CTM Lightning: Arranger Guide

Login to CTM Portal

Login to the CTM Portal page via URL https://us.ctmsmart.com; click on the CTM Profile tile to search for & access your traveler's profile.

Prior to booking their first trip in Lightning, please login to CTM Profile and update their profile.

Travel Arrangers

Booking Travel for Others: Travel Arranger/Assistant Role

For a user to be able to book or assist another traveler, they must be given the Arranger/Assist permission, in their traveler profile. Once this box is checked, the user can be selected, as an arranger, in another traveler's profile

This permission can be granted by your company's Profile Administrator or by CTM Online Support.

Assigning new Arrangers/Assistant

A user can assign another profiled user, with the Arranger/Assistant permission, in the Administration section of their profile. When the first/last name of a travel arranger is entered, Faces will suggest profiles that match; select the correct profile.

If an arranger's profile is not presented in the list of options, please contact your company's travel administrator or the CTM Online Support team, for assistance.

If additional arrangers are needed, select 'Add New' to continue. There is no limit to the number of arrangers that can be added. **NOTE:** Not all arrangers will receive every itinerary/invoice copy, the booking arranger, along with traveler email and any additional emails listed in the profile.

Primary Email (Must be the traveler's email.)

Additional Emails

CTM Profiles

Find Your Traveler

Your travel profile will display by default upon login.

- ➤ Click on **Manage Travelers** to expand.

- ➤ Enter traveler name or email and click **Search**

- ➤ Select your traveler by clicking their name.

Updating Your Travelers' Profile

Verify all required profile fields are correctly completed.

- ✓ Username
- ✓ Legal Name
- ✓ Business & Mobile Phone
- ✓ Gender
- ✓ Date of Birth
- ✓ E-mail

NOTE: Username should be traveler's email address

CREDIT CARDS

In the General **section, add the credit card information.**

- ➤ Click on **Add new** to add alternate credit cards.
- ➤ The credit card can be selected in the **Preferences** section to be used for hotel guarantee.
- ➤ Check the Use as Form of Payment Box if primary card for Airline Charges.
- ➤ Click the red "X" to delete a credit card.

EMPLOYMENT INFORMATION

Add employee ID, department, cost center, project ID, and job tiles (if applicable and/or required by your company).

CTM Profiles cont.

PREFERENCES

Add traveler's airline frequent flyer, hotel frequent guest, and car membership numbers, as well as their preferred form of payment, seat preferences, and special meal requests.

NOTE: Each vendor type (airline, car, hotel) has its own section under **Preferences**

To add more membership numbers, click on **Add new** below each section.

To remove a membership number, simply click on the red "**X**" next to the company/chain name.

TRAVEL DOCUMENTS

Passport, visa, and identification information should be added to this section.

NOTE: In the case of dual citizenship, you can add alternate passports; please ensure you select one as the "Primary Passport".

You can add any visas, driver's licenses or other government issued identification.

Please note the section below is for a redress number (if applicable), and a known traveler/pre-check number.

HOME ADDRESS

This is an optional field to store your home address.

SPECIAL NOTES & CONSIDERATIONS

➤ You should fill out traveler profiles as completely as possible.
➤ Any changes/updates will only be applied to future reservations.
➤ CTM Profile will time out after a few minutes of inactivity.

Booking Travel

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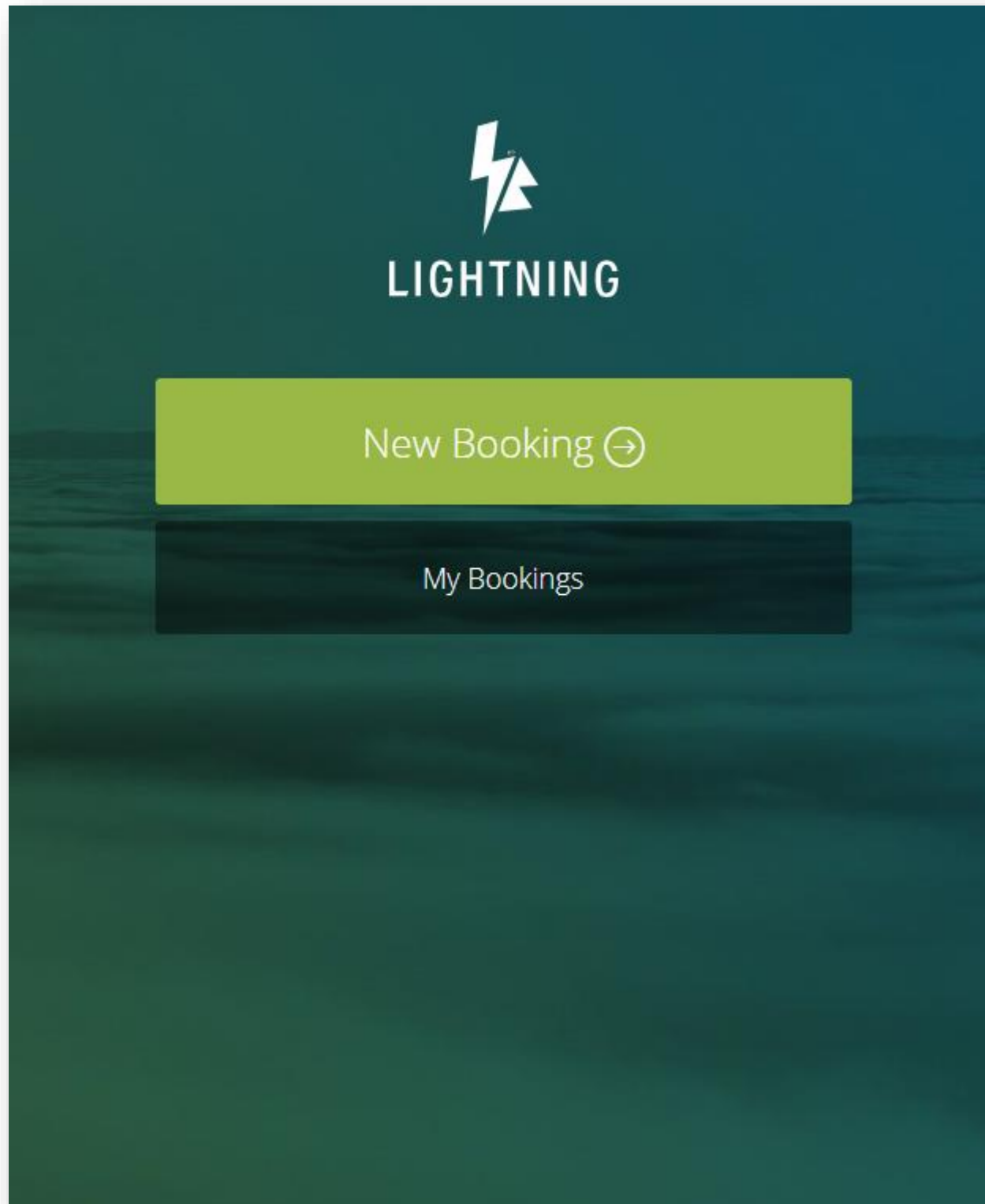
Tick **Flight, Hotel,** and **Car** at the top of the screen as required and add the travelers, destination and times.

Up to nine travelers can be entered, at a time. To add begin typing each name, auto-complete will return a list of employees. (Each traveler will have a separate PNR created at time of purchase.)

Enter 'Purpose of Trip' from the drop-down menu.

Booking Guest Travel

Select **Add Guest Traveler**

Add required **Name, Last Name, Date Of Birth, Gender, Phone and Email Fields**

Add optional reference fields, Known Traveler, and loyalty program information as needed

Click **Save Guest Details** to return to the travel search page. Add more guests, up to 9, as needed.

Flights: Availability

Sort Options:

Sort	▲
Most Direct	•O
Cheapest	$
Shortest	⏱
Earliest Departure	↗
Earliest Arrival	↘

Additional Filters:

Price (USD)   **Airlines**
0   6,691   Select options...   +

Stops
Departure Time   ☐ Nonstop   ☐ 1 stop
12:00 am   11:59 pm   ☐ 2 stops   ☐ 3 stops

Arrival Time
12:00 am   11:59 pm

X Clear filters   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
DELTA 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 ▼

AMERICAN 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 is 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 ▾

Fares are grouped by available Fare Brand Types and Cabin Class. The expanded display links to the fare rules and conditions for each fare offered.

		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   Collapse ▲

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

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

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** 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.

To see the itinerary for the traveler(s) click the arrow next to 'Passenger Itineraries' to open the drawer and click the traveler name.

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.

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

🛒 Cart

✈ DFW to DEN   fare rules

Flight: AA2438, Restricted (Main Cabin)
Date: Mon 27th Aug 2018 6:55 am
Lost savings: 60
172.20   🗑

✈ DEN to DFW   fare rules

Flight: AA21, Restricted (Main Cabin)
Date: Tue 28th Aug 2018 12:47 pm
Lost savings: 68
112.20   🗑

Total 2,559.60

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

All prices shown in USD ⓘ

Passenger Itineraries   ▼

👤 **James Barger**   ▶

👤 **Travis Miles**   ▶

👤 **Travis Miles**   ▶

Continue

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 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 ⓘ |

⊙ 0.72 mi

From
231 USD

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

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

* 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.

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.

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.

To see the itinerary for the traveler(s) click the arrow next to 'Passenger Itineraries' to open the drawer and click the traveler name.

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.

| Pick up | Drop off |

| Los Angeles (US) | Los Angeles International Airport (LAX) | 27 Aug, 2018 | 8:00 am | Search |

Cars for Los Angeles International Airport (LAX)

Sort   Filter

All prices shown in USD

TOYOTA COROLLA — *Thrifty*
Intermediate
49.92 USD ♥
PER DAY Base Rate
Add Car / Car Details

TOYOTA COROLLA — *Thrifty*
Intermediate
49.92 USD ♥
PER DAY Base Rate
Add Car / Car Details

HYUNDAI ELANTRA — Budget
Intermediate
47.00 USD ♥
PER DAY Base Rate
Add Car / Car Details

CHEVROLET CRUZE — AVIS
Intermediate
48.00 USD ♥
PER DAY Base Rate
Add Car / Car Details

HYUNDAI ELANTRA OR ... — enterprise
Intermediate
54.02 USD ♥
PER DAY Base Rate
Add Car / Car Details

HYUNDAI ELANTRA OR ... — National
Intermediate
60.50 USD ♥
PER DAY Base Rate
Add Car / Car Details

TOYOTA COROLLA — Hertz
Intermediate
61.62 USD ♥
PER DAY Base Rate
Add Car / Car Details

TOYOTA PRIUS GREEN — Hertz
Intermediate
61.91 USD ♥
PER DAY Base Rate
Add Car / Car Details

* 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 in to the shopping cart, a note to the vendor can also be sent via the special request field.

To see the itinerary for the traveler(s) click the arrow next to 'Passenger Itineraries' to open the drawer and click the traveler name.

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

🛒 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

Booking Confirmation

▼ Travis Miles * Each traveler will have a unique drawer, open each drawer to complete their confirmation details.   543.55 USD 🗑

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

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 ⓘ

Mon, 27 Aug

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

7:00am Denver International Airport, Denver 27th August 2018

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

View Fare Rules

⚠ Lost savings 20 USD

🗑 Remove

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.

Comments to Travel Agent

Please note that additional fees may be incurred for services resulting from the comments you leave below (maximum 255 characters).

ⓘ **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**

The comments field can be used to send a note to CTM Operations or Gold Desk to handle any additional requirements for the booking.

* 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.

Total: **543.55** USD

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	
Tracy Miles	00002570	WGTJOF	John Smith	✓
Trent Miles	00002571	FLJUHR	John Smith	
Tina Miles	00002572	VREIUK	John Smith	
Thomas Miles	00002573	ERUOPN	John Smith	
Travis Miles	00002569	RDGTVO	John Smith	

What would you like to do next?

New Booking   Manage Bookings   Log out

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

*Travel Arrangers can also manage their assigned traveler bookings by clicking **My Bookings** from the Lightning landing page, after logging in to the site from the SMART Portal.

My Bookings

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

Travis Miles   543.55 US

Cost Center	Department	Payment Method		Reference	Approver
No Cost Centre	No Department	4444XXXXXXXX1111	tc:	Please select...	Please select...

Select Approver   ✕

👥 All Travelers   Please search for approver...   ▾

👤 Lightning Test

‹ Prev   **Done**

LIGHTNING

+ New Booking

☰ My Bookings

🔍 Booking#, PNR, Name

📅 16 Jul, 2018   📅 24 Jul, 2018

Search

▶ Booking Status

Using the search fields, specific bookings can be found by Booking #, Record Locator, Name, or by a specific travel date range.

Booking Status
- ☑ Approved (1)
- ☑ Declined (1)
- ☑ Pending Approval (1)
- ☐ Expired (0)

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

#2598   USD 128.20
Travis Miles ✈
RDU → DEN
Sun, 19 Aug 2018 - Sun, 19 Aug 2018   🟠

Orange = **Awaiting approval.** Approver selected has not yet approved the booking request.
> ➤ *Approver must approve/decline prior to the Ticketing Time Limit (TTL) otherwise it will auto cancel, and the travel booker will have to start the booking request from the start.*

#2581   USD 393.00
TRAVIS MILES ✈
DEN ⋯ JAX
Sun, 19 Aug 2018 - Fri, 24 Aug 2018   🔴

Red = **Denied.** Approver has declined the booking request.

#2556   USD 720.40
TRAVIS MILES ✈
DEN ⋯ DFW
Tue, 28 Aug 2018 - Wed, 29 Aug 2018   🟢

Green = **Approved.** Approver has approved the booking request.

#2549   USD 720.40
TRAVIS MILES ✈
DEN ⋯ DFW
Tue, 28 Aug 2018 - Wed, 29 Aug 2018   ⚪

Grey = Expired. Approver did not approve or decline the booking request before the ticketing time limit (TTL.)

Select Seats

Select trip, from trip list to open itinerary and then click **Select Seats,** on the **Booking Summary** page.

Booking Summary #2319

🛒 Select Seats 📅 Add to calendar

Auto approval

Travis Miles
DEN ↔ LAX
Mon 27th Aug 2018 – Tue 28th Aug 2018

REASON FOR TRAVEL
Not specified

REQUESTED BY:	Travis Miles
TTL:	Wed, 11 Jul 2018 at 11:00 pm
TRAVELER:	Travis Miles
COST CENTER:	No Cost Centre
DEPARTMENT:	NONE
PNR:	GJPIHU

COMPANY REFERENCES

Trip Purpose: Training

Trip total   USD **543.55**
Lost savings   USD **71.02**
Flights   USD **168.41**
Visa 4444XXXXXXXX1111
TEST VISA

Hotels   USD **245.28**
Visa 4444XXXXXXXX1111, TEST VISA

Cars   USD **129.86**
Visa 4444XXXXXXXX1111, TEST VISA

Click any available seat to **Select** and then **Save & Continue** to make your additional seat selections.

Travis Miles

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

DEN - LAX
DL1540

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

LAX - DEN
DL2364

TRAVIS MILES
DL1540, DEN - LAX

First Class

1
2
3

Premium Economy

10
11
12

Economy

13
14
15

18C AVAILABLE   SELECT

18
19

Aircraft Type

Key

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

For additional information or assistance please contact Online Technical Support at 1-877-208-1396, or email at na.online@travelctm.com.