

Declined Credit Cards

CTM is automating communications to support declined credit cards.

This change is scheduled for October 15th, 2024

Credit card declines account for 4-5% of our touched transactions and cause inefficiency and disruption in the booking process. CTM will be automating email communications directly to the traveler when a credit card is declined.

If CTM does not receive updated form of payment before midnight, reservations will be cancelled.

Options to avoid disruption:

- **Provide CTM with a back-up credit card to use**
- **Verify your credit card expiration dates and plan for early renewal.**
- **Company travel policies around timely expense reporting – reimbursement of CTM CC decline fee?**

Beginning January 2025, a credit card decline surcharge will be assessed if CTM has to cancel the reservation.

