CTM Lightning: Quick Start Guide

Creating Your Password

CTM SMART Portal - Welcome - Message (HTML)

File · **Message** · Help · 💡 Tell me what you want to do

🗑 Delete ▾ | 📧 Archive | 📥 Move ▾ | ↩ Reply | ↩ Reply All | → Forward | 📥 OPEN//Light... ▾ | ✉ Mark Unread | ⊞ ▾

CTM SMART Portal - Welcome

N **noreply@travelctm.com**
To

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

ctm

Welcome to Corporate Travel Management

Now that your company has chosen CTM, you can look forward to a corporate travel experience that is safe, easy and personal. CTM's technology is designed with the user in mind and is a central destination for all your travel requirements.

Your personal login details are:

Username:

Email:

Create your password

Logging in to Lightning via SMART Portal

Login into the CTM SMART Portal page via URL https://us.ctmsmart.com; click on the **CTM Profiles** tile to access your traveler profile. **Prior to booking your first trip in Lightning, please login to CTM Profiles and update your personal and travel information.**
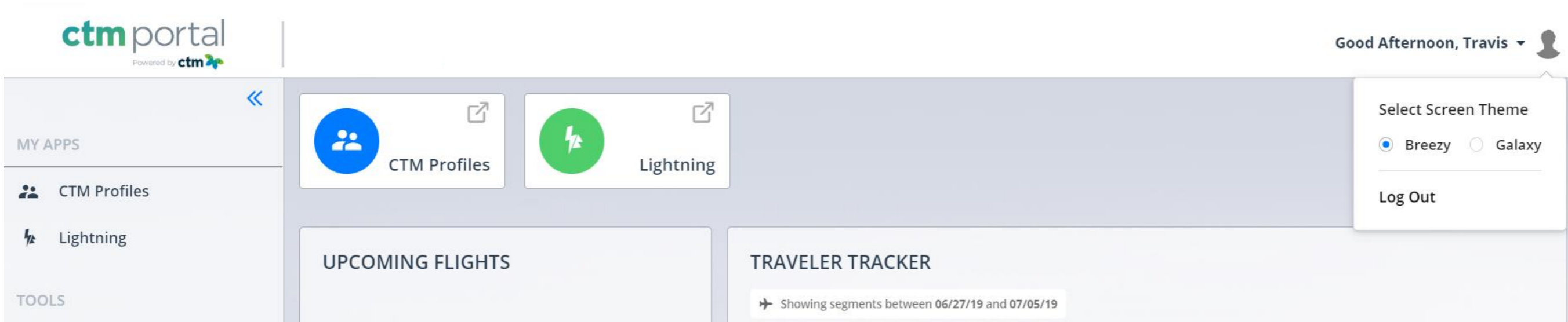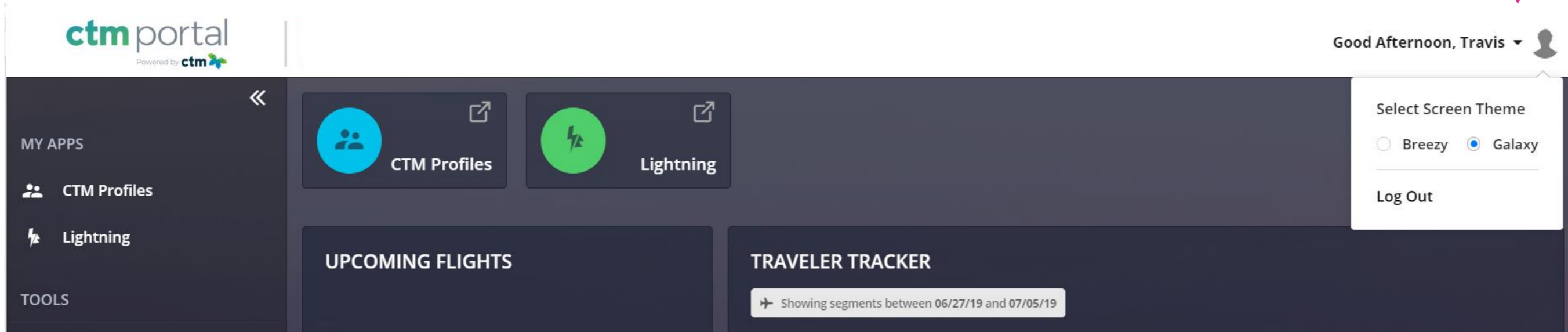
Welcome to Portal

CTM Portal offers two distinctive views to customize your user experience.

- ➤ Galaxy (Default View): Dark Background and White Text
- ➤ Breezy: White Background and Gray Text

To set your background, click the Greeting to see theme options and select your preferred theme.

Traveler Tracker

Travel Arrangers

Traveler Arrangers can search, view, and communicate with travelers from within their company.

➤ To locate a traveler filter by location, traveler name &/or date range.

➤ Travelers are plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.

➤ Traveler Tracker uses a technique called 'clustering' to allows users to view multiple people at the same location at the same time. i.e. Kennedy Airport.

➤ Arrangers can view the traveler's full itinerary details.

➤ Travel date range can be extended up to 30 days before and 30 days after the current date.

NOTE: The default date range list of travelers is the next 7 days.

Travelers

Travelers can search and view their own past date or upcoming travel.

➤ To locate a trip filter by location, &/or date range.

➤ Travel is plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.

➤ Travel date range can be extended up to 30 days before and 30 days after the current date.

NOTE: The default date range list of travelers is the next 7 days.

Traveler Requirements

Travel Requirements are available through the GeoRisk map or via a widget on CTM Portal

Users can access global entry requirements - updated several daily – as well as download official underlying documentation or applications.

Manage your Widgets

Portal's Widget display can be customized to show or hide by default in the dashboard. (Widgets will remain displayed in the navigation menu for user access.)

To set your display preference click the gear next to WIDGETS to see the available toggles.

Additional Widgets

NEWS

ALL   RISK   CTM

Trade unionists to rally in Algiers on 12 June

8 HOURS   RISK

ALGERIA: Trade unionists to rally in Algiers on 12

READ MORE...

Anti-extradition bill protest and general strike to be held on 11-12 June

June 11th   RISK

HONG KONG: Anti-extradition bill protest and

READ MORE...

General strike and protests outside LegCo called on 11-12 June - Update

June 11th   RISK

HONG KONG: General strike and protests outside

READ MORE

WORLD CLOCKS

⊕ **Add New Clock**

05:46 AM
Pacific Time

07:46 AM
Central Time

08:46 AM
Eastern Time

CURRENCY CONVERTER

USD: United States Dollar   10

⇅

EUR: Euro   8.8

0.91
0.90
0.89
0.88
0.87

May 12   May 19   May 26   Jun 02   Jun 09

NEWS

View global news that may impact the upcoming travel. View all news listed by date/time from most recent or filter by RISK or CTM.

RISK: Alerts that have been identified as a potential security or safety hazard.

CTM: Weather alerts or general news that could potentially impact travel.

WORLD CLOCKS

Add clocks in multiple time zones, to help plan arrival and departures, as well as meeting times for calls or events with attendees in various regions.

CURRENCY CONVERTER

Easily view the current currency conversions and recent exchange trends

Company Documents & Links

View customized documents and links that you may find helpful when planning travel.

Some links may require you to be logged in to your corporate intranet to be able to access the content. When selecting a document to view a PDF version will be downloaded and can be saved for offline access.

TOOLS

- $ Fare Forecaster Carrier Grou...
- ➤ Traveler Tracker + GeoRisk
- ☁ Docs & Links Admin
- $ Fare Forecaster Carrier Grou...

LINKS

- 🔗 CTM Invoice Request

ctm

Print My Invoice

Traveler First Name

Traveler Last Name

Search By:
- ⦿ Invoice #
- ◯ Record Locator
- ◯ Ticket / Confirmation #
- ◯ Credit Card Number (last 4 digits)

Show Invoices As:
- ⦿ Single PDF
- ◯ List

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

🖶 Print Invoice

Completing Your Travel Profile
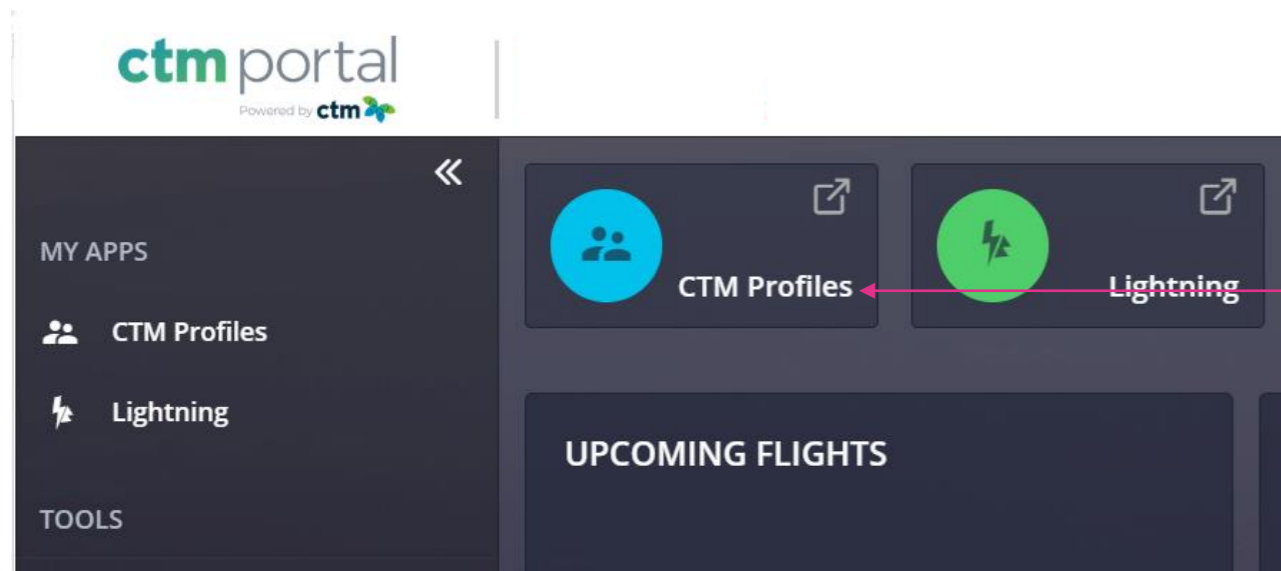
Click the CTM Profile widget to access your personal travel profile.
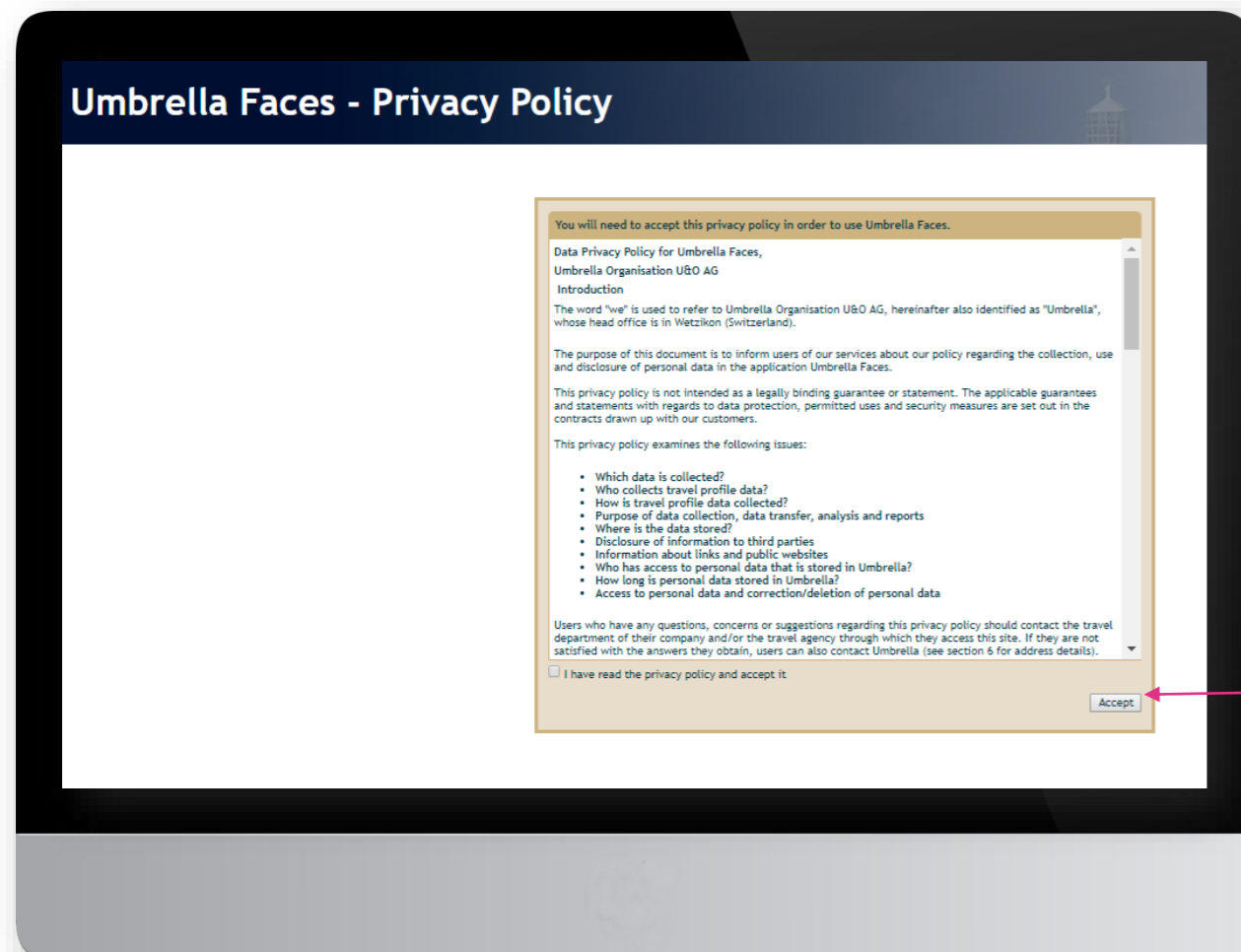
Read and accept the user Privacy Policy to view and update your profile.

(You will only have to accept the policy the first time you login.)

Travel Profile Update

Please review and complete the sections below:

General

Company	USA Client Demo
Gender	Male ▼
Title	- ▼
Legal First name	Travis
Legal Middle name	Demo
Legal Last name	Miles
Suffix (Jr, Sr, III)	- ▼
Date of birth	01/22/1990
Citizenship	United States
Language	English (United States) ▼
Phone business	+1 ▼ 555-555-1212
Phone home	▼
Mobile	+1 ▼ 555-555-1313
E-mail	demo@elliemaeinc.com

Credit cards

Card type	Visa ▼ ✕
Creditcard no.	445070CVAZRJ9259
Expiration	04 / 20
Remark	Air Card
Use as form of payment	☑

Add new

Priority Remarks	Priority Remarks

Travel documents

Passport(s)

Nationality	Nationality 🔍
Passport no.	Passport no.
Issue date	Issue date
Issue place	Issue place
Issue country	Issue country 🔍
Expires	Expires
Primary Passport	☑

Add new

Visa Information

Country	Country 🔍
Number	Number
Issue date	Issue date
Expires	Expires
Entry type	- ▼
Linked passport	- ▼

Add new

Identification cards

Country	Country 🔍
Number	Number
Issue date	Issue date
Expires	Expires

Add new

Known Traveler Number	Known Traveler Number
Redress Number	Redress Number

Preferences

Seat Request	- ▼

We do our best to accommodate requests but cannot guarantee them.

Meal Request	- ▼
Smoker	☐
Web card	- ▼

Frequent flyer

Airline	Select a carrier ▼
Number	Number
PIN	PIN

Add new

Hotel Program

Hotel guarantee	- ▼
Hotel chain	Select a hotel chain ▼
Customer number	Customer number
Customer request	Customer request

Add new

Car Program

Guarantee rental car	- ▼
Company	Select a rental company ▼
Customer number	Customer number
Customer request	Customer request

Add new

Carrier preference (2-letter-code)	Carrier preference (2-letter-code)
Car Type - Vehicle Category	- ▼
Car Type - Body Type	- ▼

Administration

Arranger / Assistance

Arranger / Assistance	Travis Miles 🔍

Add new

Approver

Approver	Approver 🔍

Add new

Emergency Contact

First name	First name
Surname	Surname
E-mail	E-mail
Phone	▼

Employment Information

Employee ID	Employee ID
Cost Center	Cost Center
Department	Department
Job Title	Job Title

Cancel **Save**

BEWARE! Changes apply to new bookings only!

SAVING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

* Please remember to enter your personal IATAN VER # into your profile, this is required for CTM employees when booking business travel.

** When editing the Traveler Profile make sure to click Save, before returning to the Portal and booking in Lightning

*** If the profile requires any updates to an un-Editable field, please email CTM Online Support, for assistance.

**** After the Traveler Profile has been reviewed and updated, as needed please close the CTM Profile browser tab to return to the CTM SMART Portal.

***** To book travel click the **Lightning** tab to open the online booking tool.

Booking Travel

Select **New Booking**

Tick **Flight, Hotel,** and **Car** at the top of the screen as required and add the travelers, destination and times.

If applicable, enter 'Purpose of Trip' from the drop-down menu.

Click **Search**

Flights: Availability

Sort Options:

Most Direct	•O
Cheapest	$
Shortest	O
Earliest Departure	↗
Earliest Arrival	↘
Carbon Footprint	🌿

X Clear filters

Price (USD)
0   6,691

Airlines
Select options...   +

Departure Time
12:00 am   11:59 pm

Stops
☐ Nonstop   ☐ 1 stop
☐ 2 stops   ☐ 3 stops

Arrival Time
12:00 am   11:59 pm

Cancel   Apply

Flights can be filtered by time of day,
or the entire day can be displayed.

All	✈ 12AM - 12PM	☀ 12PM - 7PM	☾ 7PM - 12AM		⇅ Sort ▼	▼ Filter ▼	View cheapest fares

All prices shown in USD ⓘ

				Economy No Baggage	Economy Restricted	Economy Flexi	Premium Economy	Business	First
▲	DEN 7:00 am	2h, 25m Nonstop	LAX 8:25 am	Basic Economy 💺 9+ **68**USD 1 fare only	Main Cabin 💺 9+ **88**USD 1 fare only	Main Cabin Flexi 💺 9+ **367**USD 1 fare only	Delta Comfort+ 💺 9+ **117**USD 1 fare only	N/A	First Class 💺 8 **220**USD + 1 other fare
DELTA · DL1540							❤ Preferred		Show trip details & all 6 fares ▼
	DEN 7:00 am	2h, 46m Nonstop	LAX 8:46 am	N/A	Main Cabin 💺 2 **173**USD 1 fare only	Main Cabin Flexible 💺 9+ **364**USD 1 fare only	N/A	Flagship Business 💺 7 **235**USD + 1 other fare	N/A
AMERICAN AIRLINES · AA6061							⤜ 92% on time		Show trip details & all 4 fares ▼

*A pop-up box may appear if an out of policy fare is chosen. A reason for the out of policy fare selected needs to be nominated before continuing.

Flights: Expanded View

Show trip details & all 6 fares ▼

		Economy No Baggage	Economy Restricted	Economy Flexi	Premium Economy	Business	First
		Basic Economy 🛋 9+	Main Cabin 🛋 9+	Main Cabin Flexi 🛋 9+	Delta Comfort+ 🛋 9+		First Class 🛋 8
▲	DEN **7:00** am 2h, 25m Nonstop LAX **8:25** am	**68**USD 1 fare only	**88**USD 1 fare only	**367**USD 1 fare only	**117**USD 1 fare only	N/A	**220**USD + 1 other fare

DELTA • DL1540   ❤ Preferred   Collapse ▲

All Fares	**Trip Details**	**Seat Map** (View Only)

Click **Seat Map** to *view* available seats. (Seat selections will be available after flight selection.)

6 fares found for this journey

No Baggage 1 fare in total	**No Baggage** Basic Economy	🛋 9+ seats remaining Refund and full fare conditions	**68.20**	Add to cart
Restricted 1 fare in total	**Semi Restricted** Main Cabin	🛋 9+ seats remaining Refund and full fare conditions	**88.20**	Add to cart
Flexi 1 fare in total	**Flexi** Main Cabin Flexi	🛋 9+ seats remaining Refund and full fare conditions	**367.20**	Add to cart
Premium Economy 1 fare in total	**Premium Economy** Delta Comfort+	🛋 9+ seats remaining Refund and full fare conditions	**117.20**	Add to cart
First 2 fares in total	**First Class**	🛋 8 seats remaining Refund and full fare conditions	**220.20**	Add to cart
	First Flexi First Flexi	🛋 9+ seats remaining Refund and full fare conditions	**466.21**	Add to cart

Click **Add to Cart** to select flight and fare

Flights: Cart

The flights selected will appear in the itinerary summary on the right-hand side of the page.

The shopping cart will update the total price of the flights, hotel and car selected.

Once a flight has been selected, all other flight options will disappear.

To re-display the other flights options, click the trash can icon for that flight.
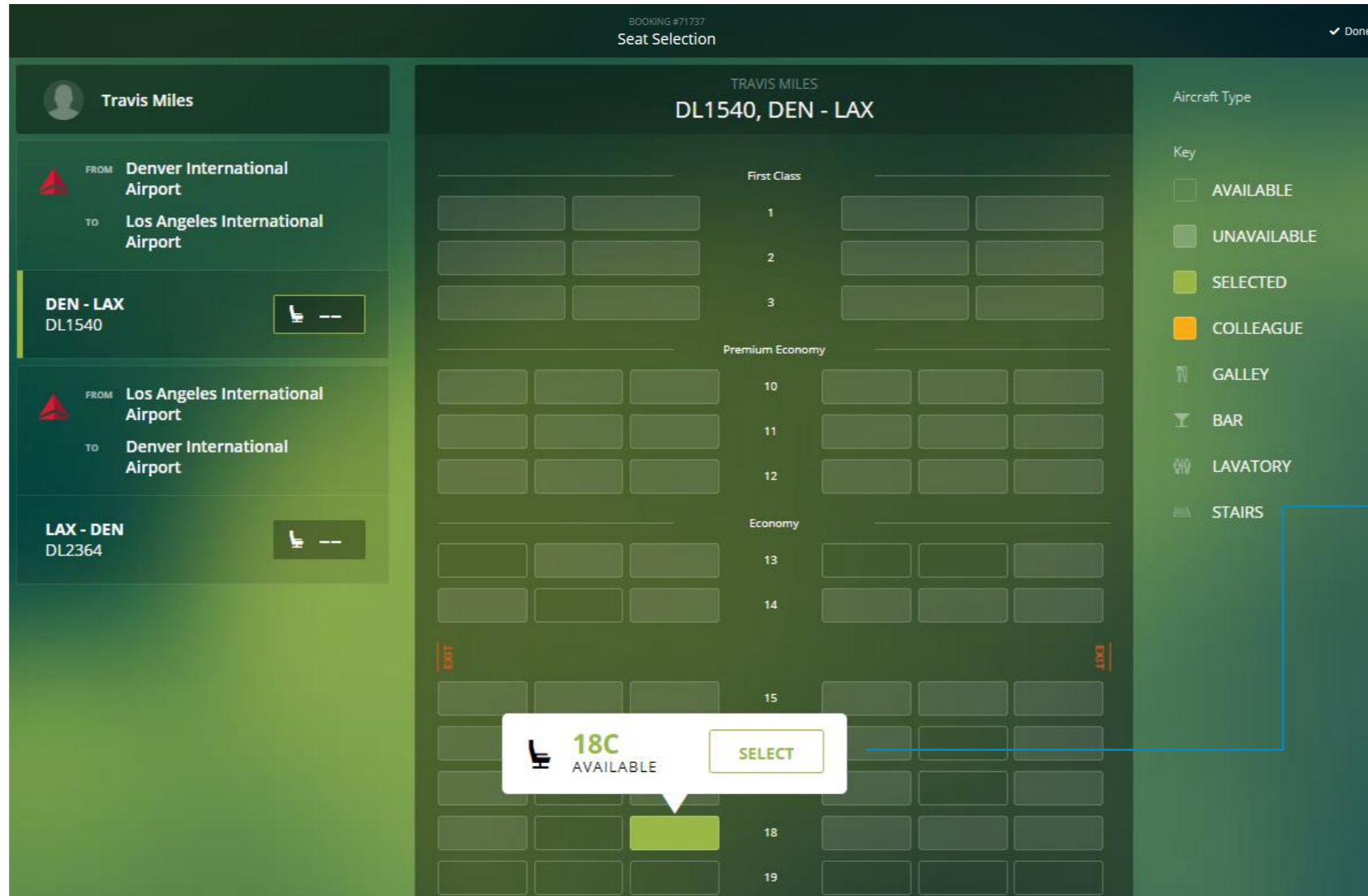
The Carbon Footprint of your flight selection, will be displayed in your cart and documented in your booking record.

Click **Select Seats** to move to the seat map.

Click the **Continue** button to move to the next step, without selecting seats.

✈ DEN to RDU   fare rules

Flight: UA1417, Restricted (Economy)
Date: May Tue 11th 2021 5:35 pm
98.40   🗑

Total 196.80

✓ **FLIGHTS**   0.00
✓ **RAIL**   0.00
✓ **HOTELS**   0.00
✓ **CARS**   0.00

All prices shown in USD unless otherwise stated ⓘ

CO₂
Carbon Footprint | 308 Kg
                     Per Trip | ⓘ

Passenger Itineraries   ▶

Select Seats

Continue (Skip Seat Selection)

Select Seats

To open the seat map, click [🪑 --] next to each flight option.
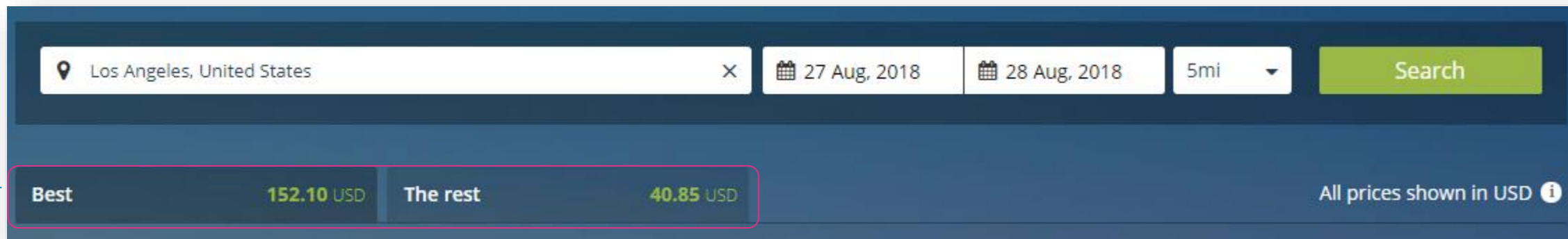
Click any available seat to **Select** and then ✓ **Done** to proceed with your booking.

BOOKING #71737
Seat Selection
✓ Done

Travis Miles

TRAVIS MILES
DL1540, DEN - LAX

FROM **Denver International Airport**
TO **Los Angeles International Airport**

DEN - LAX
DL1540   🪑 --

FROM **Los Angeles International Airport**
TO **Denver International Airport**

LAX - DEN
DL2364   🪑 --

First Class
1
2
3

Premium Economy
10
11
12

Economy
13
14
EXIT   EXIT
15

🪑 **18C**
AVAILABLE   SELECT
18
19

Aircraft Type

Key
☐ AVAILABLE
☐ UNAVAILABLE
☐ SELECTED
☐ COLLEAGUE
🍴 GALLEY
🍸 BAR
🚻 LAVATORY
🪜 STAIRS

Hotels: Availability

Best value and preferred hotels will appear first under the 'Best' tab, with all other hotels under 'The rest.'

The default search radius is 5 mi. but it can be expanded based on availability and preference.

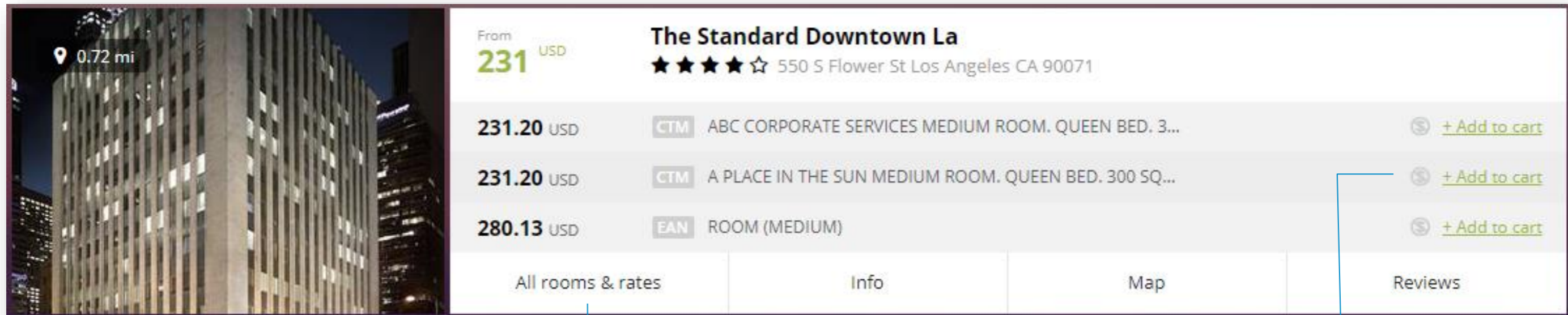|				
📍 Los Angeles, United States ✕	📅 27 Aug, 2018	📅 28 Aug, 2018	5mi ▾	Search

Best	152.10 USD	The rest	40.85 USD	All prices shown in USD ⓘ

From
231 USD

📍 0.72 mi

The Standard Downtown La
★ ★ ★ ★ ☆ 550 S Flower St Los Angeles CA 90071

231.20 USD	CTM	ABC CORPORATE SERVICES MEDIUM ROOM. QUEEN BED. 3...	⑤ + Add to cart
231.20 USD	CTM	A PLACE IN THE SUN MEDIUM ROOM. QUEEN BED. 300 SQ...	⑤ + Add to cart
280.13 USD	EAN	ROOM (MEDIUM)	⑤ + Add to cart

All rooms & rates	Info	Map	Reviews

To see the full list of rooms and rates for each property, please click on 'Rooms' or 'All rooms & rates' buttons

To view the cancellation policy for each rate, hover over the: ⑤ 🚫

* A pop-up box may appear requesting a reason be given for the rate selected if the rate chosen is out of policy. Simply enter a reason why the hotel has been selected.

Hotels: Cart

The hotel option selected will appear in the shopping cart, located on right hand side of the page.

Once a hotel has been added in to the shopping cart, a note to the hotel can also be sent via the special request field.

If an alternative hotel or rate is preferred, please click the trash icon in the shopping card to redisplay the hotel options and then reselect the required hotel.

Click the **Continue** button to move to the next step.

Cart

🛏 Los Angeles (LAX)

The La Hotel Downtown
CORPTRAV MANAGEMENT GROUP KING 390 TO 420 SQ FT-SERTA PERFECT SLEEPER

Mon 27th Aug 2018 – Tue 28th Aug 2018
212.00 (avg per night pay now)

+ Add Special Request

Total 413.69

✓ **FLIGHTS**   168.41
✓ **HOTELS**   0.00
✓ **CARS**   0.00

All prices shown in USD ⓘ

Passenger Itineraries ▶

Continue

Cars: Availability

Preferred car rental providers will appear, displayed in price order.

NOTE: The rate showed is the daily base rate excluding fees and taxes.

Filtering options are available above the car rental results displayed.

Selecting 'Car Details' will display the full rate details and additional information relating to the vehicle selected.

Please click 'Add Car' to have the preferred option added to the shopping cart.

* A pop-up box may appear requesting a reason be given for the rate selected, if the rate chosen is out of policy. Simply enter a reason why the car has been selected.

Cars: Cart

To select another car option, please click the trash can icon and reselect the car rate as required.

Once a car has been added into the shopping cart, a note to the vendor can also be sent via the special request field.

🛒 **Cart**

🚗 Intermediate 🗑

TOYOTA COROLLA

○ **Mon 27th Aug 2018**
   Los Angeles International Airport

● **Tue 28th Aug 2018**
   Los Angeles International Airport

129.86 total

+ **Add Special Request**

Total 543.55

✔ **FLIGHTS**   168.41
✔ **HOTELS**   245.28
✔ **CARS**   0.00

All prices shown in USD ⓘ

Passenger Itineraries ▶

Continue

Click the **Continue** button to move to the next step.

Booking Confirmation

▼ **Travis Miles**   543.55 USD 🗑

Cost Center	Department	Payment Method		Reference	Approver
No Cost Centre	No Department	4444XXXXXXXX1111	Edit	Please select...	N/A

Flight Loyalty Programs
+ Add new

Where & when needed complete any required fields, payment information, approver and loyalty program details.

All prices shown in USD unless otherwise stated ℹ

Mon, 27 Aug

✈ **DEN-LAX**   ✈ Delta #1540, AIRBUS A319   **2h, 25m**   Class: Semi Restricted (Main Cabin)   Base fare: 88.20 USD
Delta DL1540

7:00am ○ Denver International Airport, Denver   Duration: 2hr, 25min   88.20* USD
27th August 2018

(!) Lost savings 20 USD

View Fare Rules

8:25am ○ Los Angeles International Airport, Los Angeles   🗑 Remove
Terminal 2, 27th August 2018

The cheapest flight was not selected. Below is the **best fare** available, click to swap				No Baggage (Basic Economy)
▲ DL 1540	7:00 am Dep	2h, 25m NONSTOP	8:25 am Arr ❤	- 20 USD 9+ 🛋

Flights, hotels and cars can be removed by clicking on the trash can icon.

Under each flight segment, the lowest price fare alternatives can be swapped by clicking on the fare amount. To revert to the original flight, reselect flight again.

ℹ **Please note: Your itinerary may include non-refundable content as well as other important terms and conditions. Please review below:**

You have selected content that is non-refundable. Please confirm you understand and accept the terms and conditions of the content that you have selected. Fares, rates and cancellation conditions are defined and managed by the supplier of the service and cannot be guaranteed. The credit card(s) selected will be charged on submission of this booking.

By completing this booking, you agree to:

Federal law forbidding the carriage of certain hazardous materials
click here

Check that your US state license meets the Real ID Act requirements

☑ **I accept the terms and conditions and would like to proceed with this booking**

Total: **543.55** USD

* All prices are quoted in USD unless otherwise stated. USD rates are calculated based on today's exchange rate. Any payments that are to be settled at the time of arrival will need to be made in the local currency and will be subject to the exchange rate of the day.

Confirm Booking

To confirm the booking, check the 'Terms and Conditions' box and click **Confirm Booking**.

Completed Bookings

Congratulations! Your booking was successful.

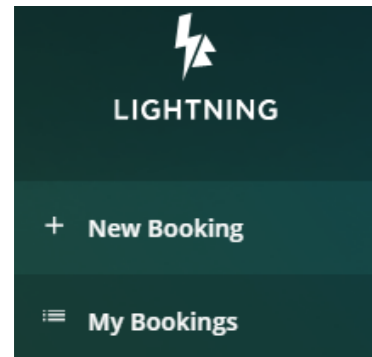| Passenger	Booking #	PNR	Approver		
Travis SIG Miles	0071737	ENFGEP	N/A	✓	Share

What would you like to do next?

New Booking   Manage Bookings   Log out

To check your approval status, view your booking and/or book your seats click **Manage Bookings,** otherwise **Log Out** or create a **New Booking**, as needed.

*You can also manage your bookings by clicking **My Bookings** from the Lightning landing page, after logging in to the site from the SMART Portal.

Trip Status and Cancelations

➤ Travelers and arrangers can track the trip status and approval in 'My Bookings.'

Using the search fields, specific bookings can be found by PNR, Name, and/or by a specific travel date range.

Trips can be filtered based on status; the default search is for all, but can be narrowed down to a specific status, i.e. 'Canceled.'

Booking Status

- ☑ ● Approved (0)
- ☑ ● Pending Approval (0)
- ☑ ● Offline Bookings (0)
- ☑ ● Declined (0)
- ☐ ● Expired (0)
- ☐ ● Canceled (1)

CANCEL TRIP

Trips can be canceled, in whole or in part, by clicking Cancel, on the Booking Summary.

✕ Cancel   ↗ Share   🪑 Select Seats   📅 Add to calendar

Trip Modifications

Sep 13th 2023

✈	**DL5759 - DELTA** BOS ✈ LGA	✈ **Delta #5759**	1h, 32m	**Class:** ECONOMY **Seat:** 12B
	Airline Ref# GZORXO	7:00am ○ **Logan International Airport (BOS)** Terminal A Boston, US Sep 13th 2023	
	✏ Change	8:32am **LaGuardia Airport (LGA)** Terminal C New York, US Sep 13th 2023	
		○	
	Loyalty program: DL 9394132535		

Click Change to initiate the modification of the flight, car, or hotel →

✈ **Flights** ✕

Select your flights

Checked Items will be changed/canceled

Ticket: 0067987906628
- ☑ DL5759 BOS LGA @9/13 7:00am
- ☐ DL5750 LGA BOS @9/14 6:00pm

From	To	Depart
✈ Logan International Airport	✈ LaGuardia Airport	📅 Sep 15, 2023 · 7:30 am ▾

Add flight

Cancel | **Search ›**

For air, check the flights to be modified, input new search criteria and click Search →

Economy
Flexi

▲	**BOS** **6:00** am	1h, 24m Nonstop	**LGA** **7:24** am
DELTA · DL2814			

CO₂ **36**Kg

Exchange Ticket: 0067987906628 💲 🏷

87USD

1 fare only

Choose your new flight from the search results and complete the booking as if it were new. →

Trip Modifications

For car, click change and check the flights to be modified, input new search criteria and click Search

Input the new search criteria and click Search
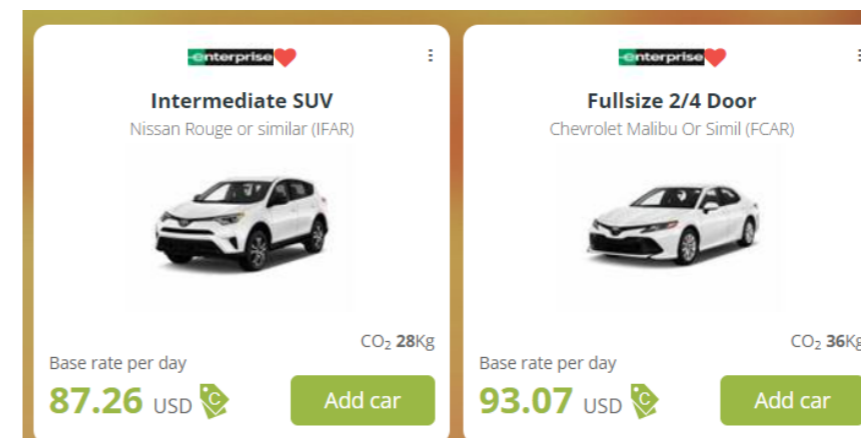
Choose your new car from the search results by clicking "add card" and complete the booking as if it were new.
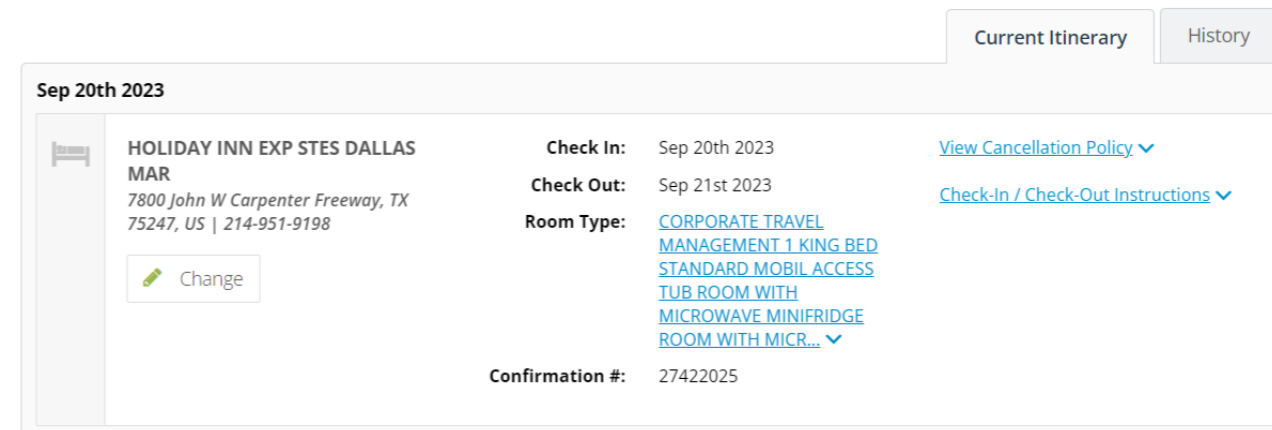
Trip Modifications

For hotel, click change and check the flights to be modified, input new search criteria and click Search

Current Itinerary | History

Sep 20th 2023

🛏 **HOLIDAY INN EXP STES DALLAS MAR**
7800 John W Carpenter Freeway, TX 75247, US | 214-951-9198

✏ Change
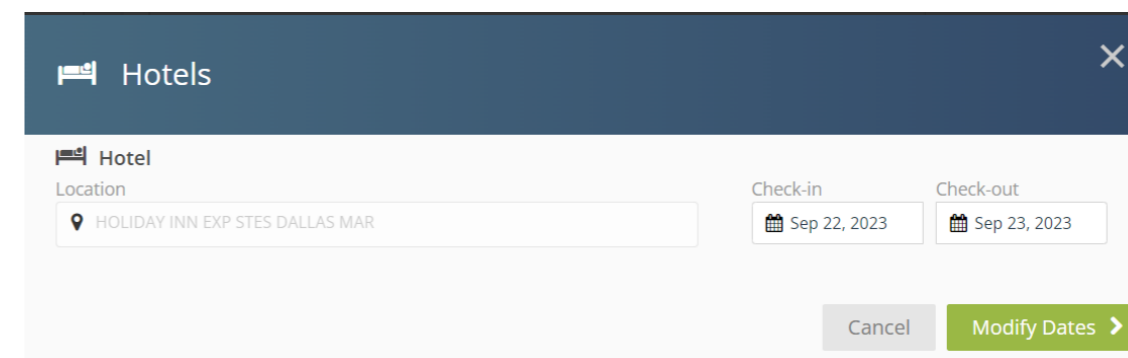
Check In: Sep 20th 2023
Check Out: Sep 21st 2023
Room Type: CORPORATE TRAVEL MANAGEMENT 1 KING BED STANDARD MOBIL ACCESS TUB ROOM WITH MICROWAVE MINIFRIDGE ROOM WITH MICR... ⌄
Confirmation #: 27422025

View Cancellation Policy ⌄
Check-In / Check-Out Instructions ⌄

Choose new dates for the hotel stay

🛏 **Hotels** ✕

🛏 Hotel
Location
📍 HOLIDAY INN EXP STES DALLAS MAR
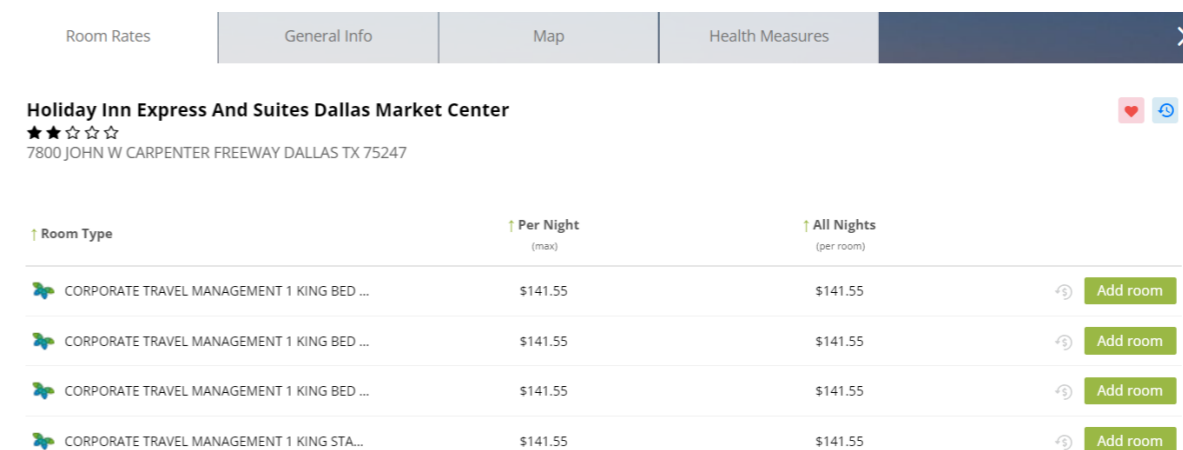
Check-in
📅 Sep 22, 2023
Check-out
📅 Sep 23, 2023

Cancel | **Modify Dates** ›

Choose the new room type and complete the booking as if it were new.

Room Rates | General Info | Map | Health Measures | ✕

Holiday Inn Express And Suites Dallas Market Center
★★☆☆☆
7800 JOHN W CARPENTER FREEWAY DALLAS TX 75247

↑ Room Type	↑ Per Night (max)	↑ All Nights (per room)		
CORPORATE TRAVEL MANAGEMENT 1 KING BED ...	$141.55	$141.55		Add room
CORPORATE TRAVEL MANAGEMENT 1 KING BED ...	$141.55	$141.55		Add room
CORPORATE TRAVEL MANAGEMENT 1 KING BED ...	$141.55	$141.55		Add room
CORPORATE TRAVEL MANAGEMENT 1 KING STA...	$141.55	$141.55		Add room

For additional information or assistance please contact Online Technical Support at 1-877-208-1396, or email at <u>na_online@travelctm.com</u>.