Travel management overview.

ABOUT CTM

Established in 1994, Corporate Travel Management (CTM) has grown from a two-person start-up into one of the world's largest and most successful travel management companies.

As your travel management provider, CTM will be responsible for providing travel itineraries for authorized government personnel in line with each individual entities unique travel policies and preferences. General tasks include:

- Reservation completion and quality assurance
- Travel industry alerts and communications
- Travel waiver management
- Frequent traveler adherence
- Emergency afterhours support

Today, more than ever before, businesses seek to partner with a travel management company that has the vision and capability to take what's complex and make it simple. When you work with CTM, you get just that; no bureaucratic decision-making, just fast and effective solutions delivered by an experienced and empowered team.

That's the CTM experience - a refreshingly simple, fuss-free approach to travel management.

FUSS-FREE APPROACH
to travel management.

AGENT SERVICES

CTM provides professional travel agents with an average of 20 years' experience in corporate, government and international travel. Each agent has extensive knowledge of productivity technologies, offers exemplary customer service, and exceeds customer expectations every day. CTM agents offer a broad understanding of federal regulations regarding travel arrangements and documentation, including the ability to translate travel policies with cost-effectiveness.

- On-site travel agent(s)—including equipment and software—may be provided, where required
- Schedule, book, and ticketing air transportation, rail, rental car, motor coach, busses and hotel reservations
- Access to state-contracted, discounted airfares and city pairs
- Integration of GDS and non-GDS/non-ARC carriers and the data within the booking process
- Provision of lowest available rates and fares for all travel reservations
- Lower rate/fare reshopping services
- Assistance with, and reconciliation and resolution of, any problems associated with reservations and tickets
- Additional services, as required, for individual and group travel

Ticket management.

TICKET DISTRIBUTION

CTM will accurately distribute customized e-ticket itineraries and receipts at time of ticketing or booking, and process paper documents when electronic tickets are not available.

Ticket distribution services include at a minimum:

1. A quality control program to ensure reservations are correctly booked and documented.

2. Automated capability to complete pre-trip audits to ensure that the bookings/fares are adjusted to the lowest fare that meets the traveler need.

3. Complete electronic trip itinerary.

4. Compliance with each participating entity's travel policies and trip approval requirements.

5. Documentation of passenger name record with exception documentation, reason codes, and low fare comparison.

6. Communication of booking and other relevant travel information via a mobile application.

UNUSED TICKETS

CTM manages unused ticket inventories and maximizes asset recovery through CTM Banx, our proprietary automated unused ticket tracking software that captures, tracks, monitors and reuses your airline tickets.

With highly configurable logic, CTM Banx evaluates unused ticket rules and deadlines by airline, incorporates award ticket usage and name change availability, all completely based on your corporate hierarchy and travel policies.

CTM automatically alerts travelers of unused, nonrefundable tickets available at the start of the booking process. CTM Banx provides reminders both companywide and at the traveler level at your preferred intervals (e.g. 30 days, 60 days, 90 days). Online systems display credits in the traveler profile as well as via prompts when shopping for travel, and travel advisors have instant visibility to available credits via our CTM Advisor agent desktop solution.

CTM Banx:

- Captures the lifecycle of an exchanged ticket to enable tracking of unused tickets usage, value and if they were used as a name change to recover potential loss

- Performs quality checks at the time of ticketing to ensure available credits are used, and applies reason codes if a credit was not applied

- Records unused credits in the traveler profile and prompt their use in the traditional and online booking processes

- Creates reporting to ensure transparency and compliance

Program **outreach** and **management**.

To build and maintain a great relationship, we must regularly communicate with you about the performance of your travel program. As such, CTM will conduct an account review that provides a comprehensive evaluation of your program's performance. Your dedicated account manager will present a strategic account review that includes a thorough analysis of your travel bookings, traveler safety and satisfaction, and cost control measures. This review will also identify new opportunities for growth and improvement, and help us work together to achieve your goals and objectives in managing your travel program.

Some of the topics the account review will cover includes:

- Spend details

- Benchmarking

- Return on investment

- Service level reporting

- Cost avoidance and savings

- Annual business plans

- Trend analyses

- Actionable goals

- Next steps

To best keep you well informed, we recommend annual account reviews occur at least annually; however, these can be scheduled at intervals that fit your needs and requirements.

collaboration
toward success.

Hotel and **lodging** services.

HOTEL SOLICITATION

CTM will complete a solicitation process for recruiting and onboarding lodging providers, and management of the hotel directory. This process includes using a system to send out room rate agreements and a central communication push to notify hotels of the opportunity.

HOTEL PAYMENTS

A plan is maintained to mitigate lodging provider's unique payment needs if the room is pre-paid by someone other than the traveler. For instance, the need for a third-party credit card authorization form or direct bill account.

FACILITIES/HOTELS WITH MEETING ROOMS

For facilities/hotels that have meeting room capabilities, CTM will in booking a meeting space.

HOTEL RATE MANAGEMENT

Hotel information and rates are available on the booking tool system, including at a minimum:

1. GSA-Per-diem rate showing on each booking as the first option for Travelers.

2. Seasonal per-diem rates and periods (if applicable).

3. Year-round per-diem rates are preferred.

4. Flexible rates and discounted rates for local hotel/motel tax room availability.

Travel **technologies.**

CTM can offer options for plug-and-play integration with your travel program. Travel technology solutions available include online booking systems, mobile applications, user portal, and robust management and administration tools

CTM PORTAL

CTM Portal is an online resource that acts as your gateway to your suite of travel tools for managing every aspect of the travel program—from identifying travel restrictions and health requirements to undertaking risk assessments, approving and booking trips, and managing profiles and itineraries. A single sign-on platform, CTM Portal offers an intuitive and highly customized interface, fully accessible on any PC, mobile device, or tablet.
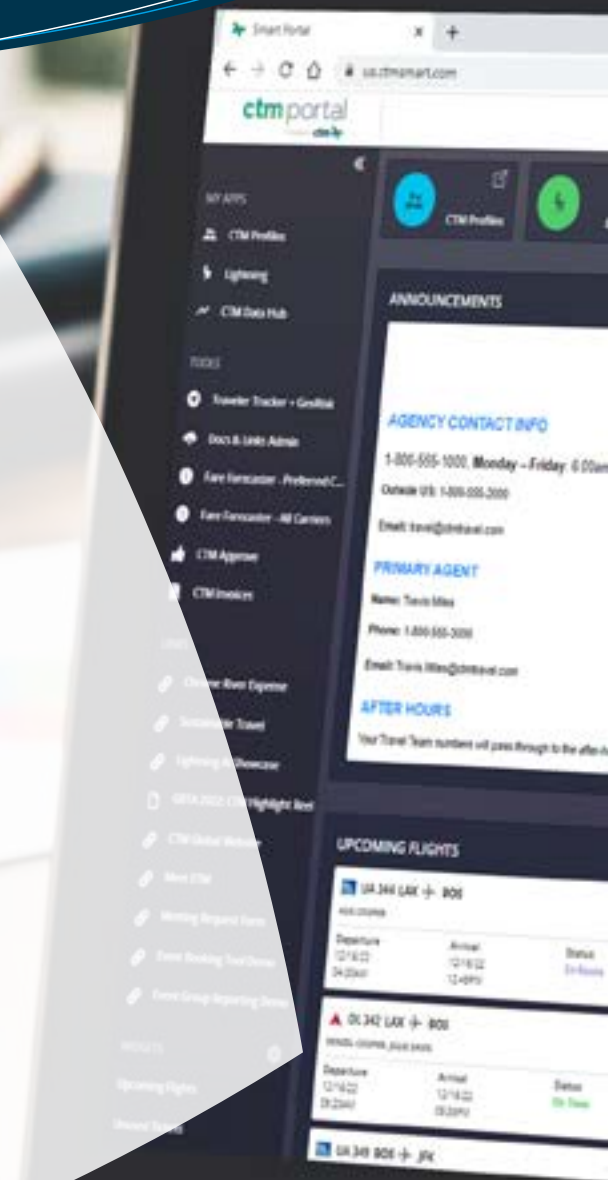
ONLINE BOOKING TOOLS

CTM is agnostic to market providers and partners with all major online booking systems; this includes Concur Travel, Deem, and GetThere. We also offer a proprietary tool, Lightning which was built by CTM's award-winning US Tech Hub, and brings superior policy compliance capabilities, delivering a deeply immersive and engaging booking experience in a highly intuitive and user-friendly interface.

CTM **Portal.**

Access all your trip management tools in one place, anytime and anywhere. The CTM Portal is your team's central resource for managing every aspect of the travel program; identifying travel restrictions and health requirements, undertaking risk assessment, trip approvals, bookings, profile management, itinerary management, reporting, sustainability and more. Simple, intuitive and configurable to the end user's needs, the CTM Portal provides maximum control, accessibility and efficiency for your travel team.

Within our CTM Portal, we include the following widgets that will make things easier for your travelers:

- **Fare Forecaster** — A powerful and efficient tool for budget planning. Travelers and travel arrangers can search for airfares up to 11.5 months before travel dates to compare the most affordable days to fly and estimate flight costs, avoiding unforeseen events or holidays that might trigger premium prices

- **Risk Hub** — This global trip planning tool gives travel program managers and travel arrangers complete visibility of country-level travel advice and critical information to enable efficient, effective and responsible travel planning, while supporting traveler confidence.

- **Traveler Tracker** — CTM Traveler Tracker pinpoints your travelers on an interactive global map by date range, country or risk level.

Lightning.

Lightning is CTM's award-winning proprietary online booking tool designed for global companies that want savings, efficiency, and compliance with an engaging, user-centric booking experience that will make travelers want to book again and again. Learn how Lightning does travel booking better for air, hotel, car, rail, and black car services.

Lightning is the only booking tool that combines agile development, a sustainability focus, NDC, GDS, and low-cost carrier content plus smart policy controls with the power and speed to help your people book travel in 90 seconds. That's why we call it business travel at the speed of Lightning.

Lightning can recognize a traveler's status so as not to charge eligible travelers for seat upgrades. It can also allow personal forms of payment specifically for seat selections.

Lightning's agile development cycle integrates customer feedback into new feature development to better meet our customer's needs and wants.

Savings

Globally sourced content, including low-cost carriers, lower online fees, and unused ticket management means a better-balanced budget.

Speed

An intuitive, user-friendly interface lets travelers book in as little as 90 seconds, with fewer clicks than other booking tools.

Simplicity

Powerful policy flows, timesaving admin functions, and other customizations are just some ways Lightning simplifies travel programs for success

CTM Data Hub.

Travel reporting will be delivered to monitor activity, measure savings, and drive supplier negotiations. The types of reports most frequently produced are executive summaries, business unit comparisons, supplier compliance reports, unused ticket management reports, days advance purchase reports, and cost per mile reports. We will also share best practice reporting from other client procurement teams to keep you at the forefront for evaluating and managing employee behavior and supplier negotiations.

Dashboards

CTM Data Hub makes it easy for you to make fast decisions with your travel data thanks to intuitive, insightful analytics that tell you where you can save, what needs to change, and where you'll get the most leverage whether you're looking to drive online adoption, advance purchases or policy compliance.

Look Ahead

Travel program needs continue to evolve. That's why CTM Data Hub is not just about what's been spent, where, and by whom, but how your program might perform in the future, how your traveler's well-being is impacted, and the sustainability of your program.

Take Control

Go granular or see the view from the mountain of your data no matter where in the world it was booked and by whom. CTM Data Hub is built to allow you to control your data and contains all the filtering and segmentation you need to get to the heart of the data, no matter what information you are seeking.

The reports you want to see will be delivered, at your preferred intervals. Broadcast reports, or push reports, are aligned to your travel data set and sent at your preferred intervals (daily, weekly, monthly, etc.) based on the purpose of the report. For example, exception reporting can be delivered daily to apply immediate behavior modifications within the void window, while summary exception reporting can be delivered monthly to managers for trend analysis. CTM also offers paginated, on-demand reporting for 24/7 self-service with a number of parameter selection fields (e.g., date ranges, departments, exceptions) so you can tailor your reports.

Direct bills.

CTM has eliminated the manual processing of hotel direct billings through a simple, secure and efficient proprietary platform.

Whether you are supporting a corporate central billing process or booking travel on behalf of guests, recruits, or employees who may not have access to a personal or corporate card, CTM can help you streamline the hotel direct bill process.

We have eliminated old-fashioned faxing from the equation and automated a direct communication system that keeps your ghost card and data secure and expedites the direct bill process. CTM's system eliminates security and fraud risk associated with manually processing hotel direct billing requests and third-party authorizations for centrally billed card payments.

- Eliminates manual processing of direct bill forms
- Eliminates manual transfer of credit card information
- Reduces security risk of compromised card data
- Streamlines agent process allowing increased efficiencies
- Streamlines the reporting process for centralized accounts

CTM **implementation** and **training**.

ONBOARDING/TRANSITION

We will work with each entity/state to create a customized approach for implementing all travel services. Generally, CTM uses a phased plan that includes but is not limited to:

- A kickoff meeting, setting milestones and timelines

- Service configuration

- Finance and accounting

- Technology and infrastructure

- Travel management trainings

- Online Booking tools

- Testing, review, and approval by Participating Entity

- Go live date and ongoing support

Assistance will be provided as needed, to any state/entity making changes to their travel programs if needed. CTM will work with the participating state/entity to create a reimplementation plan to accomplish the changes.

TRAINING

Training will be provided at no additional charge that includes:

1. Online booking tool sessions

2. Webinars

3. On-site, video and phone

4. Reporting

5. Online user support

6. Printable user guides/tutorials for travel administrators, travel coordinators, and Authorized Users

7. Presentations including preparation and planning.

Trainings will highlight step-by-step how to make a reservation from start to finish, features and benefits of the booking tool and any other components the participating state/entity has requested. In addition to delivered reports, designated NASPO ValuePoint or Lead State site administrators will receive training on reporting tools so they can retrieve travel spend data whenever the need arises.

Data **security** and business **continuity**.

SECURITY STANDARDS

CTM takes customer data privacy very seriously and has never experienced a breach of customer data. Processes that protect customer privacy are integral parts of our workflow, and CTM has never experienced a breach of customer data or trust. We are PCI-compliant, employing PCI-level standards as the overall IT security framework. We include such processes as firewall/network vulnerability testing; data encryption (storage and transmission); access limitations, including physical access; anti-virus and malware protection; and appropriate employee security policies.

CTM operates under a strict set of policies and standards with quarterly reporting to the board of directors. Our global data warehouse where customer information is stored is ISO 27001-2013 and ISO 9001-2015 certified. In addition to our datacenter, we maintain PCI-DSS-, SOC-2 Type 2-, and GDPR-compliant designations.

DATA PROTECTION

CTM's data protection protocols are constantly in use—while data is in transit and at rest. CTM uses IPsec and its collection of protocols to secure communications via the Internet at the network layer and includes authentication of data sources, data integrity, protection against repeatable attacks, and confidentiality.

Data in transit is always secure—password authentication is used to access the device carrying the information, and data is encoded using full-disk encryption.

Data at rest is secured through multiple layers of data access and encryption technologies. Users provided "least amount" access rights to any CTM system, and we use firewalls equipped with intrusion detection and protection systems that help safeguard data stored on network devices. Additionally, certain PII data elements are encrypted within the database using AES 256 encryption, a symmetric block cipher used to encrypt sensitive data.

Furthermore, all anti-virus software is kept up to date.

BUSINESS CONTINUITY

CTM has a business continuity plan that specifies roles and responsibilities during incidents, covering problems such as various natural disasters, office closures, catastrophic hardware failures, and data breaches. It includes escalation and notification policies as well as business resumption plans and procedures.

Our director of compliance and CIO conduct annual risk review/business impact analysis with each department manager to identify risks, RTO/RPOs, critical vendors, staff, etc. These reviews help define and keep the overall risk assessment program up to date.

CTM has moved key software, hardware, and telecom services to a cloud environment, which is optimum course of action given our wide geographic distribution, desire to scale, and requirement for "always available" services.

Rates.

Service Fee per Transactions	
Full-Service Agent Booking Fee	$18.00
Hotel and Car only agent assisted booking fee	$5.00
Online Booking (unassisted) Fee for CTM's Lightning Tool	$3.00
Online Booking (unassisted) Fee for Certify, Concur and GetThere	$5.00
Online Booking Agent Assisted Fee	$18.00
After Hours Agent Fee	$15.00
Online Direct Connect	$6.00
VPay Client Credit Card (per Hotel Bill via CTM Hotel Bill)	$6.50
CTM Approve	$1.00
One Time Fees	
Human Resources Fee for Concur only (one time set up fee)	$3,000.00
Single Sign On (SSO) for Concur only (one time set up charge)	$1,500.00
Included Services and Technologies	
CTM Portal - Implementation and Maintenance	$0.00
Lightning – Implementation and Maintenance	$0.00
CTM Tracker and Risk and Alerts	$0.00
CTM Forecaster	$0.00
CTM Data Hub	$0.00
CTM Hotel Bill Implementation (automated billing application)	$0.00
Standard Account Management Services	$0.00
CTM Banx (unused ticket tracking)	$0.00

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for more information