CTM Lightning: Arranger Guide
Login to the CTM Portal page via URL [https://us.ctmsmart.com](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.
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/Assistant 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.

Administration

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.)

<table>
<thead>
<tr>
<th>Mobile</th>
<th>555-555-1234</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:ctmedmin@ctmedmin.com">ctmedmin@ctmedmin.com</a></td>
</tr>
</tbody>
</table>

Additional Emails

<table>
<thead>
<tr>
<th>Email 2</th>
<th>SYEEMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email 3</td>
<td>SYEEMAIL</td>
</tr>
<tr>
<td>Email 4</td>
<td>SYEEMAIL</td>
</tr>
<tr>
<td>Email 5</td>
<td>SYEEMAIL</td>
</tr>
</tbody>
</table>
CTM Profiles

Find Your Traveler

Your travel profile will display by default upon login.

Welcome Travis Miles

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
- Gender
- Date of Birth
- Business & Mobile Phone
- E-mail

NOTE: Username should be traveler’s email address

General

Company
Gender
Title
Legal First Name
Legal Middle Name
Legal Last Name
Suffix (Sr, Jr, Jr)
Date of Birth
Citizenship
Language
Phone Business
Phone Home
Mobile
E-mail
Arranger / Assistance

POOH TRAINING PURPOSES

- Female
- Male

Employment Information

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

Credit Cards

In the General section, add the credit card information.

- Card type
- Credit card no.
- Expiration
- Remark
- Use as form of payment
- Add new

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.
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.

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.

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

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.

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

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

*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

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.

<table>
<thead>
<tr>
<th>No Baggage</th>
<th>Economy No Baggage</th>
<th>Economy Restricted</th>
<th>Economy Flexi</th>
<th>Premium Economy</th>
<th>Business</th>
<th>First</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Economy</td>
<td>9+ seats remaining</td>
<td>9+ seats remaining</td>
<td>9+ seats remaining</td>
<td>Refund and full fare conditions</td>
<td>9+ seats remaining</td>
<td>Add to Cart</td>
</tr>
<tr>
<td>68.20</td>
<td>68.20</td>
<td>88.20</td>
<td>367.00</td>
<td>N/A</td>
<td>117.20</td>
<td>220.00</td>
</tr>
<tr>
<td>Restricted</td>
<td>Semi Restricted Main Cabin</td>
<td>9+ seats remaining</td>
<td>Refund and full fare conditions</td>
<td>88.20</td>
<td>Add to Cart</td>
<td></td>
</tr>
<tr>
<td>Flexi</td>
<td>Main Cabin Flexi</td>
<td>9+ seats remaining</td>
<td>Refund and full fare conditions</td>
<td>367.00</td>
<td>Add to Cart</td>
<td></td>
</tr>
<tr>
<td>1 fare in total</td>
<td>1 fare only</td>
<td>1 fare only</td>
<td>1 fare only</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premium Economy</td>
<td>Premium Economy Delta Comfort+</td>
<td>9+ seats remaining</td>
<td>Refund and full fare conditions</td>
<td>117.20</td>
<td>Add to Cart</td>
<td></td>
</tr>
<tr>
<td>1 fare in total</td>
<td>1 fare only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First</td>
<td>First Class</td>
<td>8 seats remaining</td>
<td>Refund and full fare conditions</td>
<td>220.00</td>
<td>Add to Cart</td>
<td></td>
</tr>
<tr>
<td>2 fares in total</td>
<td>1 fare only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Flexi</td>
<td>First Flexi</td>
<td>9+ seats remaining</td>
<td>Refund and full fare conditions</td>
<td>466.21</td>
<td>Add to Cart</td>
<td></td>
</tr>
<tr>
<td>1 fare in total</td>
<td>1 fare only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Click Add to Cart to select flight and fare.
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 flight options, click the trash can icon for that flight.

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.
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.

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 into 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.
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

Once a car has been added 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.

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

* Each traveler will have a unique drawer, open each drawer to complete their confirmation details.

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

NOTE:
Additional flights, cars and hotels can also be added to your flight itinerary by clicking the icons, in the upper right-hand corner.

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.

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

To confirm the booking, check the 'Terms and Conditions' box and click Confirm 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.
Completed Bookings

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.

<table>
<thead>
<tr>
<th>Passenger</th>
<th>Booking #</th>
<th>PNR</th>
<th>Approver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracy Miles</td>
<td>00002570</td>
<td>WGTJOF</td>
<td>John Smith</td>
</tr>
<tr>
<td>Trent Miles</td>
<td>00002571</td>
<td>FLJUHR</td>
<td>John Smith</td>
</tr>
<tr>
<td>Tina Miles</td>
<td>00002572</td>
<td>VREIUK</td>
<td>John Smith</td>
</tr>
<tr>
<td>Thomas Miles</td>
<td>00002573</td>
<td>ERUOPN</td>
<td>John Smith</td>
</tr>
<tr>
<td>Travis Miles</td>
<td>00002569</td>
<td>RDGTVO</td>
<td>John Smith</td>
</tr>
</tbody>
</table>

What would you like to do next?

New Booking  Manage Bookings  Log out
Travelers and arrangers can track the trip status and approval in ‘My Bookings.’

Using the search fields, specific bookings can be found by Booking #, Record Locator, Name, 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. ‘Awaiting Approval’.

- **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.

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

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

- **Grey** = Expired. Approver did not approve or decline the booking request before the ticketing time limit (TTL).
Select trip, from trip list to open itinerary and then click Select Seats, on the Booking Summary page.

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