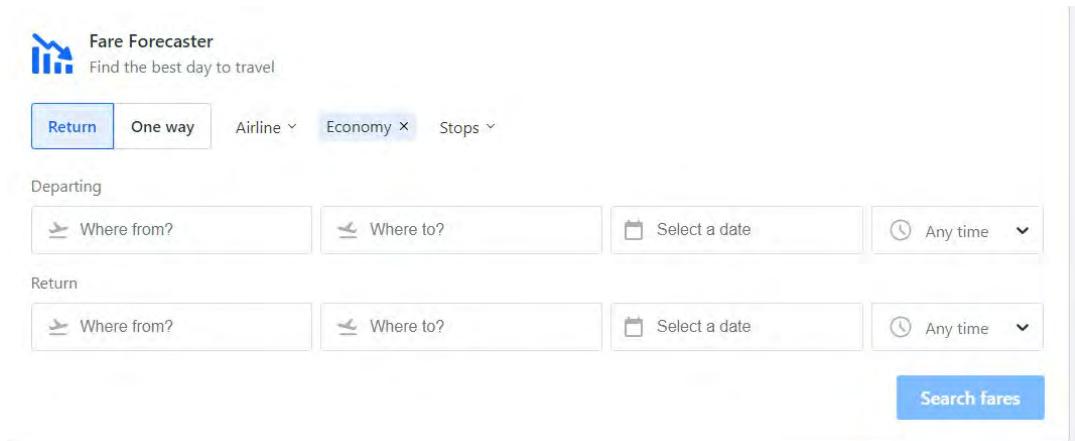
1 - 10 of 1400 1 2 3 4 5 ... 140

- Additionally selecting the 3 vertical drops situated at the right of the traveller's information can allow you view the itinerary (and download) or even add the trip to your calendar.

Traveller	Date	Booking No.	Wellbeing	Dest	Emissions	Booking
Maria Cox	18 Apr	9574	🟢 🟢 🟢	PER	860kg of CO ₂	✈️
Dennisha Green	18 Apr	9576	🟢 🟢 🟢	PER	860kg of CO ₂	✈️

View Itinerary
 Add to Calendar

- If you scroll further down the page, you will view a **Fare Forecaster** widget. This tool is able to provide you with a 21-day overview of the best fares associated by day.



Fare Forecaster
Find the best day to travel

Return One way Airline Economy Stops

Departing
Where from? Where to? Select a date Any time

Return
Where from? Where to? Select a date Any time

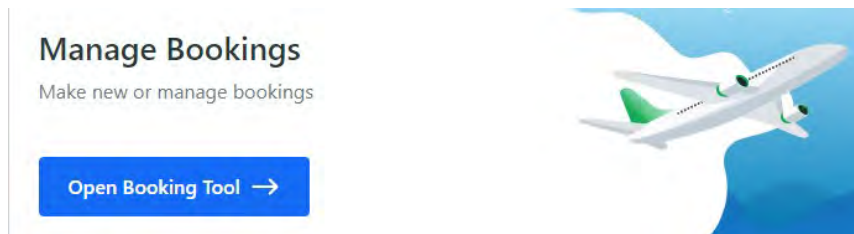
Search fares

- By entering the departure and arrival destinations and selecting the date range, the user can gain a 21-day overview of the flight cost peaks and troughs. You can filter the search further by the airline provider, cabin class, stops and times.

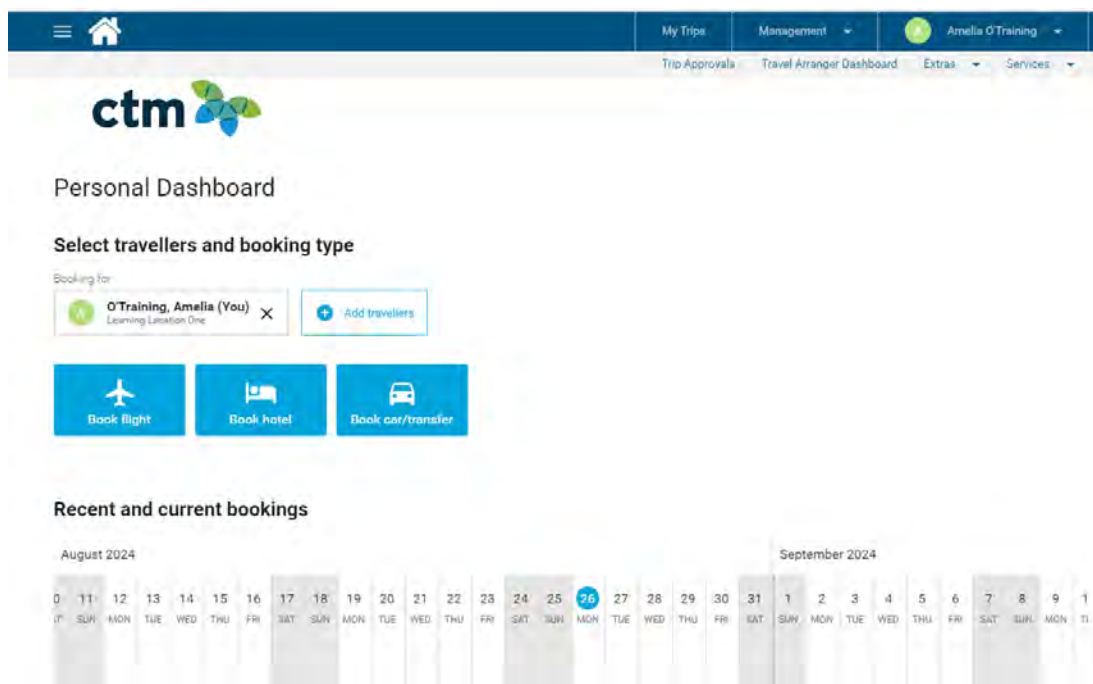


Logging in to the Online Booking Tool: *Cytric*

- Under **Manage Bookings** click **Open Booking Tool** on the **CTM Portal** dashboard. .



- You will then be directed to the ***Cytric*** online booking tool.



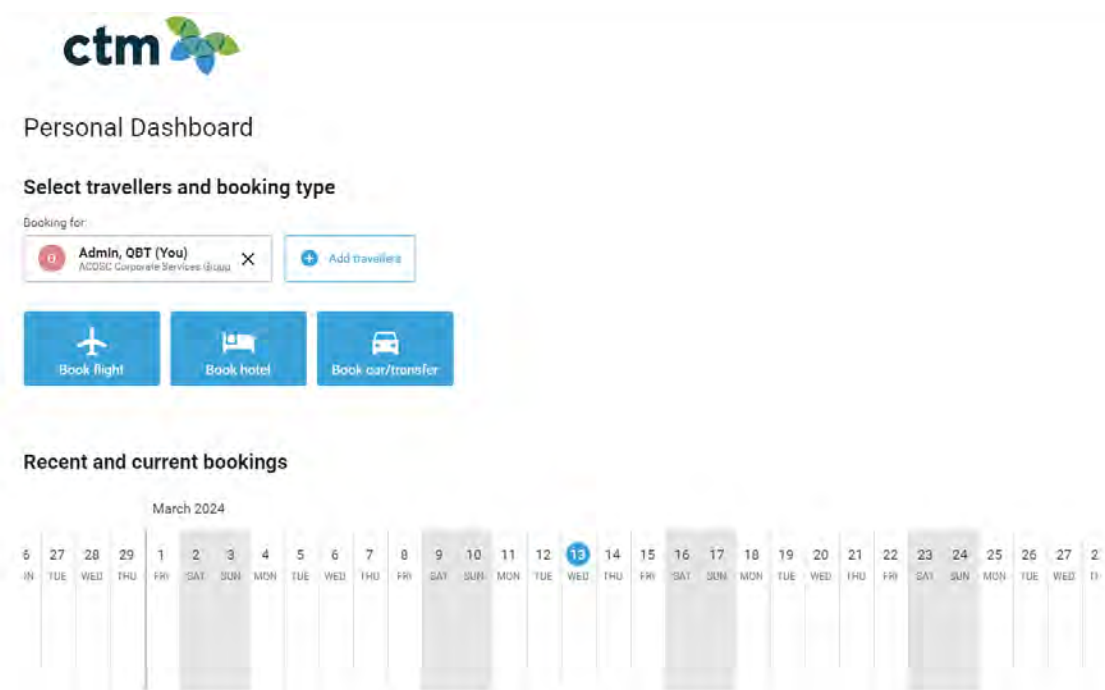
Creating a Booking

Booking Flow

Traveller - (making own travel booking)

Personal Dashboard

- As a **Traveller**, from the **Personal Dashboard** page select the airplane icon to commence the booking process.



Note: The **Bed** and **Car** icons are for booking accommodation and car components and will be discussed further in the document.

Travel Arranger - (Booking for other travellers)

- As a **Travel Arranger** you will land on the **Travel Arranger Dashboard**. However, if your access lands you on the **Personal Dashboard**, you will need to select the **Travel Arranger Dashboard** button to book for other travellers.

Personal Dashboard Page

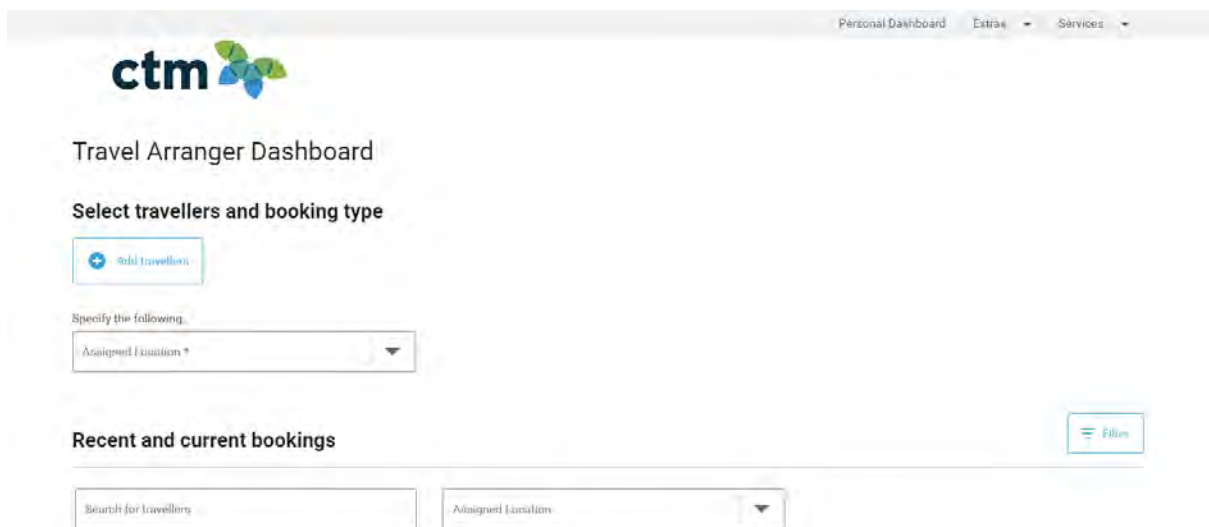
- Select the Travel Arranger Dashboard link to book for other travellers



OR

- Alternatively as a Travel Arranger you will land on the Travel Arranger Dashboard

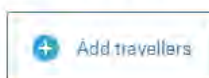
Travel Arranger Dashboard



- From the Travel Arranger Dashboard select **Add travellers** link to search for **All Travellers** (travellers with a stored profile), **Favourite** Travellers (ie:travellers you book on a regular basis) and **Guest** Travellers (one off travellers).

Travel Arranger Dashboard

Select travellers and booking type



All Travellers

- The list of options will display, the default option will be **All Travellers**, that is, travellers that have a profile loaded in CTM Portal.



Add travellers [Close]

Booking for:

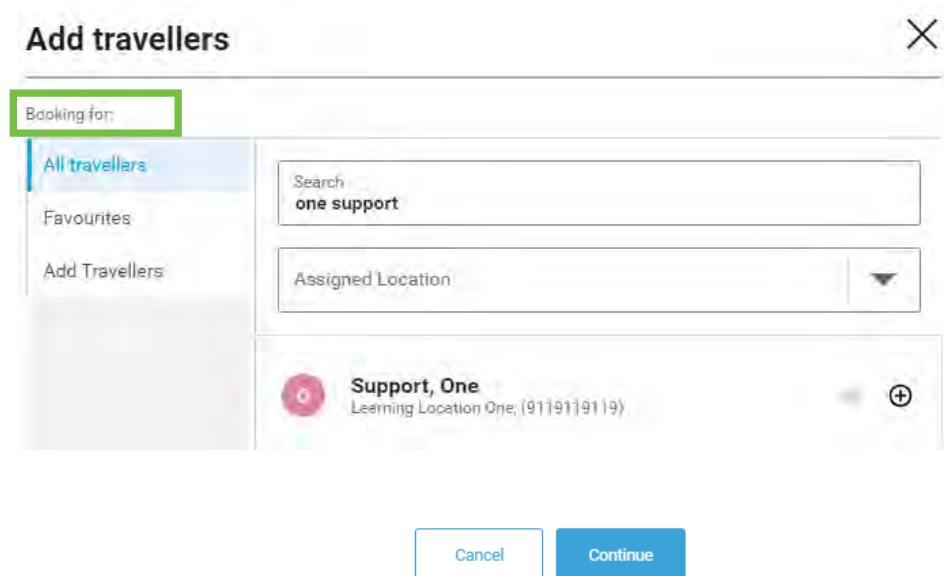
- All travellers
- Favourites
- Add Travellers

Search

Assigned Location [Dropdown]

- Add your traveller's name in the Search box and the profile will display in the list as shown below, eg: traveller *One Support*. Click on the profile name and the traveller will appear under the **Booking for** section. Select **Continue** to proceed with the booking process.

Note: If you are booking for more than one traveller, once the first traveller appears in the **Booking for** section, search for the next traveller and select their profile so they can be added to **Booking for:** list. Repeat these steps for any subsequent travellers. Up to **9** travellers can be booked in the one booking flow.



Add travellers [Close]

Booking for:

- All travellers
- Favourites
- Add Travellers

Search
one support

Assigned Location [Dropdown]

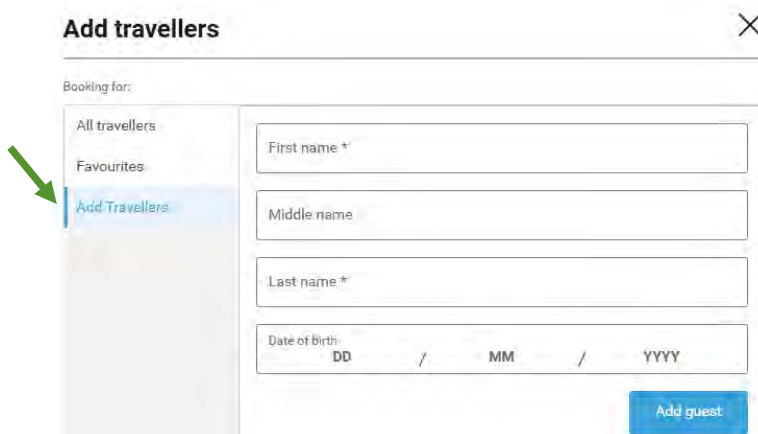
Support, One
Learning Location One, (9119119119)

[Cancel] [Continue]

Add Travellers

- Select **Add Travellers** to book for a **Guest Traveller** (eg: Contractor or one-off traveller), someone that does not have a stored profile. A Template will display to enter the traveller's name, then select **Add guest** followed by the **Continue** link.

Note 1: When booking for a guest traveller, cytric takes on the Travel Arranger's travel policy. If your site set up uses online approvals, the travel arranger creating the booking for the guest is not able to approve bookings as it's not a stored profile. The Guest will also take on the approver selection in the Travel Arranger's profile. **Note 2:** For a guest booking Date of Birth is not required as the information does not transfer into the booking.



Add travellers [X]

Booking for:

- All travellers
- Favourites
- Add Travellers**

First name *

Middle name

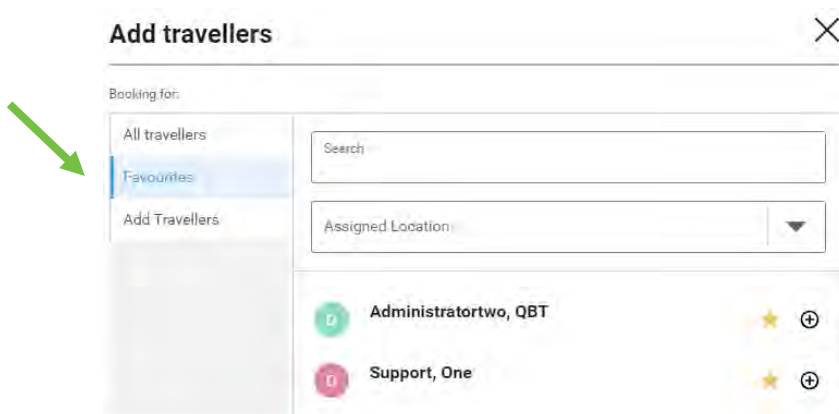
Last name *

Date of Birth DD / MM / YYYY

Add guest

Favourite Travellers

- Select the **Favourites** link to view the list of travellers you have previously saved as *Favourite* travellers. These are travellers you often book for.



Add travellers [X]

Booking for:

- All travellers
- Favourites**
- Add Travellers

Search

Assigned Location

Administratortwo, QBT

Support, One

- If you book for the same traveller on a regular basis you can select their profile to be your **Favourite** traveller. It filters them out reducing the search criteria. To update a traveller profile to be a favourite traveller, hover over the traveller profile name and on the right of their name a grey star will display. Click on the grey star which will then turn into a yellow star, the profile now becomes a favourite traveller.

Note: Up to **9** travellers (combination of guests, favourite and registered travellers) can be selected in the one booking flow. Travel Arrangers can include themselves in the multi traveller booking flow. Guest traveller bookings can primarily be viewed/accessed by the Travel Arranger that created the initial booking. Dependent on your site's set up, Travel Arranger's may also be able to view Guest bookings they did not initially create.

The selected traveller/s will display on the Travel Arranger Dashboard. Select **flight**, **hotel** or **car** to continue with the booking process.

Air

Domestic and Trans-Tasman Search Screen

- At the **Search** screen you have the option to create **One Way/Round Trip/Multi City** bookings. Multi City allows you to book up to **5** destinations.
- Enter your criteria then select the **Search** icon to continue.

Note: To view a specific airport, select the departure point/destination with the airplane icon. To view all airports, select the city with the building icon.

- To narrow down the search select **Only non-stop flights**.

☐ Only non-stop flights

Note: For Eastern seaboard the System will display availability two hours on either side of the time requested in the search criteria. For the rest of Australia the system will display availability 6 hours on either side of the time requested in the search criteria.

Domestic and Trans-Tasman Flight Availability

- Availability displays in a compact view. The outbound availability is indicated in black text and a blue up arrow. Select applicable **Sort flights by** option e.g., for shorter flying time select **Number of Stops** from the list.

1 MEL ✈️ SYD

23 October 2024

2 SYD ✈️ MEL

23 October 2024

Filter

Sort Flights By

Number of stops

Page 1 of 2

Column Info

XTRA Rest

Semi Rest

Flexible

Business

06:00 AM

Melbourne, VI, Australia, MEL

1h 25

direct

07:25 AM

Sydney, NS, Australia, SYD

Jetstar 500

LOWEST

\$64.00

\$111.00

\$154.00

—

Flight and Fares Info

06:00 AM

Melbourne, VI, Australia, MEL

1h 25

direct

07:25 AM

Sydney, NS, Australia, SYD

Virgin Australia 803

—

\$145.00

\$229.77

\$379.01

Flight and Fares Info

06:00 AM

Melbourne, VI, Australia, MEL

1h 25

direct

07:25 AM

Sydney, NS, Australia, SYD

Qantas Airways 402

—

\$171.24

\$234.65

\$538.71

Flight and Fares Info

Note: The return flight can be selected before the outbound flight.

- Search results for Domestic and Trans-Tasman bookings are sorted in columns, displaying fares with similar conditions.
- Select **Flight and Fares Info** link to view more information regarding the required flight in an expanded view.

Flight and Fares Info

Wednesday, 18 September 2024

06:00

MEL

1h 25

direct

07:25

SYD

Melbourne

Melbourne VI, AU - Tullamarine, Terminal: 3

Sydney

Sydney NS, AU - Kingsford Smith, Terminal: 2

Virgin Australia 803

Boeing 737-800 (winglets)

Total travel time:

1h 25

Seat map

Flight and Fares Info

\$164.87

\$259.47

\$471.53

CH

FL

BU

Service class

Economy

Q

Service class

Economy

L

Service class

Business

C

Rebooking

\$99.00 (prior to day of departure)

Rebooking

free of charge

Rebooking

free of charge

Cancellation

\$43.87/\$121.00

Cancellation

\$259.47/\$0.00

Cancellation

\$471.53/\$0.00

CO2 70 kg








CO2 70 kg

CO2 70 kg

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

22

Description of symbols are explained below:

WoAG Negotiated fare	
In Policy fare	
Lowest fare of the column	
Fare Calculation	
Fare includes bag	 1
Web fare	
Out of Policy fare	

Note: In Policy Fares are the cheapest fares displayed on the fare availability page, 1 hour prior and half an hour after the time entered in the search criteria. This determines the Lowest Practical Fare. If there is a cheaper fare found outside this time window it will also display with a green tick. These fares are all indicated as In Policy fares.

All higher fares will display with a red icon highlighting they are Out of Policy fares. If a fare with a red icon is selected, a reason needs to be selected at the end of the booking process, for choosing the higher fare. The list of reasons have been provided to CTM by WoAG Travel.

International

Search Screen

- At the Search screen you have the option to create **One Way/Round Trip/Multi City** bookings. Multi City allows you to book up to **5** destinations.
- Enter your search criteria including selecting the cabin class (labelled Service Class) then select **Search** to continue.

Start flight booking

One way Round trip Multi city

From **Tullamarine (MEL)**
VIC 3045, VI, Australia

To **Singapore (SIN)**
Singapore

☐ Only non-stop flights or

Departure date **Tue, 22 Oct 2024** Departing around **08 : 00 AM**

Return date **Thu, 31 Oct 2024** Departing around **06 : 00 PM**

Events happening near you and around the time of your stay

Service class
Economy

Note: The time window is set, and the system will search for a full day's availability.

- Select the drop down arrow to view events during the time of the trip at the location or nearby locations.

Events happening near you and around the time of your stay

- Events will display.

Events happening near you and around the time of your stay	
17.10.2024 - 20.10.2024	gamescom asia Southeast Asia's event highlight for interactive games and entertainment, Suntec Singapore International Convention & Exhbi, Singapore
22.10.2024 - 25.10.2024	FHA HoReCa International Food & Drinks, Hotel, Restaurant, Bakery & Foodservice Equipment, Supplies & Services Exhibition, Singapore Expo, Singapore
23.10.2024 - 25.10.2024	ITB Asia Asia's Leading Travel Trade Show, Marina Bay Sands Expo and Convention Center, Singapore
25.10.2024 - 26.10.2024	Singapore Vet, Suntec Singapore International Convention & Exhbi, Singapore
31.10.2024	Deepavali

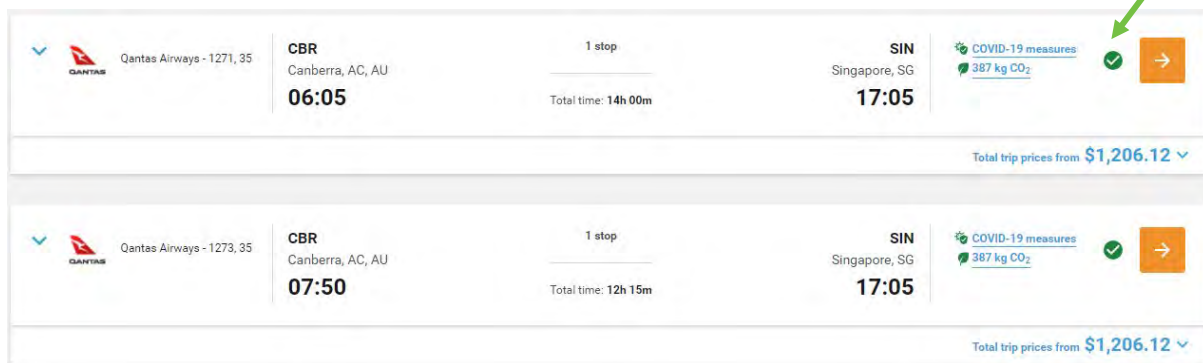
Flight Options

- Flight options will be displayed for the outbound sector and is highlighted with a blue line.
- There are various filtering options for your selection and the default is to show the **Lowest Fare**.

CBR to SIN **SIN to CBR**
Wed, 19 Mar Sat, 22 Mar

Sorted by **Default (Lowest fare)**

[How is default sorting calculated?](#)



Qantas Airways - 1271, 35

CBR
Canberra, AC, AU
06:05

1 stop
Total time: 14h 00m

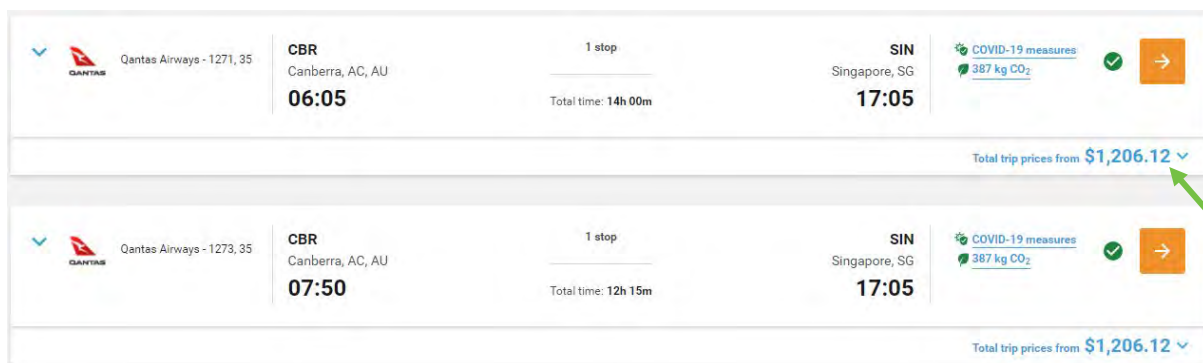
SIN
Singapore, SG
17:05

COVID-19 measures
387 kg CO₂

Total trip prices from \$1,206.12

Selecting Combinable Return Airfare Option

- Select the price link or the drop-down arrow to view fare options that can be combined with this selected flight.



Qantas Airways - 1271, 35

CBR
Canberra, AC, AU
06:05

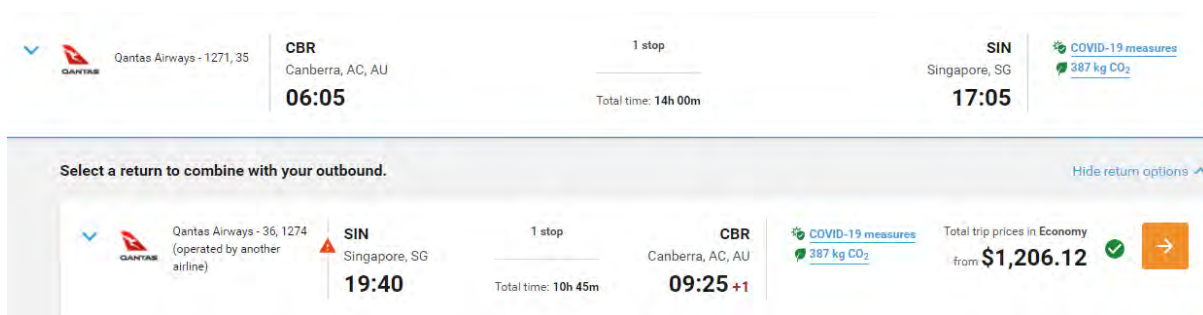
1 stop
Total time: 14h 00m

SIN
Singapore, SG
17:05

COVID-19 measures
387 kg CO₂

Total trip prices from \$1,206.12

- Flight options that can be combined with the outbound flight will be presented with the total price. Select the drop-down arrow to view more information about the flight, then make your selection by clicking on the orange icon with the arrow.



Qantas Airways - 1271, 35

CBR
Canberra, AC, AU
06:05

1 stop
Total time: 14h 00m

SIN
Singapore, SG
17:05

COVID-19 measures
387 kg CO₂

Select a return to combine with your outbound.

Qantas Airways - 36, 1274
(operated by another airline)

SIN
Singapore, SG
19:40

1 stop
Total time: 10h 45m

CBR
Canberra, AC, AU
09:25 +1

COVID-19 measures
387 kg CO₂

Total trip prices in Economy from \$1,206.12

- The selected itinerary, with suggested fare will be displayed.
- Change and Refund amounts will display, in addition to the Baggage allowance.

	Qantas Airways - 1271, 35	MAR 19	CBR Canberra, AC, AU 06:05	1 stop Total time: 14h 00m	SIN Singapore, SG 17:05	
	Qantas Airways - 36, 1274 (operated by another airline)	MAR 22	SIN Singapore, SG 19:40	1 stop Total time: 10h 45m	CBR Canberra, AC, AU 09:25 +1	

☐ Show more fares

Service class menu

Filter

Suggested fare

Service class Economy	Change No info	Cancellation + \$806.12 / - \$400.00	Baggage 30kg	ECONOMY SALE	Total price \$1,206.12	
					Number of tickets: 1	

- Other fares available on these flights will display for selection.
- Any fare that is not the cheapest will be displayed with a red icon.
- Select the orange icon with the arrow to proceed with the required fare.

Other fares

Service class Economy (Q, Q, S, S)	Change No info	Cancellation No info	Baggage 30kg	ECONOMY SALE ECONOMY SAVER	Total price \$1,275.12	
					Number of tickets: 1	
Service class Economy	Change Changeable	Cancellation + \$2,038.12 / - \$0.00	Baggage 30kg	ECONOMY FLEX	Total price \$2,038.12	
					Number of tickets: 1	

- On the following screen, if there are cheaper fares available than the one selected, these fares will display under the **Alternative options** section. Flight information for the cheapest options will be displayed along with the cost and potential savings. The booker can choose the cheaper fare or proceed with their previously selected fare.

Alternative options

There are better offers that may suit your requirements. Please consider them before making your final selection.

[Show criteria](#)



	Singapore Airlines - 6563 (operated by Virgin Australia), 238	MAR 19	CBR Canberra, AC, AU 06:35	1 stop Total time: 11h 40m	SIN Singapore, SG 15:15	
	Singapore Airlines - 237, 6564 (operated by Virgin Australia)	MAR 22	SIN Singapore, SG 00:25	1 stop Total time: 10h 35m	CBR Canberra, AC, AU 14:00	
Service class Economy	Change No info	Cancellation No info	Baggage No info	ECONOMY VALUE	Total price \$1,315.33	
					Save \$10.23	
					Number of tickets: 1	

Complete Booking

- From the **Complete Booking** screen below the flight/s there is a summary of the Service Class fare and baggage information.

1 Start2 Select fare3 Complete this booking4 Confirmation

You are booking for:
Administrator, QBT (You)


 Qantas Airways 804	OCT 24	Melbourne VI, AU - Tullamarine, MEL	direct 1h 05	Canberra AC, AU - Canberra, CBR 07:35 AM
 Qantas Airways 2133	OCT 25	Canberra AC, AU - Canberra, CBR	direct 1h 15	Melbourne VI, AU - Tullamarine, MEL 05:35 PM

MEL - CBR CBR - MEL

Service class
Economy

Rebooking
Changeable

Refund fee
+373.46 / -0.00

Baggage
2 x 

Fare
BFXGOV61

Price per traveller
\$373.46

Seat Selection


- Seats can be requested via the **Select seat** link.

 Select seat
for C administrator

\$0.00
Details

Lowest Practical Fare

- If the lowest fare was not selected from the flight availability screen a list of reasons will display. Choose the applicable reason.

 This booking is not in compliance with the travel policy defined in this system. Please select one of the reason codes from the list displayed below.

Out of Policy Reason Code

Please Select

Please Select

Unsuitable due to time routing connection or baggage charges

Approval or entitlement to travel at a higher fare class

Require flexibility to change booking

Health issues

Personal responsibilities

Outside of LPF Policy

Agreeing to Purchase Conditions

- Ensure you have read and understood the purchase conditions before agreeing.

☒ I agree to the Terms and Conditions of the Air Fare *

Complete Booking

- If the booking has not been placed **on hold**, select the **Complete Booking** link to finalise the booking process.

Want to add another booking to your trip after this one? Select your next booking type here.
Your next booking will start as soon as your current one is completed



\$377.36
Details

Complete Booking
Liability for payment

Payment Information

- Credit card information will be displayed if there is a card stored in the traveller's profile or if a card is stored at the community level.

Payment or guarantee

Payment *
One Arranger (VI) XXXXXXXXXXXX1111, 12/2025, Payment Fee:\$2.90

OR

- Depending on your site set up you may be required to enter a credit card at the end of the booking process.

Payment or guarantee

Payment *
Use unstored credit card

Card number *

Card type

Expiry date *
8 / 2024

OR

- If a Travel Arranger is creating the booking your site set up may allow the Travel Arranger card to be selected as payment for the booking.

Payment or guarantee

Payment
Travel Arranger Card (VI) XXXXXXXXXXXX1111, 2/2020, Payment Fee:\$4.20

Additional Information

- Once the mandatory information has been completed, select **Complete Booking**.

 Additional information

Cost Centre	PASRS Stakeholder Relations
Employee ID	12345678
Movement Requisition	454545

Placing Booking On Hold

- To finalise the flight booking you can place the booking on **Hold** by clicking on the slider. Once selected the radio button moves left to right and is highlighted in blue.



- When a booking is placed on hold ensure you select **Complete this booking** link for the 'On Hold' booking process to be completed.

Note 1:Expense 8 customers will not see the option to place bookings **On Hold**.

Note 2:Ensure the booking is confirmed by the ticketing deadline otherwise the booking will be automatically cancelled by the system and a notification does not get generated when the booking is auto cancelled.

☒ Put booking on hold

⚠ Your booking will be on hold until 23:00 on the last possible ticketing date. You must confirm the booking within this time period. Otherwise, it will be Cancelled automatically. The fare is not guaranteed until you confirm the booking. Also be aware that the airline could cancel the booking at any time without warning and that charges could apply to on-hold bookings that are not Cancelled before flight departure.

If you want to add to your trip, select your next booking type here, then complete your current booking.

[✈ Add flight](#) [🚗 Add hire car](#) [🏨 Add hotel](#)

\$468.36
Details

Complete booking

(On hold)

Completing Booking

- The **Complete Booking** button finalises the air booking and sends the booking for ticketing and will be issued by the ticketing deadline. **Note:** The ticketing deadline is set by the airline.

If you want to add to your trip, select your next booking type here, then complete your current booking.

[✈ Add flight](#) [🚗 Add hire car](#) [🏨 Add hotel](#)

\$263.61
Details

Complete booking

(Liable for payment)

- If Accommodation/Car hire is also required select the relevant icon before clicking the **Complete booking** link. **Note:** If hotel and car hire is required for the one trip, select the hotel icon for example first and once the hotel process has been added, on the Complete Booking page select the car icon to continue to book the car hire, before clicking **Complete Booking**.

Bookings on hold advice
 You have decided to keep this booking on hold. Until you confirm this booking, the booked fare cannot be guaranteed. In addition the booking may be subject to cancellation by the airline without prior notice, if it is not confirmed. Please also note that some airlines may apply charges for bookings not cancelled in advance of the departure date.

Want to add another booking to your trip after this one? Select your next booking type here.
 Your next booking will start as soon as your current one is completed

✈️

🚗

🛏️

\$141.19
Details

Complete Booking
On hold

Note: If the car/hotel icon has not been selected from this screen car/hotel can be added after the flight booking has been created by selecting + **Add to Trip** button on the booking screen. Then select **Add Car/Add Hotel** link to add to the existing flight booking.

27AUG24 — 29AUG24

[Other information details](#)

+ Add to trip

Cancel trip

The options will display for selection.

+ Add to trip

Cancel trip

✈️

Add Air

🛏️

Add Hotel

🚗

Add Car

Add Hotel

- If the **hotel** icon has been selected during the initial booking workflow a popup window displays, the default will be the destination you are booking and the check in and check out dates. Select the destination before clicking **Continue**.

Preselect your destination city/location and dates ✕

☒ Sydney from 27NOV24 to 28NOV24

☐ Melbourne on 28NOV24

☐ No preselection

Continue

Hotel Search Options

You will then come to the **Start hotel** booking screen where the destination, check in and check out dates will be prepopulated.

Note: Dates can be amended, for example to reduce the stay, if required.



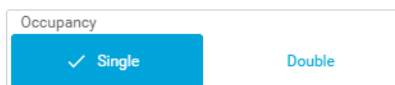
The screenshot shows a search form with two main sections. The left section is labeled 'Destination *' and contains a dropdown menu with 'Adelaide (ADL)' selected, showing the address '5000-5090, SA, Australia' and a location pin icon. The right section is labeled 'Check-in and Check-out dates **' and shows 'Wed, 20 Nov 2024' to 'Thu, 21 Nov 2024' for a '1 night' stay, with a calendar icon.

- To search for a specific hotel, click in the **Destination** field and add the hotel then enter the Hotel Name. Airport location can also be selected by clicking in this field. Alternatively, select the link labelled **address** to search for a hotel close to a specific street address.



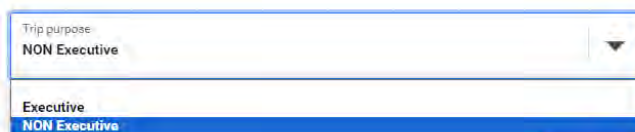
The screenshot shows the 'Destination *' field with 'Adelaide (ADL)' and '5000-5090, SA, Australia' entered. Below the field, there is a link that says 'or enter an address.' with a green arrow pointing to it.

- Ensure you have selected the appropriate room type then select **Search**.



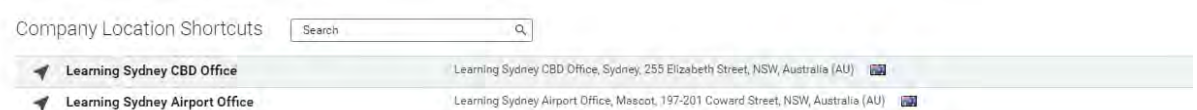
The screenshot shows a dropdown menu for 'Occupancy' with two options: 'Single' (selected with a checkmark) and 'Double'.

- If your site set up has ceiling rate selection via **Trip Purpose**, make your selection.



The screenshot shows a dropdown menu for 'Trip purpose' with 'NON Executive' selected. The dropdown is open, showing 'Executive' and 'NON Executive' as options.

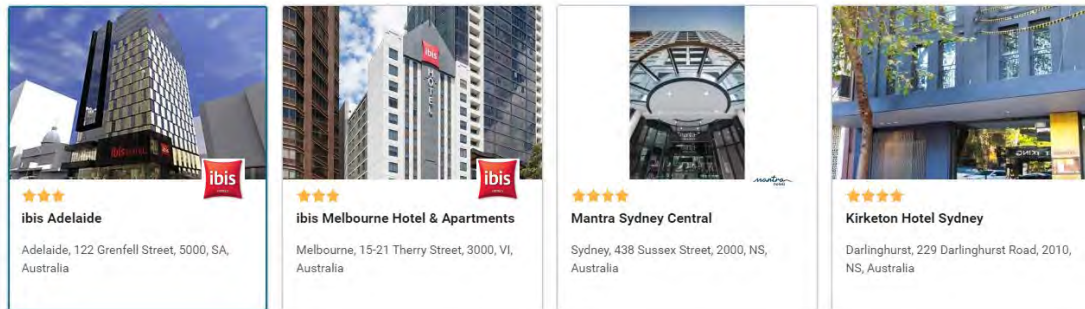
- Viewed as **Company Location Shortcuts**, your Government Departments Office Locations might be available as an option, to select a hotel close to the specified office location.



The screenshot shows a section titled 'Company Location Shortcuts' with a search bar. Below the search bar, there are two entries: 'Learning Sydney CBD Office' and 'Learning Sydney Airport Office', each with a location pin icon and a brief address description.

Note: The **last booked** hotel/s will also display on this screen. Click the respective hotel icon to book this hotel again.

Last booked hotels



Hotel Availability - Map View

Once the hotel availability displays, the default will be via List view however, you can view the hotels within 5km proximity to your location by clicking **Map View**.

Select hotel in **Brisbane**

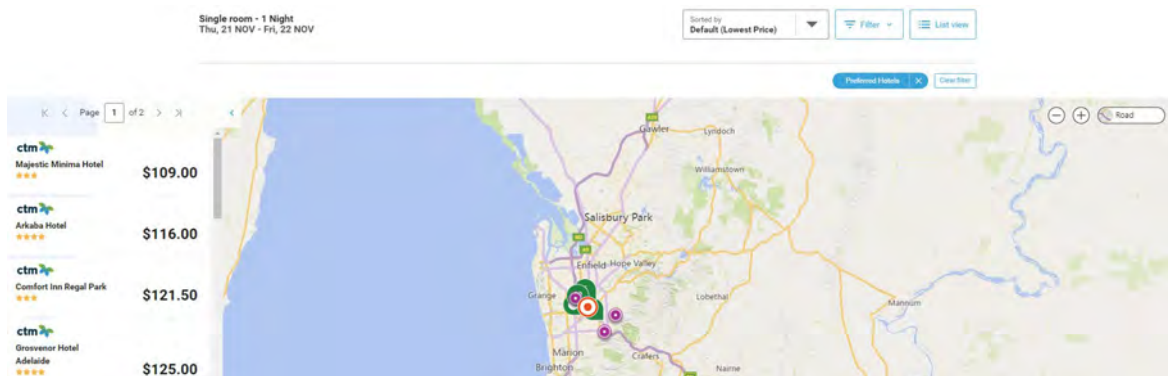
Single room - 6 Nights
Thu, 1 JUN - Wed, 7 JUN

Sort by:
Lowest price

Filter

Map view

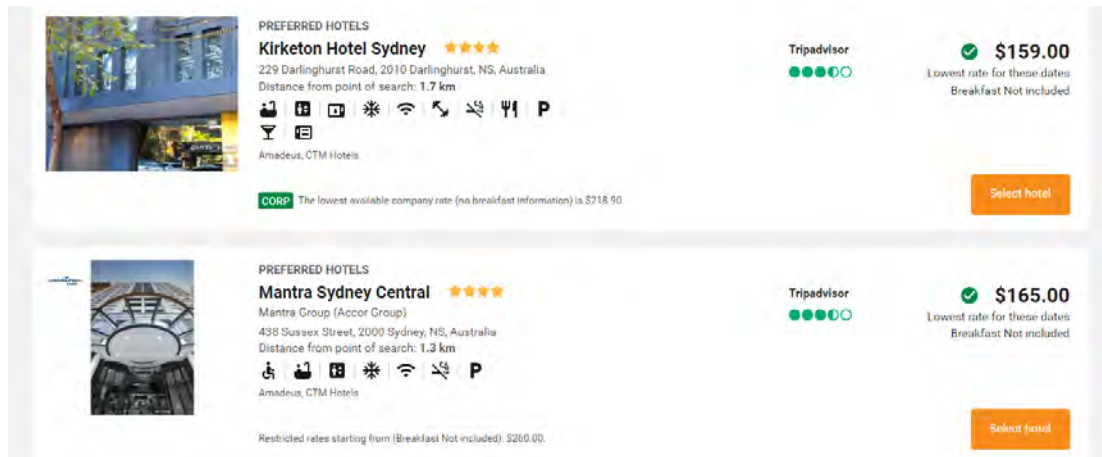
- The screen will open up with a map view of your destination location and a number of symbols.



- To zoom in to view the available hotels, select the + icon in the top right-hand corner of the map.
- A red circle indicates that this is the centre of the accommodation search area. If you change your location, this will also change.
- A purple circle indicates that this is a predetermined location/office input according to your Department. This is for consideration when booking your accommodation.

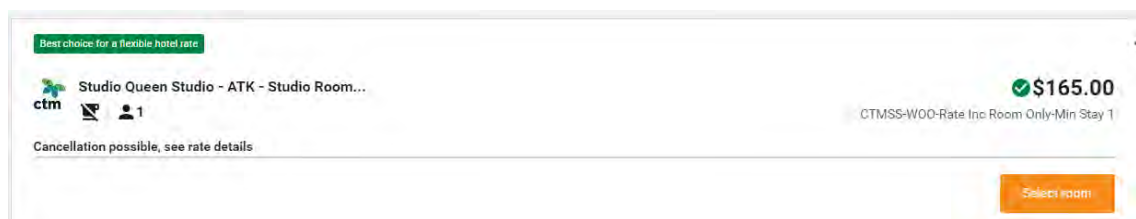
Hotel Availability – List View

- **Sleepspace, Bookings.com** and **Amadeus** hotel availability will display.



Hotel Rate Information

- Once a hotel has been selected click the down arrow above the rate to view more information regarding what the rate includes, rate conditions and room description.



- Hotel information including **Cancellation Policy** will be displayed.

Note: Ensure cancellation information is read and understood before proceeding to **Select room**

Detailed Hotel Room and Rate Description

Rate Amount Total:	AUD 165.00 all known taxes / estimated total amount
Rate Amount:	AUD 165.00 per night from 27Nov24 until 28Nov24
Meal Info:	Breakfast is not included
Cost-Free Cancellation:	Cancellation possible until 27NOV24 12:00 (local time)
Cancellation Policy:	Cancellations after the check-in time will incur a cancellation fee equal to 1 night stay . Cancellation fee after 27NOV24 12:00 PM (local time): 165.00 AUD
Guarantee:	Guarantee required to secure your reservation. . Credit card
Form of Payment Credit Card:	CA VI AX DC
Room Description:	Studio Queen, Studio - ATK - Studio Room
Rate Info:	INSTANT CONFIRMATION RATE - The accommodation is available now and can be confirmed instantly

Select room

- Dependant on your site set up you may be offered cheaper hotels to choose from within a 2km radius of your hotel selection. If you wish to book the hotel you have already selected click **Continue anyway** to proceed with the booking process. Otherwise select from one of the alternative options listed.

Current selection

Single room - 1 Night
Wed, 27 NOV - Thu, 28 NOV

You may need to justify your choice of hotel as there are other options below at a lower price. Please consider them first.



Mantra Sydney Central ★★★★★

Mantra Group (Accor Group)
438 Sussex Street, 2000 Sydney, NS, Australia
Distance from point of search: 1.3 km
Amadeus, CTM Hotels

Tripadvisor
●●●●○

CORP

ctm Studio Queen Studio - ATK - Studio Room...
1

✓ \$165.00

CTMSS-WOO-Rate Inc Room Only-Min Stay 1

Cancellation possible, see rate details

← Back

Continue anyway

Cost-saving alternatives



Kirketon Hotel Sydney ★★★★★

229 Darlinghurst Road, 2010 Darlinghurst, NS, Australia
Distance from point of search: 1.7 km
CTM Hotels

Tripadvisor
●●●●○

✓ \$159.00

Breakfast Not included

Save \$6.00

CORP

Select hotel

- On the following screen if Cost Savings feature is switched on for your site's set up, you will be required to choose a reason for your hotel rate selection (if it wasn't the cheapest offered).
- You will also be required to agree to the Purchase Conditions before you can complete the booking. **Note:** Please read the purchase conditions carefully as cancellation charges vary between different properties.
- Review the prefilled data and enter any additional information required before selecting **Complete Booking**.

Hotel cost savings

i You have chosen a hotel at a higher price. Please specify the reason for your choice.

Reason *
Proximity to Office/Destination

Booking Information

☒ I agree to the Hotel Purchase Conditions *

Support, One

	Traveller details	Mr. One Support, qbtonline@qbt.travel, 04 11111111, 61 03 84132077, Australia	▼
	Payment or guarantee	QBT test (VI) XXXXXXXXXXXX1111, 12/2026	▼
	Billing address	CCO-CSIRO 50012603 ENERGY, CSIRO 50012603 ENERGY, Limestone Ave, Campbell, 2612, Australia	▼
	More information	<div> Add in a mobile contact number for this traveller eg 61400123456 (change if required) * <input type="text" value="0411111111"/> </div> <div> Traveller's Residential Postcode * <input type="text"/> </div> <div> IDENT <input type="text" value="911911"/> </div> <div> Freedom Invoice Email <input type="text"/> </div>	
	Frequent traveller number	No card used	▼
	Remarks	Add your own remarks	▼

	Booker	One Support, qbtonline@qbt.travel, 61 03 84132077	▼
--	--------	---------------------------------------------------	---

If you want to add to your trip, select your next booking type here, then complete your current booking.

Add flight
 Add hire car
 Add hotel

\$0.00
 Total price

Complete booking

(Liable for payment)

Complete Booking

- After the mandatory information has been completed, select **Complete booking (liable for payment)** link to finalise the process.

Note: If car hire is required select the **Add hire car** icon before selecting **Complete booking**.

If you want to add to your trip, select your next booking type here, then complete your current booking.

[✈️ Add flight](#) [🚗 Add hire car](#) [🏨 Add hotel](#)

\$165.00
Total price

Complete booking

(Liable for payment and continue to your hire car booking)

Add Car

- If **Add hire car** was selected a popup window displays. For return trips leave the default option but if multi city trip is being booked select the appropriate option then click **Continue**.

Preselect your destination city/location and dates

✕

☒ Kingsford Smith from 27NOV24 to 28NOV24

☐ Tullamarine on 28NOV24

☐ No preselection

Continue


Car Search

- The **Car Search** screen will display, destination will default to airport location. Dates and times will also prepopulate from the flight itinerary. Select **Search**.

Note: A street address can be added if required.

Start hire car booking

Pick-up location * Kingsford Smith (SYD) <small>(2020, NS, Australia)</small>		Drop-off location * Kingsford Smith (SYD) <small>(2020, NS, Australia)</small>	
or enter an <u>address</u>		or enter an <u>address</u>	
Enter (8 digits) * Wed, 27 Nov 2024	Time * 07 : 25	Drop-off date * Thu, 28 Nov 2024	Time * 14 : 00



Car Availability – List View


- Car availability will be displayed in line with your site's policy. Currently, the preferred hire car supplier is **Hertz**. The default category will be to show **Electric vehicles** and are highlighted with a green car icon.

Select hire car

Pick-up:
Kingsford Smith
27November2024 at 08:00 AM



Drop-off:
Same as pick-up
28November2024 at 08:00 AM

Sorted by
Electric cars






 Filter

Your options

12 cars matching your criteria found.




Standard Sports Electric Vehicle
(RSAC)



    

Amadeus






AUD115.63 ✓
Total price

Kilometres included: **Unlimited**






Compact 4-5 Door
(CDAR)



    

Amadeus






AUD78.84 ✓
Total price

Kilometres included: **Unlimited**






Standard
(SDAR)

Amadeus



AUD80.71 ✓
Total price

Kilometres included: **Unlimited**



- Select the drop-down arrow to view the type of vehicle, pick up/drop off information and car conditions.

Your options
12 cars matching your criteria found

Standard Sports Electric Vehicle
(RSAC)

AUD115.63
Total price
Kilometres included: **Unlimited**

Amadeus

5 2 1

Stations available:

Pick-up: **Kingsford Smith**
Kingsford Smith, Sydney, NS, Australia - SYD

Drop-off: Same as pick-up station


General information: Polestar 2
Car category: (RSAC)

Additional conditions: GENERAL SURCHARGE. GENERAL SURCHARGE. TAX.

Select car


Car Search – By Location

- Once you click **Search** you will be redirected to a landing page that allows you to view the available providers at the available locations in that region/area.
- Select the Pick Up location, then click **Select drop-off station** for the drop off locations to display. **Note:** The drop-off location will be the same as the pickup location, by default.

☐



296 COWARD ST / MASCOOT

Opening hours: **07:00 - 17:00**
Distance from point of search: **6.7 km**

☐



CANTERBURY ROAD 123 / BANKSTOWN

Opening hours: **08:00 - 17:00**
Distance from point of search: **17.6 km**

☐



CANTERBURY ROAD 123 / BANKSTOWN

Opening hours: **08:00 - 17:00**
Distance from point of search: **17.6 km**

☐


CAWARRA ROAD 91 / TAREN POINT

Opening hours: **07:30 - 17:00**
Distance from point of search: **19.8 km**

☐


CNR PARRAMATTA RD & KAMES RUSE DVE / PARRAMATTA

Opening hours: **08:00 - 17:00**
Distance from point of search: **17.7 km**

Select drop-off station

- Once the pick -up and drop- off locations have been selected click **Show car options** and car availability will display

[Show car options](#)

Select hire car

Pick-up:
Kingsford Smith
27November2024 at 08:00 AM

Drop-off:
Same as pick-up
28November2024 at 08:00 AM

Sorted by
Electric cars

Your options
12 cars matching your criteria found

 	<p>Standard Sports Electric Vehicle (RSAC)</p> <p>Amadeus</p> <p>5 seats, 2 suitcases, 1 child seat</p>	<p>✓ AUD115.63 ▼ Total price Kilometres included: Unlimited</p> <p style="background-color: #f96; color: white; padding: 5px; text-align: center;">Select car</p>
 	<p>Compact 4-5 Door (CDAR)</p> <p>Amadeus</p> <p>5 seats, 1 suitcase, 1 child seat</p>	<p>✓ AUD78.84 ▼ Total price Kilometres included: Unlimited</p> <p style="background-color: #f96; color: white; padding: 5px; text-align: center;">Select car</p>
 	<p>Standard (SDAR)</p> <p>Amadeus</p> <p>5 seats, 2 suitcases, 1 child seat</p>	<p>✓ AUD80.71 ▼ Total price Kilometres included: Unlimited</p> <p style="background-color: #f96; color: white; padding: 5px; text-align: center;">Select car</p>

Selecting Non-Preferred Hire Car Providers

- Dependent on your site set up, in addition to your preferred hire car provider, you are able to view non preferred car providers by changing the **From Category** filter.
- Once you click the down arrow you have the option to compare all available car providers by selecting **All**, or just those outside of your preferred provider by selecting **Out of Policy**.

Note: The list will update immediately after updating the **From Category** filter.

[Show car options](#)

Select hire car

Pick-up:
Kingsford Smith
27November2024 at 08:00 AM

Drop-off:
Kingsford Smith
28November2024 at 08:00 AM

Sorted by
Electric cars

Your options

From category

In policy

Out of policy

All

- Pick up/Drop off location information and type of vehicle for the selected category will display.
- Click **Select hire car** to continue with the booking process.




BEV Interned SUV Automatic
 (IFAE)

Amadeus
5
1
2

-\$89.86
 Total price

Kilometres included: **Unlimited**

Select car

Special Equipment

- Once the vehicle has been selected, **Special Equipment** such as a Navigation system can be requested, then click **Continue**.

Select add-ons

<input type="checkbox"/>	Snow tyres	Subject to availability
<input type="checkbox"/>	Snow chains	Subject to availability
<input type="checkbox"/>	Ski rack	Subject to availability
<input checked="" type="checkbox"/>	Navigation system	Subject to availability
<input type="checkbox"/>	Luggage or roof rack	Subject to availability
<input type="checkbox"/>	Diesel engine	Subject to availability

Note: Selecting add-ons may result in additional cost.

Continue

Payment Information

- Complete the credit card information if your site set up allows you to add credit cards.

Payment or guarantee

Payment *
 Use unstored credit card

Card number *

Card type *
 MasterCard Guarantee Only (CA)

Expiry date *
 11 / 2024

- Select the Complete booking (liable for payment) link to complete the booking process.

If you want to add to your trip, select your next booking type here, then complete your current booking.

[✈ Add flight](#)
[🚗 Add hire car](#)
[🏨 Add hotel](#)

\$89.86
 Total price

Complete booking

(Liable for payment)

Online Approval

If your site set up has cytric Online Approval feature switched on, after selecting **Complete Booking**, on the next screen you will be required to select an Approver before the booking process is completed.

Bookings must be approved by the ticketing deadline otherwise the booking will be automatically cancelled.

Web carriers such as Jetstar bypass the approval process due to instant ticketing requirements. A notification is sent to the Approver to make them aware of the trip.

- Select the Approver and click **Continue**.
- The nominated approver will receive an email to approve the booking.

Approver Selection

Approval

Approval Deadline: Monday, 02SEP24 21:58 (AEST)

Supervisor

The approval was requested by the following approvers:

ApproverOne, Demo (donna.farrell@travelctm.com), Full Approval Rights (current)

Select approver(s) *

- ApproverOne, Demo, Full Approval Rights
- ApproverOne, Demo, Full Approval Rights**
- Support, One, Full Approval Rights
- Support, Three, Full Approval Rights

Change approver selection

Continue

Booking Screen

The complete booking will display.

[← Back](#)

Trip to **Sydney** — Confirmed

27NOV24 — 28NOV24

[Other information details](#)

+ Add to trip [Cancel trip](#)

Waiting for approval

Total trip price: **\$622.23**
[Show price summary](#)

[Document](#) [Refresh](#) [Print](#) [Email](#)

Other information details Total trip price: **\$622.23**
[Show price summary](#)

[+ Add to trip](#) [Cancel trip](#) [📄](#) [🕒](#) [🖨️](#) [✉️](#)

OTraining, Amelia

Bookings

CONFIRMED **OUT OF POLICY** 27NOV24

06:00 - 07:25 **MEL → SYD** **No stops** Booking code: **63U6RF**
Qantas Airways - 402 1h 25m

[Change seat](#) [Change baggage](#) [Change ancillary](#) [Check-in](#) [Contact travel agency](#) [Change booking](#) [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

CONFIRMED **OUT OF POLICY** 27NOV24 28NOV24

07:25 **14:00** **2 days** Booking code: **63U6RF**
Sydney 798 COWARD ST / MASCOT Same as pick-up

[Contact travel agency](#) [Change booking](#) [Cancel booking](#)

Selected car: Compact 4-5 Door, e.g. Hyundai i30 (C0AR)

CONFIRMED **OUT OF POLICY** 28NOV24

14:00 - 15:35 **SYD → MEL** **No stops** Booking code: **63U6RF**
Qantas Airways - 449 1h 35m

[Change seat](#) [Change baggage](#) [Change ancillary](#) [Check-in](#) [Contact travel agency](#) [Change booking](#) [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

Total trip price per traveller: **\$622.23**
[Show price details](#)

Note: For sites with cytric Online Approval switched on, the booker can view the status of the booking via the **Waiting for approval** link. If the wrong approver was selected, click **Waiting for Approval** link to select a different approver. Select the approver and complete the selection process.

[← Back](#)

Trip to Sydney — Confirmed

[Share in MS Teams](#)

[Waiting for approval](#)

From the pop up window select **Request a different approver**

Supervisor

WAITING FOR APPROVAL

Approver: Demo ApproverOne (donna.farrell@travelctm.com) - Full Approval Rights

Approval trigger type: Approval by business units
Approval by booking type

[Request a different approver](#)

On Hold Bookings

Air

- Enter your search criteria then select **Search**.

1 Start — 2 Select flights — 3 Select fare — 4 Complete booking — 5 Confirmation

You are booking for: O'Training, Amelia (You)

Start flight booking

One way | **Round trip** | Multi city

From * **Tullamarine (MEL)**
VI, Australia

To * **Canberra (CBR)**
AC, Australia

☒ Only non-stop flights

Departure date * **Tue, 18 Feb 2025**

Departing around * **06 : 00**

Return date * **Wed, 19 Feb 2025**

Departing around * **16 : 00**

Search

- Select flights required for this trip.

1

MEL ✈ CBR

18 February 2025

2

CBR ✈ MEL

19 February 2025

Filter

Sort Flights By

Earliest departure time

Column Info

Semi Rest

Lowest price

Flexible

Lowest price

Business

Lowest price

14:45

Canberra, AC, Australia, CBR

1h 15

direct

16:00

Melbourne, VI, Australia, MEL

Virgin Australia 268

Flight and Fares Info

LOWEST

LOWEST

\$208.01

\$247.61

\$332.44

15:35

Canberra, AC, Australia, CBR

1h 15

direct

16:50

Melbourne, VI, Australia, MEL

Virgin Australia 274

Flight and Fares Info

LOWEST

LOWEST

\$190.01

\$247.61

\$332.44

16:35

Canberra, AC, Australia, CBR

1h 15

direct

17:50

Melbourne, VI, Australia, MEL

Qantas Airways 1283

Flight and Fares Info

LOWEST

LOWEST

\$271.73

\$280.41

\$541.51

- Once flights are selected click **Continue**.

Start — 2 Select fare — 3 Complete booking — 4 Confirmation

You are booking for: O'Training, Amelia (You)

1 Departure flight on 18 February 2025

06:05
Melbourne, VI, Australia, MEL

1h 05
direct

07:10
Canberra, AC, Australia, CBR

Qantas Airways 1270

Flexible
LOWEST

\$280.41

Edit

Flight and Fares Info

2 Arrival flight on 19 February 2025

16:35
Canberra, AC, Australia, CBR

1h 15
direct

17:50
Melbourne, VI, Australia, MEL

Qantas Airways 1283

Flexible

\$280.41

Edit

Flight and Fares Info

\$560.82
Total price

Continue

- On the **Flight Booking** screen, complete the mandatory information.

Start — Select fare — 3 Complete booking — 4 Confirmation

O'Training, Amelia (You)

[Share in MS Teams](#)

Qantas Airways - 1270

FEB 18

MEL
Melbourne, VI, AU

Non-stop

06:05

Total time: 1h 05m

CBR
Canberra, AC, AU

07:10

[COVID-19 measures](#)

Qantas Airways - 1283

FEB 19

CBR
Canberra, AC, AU

Non-stop

16:35

Total time: 1h 15m

MEL
Melbourne, VI, AU

17:50

[COVID-19 measures](#)

G

Service class
 Economy

Change
Changeable

Cancellation
+\$560.82 / -\$0.00

Baggage
2 x

[ECONOMY FLEX](#)

Total price
\$560.82

Number of tickets: 1

[Select seats](#)

\$0.00

- Seating can be requested via the **Select Seat** link.

[Select seats](#)

\$0.00

- Agree to the **Terms and Conditions** of the Air Fare. Ensure fare conditions have been read and understood before ticking this field.

Booking Information

☒ I agree to the Terms and Conditions of the Air Fare *

Complete the remaining mandatory information

 More information


Cost Centre *
8874585

Reason for Travel *
Test Booking

- The option to place the **Booking on Hold** is displayed at the end of the page. To place the booking **on hold**, click the button toggle. The toggle will change from white to blue once selected.

☐ Put booking on hold ☒ Put booking on hold

- A warning message displays regarding placing the booking **On Hold**.
- To proceed with placing the booking **On Hold**, select **Complete booking**.

 Your booking will be on hold until 23:00 on the last possible ticketing date. You must confirm the booking within this time period. Otherwise, it will be Cancelled automatically. The fare is not guaranteed until you confirm the booking. Also be aware that the airline could cancel the booking at any time without warning and that charges could apply to on-hold bookings that are not Cancelled before flight departure.

If you want to add to your trip, select your next booking type here, then complete your current booking.

 Add flight  Add hire car  Add hotel


\$566.62
Details

Complete booking

(On hold)

- Once the booking is created, a message displays highlighting the booking must be confirmed by the ticketing deadline, otherwise the booking will be automatically cancelled. **Note:** a cancellation notification does not get generated.


Bookings



 You chose to put this flight booking on hold. Please note the following:

- Until you confirm the booking, the fare can't be guaranteed. Also, the booking could be Cancelled by the vendor without notice.
- The confirmation Cancellation deadline is 13SEP24 23:00 (GMT+10:00).
- You need to confirm the booking before the deadline. Otherwise, the booking will be Cancelled automatically.

[Confirm booking](#)

- The flight segment status will also show **On Hold** status until the booking is confirmed.

ON HOLD  OUT OF POLICY 18FEB25

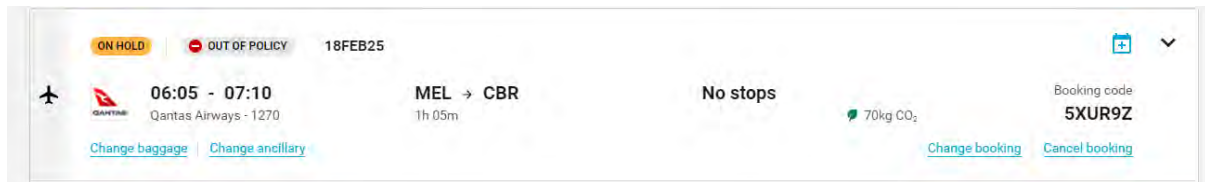
  06:05 - 07:10 MEL → CBR No stops 70kg CO₂ Booking code 5XUR9Z

Qantas Airways - 1270 1h 05m

[Change baggage](#) [Change ancillary](#) [Check-in](#) [Change booking](#) [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

- A Booking reference number will display as seats are being held for **On Hold** bookings.

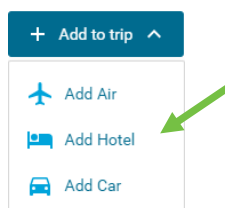


Note: The ticketing deadline for the selected fare is determined by the airline.

If accommodation and car hire are included in an On Hold booking and the booking has not been confirmed by the ticketing deadline, the complete booking will be cancelled.

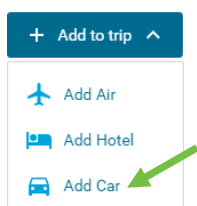
Adding a Hotel to an On Hold Booking

Once the flight booking has been created, from the booking screen select **Add to trip** link then click the **Add Hotel** link to complete the booking process.



Adding a Car to an On Hold Booking

Once the flight booking has been created, from the booking screen select **Add to trip** link then click the **Add Car** link to complete the booking process.



Note 1: Land only bookings, that is, Car and Hotel ONLY bookings cannot be placed on Hold. Once flights have been booked car and hotel segments can be added to the existing flight booking and continue to be placed on hold until the ticketing deadline.

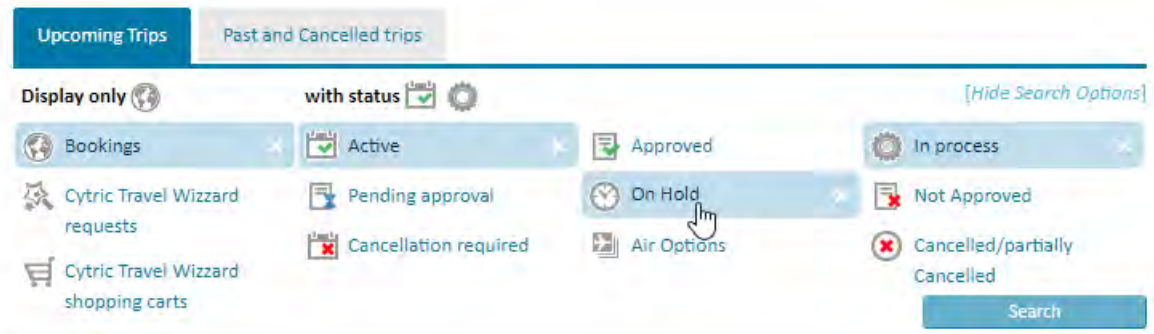
Note 2: **On Hold** booking feature is available for both **International** and **Domestic** bookings.

Note 3: If your itinerary includes a web fare such as Jetstar fares, you will not see the option to place the booking on hold. This is due to instant purchasing requirements.

Retrieving On Hold Booking

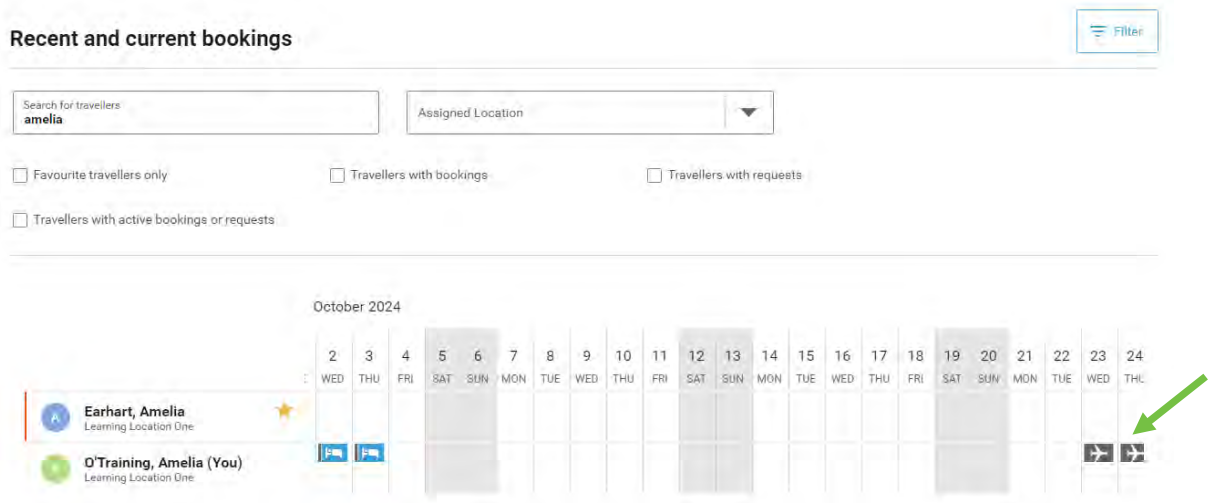
Via My Trips

- To display an On Hold booking via **My trips**, ensure the **On Hold** link is selected from the listed options before selecting the **Search** link, otherwise On Hold bookings will not display.




Via Dashboard

- As a traveller your bookings will default on the **Person Dashboard** page. An On Hold booking will be highlighted with a grey icon.
- As a travel arranger search for your traveller and then booking will display on the **Travel Arranger Dashboard**.



Confirming an On Hold Booking

- Retrieve the booking or if the booking is already displayed, select the **Confirm booking** link.

 O'Training, Amelia

Bookings

⚠ You chose to put this flight booking on hold. Please note the following:



- Until you confirm the booking, the fare can't be guaranteed. Also, the booking could be Cancelled by the vendor without notice.
- The confirmation Cancellation deadline is 24SEP24 23:00 (GMT+10:00).
- You need to confirm the booking before the deadline. Otherwise, the booking will be Cancelled automatically.

[Confirm booking](#)

ON HOLD

OUT OF POLICY

23OCT24



05:30 - 06:55
Qantas Airways - 402

MEL → SYD
1h 25m

No stops

Booking code
5SM9WH

[Change baggage](#) | [Change ancillary](#)[Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

- Select the **Out of Policy Reason Code** then scroll to the end of the screen

Policy

⚠ Your selected fare is higher than allowed by the current travel policy settings.

⚠ This booking does not comply with your organisation's travel policy. Please select a Reason from the list displayed below.

Out-of-policy Reason Code *

Select

Select

Unsuitable due to time routing connection or baggage charges

Approval or entitlement to travel at a higher fare class

Require flexibility to change booking

Health issues

Personal responsibilities

Outside of LPF Policy

- Select **Complete Booking** to finalise the booking process

\$522.26
[Details](#)

Complete booking

(Liable for payment)


Amending a Booking Prior to Ticketing

Domestic Booking

- Retrieve booking via **My Trips** or the **Dashboard** page.

Note: When searching for On Hold bookings via **My Trips**, ensure the **On Hold** link is selected before clicking **Search**.

- Once the booking displays click the **Change Booking** link for the flight you wish to amend.
For example, the return flight.


 Support, One


Bookings



CONFIRMED

OUT OF POLICY

25FEB25







06:00 - 07:25
Qantas Airways - 402

MEL → SYD
1h 25m

No stops

Booking code
5XFFOI

[Change seat](#)

[Change baggage](#)

[Change ancillary](#)

[Check-in](#)

[Contact travel agency](#)

[Change booking](#)


[Cancel booking](#)


Selected fare: ECONOMY FLEX • Economy [See more details](#)



CONFIRMED

OUT OF POLICY

26FEB25







15:30 - 17:05
Qantas Airways - 459

SYD → MEL
1h 35m

No stops

Booking code
5XFFOI


[Change seat](#)

[Change baggage](#)

[Change ancillary](#)

[Check-in](#)

[Contact travel agency](#)

[Change booking](#)

[Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

Total trip price per traveller: **\$867.03**
[Show price details](#)

- Enter the new search criteria and select non stop services, if applicable. The default search is the same airline but you can untick to view all airlines to change your selection as a ticket has not been issued.

☐ Change or cancel this segment
 Solved for Support, One

25FEB25

Qantas Airways - 402	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	Booking code: 5XFFOI
Seat: Status of the Seat Request: No specific seat reservation was made. Specific seat reservations may be possible at time of Check-In. Inflight Entertainment, Points Accrual, Mileage Accrual				

☒ Change or cancel this segment

26FEB25

Qantas Airways - 459	SYD Sydney, NS, AU 15:30	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 17:05	Booking code: 5XFFOI
Seat: Status of the Seat Request: No specific seat reservation was made. Specific seat reservations may be possible at time of Check-In. Inflight Entertainment, Points Accrual, Mileage Accrual				

Your new search

Departure date
 Thu, 27 Feb 2025

Time
 16 : 00

OR

☐ Cancel this segment

☒ Non-stop only

☒ Keep the same airline

This segment will be Cancelled when you reach the confirmation page.

Back
Continue

Domestic Same Airline Display

1 MEL ↔ SYD 25 February 2025		2 SYD ↔ MEL 27 February 2025					
Sort Flights By Earliest departure time				Column Info	Semi Rest Lowest price	Flexible Lowest price	Business Lowest price
14:00 Sydney, NS, Australia, SYD	1h 35 direct	15:35 Melbourne, VI, Australia, MEL	Qantas Airways 449	Flight and Fares Info	\$218.01	\$258.43	\$548.75
14:30 Sydney, NS, Australia, SYD	1h 35 direct	16:05 Melbourne, VI, Australia, MEL	Qantas Airways 451	Flight and Fares Info	\$218.01	\$258.43	\$548.75
15:00 Sydney, NS, Australia, SYD	1h 35 direct	16:35 Melbourne, VI, Australia, MEL	Qantas Airways 455	Flight and Fares Info	\$218.01	\$258.43	\$548.75
15:30 Sydney, NS, Australia, SYD	1h 35 direct	17:05 Melbourne, VI, Australia, MEL	Qantas Airways 459	Flight and Fares Info	\$218.01	\$258.43	\$548.75

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

51

Domestic Any Airline Display

Sort Flights By Earliest departure time		Column Info		Semi Rest	Flexible	Business
				Lowest price	Lowest price	Lowest price
14:00 Sydney, NS, Australia, SYD	1h 35 direct	15:35 Melbourne, VI, Australia, MEL	Qantas Airways 449	\$218.01	\$258.43	\$548.75
				Flight and Fares Info	1 2 3	2 3
14:00 Sydney, NS, Australia, SYD	1h 35 direct	15:35 Melbourne, VI, Australia, MEL	Virgin Australia 846	\$187.97	\$259.47	\$330.31
				Flight and Fares Info	1 2 3	2 3
14:30 Sydney, NS, Australia, SYD	1h 35 direct	16:05 Melbourne, VI, Australia, MEL	Qantas Airways 451	\$218.01	\$258.43	\$548.75
				Flight and Fares Info	1 2 3	2 3

- The updated itinerary will display. Select **Edit** to change your selection, if required. Otherwise, to proceed with the amendment select **Continue**.
- Note:** the flight that was not amended will also appear on this screen as it is part of the itinerary.

1 Departure flight on 25 February 2025

Tuesday, 25 February 2025

06:00 MEL

1h 25

07:25 SYD

Total travel time: 1h 25

Melbourne
Melbourne VI, AU - Tullamarine,
Terminal: 1

Sydney
Sydney NS, AU - Kingsford Smith,
Terminal: 3

Qantas Airways 402
Boeing 737-800 (winglets)

Flexible

LOWEST

\$258.43

Q 2 3

6FXGOV61

Service class
Economy
B

Rebooking
free of charge

CO2 70 kg

Flight and Fares Info

2 Arrival flight on 2 February 2025

17:00 Sydney, NS, Australia, SYD

1h 35 direct

18:35 Melbourne, VI, Australia, MEL

Qantas Airways 471

Flexible

LOWEST

\$258.43

Q 2 3

Edit

Flight and Fares Info

\$516.86
Total price

Continue

- On the final screen enter any mandatory fields, if required, then select **Complete Booking**.

Booker

Amelia O'Training, qbttonline@qbt.travel, 1300 653 767


Put booking on hold

\$522.26
Details


Complete booking



(Liable for payment)

- The updated itinerary will display on the booking screen.

 Support, One

Bookings


CONFIRMED  OUT OF POLICY 25FEB25



  **06:00 - 07:25** MEL → SYD No stops 70kg CO₂ Booking code **5XFFOI**

Qantas Airways - 402 1h 25m

[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#) [Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

CONFIRMED  OUT OF POLICY 27FEB25

  **17:00 - 18:35** SYD → MEL No stops Booking code **5XFFOI**

Qantas Airways - 471 1h 35m


[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#) [Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)


Total trip price per traveller: **\$867.03** [Show price details](#)



International Booking

- Similarly for **International Bookings**, from the booking screen select the **Change booking** link for the flight you would like to amend. For example, the return flight.

 Support, One

Bookings


CONFIRMED  OUT OF POLICY 20MAR25



  **06:55 - 11:35** MEL → SIN No stops 317kg CO₂ Booking code **5XPXY6**

Singapore Airlines - 248 7h 40m

[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#) [Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY VALUE • Economy [See more details](#)

CONFIRMED  OUT OF POLICY 25MAR25

  **19:20 - 05:40 +1** SIN → MEL No stops 317kg CO₂ Booking code **5XPXY6**

Singapore Airlines - 247 7h 20m

[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#) [Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY VALUE • Economy [See more details](#)

- ## Change booking

- On the next screen the flight that is not to be amended (in this scenario the outbound flight from Melbourne to Singapore), will display as it is part of the itinerary

Round trip **Melbourne** ↻ **Singapore**











- Cytric will also display what was previously booked.

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

- Followed by new options to be selected for the amended date.

Note the orange alert icon indicates the flight will be arriving at the destination the next day


New options for Wed, 26 Mar 2025

	Singapore Airlines - 247	 SIN Singapore, SG 19:20	Non-stop Total time: 7h 20m	MEL Melbourne, VI, AU 05:40 +1	 COVID-19 measures 317 kg CO ₂	Total trip prices in Economy from \$1,203.43 	
	Singapore Airlines - 227	 SIN Singapore, SG 21:50	Non-stop Total time: 7h 25m	MEL Melbourne, VI, AU 08:15 +1	 COVID-19 measures 317 kg CO ₂	Total trip prices in Economy from \$1,203.43 	

- Cytric will also display the **Suggested fare** that was selected and **Other fares** as alternative options.

Note : If the traveller is entitled to travel Business class and Economy was selected on the initial search screen, Business and Premium Economy fares will be offered on this page.




Suggested fare

	Service class Economy (Q, N)	Change \$200.00	Cancellation +\$813.43 / -\$390.00	Baggage 25kg	ECONOMY VALUE	Total price \$1,203.43 	
						Number of tickets: 1	





Other fares


	Service class Economy (Q, N)	Change \$200.00	Cancellation +\$813.43 / -\$390.00	Baggage 25kg	ECONOMY VALUE	Total price \$1,203.43 	
						Number of tickets: 1	

	MEL - SIN Premium Economy (L) • SIN - MEL Economy (N)	Change \$200.00	Cancellation +\$1,292.43 / -\$390.00	Baggage 25kg	PREMIUM ECONOMY STANDARD ECONOMY VALUE	Total price \$1,682.43 	
						Number of tickets: 1	

	Service class Business (Z, D)	Change No info	Cancellation +\$235.43 / -\$7,685.00	Baggage 40kg	BUSINESS FLEXI BUSINESS LITE	Total price \$7,920.43 	
						Number of tickets: 1	

- Select the fare and click **Continue**. On the Complete flight booking screen select **Complete booking**.

 Singapore Airlines - 248	MAR 20	MEL Melbourne, VI, AU 06:55	Non-stop Total time: 7h 40m	SIN Singapore, SG 11:35	 COVID-19 measures
 Singapore Airlines - 227	MAR 26	SIN Singapore, SG 21:50	Non-stop Total time: 7h 25m	MEL Melbourne, VI, AU 08:15 +1	 COVID-19 measures


Service class Economy (Q, N)	Change \$200.00	Cancellation +\$813.43 / -\$390.00	Baggage 25kg	ECONOMY VALUE	Total price \$1,203.43 
					Number of tickets: 1

\$1,219.73
[Details](#)

Complete booking

(Liable for payment)



- The updated itinerary will display

 **Support, One**

Bookings


CONFIRMED

20MAR25



06:55 - 11:35
Singapore Airlines - 248

MEL → SIN
7h 40m

No stops

 317kg CO₂

Booking code
5XPXY6



[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#)

[Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY VALUE • Economy [See more details](#)


CONFIRMED

26MAR25



21:50 - 08:15 +1
Singapore Airlines - 227

SIN → MEL
7h 25m

No stops

 317kg CO₂

Booking code
5XPXY6

[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#)

[Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY VALUE • Economy [See more details](#)

Total trip price per traveller: **\$1,219.73**
[Show price details](#)

Amending Hotel/Car Segments

Amending Hotel

- If accommodation is included in the booking and requires an amendment, select the **Change Booking** link where the hotel segment appears on the booking screen.

CONFIRMED 25FEB25 - 26FEB25 1 night

Park Regis City Centre ★★ ★
27 Park Street, 2000 Sydney, NS, Australia
Tel: +61292676511 Fax: +61292642252
citycentre@parkregishotels.com

Contact travel agency

Booking code: 5XFFOI
Provider Reference: CTM000179864

[Change booking](#) [Cancel booking](#)

- Update the search criteria as required including the new check in and check out dates.

Note: It defaults to rebooking the same hotel (**Keep the hotel**) but this box can be unticked if you would like to view all hotels.

Change booking

Booked for Support, One

Check-in: 25FEB25 Check-out: 26FEB25 Night: 1

Park Regis City Centre ★★ ★
27 Park Street, 2000 Sydney, NS, Australia
Distance from point of search: 0.7 km

Tripadvisor Booking code: 5XFFOI

Your new search

Check-in and Check-out dates*
Tue, 25 Feb 2025 - Thu, 27 Feb 2025
2 nights

Occupancy
Single Double

☒ Keep the hotel

[Back](#) [Continue](#)

- Select the Rate you would like to book after you have read and understood the cancellation policy.

Best choice for a flexible hotel rate

Economy Queen Room Hotel Room - C1Q - Standard Queen Room...

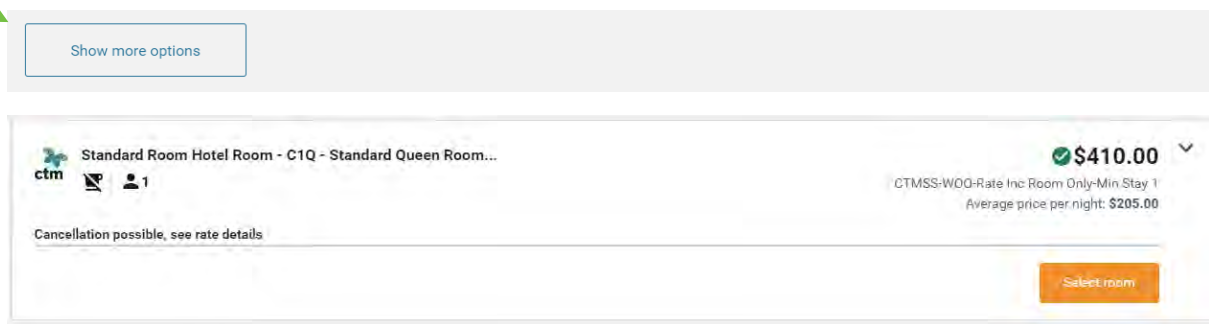
CTM 1

Cancellation possible, see rate details

CTMSS-W00-Rate Inc Room Only-Min Stay 1
Average price per night: \$180.00

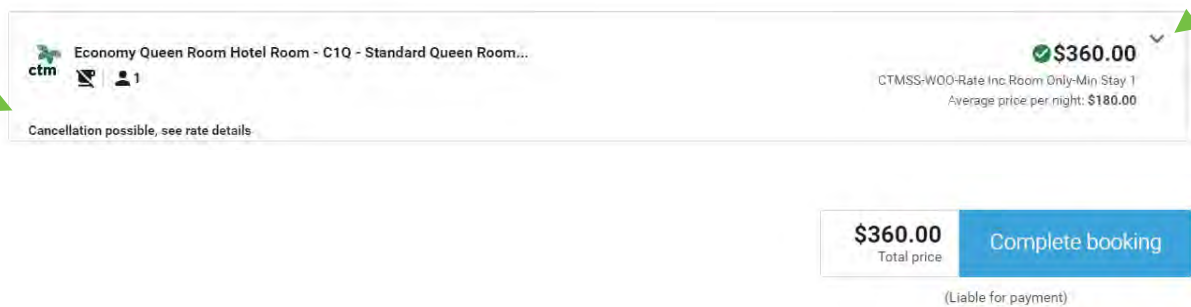
[Select room](#)

Note: Additional rates can be viewed by selecting **Show more options**.



The screenshot shows a booking interface. At the top, a grey bar contains a button labeled "Show more options". Below this, a room selection card is displayed. The card has a header with a green checkmark icon, the text "Standard Room Hotel Room - C1Q - Standard Queen Room...", and a price of "\$410.00" with a dropdown arrow. Below the header, there is a small "ctm" logo, a person icon, and the text "1". A line of text reads "Cancellation possible, see rate details". At the bottom right of the card is an orange button labeled "Select room".

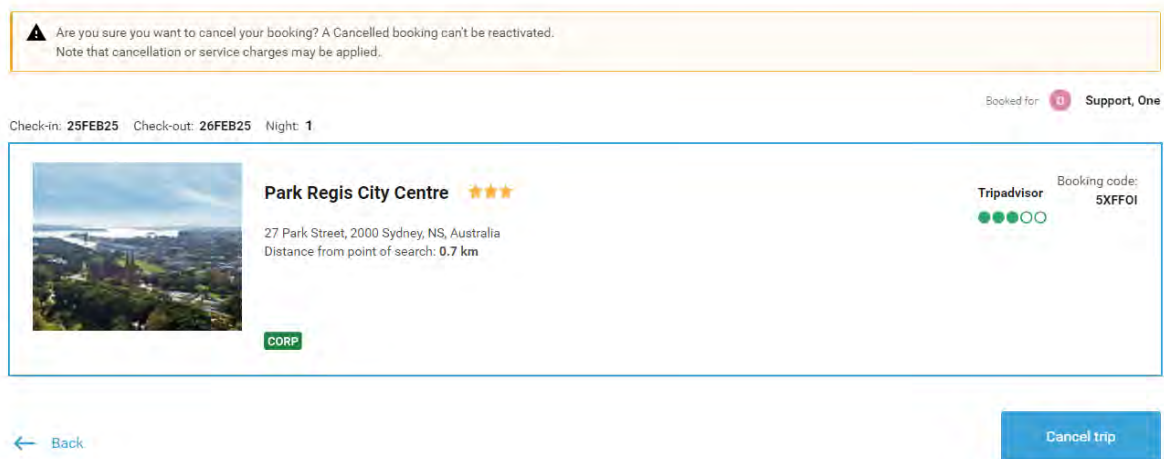
- After selecting the rate, on the Complete hotel booking page, the cancellation policy is also available to be read before selecting **Complete Booking**.



The screenshot shows a booking interface. A room selection card is displayed with a green checkmark icon, the text "Economy Queen Room Hotel Room - C1Q - Standard Queen Room...", and a price of "\$360.00" with a dropdown arrow. Below the header, there is a small "ctm" logo, a person icon, and the text "1". A line of text reads "Cancellation possible, see rate details". To the right of the card, a blue button labeled "Complete booking" is visible. Below the button, the text "(Liable for payment)" is displayed.

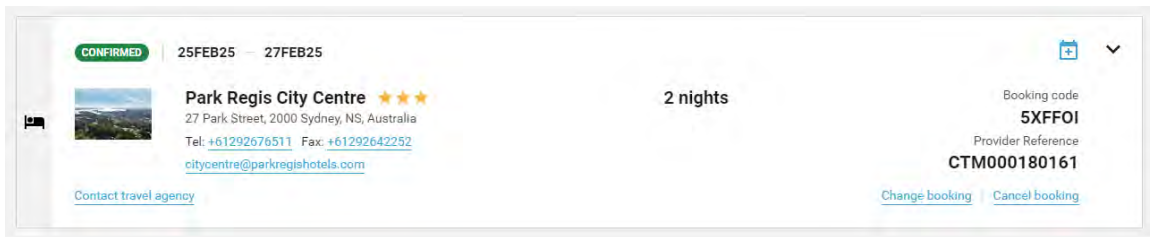
Note: A cancellation of the existing hotel booking message will display which relates to the hotel booking only. Select **Cancel trip** so the previous hotel booking is cancelled and rebooked for the new dates

Continue with cancellation of the existing hotel booking and newly book the hotel for the trip



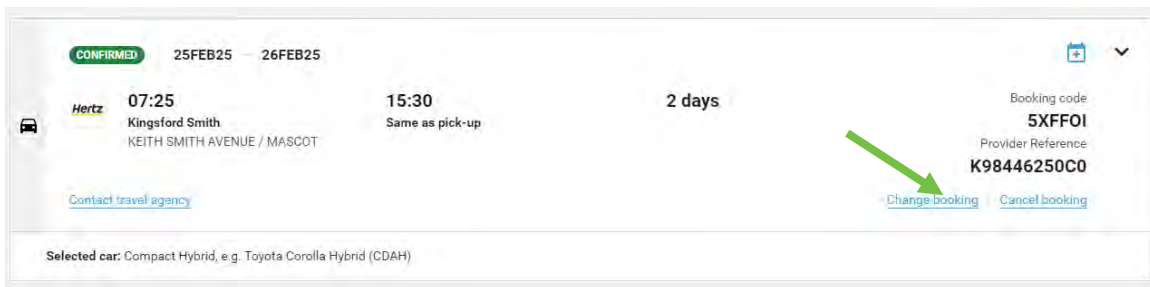
The screenshot shows a booking interface. At the top, a yellow warning box contains a triangle icon and the text: "Are you sure you want to cancel your booking? A Cancelled booking can't be reactivated. Note that cancellation or service charges may be applied." Below the warning box, the text "Booked for" is followed by a person icon and the text "Support, One". Below this, the text "Check-in: 25FEB25 Check-out: 26FEB25 Night: 1" is displayed. A hotel card is shown with a photo of the hotel, the text "Park Regis City Centre" with three stars, and the address "27 Park Street, 2000 Sydney, NS, Australia". Below the address, the text "Distance from point of search: 0.7 km" is displayed. A green button labeled "CORP" is at the bottom left of the card. To the right of the card, the text "Tripadvisor" is followed by a green checkmark icon and the text "Booking code: 5XFF01". At the bottom left, a blue button labeled "Back" is visible. At the bottom right, a blue button labeled "Cancel trip" is visible.

- The updated hotel information will now display.



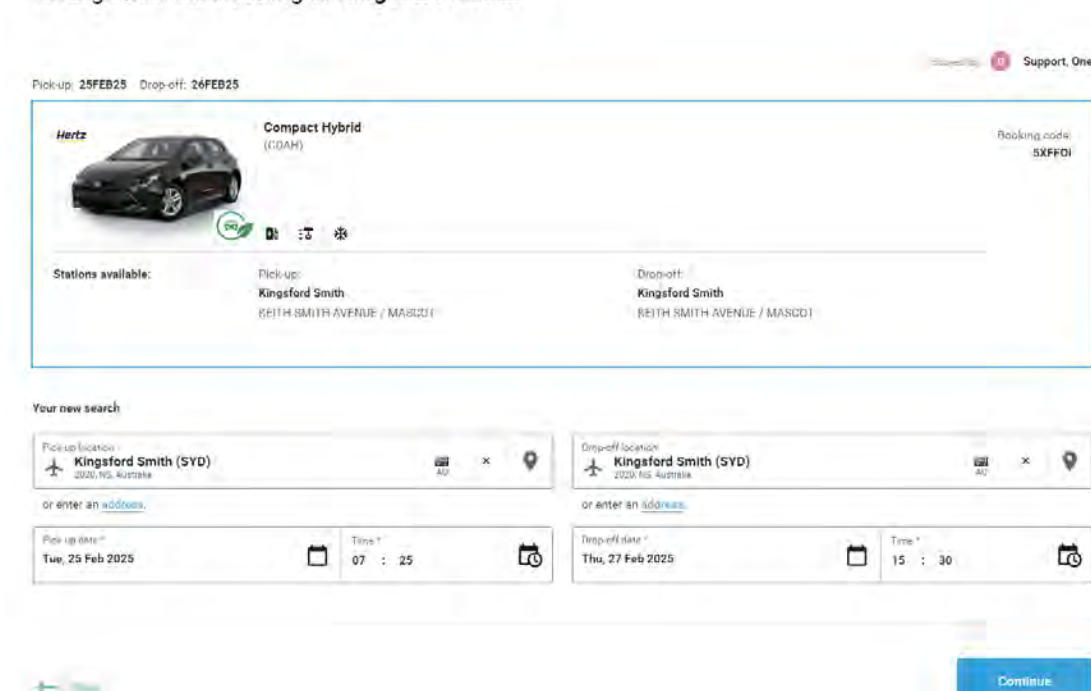
Amending Car

- If car hire is included in the itinerary and requires an amendment, select **Change Booking** link from the car element section on the booking screen.



- The Change hire car booking template will display for you to update with your new search criteria. Update the information and select **Continue**

Change hire car booking in Kingsford Smith



- When modifying a car booking you need to select the pick up and drop off location by clicking in the box for the required location.
- Select **Show car options** for the drop off locations to display. By default, it is assumed the car will be dropped off at the pick up location, but if required, can be amended accordingly.

☒

296 COWARD ST / MASCOT
Opening hours: 07:00 - 17:00
Distance from point of search: 2.6 km

☐

CANTERBURY ROAD 123 / BANKSTOWN
Opening hours: 08:00 - 17:00
Distance from point of search: 13.3 km

☐

CANTERBURY ROAD 123 / BANKSTOWN
Opening hours: 08:00 - 17:00
Distance from point of search: 13.2 km

☐

CAWARRA ROAD 91 / TAREN POINT
Opening hours: 07:30 - 17:00
Distance from point of search: 10.7 km

Show car options

- On the Select hire car screen select the vehicle type by clicking **Select car** link

Pick-up:

Kingsford Smith

25February2025 at 07:25

Drop-off:

Kingsford Smith

27February2025 at 15:30

From category

In policy

Sorted by

Lowest price

Filter

Your options

3 cars matching your criteria found

Compact Hybrid
(CDAH)

Amadeus

\$171.63

Total price

Kilometres included: Unlimited

Select car

Hybrid Fullsize 4-5 Door
(FDAH)

Amadeus

\$200.24

Total price

Kilometres included: Unlimited

Select car

- Select any add-ons, if required, then select **Continue**

Select stations

Pick-up: **Kingsford Smith**
296 COWARD ST / MASCOT
2.6 km
07:00 - 17:00

Drop-off: **Kingsford Smith**
KEITH SMITH AVENUE / MASCOT
1.5 km
06:00 - 23:00

Select add-ons

<input type="checkbox"/>	Snow tyres	Subject to availability
<input type="checkbox"/>	Snow chains	Subject to availability
<input type="checkbox"/>	Satellite radio	Subject to availability
<input type="checkbox"/>	Navigation system	Subject to availability
<input type="checkbox"/>	Luggage or roof rack	Subject to availability
<input type="checkbox"/>	Bike rack	Subject to availability

Note: Selecting add-ons may result in additional cost.

[Continue](#)

- On the Complete hire car booking screen car conditions can be read again before selecting **Complete Booking**

Complete hire car booking

[Share in MS Teams](#)

Pick-up: **Kingsford Smith**
25February2025 at 07:25
296 COWARD ST / MASCOT

Drop-off: **Kingsford Smith**
27February2025 at 15:30
KEITH SMITH AVENUE / MASCOT

Compact Hybrid
(CDAH)

\$171.63
Total price

Kilometres included: **Unlimited**

\$171.63
Total price

[Complete booking](#)

(Liable for payment)

- The updated car segment will then appear on the booking screen

CONFIRMED | 25FEB25 - 27FEB25

Park Regis City Centre ★★ ★
27 Park Street, 2000 Sydney, NS, Australia
Tel: +61292676511 Fax: +61292642252
citycentre@parkregishotels.com

2 nights

Booking code
5XFFOI
Provider Reference
CTM000180161

[Contact travel agency](#) [Change booking](#) [Cancel booking](#)

Adding Car/Hotel to Existing Booking

- To add car/hotel to an existing trip, display the booking and then select the **Add Car** or **Add Hotel** link and complete the booking process.



Note: For sites with Online Approvals, if the booking was approved then later amended, approval will be required for the amended itinerary and if not approved the complete booking will be cancelled.

Changes Made by CTM Consultant Offline

- A booking amended by a CTM consultant needs to be retrieved in cytric for the updated itinerary to display.

	25FEB25 - 27FEB25	ticket data available.	Booking Code: 5XFFOI
	Booked for: One Support		
	06:00 MEL	Melbourne, VI, Australia	07:25 SYD
QANTAS	Qantas Airways - 402	1hr. 25min.	Sydney, NS, Australia
	17:00 SYD	Sydney, NS, Australia	18:35 MEL
QANTAS	Qantas Airways - 471	1hr. 35min.	Melbourne, VI, Australia
	25FEB25 - 27FEB25		Booking Code: 5XFFOI
	Booked for: One Support		
	Hertz, 296 COWARD ST / MASCOT - >KEITH SMITH AVENUE / MASCOT		
	25FEB25 - 27FEB25		Booking Code: 5XFFOI
	Booked for: One Support		
	Park Regis City Centre, 2000 Sydney, NS, Australia		

[Cancel Trip](#) | [Copy](#) | [Display/Change](#) | [Contact the Travel Agency](#)

Note: if a hotel was booked with a CTM Consultant over the phone with the hotel directly, these hotel segments will not display in cytric as the hotel was booked manually.

Amending a Booking Post Ticketing

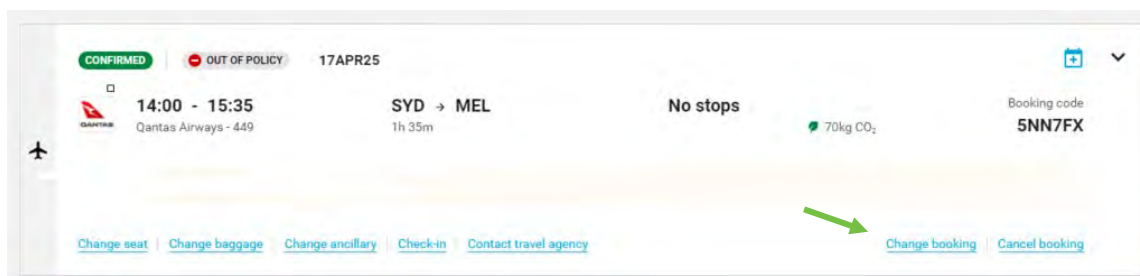
Please read the **Important Notes** below to check if you can change your booking via cytric online booking system or if the change can only be made via CTM Consultant.

Important Notes on Post Ticket Changes via cytric online

- If you are creating bookings via Expense 8 changes post ticketing can only be made by calling CTM on your 1300 number and selecting option 1 for Domestic and option 2 for International bookings
- Post ticket change must have one airline in the itinerary, for example, can't have Qantas/Virgin Australia combination.
- cytric can only handle a post ticket change (PTC) when there is only 1 ticket in the booking.
- Only one change can be made to the itinerary once the booking has been ticketed.
- Post Ticket Changes are possible after the outbound travel has been flown.
- Once paid seating is added to a booking, post-ticketing changes cannot be completed online.
- Once a booking has been ticketed and excess baggage has been purchased, any future changes to the flights need to be completed over the phone with a CTM Consultant.
- Post-ticket changes that involve paid seating must be made offline via a CTM consultant.
- Post Ticket Change cannot be made if the traveller has already checked in for the flight.
- Post Ticket Changes are possible on one way and return trips only. They are not possible on Multi City bookings.
- Prior to travel Post Ticket Changes will reprice the whole itinerary.
- Post Ticket Changes will look at the total fare paid then look for a fare of equal or higher value. It does not look at the original fare type purchased. For example, if a Flexible fare was originally purchased the fare can be changed to a Red e fare with a post ticket change.

Process to complete a Post Ticket Change online


- Retrieve your booking and select the **Change booking** link for the flight segment you would like to change.



- On the **Change booking** screen click on the radio button for the flight you are wanting to change. Amend the date and time then select **Continue**

☒ Change or cancel this segment

17 APR 25

 Qantas Airways • 945	SYD Sydney, NS, AU 14:00	Non-stop Total time: 1h 25m	MEL Melbourne, VI, AU 15:35	Booking code: 5NN7FX
--------------------------------------------------------------------------------------------------------	----------------------------------------------	--------------------------------	-------------------------------------------------	--------------------------------

Seat: Status of the Seat Request: No specific seat reservation was made. Specific seat reservations may be possible at time of Check-in. Inflight Entertainment, Points Accrued, Mileage Accrued

Baggage: Carry on Hand Baggage, First Checked Bag (up to 23 kg)

Antibubbles:

Your new search

Departure date*
Fri, 16 Apr 2025

Time*
17 : 00



[Back](#) [Continue](#)

- The flight that is not being changed will display followed by flight availability for the flight being amended. Select the orange icon with the arrow to select the flight you would like to now book. **Note:** The flight can only be changed to the same airline once the booking is ticketed.

Start of change **2 Select flights** 3 Confirm change 4 Complete booking 5 Confirmation You are looking for: **O'Training, Amelia (You)**

Select flights













Round trip **Melbourne** ↔ **Sydney**

 Qantas Airways • 402	APR 16	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	 COVID-19 measures
	APR 18	Sydney, NS, AU -- : --		Melbourne, VI, AU -- : --	

MEL→SYD Wed, 16 Apr **SYD→MEL Fri, 18 Apr**







Sorted by: **Default (Earliest departure)** [Filter](#)

[How is default sorting calculated?](#)

 Qantas Airways - 433	SYD Sydney, NS, AU 10:00	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 11:35	 COVID-19 measures 70 kg CO ₂	Continue for fares and prices 
 Qantas Airways - 436	SYD Sydney, NS, AU 10:30	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 12:05	 COVID-19 measures 70 kg CO ₂	Continue for fares and prices 
 Qantas Airways - 437	SYD Sydney, NS, AU 11:00	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 12:35	 COVID-19 measures 70 kg CO ₂	Continue for fares and prices 
 Qantas Airways - 441	SYD Sydney, NS, AU 12:00	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 13:35	 COVID-19 measures 70 kg CO ₂	Continue for fares and prices 








- The current itinerary displays on the next screen at the top of the page and the amended itinerary displays below. Read the fare conditions before selecting **Confirm change** link.

Booked option


 Qantas Airways - 402	APR 16	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	 COVID-19 measures
 Qantas Airways - 449	APR 17	SYD Sydney, NS, AU 14:00	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 15:35	 COVID-19 measures
 Service class Economy	Change \$99.00	Cancellation +\$108.38 / -\$344.67	Baggage 1 x 	RED EDEAL ECONOMY FLEX	Total price \$453.05

Number of tickets: 1

New option (same price)

 Qantas Airways - 402	APR 16	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	 COVID-19 measures
 Qantas Airways - 435	APR 18	SYD Sydney, NS, AU 10:30	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 12:05	 COVID-19 measures
 Service class Economy	Change No info	Cancellation No info	Baggage 1 x 	RED EDEAL ECONOMY FLEX	Total price \$453.05 

Number of tickets: 1

 Once you send your change to the travel agency, your original option will be Cancelled.

[Cancel change](#)

[Confirm change](#)

- The booking will display with a Pending status and a message advising the booking has been sent to the Travel Agency for the ticket to be reissued. **Note:** The Pending Status does not get updated to confirmed even though backend the ticket is reissued and an updated itinerary is generated.

✓ The booking change was sent to the travel agency, and the system is waiting to acquire the changed booking.

PENDING 16APR25

06:00 - 07:25
Qantas Airways - 402
MEL → SYD
1h 25m
70kg CO₂
Booking code: **5NN7FX**

⚠ Note that there were changes in the booking

[Change baggage](#) [Change ancillary](#) [Check-in](#) [Change booking](#)

Selected fare: RED EDEAL • Economy [See more details](#)

PENDING 18APR25

10:30 - 12:05
Qantas Airways - 435
SYD → MEL
1h 35m
70kg CO₂
Booking code: **5NN7FX**

⚠ Note that there were changes in the booking

[Change baggage](#) [Change ancillary](#) [Check-in](#) [Change booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

Total trip price per traveller: **\$453.05** [Show price details](#)

Note: Only one post ticket change is permitted. If an additional change is attempted online, the below error message, will display.

Sorry, we couldn't complete your request.

Booking changes after ticketing aren't allowed. Please contact your travel agency.

Cancelling a Booking

Via My Trips

- From **My Trips** link select the **Cancel Trip** link directly below the applicable Trip Number.
- Select the **Cancel Trip** link from the list of options at the end of the booking screen.

➡ [Cancel Trip](#) | [Copy](#) | [Display/Change](#)

Via Travel the Personal or Travel Arranger Dashboard

- As a traveller, from the Personal Dashboard select your Trip. As a travel arranger, search for your traveller on the Travel Arranger Dashboard page and display the trip.

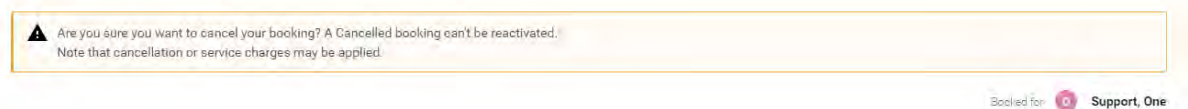


- Once the trip displays select **Cancel trip**. **Note:** If flights/car/accommodation is included in this trip, the entire trip will be cancelled.



- A prompt is displayed to ensure you wish to proceed with the cancellation.

Cancel trip



- If you are sure you wish to cancel the entire booking select the **Cancel trip** link at the end of the booking screen.



- A confirmation note is displayed at the top of the screen highlighting the booking is cancelled.

Confirmation



- In addition, at the end of the screen a new link displays allowing you to **Continue to active bookings**. You will be taken to **My Trips** where you will see the list of bookings you personally have created.

[← Back](#)

[Continue to active bookings](#)

Note: Expense 8 customers are not able to cancel bookings via cytric online booking system. Cancellations need to be made via CTM Consultant.

Note 2: Once the booking has been ticketed and there is more than one airline in the itinerary, a cancellation can only be completed via a CTM consultant.

Cancelling part of a Booking

- If you only need to cancel part of a booking, select the **Cancel booking** link for the segment you wish to cancel. For example, if you wish to cancel car hire you select the **Cancel booking** link where the car information displays, as shown below.



Cancelling flights after a Post Ticket Change

- Once a Post Ticket change has been processed the **Cancel** button will disappear from the booking screen, no longer allowing flights to be cancelled online.



Making an International Booking

Search Criteria

- From the **Start flight booking** screen enter your search criteria.

Note: The time window is set, and the system will search for a full day's availability and there is no need to select a time on this page. Instead, use the filter on the fare availability page to display the required results. **EG:** By departure time.

- A list of events for the period of your trip will be displayed to alert the booker.
- There is an additional field labelled **Service Class** to select the class of travel required.
- Select **Search** to view flight availability and fares.

1 Start 2 Select flights 3 Select fare 4 Complete booking 5 Confirmation

100% are booking for: O'Training, Amelia (You)

Start flight booking

One-way Round trip Multi-city

From: Canberra (CBR) To: Changi (SIN)

☐ Only non-stop flights or

Departure date: Mon, 10 Mar 2025 Departing around: 06 : 00 Return date: Fri, 14 Mar 2025 Departing around: 16 : 00

Events happening near you and around the time of your stay

12.03.2025 - 14.03.2025 Tyrexpo Asia, Singapore Expo, Singapore

Service class: Economy

Economy Premium Economy Business First

Search

Flight Options

- Flight options will be displayed for the outbound sector and highlighted with a blue link and text.
- Sort options are available from a drop-down list, and this defaults to the Lowest Fare. Other sort options are **Earliest Departure**, **Latest Departure**, **Earliest Arrival**, **Latest Arrival**, **Shortest Travel Time**, **Fewest Stops**, **Most Stops** and **Lowest CO2 Emissions**.

3. Select the dropdown arrow (indicated below) to expand and view more information regarding the flight.

Select flights

Round trip **Canberra** **Singapore**

1 **CBR → SIN** Mon, 10 Mar **SIN → CBR** Fri, 14 Mar

Sorted by **Default (Lowest fare)** **Filter**

How is default sorting calculated?

Virgin Australia - 5512
(operated by Singapore Airlines)
Boeing 777-300 ER (winglets)

SYD
Sydney, NS, AU
10:00
Kingsford Smith, Terminal: 1

8h 15m

SIN
Singapore, SG
15:15
Changi

✓ Economy (Y4 B4 W6 R4 E4 D4 N4 V4 PG QD)
✓ Business (J4 C4 D0)

Details: [Seat map](#)

This trip's CO₂ emissions:
Business: ✓ CO₂/N/A
Economy: ✓ CO₂/N/A

Total travel time: 10h 35m

[COVID-19 measures](#)

[Continue for fares and prices](#)

3 Qantas Airways · 1275, 35

CBR
Canberra, AC, AU
08:50

1 stop
Total time: 11h 15m

SIN
Singapore, SG
17:05

[COVID-19 measures](#) ✓

[Continue for fares and prices](#)

Qantas Airways · 1275, 37

CBR
Canberra, AC, AU
08:50

1 stop
Total time: 16h 15m

SIN
Singapore, SG
22:05

[COVID-19 measures](#) ✓

[Continue for fares and prices](#)

4. The **Filter** option allows you to further refine your search. Filter by **Fewer Stops, Shortest Travel Time, Earliest Arrival, Earliest Departure**. Make your selection then click **Apply Filter**. In the below example, **Latest departure** connecting in Melbourne is selected as the filter.

Select flights

Round trip **Canberra** **Singapore**

CBR → SIN Mon, 10 Mar **SIN → CBR** Fri, 14 Mar

Sorted by **Latest departure** **Filter**

How is default sorting calculated?

Departure time: 06:00 ————— 20:30

Arrival time: 15:00 ————— Tue, 03:30

Connecting airports: **Tullamarine (MEL)**

- The green icon highlights if the fare is **In Policy**. Select **Clear Filter** to view previous results.

- Alerts give important information about the flight. Select the alert icon to view details of the alert. In the below example the alert advises the flight arrives a day later.

Note: If you see a flight that does not have the orange icon with an arrow, this indicates that the flight does not have any seat availability e.g., waitlist only. This is designed to assist bookers who may be searching for a particular flight; the display shows that the flight is still operating; however, there are no seats available to book. Bookers are unable to waitlist flights online.

- There is a **Summary of options** in compressed view and by selecting the drop down arrow the information will display in expanded view

Select flights

- This summary view allows you to view the **Cheapest** fares and **Fastest** route to your destination.

Summary of options for Canberra to Singapore

	Qantas Ai... (6 results)	Singapor... (6 results)	British Ai... (5 results)	Turkish A... (2 results)	Others (3 results)
Cheapest	14h 00m · 1 stop Round trip from \$1,246.92	11h 40m · 1 stop Round trip from \$1,316.33	13h 35m · 1 stop Round trip from \$1,338.98	9h 50m · 1 stop Round trip from -	10h 35m · 1 stop Round trip from -
Fastest	11h 15m · 1 stop Round trip from \$1,246.92	10h 35m · 1 stop Round trip from \$1,403.60	12h 30m · 1 stop Round trip from \$1,441.33	9h 50m · 1 stop Round trip from -	10h 35m · 1 stop Round trip from -

Selecting Combinable Return Airfare Option

- Select the price link or the drop-down arrow to view fare options that can be combined with this selected flight.

Singapore Airlines - CBR	Canberra, AC, AU 11:55 PM CBR	Nonstop Total time 8h 25m	Singapore, SG 05:00 AM +1 SIN	
			Total trip prices from \$778.09	
Emirates - 5552 (operated by Qantas Airways) 405	Canberra, AC, AU 12:00 PM CBR	1 stop Flight time 14h 25m	Singapore, SG 11:35 PM SIN	
			Total trip prices from \$810.21	
Emirates - 3921 (operated by Qantas Airways) 405	Canberra, AC, AU 01:40 PM CBR	1 stop Flight time 12h 55m	Singapore, SG 11:35 PM SIN	
			Total trip prices from \$810.21	

- Flight options that can be combined with the outbound flight will be presented with the total price. Select the drop-down arrow to view more information about the flight, then make your selection by clicking on the orange icon with the arrow.

Note: The price does not include the airline credit card fee.

Prices do not include any payment fee that may apply to your form of payment. Time difference: In 50m.

Singapore Airlines - 288, Canberra, AC, AU, 11:55 PM CBR, Singapore, SG, 05:00 AM x1 SIN

You can combine your outbound flight with one of these return flights and select them both at the same time. Hide trip prices

Singapore Airlines - 231, (also operated by Virgin Australia), Singapore, SG, 12:45 AM SIN, 1 stop, Total time: 10h 20m, Canberra, AC, AU, 02:05 PM CBR, Total trip prices in Economy from \$778.09
Singapore Airlines - 231, (also operated by Virgin Australia), Singapore, SG, 12:45 AM SIN, 1 stop, Total time: 12h 50m, Canberra, AC, AU, 04:35 PM CBR, Total trip prices in Economy from \$778.09
<div> <div>Singapore Airlines - 235, Airbus A350-900, Singapore, SG, 09:30 PM SIN, 7h 25m, Brisbane, QL, AU, 06:55 AM x1 BNE, Economy (K1)</div> <div>1h 40m layover - Brisbane, QL, AU</div> <div>Singapore Airlines - 6438 (operated by Virgin Australia) Boeing 737-900 (winglet), Brisbane, QL, AU, 08:35 AM x1 BNE, 1h 50m, Canberra, AC, AU, 11:25 AM x1 CBR, Economy/Premium Economy (33kg)</div> </div> <p>Total travel time: 10h 55m, Arrival on Wed, 1 Apr 2020, Few seats remaining</p> <p>Total trip prices in Economy from \$788.80</p>

- The selected itinerary, with the suggested fare will display.
- Change and Refund amounts will display, in addition to the Baggage allowance.
- The selected class and cheapest fare will show as In Policy, indicated by the green tick, as shown below.
- **Note:** The fare conditions must be read and understood.

Round trip Canberra ⇌ Singapore

Singapore Airlines - 288, Canberra, AC, AU, 11:55 PM CBR, Singapore, SG, 05:00 AM x1 SIN, Total time: 8h 05m

Singapore Airlines - 235, (also operated by Virgin Australia), Singapore, SG, 09:30 PM SIN, Canberra, AC, AU, 11:25 AM x1 CBR, Total time: 10h 30m

Filter

Prices do not include any travel agency service fee that may apply or any payment fee that may apply to your form of payment.

Suggested fare

Service class: ECONOMY	Change: \$260.00	Refund: +\$228.80 / -\$550.00	Baggage: 30kg	KTSAURR KTSAURR	Total price: \$788.80	✓ →
------------------------	------------------	-------------------------------	---------------	-----------------	-----------------------	-----

Other fares

Service class: ECONOMY	Change: \$70.00	Refund: +\$858.09 / -\$260.00	Baggage: 30kg	KTSAURR KTSAURR	Total price: \$1,118.09	→
Service class: ECONOMY	Change: Changeable	Refund: +\$1,218.09 / -\$130.00	Baggage: 35kg	KTSAURR KTSAURR	Total price: \$1,348.09	→
Service class: ECONOMY	Change: Changeable	Refund: +\$1,438.09 / -\$130.00	Baggage: 35kg	KTSAURR	Total price: \$1,568.09	→
Service class: PREMIUM ECONOMY	Change: \$140.00	Refund: +\$228.09 / -\$2,085.00	Baggage: 35kg	KTSAURR KTSAURR	Total price: \$2,313.09	→

- Other fares available on these flights will be displayed for selection.
- Any fare that is not the cheapest will be displayed with a red icon.

- The class of service for each flight will display if it varies.
- Select the orange icon with the arrow to proceed with the required fare.
- On the following screen, if there are cheaper fares available with other airlines and different flight options, than the one selected, these fares will display under the **Alternative options** section. Flight information for the cheapest options will be displayed along with the cost and potential savings. The booker can choose the cheaper fare or proceed with their previously selected fare.

Round trip Canberra ⇌ Singapore

✓ Singapore Airlines - 288	MAR 23	Canberra, AC, AU	Nonstop	Singapore, SG	05:00 AM +1 SIN	Total time: 8h 05m
✓ Singapore Airlines - 235 6436 (operated by Virgin Australia)	MAR 31	Singapore, SG	1 Stop	Canberra, AC, AU	11:25 AM +1 CBR	Total time: 10h 55m
Service class ECONOMY	Change \$260.00	Refund +\$238.80 / -\$550.00	Baggage 30kg	Total price \$788.80		

Back

Alternative options

These options could be better or cost less. Please consider them before making your final selection.

✓ Singapore Airlines - 288	MAR 23	Canberra, AC, AU	Nonstop	Singapore, SG	05:00 AM +1 SIN	Total time: 8h 05m
✓ Singapore Airlines - 231 6640 (operated by Virgin Australia)	APR 1	Singapore, SG	1 Stop	Canberra, AC, AU	02:05 PM +1 CBR	Total time: 10h 20m
Service class ECONOMY	Change No info	Refund No info	Baggage No info	Total price \$780.69 Save \$8.11		

Selecting One Way Fare Option

- An alternative, booking flow is to select the required outbound flight first by clicking on the orange icon with the arrow.

Round trip Canberra ⇌ Singapore

CBR → SIN
 Mon, 23 Mar

SIN → CBR
 Tue, 31 Mar

Sorted by
 Shortest travel time

Filter

Prices do not include any payment fee that may apply to your form of payment. Time difference -3h 00m

✓ Singapore Airlines - 288	Canberra, AC, AU	Nonstop	Singapore, SG	05:00 AM +1 SIN	Total time: 8h 05m
Total trip prices from \$778.09					
✓ Qantas Airways - 1476 (operated by another airline), 1	Canberra, AC, AU	1 Stop	Singapore, SG	10:05 PM SIN	Total time: 10h 00m
Total trip prices from \$825.25					

- The blue bar indicates the sector that is being booked.
- The inbound flight options will be displayed for selection.

Note: When fares are not able to be combined on one ticket, prices will not display until the booker selects the return flight.

Prices do not include any payment fee that may apply to your form of payment.

Airline	Flight	Class	Departure	Arrival	Total Price
Singapore Airlines	231	Economy	12:45 AM SIN	02:05 PM CBR	\$778.09
Singapore Airlines	231	Economy	12:45 AM SIN	04:35 PM CBR	\$778.09
Singapore Airlines	235	Economy	09:30 PM SIN	11:25 AM CBR	\$788.80
Garuda Indonesia	404	Economy	10:25 AM SIN	07:35 AM CBR	\$788.80
Garuda Indonesia	404	Economy	07:30 PM SIN	10:50 AM CBR	\$788.80

- The system will then price the itinerary accordingly. The total fare will be displayed for selection with the orange arrow icon.

Note: Mixing airlines can result in higher fares.

- Other fares available on these flights will display for selection.
- Further filters are also available from this screen.
- Any fare that is not the cheapest will be displayed with a red icon.
- Select the orange icon with the arrow to proceed with the required fare.

Round trip Canberra ⇄ Singapore

Prices do not include any travel agency services fee that may apply or any payment fee that may apply to your form of payment.

Service class	Change	Refund	Baggage	Total price
ECONOMY	Changeable	+55,749.31 / -50.00	30kg	\$5,749.31
ECONOMY (Y, Y, S)	No info	+55,767.31 / -50.00	30kg	\$5,767.31
ECONOMY (Y, Y, M)	Changeable	+55,797.31 / -399.00	30kg	\$5,896.31

- On the following screen, if there are cheaper fares available with other airlines and different flight options, than the one selected, these fares will display under the **Alternative options** section. Flight information for the cheapest options will be displayed along with the cost and potential savings. The booker can choose the cheaper fare or proceed with their previously selected fare.

- On the **Complete Booking** screen, Seating can be requested.
- An international booking can also be placed **on Hold** and the fare conditions will determine when the booking needs to be confirmed and ticketed by

Note: The ticketing date is set by the airline and may be subject to change as there are instances where the airlines request an earlier ticketing date.

Singapore Airlines - 6437 (operated by Virgin Australia), 236	MAR 23	CBR Canberra, AC, AU 09:45	1 stop Total time: 13h 50m	SIN Singapore, SG 20:35	COVID-19 measures
Qantas Airways - 2, 1429 (operated by another airline)	MAR 31	SIN Singapore, SG 19:30	1 stop Total time: 10h 30m	CBR Canberra, AC, AU 09:00 +1	COVID-19 measures
→ Service class Economy	Change \$200.00	Cancellation +\$394.63 / -\$390.00	Baggage: 25kg	ECONOMY VALUE	Total price \$1,974.13 ✓
← Service class Economy	Change No info	Cancellation +\$961.64 / -\$227.86	Baggage: 30kg	ECONOMY SAVER	
					Number of tickets: 2

Select seats

\$0.00

Ticket issue date

Mon, 7 Oct 2024

- If you did not select the lowest fare, then you will need to enter an **Out of Policy Reason Code** as well as agree to the Terms and Conditions of the fare.

Policy

Your selected fare is higher than allowed by the current travel policy settings.

This booking does not comply with your organisation's travel policy. Please select a Reason from the list displayed below.

Out-of-policy Reason Code *
Select

Enter your reason for booking out of policy

Booking information




☐ I agree to the Terms and Conditions of the Air Fare *

- Complete the remaining mandatory information highlighted in orange. Select **Car** or **Hotel** icon if required before clicking the **Complete Booking** link.

 More information

Cost Centre *	123456
Reason for Travel *	Test Booking
Add in a mobile contact number for this traveller eg 61400123456 (change if required) *	61400123456
Traveller's Residential Postcode *	3025

 O'Training, Amelia

 Traveller details	Amelia O'Training, qbtonline@qbt.travel, 1300 653 767, Australia	▼
 Ticket	Ticket option: E-Ticket ID for electronic ticket: Use unstored government-issued PID ID for electronic ticket: Use unstored government-issued PID	▼
 Payment or guarantee	Visa Card (VI), Payment Fee:\$22.90	▼

☒ Put booking on hold

If you want to add to your trip, select your next booking type here, then complete your current booking.

 Add flight  Add hire car  Add hotel

\$1,997.03

[Details](#) ▼

Complete booking

(Liable for payment)


- A flight booking is then created.

Bookings

CONFIRMED

OUT OF POLICY

23MAR25



09:45 - 20:35
Singapore Airlines - 6437 (operated by Virgin Australia), 236

CBR → SIN
13h 50m

1 stop
4h 15m in BNE

399kg CO₂

Booking code
6T8AG2

[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#)


[Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY VALUE • Economy [See more details](#)

CONFIRMED

OUT OF POLICY

31MAR25



19:30 - 09:00 +1
Qantas Airways - 2, 1429

SIN → CBR
10h 30m

1 stop
1h 55m in SYD

383kg CO₂

Booking code
6T8AG2

[Change seat](#) | [Change baggage](#) | [Change ancillary](#) | [Check-in](#) | [Contact travel agency](#)

[Change booking](#) | [Cancel booking](#)

Selected fare: ECONOMY SAVER • Economy [See more details](#)

Total trip price per traveller: **\$1,997.03**

Passport and Visa Requirements for TSA Compliant Countries

- When booking travel to TSA (Transport Security Administration) Compliant Countries such as USA you will be required to complete passport information before the booking can be completed.

United States of America

Travel document information

Both Advance Passenger Information System (APIS) and Travel Security Advice (TSA) require specific pre-departure traveller information for certain countries. In Cytric, this information may be transferred from the traveller's user profile or entered directly.

i If you select the User Profile - Personal Data option, make sure the traveller's first and last names are exactly the same as the names on the ID document to be used at check-in. If they don't match, update the name details below.

Travel document User Profile - Personal Data	Name of document Passport
Issuing country Australia	Document number A1234567
Issuance date 01 / 01 / 2024	Expiry date 01 / 01 / 2034
First name * Amelia	Middle name
Last name * O'Training	Date of birth * 1 / 1 / 1984
Gender * Undisclosed	Country of Citizenship Australia

☒ Traveller is the primary passport holder, in case of a multi-traveller passport

- A Visa template will also display however this is not mandatory, therefore the booking can be completed if this template is left blank.

Visa data

Document number	Place of birth
Place of issuance	Issuance date DD / MM / YYYY
Expiry date DD / MM / YYYY	Type
Issuing country	

Security travel information

Known traveller number	Redress number
------------------------	----------------

Electronic system for travel authorisation

International travellers who are seeking to travel to the United States under the Visa Waiver Programme may be subject to enhanced security requirements. Please click the provided logo to access the ESTA System.

Seat Selection

- After selecting flights click **Continue** to organise seating.

The screenshot shows a flight booking interface with two flight legs. The first leg is a departure flight on 20 Apr 2020 from Sydney, NS, Australia (SYD) to Darwin, NT, Australia (DRW) on Qantas Airways 840, departing at 09:20 AM and arriving at 01:30 PM, with a duration of 4h 40m. The second leg is an arrival flight on 20 Apr 2020 from Darwin, NT, Australia (DRW) to Sydney, NS, Australia (SYD) on Qantas Airways 843, departing at 02:15 PM and arriving at 07:00 PM, with a duration of 4h 15m. Each leg has a 'Flight and Fares info' link, a 'G' icon, and an 'Edit' link. The total price is \$1,164.46, and there is a 'Continue' button.

Note: Airlines Purchase conditions must be read and understood before continuing with the seat selection.

Single Traveller

- From the **Complete Booking** screen click the **Select seat** link.

Qantas Airways - 400	FEB 10	MEL Melbourne, VI, AU 05:45	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:10	COVID-19 measures
Virgin Australia - 846, 341	FEB 12	SYD Sydney, NS, AU 14:00	1 stop Total time: 5h 20m	BNE Brisbane, QL, AU 18:20	COVID-19 measures
Qantas Airways - 609	FEB 13	BNE Brisbane, QL, AU 06:00	Non-stop Total time: 2h 20m	MEL Melbourne, VI, AU 09:20	COVID-19 measures

The screenshot shows a button labeled 'Select seats' with a green arrow pointing to it. The button is part of a larger interface that also displays a price of \$0.00.

- The seat map for the first flight will be displayed. If the trip contains multiple legs, each flight will display above the seat map. Unavailable seats will be faded grey whilst available seats will be coloured blue or green.

Flight seat map

Qantas Airways 400, MEL - SYD	Virgin Australia 846, SYD - MEL	Virgin Australia 341, MEL - BNE	Qantas Airways 609, BNE - MEL
-------------------------------	---------------------------------	---------------------------------	-------------------------------

- Seat types can be selected in the legend under the seat map to filter available seats.



- Seats coloured green are standard seats that can be selected free of charge.



Paid Seating – Available for Selection

- Paid seating is available for selection and the cost is highlighted in the legend section.
- Exit rows are highlighted with a green icon and requested as a paid seat.

Virgin Australia 803, MEL - SYD | Qantas Airways 449, SYD - MEL

Boeing 737MAX 8, Economy

Filter by preferred seat:

Prices may vary depending on the frequent traveller card being used. You can choose another card on the 'Complete booking' page.

Seat preferences: window

Back

\$0.00
Details

Confirm

For **Qantas**, extra legroom seats (exit rows) are complimentary for Platinum One members. Preferred seats are complimentary for Platinum One, Platinum and Gold members.

For **Virgin Australia**, Economy X seating is free of charge for Platinum members and up to 8 additional companions on the same flight. Conditions apply to exit row seats.

The system recognises the Velocity/Frequent Flyer status. Whilst it displays a price on the seat selection when the booking is finalised the seat cost is reduced to \$0.00

- The final seating cost will be reflected on the Complete Booking page.

Once paid seating for both Qantas/Virgin Australia has been purchased in a booking, it is not possible to make post ticketing changes online. This change would need to be made via a CTM consultant.

Paid Seating – Not Available for Selection

- Dependent on your site set up, your travel policy may prohibit paid seating and therefore will be blocked. This will be highlighted with a padlock.
- Your traveller's seat preference will also be displayed for easy reference.

Qantas Airways 402, MEL - SYD

Boeing 737-800 (winglets), Economy

Filter by preferred seat:

- ☐ No charge Standard Seat
- ☐ \$9.00 Standard Seat
- ☐ \$40.00 More Legroom Seat In Exit Row
- ☐ Reserved
- ☐ Not allowed by travel management policies
- ☐ Emergency exit

Prices may vary depending on the frequent traveller card being used. You can choose another card on the 'Complete booking' page.

Seat preferences: window

Selected Seats

- Once the outbound seat has been selected a tick will be displayed to the right of the airline information. Select the subsequent flight to select a seat.
- Once you have completed your selection the ticks will display for each flight.

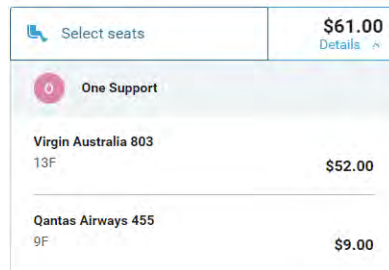
Virgin Australia 803, MEL - SYD ✓

Qantas Airways 455, SYD - MEL ✓

- Seat costs (if applicable) will be displayed at the end of the screen. Select **Confirm** to complete the seat selection process.



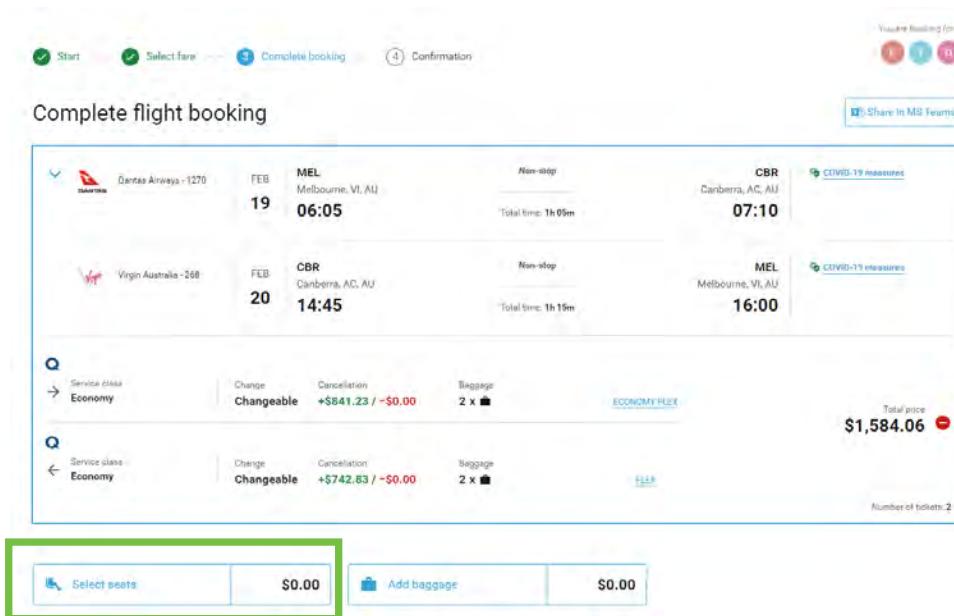
- On the Complete Booking page click the **Details** link or the drop down arrow to view seat selection and any charges that may apply.



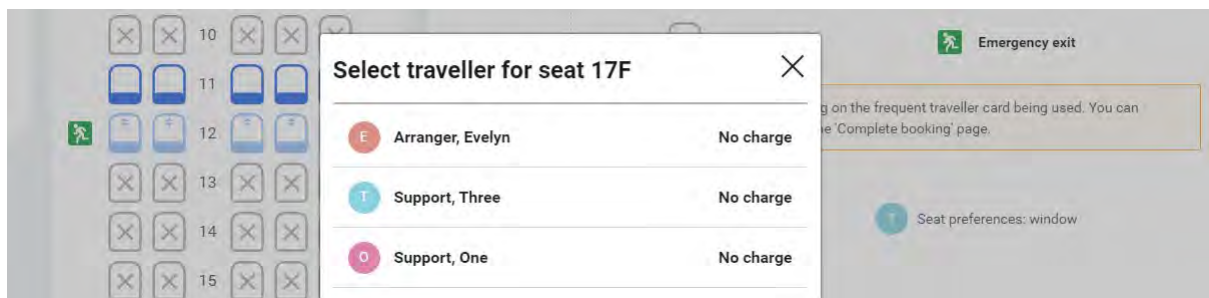
- Enter the required information then select **Complete Booking** to finalise the booking process.

Multi Traveller Seat Selection - For Travel Arrangers Only

- For Multi Traveller trips on the Complete Booking screen click the **Select Seats** link which caters for all travellers.



- Once you select the first seat a pop up window displays to assign the seat to a specific traveller. Select the traveller's name.



- The seat will be highlighted with the traveller's initial as highlighted in pink below. Please note there is a guide for the subsequent traveller's seat preference as highlighted in green and blue in the Legend below. Repeat the seat selection for the subsequent travellers.



- Seats have been selected according to the traveller's preference as seen below. Each traveller prefers a window seat.



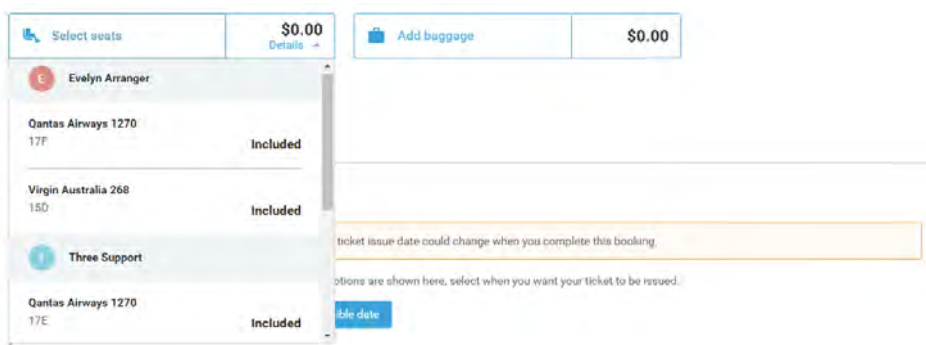
- Alternatively, the traveller's can be seated together.



- Once seating has been selected for all flights click **Confirm**.



- From the Complete flight booking page click **Details** to view the assigned seating and costing (if a paid seat was selected) per traveller.



- Select **Complete Booking** to finalise the booking process.

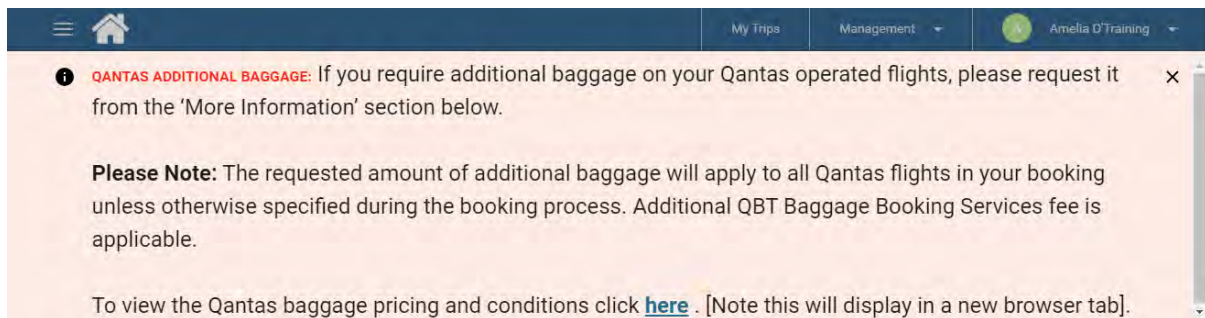


Additional Baggage

Additional Baggage can be purchased via cytric Virgin Australia, Qantas and Jetstar services for Domestic, Trans Tasman and International Travel. Additional baggage can be requested during the initial booking process or (except for Jetstar) during any subsequent flight changes.

Qantas Services

- Once the flight/s have been selected click **Continue**.
- On the top of the Complete flight booking screen you will see information about **QANTAS ADDITIONAL BAGGAGE**. Click on the link to view additional information and pricing or else click anywhere else on the page to collapse this information and proceed.



- From the More Information section you will have the option to select additional bags or kilograms depending on your destination

Cost Centre *
123456

Reason for Travel *
Test Booking

Add in a mobile contact number for this traveller eg 61400123456 (change if required) *
61400123456

Traveller's Residential Postcode *
0000

Do you require extra baggage on your Qantas flights in addition to your included allowance
Select

Select

1 Bag

2 Bags

3 Bags

4 Bags

5 Bags

Remove

- Once additional baggage has been selected and extra box will populate allowing the booker to specify if additional baggage is only required on certain flights.

Do you require extra baggage on your Qantas flights in addition to your included allowance
1 Bag

Additional Baggage will be added to ALL Qantas flights. If this is not required specify required flights here.
SYDNEY TO MELBOURNE FLIGHT ONLY

- Leave the Additional Baggage field blank if additional baggage is required for all flights

Do you require extra baggage on your Qantas flights in addition to your included allowance
1 Bag

Additional Baggage will be added to ALL Qantas flights. If this is not required specify required flights here.

- Add mandatory information then select **Complete Booking**.

If you want to add to your trip, select your next booking type here, then complete your current booking.

✈ Add flight

🚗 Add hire car

🏨 Add hotel

AUD283.31
Details -

(Liable for payment)

Complete booking

- Once the booking has been created Additional Baggage details can be viewed by selecting **Other information details** link.

Trip to Sydney — Confirmed

29 JAN 25 30 JAN 25

[Other information details](#)

[+ Add to trip](#) [Cancel trip](#)

O'Training, Amelia

Bookings

CONFIRMED **OUT OF POLY**

Other information

Booking: QF 402, QF 459, 29 JAN 25

I agree to the Terms and Conditions of the Air Fare: Yes

Amelia O'Training

Cost Centre: Hello

Reason for Travel: Just Booking

Traveller's Residential Postcode: 0000

Add in a mobile contact number for this traveller eg 61400123456 (change if required): 61400123456

Do you require extra baggage on your Qantas flights in addition to your included allowance: 1 Bag

[Change information](#)

Total trip price: **\$522.26**

[Show price summary](#)

[Download](#) [Print](#) [Share](#)

Bookings

CONFIRMED **OUT OF POLY**

06:00 - 07:25

MEL → SYD

No stops

Booking code: 5BT3KU

Tips for Qantas Services

- Additional Baggage can be requested up to 3 hours before a flight departure.
- If a ticket has not been issued and a change has been made to the original flights online, additional baggage will need to be reselected
- Once a booking has been ticketed and excess baggage has been purchased, any future changes to the flights need to be completed over the phone with a CTM Consultant.

Jetstar Services

Baggage can be purchased via cytric on **Jetstar** services when the fare does not include baggage or when additional baggage is required. As highlighted in the below example, the Flex fare does not include baggage.

Tuesday, 29 April 2025

06:00 **MEL** **Melbourne** Melbourne VI, AU - Tullamarine

07:25 **SYD** **Sydney** Sydney NS, AU - Kingsford Smith

Total travel time: **1h 25**

Jetstar 500

\$89.00 **\$147.00** **\$159.00**

Starter **Flex** **Flex Plus**

Service class **Economy** **Economy** **Economy**

Rebooking **\$70.00 (prior to day of departure)** **free of charge** **\$0.00/\$159.00**

Cancellation **\$0.00/\$89.00** **\$0.00/\$147.00** **\$0.00/\$159.00**

CO2 70 kg **CO2 70 kg** **CO2 70 kg**

Flight and Fares Info

- Once the flights have been selected on the **Complete flight booking** page scroll down to Baggage options and click on the drop down arrow to expand the view.

Baggage options

Baggage option for JQ 500, 1 bags - 20Kg total - 0.00 AUD

Baggage option for JQ 519, 1 bags - 20Kg total - 0.00 AUD

- Select the number of bags required for each **Jetstar** flight

Baggage options

Baggage option for JQ 500

Baggage option for JQ 500
1 bags - 20Kg total - 0.00 AUD
1 bags - 20Kg total - 0.00 AUD
1 bags - 25Kg total - 10.00 AUD
2 bags - 30Kg total - 11.00 AUD
2 bags - 35Kg total - 28.00 AUD
2 bags - 40Kg total - 30.00 AUD

- Select **See more details** link from the flight information to view Jetstar baggage purchased.

CONFIRMED | OUT OF POLICY | 30APR25

14:40 - 16:15
Jetstar - 519

SYD → MEL
1h 35m

No stops

70kg CO₂

Booking code
5BX8YC
Airline Reference
IZO7NCQ

Selected fare: Flex Plus • Economy [See more details](#)

MEL → SYD			
Flight number JQ 500	Service class Economy	Fare type Flex Plus	\$64.17
Flight		Fare	\$37.89
Taxes			
		Luggage surcharge	\$11.00
		IIMP	\$5.00
		GST	\$8.09

Tips for Jetstar Services

- Any changes to Jetstar flights must be completed over the phone via CTM Consultant who will also amend additional baggage requirements.

Virgin Australia Services

- Once flight/s have been selected click **Continue**
- On the Complete flight booking screen select the **Add baggage** link

Virgin Australia - 253	MAY 1	MEL Melbourne, VI, AU 06:40	Non-stop Total time: 1h 05m	CBR Canberra, AC, AU 07:45	COVID-19 measures
Virgin Australia - 274	MAY 2	CBR Canberra, AC, AU 15:15	Non-stop Total time: 1h 10m	MEL Melbourne, VI, AU 16:25	COVID-19 measures

Service class
Economy

Change
Changeable

Cancellation
+\$495.22 / -\$0.00

Baggage
2 x

FLEX

Total price
\$495.22

Number of tickets: 1

Select seats	\$0.00	Add baggage	\$0.00
--------------	--------	-------------	--------

- Select the number of pieces required then click **Confirm**. **Note:** the default will be to book baggage for all flights. If Additional Baggage is not required for all flights, click the radio button, and select the sector you wish to book additional baggage for.

☒ Book the same baggage for all flights

O'Training, Amelia

All flights
Virgin Australia 253, MEL - CBR, Virgin ...

INCLUDED
Carry on Baggage Allowance 7 kg
7 kg - Max. Weight
1 x Amount of Bags

\$65.00
1st Additional Bag up to 23 kg
23 kg - Max. Weight
1 x Amount of Bags

\$65.00
2nd Additional Bag up to 23 kg
23 kg - Max. Weight
1 x Amount of Bags

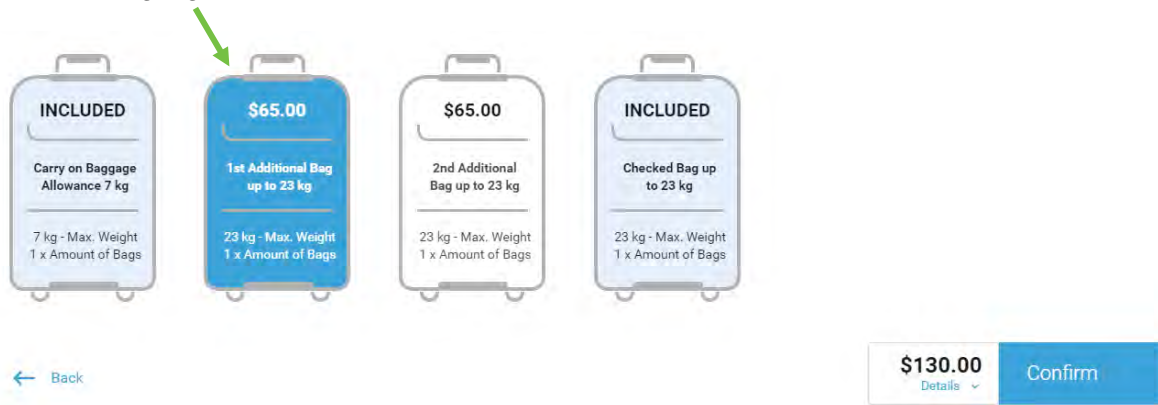
INCLUDED
Checked Bag up to 23 kg
23 kg - Max. Weight
1 x Amount of Bags

Back

0.00
Details

Confirm


Once the required number of bag/s have been selected they are highlighted in a sky blue colour, as highlighted below. Click **Confirm**



- On the Complete flight booking screen the total amount for the Additional Baggage requested will display. Click **Details** link to view your selection.

✓ Virgin Australia - 803	APR 16	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	COVID-19 measures
Virgin Australia - 850	APR 17	SYD Sydney, NS, AU 15:00	Non-stop Total time: 1h 35m	MEL Melbourne, VI, AU 16:35	COVID-19 measures
Service class Economy	Change Changeable	Cancellation +\$518.94 / -\$0.00	Baggage 2 x	FLEX	Total price \$518.94
Number of tickets: 1					



Add baggage		\$130.00 Details
 Amelia O'Training		
Virgin Australia 803		
Carry on Baggage Allowance 7 kg		Included
1st Additional Bag up to 23 kg		\$65.00
Checked Bag up to 23 kg		Included
Virgin Australia 850		
Carry on Baggage Allowance 7 kg		Included
1st Additional Bag up to 23 kg		\$65.00
Checked Bag up to 23 kg		Included

- Add mandatory information then select **Complete Booking**

\$654.04
[Details](#)

Complete booking

(Liable for payment)

- Once the booking is created to view additional baggage information select **Show price details** link at the end of the booking screen.

Total trip price per traveller:

\$654.04
[Show price details](#)

- Information will display as below example.

Total trip price per traveller

MEL → SYD			
Flight number	Service class	Fare type	
VA 803	Economy	FLEX	
SYD → MEL			
Flight number	Service class	Fare type	
VA 850	Economy	FLEX	
Flight		Fare	\$414.00
Taxes			
		Australia Tax	\$21.70
		Australia Tax	\$21.70
		Australia Goods and Service Tax	\$47.18
		Australia Baggage Fee	\$14.36
Baggage			
		VA 803 - 1st Additional Bag up to 23 kg	\$65.00
		VA 850 - 1st Additional Bag up to 23 kg	\$65.00
<i>i</i> Changes allowed without fee in the same booking class. Refundable without fee. Please note that credit card fees may apply as well.			
Total price for flight booking:			\$654.04

Tips

- If additional baggage is not required for all flights, click the radio button, and select the sector you wish to book additional baggage for.

☒ Book the same baggage for all flights

☐ O'Training, Amelia

Virgin Australia 803, MEL - SYD Virgin Australia 850, SYD - MEL

INCLUDED
 Carry on Baggage Allowance 7 kg
 7 kg - Max. Weight
 1 x Amount of Bags

\$65.00
 1st Additional Bag up to 23 kg
 23 kg - Max. Weight
 1 x Amount of Bags

\$65.00
 2nd Additional Bag up to 23 kg
 23 kg - Max. Weight
 1 x Amount of Bags

INCLUDED
 Checked Bag up to 23 kg
 23 kg - Max. Weight
 1 x Amount of Bags

- If a ticket has not been issued and a change has been made to the original flights online, additional baggage will need to be reselected.

- Once a booking has been ticketed and excess baggage had been purchased, any future changes to the flights need to be completed over the phone with a CTM Consultant.

Viewing Trips

Via My Trips

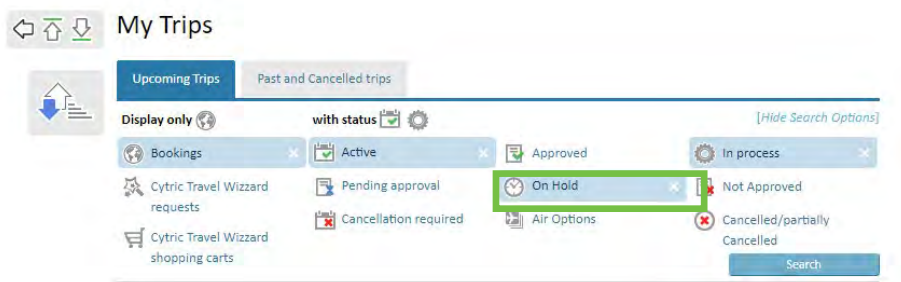
Upcoming Trips

- Select **My Trips** to view all trips you have created.

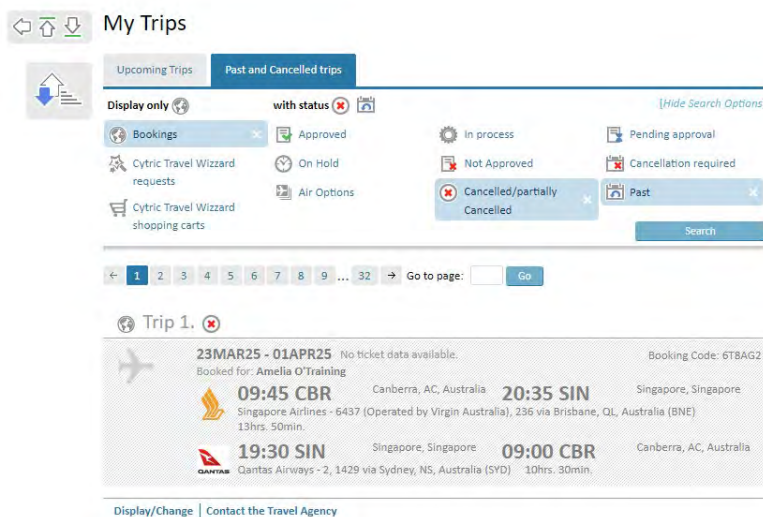


- The list of trips you have personally created for yourself and other travellers will display.

Note: Highlight the **On Hold** link before clicking Search to view bookings with **On Hold** status.



- Select **Past and Cancelled Trips** to view these trips.



Via Travel Arranger Dashboard - Travel Arrangers Only

- As a Travel Arranger, to view a booking created by another Travel Arranger search for the traveller from the **Travel Arranger Dashboard**. For example: One Support

Recent and current bookings

Filter

Search for travellers
one support

Assigned Location

Upcoming Trips

- The list of Trips for the traveller, eg:One Support, will be displayed for selection.



Past Trips

- The Calendar view displays Trips up to 180 days in the past and will be presented in grey icon



- On Hold bookings will also display with the same grey icon from the Dashboard page.



Multi Traveller Booking Flow

- From the **Travel Arranger Dashboard** screen select **Add travellers** to select the travellers you wish to book for. A guest traveller can be booked in the multi traveller workflow. **Note:** You can also book for yourself in the multi traveller workflow.
- Once the travellers have been selected click the **Book flight** icon.

Booking for:

Support, One
Learning Location One

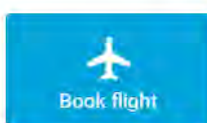
Guest, Ian

+ Add travellers





Specify the following:

Assigned Location *
Learning Location One

Travel Policy Group *
TPG 1







- Complete mandatory information for each traveller by selecting the traveller name. The default traveller will be the leading traveller, eg:One Support.

 Support, One	 Guest, Ian
 Traveller details	Mr. One Support, qbtonline@qbt.travel, 61 411111111, 61 03 84132077, Australia
 Ticket	Ticket option: E-Ticket ID for electronic ticket:

- Select the **Add hotel/ Add hire** car to add accommodation or car hire to this booking.

If you want to add to your trip, select your next booking type here, then complete your current booking.

 Add flight
  Add hire car
  Add hotel



\$1,329.18
Details

Complete booking




(Liable for payment)

Note 1: Airfares display per person.

Note 2: Multi traveller feature is not available for Car hire only bookings.

- To add a hotel, select the **Add hotel** icon before clicking **Complete Booking** link.

If you want to add to your trip, select your next booking type here, then complete your current booking.

 Add flight
  Add hire car
  Add hotel

\$1,329.18
Details

Complete booking

(Liable for payment and continue to your hotel booking)

- On the next screen select **Continue**.

Please select travellers

To continue your booking, please add a traveller.

Select travellers and booking type

Booking for:

Support, One
Learning Location One

Guest, Ian

Add travellers

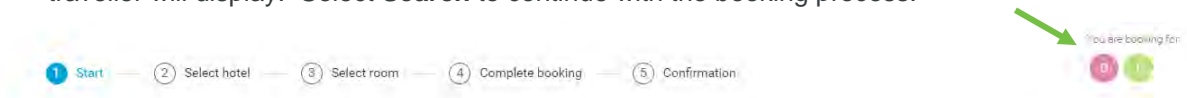
Specify the following:

Learning Location One

TPG 1



- The Hotel search screen will display the travellers you are booking. The initials of each traveller will display. Select **Search** to continue with the booking process.



Start hotel booking

Canberra (CBR)
AC, Australia

Thu, 20 Mar 2025 – **Fri, 21 Mar 2025**
1 night

☒ Single ☐ Double

NON Executive

- Once hotel availability displays select the hotel you wish to book.

PREFERRED HOTELS

ibis Styles Canberra ★★★★★

Ibis Styles (Accor Group)

203 Goyder Street, 2604 Narrabundah, AC, Australia

Distance from point of search: 5.0 km

Amadeus

Tripadvisor

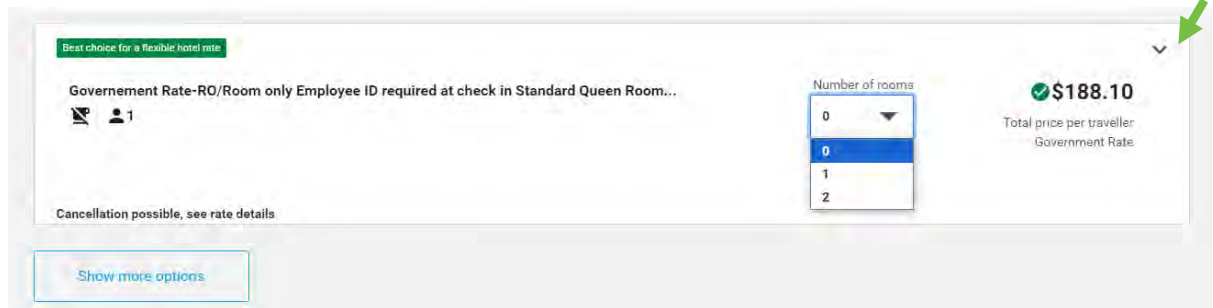
●●●●○

✓ **\$188.10**

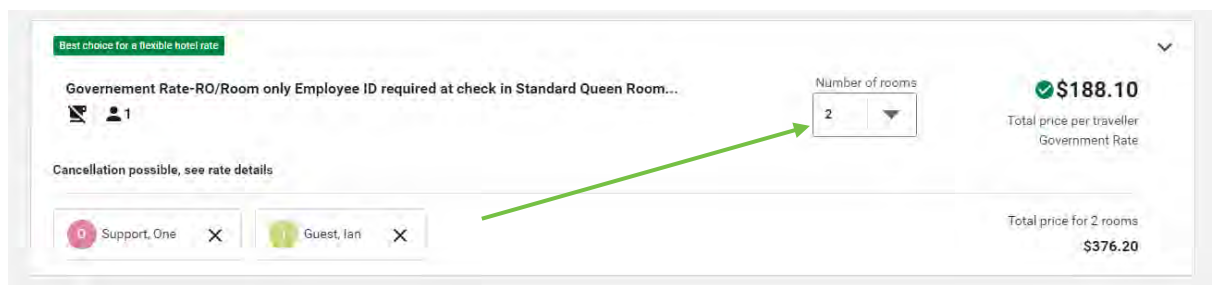
Lowest rate for these dates

Breakfast Not included

- Select **Show more options** if you wish to compare different rates. Select the number of rooms you would like to book beside the rate and ensure you have read the hotel conditions by clicking the drop down arrow above the rate.



- Once the number of rooms has been selected the name of the travellers will display. In the below example two rooms at the same rate have been selected.



- Alternatively two different room rates can be selected for each traveller, if required.

Best choice for a flexible hotel rate

Government Rate-RO/Room only Employee ID required at check in Standard Queen Room...

1

1

✓\$188.10

Total price per traveller Government Rate

Cancellation possible, see rate details

Support, One

X

Total price for 1 room

\$188.10

Government Rate-RO/Room only Standard Queen Room...

1

1

✓\$188.10

Total price per traveller Government Rate

Cancellation possible, see rate details

Government Rate-RO/Room only Employee ID required at check in Family Room 1 Queen 1 Single and 1 Bunk Bed...

1

1

✓\$206.10

Total price per traveller Government Rate

Cancellation possible, see rate details

Guest, Ian

X

Total price for 1 room

\$206.10

- Once the Hotel Cancellation has been read select **Continue**.

Clear selection

\$394.20

2 rooms selected

Continue

- On the Complete hotel booking screen you are required to agree to the hotel cancellation policy

Complete hotel booking

Single room - 1 Night

Thu, 20 MAR - Fri, 21 MAR

ibis Styles Canberra

★★★★★

ibis Styles (Accor Group)

203 Goyder Street, 2604 Narrabundah, ACT, Australia

Support, One

X

Cancellation possible, see rate details

Government Rate-RO/Room only Employee ID required at check in Standard Queen Room...

1

1

✓\$188.10

Total price per traveller Government Rate

Total price for 1 room

\$188.10

Guest, Ian

X

Cancellation possible, see rate details

Government Rate-RO/Room only Employee ID required at check in Family Room 1 Queen 1 Single and 1 Bunk Bed...

1

1

✓\$206.10

Total price per traveller Government Rate

Total price for 1 room

\$206.10

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

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Booking Information

☒ I agree to the Hotel Purchase Conditions *

- A summary of the cancellation policy will display for each rate selected.

Cancellation policy for rate 1: Before 20MAR25 18:00 (Local time) Can be Cancelled without penalty

Cancellation policy for rate 2: Before 20MAR25 18:00 (Local time) Can be Cancelled without penalty

- If car hire is also required, click **Add hire car** link before selecting **Complete Booking**. If car hire is not required select **Complete booking**. In this scenario, we are adding car hire and have selected the **Add hire car** link to continue with the booking process.

If you want to add to your trip, select your next booking type here, then complete your current booking.

Add flight

Add hire car

Add hotel

\$394.20

Details

Complete booking

(Liable for payment and continue to your hire car booking)

- On the next screen, a prompt displays advising only one traveller can be booked at a time.

To continue your booking, please add a traveller.

Search for travellers

Assigned Location

Select travellers and booking type

⚠

Hire car bookings can be made for 1 traveller only.

Booking for

Support, One

Learning Location One

Guest, Ian

Add travellers

Specify the following

Assigned Location *

Learning Location One

Travel Policy Group



TPG 1


Continue

- Once the subsequent travellers have been deselected the **Continue** button will change from grey to Orange

Select travellers and booking type

Booking for:

 **Support, One**
Learning Location One 

 Add travellers

Specify the following:

Assigned Location *
Learning Location One 

Continue

- On the car search screen, it shows we are now booking for One Support. Details will prepopulate from the flight itinerary, update if required. Select **Search** to continue.

1 Start

2 Select stations

3 Select car




4 Select add-ons

5 Complete booking




6 Confirmation

You are booking for
 **Support, One**


Start hire car booking


Pick-up location *
 **Canberra (CBR)**
AC, Australia  


or enter an [address](#).


Drop-off location
 **Canberra (CBR)**
AC, Australia  


or enter an [address](#).

Pick-up date *
Thu, 20 Mar 2025 

Time *
07 : 00 



Drop-off date *
Fri, 21 Mar 2025 

Time *
16 : 10 



Trip purpose
Business 

Search


- Select Car type and if any additional addons are required. **Note:** Car conditions can be viewed by clicking the drop down arrow above the rate. Once read select **Continue**.


 






Compact 4-5 Door
(CDAR)

 **\$63.04** 
Total price

Kilometres included: **Unlimited**





   5  1  1

- If car hire was required for the subsequent traveller, then select the car icon before clicking **Complete booking** to continue with the booking process.

If you want to add to your trip, select your next booking type here, then complete your current booking.

Add flight
 Add hire car
 Add hotel

\$394.20
Details
Complete booking

(Liable for payment and continue to your hire car booking)

- If car hire is not required for the subsequent traveller/s select **Complete booking**.

If you want to add to your trip, select your next booking type here, then complete your current booking.

Add flight
 Add hire car
 Add hotel

\$180.23
Total price
Complete booking

(Liable for payment)

- The complete booking will then be created.

Trip to **Narrabundah** — Pending

20MAR25 — 21MAR25

[Other information details](#)

Total trip price: **\$1,903.61**
[Show price summary](#)

+ Add to trip
Cancel trip

Guest, Ian
 Support, One

- If the option to book an additional car for the subsequent traveller was selected on the following screen you will need to deselect the traveller you have already booked for, then select **Continue**. In this example we have already booked for One Support. Deselect One Support then click **Continue**.

Select travellers and booking type

Booking for:

Guest, Ian
 Add travellers

Continue

- The subsequent traveller's details (eg: Ian Guest) will be displayed on the Start hire car booking screen. Select **Search** to continue with the booking process.

- Select the car type and any addons required for the subsequent traveller.

- Complete the booking information then select **Complete booking**.

- The Multi Traveller booking will be created. Each traveller's itinerary information will display separately under the traveller's name.

Note: Although the trip is booked in the one workflow, individual bookings are created for each traveller.

Booking Summary

First Traveller = Ian Guest



Bookings

CONFIRMED

OUT OF POLICY

20MAR25

✈️

QANTAS

06:05 - 07:00

Qantas Airways - 1421

SYD → CBR

55m

No stops

Booking code

6CCUU7

Change seat

Change baggage

Change ancillary

Check-in

Contact travel agency

Change booking

Cancel booking

Selected fare: ECONOMY FLEX • Economy

See more details

CONFIRMED

20MAR25 - 21MAR25

🚗

Hertz

07:00

Canberra

PIALLIGO AVE / PIALLIGO

16:10

Same as pick-up

2 days

Booking code

6CCUU7

Provider Reference

K9984355B9

Contact travel agency

Change booking

Cancel booking

Selected car: Compact Hybrid, e.g. Toyota Corolla Hybrid (CDAH)

CONFIRMED

20MAR25 - 21MAR25

🏨

ibis Styles Canberra

★★★★★

203 Goyder Street, 2604 Narrabundah, AC, Australia

Tel: +61262952944 Fax: +61262396310

1 night

Booking code

6CCUU7

Provider Reference

CONFIRMED

OUT OF POLICY

21MAR25

✈️

QANTAS

16:10 - 17:05

Qantas Airways - 1444

CBR → SYD

55m

No stops

39kg CO₂

Booking code

6CCUU7

Change seat

Change baggage

Change ancillary

Check-in

Contact travel agency

Change booking

Cancel booking

Selected fare: ECONOMY FLEX • Economy

See more details

Total trip price per traveller:

\$1,025.16

Show price details

Subsequent Traveller – One Support

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

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Guest, Ian

Support, One

Bookings

CONFIRMED

OUT OF POLICY

20MAR25

✈️

QANTAS

06:05 - 07:00

Qantas Airways - 1421

SYD → CBR

55m

No stops

Booking code

6CD2L8

Change seat

Change baggage

Change ancillary

Check-in

Contact travel agency

Change booking

Cancel booking

Selected fare: ECONOMY FLEX • Economy

See more details

CONFIRMED

20MAR25

21MAR25

🚗

Hertz

07:00

Canberra

PIALLIGO AVE / PIALLIGO

16:10

Same as pick-up

2 days

Booking code

6CD2L8

Provider Reference

K9980101467

Contact travel agency

Change booking

Cancel booking

CONFIRMED

20MAR25

21MAR25

🏨

ibis Styles Canberra

★★★★★

203 Goyder Street, 2604 Narrabundah, AC, Australia

Tel: +61262952944 Fax: +61262396310

Reservations@ibisstylesnarrabundah.com.au

1 night

Booking code

6CD2L8

Provider Reference

8609ZCJ500

Contact travel agency

Change booking

Cancel booking

CONFIRMED

OUT OF POLICY

21MAR25

✈️

QANTAS

16:10 - 17:05

Qantas Airways - 1444

CBR → SYD

55m

No stops

39kg CO₂

Booking code

6CD2L8

Change seat

Change baggage

Change ancillary

Check-in

Contact travel agency

Change booking

Cancel booking

Selected fare: ECONOMY FLEX • Economy

See more details

Total trip price per traveller:

\$1,032.92

Show price details

Selecting different hotels in Multi Traveller booking flow

- If you wish to book different hotels for each traveller deselect the subsequent travellers then click **Continue**
- The list of hotels will display for selection for the one traveller EG: traveller Amelia O'Training

- On the next screen select **Change travellers** to book for the subsequent traveller

1 Start — 2 Select hotel — 3 Select room — 4 Complete booking — 5 Confirmation

You are booking for: [Change travellers](#)

Start hotel booking

Destination * **Kingsford Smith (SYD)**

or enter an [address](#).

Check-in and Check-out dates * **Wed, 16 Apr 2025** — **Thu, 17 Apr 2025**

1 night

Occupancy ☒ Single ☐ Double

Trip purpose

[Search](#)

- This time we deselect Amelia O'Training as we are now booking for traveller One Support.

Please select travellers

To continue your booking, please add a traveller:

Select travellers and booking type

Booking for:

O'Training, Amelia (You) **Support, One** [+ Add travellers](#)

Specify the following:

Assigned Location * **Learning Location One**

Travel Policy Group * **TPG 2**

[Continue](#)

- Once selected click **Continue**

Select travellers and booking type

Booking for:

Support, One [+ Add travellers](#)

Specify the following:

Assigned Location * **Learning Location One**

[Continue](#)

- On the next screen you will see you are booking only for the selected traveller, One Support. Click **Search**.

The screenshot shows a multi-step booking process at the top: 1 Start, 2 Select hotel, 3 Select room, 4 Complete booking, 5 Confirmation, and 6 Support, One. A green arrow points to the 'Support, One' step. Below the progress bar, the heading 'Start hotel booking' is displayed. The main search area includes a destination field with 'Kingsford Smith (SYD)' and '2020 NS, Australia', a check-in and check-out date field for 'Wed, 16 Apr 2025' to 'Thu, 17 Apr 2025' (1 night), a occupancy dropdown set to 'Single', and a 'Search' button.

- Select the property you wish to book for the subsequent traveller

This screenshot displays a hotel selection card for 'Veriu Green Square', a 5-star property. The card includes a photo of the hotel, its address '18 O'riordan Street, 2015 Alexandria, NS, Australia', and a distance of '4.9 km'. It lists amenities such as wheelchair access, parking, and Wi-Fi. The price is shown as '\$147.60' with a note 'Lowest rate for these dates' and 'Breakfast Not included'. A 'Select hotel' button is located at the bottom right of the card.

- Select **Complete Booking** to finalise the booking process.

The screenshot shows the final booking summary. At the top, it says 'If you want to add to your trip, select your next booking type here, then complete your current booking.' Below this are three buttons: 'Add flight', 'Add hire car', and 'Add hotel'. On the right, the total price is '\$154.47' with a 'Complete booking' button. A note below the price states '(Liable for payment)'.

- The first traveller has been booked at the Ibis Sydney Airport

This screenshot shows the booking confirmation for 'Ibis Sydney Airport'. It displays the booking dates '16APR25' to '17APR25' for '1 night'. The hotel's address is '205 O'riordan Street, 2020 Mascot, NS, Australia'. Contact information includes 'Tel: +61283398500', 'Fax: +61283398585', and 'H3058@accor.com'. The booking code is '608X6K' and the provider reference is '3058ZDF500'. There are links for 'Change booking' and 'Cancel booking'.

- The subsequent traveller, **One Support**, has been booked at the Veriu Green Square

O'Training, Amelia

Support, One

CONFIRMED

16APR25 – 17APR25

Veriu Green Square ★★★★★
 18 O'riordan Street, 2015 Alexandria, NS, Australia
 Tel: +611300293836 Fax: +61286693612
verugreensquare@veriu.com.au

1 night

Booking code
608TU4
 Provider Reference
917462582

[Contact travel agency](#)
[Change booking](#)
[Cancel booking](#)

Multi Traveller / Hotel Only Booking

The Multi Traveller Hotel booking flow allows the booker to create hotel only bookings for up to **9** travellers. Your traveller selection can include a combination of travellers with a stored profile and guest travellers.

- Select the Travellers you wish to create a hotel booking for then select the **Book hotel** icon.

Travel Arranger Dashboard

Select travellers and booking type

Booking for:

Support, One
 Learning Location One

Support, Two
 Learning Location One

Support, Three
 Learning Location One

Add travellers

Book flight

Book hotel

- Enter the Search criteria then select **Search**.

Start hotel booking

Destination *
Canberra (CBR)
ACT, Australia

or enter an [address](#).

Occupancy
☒ Single
 ☐ Double


Check-in and Check-out dates **
Wed, 26 Mar 2025 – Thu, 27 Mar 2025
 1 night

Trip purpose:
NON Executive

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

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- Select the Hotel, eg: Mantra on Northbourne Canberra.



PREFERRED HOTELS

Mantra on Northbourne Canberra ★★★★★

Mantra Group (Accor Group)
84 Northbourne Avenue, 2612 Canberra, AC, Australia
Distance from point of search: 3.6 km



Amadeus, CTM Hotels

Tripadvisor

★★★★○

\$160.00

Lowest rate for these dates
Breakfast Not included

Select hotel

- Once the hotel rates display select the number of rooms required for the rate you wish to book

Best choice for a flexible hotel rate

Hotel Room Hotel Room - C1D - Standard Double Room...

Number of rooms

0

0

1

2

3

\$160.00

Total price per traveller
CTMSS-WOO-Rate Inc Room Only-
Min Stay 1

Cancellation possible, see rate details

- The same rate can be booked for all travellers

Best choice for a flexible hotel rate

Hotel Room Hotel Room - C1D - Standard Double Room...

Number of rooms

3

\$160.00

Total price per traveller
CTMSS-WOO-Rate Inc Room Only-
Min Stay 1

Cancellation possible, see rate details

Support, One

Support, Two

Support, Three

Total price for 3 rooms
\$480.00

OR

- Different room rates can be assigned separately for each traveller (excludes Sleepspace rates). For example, One Support is booked at the Rate of \$169.15 per night.

Corporate Special Offer-RO/Room only Hotel...

Number of rooms

1

\$169.15

Total price per traveller
Promotional Rate

Free Cancellation possible until 25MAR25 14:00

Support, One

Total price for 1 room
\$169.15

Whilst travellers Two and Three Support are booked at the \$199.00 per night rate. Rates display per person.

FLEXIBLE RATE-RO/Room only Hotel... Number of rooms: 2 \$199.00
 Total price per traveller: BAR
 Free Cancellation possible until 25MAR25 14:00
 Support, Two X Support, Three X
 Total price for 2 rooms: \$398.00

Note: Hover over the traveller's name, the change option will display to select a different traveller when assigning a room rate.

- Select **Continue** and on the **Complete hotel booking** screen the traveller information displays according to the room rate selected

Complete hotel booking

Share in MS Teams

Single room - 1 Night
 Wed, 26 MAR - Thu, 27 MAR
 Mantra on Northbourne Canberra ★★★★★
 Mantra Group (Accor Group)
 84 Northbourne Avenue, 2612 Canberra, AC, Australia
 Tripadvisor
 Corporate Special Offer-RO/Room only Hotel... Number of rooms: 1 \$169.15
 Total price per traveller: Promotional Rate
 Support, One
 Total price for 1 room: \$169.15
 Free Cancellation possible until 25MAR25 14:00
 FLEXIBLE RATE-RO/Room only Hotel... Number of rooms: 2 \$199.00
 Total price per traveller: BAR
 Support, Three Support, Two
 Total price for 2 rooms: \$398.00
 Free Cancellation possible until 25MAR25 14:00

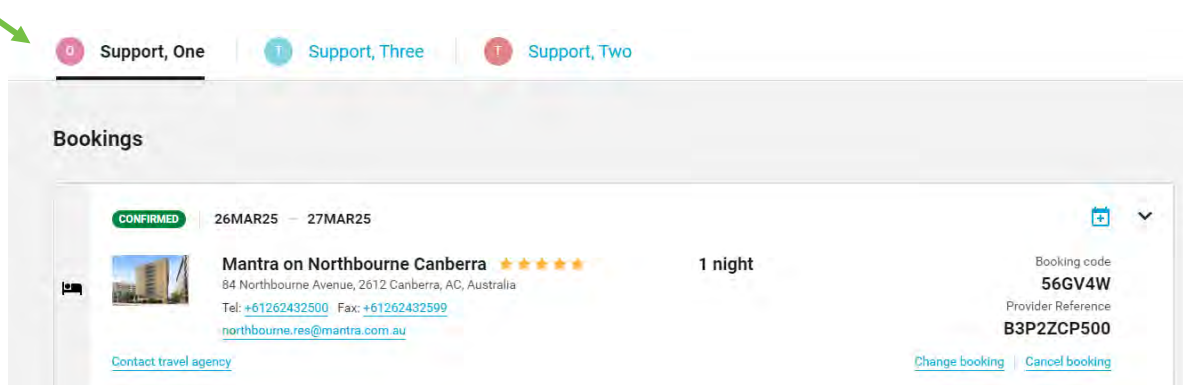
- After completing the required information for your travellers, select **Complete booking** and individual bookings will be created for each traveller.

Support, One Support, Two Support, Three

\$567.15
 Details

Complete booking

- On the Booking screen, the status shows Confirmed, and the list of travellers booked at the property will display.



Bookings

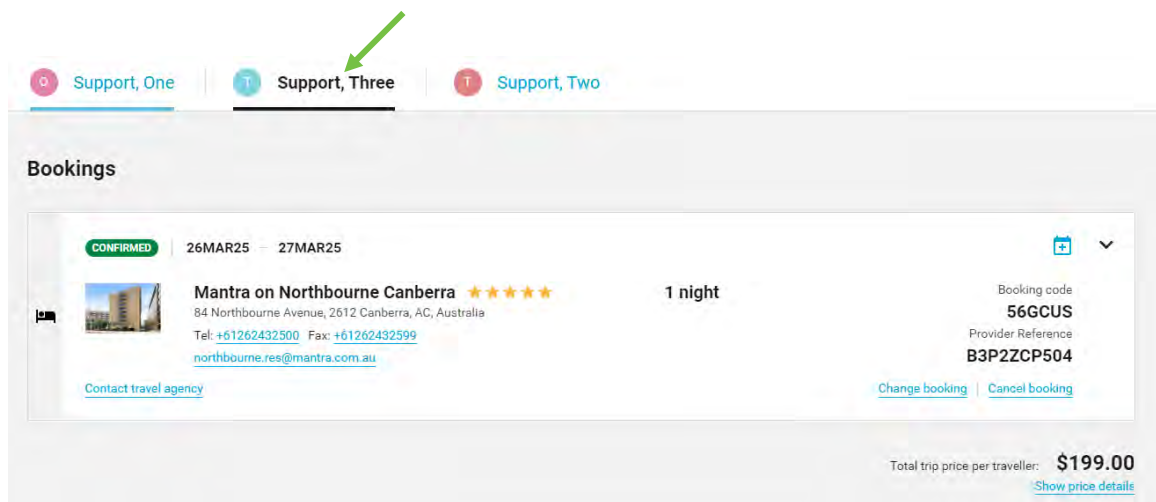
CONFIRMED 26MAR25 — 27MAR25

Mantra on Northbourne Canberra ★★★★★ 1 night

84 Northbourne Avenue, 2612 Canberra, AC, Australia
 Tel: +61262432500 Fax: +61262432599
northbourne.res@mantra.com.au

[Contact travel agency](#)

Booking code: **56GV4W**
 Provider Reference: **B3P2ZCP500**
[Change booking](#) [Cancel booking](#)



Bookings

CONFIRMED 26MAR25 — 27MAR25

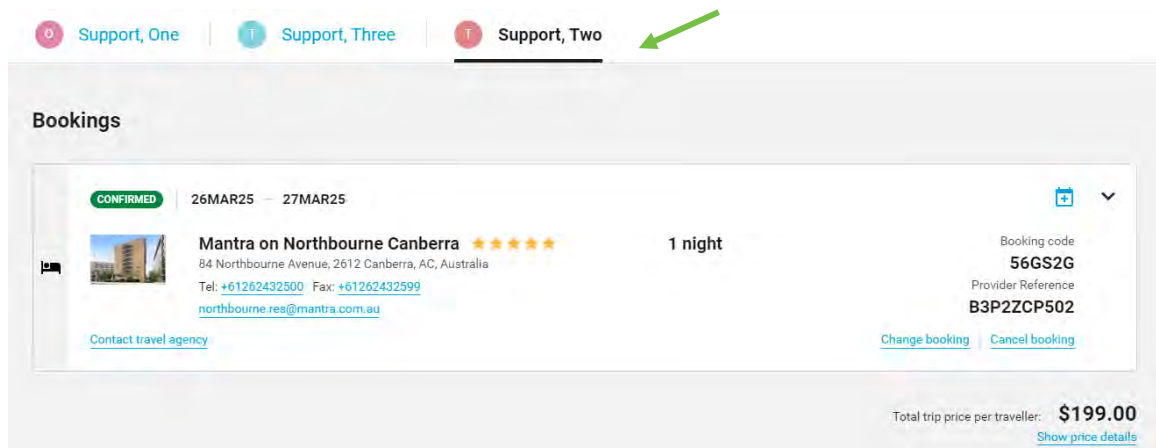
Mantra on Northbourne Canberra ★★★★★ 1 night

84 Northbourne Avenue, 2612 Canberra, AC, Australia
 Tel: +61262432500 Fax: +61262432599
northbourne.res@mantra.com.au

[Contact travel agency](#)

Booking code: **56GCUS**
 Provider Reference: **B3P2ZCP504**
[Change booking](#) [Cancel booking](#)

Total trip price per traveller: **\$199.00**
[Show price details](#)



Bookings

CONFIRMED 26MAR25 — 27MAR25

Mantra on Northbourne Canberra ★★★★★ 1 night

84 Northbourne Avenue, 2612 Canberra, AC, Australia
 Tel: +61262432500 Fax: +61262432599
northbourne.res@mantra.com.au

[Contact travel agency](#)

Booking code: **56GS2G**
 Provider Reference: **B3P2ZCP502**
[Change booking](#) [Cancel booking](#)

Total trip price per traveller: **\$199.00**
[Show price details](#)

Important Note:

If you get to the end of the booking process and a room is no longer available for a traveller (due to inventory no longer being available), a message will display highlighting not all travellers have been booked successfully.

Multi Traveller / Amending Booking

- With the Multi Traveller workflow, Individual bookings are created at the end of the booking process and all bookings appear in the one Trip. To amend a booking for a traveller highlight the traveller you wish to make the change for. Select the **Change Booking** link if you wish to amend the dates or property booked.

- Alternatively select the **Add to trip** link to add flight/hotel/car hire to the existing booking for this traveller

- Hotel/Air** can be added for all travellers or if only required for certain travellers, select the **Change travellers** link to deselect the respective traveller/s then select **Continue**.

- If **Add Car** was selected, car hire will need to be individually booked for each traveller. Once you have deselected the subsequent travellers click **Continue** to proceed with the booking process.

Multi Traveller / Cancelling One Traveller

- When multi traveller bookings are created they display in one Trip even though they have separate booking references. Display the Trip, **eg:** Trip 2 below created for travellers Amelia O'Training and One Support, by selecting the **Display/Change** link.

Trip 2. NON Executive

Approval must be received from: Monday, 07OCT24 21:58 (AEDT)

09APR25 - 10APR25 No ticket data available. Booking Code: 6OIGI3

Requested for: **Amelia O'Training**

06:00 ADL Adelaide, SA, Australia	07:50 MEL Melbourne, VI, Australia
<small>Qantas Airways - 670 1hr. 20min.</small>	
10:45 MEL Melbourne, VI, Australia	11:35 ADL Adelaide, SA, Australia
<small>Qantas Airways - 679 1hr. 20min.</small>	

09APR25 - 10APR25 No ticket data available. Booking Code: 6OH4KC

Requested for: **One Support**

06:00 ADL Adelaide, SA, Australia	07:50 MEL Melbourne, VI, Australia
<small>Qantas Airways - 670 1hr. 20min.</small>	
10:45 MEL Melbourne, VI, Australia	11:35 ADL Adelaide, SA, Australia
<small>Qantas Airways - 679 1hr. 20min.</small>	

09APR25 - 10APR25 Booking Code: 6OIGI3

Requested for: **Amelia O'Training**

Mantra Melbourne Airport, 3043 Tullamarine, VI, Australia

[Cancel Trip](#) | [Copy](#) | [Display/Change](#)

- From the booking screen select the traveller you wish to cancel the booking for. EG: Traveller Amelia O'Training, as shown below.

09APR25 - 10APR25

Other information details Total trip price: **\$1,518.28** [Show price summary](#)

[+ Add to trip](#) [Cancel trip](#)

O'Training, Amelia **Support, One**

- Select the Cancel booking link to the right of the booked segment to

06:00 - 07:50 **ADL → MEL** Booking code: **6OIGI3**

Qantas Airways - 670 1h 20m 67kg CO₂

[Change baggage](#) [Change ancillary](#) [Check-in](#) [Change booking](#) [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

- A prompt will display to ensure you wish to cancel the flights for traveller Amelia O'Training. Select **Cancel trip**.

09APR25 - 10APR25 Booked for O'Training, Amelia

Qantas Airways - 670	ADL Adelaide, SA, AU 06:00	Non-stop Total time: 1h 20m	MEL Melbourne, VI, AU 07:50	Booking code: 60IGI3
Qantas Airways - 679	MEL Melbourne, VI, AU 10:45	Non-stop Total time: 1h 20m	ADL Adelaide, SA, AU 11:35	

[← Back](#) [Cancel trip](#)

- You will then be taken back to the booking screen where you can select the **Cancel booking** link for the hotel element, if a hotel was included in the Trip.

PENDING 09APR25 - 10APR25

Mantra Melbourne Airport ★★★★★
2 Trade Park Drive, 3043 Tullamarine, VI, Australia
Tel: +61390936500 Fax: +61390936599
tullamarine.res@mantra.com.au

1 night

Booking code
60IGI3
Provider Reference
CTM000193899

[Change booking](#) [Cancel booking](#)

- A warning message appears advising the booking cannot be reactivated once cancelled. Select Cancel Trip to cancel the Hotel.

Cancel booking

Are you sure you want to cancel your booking? A Cancelled booking can't be reactivated. Note that cancellation or service charges may be applied.

Check-in: 09APR25 Check-out: 10APR25 Night: 1 Booked for O'Training, Amelia

Mantra Melbourne Airport ★★★★★
Mantra Group (Accor Group)
2 Trade Park Drive, 3043 Tullamarine, VI, Australia
Distance from point of search: 3.6 km

Tripadvisor Booking code:
60IGI3

[← Back](#) [Cancel trip](#)

- If car hire was included in the Trip select the **Cancel Trip** link in the car segment field.

CONFIRMED

27FEB25 - 28FEB25

07:25

Kingsford Smith

KEITH SMITH AVENUE / MASCOT

07:25

Same as pick-up

1 day

Booking code

60LZ5Y

Provider Reference

L0011347154

[Contact travel agency](#)
[Change booking](#)
[Cancel booking](#)

- The car booking element from this trip will display. Select **Cancel trip**.

Cancel hire car booking in **Kingsford Smith**

Are you sure you want to cancel your booking? A Cancelled booking can't be reactivated.

Note that cancellation or service charges may be applied.

Pick-up: 27FEB25

Drop-off: 28FEB25

Booked for

O'Training, Amelia

Compact Hybrid

(CDAH)

Booking code:

60LZ5Y

Stations available:

Pick-up:

Kingsford Smith

KEITH SMITH AVENUE / MASCOT

Drop-off:

Kingsford Smith

KEITH SMITH AVENUE / MASCOT

[Back](#)

Cancel trip

The car hire will be cancelled for that traveller only.

- Once all elements for your traveller have been removed cytric will display the subsequent traveller/s as shown below for One Support.

Support, One

Bookings

OUT OF POLICY

09APR25

06:00 - 07:50

Qantas Airways - 670

ADL → MEL

1h 20m

67kg CO₂

Booking code

60H4KC

[Change baggage](#)
[Change ancillary](#)
[Check-in](#)
[Change booking](#)
[Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy

[See more details](#)

OUT OF POLICY

10APR25

10:45 - 11:35

Qantas Airways - 679

MEL → ADL

1h 20m

Booking code

60H4KC

[Change baggage](#)
[Change ancillary](#)
[Check-in](#)
[Change booking](#)
[Cancel booking](#)

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

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Multi Traveller / Cancelling All Traveller Bookings

- To cancel the entire Trip for all travellers in this Trip booked in the Multi Traveller booking flow, select **Cancel Trip** option at the top of the booking screen.

Trip to **Sydney** — Confirmed

27FEB25



[Other information details](#)

Total trip price: **\$522.26**
[Show price summary](#)

[+ Add to trip](#) [Cancel trip](#)


[O'Training, Amelia](#) [Support, One](#)

Bookings

CONFIRMED	OUT OF POLICY	27FEB25	
		06:00 - 07:25 Qantas Airways - 402	MEL → SYD 1h 25m
		No stops	Booking code: 60LZ5Y
Change seat	Change baggage	Change ancillary	Check-in
Contact travel agency		Change booking	Cancel booking


- The Itinerary for all travellers in this trip will display. Select **Cancel trip** and the entire booking for all travellers will be cancelled.

Cancel trip

 Are you sure you want to cancel your booking? A Cancelled booking can't be reactivated.
Note that cancellation or service charges may be applied.


Booked for [O'Training, Amelia](#)

27FEB25

	Qantas Airways - 402	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	Booking code: 60LZ5Y
-------------------------------------------------------------------------------------	----------------------	-------------------------------------------------	--------------------------------	----------------------------------------------	--------------------------------

Booked for [Support, One](#)

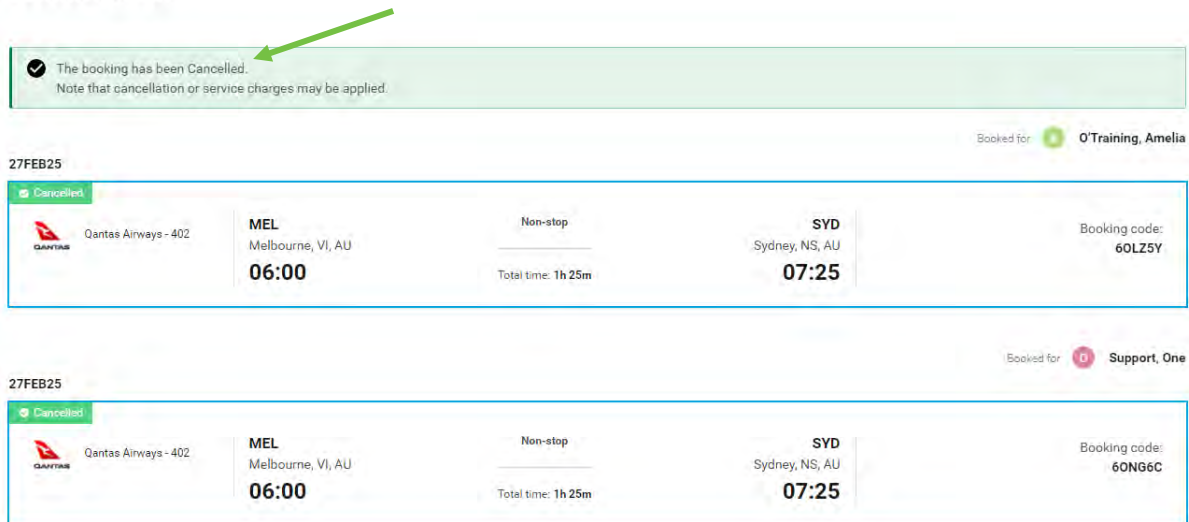
27FEB25

	Qantas Airways - 402	MEL Melbourne, VI, AU 06:00	Non-stop Total time: 1h 25m	SYD Sydney, NS, AU 07:25	Booking code: 60NG6C
-------------------------------------------------------------------------------------	----------------------	-------------------------------------------------	--------------------------------	----------------------------------------------	--------------------------------

[← Back](#) [Cancel trip](#)

- Confirmation screen displays highlighting the booking has been cancelled.

Confirmation



The booking has been Cancelled.
Note that cancellation or service charges may be applied.

Booked for: O'Training, Amelia

27FEB25

Cancelled

Qantas Airways - 402

MEL
Melbourne, VI, AU
06:00

Non-stop

Total time: 1h 25m

SYD
Sydney, NS, AU
07:25

Booking code: 60LZ5Y

Booked for: Support, One

27FEB25

Cancelled

Qantas Airways - 402

MEL
Melbourne, VI, AU
06:00

Non-stop

Total time: 1h 25m

SYD
Sydney, NS, AU
07:25

Booking code: 60NG6C

Hints and Tips

Home Tab/CTM icon

- At any stage during the booking process if you click the **Home** icon, you will lose what is in progress.



Air - Search Window

- When searching for Air availability in **Cytric** the time window is automatically set back end. Dependent on the destination the time window is set up as follows:

Travel Within Australia

- For travel on the Eastern Seaboard – e.g., Melbourne, Sydney, Canberra, and Melbourne the time window is set to **2 hours** on either side of the time entered in the Search screen.
- For all other destinations within Australia the time window is set to **6 hours** on either side of the time entered in the Search screen. This caters for booking services in regional locations where there are not many services operating during the day.

Travel to New Zealand and Within New Zealand

- For travel to New Zealand and domestic travel within New Zealand the time window is set to 4 hours on either side of the time entered in the Search screen.

International Travel

- The time window is set, and the system will search for a full day's availability and there is no need to select a time on this page.

Lowest Fare

- The lowest fare indicator is displayed per cabin. If Business class displays, then you will see a green tick for the lowest fare for both Economy and Business class as they are two separate cabins.

Domestic View

- The green tick displays for the cheapest Economy fare on Jetstar at \$69.00 and the cheapest Business fare \$330.31 on Virgin Australia.

1

MEL → SYD

12 March 2025

2

SYD → MEL

13 March 2025

Filter

Sort Flights By

Earliest departure time

Column Info

XTRA Rest

Semi Rest

Flexible

Business

Lowest price

Lowest price

Lowest price

Lowest price

06:00


Melbourne, VI, Australia, MEL

1h 25

direct

07:25

Sydney, NS, Australia, SYD



Qantas Airways 402

\$188.23

\$258.43

\$548.75

Flight and Fares Info

06:00


Melbourne, VI, Australia, MEL

1h 25

direct

07:25

Sydney, NS, Australia, SYD



Virgin Australia 803

\$117.00

\$259.47

\$330.31

Flight and Fares Info

06:00


Melbourne, VI, Australia, MEL

1h 30

direct

07:30

Sydney, NS, Australia, SYD



Jetstar 500

\$69.00

\$119.00

\$139.00

Flight and Fares Info

International View






- For international travel when looking at Economy Class fares the cheapest fare displays with a green icon highlighting the fare is In Policy.

Round trip Melbourne ⇄ Singapore

MEL → SIN Mon, 16 Mar		SIN → MEL Fri, 20 Mar		Sorted by Lowest fare		Filter
Scoot - 19	Melbourne, VI, AU 01:20 PM MEL	Nonstop	Singapore, SG 06:20 PM SIN			
Jetstar - 38 Jetstar Asia - 340	Melbourne, VI, AU 06:55 PM MEL	1 Stop Total time: 10h 10m	Singapore, SG 02:05 AM +1 SIN	Instant purchase		
Royal Brunei - 6, 421	Melbourne, VI, AU 06:45 PM MEL	1 Stop Total time: 11h 35m	Singapore, SG 11:20 AM +1 SIN			







- If there are cheaper fares than the one selected, these fares will be displayed under the **Alternative options** section. The selected fare will be displayed with a red icon and the cheaper fare will show with a green icon. Flight information for the cheapest options will be displayed along with the cost and potential savings.

Current selection

	MAR 16	MEL Melbourne, VI, AU 00:30	1 stop Total time: 12h 50m	SIN Singapore, SG 10:20	
	MAR 20	SIN Singapore, SG 06:00	1 stop Total time: 11h 45m	MEL Melbourne, VI, AU 20:45	
Service class Economy	Change \$150.00	Cancellation No info	Baggage 20kg	Total price \$843.26 	
Number of tickets: 1					







Alternative options

There are better offers that may suit your requirements. Please consider them before making your final selection.

	MAR 16	MEL Melbourne, VI, AU 13:35	Non-stop Total time: 7h 55m	SIN Singapore, SG 18:30	
	MAR 20	SIN Singapore, SG 00:55	Non-stop Total time: 7h 45m	MEL Melbourne, VI, AU 11:40	
Service class Economy	Change No info	Cancellation No info	Baggage No info	Total price \$704.60 	
Save \$138.66 					

- If the cheapest fare was selected, then the same fare with alternative flight options will display in the Alternative options and will be highlighted with a green tick.

Current selection

	MAR 16	MEL Melbourne, VI, AU 13:10	Non-stop Total time: 7h 50m	SIN Singapore, SG 18:00	
	MAR 20	SIN Singapore, SG 21:00	Non-stop Total time: 7h 25m	MEL Melbourne, VI, AU 07:25 +1	
Service class Economy	Change \$95.00	Cancellation +\$0.00 / -\$507.46	Baggage 	Total price \$507.46 	
Number of tickets: 1					

Alternative options
There are better offers that may suit your requirements. Please consider them before making your final selection.

Jetstar - 35	MAR 16	MEL	1 stop	SIN	COVID-19 measures
Jetstar Asia - 240		Melbourne, VI, AU	Total time: 11h 15m	Singapore, SG	Instant purchase
		18:00		02:15 +1	
Jetstar - 8	MAR 20	SIN	Non-stop	MEL	COVID-19 measures
		Singapore, SG	Total time: 7h 25m	Melbourne, VI, AU	Instant purchase
		21:00		07:25 +1	

Service class: Economy
Change: No info
Cancellation: +\$0.00 / ~\$357.00
Baggage: Starter
Instant purchase

Service class: Economy
Change: No info
Cancellation: +\$0.00 / ~\$226.46
Baggage: Starter
Instant purchase

Total price: **\$583.46**

Flight Search

- The below error message will display when there are no domestic flights found for the times entered in the search window.

Search Window

One-way Round trip Multi-city

From: **Adelaide (ADL)** To: **Port Macquarie (PQQ)**

Only nonstop flights: ☐ Yes ☐ No

Departure date: **Sun, 16 Mar 2025** Departing around: **04:00**

Return date: **Thu, 20 Mar 2025** Departing around: **00:00**

Search

Error Message

- There are no flights available for the time requested. Click the **Back** link to enter a different time.

Sorry, we couldn't complete your request.

Unfortunately, no flights were found that meet your search criteria. This may be due to one of the following reasons: no flights available for time requested; no flights available for routing requested; no flights available for date requested. Please begin a new search with amended departure time, date or routing.

[Back](#)

Entering Origin Destination

- If unsure of the airport code enter the city name in full to ensure the correct destination is being booked. For example: Searching for flight availability from Brisbane, when you enter

the characters 'BRI' Bari airport will display as 'BRI' is the airport city code. **Cytric** picks up the Airport city codes as the search field.

One way

Round trip

Multi city

From *

bri

Bari (BRI)
Italy

Bari-Palese Airport (BRI)
Italy

Bari-Palese Airport (BRI)
Italy

Service class *

Economy

To *

Return date *

Departing around *

16 : 00

Search

- Therefore, in this example the booker is required to enter **4 characters** BRIS' before Brisbane Airport displays.

One wayRound tripMulti city

From *

bris

To *


Return date *

Departing around *

16 : 00

Show more optionsSearch

Last Seat Availability

- In **Cytric** Matrix display (Domestic and Trans-Tasman) the following icon will appear when a fare has 3 or less seats available: 
- The icon will appear as highlighted in the below flight availability:

1

MEL → CBR

26 September 2024

2

CBR → MEL

30 September 2024

Filter

Sort Flights By

Earliest departure time

Column Info

Semi Fast





























Flexible

Business

Lowest price

Lowest price

Lowest price

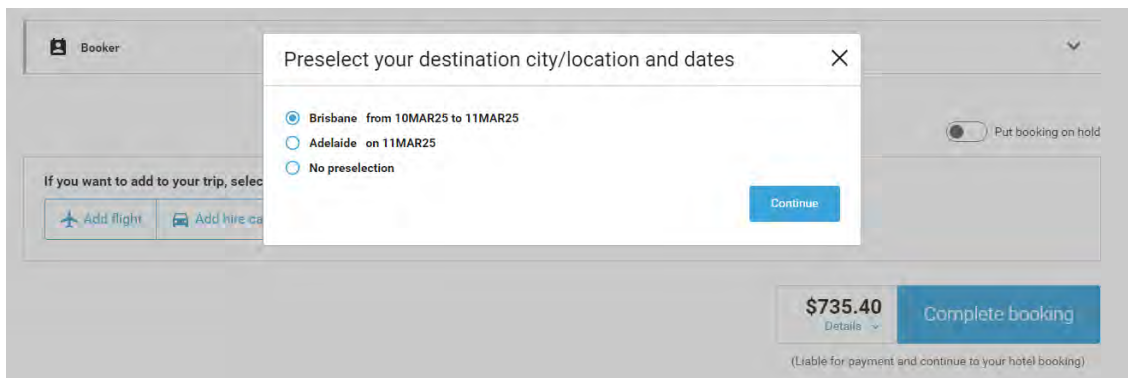
06:30	4h 00	10:30		Qantas Airways 406 Qantas Airways 1433	<div></div>	\$534.34	\$468.27	—
Melbourne, VI, Australia, MEL	1 stop SYD	Canberra, AC, Australia, CBR			Flight and Fares Info	 	 	 
06:30	4h 20	10:50		Virgin Australia 807 Virgin Australia 638	<div></div>	\$340.52	\$523.12	—
Melbourne, VI, Australia, MEL	1 stop SYD	Canberra, AC, Australia, CBR			Flight and Fares Info	 	 	 
06:55	3h 10	10:05		Qantas Airways 408 Qantas Airways 1431	<div></div>	\$534.34	\$468.27	—
Melbourne, VI, Australia, MEL	1 stop SYD	Canberra, AC, Australia, CBR			Flight and Fares Info	 	 	 
06:55	3h 35	10:30		Qantas Airways 408 Qantas Airways 1433	<div></div>	\$534.34	\$468.27	—
Melbourne, VI, Australia, MEL	1 stop SYD	Canberra, AC, Australia, CBR			Flight and Fares Info	 	 	 

Hotel Search Options

- **Cytric** searches for hotels within a 5km radius of the search parameter. This can vary dependent on your site set up.
- **Cytric** offers alternative options to search for hotel availability within 2km radius of the selected hotel.

By Destination

- When booking accommodation in combination with flights a popup window displays asking the booker to preselect the location. For point to point return trips the default will always be the destination of the flight itinerary booked. Select **Continue**.




The screenshot shows a booking interface with a modal popup titled "Preselect your destination city/location and dates". The popup contains three radio button options: "Brisbane from 10MAR25 to 11MAR25" (selected), "Adelaide on 11MAR25", and "No preselection". A "Continue" button is at the bottom right of the popup. In the background, the main booking area shows a "Booker" header, a "Put booking on hold" toggle, and a total price of "\$735.40" with a "Complete booking" button. A note at the bottom states "(Liable for payment and continue to your hotel booking)".

- The destination will be prepopulated on the Hotel Search screen. Check in/check out dates will also prepopulate. **Note:** Dates can be amended to reduce the stay if required.

Start hotel booking



The screenshot shows the hotel search form with the following fields: "Destination" prepopulated with "Brisbane (BNE)" and "4008, QLD, Australia"; "Check-in and Check-out dates" prepopulated with "Mon, 10 Mar 2025" and "Tue, 11 Mar 2025" (1 night); "Occupancy" with "Single" selected; and "Trip purpose" set to "NON Executive". A "Search" button is at the bottom right.

- The default city in the destination box will show the city location. Select the  link to select an airport location. The aeroplane graphic highlights airport locations.

Start hotel booking

- When creating hotel only bookings, a destination can be added for **Cytric** to search hotels in that location.

- A hotel can also be searched by a street address. Select the address link
or enter an [address](#).
- Enter the street address as shown below, select **Find** and cytric will search for a hotel close to this address

- If your site set up has **Company Location Shortcuts** loaded, you can also search for accommodation close to your office in the respective city you are travelling to.

Start hotel booking

Destination *
Learning Canberra Office
 Canberra, 14 Children Street, 2600, ACT, Australia

Check-in and Check-out dates *

Occupancy
 Single
 Double

Trip purpose
 NON Executive

Search

Company Location Shortcuts

Learning Canberra Office	Learning Canberra Office, Canberra, 14 Children Street, ACT, Australia (AU)
Learning Darwin Office	Learning Darwin Office, Darwin, 43 Mitchell Street, NT, Australia (AU)
Learning Melbourne Office	Learning Melbourne Office, Melbourne, 120 Spencer Street, VIC, Australia (AU)
Learning Sydney Airport Office	Learning Sydney Airport Office, Mascot, 197/201 Coward Street, NSW, Australia (AU)
Learning Sydney CBD Office	Learning Sydney CBD Office, Sydney, 255 Elizabeth Street, NSW, Australia (AU)
Perth Office	Perth Office, Perth, 167 Georges Terrace, Australia (AU)

By Hotel Name

- To search for a specific hotel, click in the **Destination** field and enter the Hotel Name you would like to book. The hotel will display for selection.

Destination *
 stamford plaza adelaide

Check-in and Check-out dates *

Stamford Plaza Adelaide (Worldhotels)
 Adelaide, 180 North Terrace, 5000, SA, Australia

Occupancy
 Single
 Double

Trip purpose
 NON Executive

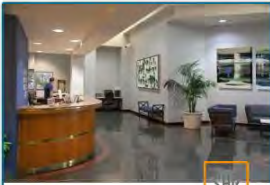



Search

- Ensure you have selected the appropriate room type then select the arrow icon.

By Last Booked

- Cytric remembers hotels that were previously booked for a traveller. The booker can select the hotel from the options presented to book that specific property.

Last booked hotels

 <p>★★★★★ Kawada Hotel Los Angeles, 200 S Hill Street, CA 90012, CA, United States of America</p>	 <p>★★★★★ Best Western Cattle City Motor Inn Rockhampton, 139 Gladstone Road, 4700, QL, Australia</p>	 <p>★★★★★ Stamford Grand Adelaide Glenelg, 2 Jetty Road, 5045, SA, Australia</p>	 <p>★★★★★ 57 Hotel Sydney Surry Hills, 57 Foveaux Street, 2010, NS, Australia</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------


Hotel Booking Flow

Sending a Remark to a Hotel

- Once your hotel has been selected from the **Booking Information** field, agree to the **Hotel Purchase Conditions**.

Complete hotel booking

Single room - 1 Night
Wed, 16 OCT - Thu, 17 OCT



Mantra Melbourne Airport ★★★★★
Mantra Group (Accor Group)
2 Trade Park Drive, 3043 Tullamarine, VI, Australia

Tripadvisor
★★★★○

ctm Executive Studio Studio - ATK - Studio Room...
1 person
Cancellation possible, see rate details

CTMSS-WOO-Rate Inc Room Only-Min Stay 1 **\$158.00**

Trip name

Booking Information

☒ I agree to the Hotel Purchase Conditions *

- On the screen below the **Remarks** section appears in compressed view as below.
- Select the drop down arrow to the right of the **Remarks** field.

Remarks

- The **Remarks** box will display so that you can enter important information e.g., Late Arrival.

Remarks

Enter any remarks you want to include with this booking
Late Arrival

If possible, write in the language of your destination country or in English. Avoid using special characters or hard returns. Please note that your remarks may not be considered.

Requesting Ancillary Options

- Select the dropdown arrow in the Hotel Ancillary Options section to request additional services.

★ Hotel Ancillary Options You can select additional services

- This field is dependent on your site set up requirements. If additional services are required, select the respective box and a message will be generated to the property.
Note: This field may not be present in your site's set up.

★
Hotel Ancillary Options

Please select the services you want to be charged back:

☒ Parking
☐ Laundry
☐ Internet
☐ Breakfast

☐ Lunch
☒ Dinner
☐ Mini Bar

The selected ancillary services will be requested and authorized for billing. The availability of the selected services is not guaranteed. Refer to the hotel information page for details. Chargeable ancillary services are not included in the booking price and will be billed together with room charges to the credit card being used for this booking once the invoice is received from the provider.

- Once the **Complete booking** link has been selected the message will be sent to the respective property.

\$158.00
Total price

Complete booking

(Liable for payment)

SleepSpace Properties

- SleepSpace properties are identified as **Preferred Hotels** in cytric.

Select hotel in Canberra

Single room - 1 Night
Wed, 19 MAR - Thu, 20 MAR

Sort by
Default (Lowest Price)

Filter

Map view

Preferred Hotels

Clear filter

Page 1 of 2

Show All Options

PREFERRED HOTELS

The Statesman Hotel
☆☆☆

Cnr Strangway And Theodore Sts, 2605 Canberra, AC, Australia
Distance from point of search: 4.6 km

Amadeus, CTM Hotels

Restricted rates starting from (Breakfast see rate): \$145.00

Tripadvisor

☆☆☆☆

\$135.00

Lowest rate for these dates
Breakfast Not included

Select hotel

PREFERRED HOTELS

Forrest Hotel and Apartments
☆☆☆

30 National Circuit Forrest, 2603 Canberra, AC, Australia
Distance from point of search: 1.0 km

Amadeus

Tripadvisor

☆☆☆☆

\$148.00

Lowest rate for these dates
Breakfast Not included

Select hotel

AUSTRALIA | NEW ZEALAND | NORTH AMERICA | ASIA | EUROPE travelctm.com.au

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- Select **Clear filter** to view all properties and rates available for the requested dates which includes **Sleepspace**, **Bookings.com** and **Amadeus GDS**.



Merging Trips

- If flights or accommodation or car hire were initially booked and later you went to create a new booking with existing dates for the same traveller, cytric will alert you and offer the option to **Merge** the Trip so it can be incorporated into one booking and the itinerary is complete.
- For Example: flights were initially created for traveller One Support as shown below. If accommodation is to be added, at a later date, the **Add to trip** link should be selected to add car/hotel to an existing booking.

Support, One

Bookings

CONFIRMED OUT OF POLICY 24MAR25

✈️ 06:05 - 06:35 SYD → BNE No stops Booking code: 56AYAR
Qantas Airways - 500 1h 30m

[Change seat](#) [Change baggage](#) [Change ancillary](#) [Check-in](#) [Contact travel agency](#) [Change booking](#) [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

CONFIRMED OUT OF POLICY 25MAR25

✈️ 17:15 - 19:50 BNE → SYD No stops Booking code: 56AYAR
Qantas Airways - 545 1h 35m

[Change seat](#) [Change baggage](#) [Change ancillary](#) [Check-in](#) [Contact travel agency](#) [Change booking](#) [Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

Total trip price per traveller: **\$521.54** [Show price details](#)

- If a new trip is attempted for the same dates for the same traveller, eg: One Support, cytric will identify a booking already exists for One Support, display the itinerary and offer the option to **Merge** the trip.

Start hotel booking

Destination*
Brisbane (BNE)
4008, QL, Australia

or enter an [address](#).

Occupancy
☒ Single ☐ Double

Trip purpose
NON Executive

1 Start
2 Select hotel
3 Select room
4 Complete booking
5 Confirmation

You are booking for: **Support, One**

Start hotel booking

Destination*
Brisbane (BNE)
4008, QL, Australia

or enter an [address](#).

Occupancy
☒ Single ☐ Double

Trip purpose
NON Executive

Merge overlapping bookings?

You can merge your new booking with the following existing trip:

24MAR25 to 25MAR25			
06:05 - 06:35	SYD → BNE	Direct	
<small>Qantas Airways - 500</small>	<small>Sydney, NS, AU to Brisbane, QL, AU · 1h 30m</small>		
17:15 - 19:50	BNE → SYD	Direct	
<small>Qantas Airways - 545</small>	<small>Brisbane, QL, AU to Sydney, NS, AU · 1h 35m</small>		

- By selecting **Merge**, the hotel will then be incorporated into the existing flight booking.

CONFIRMED
OUT OF POLICY
24MAR25

06:05 - 06:35
Qantas Airways - 500

SYD → BNE
1h 30m

No stops

Booking code
56AYAR

[Change seat](#)
[Change baggage](#)
[Change ancillary](#)
[Check-in](#)
[Contact travel agency](#)
[Change booking](#)
[Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

CONFIRMED
24MAR25 — 25MAR25

Mantra Terrace Brisbane ★★★★★
52 Astor Terrace, 4000 Brisbane, QL, Australia
Tel: +61730093400 Fax: +61730093410
terrace.res@mantra.com.au

1 night

Booking code
56AYAR
Provider Reference
B3R3ZCN500

[Contact travel agency](#)
[Change booking](#)
[Cancel booking](#)

CONFIRMED
OUT OF POLICY
25MAR25

17:15 - 19:50
Qantas Airways - 545

BNE → SYD
1h 35m

No stops

Booking code
56AYAR

[Change seat](#)
[Change baggage](#)
[Change ancillary](#)
[Check-in](#)
[Contact travel agency](#)
[Change booking](#)
[Cancel booking](#)

Selected fare: ECONOMY FLEX • Economy [See more details](#)

- The merge booking popup will not display if there is an overlap such as in the below scenarios:
- Multiple traveller bookings, as all travellers are viewed in the one Trip.



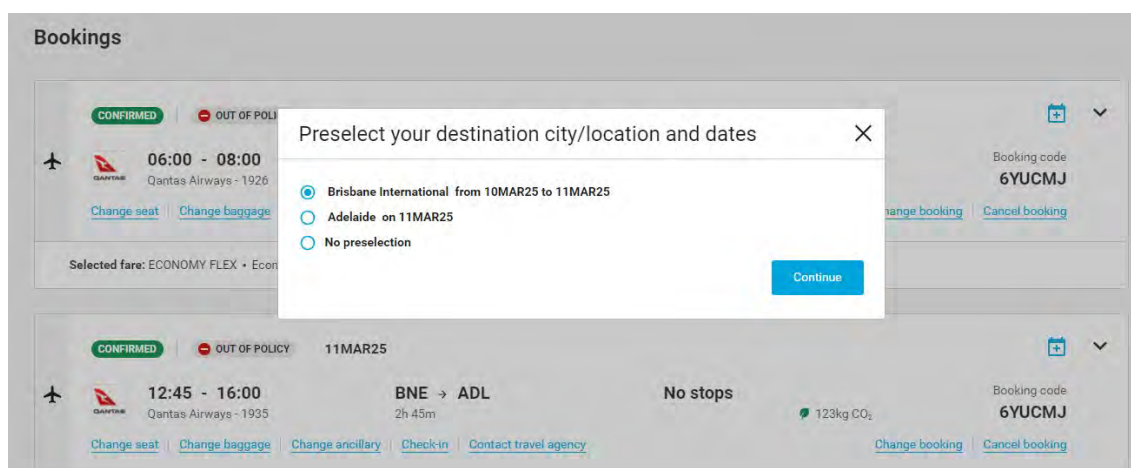
- If your site set up does not allow Travel Arrangers to view bookings created by other travel arrangers.
- On Hold Air bookings as they do not have a confirmed status.
- Guest traveller bookings as they don't have a stored profile.

Car Search Options

- There are various car search options available.

Default Search

- When car hire is booked in conjunction with flights, the search option will default to airport pick up and drop off points. Select **Continue**.



- On the **Start hire car booking** page select **Search**

Start hire car booking

Pick-up location
Brisbane International (BNE)
QLD 4008 QLD, Australia

Drop-off location
Brisbane International (BNE)
QLD 4008 QLD, Australia

Arrival date
Mon, 10 Mar 2025

Time
08 : 00

Depart date
Tue, 11 Mar 2025

Time
12 : 45

Search

Search by Airport

- Car availability will display from the cheapest to most expensive rate by car category. Hover over the respective icons or select the down arrow to view more information about the vehicle such as pick up/drop off location, type of vehicle and additional conditions.

Note: Electric vehicles are available to be booked and are highlighted with a green icon as shown below. Cars will display by category, cheapest price and car company. For sites that show multiple companies, they will display in alphabetical order.

Pick-up:
Brisbane International
13 February 2025 at 08:00 AM

Drop-off:
Same as pick-up
14 February 2025 at 08:00 AM

Sorted by
Electric cars

Filter

Your options
12 cars matching your criteria found

Standard Sports Electric Vehicle (RSAC)

\$88.70
Total price
Kilometres included: **Unlimited**
Select car

Compact 4-5 Door (CDAR)

\$63.04
Total price
Kilometres included: **Unlimited**
Select car

Standard (SDAR)

\$64.71
Total price
Kilometres included: **Unlimited**
Select car

Stations available:

Pick-up:

Brisbane International
 Brisbane International, Brisbane, QL, Australia - BNE

Drop-off:

Brisbane International
 Brisbane International, Brisbane, QL, Australia - BNE

General information:

Toyota Corolla Hybrid
Car category: (CDAH)


Additional conditions:

GENERAL SURCHARGE. GENERAL SURCHARGE. TAX.

- Select the vehicle required then add ons will be offered. Make your selection then click **Continue** to proceed with the booking process.

The screenshot shows the Hertz booking interface. At the top, a car image is displayed next to the text "Compact 4-5 Door (CDAR)". To the right, the total price is "\$63.04" with a green checkmark icon, and below it, "Kilometres included: Unlimited". Below the car image, there are icons for a car, a person, a suitcase, and a briefcase, with the number "5" next to the person icon and "1" next to the suitcase icon. Below this, the "Select stations" section shows "Pick-up: Brisbane International" and "Drop-off: Same as pick-up station". Below this, the "Select add-ons" section lists several options with checkboxes: "Snow tyres", "Snow chains", "Satellite radio", "Navigation system", "Luggage or roof rack", and "Bike rack". Each option has a note "Subject to availability". At the bottom right, there is an orange "Continue" button.

Search by City

- To search by **city**, select the balloon icon .
- Then select the building icon to view car availability via city locations, then select **Search**.

The screenshot shows the Hertz search interface. It has two main sections for location and date selection. The top section has "Pick-up location" and "Drop-off location" fields, both set to "Brisbane (BNE) 4008, QL, Australia". Below these fields are icons for a building, a car, and a location pin. The bottom section has "Pick-up date" and "Drop-off date" fields, both set to "Mon, 10 Mar 2025" and "Tue, 11 Mar 2025" respectively. Below these fields are icons for a calendar and a clock. At the bottom right, there is an orange "Search" button.

- Availability by city location with a map view will display. Select the pickup location, the drop off will default to same location, then click **Show car options** for car availability by location to display.

List View

- The Default availability is via list view

Station Name	Opening hours	Distance from point of search
AIRPORT DRIVE / BRISBANE	05:00 - 00:00	12.5 km
CHARLOTTE ST 55 / BRISBANE	08:00 - 17:00	0.1 km
KINGSTON ROAD 155 / WOODRIDGE	07:00 - 17:00	19.7 km
MARSHALL ROAD 143 / ROCKLEA	07:00 - 17:00	9.1 km
NUDGE ROAD 330 / HENDRA	07:00 - 17:00	

Show car options

Map View

- Alternatively **Map view** option can be selected

7 providers, 60 car stations

Search by station name or address

View All (60) | View Selectable (60) | View Selected (0)

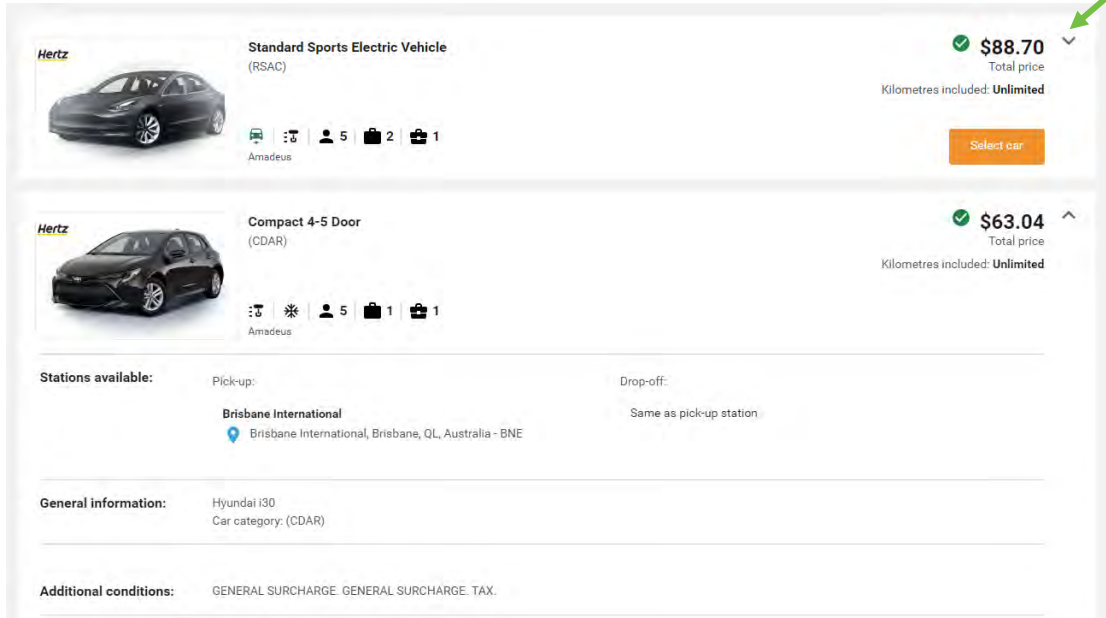
You can select up to 3 stations per provider

Station Name	Opening hours	Distance
AIRPORT DRIVE / BRISBANE	05:00 - 00:00	12.5 km

- Car availability will display from the cheapest to most expensive rate by car category.

Car Category	Total price	Kilometres included
Compact Hybrid (GDAH)	\$146.46	Unlimited
Hybrid Fullsize 4-5 Door (FDAH)	\$170.88	Unlimited

- Select the down arrow to view the type of vehicle being booked and additional conditions of hire. Click **Select Car** link to proceed with the booking process.



Hertz **Standard Sports Electric Vehicle (RSAC)** **\$88.70** Total price
Kilometres included: **Unlimited**

Hertz **Compact 4-5 Door (CDAR)** **\$63.04** Total price
Kilometres included: **Unlimited**

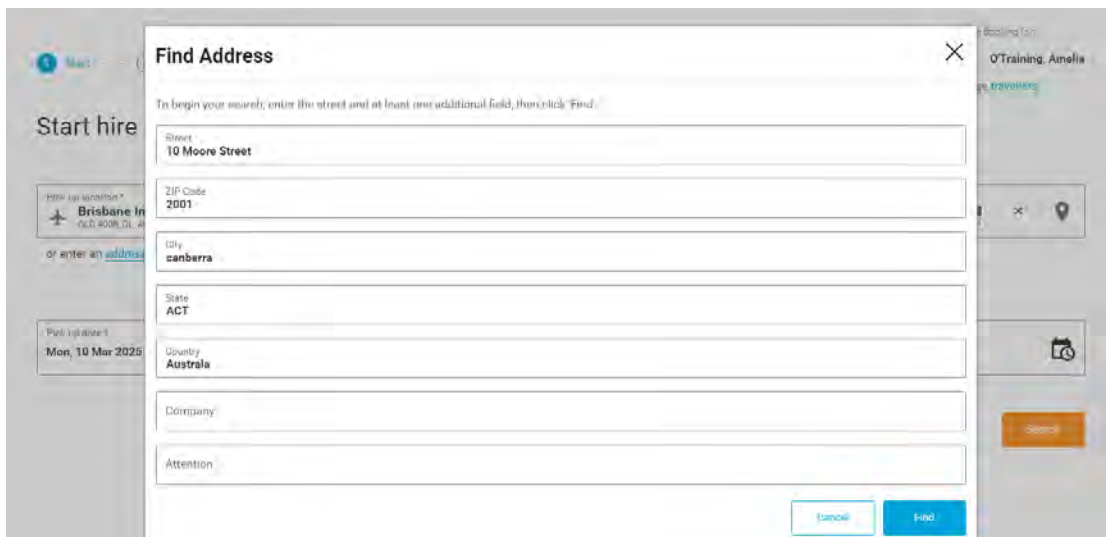
Stations available: Pick-up: **Brisbane International** Drop-off: **Same as pick-up station**
Brisbane International, Brisbane, QL, Australia - BNE

General information: Hyundai i30
Car category: (CDAR)

Additional conditions: GENERAL SURCHARGE, GENERAL SURCHARGE TAX.

Search by Address

- To search for car hire location close to a street address, select the **address** link. A template will display. Complete the street address then select **Find**.



Find Address

To begin your search, enter the street and at least one additional field, then click "Find".

Street: **10 Moore Street**

ZIP Code: **2001**

City: **canberra**

State: **ACT**

Country: **Australia**

Company:

Attention:

Find

Search by Destination Shortcut

- **Destination shortcuts** can also be used to search for car supplier locations close to the predefined location.

1 Start — 2 Select stations — 3 Select car — 4 Select add-ons — 5 Complete booking — 6 Confirmation

You are booking for: Admin, QBT (You)

Start hire car booking

Pick-up location *
Boorowa Agricultural Research Station
Boorowa, 117 Cunningham Road, 2556, Australia

Drop-off location
Same as pick-up

or enter an [address](#).

Pick-up date *
Thu, 20 Mar 2025

Time *
10 : 00 AM

Drop-off date *
Fri, 21 Mar 2025

Time *
10 : 00 AM

[Search](#)

Company Location Shortcuts

Location	Address
Black Mountain Office	Black Mountain Office, Canberra, Clunies Ross Street, ACT, Australia (AU)
Boorowa Agricultural Research Station	Boorowa Agricultural Research Station, Boorowa, 117 Cunningham Road, Australia (AU)
Bribie Island Office	Bribie Island Office, Bribie Island, North Street, Australia (AU)
Charles Sturt University, Thurgooda	Charles Sturt University, Thurgooda, Albury, Elizabeth Drive, Australia (AU)
Clayton Office	Clayton Office, Clayton, Research Way, Australia (AU)

Site Navigation

- The breadcrumbs can also be used to go back a step during the booking process.

Note: The blue text highlights the current page, and the green text highlights the previous pages.

✓ Start — ✓ Select hotel — **3 Select room** — 4 Complete booking — 5 Confirmation

You are booking for: O'Training, Amelia (You)

Select room at Peppers Gallery Hotel Canberra

Single room - 1 Night
Tue, 15 APR - Wed, 16 APR



Peppers Gallery Hotel Canberra ★★★★★

Accor Hotels (Accor Group)
15 Edinburgh Avenue, 2601 Acton, AC, Australia
Distance from point of search: 2.5 km



Tripadvisor



Booking status shows Pending

- When a booking goes into **Pending** mode, allow up to 4 hours for the booking to be processed. Do not try and rebook as a duplicate booking will be created.

- Pending mode can occur when booking car and hotel content and the booker escapes the booking process. An itinerary will not be generated until the Pending mode has been completed.

Note: A booking can only go into Pending mode when a segment is being added to an existing booking and the booker escapes from completing the process. It will not go into Pending mode at initial creation.

O'Training, Amelia

Bookings

PENDING

OUT OF POLICY

26FEB25

✈️

QANTAS

06:00 - 09:00

Qantas Airways - 402, 1429

MEL → CBR

3h 00m

Booking code

5COFR9

Change baggage

Change ancillary

Check-in

Change booking

Cancel booking

Selected fare: ECONOMY FLEX • Economy

See more details

PENDING

OUT OF POLICY

27FEB25

✈️

QANTAS

13:35 - 17:05

Qantas Airways - 1442, 459

CBR → MEL

3h 30m

Booking code

5COFR9

Change baggage

Change ancillary

Check-in

Change booking

Cancel booking

- Alternatively, once accommodation or car hire is added to the Pending booking it will then change the whole itinerary to Confirmed status.

CONFIRMED

OUT OF POLICY

26FEB25

✈️

QANTAS

06:00 - 09:00

Qantas Airways - 402, 1429

MEL → CBR

3h 00m

1 stop

40m in SYD

Booking code

5COFR9

Change seat

Change baggage

Change ancillary

Check-in

Contact travel agency

Change booking

Cancel booking

Selected fare: ECONOMY FLEX • Economy

See more details

CONFIRMED

26FEB25 - 27FEB25

🚗

Hertz

09:00

Canberra

PIALLIGO AVE / PIALLIGO

13:35

Same as pick-up

2 days

Booking code

5COFR9

Provider Reference

K9932374340

Contact travel agency

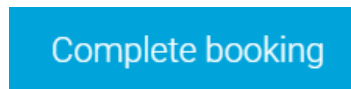
Change booking

Cancel booking

Note: When a ticketed booking is amended via cytric the booking will go into Pending mode. An updated itinerary, which includes the reissued ticket, will be sent to the traveller and if a travel arranger is amending the booking a copy of the itinerary will also be emailed to the travel arranger.

Avoiding Duplicate Booking Caused by Using the Browser Back Button

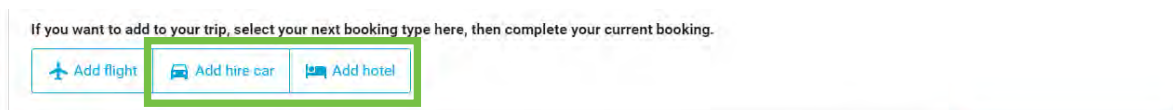
- If you click **Complete Booking**, always proceed, and allow the booking to be created.



- Do **not** use the browser back button to go back and change your selection to **Complete Booking** as a duplicate booking will be created.



- If you forget to click the *Add hire car* or *Add hotel* links during the booking process, do **not** select the back arrow from your internet browser.

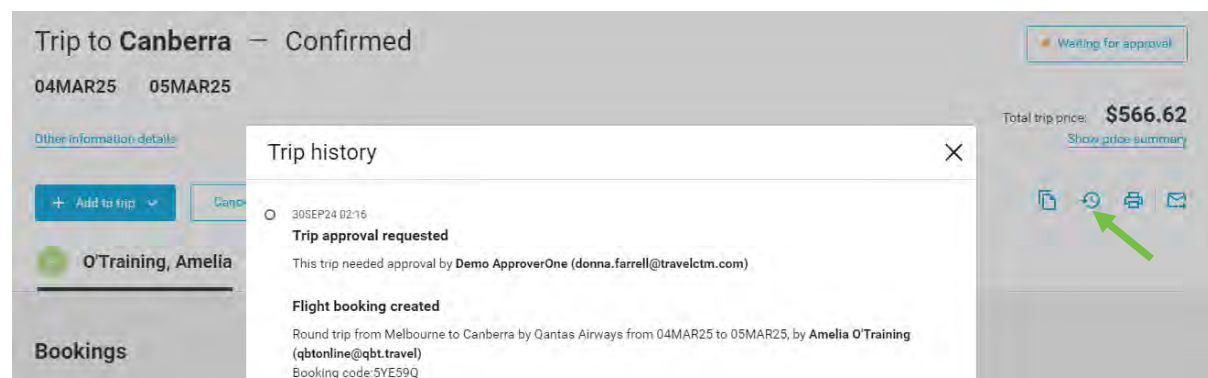


- Instead, once the flight booking is created, select **Add to Trip** link at the top of the booking screen to **Add Hotel** or **Add Car** to the Booking.



Trip History

- Once a booking has been created you can view the history by clicking on the Trip history icon located on the booking screen.



Copy an Existing Booking – Travel Arranger Only


- Existing bookings can be copied for future travel.

Via My Trips

- From **My Trips** select the **Copy** option for the Trip you wish to copy.



Via the Booking screen

- Display the booking then select the **Copy Booking** icon  to book the same trip for a different traveller.



- Remove the existing traveller then add the traveller's name you wish to copy the trip for and select **Continue**. **Note:** Once the Traveller's name is added, the name will prepopulate in the Booking for box.

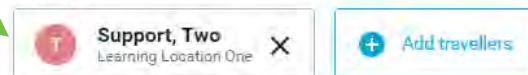
Please select travellers

To continue your booking, please add a traveller.



Select travellers and booking type

Booking for:



Specify the following:



Continue

- Click **Copy** link, then add mandatory data before selecting **Complete booking**.

Copy


[Back](#)

- Note:** Remove the existing traveller and select **Add travellers** link, to copy a trip for a Guest Traveller.

Travel Arranger Dashboard

Select travellers and booking type

Booking for:



- Note:** If Car and accommodation is included in the Trip you wish to copy for another traveller, hotel and car availability will display for selection.
Single bookings can only be created, using the **Copy** Feature.

Waitlisted Flights

- For international travel waitlisted flights display with a clearer view so the Booker is aware the flight is operating.
- Waitlisted flights will not show an orange icon with the arrow for selection. See the below example where VA5432 (the return flight) is showing as waitlisted, is missing the orange icon.



The screenshot displays two flight segments. The first segment is a Virgin Australia flight (VA5432) from CBR to SYD, which is waitlisted. The second segment is a Singapore Airlines flight (SQ) from SYD to SIN, which is also waitlisted. The interface shows flight details, times, and status for both flights.

- Waitlisted flights cannot be booked via cytric online.

Tickets in Credit

Note: The process in handling Tickets in Credit remains the same as it is today. After the booking has been confirmed, CTM Robotics will search backend to see if the traveller has a ticket in credit and will apply it for the trip.

- Dependent on your site set up the search may be extended to search by Location/Division or across the entire site.

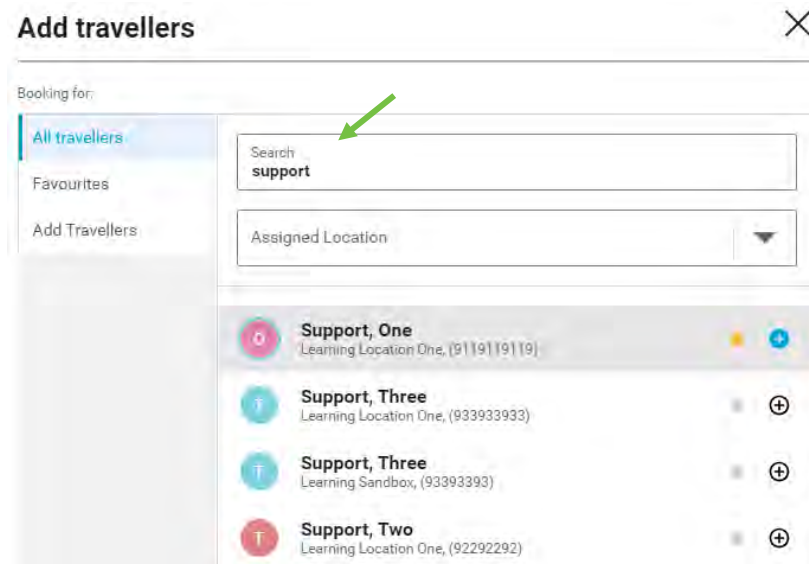
For Travel Arrangers Only

Searching for a Traveller

- A Travel Arranger can narrow down the search options when searching for a Traveller profile.
- Enter any of the below criteria in the **Search** field.

By Name

- Enter the First and/or Last Name.

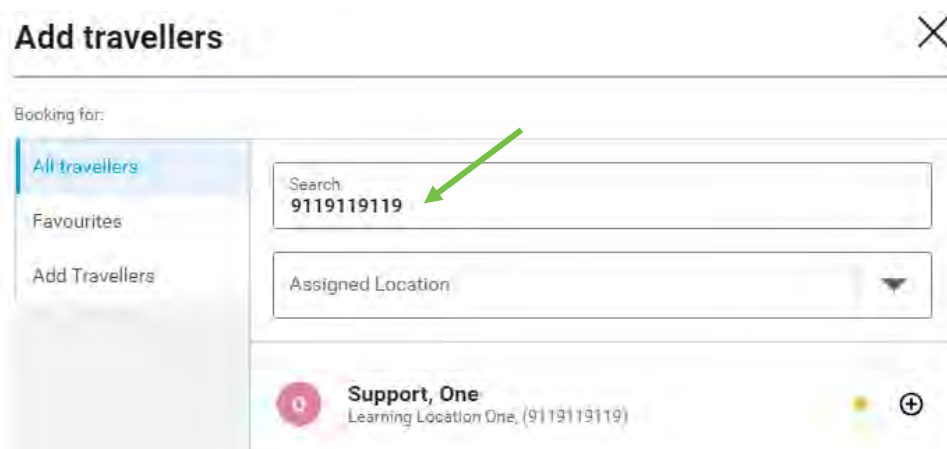


The screenshot shows the 'Add travellers' dialog box. On the left, there is a sidebar with 'All travellers' selected. The main area has a search bar with the text 'support' entered, indicated by a green arrow. Below the search bar is a dropdown for 'Assigned Location'. The search results list four travellers:

Name	Learning Location	Phone Number	Actions
Support, One	Learning Location One, (9119119119)		[Yellow dot] [Blue plus]
Support, Three	Learning Location One, (933933933)		[Grey dot] [Blue plus]
Support, Three	Learning Sandbox, (93393393)		[Grey dot] [Blue plus]
Support, Two	Learning Location One, (92292292)		[Grey dot] [Blue plus]

By Login/Customer ID

- A traveller's Login/Customer ID can be entered in this field. E.g., AGS/PMKeys/Employee ID/Mobile/Landline number.

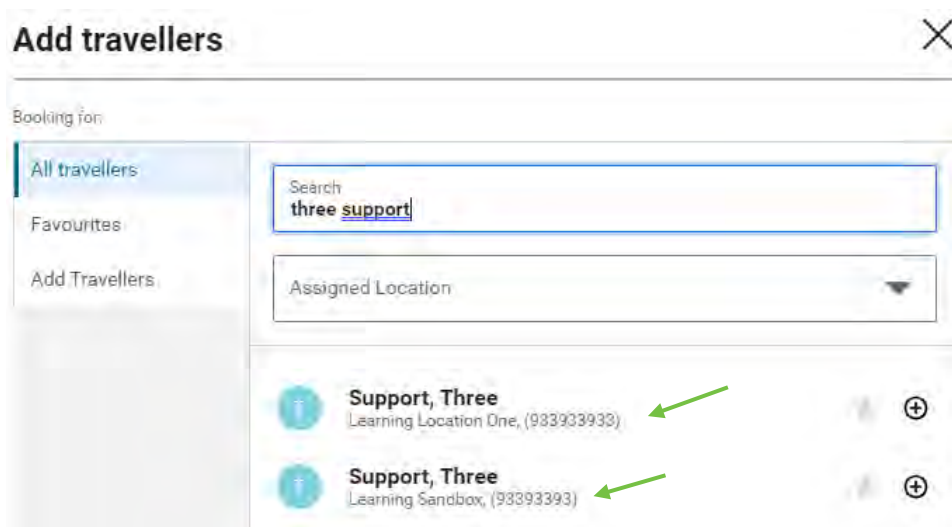


The screenshot shows the 'Add travellers' dialog box. On the left, there is a sidebar with 'All travellers' selected. The main area has a search bar with the text '9119119119' entered, indicated by a green arrow. Below the search bar is a dropdown for 'Assigned Location'. The search results list one traveller:

Name	Learning Location	Phone Number	Actions
Support, One	Learning Location One, (9119119119)		[Yellow dot] [Blue plus]

Identifying Travellers with the Same Name

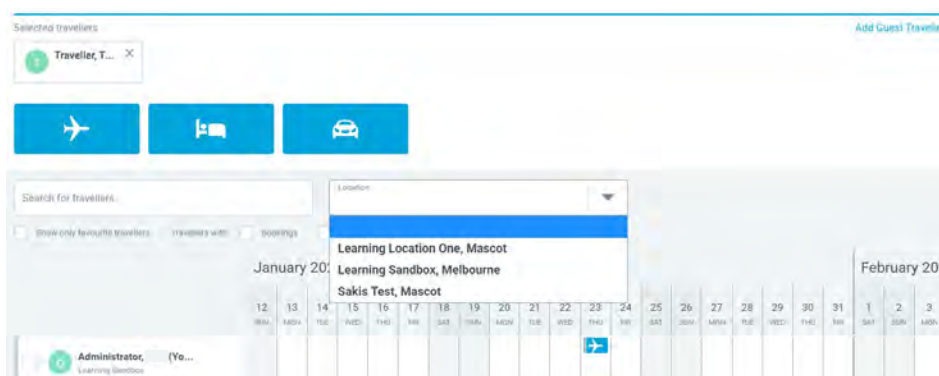
- When multiple travellers have the same name, they can be identified by displaying their **Login/Customer ID**. EG:AGS/PMKeys/Employee ID/Mobile/Landline number.
- When the results display, select the traveller's name to expand the field. The Login will display inside the brackets.



Guest Traveller

Booking a Guest Traveller Outside Travel Arrangers Home Community

- Travel Arrangers can book for a guest traveller outside of their home community via the Travel Arranger Dashboard without having to log out of the site.
- Select the **Add Guest Traveller** link, complete the template and then select the community (Location) you wish to book the Guest.



Note: The Guest Traveller feature can also be used in conjunction with Registered Travellers for Multi Traveller bookings.

Viewing Guest Bookings from Travel Arranger Dashboard

- Guest Traveller bookings can be viewed via the Travel Arranger Dashboard by Travel Arrangers for the community they have access to.

Note: This feature is optional and will be turned on at the WoAG Departments request.

- There are two options for Guest Bookings to display:
 - Guest Bookings can be viewed by ticking the **Guest travellers** field on the Travel Arranger Dashboard.

The screenshot shows the 'Guest travellers' dashboard. At the top, there are six filter checkboxes: 'Favourite travellers only', 'Travellers in this system', 'Guest travellers' (checked), 'Travellers with bookings', 'Travellers with requests', and 'Travellers with active bookings or requests'. Below the filters is a calendar for May 2025 and June 2025. The calendar shows dates from 11 to 31. A user profile for 'Traveller, Ian' is visible on the left.

- Alternatively, a Guest booking can be retrieved via the Travel Arranger Dashboard searching by the Guest Traveller's name. eg: Benjamin Traveller.

The screenshot shows the 'Recent and current bookings' section. It includes a search bar with the text 'Search for travellers: ian traveller' and a dropdown for 'Assigned Location'. Below the search bar are the same six filter checkboxes as in the previous screenshot. At the bottom, there is a calendar for May 2025 and June 2025, and a user profile for 'Traveller, Ian'.

Note: Travel Arrangers that access all communities within cytric will be able to view all Guest Bookings. For travel arrangers with access to only certain communities within cytric, will only be able to see Guest bookings they have personally created via the Travel Arranger Dashboard.

Travel Policy Groups

- For Entities using TPG's (Travel Policy Groups) the Guest will take on the TPG relating to the Travel Arranger. If it needs to be different then they will need to log on to the Portal and change their TPG, save their profile before logging back into cytric to create the Guest booking.

Note: This does not apply to Entities using *Trip Purpose*.


Travel Arranger Card

- **Cytric** allows a Travel Arranger to use their card for a registered traveller or guest traveller booking. This feature is only available to profiles with Travel Arranger access.

Note: This option is usually available to sites using individual traveller cards.

Registered Travellers

- When a Travel Arranger is booking for a Registered traveller, who has a stored profile in the CTM Portal, the Travel Arranger will have the option to choose their own credit card or the traveller's credit card during the booking process. The traveller's credit card will usually appear as the first option and the Travel Arranger card will display as the second option.
- The Travel Arranger can identify their own credit card by the last 4 digits on their card.

 Payment or guarantee

Payment *


CTM Test (VI) XXXXXXXXXXXX1111, 11/2028, Payment Fee: AUD2.70

CTM Test (VI) XXXXXXXXXXXX1111, 11/2028, Payment Fee: AUD2.70

CTM Test (VI) XXXXXXXXXXXX1881, 12/2028, Payment Fee: AUD2.70

Use unstored credit card

- Depending on your site set up, a Travel Arranger may also see the option to add a different card, if required. Select **Use unstored credit card** option.

 Payment or guarantee

Payment *


CTM Test (VI) XXXXXXXXXXXX1111, 11/2028, Payment Fee: AUD2.70

CTM Test (VI) XXXXXXXXXXXX1111, 11/2028, Payment Fee: AUD2.70

CTM Test (VI) XXXXXXXXXXXX1881, 12/2028, Payment Fee: AUD2.70

Use unstored credit card

- Complete the required information once the template displays.

 Payment or guarantee

Payment *

Use unstored credit card

Card number *

XXXXXXXXXXXXXXXX

Card type *

Visa (VI)

Expiry date *

12 / 2028

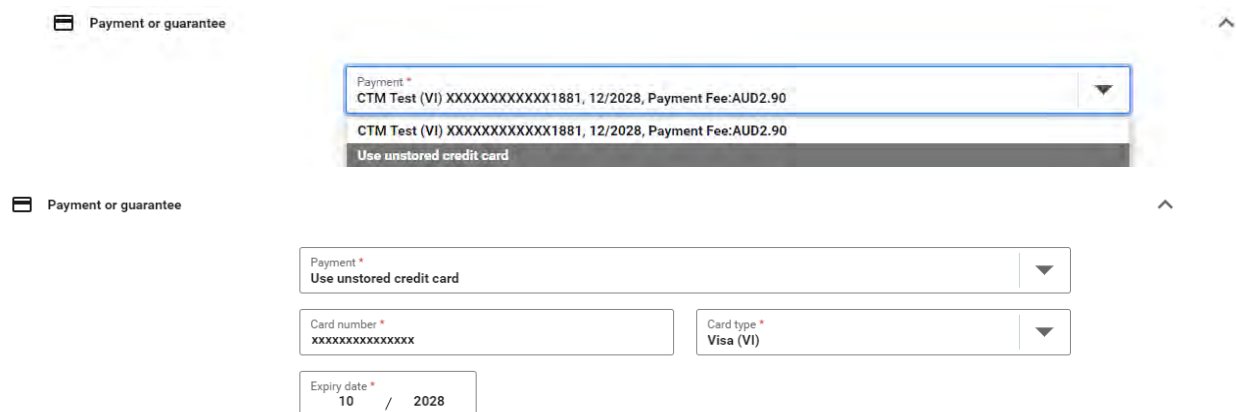
Guest Traveller Booking

- When booking for a Guest Traveller the Travel Arranger's card will show as the default card to use for a booking.



Payment or guarantee CTM Test (VI) XXXXXXXXXXXX1881, 12/2028, Payment Fee: AUD2.90

- Depending on your site set up, a Travel Arranger may also see the option to add a different card, if required.



Payment or guarantee

Payment *
CTM Test (VI) XXXXXXXXXXXX1881, 12/2028, Payment Fee: AUD2.90

CTM Test (VI) XXXXXXXXXXXX1881, 12/2028, Payment Fee: AUD2.90

Use unstored credit card

Payment or guarantee

Payment *
Use unstored credit card

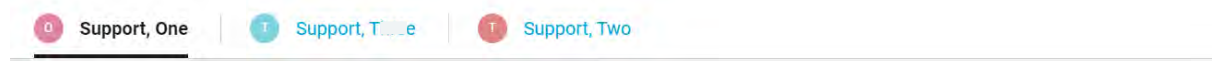
Card number *
XXXXXXXXXXXX

Card type *
Visa (VI)

Expiry date *
10 / 2028

Multi Traveller - Booking for Self and Other Traveller/s

- For Multi Traveller bookings the names of each traveller will be displayed on the complete booking screen.
- Select the first traveller to view and complete mandatory items. Once completed select the subsequent traveller and any subsequent travellers one at a time.

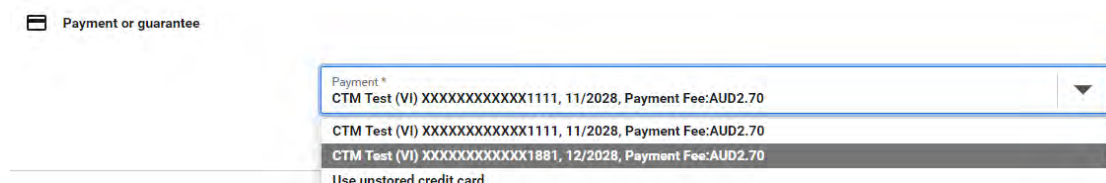


Support, One | Support, Two | Support, Two

- If the Traveller has a card stored in their profile, the traveller card will be the default card with the option to select the Travel Arranger card.

Traveller Profile during booking process

- The Traveller Credit Card and the Travel Arranger card will be offered to the Travel Arranger.



Payment or guarantee

Payment *
CTM Test (VI) XXXXXXXXXXXX1111, 11/2028, Payment Fee: AUD2.70

CTM Test (VI) XXXXXXXXXXXX1111, 11/2028, Payment Fee: AUD2.70

CTM Test (VI) XXXXXXXXXXXX1881, 12/2028, Payment Fee: AUD2.70

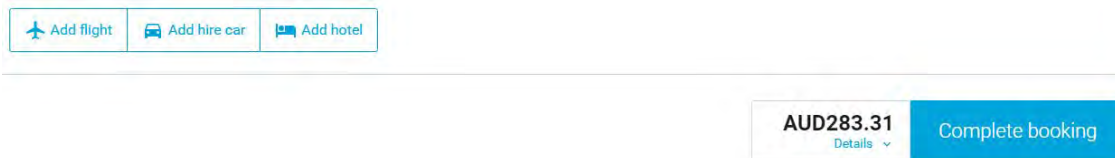
Use unstored credit card

Travel Arranger Profile

- The card stored in the Travel Arranger profile will be viewed from the **Payment or guarantee** field. **Note:** A card must be stored in the Travel Arranger's profile for this feature to be utilized.



- Once mandatory information has been added select Complete Booking.

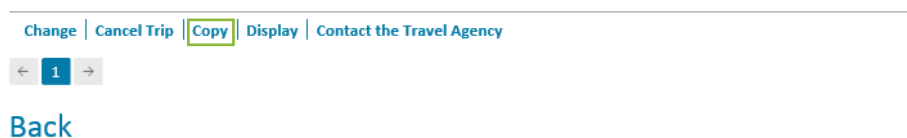


Copying a Booking

- Display the existing booking you would like to **Copy**. Select the **Copy Booking** link from the booking screen or the **Copy** link at the end of **My Trips** list.



OR



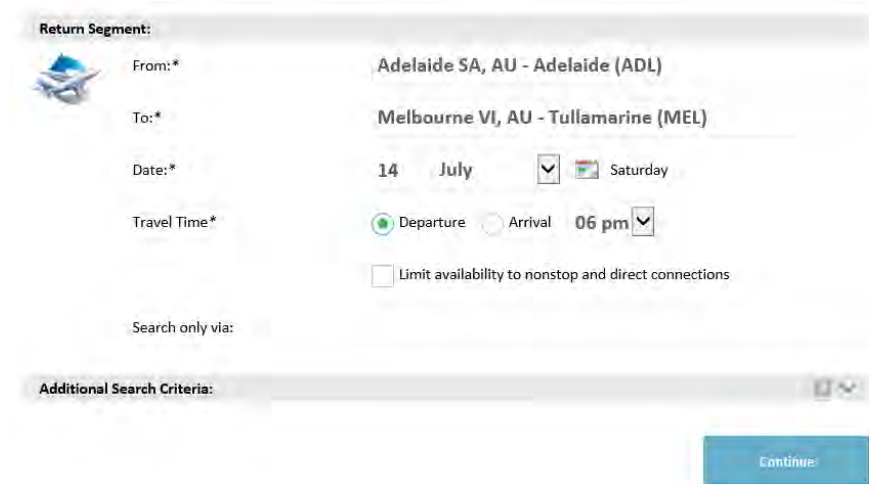
Note: The copy function allows you to book the same itinerary for other travellers who are travelling on the same dates.

- The Travel Arranger's profile will be displayed. Remove your profile and select the traveller you would like to copy this booking for then select **Continue** booking.




- Scroll to the end of the screen and select the **Copy** link.
- Fares will be displayed for flights in the original booking. Make your selection then click **Continue**.


- Complete the mandatory fields on the **Flight Booking** screen then select **Continue**.
- On the following screen select **Complete this Booking** then select **Continue**. If Approval is set up for your site, select the approver then click **Continue**.
- If hotel/car hire was included in the original booking, on the next screen select **Continue booking** and complete the booking process to add hotel/car hire.




Return Segment:


 From:* Adelaide SA, AU - Adelaide (ADL)



To:* Melbourne VI, AU - Tullamarine (MEL)

Date:* 14 July  Saturday

Travel Time* ☒ Departure ☐ Arrival 06 pm 

☐ Limit availability to nonstop and direct connections

Search only via: 

Additional Search Criteria:  

[Continue](#)

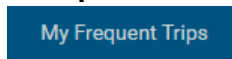
My Frequent Trips

Bookings can be saved as Frequent Trips so they can be used for future bookings. **My Frequent Trips** Template are directly linked to the booker who created it and cannot be viewed by any other profile.



Accessing Frequent Trips


- Select the **My Frequent Trips** link and the Frequent Trips will display.



- Select **Book this Frequent Trip(Submit for payment)** to create a booking for yourself, or as a travel arranger, deselect your profile then select a traveller before clicking **Continue**.

Personal Frequent Trips

CBR Trip





Tullamarine, Melbourne, VI, Australia - MEL → Canberra, Canberra, AC, Australia - CBR

[Book this Frequent Trip \(Submit for payment\)](#) | [Edit](#)

Delete

- The template displays, to book same dates select Continue, alternatively add new dates before selecting **Continue**.

Note: Templates can be amended and deleted






International Bookings

Through fares should be booked, rather than separate domestic and international tickets (e.g. Canberra to London rather than Canberra to Sydney and Sydney to London), to allow baggage to be checked through to the final destination and oversight of the trip by CTM and relevant airlines.

[\[Oneway\]](#)
[\[More than Two Segments\]](#)

Outbound Segment:


From:*

Sydney NS, AU - Kingsford Smith (SYD)

×

To:*

Melbourne VI, AU - Tullamarine (MEL)

×

Date:*

29 November Friday


Travel Time*

☒ Departure
☐ Arrival
06

☐ Only non-stop flights

Search only via:

Return Segment:


From:*

Melbourne VI, AU - Tullamarine (MEL)

×

To:*

Sydney NS, AU - Kingsford Smith (SYD)

×

Date:*

29 November Friday

Travel Time*

☒ Departure
☐ Arrival
11

☐ Only non-stop flights

Search only via:

Additional Search Criteria:

Show air fares in: Economy / Premium Economy

Back

Continue

Creating Frequent Trips

- Select **New Frequent Trip** to create a new Trip Template

ctm

My Frequent Trips

The following Frequent Trips have already been stored for you:

Personal Frequent Trips

CBR Trip

Tullamarine, Melbourne, VI, Australia - MEL → Canberra, Canberra, AC, Australia - CBR

[Book this Frequent Trip \(Submit for payment\)](#) | [Edit](#) [Delete](#)

Test Frequent Trip

Kingsford Smith, Sydney, NS, Australia - SYD → Tullamarine, Melbourne, VI, Australia - MEL
Tullamarine, Melbourne, VI, Australia - MEL → Kingsford Smith, Sydney, NS, Australia - SYD

[Book this Frequent Trip \(Submit for payment\)](#) | [Edit](#) [Delete](#)

[New Frequent Trip](#)

[Back](#)