



# Travel Booking

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## PROFILE USER GUIDE



FINANCE  
PROCUREMENT SERVICES  
UNIVERSITY OF MICHIGAN

Collegiate Travel Planners (CTP) is part of the CTM Group of global travel businesses.



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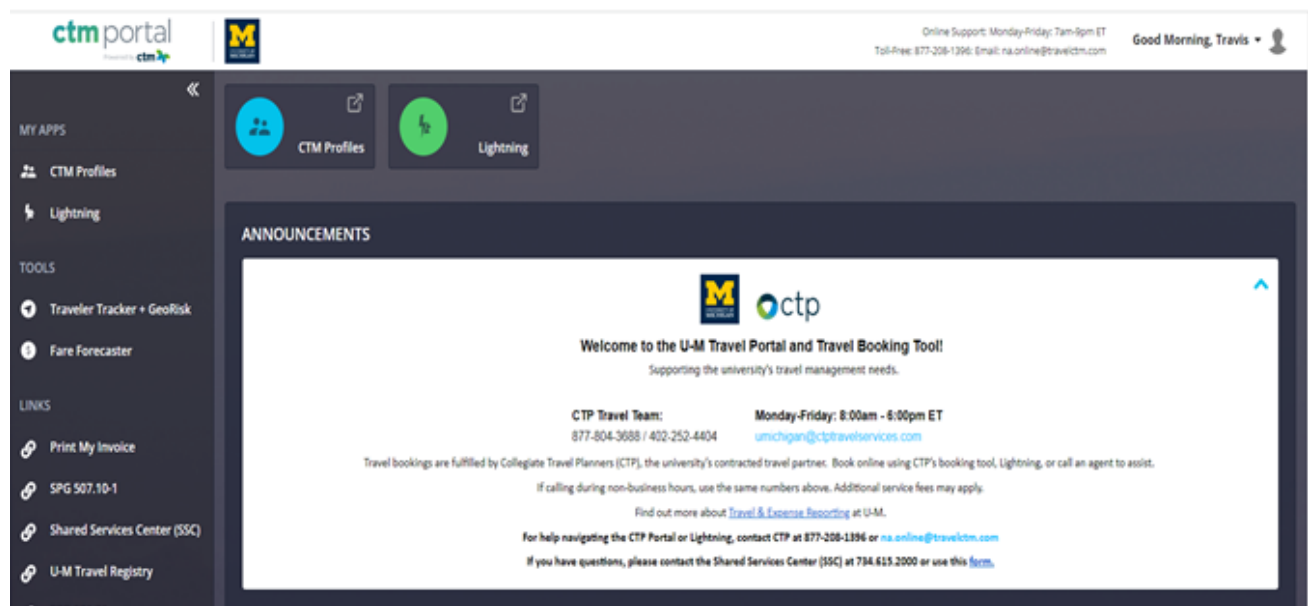
# OVERVIEW

Collegiate Travel Planners (CTP) is part of the CTM Group of global travel businesses. In this guide and throughout their tools, you will see both the CTP and CTM acronym.

This guide will assist you with your initial login and setting up your profile.


# GETTING STARTED

To access the your profile, click on the CTM Profiles app on the Portal home page.



# UPDATING YOUR PROFILE

- Your name, email, phone number, gender, and date of birth will be pre-populated and non-changeable.
- **You must enter a mobile number and save before you can book.**

Welcome Jeanette Frost 

Travellers Companies My agency My profile Info Logout

Manage travellers

Jeanette Frost

### Publishing

Elysium	Last published at 11:03:44 AM on Nov 9, 2022, result was: OK
Profile no.	00000JHCHJ.FROST@umich.edu
CTH Australia	Last published at 11:03:44 AM on Nov 9, 2022, result was: OK
Profile no.	5ab7e2c-5977-466b-a301-a78104bba024
Sabre	Last published at 11:03:42 AM on Nov 9, 2022, result was: OK
Profile no.	FROST/JEANETTE

### General

Company	UNIVERSITY OF MICHIGAN
Gender	Female
Title	-
Legal First name	Jeanette
Legal Middle name	R
Legal Last name	Frost
Suffix (Jr, Sr, III)	-
Date of birth	02/25/2000
Citizenship	United States
Language	English (United States)
Phone business	734-615-4577

### Preferences

Seat Request	Window
Meal Request	-
Frequent flyer	
Airline	Delta
Number	6679573482
Add new	
Hotel guarantee	Hotel Program
	CA / 547899262340005
Hotel chain	Hilton (all) (EH)
Customer number	258647965
Add new	
Guarantee rental car	Car Program
	CA / 547899262340005
Company	Select a rental company
Customer number	Customer number
Add new	

### Rail information

Form of Payment	-
Seat	-
Card	-
Number	Number
Expiration	Expiration
Collect points	<input checked="" type="checkbox"/>
Class	-
Valid from station	
Valid to station	
Add new	

### Travel documents

Passports	
Nationality	Nationality
Passport no.	Passport no.
Issue date	Issue date
Issue date	

# FILLING OUT YOUR PROFILE

## CREDIT CARDS

In the “General” section, add your credit card information.

The screenshot shows a form titled "Credit cards" with the following fields:

- Card type: A dropdown menu with a hyphen "-" and a red "X" delete icon.
- Creditcard no.: A text input field.
- Expiration: A text input field with the placeholder "Expiration".
- Remark: A text input field with the placeholder "Remark".
- Name on Card: A text input field with the placeholder "Name on Card".

Below the fields is an "Add new" button.

- Click on “Add new” to add alternate credit cards.
- The credit card can be selected in the “Preferences” section to be used for hotel or car guarantee.
- Click the red “X” to delete a credit card.
- The rest of the fields below the credit card section do not need to be filled out.

This is a close-up of the "Card type" field from the "Credit cards" section. It shows a dropdown menu with a hyphen "-" and a red "X" delete icon.

## PREFERENCES

This section is where you can select airline seat and meal preferences, airline frequent flyer numbers, hotel and car loyalty numbers and credit cards to use as for reservations.

### Preferences

The screenshot shows a 'Preferences' section with several categories:

- Seat Request:** A dropdown menu currently set to 'Window'. Below it is a note: "We do our best to accommodate requests but cannot guarantee them."
- Meal Request:** A dropdown menu currently set to '-'. Below it is an "Add new" link.
- Frequent flyer:** A sub-section containing:
  - Airline:** A dropdown menu set to "Select a carrier". Below it is a text input field for "Number" and an "Add new" link.
  - Hotel Program:** A dropdown menu set to '-'.
  - Hotel chain:** A dropdown menu set to "Select a hotel chain". Below it is a text input field for "Customer number" and an "Add new" link.
  - Car Program:** A dropdown menu set to '-'.
- Company:** A dropdown menu set to "Select a rental company". Below it is a text input field for "Customer number" and an "Add new" link.

Each vendor type (airline, car, hotel) has its own section under its respective "Preferences" sections.

You can add more loyalty numbers by clicking on "Add new" below each section.

If you need to remove a membership number, simply click on the red "X" next to the company/chain name

This close-up shows the 'Hotel chain' dropdown menu with the text "Select a hotel chain" and a red 'X' icon to the right, indicating a removal option.

## ADMINISTRATION

This is where you can add travel arrangers who can book on your behalf. Do not remove yourself as an arranger or you will not be able to book travel. To remove an arranger you've added, click the red 'X' next to their name

### Administration

**Arranger / Assistant**

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Arranger / Assistant

Primary Arranger

[Add new](#)

## RAIL INFORMATION

You can add frequent traveler numbers, select a credit card, and store your seat preference for all rail travel.

### Rail information

Seat

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Card

Number

Expiration

Collect points

Class

Valid from station

Valid to station

[Add new](#)

## TRAVEL DOCUMENTS

Your passport, visa, and identification information can be added to this section.

**Travel documents**

**Passport(s)**

Nationality

Passport no.

Issue date

Issue place

Issue country

Expires

Primary Passport

[Add new](#)

**Visa Information**

Country

Number

Issue date

Expires

Entry type  ▼

Linked passport  ▼

[Add new](#)

**Identification cards**

Country

Number

Issue date

Expires

[Add new](#)

In the case of dual citizenship, you can add alternate passports; please ensure you select one as your “Primary Passport”.

You can add any visas, and driver’s licenses, or other government-issued identification.

Please note the section below is for a redress number (if applicable), and a known traveler/pre-check number.

Redress Number

Known Traveler Number



## TRAVELER SPECIFIC

Fill out emergency contact information. This is for the agents and is not shared.

## HOME AND WORK ADDRESS

It is optional to fill out your home and work address. This is for the agents and is not shared.

## EMPLOYMENT INFORMATION

Department information, employee id, and job title will be populated and cannot be updated.

## TRAVELER CAR, HOTEL OR AIR PREFERENCES SECTIONS

These three sections are optional and will be used by the agents when booking and some preferences are used in the online booking tool. Most options are drop down, but where there is free-form text, you may add information for the agents.

### Traveler Car Preferences

Rental Car Size Preferences (5CV)	1Don't Care
Rental Car Transmission Preferences (5CV)	Automatic
Car Rental Preferences - GPS	No
Rental Car Smoking Preferences	Don't Care
Car Ski Rack (5CV)	No-Ski Rack
Car Preferences 1 (5CV/PREF-)	Car Preferences 1 (5CV/PREF-)
Car Preferences 2 (5CV/PREF-)	Car Preferences 2 (5CV/PREF-)
Car Preferences 3 (5CV/PREF-)	Car Preferences 3 (5CV/PREF-)
Car Preferences 4 (5CV/PREF-)	Car Preferences 4 (5CV/PREF-)
Car Preferences 5 (5CV/PREF-)	Car Preferences 5 (5CV/PREF-)
Car Preferences 6 (5CV/PREF-)	Car Preferences 6 (5CV/PREF-)
Car Other Preferences 2 (5CV)	Car Other Preferences 2 (5CV)
Car Other Preferences 3 (5CV)	Car Other Preferences 3 (5CV)
Car Other Preferences 4 (5CV)	Car Other Preferences 4 (5CV)
Car Other Preferences 5 (5CV)	Car Other Preferences 5 (5CV)
Car Other Preferences 6 (5CV)	Car Other Preferences 6 (5CV)
Limo Preferences 1 (5LV)	Limo Preferences 1 (5LV)
Limo Preferences 2 (5LV)	Limo Preferences 2 (5LV)
Limo Preferences 3 (5LV)	Limo Preferences 3 (5LV)
Limo Preferences 4 (5LV)	Limo Preferences 4 (5LV)

### Traveler Hotel Preference

Hotel Smoking Preference (5HV)	Don't Care
AAA Number (5HYAAA-)	No
Senior/AARP (5HYAARP-)	No
Government (5HYGOV-)	No
Military (5HYMIL-)	No
Hotel Preferences 1 (5HY/PREF-)	Hotel Preferences 1 (5HY/PREF-)
Hotel Preferences 2 (5HY/PREF-)	Hotel Preferences 2 (5HY/PREF-)
Hotel Preferences 3 (5HY/PREF-)	Hotel Preferences 3 (5HY/PREF-)
Hotel Preference 4 (5HV)	Hotel Preference 4 (5HV)
Hotel Preference 5 (5HV)	Hotel Preference 5 (5HV)

### Traveler Air Preferences

Traveler Air Preference Seat Section	-
Travel Air Preferences 7 (055V)	Travel Air Preferences 7 (055V)
Travel Air Preferences 8 (055V)	Travel Air Preferences 8 (055V)
Travel Air Preferences 9 (055V)	Travel Air Preferences 9 (055V)
Seat Preference 1 (055V)	Seat Preference 1 (055V)
Seat Preference 2 (055V)	Seat Preference 2 (055V)
Medical Alerts (055V)	Medical Alerts (055V)
Accessibility Needs- Wheelchair access (055V)	No
Accessibility Needs- Blind accessible (055V)	No

# SPECIAL NOTES & CONSIDERATIONS

- You should fill out your profile as completely as possible.
- Any changes/updates will only be applied to future reservations.
- CTM Profile will time out after a few minutes of inactivity.

## AGENCY CONTACT

For additional assistance completing your profile, please contact CTP at:

**Phone:** 1-877-208-1396

**Email:** [na\\_online@travelctm.com](mailto:na_online@travelctm.com)