

# 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 + traveler trainings
- Provide support resources



## Cruise Control

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

Onboarding Success Manager, Expert Travel Consultant, and Customer Success

Customer Success

