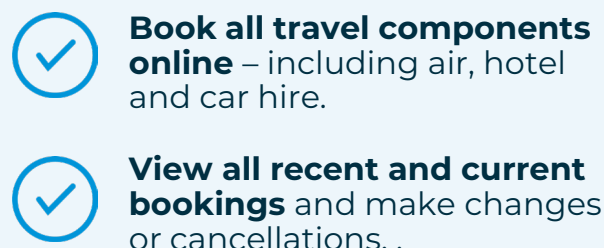


Make a booking via your online booking tool



Positioned at the very top of the CTM Portal homepage, this tile links directly to WoAG's existing online booking tool Cytric.

Access to this tool is subject to each Entity's requirements and permissions.



June 2025									July 2025																					
22	23	24	25	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE

Manage traveller profiles and payment details



Profile Management

[Access your traveller profile](#)



Easily search for travellers within your Entity according to your user access level permissions.

Access to this tool is subject to each Entity's requirements and permissions.

Travellers

Create User

Company	<input type="text"/>	Customer ID	<input type="text"/>
Community	<input type="text"/>	Email	<input type="text"/>
Surname	<input type="text"/>	Role	<input type="text"/>
		Expired Elements	<input type="text"/>

Reset fields

Search

[illegible]

Invoices

Access your travel invoices for easy reconciliation



Invoices

View and manage travel invoices



The 'Invoices' tile in CTM Portal links through to CTM's invoicing system.

You can access all invoices from 12 December 2022 by searching for the booking number, invoice date and so on. You can save and print your invoices directly from here.



Find travel documents quickly -

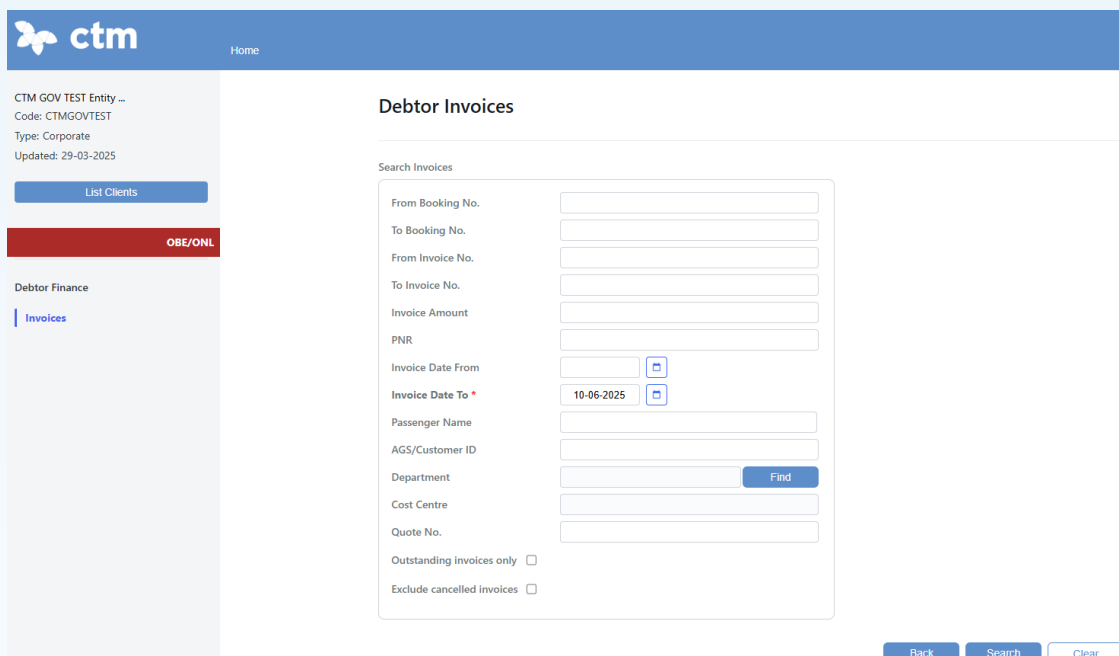
Print or download invoices, hotel chargeback confirmations and itineraries at any time.



Flexible Search Fields – Find

invoices by Invoice amount, PNR, AGS and traveller name.

Access to this tool is subject to each Entity's requirements and permissions.



The screenshot shows the CTM Portal interface. The top navigation bar includes the CTM logo and a 'Home' link. The left sidebar displays the user's role as 'CTM GOV TEST Entity ...' with code 'CTMGOVTEST', type 'Corporate', and an update date of '29-03-2025'. Below this, there are links for 'List Clients', 'OBE/ONL', and 'Debtor Finance'. The 'Invoices' link under 'Debtor Finance' is highlighted. The main content area is titled 'Debtor Invoices' and contains a 'Search Invoices' form. The form includes fields for 'From Booking No.', 'To Booking No.', 'From Invoice No.', 'To Invoice No.', 'Invoice Amount', 'PNR', 'Invoice Date From', 'Invoice Date To' (with a calendar icon), 'Passenger Name', 'AGS/Customer ID', 'Department', 'Cost Centre', and 'Quote No.'. There are also checkboxes for 'Outstanding invoices only' and 'Exclude cancelled invoices'. A 'Find' button is located at the bottom right of the form. At the very bottom of the page, there are 'Back', 'Search', and 'Clear' buttons.

CTM Data

Make more informed travel decisions with better reporting insights

CTM Data enables selected users to access and dissect complex travel data at the click of a button.

Accessed via the CTM Portal homepage, CTM Data includes a suite of standard reports, plus additional insights such as wellbeing data and travel benchmarking against other WoAG Entities.

CTM Data houses data from FY18/19 onwards.



Data Hub

Analyse your company travel data



Faster and more intuitive reports – on-demand access to all your travel data across a full range of travel spend and behaviour metrics.



Deep dive – dynamic filtering options allow you to drill down on your data to see the specific details of spend.

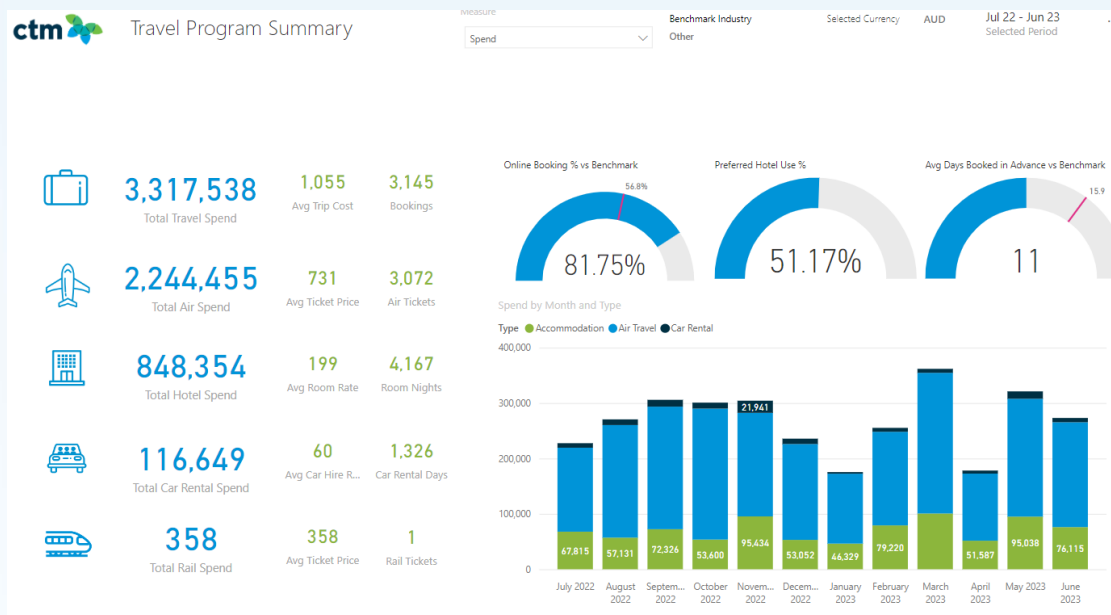


Digestible data – choose to view summarised dashboard insights or detailed customised reports.



Complete visibility of your travel spend with consolidated data from multiple sources – including benchmarking data within WoAG.

Access to this tool is subject to each Entity's requirements and permissions.



Track requests and issues

Log an issue or technical request with CTM's dedicated support team

You can submit support requests online in the CTM Support Hub via the 'Log Service Ticket' tile. Select from a variety of categories to best classify your issue or request.

Receive real-time ticket monitoring and a unique ticket number for your query. Each ticket will be assigned a status that allows requestors to track their ticket.

Converse with CTM support teams in an auditable environment that maximises workflow efficiency.

Access to this tool is subject to each Entity's requirements and permissions.



Log Service Ticket

Track travel requests and issues



Service and Booking Support – submit any feedback regarding CTM service or make a booking related query.



Online support – request support for Cytric or CTM Portal.



Finance and reporting – submit any finance or reporting query.



CTM Support – submit a request for any other support you need.



CTM Support Hub / WoAG Support



WoAG Support

Welcome! You can raise a request for CTM Support using the options provided.

 **Contact us about**

Service and Booking Support

Service Complaint, Service Compliment, Booking Support



Online Support

Cytric - Online Booking Tool Support, CTM Portal Support



Finance and Reporting

Finance Query, Reporting Query



CTM Support

External Supplier Feedback, Other questions



Notification banner

Instant notifications keeping Entities updated

CTM's instant notifications allows CTM to announce our latest product changes, new features, bug fixes, supplier news and more.

When a user logs into the Portal, they will be notified of any new messages by a red number on the alarm bell icon in the top right-hand corner of the screen.

Notifications will be categorised based on the type of information being shared.

Categories include **New** (new technology releases), **Coming Soon** (to be launched), **Announcement** (system maintenance), **Supplier News** (supplier updates), **Availability Update** (supplier availability).

Access to this tool is subject to each Entity's requirements and permissions.



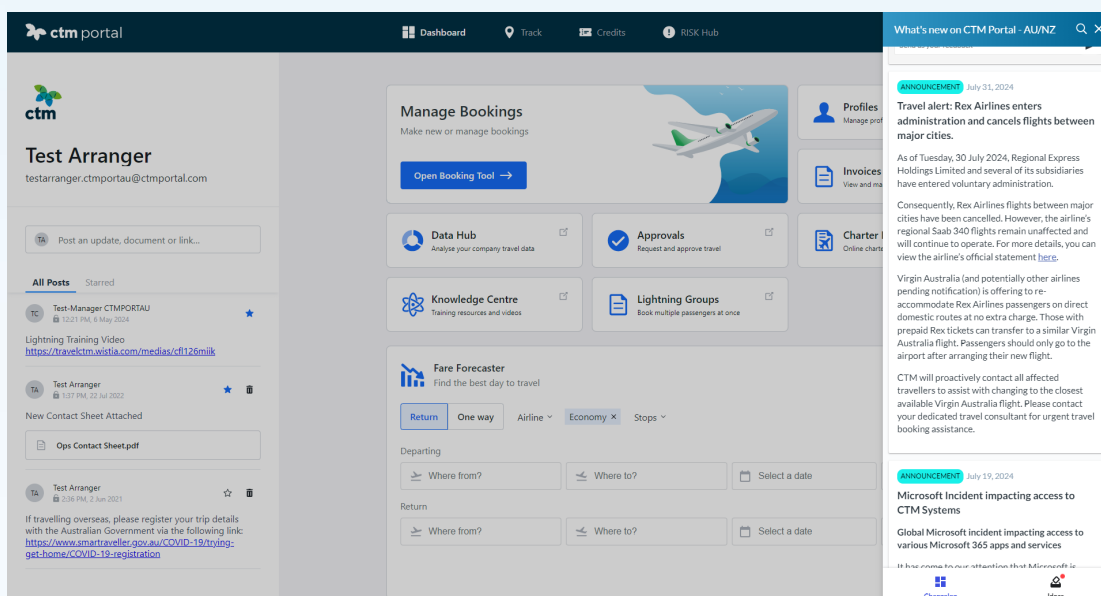
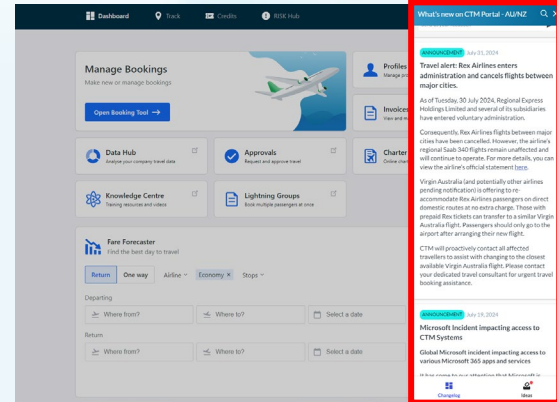
Real-time alerts - that deliver timely and relevant information



Consistent approach to communication and training for CTM Portal users.



Access to useful resources including videos, images and documents for newly released features.



Visa information

Official visa advice for specific passport holders



Visa Information
Visa and travel requirements



The Visa Information' tile directly links users to the Australian Government's Visalink information page.



Reliable travel advice specific to Australian regular, Official and Diplomatic passport holders.

This tool supports Entity travel bookers by providing up-to-date, accurate information to assist in the planning of upcoming international trips

Access to this tool is subject to each Entity's requirements and permissions.



The screenshot shows the Australian Government's 'Government Travel' portal. On the left is a navigation menu with links for 'Visa's & TPN's', 'Passport Issuance', 'Full Access Manual', 'Limited Access Manual', 'About Us', 'FAQ', and 'Contact Us'. Below this is a 'TRACK YOUR VISA APPLICATION' button. The main content area is titled 'APPLY FOR A TRAVEL VISA AND / OR THIRD PERSON NOTE (TPN):'. It features five numbered steps, each with a dropdown menu: 1. DEPARTMENT (Which department are you travelling on behalf of?), 2. RESIDENCE (Which is your nearest capital city?), 3. DESTINATION (Which country are you planning to travel to?), 4. SERVICE TYPE (TPN and visa service), and 5. PASSENGERS (How many passengers will be travelling?).

Quote request form

Request a quote for international travel



Quote Request Form

Offline international quote



When needing to request an international travel quote, you can use the Quote Request Form through CTM Portal. By completing all the sections in the form, we ensure that all travel logistics are booked correctly for each individual team member travelling.

The form allows for multi-sector bookings with up to four flight, two hotel and two car segments.



Increased compliance – by requiring a quote request prior to booking.



Direct enquiry routing – your request will be sent directly to your dedicated travel team.



Quick turnaround – by completing the required fields, CTM is able to provide an accurate quote quickly, and book immediately after approval is received.

Access to this tool is subject to each Entity's requirements and permissions.

Travel Quote & Booking Request Form - WoAG

To ensure that all travel logistics are booked correctly for each individual team member travelling, please complete the below details. All sections are required to be completed in order to create your travel itinerary or booking.

Please ensure you have gained the relevant Approval and confirmed the travel dates prior to requesting a CTM quote.

Fields marked with an * are required

Today's Date

10/06/2025

Travel Booker Name *

Debtor

CTMGOVTEST

Travel Booker Phone

CTM Travel Team Email

international@travelctm.com

CTM Scout

YOUR AI-POWERED TRAVEL ASSISTANT

CTM Scout is an intuitive AI-powered travel assistant that enables Entities to check or cancel their travel plans quickly, or live chat directly to a CTM consultant easily and efficiently within the CTM Portal.

With Scout, users can use the "Check my booking" feature to check details about their booking and have the option to issue the ticket instantly.



Easily check your booking details and issue your ticket straight away



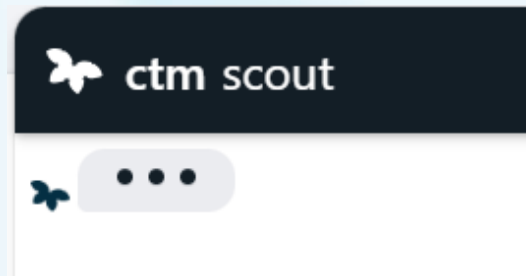
Cancel existing trips within seconds and action a refund or place the value into credit



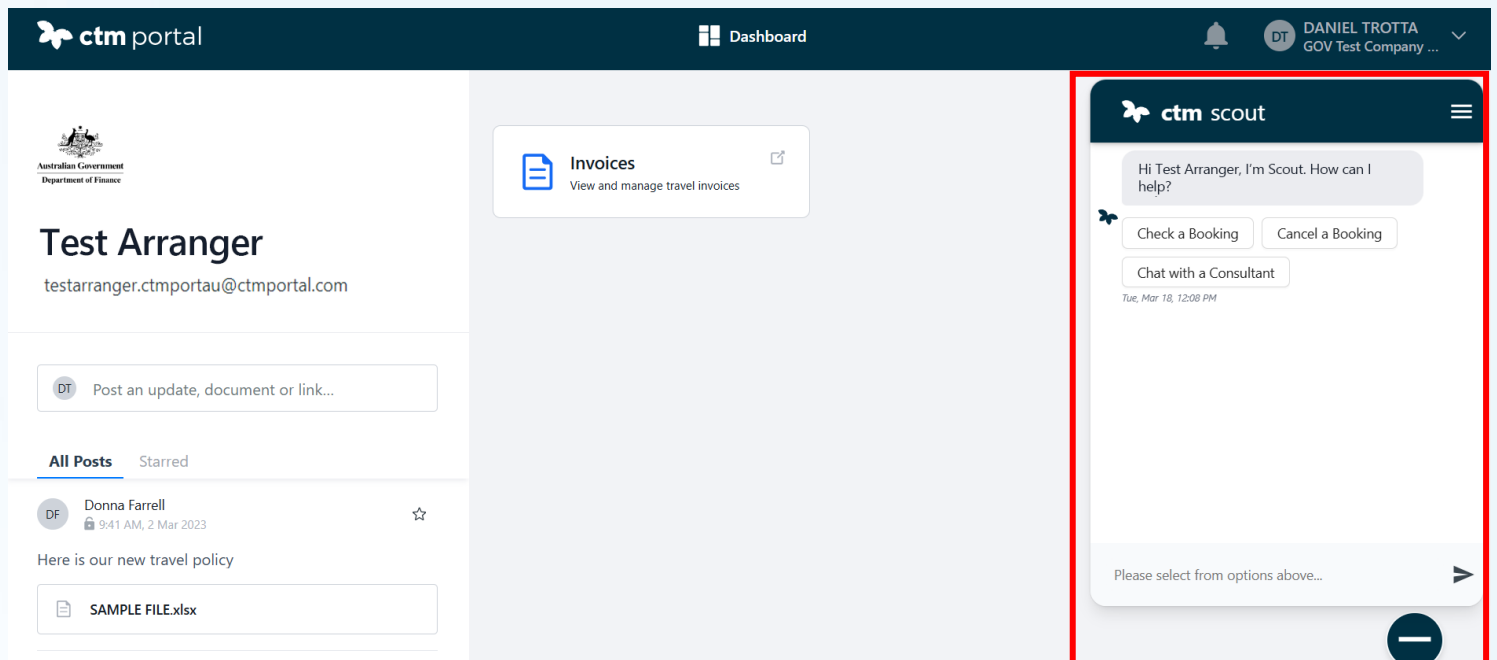
Get your questions answered quickly with links to Frequently Asked Questions



Chat live with a CTM consultant for booking related queries.



Access to this tool is subject to each Entity's requirements and permissions.



The screenshot shows the CTM Portal dashboard. The top navigation bar includes the CTM logo, a 'Dashboard' link, a notification bell, and a user profile for 'DANIEL TROTTA' from 'GOV Test Company ...'. The main content area is divided into three sections: a left sidebar with the 'Test Arranger' profile, a central 'Invoices' section, and a right sidebar where the 'CTM Scout' chat window is highlighted with a red border. The chat window displays a greeting from Scout, buttons for 'Check a Booking', 'Cancel a Booking', and 'Chat with a Consultant', a timestamp, and a prompt to select from options above.

Traveller trips & wellbeing scores

A better understanding of your travellers' wellbeing

CTM's Traveller Trips and Wellbeing Score takes the guesswork out of understanding your traveller's wellbeing.

It calculates the impact of overnight trips, time zone changes, last-minute weekend travel and much more to show you which travellers are on the road to burning out or ready to fly.

A Traveller Wellbeing Score (TWS) is then calculated, showing a score between 1-100 based on the last 90 days, and is displayed as a green, amber or red wellbeing heart.



Traveller Trips

Upcoming travel and itineraries



Boost retention – Stop your top employees from underperforming or leaving due to burnout.



Raise wellbeing – Show your travellers that their wellbeing is important with live scoring and recommendations.



Track emissions – Build a travel program that's sustainable for your people and the planet.



Drive compliance - View all connected trip components such as air, hotel and car bookings, to help drive travel program compliance.

Access to this tool is subject to each Entity's requirements.




Traveller Trips

Upcoming travel and itineraries

Traveller	Date ⓘ	Booking No.	Wellbeing ⓘ	Dest	Emissions ⓘ	Booking	
Mary Dunbar	21 Aug	14292974	🟡 🟡 🟡	PER	417kg of CO ₂	✈️	⋮
Jim Day	28 Aug	14125607	🟢 🟢 🟢	PER	492kg of CO ₂	✈️	⋮
Jack Martini	01 Oct	14013030	🟡 🟡 🟡	KTA	472kg of CO ₂	✈️	⋮
Joe Soap	07 Oct	14253615	🟡 🟡 🟡	MEL	85kg of CO ₂	🚗	⋮

Fare Forecaster


Fare Forecaster
 Find the best day to travel

Return
One way
Airline ▾
Economy ✕
Non-stop only ✕

✈ Sydney (Kingsford Smith)... ✕
✈ Melbourne Tullamarine ... ✕
📅 Tue, 01 October 2024
🕒 Any time ▾

Search fares

CTM's fare forecasting technology helps travel bookers quickly search and compare flight prices, enabling better-informed decisions that drive savings to your travel program.

Travel bookers can search for airfares up to 6 months in advance of travel dates and compare the most affordable days to fly to drive cost savings for domestic and international bookings.



Fares represent WoAG rates.



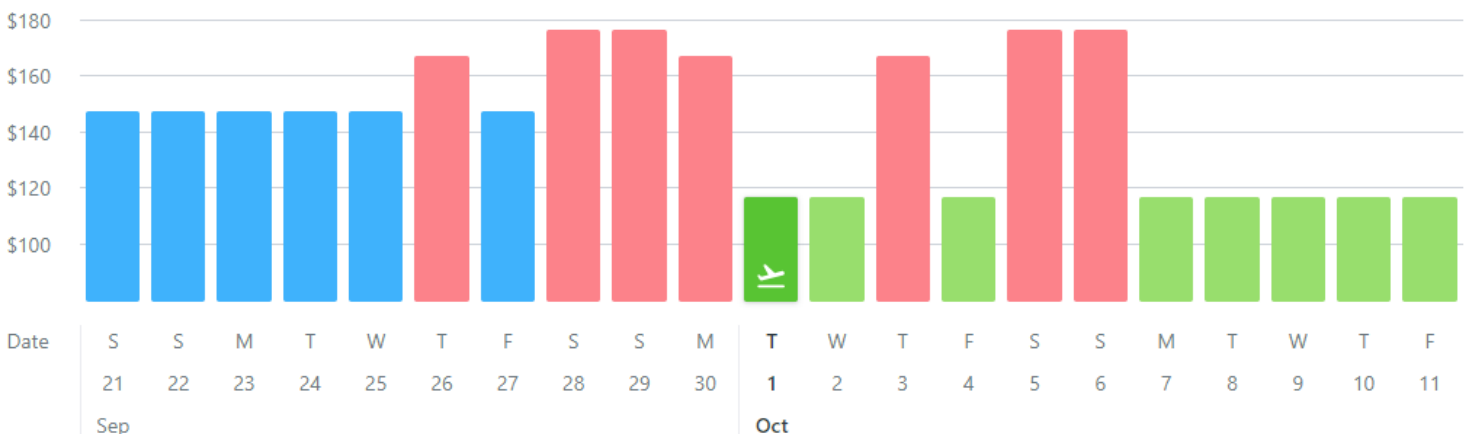
21-day window – See the future with up-to-date flight prices displayed across a 21-day window.



Highs & Lows – Instantly see the days with the highest and lowest fares, with lowest cost flights and dates called out.

Access to this tool is subject to each Entity's requirements and permissions.

Sydney (Kingsford Smith) Airport - Sydney, Australia → Melbourne Tullamarine Airport - Melbourne, Australia



Charter Booking Request

Easily manage your air charters



Charter Bookings

Online charter request form



The Charter Booking Request allows access to the ACS JetPortal where you can gain access to everything you need for your air charter, whenever and wherever you need it. Air Charter Service can arrange charters for larger groups of passengers on a variety of aircraft.

This portal is where you can view detailed quotes including prices, flight times and a range of further details of available aircraft, before accepting your preferred quotation.



Flight Details & Itinerary – gain quick access to any flight details whenever and wherever they are needed.



Share Functionality – JetPortal allows you to share quotes and itineraries with whoever you need at a click of a button.



Access your flight information offline – downloading the app version of JetPortal will allow you to view your flight information offline when necessary.

Access to this tool is subject to each Entity's requirements and set up.

LOGIN


If you have an account, please log in to access all of your benefits:

[Forgot password?](#)

LOG IN


AIR CHARTER SERVICE

Welcome to the ACS JetPortal. Where you can gain access to everything you need for your private jet charter, whenever and wherever you need it.




VIEW AND ACCEPT QUOTES ONLINE

You are able to view detailed quotes including prices, flight times and a range of further details of available aircraft, before accepting your preferred quotation.




FLIGHT DETAILS & ITINERARY

Gain quick access to any flight details whenever and wherever they are needed. Whether it is for directions on the way to the airport, or to check departure times, a quick tap can provide all.



SHARE FUNCTIONALITY

JetPortal allows you to share quotes and itineraries with whomever you need at a click of a button. It also allows decision makers to accept their preferred quotes directly.



ACCESS YOUR FLIGHT INFORMATION OFFLINE

Downloading the app version of JetPortal will allow you to view your flight information offline when necessary.

