



Lightning: Quick Start Guide



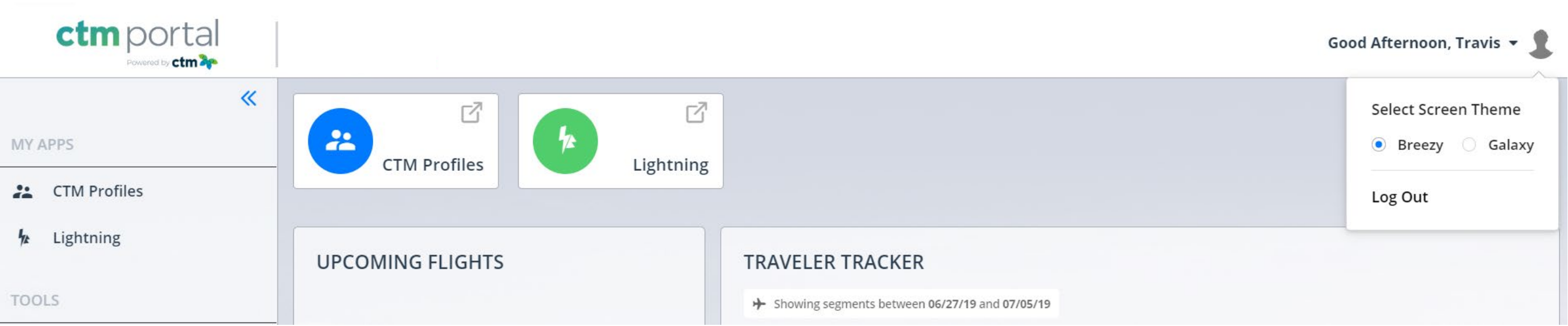
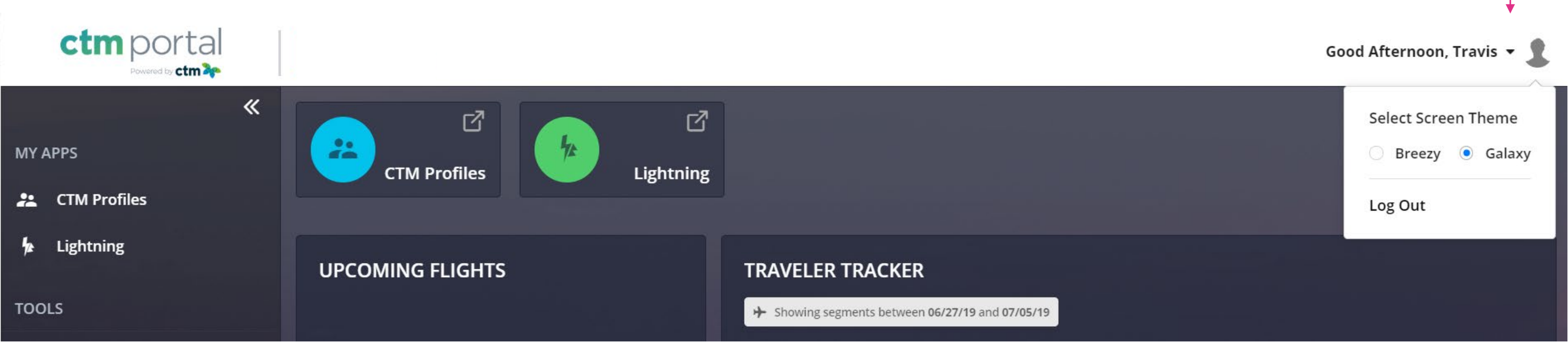
www.ctp-travel.com

Welcome to Portal

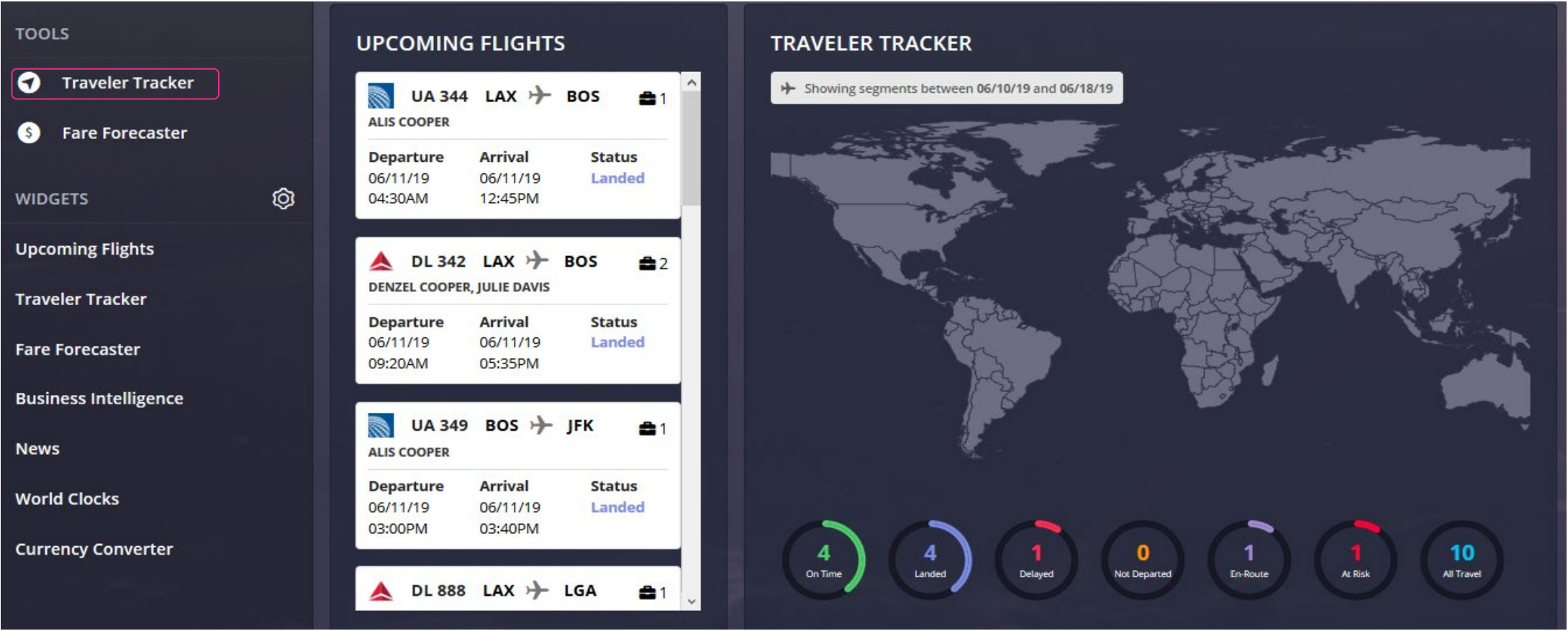
CTM Portal offers two distinctive views to customize your user experience.

- 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

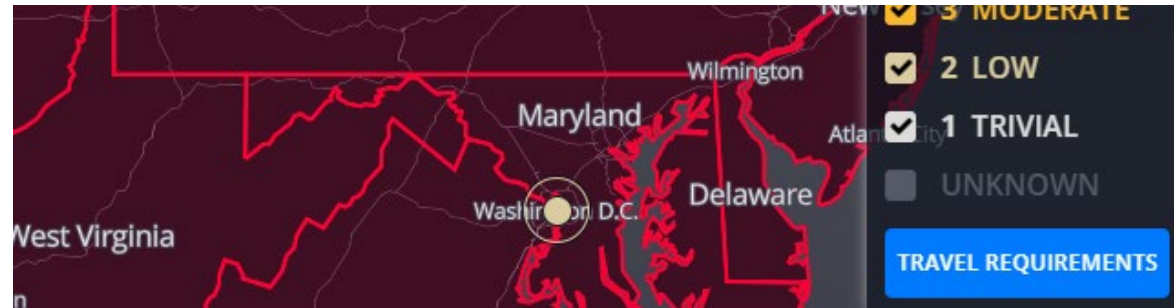
Travelers can search and view their own past date or upcoming travel.

- 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



TRAVEL REQUIREMENTS

Passport: USA Fully vaccinated

Round Trip No Connections

Where from?

Where to?

Depart Fri Feb 18Return Fri Feb 25

See restrictions

powered by sherpa

Passport: USA Fully vaccinated

Round Trip No Connections

From Atlanta, ATL

To Amsterdam, AMS

Depart Tue Apr 19Return Tue Apr 26

See restrictions

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

4/19/2022 – 4/26/2022 Passport: USA Fully vaccinated

Depart: ATL > AMS | Return: AMS > ATL

Edit my trip

Most travelers from Atlanta, ATL with proof of full COVID-19 vaccination can enter Amsterdam, AMS, but there are restrictions.

Search instead for [Not fully vaccinated](#) >

Travel restrictions (2)

COVID-19 testing

Visa requirements

Documents required (5)

Mandatory proof of vaccination [See details](#) >

See EU Digital COVID Certificate eligibility

Mandatory health declaration form before arrival in the Netherlands [See details](#) >

Documents required (5)

Mandatory proof of vaccination [See details](#) >

See EU Digital COVID Certificate eligibility

Mandatory health declaration form before arrival in the Netherlands [See details](#) >

Download PDF

Mandatory quarantine form [See details](#) >

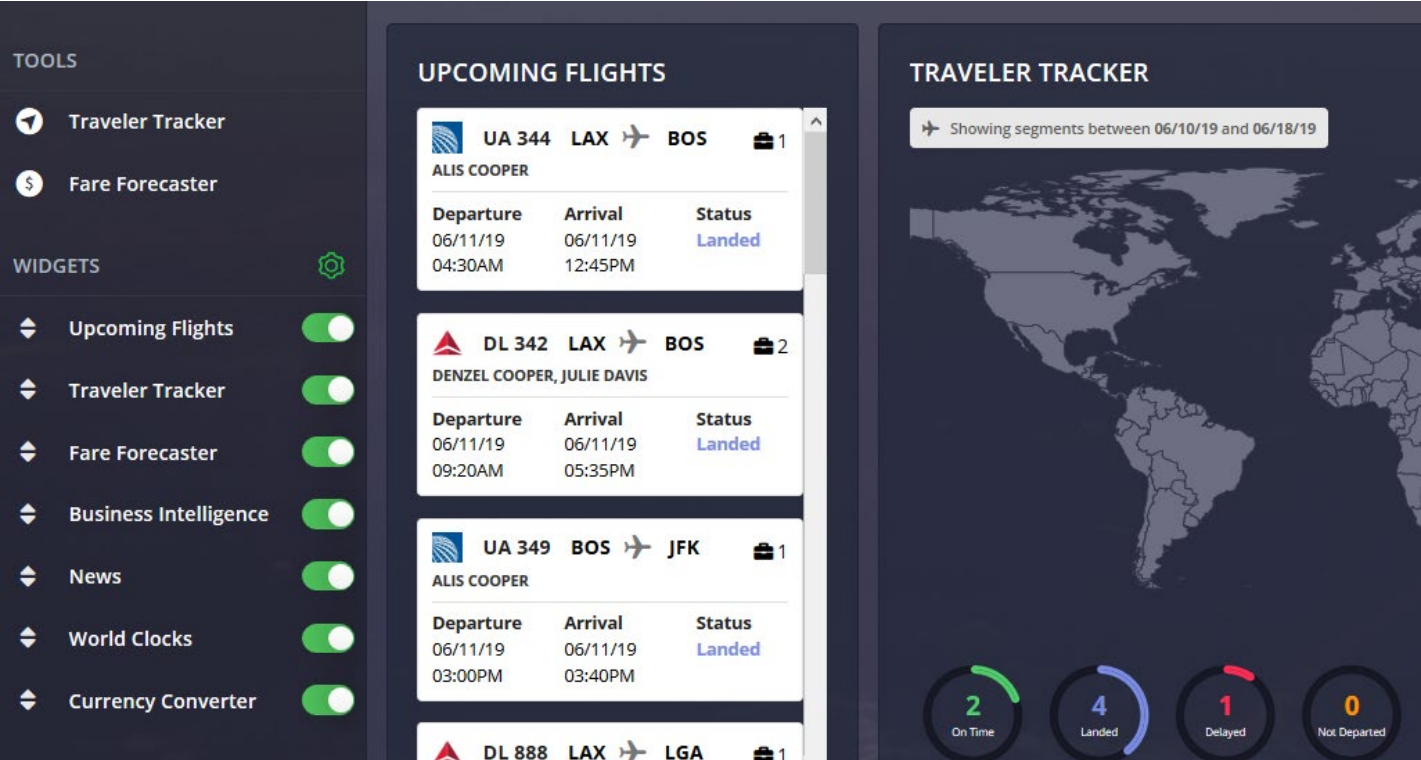
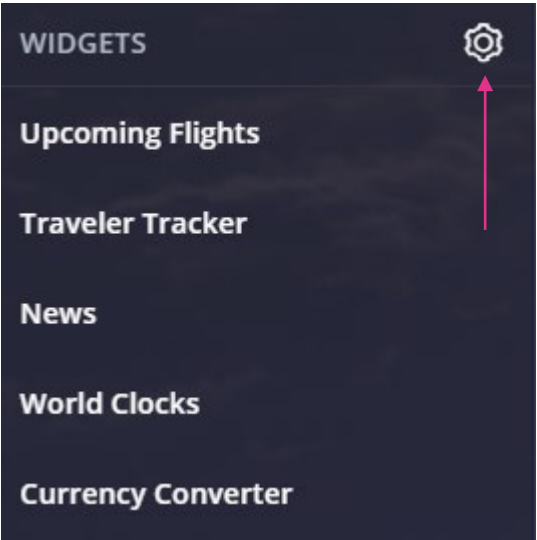
Download PDF

Complete online

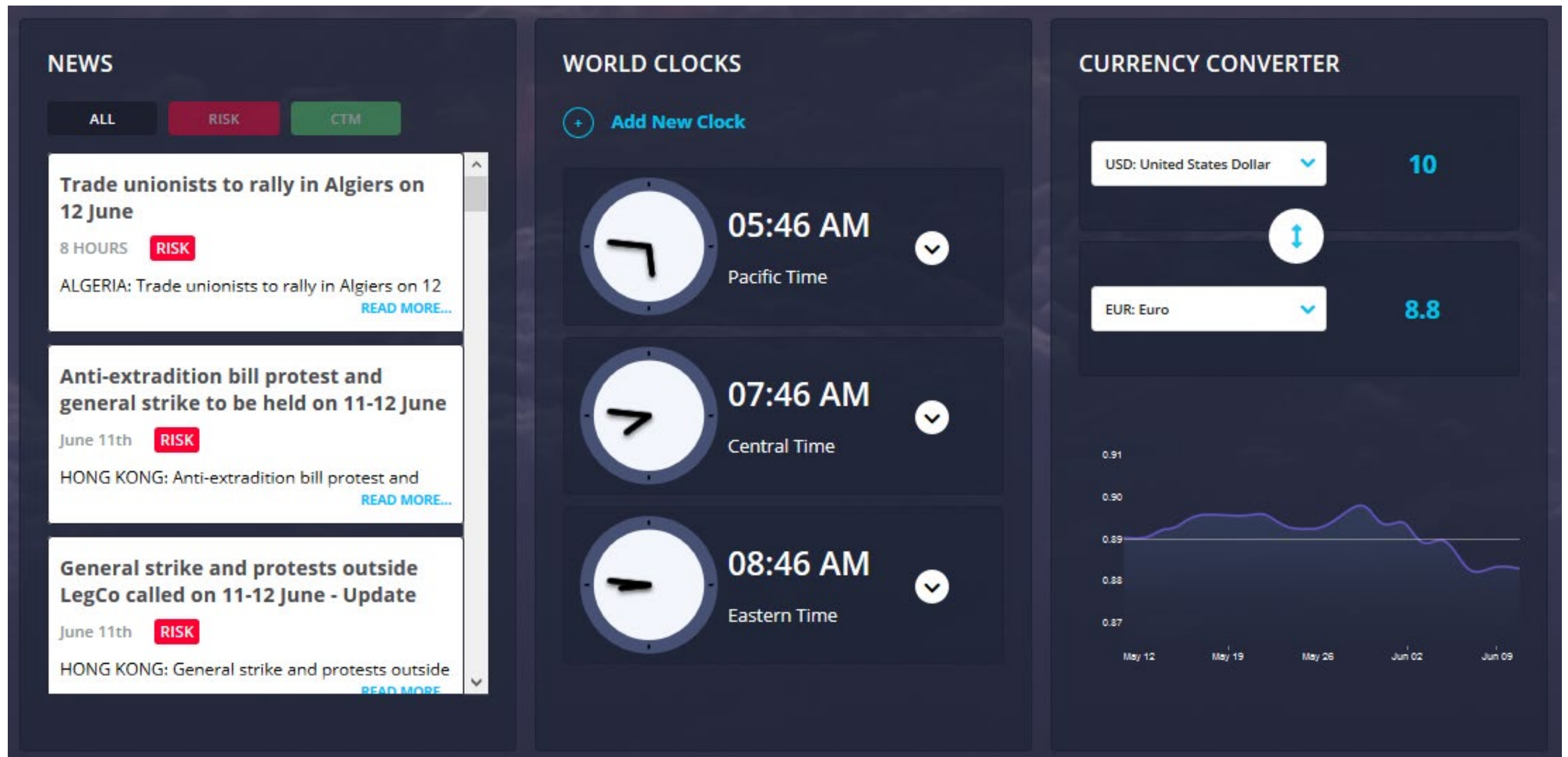
Mandatory COVID-19 test before arrival in the Netherlands [See details](#) >

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

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



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

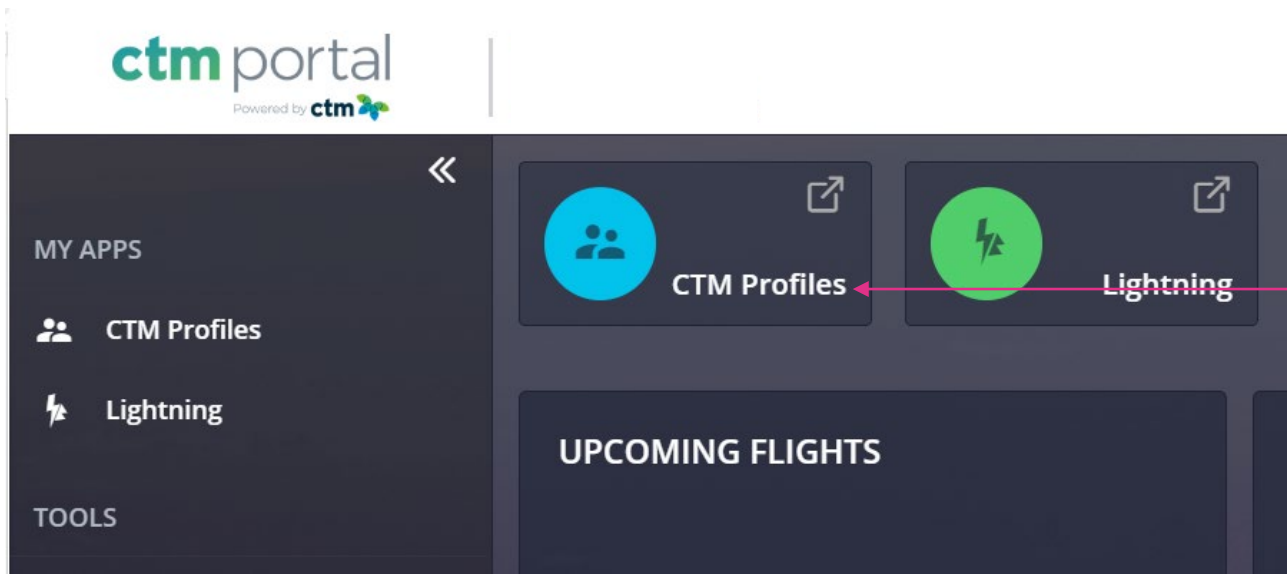
☐ List

☐ 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 guarantee

Hotel Program

-

Hotel chain

Select a hotel chain

Customer number

Customer number

Customer request

Customer request

Add new

Guarantee rental car

Car Program

-

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

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

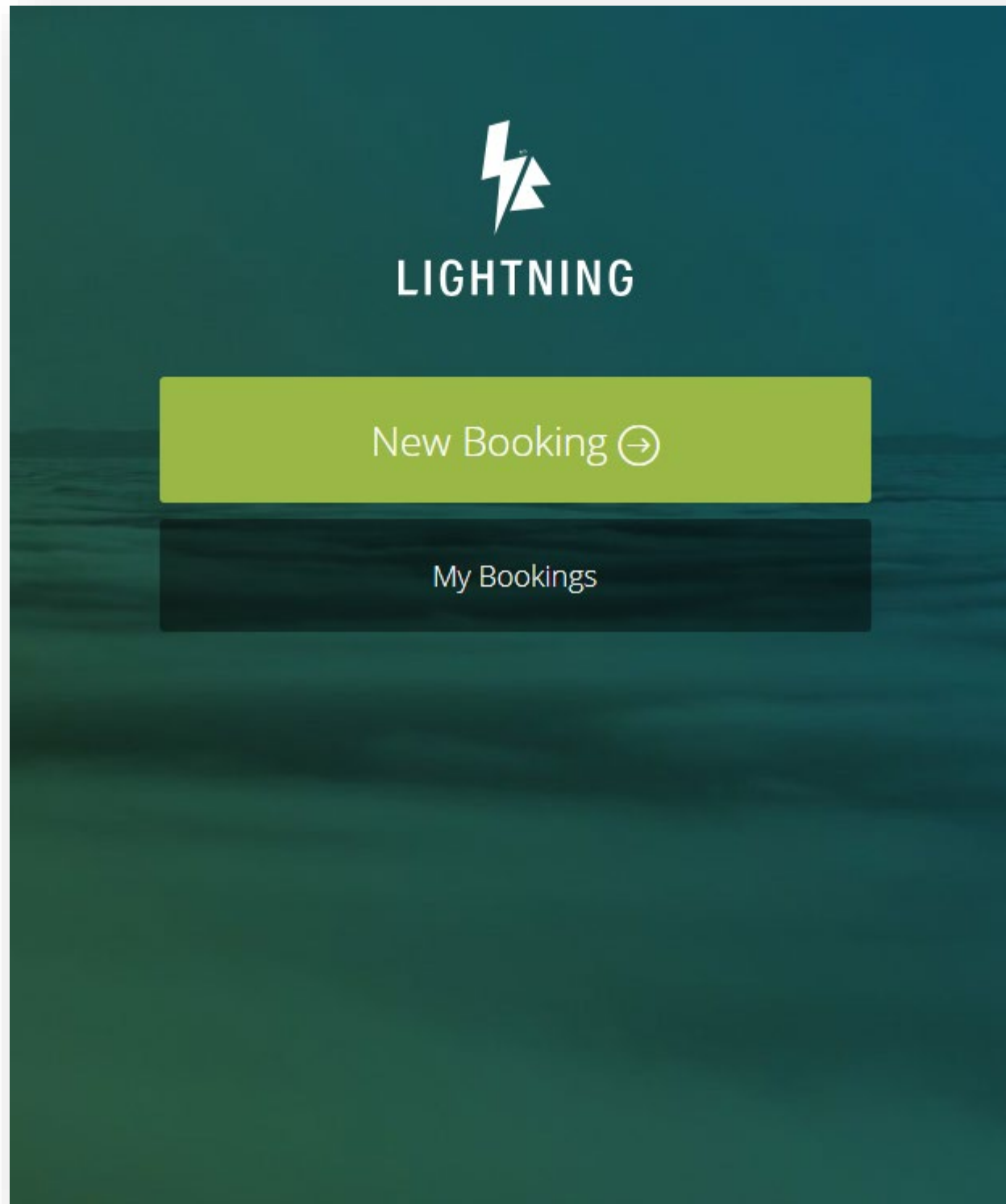
BEWARE! Changes apply to new bookings only!

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



Select all the required services for this itinerary

☒  FLIGHT ☐  HOTEL ☐  CAR

Add travelers for this itinerary

Flight 1

 Enter a Location	 Enter a Location	 23 Jul, 2018	 7:00 am	▼
---	---	---	--	---

Flight 2

 Enter a Location	 Enter a Location	 24 Jul, 2018	 5:00 pm	▼
--	--	--	---	---

+ Add another flight

Purpose of Trip

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

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

Sort Options:

- Most Direct
- Cheapest
- Shortest
- Earliest Departure
- Earliest Arrival
- Carbon Footprint

Additional Filters:

Price (USD)
06,691

Airlines
Select options...

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

Departure Time
12:00 am11:59 pm

Arrival Time
12:00 am11:59 pm

CancelApply

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+ 68USD 1 fare only	Main Cabin 9+ 88USD 1 fare only	Main Cabin Flexi 9+ 367USD 1 fare only	Delta Comfort+ 9+ 117USD 1 fare only	N/A	First Class 8 220USD + 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 173USD 1 fare only	Main Cabin Flexible 9+ 364USD 1 fare only	N/A	Flagship Business 7 235USD + 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
	DEN 7:00 am	2h, 25m Nonstop	LAX 8:25 am	Basic Economy 9+ 68USD 1 fare only	Main Cabin 9+ 88USD 1 fare only	Main Cabin Flexi 9+ 367USD 1 fare only	Delta Comfort+ 9+ 117USD 1 fare only	N/A	First Class 8 220USD + 1 other fare
DELTA • DL1540				Preferred Collapse					
All Fares		Trip Details		Seat Map (View Only)					
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 **Seat Map** to view available seats. (Seat selections will be available after flight selection.)

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.

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

i

CO₂

Carbon Footprint

308 Kg

Per Trip

i

Passenger Itineraries

Select Seats

Continue (Skip Seat Selection)

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.

Select Seats

To open the seat map, click



next to each flight option.

BOOKING #71737
Seat Selection

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

18

19

Aircraft Type

Key

AVAILABLE

UNAVAILABLE

SELECTED

COLLEAGUE

GALLEY

BAR

LAVATORY

STAIRS

18C
AVAILABLE

SELECT

Click any available seat to **Select** and then ✓ **Done** to proceed with your booking.

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

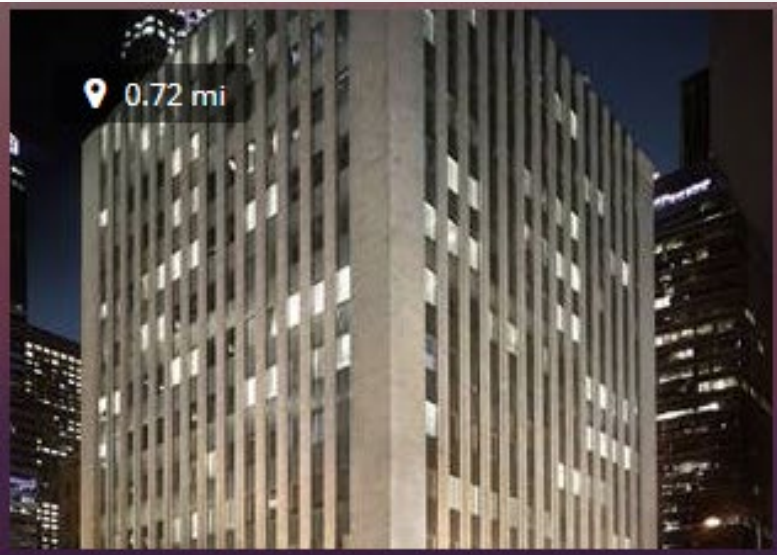
Search

Best152.10 USD

The rest40.85 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.

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.

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

✓ HOTELS

✓ CARS

168.41

0.00

0.00

All prices shown in USD

i

Passenger Itineraries

Continue

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.

*** Confidential and proprietary information for CTP & Client Use Only ***

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.

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)

SortFilter

All prices shown in USD

TOYOTA COROLLA Intermediate 49.92 USD PER DAY Base Rate Add Car Car Details	TOYOTA COROLLA Intermediate 49.92 USD PER DAY Base Rate Add Car Car Details	HYUNDAI ELANTRA Intermediate 47.00 USD PER DAY Base Rate Add Car Car Details	CHEVROLET CRUZE Intermediate 48.00 USD PER DAY Base Rate Add Car Car Details
HYUNDAI ELANTRA OR ... Intermediate 54.02 USD PER DAY Base Rate Add Car Car Details	HYUNDAI ELANTRA OR ... Intermediate 60.50 USD PER DAY Base Rate Add Car Car Details	TOYOTA COROLLA Intermediate 61.62 USD PER DAY Base Rate Add Car Car Details	TOYOTA PRIUS GREEN Intermediate 61.91 USD PER DAY Base Rate Add Car Car Details

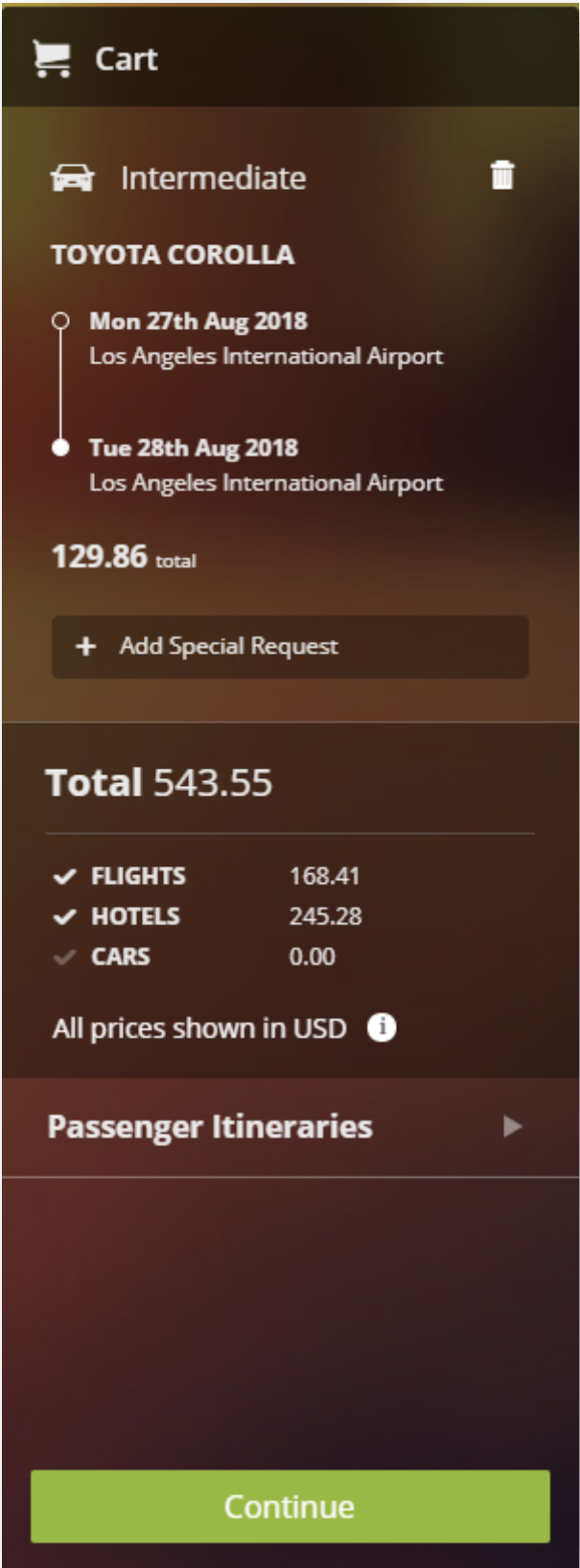
Selecting 'Car Details' will display the full rate details and additional information relating to the vehicle selected.

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



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

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	Please select...	N/A

Flight Loyalty Programs

+ Add new

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

Mon, 27 Aug

✈

DEN-LAX
Delta DL1540

7:00am

✈

8:25am

Delta #1540, AIRBUS A319

2h, 25m

Class: Semi Restricted (Main Cabin)
Duration: 2hr, 25min

View Fare Rules

Base fare:

88.20 USD

88.20* USD

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+

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.

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

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

* 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

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

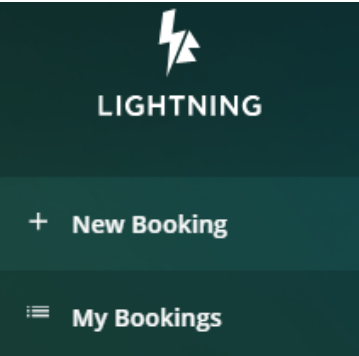
Log out

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 Cancellations

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



PNR, Name

04 Mar, 2021

12 Mar, 2021

Search

Booking Status

#2598

USD 128.20

Travis Miles →

RDU → DEN

Sun, 19 Aug 2018 - Sun, 19 Aug

#2581

USD 393.00

TRAVIS MILES →

DEN → JAX

Sun, 19 Aug 2018 - Fri, 24 Aug

#2556

USD 720.40

TRAVIS MILES →

DEN → DFW

Tue, 28 Aug 2018 - Wed, 29 Aug

#2549

USD 720.40

TRAVIS MILES →

DEN → DFW

Tue, 28 Aug 2018 - Wed, 29 Aug

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

Booking Status

☒ Approved (0)

☒ Pending Approval (0)

☒ Offline Bookings (0)

☒ Declined (0)

☐ Expired (0)

☐ Canceled (1)

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.'

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

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

Current Itinerary History

Sep 13th 2023

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

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

✈ 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

[Add flight](#)

[Cancel](#) [Search >](#)

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

			Economy Flexi	
	BOS 6:00 am	1h, 24m Nonstop	LGA 7:24 am	CO ₂ 36Kg Exchange Ticket: 0067987906628 \$ 
				87USD 1 fare only
DELTA • DL2814				

Trip Modifications

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



Current Itinerary

History

Sep 20th 2023

ENTERPRISE
23842 E 78th Ave, Denver, CO 80249-6322, US | 833-828-5715

Change

Pick Up: 23842 E 78th Ave, Denver, CO 80249-6322, US
Wed, Sep 20 2023 at 9:00 am

Drop Off: 23842 E 78th Ave, Denver, CO 80249-6322, US
Thu, Sep 21 2023 at 5:00 pm

Class: SUV (CFAR)

Confirmation #: 1352649425COUNT

Input the new search criteria and click Search



Car Transportation

×

Enter search criteria for Car Transportation

Car

Pick-up/Drop-off location

23842 E 78th Ave, Denver, CO 80249-6322, US

×

[Change drop-off location](#)

Pick-up

Sep 20, 2023

9:00 am

▼

Drop-off

Sep 21, 2023

5:00 pm

▼

Cancel

Search >

Choose your new car from the search results by clicking “add card” and complete the booking as if it were new.



Intermediate SUV
Nissan Rouge or similar (IFAR)

Base rate per day

87.26 USD

CO₂ 28Kg

Add car

Fullsize 2/4 Door
Chevrolet Malibu Or Simil (FCAR)

Base rate per day

93.07 USD

CO₂ 36Kg

Add car

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 na_online@travelctm.com.

