



## Lightning Release Notes

Dear Valued Client

Welcome to the August Lightning release. As part of our commitment to continuous improvement, we are constantly developing and enhancing our technology and services along with listening to feedback from you, our important customers.

We are delighted to share some new functionality and enhancements which will be live and available from **Wednesday 12<sup>th</sup> August 2020**.

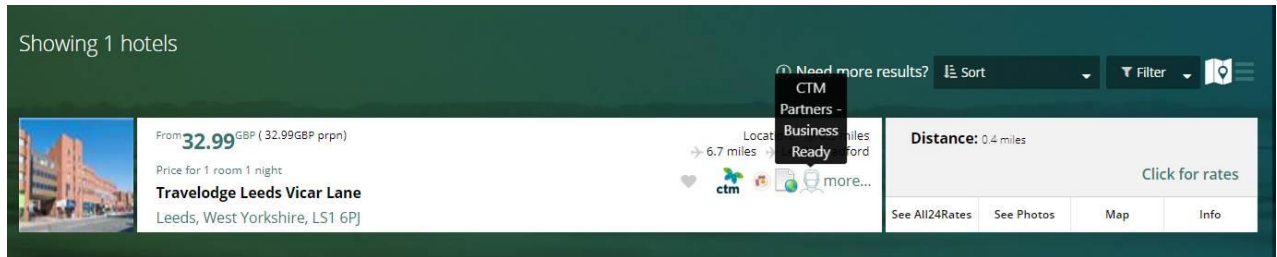
We would be grateful if you could share with this update with your bookers and travellers and if you have any feedback or suggestions, please do get in touch with your CTM Client Manager, or our Business Support team at [North.BSU@travelctm.com](mailto:North.BSU@travelctm.com)



## New Features/Enhancements

### Hotel Cleanliness – Business Ready tag

A new tag has been created and added to hotels that have provided details of additional measures that they have implemented for health and safety, to demonstrate they are Covid ready. Additional measures that the hotel has implemented are clearly visible once the icon is selected as seen below;



Once selected, the following detail will appear, providing bookers with additional information to help when making their selection.

CTM PARTNERS

### Business Ready

This hotel has introduced several measures to ensure the safety and wellbeing of both their guests and employees.

**These measures cover:**

- Enhanced cleaning protocols throughout the hotel
- Enforced social distancing practices
- PPE where relevant
- Amended food and beverage offering



## Route-happy – Enhancement to show additional Flight Information

When the booker is on the flight results page, if a user selects 'show details' new COVID-19 safety measures and services that are offered by the relevant airline on that service will now display on screen.

The screenshot shows the 'Fare Details' section for flight BA304. At the top right is a 'Show Details' link. The flight is operated by British Airways. Two key features are highlighted: 'Greater travel flexibility' (allowing destination and date changes until 31 Aug 2020) and 'Coronavirus Travel Information' (prompting contact detail updates). The flight route is London Heathrow (LHR) to Paris - Charles de Gaulle (CDG) on Tuesday 6 October 2020, with a duration of 1h 15m. The flight is operated by British Airways Equipment: 321. The departure time is 7:20 AM and the arrival time is 9:35 AM. The fare class is Economy with a CO2 footprint of 6.922 Kg. A red box highlights a set of icons: a warning sign, a crossed-out 'X', another warning sign, a wheelchair icon with '30"', and a third warning sign.

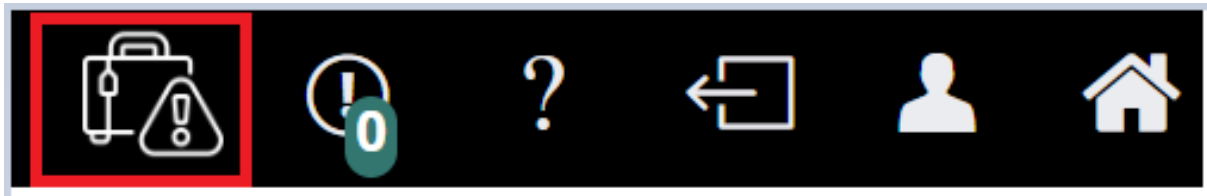
## Announcements – Keeping bookers up to date with the latest information

When a booker conducts a search, a new announcements box will appear. This contains a hyperlink that clicks through to the most up to date information from airlines, hotels and train operators.

The screenshot shows a dark green 'Hotel News' announcement box. It features a 'Clear All' link in the top right corner. The main text reads: 'For information on how suppliers are working in relation to Covid-19, please visit the following link. -click here'. A white 'X' icon is located in the top right corner of the announcement box.

## IATA COVID-19 Travel Regulation icon

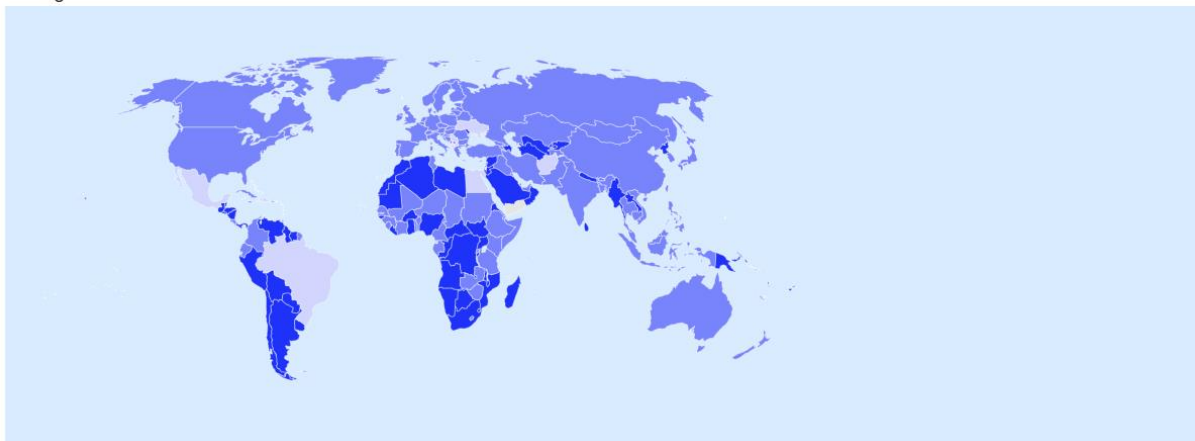
The addition of a further icon has been added which now takes bookers to a dedicated IATA information page. Once on this page bookers will see a map of the world, which indicates the most up to date travel restrictions that are in place. Simply click the suitcase icon below;







Once selected, the map will be displayed.

## COVID-19 Travel Regulations Map\* (powered by Timatic)

11 August 2020 08:45:06 UTC



-  Totally Restrictive
-  Partially Restrictive
-  Not Restrictive
-  Latest updates currently under review

## Use Travellers Policy functionality.

Enhancements have been made to the 'Use Travellers Policy' functionality, which now provides the ability to override the booking policy.

This enhancement will allow the bookers to invoke their company users booking policy settings, if the user has had 'override booking policy' set, as can be seen below;

Add travellers for this itinerary ⓘ

Email  Surname ⓘ  Employee No.

Bear, Vernon × Add Me

Use traveller's policy + Add A Guest Traveller

## 'My Bookings'

Users who view their bookings within 'My Bookings' will now be able to view the cost centre information that has been entered to complete the booking as can be seen below;

**Booking Summary: 14629378**

<b>Lead Traveller</b> Not Live GB_ 22 Oct 2020 - 23 Oct 2020	<b>REQUESTED BY:</b> Mr Not N. Live <b>DATE OF BOOKING:</b> Monday, 10 August 2020 at 12:18:03 <b>TRAVELLER(S):</b> 1 <b>PNR:</b> 14629378	<b>Trip Total</b> Accommodation GBP <b>33.00</b> 33.00
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**JURYS INN BRADFORD** **33.00 GBP**  
2 Thornton Road, Bradford, West Yorkshire BD1 2DH Fetching status

<b>CHECK-IN:</b> 22 Oct 2020	<b>CHECK-OUT:</b> 23 Oct 2020
<b>NIGHTS</b> 1	<b>ROOM TYPE</b> Double Room
<b>NO OF ROOMS:</b> 1	
<div style="border: 2px solid red; padding: 5px;"><b>COST CENTERS</b> Agent Booker Name:Erdelyi Agent Fee: Job Name:MI testing Job Number:123456 Reason for Booking:Head Office Meeting Reason for Travel:</div>	

## Multiple passports – The user can choose from a list and fields that will auto fill the information

If a booker has one or more passports saved within their profile, during the booking process the user will be presented with a dropdown to select from, this will then auto fill the fields with the details stored within the user profile