

ONBOARDING FLIGHT PLAN



Check-in

- Meet The CT Crew
- Review goals + policy configurations
- Rollout timeline



Boarding

- Melon walkthrough
- Prep internal Launch + comms
- Change Management + remove friction
- Launch and training plan



Wheels Up!

- Takeoff announcement
- Admin + traveller trainings
- Provide support resources



Cruise Control

- Ongoing support
- Continuous programme improvement
- Annual business travel review

Onboarding Success Manager, Expert Travel Consultant, and Customer Success

Customer Success

