

Cytric Approval Guide

Initial Booking

- Enter your search criteria and select **Search**

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

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

Start flight booking

One way
Round trip
Multi city

From *
Tullamarine (MEL)
VI, Australia

To *
Kingsford Smith (SYD)
NS, Australia

☒ Only non-stop flights

Departure date *
Thu, 22 May 2025

Departing around *
06 : 00

Return date *
Fri, 23 May 2025

Departing around *
16 : 00

Search

- From the flight availability screen make your selection then click **Continue**

1

MEL ✈ SYD

22May2025

2

SYD ✈ MEL

23May2025

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



Virgin Australia 803

Flight and Fares Info ▾

—

\$147.01

\$260.03

\$330.40

▾

1

2

2

06:00


Melbourne, VI, Australia, MEL

1h 25

direct

07:25

Sydney, NS, Australia, SYD



Qantas Airways 402

Flight and Fares Info ▾

—

\$188.23

\$258.43

\$548.75

▾

1

2

2

06:00


Melbourne, VI, Australia, MEL

1h 25

direct

07:25

Sydney, NS, Australia, SYD



Jetstar 500

Flight and Fares Info ▾

\$118.00

\$176.00

\$188.00

—

▾

1

2



2

On the **Complete flight booking** screen, you will be required to complete mandatory fields

Your site setup may require the approver information to be captured for reporting purposes, similar to adding your e.g.: Cost Centre information.

Approver Selection for Reporting Purposes




Depending on your site setup, in this section you are required to either add or select the Approver name and remaining mandatory fields before selecting **Complete Booking**.

 More information 

Approved By * evelyn
Cost Centre * 02
Movement Requisition Number * 0345456

- Should you require a **Hotel** or **Car**, select the required icon then click **Complete Booking**. If both Hotel and Car hire is required, you will need to complete one at a time. Once the booking has been created, the approver selection will happen on the subsequent screen.

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
--	--	---

\$164.77
Total price

Complete booking

(Liable for payment)

Note: When booking flights/car hire/accommodation in the one workflow, the approver selection will appear at the end of the booking process.

Selecting Approver/s

The next step is to select your nominated approver then an email will be generated to the approver for them to review the booking and then either approve/reject the trip.

First Booking

The first booking you create for your traveller, you will be required to complete a couple of additional steps.

- Select **Change approver selection**

Approver Selection

Your booking has already been created by the vendor. To finish the booking in Cytric, select your Trip Approver and click 'Continue'.

Approval

Approval Deadline: Tuesday, 22 OCT 24 21:58 (AEDT)

Supervisor

An approval request will be sent to the default email address.

[Change approver selection](#)

- For the first booking there will be no approvers listed. Select **Find User**

Active Trip Approvers
No settings are currently stored.

Find Trip Approver


User Name:

First Name:

Last Name:

Email:

Location:

All Locations 

Find user

Return to Booking

Search for the nominated Approver by clicking on the dropdown arrow. The list of Approvers will be displayed for your selection.

Approver Group and **Approver Level** will also appear once the drop-down arrow is selected.

You can choose to add this approver as a default approver, so they appear first on the list for future bookings. Alternatively, you can leave the **Default approver** box blank, and the nominated approver will appear amongst the list of approvers when/if additional approvers are added at a later date.

- To proceed with the approver selection click **Add**

Found Trip Approvers

Trip Approvers:*

Support, Three (933933933)

Name: Support, Three (933933933)

Email: qbtonline@qbt.travel

Location Learning Location One, Mascot

Approver Group:*

Training Group

Approval Level:*

First Level

Default approver:



☒

Add

Return to Booking

Once added, the approver will appear under the **Active Trip Approvers** list e.g.: Support, Three

Active Trip Approvers

Name	Approver Group:	Default approver:	Approval Level:	
Support, Three	Training Group	Yes	First Level	 

Find Trip Approver

User Name:

First Name:

Last Name:

Email:

Location:

All Locations

Find user

Return to Booking

Note: You can add another approver, if you have more than one approver to choose from, then they will all appear on the list for future bookings.

- Once the approver has been added select **Return to booking** to proceed with the approval process.

Active Trip Approvers				
Name	Approver Group	Default approver	Approval Level	
Support, One	Training Group	No	First Level	
Support, Three	Training Group	Yes	First Level	

Find Trip Approver

User Name:

First Name:

Last Name:

Email:

Location:

All Locations

Find user

Return to Booking

- On the following screen the approver will appear, select **Continue**.

Approver Selection

Your booking has already been created by the vendor. To finish the booking in Cytric, select your Trip Approver and click 'Continue'.

Approval

Approval Deadline: Tuesday, 22 OCT 24 21:58 (AEDT)

Supervisor

Select approver(s) *

Support, Three, Full Approval Rights

If an approver isn't selected, your booking could be cancelled automatically when the approval deadline is reached. Approval will be required again if bookings such as car and hotel are added to the trip. If there is no selected approver, the entire trip could be cancelled automatically.

Change approver selection

Continue

Note 1: If you have more than one approver added select the dropdown arrow to choose a different approver (if required) before selecting **Continue**.

Approver Selection

Your booking has already been created by the vendor. To finish the booking in Cytric, select your Trip Approver and click 'Continue'.

Approval

Approval Deadline: Tuesday, 22 OCT 24 21:58 (AEDT)

Supervisor

Select approver(s) *

Support, Three, Full Approval Rights

Support, One, Full Approval Rights

Support, Three, Full Approval Rights

Change approver selection

Continue

Note 2: If you only have one approver in your selection this approver will be the default approver for the next booking created for you

Subsequent Booking

- On the **Approver Selection** screen, the Approver you previously selected will default, for all future bookings. You only need to select **Change approver selection** if a different approver is required.

Approver Selection

Your booking has already been created by the vendor. To finish the booking in Cytric, select your Trip Approver and click 'Continue'.

Approval

Approval Deadline: Friday, 25 OCT 24 21:58 (AEDT)

Supervisor

Select approver(s)

Support, One, Full Approval Rights

If an approver isn't selected, your booking could be cancelled automatically when the approval deadline is reached. Approval will be required again if bookings such as car and hotel are added to the trip. If there is no selected approver, the entire trip could be cancelled automatically.

Change approver selection

Continue

- If you had selected multiple approvers to be added during the initial booking flow, they will all appear for selection for any subsequent bookings after clicking the dropdown arrow.

Approver Selection

Your booking has already been created by the vendor. To finish the booking in Cytric, select your Trip Approver and click 'Continue'.

Approval

Approval Deadline: Friday, 25 OCT 24 21:58 (AEDT)

Supervisor

Select approver(s) *

Support, One, Full Approval Rights

▼

Support, One, Full Approval Rights

Support, Three, Full Approval Rights

Support, Two, Full Approval Rights

Change approver selection

Continue

Approval Booking Screen

After selecting **Continue** the booking will then display. **Note:** The status of the booking appears at the top of the screen highlighting the trip is awaiting approval.

Trip to **Sydney** — Confirmed

22MAY25 — 23MAY25

[Other information details](#)

+ Add to trip ▼

Cancel trip

T Traveller, Trent

Waiting for approval

Total trip price: **\$884.50**

[Show price summary](#)

📄 ⌛ 🖨️ ✉️

CONFIRMED

OUT OF POLICY

22MAY25

✈️

QANTAS

06:00 - 07:25

Qantas Airways - 402

MEL → SYD

1h 25m

No stops

Booking code

60HJZN

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

Selected fare: ECONOMY FLEX • Economy

[See more details](#)

CONFIRMED

22MAY25 — 23MAY25

🚗

Hertz

07:25

Kingsford Smith
KEITH SMITH AVENUE / MASCOT

17:15

Same as pick-up

2 days

Booking code

60HJZN

Provider Reference

L0124176141

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

Selected car: Hybrid Fullsize 4-5 Door, e.g. Toyota Camry Hybrid (FDAH)

CONFIRMED

22MAY25 — 23MAY25

🏨

Mantra Sydney Central

★★★★★

438 Sussex Street, 2000 Sydney, NS, Australia

Tel: +61292844500 Fax: +61292801411

sydneycentral.res@mantra.com.au

1 night

Booking code

60HJZN

Provider Reference

CTM000203341

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

CONFIRMED

OUT OF POLICY

23MAY25

✈️

QANTAS

17:15 - 18:50

Qantas Airways - 473

SYD → MEL

1h 35m

No stops

Booking code

60HJZN

[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: **\$884.50**

[Show price details](#)

Approval Status

- Select **Waiting for approval** link to view the approver (Three Support) the trip was sent to and when the booking needs to be approved by. In addition, if the wrong approver was selected during the booking process or if you found the approver you selected is on leave you can select a different approver by selecting **Request a different approver** link.

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

Trip approval

✕

Approval deadline:

23OCT24 21:58 (GMT+11:00)

Supervisor

WAITING FOR APPROVAL

Approver:

Three Support (qbtonline@qbt.travel) - Full Approval Rights

Approval trigger type:

Approval by business units
Approval by booking type

[Request a different approver](#)

Requesting a Different Approver

- If **Request a different approver** link is selected you will be taken back to the Approver Selection screen to choose another approver then click **Continue** to complete the approver selection process. An email will be generated to the Approver to approve/reject the trip.

The approval was requested by the following approvers:

Support, Three (qbtonline@qbt.travel), Full Approval Rights (current)

Select approver(s) *

Support, One, Full Approval Rights

▼

Support, One, Full Approval Rights

Support, Three, Full Approval Rights

Change approver selection

Continue

- Click on **Waiting for approval** to see the updated approver (One Support) that was selected for this booking.

Approval deadline:

23OCT24 21:58 (GMT+11:00)

Supervisor

WAITING FOR APPROVAL

Approver:

One Support (qbtonline@qbt.travel) - Full Approval Rights

Approval trigger type:

Approval by business units
Approval by booking type

[Request a different approver](#)

An email is generated to the approver to action the request. The approver can approve the trip via email or by logging on to cytric.

Approving/Rejecting Trip via Email

- The approver is notified via email that a booking awaits their approval. The complete itinerary and total cost for the trip will be included in the email.

Request for Approval - Trent Traveller - 22MAY25 - SYD, KEITH SMITH AVENUE / MASCOT, Mantra Sydney Central, MEL - 60HJZN

DEMOLearning <do_not_reply@travelctm.com>
To: QBT Online Team

Destination: Kingsford Smith (SYD), Kingsford Smith, Sydney, NS, Australia - SYD, 2000 Sydney, NS, Australia, Tullamarine (MEL)
Travel Dates: 22MAY25 - 23MAY25
Trip Purpose: NON Executive
Total Price: 884.50 AUD

Wed 16/10/2024 12:36 PM

Reply Reply All Forward

Trip Summary

Segment #	Type	Travel Date	Destination	Time Periods	Requested Service	Status	Technical stops	Total	Reason Code
1		22MAY25	Melbourne(MEL) - Sydney(SYD)	06:00 - 07:25	QF 402 Economy Class	Confirmed		522.26	Require flexibility to change booking
2		22MAY25	Sydney, Australia - Sydney, Australia	22MAY25 - 23MAY25	Hertz (FDAH)	Confirmed		192.24	-
3		22MAY25	Sydney	1 Night	Mantra Sydney Central Single Occupancy Breakfast not included	Confirmed		170.00	-
4		23MAY25	Sydney(SYD) - Melbourne(MEL)	17:15 - 18:50	QF 473 Economy Class	Confirmed			Included in segment #1
								Total Price: AUD 884.50	

- Scroll to the end of the email then select the respective link to either **Reject Trip** or **Approve Trip**. Lost Savings for Air/Car/Hotel will also be highlighted in the email

Lowest fare total in-policy Matrix Display service class:

84.00 AUD per Person

Thursday, 22May2025

Tullamarine, Melbourne, VI, Australia - MEL

Kingsford Smith, Sydney, NS, Australia - SYD

07:30 Melbourne VI, AU - Tullamarine (MEL)
JQ Jetstar 502
Seats available in: Economy (Y10), Flight Duration: 1hr. 30min. Stop 0

09:00 Sydney NS, AU - Kingsford Smith (SYD)

104.00 AUD per Person

Friday, 23May2025

Kingsford Smith, Sydney, NS, Australia - SYD

Tullamarine, Melbourne, VI, Australia - MEL

14:40 Sydney NS, AU - Kingsford Smith (SYD)
JQ Jetstar 519
Seats available in: Economy (Y10), Flight Duration: 1hr. 35min. Stop 0

16:15 Melbourne VI, AU - Tullamarine (MEL)

Lost savings for this car hire:

38.67 AUD

Lost savings for this hotel booking:

38.18 AUD

Approving/Rejecting Trip within cytric

When the Approver logs on to cytric they will see an additional link labelled **Trip Approvals**. The orange alert icon highlights there are trips awaiting their approval.

- Select **Trip Approvals** link to review trips awaiting approval.

My Trips Travel Management System Three Support

Trip Approvals Services

ctm

On the next screen, the list of options will display which will be bookings awaiting approval and bookings already approved or rejected by the nominated approver. There is also a note highlighting the booking must be approved by the ticketing deadline, if not approved the bookings will be automatically cancelled by the system.

Trip Approval

Bookings may require approval by you as Trip Approver. Some bookings may be cancelled automatically when no approval is given.

Booking requests waiting for your approval

Approved booking requests

Rejected booking requests

[Back](#)

- Select **Booking requests waiting for your approval**

Trip Approval

Bookings may require approval by you as Trip Approver. Some bookings may be cancelled automatically when no approval is given.

Booking requests waiting for your approval

- The list of trips will be displayed. Select the **Trip Request** link for the booking you wish to view



Departure date: 22MAY25

Booking Code: 6OHJZN

Booked for: Trent Traveller

Fare: 170.00 AUD (CTMSS-WOO-Rate Inc Room Only-Min Stay 1) Studio Queen Studio - ATK - Studio Room
Mantra Sydney Central, 2000 Sydney, NS, Australia




[Trip Request](#)

- The complete booking will display with a summary version of the trip at the top of the screen along with the option to **Approve** or **Reject Trip**

Trip Approval

Approval:

 The trip request is pending approval

Approval Deadline: **Wednesday, 23OCT24 21:58 (AEDT)**
Approver: Three Support (qbtonline@qbt.travel), Full Approval Rights (current); One Support (qbtonline@qbt.travel), Full Approval Rights (forwarded); Three Support (qbtonline@qbt.travel), Full Approval Rights (forwarded)
Reason to trigger the approval: Approval by business units; Approval by booking type

Approve Trip

Rejection:

Reason for Rejection:





Select

Reason for Rejection:

Reject Trip


Trip Requests (to be approved)

The following trip requests have been forwarded to you for approval:

Approval:	
	<p>The trip request is pending approval</p> <p>Approval Deadline: Wednesday, 23OCT24 21:58 (AEDT) Approver: Three Support (qbtonline@qbt.travel), Full Approval Rights (current); One Support (qbtonline@qbt.travel), Full Approval Rights (forwarded); Three Support (qbtonline@qbt.travel), Full Approval Rights (forwarded) Reason to trigger the approval: Approval by business units; Approval by booking type</p>
	<p>Departure date: 22MAY25 Booking Code: 6OHJZN</p> <hr/> <p>Booked for: Trent Traveller</p> <p>Fare: 522.26 AUD</p> <p>Tullamarine, Melbourne, VI, Australia - MEL → Kingsford Smith, Sydney, NS, Australia - SYD Kingsford Smith, Sydney, NS, Australia - SYD → Tullamarine, Melbourne, VI, Australia - MEL</p>
	<p>Departure date: 22MAY25 Booking Code: 6OHJZN</p> <hr/> <p>Booked for: Trent Traveller</p> <p>Fare: 192.24 AUD</p> <p>Hertz - KEITH SMITH AVENUE / MASCOT</p>
	<p>Departure date: 22MAY25 Booking Code: 6OHJZN</p> <hr/> <p>Booked for: Trent Traveller</p> <p>Fare: 170.00 AUD (CTMSS-WOO-Rate Inc Room Only-Min Stay 1) Studio Queen Studio - ATK - Studio Room Mantra Sydney Central, 2000 Sydney, NS, Australia</p>
Trip Request	

Approving a Trip

- Select **Approve Trip**

Approval:	
	<p>The trip request is pending approval</p> <p>Approval Deadline: Wednesday, 23OCT24 21:58 (AEDT) Approver: Three Support (qbtonline@qbt.travel), Full Approval Rights (current); One Support (qbtonline@qbt.travel), Full Approval Rights (forwarded); Three Support (qbtonline@qbt.travel), Full Approval Rights (forwarded) Reason to trigger the approval: Approval by business units; Approval by booking type</p>

Approve Trip

- The booking status is then **Approved**, and an email is generated to the Approver advising the action taken. If there were flights in the itinerary, the booking is then queued to be ticketed by the ticketing deadline.

Trip Approval

The trip was approved

Approval:



The trip request was approved.

Approved at: **Wednesday, 16OCT24 14:34 (AEDT)**

Approver: Three Support (qbtonline@qbt.travel), Full Approval Rights (approved); One Support (qbtonline@qbt.travel), Full Approval Rights (forwarded); Three Support (qbtonline@qbt.travel), Full Approval Rights (forwarded); Three Support (qbtonline@qbt.travel)(notified for approval)

Reason to trigger the approval: Approval by business units; Approval by booking type

Rejecting a Trip

- If a booking is to be rejected, firstly select a reason from the list of options provided in addition to any further comments before selecting **Reject Trip** option. The approver can also add a reason for rejecting the trip.

Rejection:

Reason for Rejection:

Trip is not compliant with Travel Policy



Reason for Rejection:

Reject Trip

- Once the trip is rejected the booking status will be updated to **rejected** and the booking will be automatically cancelled by the system

Trip Approval

The trip was rejected

Any travel documents already issued for this trip must be returned to your travel agency to process a refund.

Approval:



The trip request was rejected by the approver.

Rejected at: **Wednesday, 16OCT24 14:44 (AEDT)**


Reason for Rejection: **Trip is not compliant with Travel Policy**


Approver: Three Support (qbtonline@qbt.travel), Full Approval Rights (current)

Reason to trigger the approval: Approval by booking type

Cancelled
Travel Itinerary

Itinerary

**Wednesday, 07May2025 to Melbourne**

**Amelia O'Training**
QF 670 Economy Class (Y), Airline Reference: 60XBGGM

06:00 Adelaide SA, AU (ADL), Adelaide (ADL), Terminal 1

07:50 Melbourne VI, AU (MEL), Tullamarine (MEL), Terminal 1

Status: Confirmed, Status of the Seat Request: Seat selection is not available for this flight, but it may be available at check-in.

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

Ancillary Services: Inflight Entertainment, Points Accrual, Mileage Accrual

Flight Duration: 1h 20min, Time difference: +0:30, Miles: 396, CO2 Emissions: 67 kg

Booking Code: 60XBGGM, Booking Date: 16OCT24, Cancellation Date: 16OCT24
Out-of-Policy Reason Code: Approval or entitlement to travel at a higher fare class

Approved Trip Status in cytric

After the trip has been approved when the booker retrieves the booking in cytric, the status will show Approved

[← Back](#)

[Share in MS Teams](#)

Trip to **Sydney** — Confirmed

22MAY25 — 23MAY25

[Other information details](#)

Approved

Total trip price: **\$884.50**

[Show price summary](#)

[+ Add to trip](#)

[Cancel trip](#)

[Print](#) [Email](#)

T Traveller, Trent

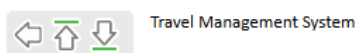
Fallback Approver/Special Approver

A **Special Approver** does not receive a notification email advising a booking requires approval, they are able to approve trips at any time by logging on to cytric. Fallback Approvers need to know the traveller's Amadeus booking reference number (EG: 6VZLJ2) to view trips to then approve/reject them.

- Once logged on to cytric a **Special Approver** selects the **Management** link.



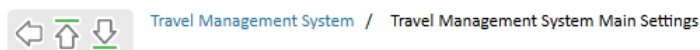
- Select **Travel Management System Main Settings** link



Travel Management System

[Travel Management System Main Settings](#)

- Select **Approval Systems**.



Travel Management System Main Settings

[Approval Systems](#)

[Back](#)

- Select **Grant Special Approval** link



Approval Systems

[Grant Special Approval](#)

- Enter the Amadeus booking reference number for the trip that needs to be approved, then select **Continue**.



Grant Special Approval

Enter Booking Code: *

6VZLJ2

Continue

- The options to **Approve/Reject Trip** display for selection. Action the booking accordingly.

Trip Approval

Approval:



The trip request is pending approval

Approval Deadline: **Tuesday, 05NOV24 21:58 (AEDT)**

Approver: One Support (qbtonline@qbt.travel), Full Approval Rights (current)

Reason to trigger the approval: Approval by booking type

Approve Trip

Rejection:

Reason for Rejection:

Select

Reason for Rejection:

Reject Trip

Segment #	Type	Travel Date	Destination	Time Periods	Requested Service	Status	Total
1		29NOV24	Melbourne(MEL) - Sydney(SYD)	06:00 - 07:25	QF 402 Economy	Confirmed	261.13
Total price of the complete trip in AUD:							261.13

Hints and Tips

- If flights, accommodation and car hire are added during the initial booking flow, only one approval email will be generated to the approver.
- For Multiple traveller bookings, one approver can be selected. If different approvers are required, individual bookings will need to be created.
- Guest Traveller bookings will take on the approvers in the travel arrangers' home community.
- An email will be generated to the Approver when a modification is made to the booking. **EG:** Originally flight-only booking and later adding accommodation, an email will be generated to the approver to approve/reject the booking. **Note:** If the booking is not approved the **whole trip** will be automatically cancelled by the system.
- Lowest available fare and lost savings are included in the email generated to the approver to assist with approving/rejecting trips.
- If you have added approvers during the booking process in cytric and the CTM Portal profile is updated and saved, the list of selected approvers in the cytric profile will be removed.