



CTM Lightning Quick Start Guide

Arranger

Online Product Delivery Team	3/23/2026
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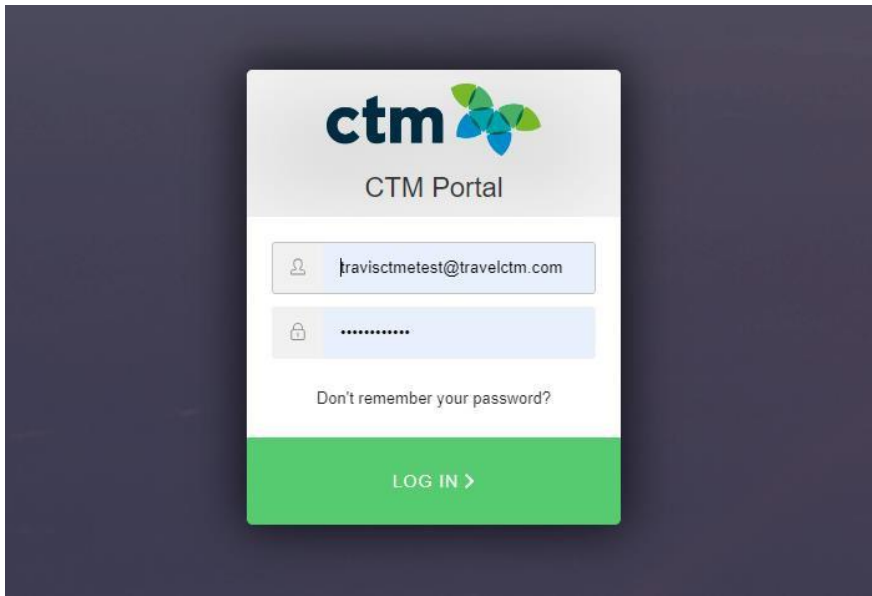
Log in to CTM Portal

Getting Started

To begin, head to <https://us.ctmsmart.com> and log in to the CTM Portal.

From the homepage, click the **CTM Profiles** tile to search for and access your traveler's profile.

Before booking their first trip in Lightning, be sure to log in to CTM Profiles and confirm their details are up to date.



Travel Arrangers

Assigning a New Arranger/Assistant

Users can assign another profiled user—who has the **Arranger/Assistant** permission—within the **Administration** section of their profile.

As you begin typing the travel arranger’s first or last name, **Faces** will suggest matching profiles. Simply select the correct one from the list.

If you don’t see the arranger’s profile listed, reach out to your company’s travel administrator or [CTM Online Support](#) for assistance.

Administration

Arranger / Assistant

Arranger / Assistant

Primary Arranger

+ Add new

Adding More Arrangers

If you need to assign more arrangers, click **Add New** to continue. There’s no limit to the number of arrangers you can add.

Note: Itineraries and invoices are not sent to all arrangers by default. They’re only sent to the booking arranger, the traveler’s email address, and any additional emails listed in the profile.

Primary Email (Must be the traveler’s email, required field.)

E-mail

E-mail

Additional Email fields

Email 2

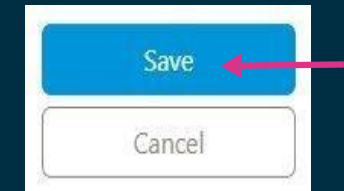
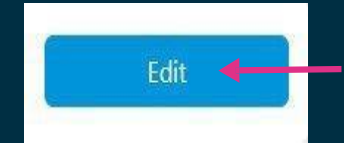
Email 2

Email 3

Email 3

Saving Changes and Booking Travel in Lightning

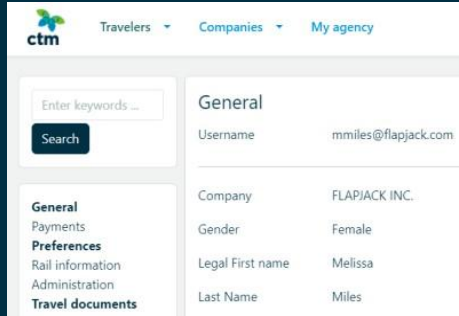
- Click **Edit** to add new items or view all available fields. Be sure to click Save on each page before moving to another section.
- For changes to uneditable fields, contact [CTM Online Support](#).
- Once the profile is reviewed and updated, close the CTM Profile tab to return to the CTM Portal.



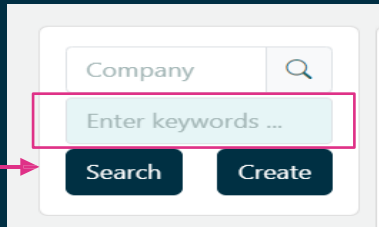
CTM Profiles

Finding a Traveler

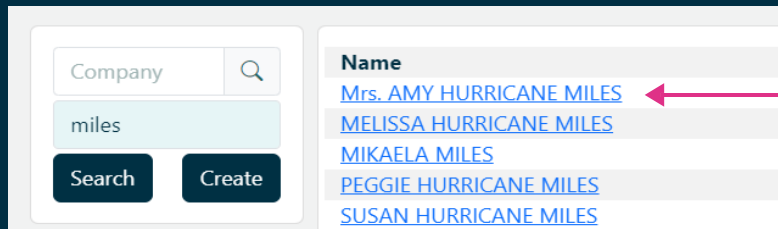
When you log in, your own travel profile will display by default.



To find another traveler, enter their name or email address and click **Search**.



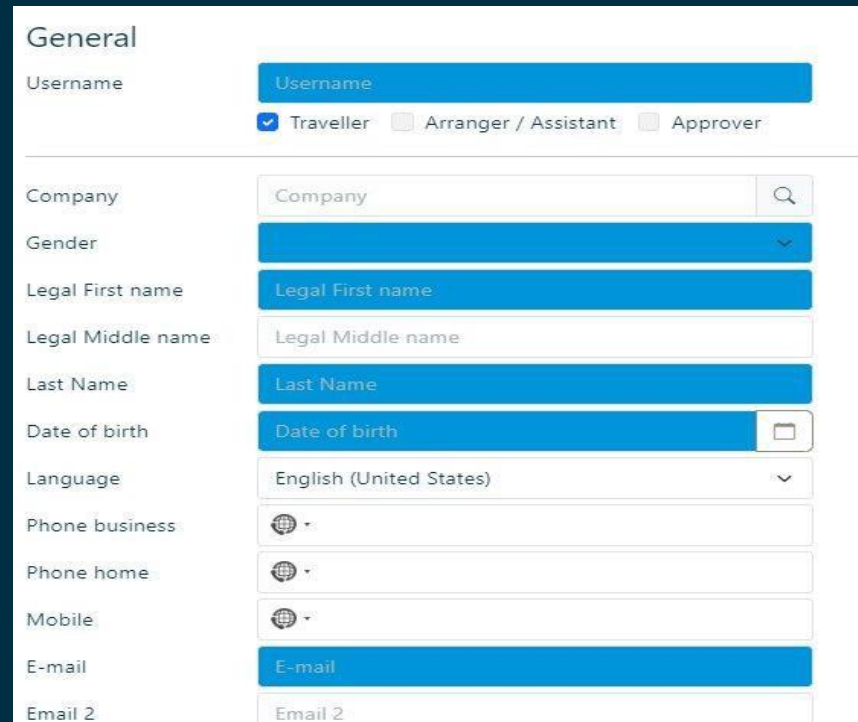
Then, select the traveler by clicking their name.



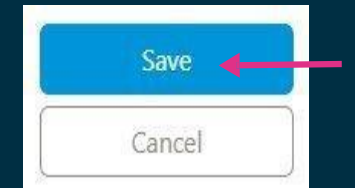
Updating Your Traveler's Profile

Make sure all required fields are completed—these are highlighted in blue.

Note: The username should always be the traveler's email address.



REMINDER: Be sure to click Save on each page before moving to another section.



CTM Profiles

Preferences

Add the traveler's frequent flyer, hotel loyalty, and car rental membership numbers, along with seat preferences and special meal requests.

Each vendor type (airline, car, hotel) has its own section under **Preferences**. To add more membership numbers, click **Add New** below the appropriate section.

To remove a membership number, click the **trash can** icon next to the company or chain name.

REMINDER: Be sure to click Save on each page before moving to another section.

CTM Profiles

Travel Documents

Add the traveler's passport details, visa information, Known Traveler Number (if applicable), and Redress Number (if applicable) in this section.

Note: If the traveler holds dual citizenship, you can add additional passports. Be sure to select one as the Primary Passport.

Home, Work, and Billing Address

Use this optional section to store the traveler's:

- Home address
- Work address
- Billing address

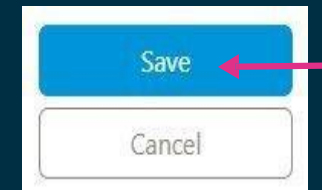
Special Notes and Considerations

Complete traveler profiles as thoroughly as possible.

Changes and updates apply only to future reservations.

CTM Profiles will time out after a few minutes of inactivity.

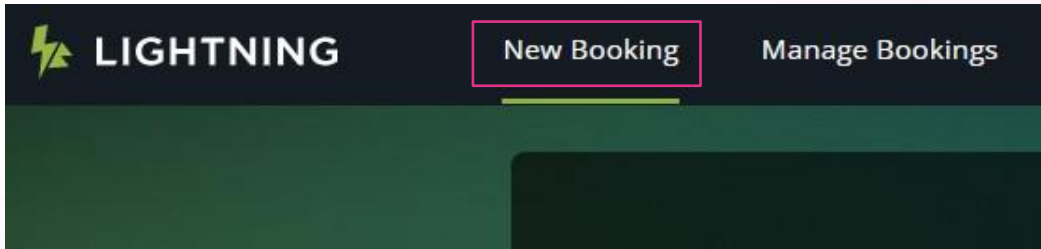
REMINDER: Be sure to click Save on each page before moving to another section.



Booking Travel

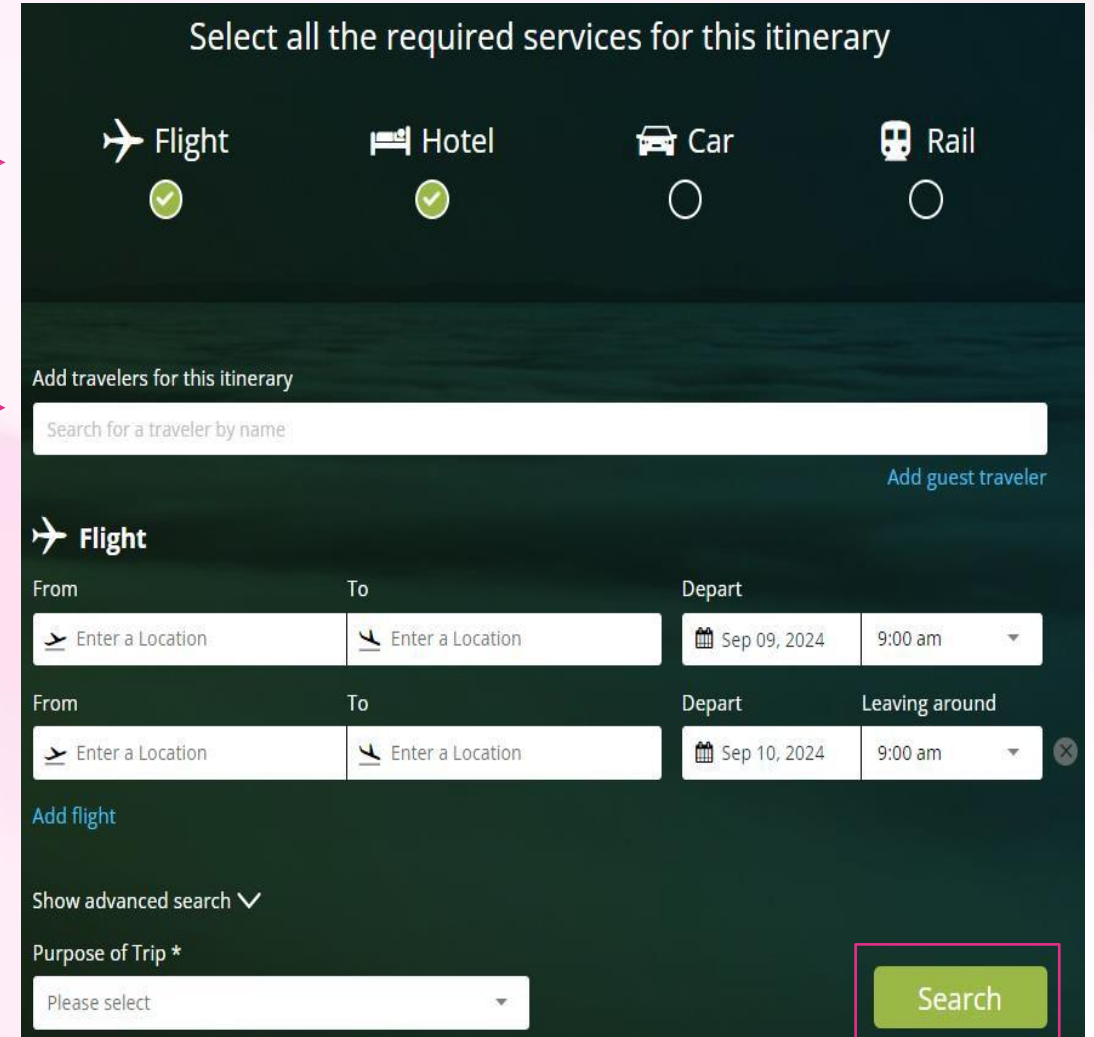
Start a New Booking

- Select **New Booking** from the portal homepage.



Enter Trip Information

- Choose all the required services by clicking **Flight, Hotel, Car, and/or Rail** at the top of the screen.
- Add travelers, destination, and travel dates.
 - You can enter up to nine travelers at a time.
 - Begin typing a name to view and select from matching employee profiles.
 - Each traveler will have a separate PNR created at purchase.
- If needed, select the **Purpose of Trip** from the drop-down menu.
- Click **Search** to continue.



Booking Guest Travel

Add a Guest Traveler

- Select **Add Guest Traveler**.


Add travelers for this itinerary

[Add guest traveler](#)

Complete Guest Traveler Details

- Fill in the required fields:
 - First Name
 - Last Name
 - Date of birth
 - Gender
 - Phone
 - Email
- Add loyalty program information (optional) if needed.
- Click **Save Guest Details** to return to the travel search page.
- Add more guests, up to nine total, as needed.

← Back



Add a guest traveler to your trip

Traveler Details
* Required

First Name *	Middle Name	Last Name *	Suffix
<input type="text" value="Enter guest's first name"/>	<input type="text" value="Enter middle name"/>	<input type="text" value="Enter guest's last name"/>	<input type="text" value="Please select"/>

Date of Birth *	Gender *	Mobile Phone *	Email *
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Please select"/>	<input type="text" value="Enter guest's phone numb"/>	<input type="text" value="Enter guest's email"/>

Department	cost center
<input type="text" value="Select a Department"/>	<input type="text" value="Select a Cost Center"/>

★ **Loyalty Programs (optional)**
Please note, membership numbers are only stored for this booking. After this booking is completed, please update the profile for inclusion in future bookings.

Supplier	Member Number
<input type="text" value="Enter supplier"/>	<input type="text" value="Enter member number"/>

[+ Add another membership](#)

[Save guest details](#)

Flights: Availability

Filter Flight Options

You can filter available flights by time of day or view all flights for the entire day.

The screenshot shows a flight search interface with the following elements:

- Filters:** A row of filter buttons: "All", "12AM - 12PM", "12PM - 7PM", and "7PM - 12AM". A pink arrow points to the "7PM - 12AM" filter.
- Flight Options Table:**

		Economy	Refundable	Premium	Business	First
DEN 8:45 am 2h, 25m Nonstop LAX 10:10 am	Wanna Get Away CO ₂ 128Kg 9+	Anytime CO ₂ 128Kg 9+	Business Select CO ₂ 128Kg 9+	N/A	N/A	
	399USD + 1 other fare	454USD 1 fare only	494USD 1 fare only			
SOUTHWEST AIRLINES • WN488 • BOEING 737-700 88% on time Preferred Fastest trip Show trip details & all 4 fares 						
DEN 10:55 am 2h, 25m Nonstop LAX 12:20 pm	Wanna Get Away CO ₂ 115Kg 9+	Anytime CO ₂ 115Kg 9+	Business Select CO ₂ 115Kg 9+	N/A	N/A	
	399USD + 1 other fare	454USD 1 fare only	494USD 1 fare only			
SOUTHWEST AIRLINES • WN1170 • BOEING 737 800 93% on time Preferred Fastest trip Show trip details & all 4 fares 						

If you select an out-of-policy fare, a pop-up box may appear asking you to provide a reason before continuing.

Flights: Sort/Filter

Sort Options

Recommended
Shortest
Earliest Departure
Earliest Arrival
Latest Departure
Latest Arrival
Most Direct
Layover Duration
Price - Low to High
Price - High to Low
Preferred Carrier
Carbon Footprint

Additional Filters

Filter flights ✕

[Clear filters](#)

All DEN - LAX LAX - DEN

Stops ▼

Nonstop Only (19) 2 stops (312)

1 stop (236)

Airlines ▼

Include Exclude

All Preferred Airlines (485) ⚙️ Alaska Airlines (53)

American Airlines (116) ⚙️ Delta (134) ⚙️

Hawaiian Airlines (32) JetBlue Airways (0)

Southwest Airlines (63) ⚙️ United Airlines (172) ⚙️

Cabin class ^

Policy ^

Aircraft Type ^

Flexibility ^

SAF Score ^

[Show flights](#)

Flights: Expanded View

	Economy	Refundable	Premium	Business	First
CO ₂	114Kg	114Kg	114Kg	168Kg	168Kg
Seats	9+	9+	9+	1 NDC	1
Fare	375USD	441USD	462USD	548USD	516USD
Other Fares	1 fare only	1 fare only	+ 1 other fare	+ 1 other fare	+ 1 other fare

Fare Group	Details	Price	Buttons
Economy (1) Restricted 9+ seats Economy (U) Fare Rules	CO ₂ Emissions 114Kg 1 carry on bag & personal item First checked bag for USD40.00 and Second checked bag for USD50.00 per passenger	375.49	Add to cart
Refundable (1) Flexi 9+ seats Economy Fully Refundable (U) Fare Rules	CO ₂ Emissions 114Kg 1 carry on bag & personal item First checked bag for USD40.00 and Second checked bag for USD50.00 per passenger	441.31	Add to cart \$ Refundable Out of Policy: Lost Savings
Premium (2) Premium Economy Flexi 9+ seats Economy Plus (B) Fare Rules	CO ₂ Emissions 114Kg 1 carry on bag & personal item First checked bag for USD30.00 and Second checked bag for USD40.00 per passenger	461.98	Add to cart \$ Refundable Out of Policy: Lost Savings
Premium (2) Premium Economy Flexi 9+ seats Economy Plus Fully Refundable (B) Fare Rules	CO ₂ Emissions 114Kg 1 carry on bag & personal item First checked bag for USD30.00 and Second checked bag for USD40.00 per passenger	527.78	Add to cart \$ Refundable Out of Policy: Lost Savings

Fare Groups and Details

Fares are grouped by fare brand type and cabin class.

The expanded view provides links to fare rules and conditions for each option.

Click the link below to view the expanded flight details.

Viewing Seat Maps

Click Seat Map to view available seats.

Seat selection will be available after you choose your flight.

Add Flight to Cart

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

Flights: Cart

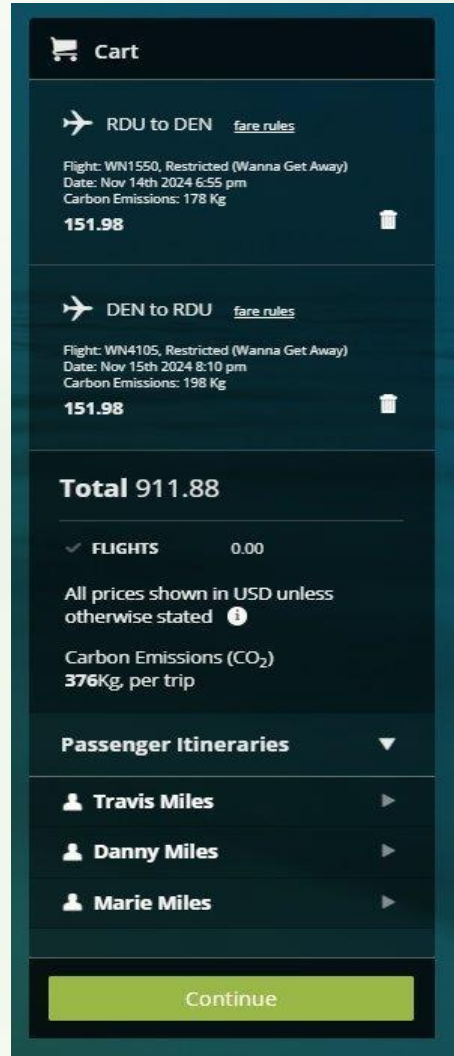
Review Your Selections

The flights you select will appear in the itinerary summary on the right side of the page.

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

View Traveler Itineraries

To view a traveler's itinerary, click the arrow next to **Passenger Itineraries** to open the drawer, then select the traveler's name.



View Other Flight Options

Once you select a flight, all other options will disappear.

To view other flights again, click the trash can icon next to the selected flight.

Proceed to the Next Step

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

Seat Selection

To open the seat map, click



next to each flight option.

BOOKING #1463810
Seat Selection

Travis Miles

FROM Denver International Airport
TO Los Angeles International Airport

DEN - LAX
UA650

FROM Los Angeles International Airport
TO Denver International Airport

LAX - DEN
UA1339

TRAVIS MILES
UA650, DEN - LAX

Economy

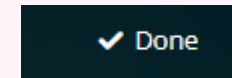
			7			
			8		\$	
	\$	\$	9			\$
	\$		10		\$	\$
	\$	\$	11	\$	\$	
\$	\$	\$	12	\$	\$	\$
★	\$★	★	14	★	\$★	★
★	\$★	★	15	★	\$★	\$★
EXIT	\$	\$	20	\$	\$	
EXIT	\$	\$	21		\$	\$
	\$★	\$★	22	\$★	\$★	\$★
	\$★	★	23	\$★	\$★	\$★
	\$★	\$★	24	\$★	\$★	\$★
	\$★	\$★	25	\$★	\$★	\$★
	\$★		26	\$★	\$★	\$★
	\$★	\$★	27	\$★		\$★
	\$★		28	\$★		★

Key

- AVAILABLE
- UNAVAILABLE
- PREFERRED
- PAID
- SELECTED
- COLLEAGUE
- GALLEY
- BAR
- LAVATORY
- STAIRS

27B AVAILABLE SELECT

Click any available seat to **Select** and then




in the top right-hand corner to proceed with your booking.

Hotels: Availability

Los Angeles, United States × 📅 Sep 11, 2024 📅 Sep 14, 2024 5 mi 🔍 Search

Available hotels: 346 (including 3 Top Picks) ℹ️ All prices shown in USD unless otherwise stated ℹ️
Hotels at this destination: CO₂ Emissions 18Kg. per night ℹ️



13 mi

Doubletree By Hilton Whittier Los Angeles
★★★★☆ [7320 Greenleaf Avenue Whittier CA US 90602](#)
 • Wheelchair Access • In-Room coffee/tea • Dry Cleaning • Refrigerator • In Room Safe
 • Business center • Meeting rooms • Smoke-free property • Pool • Restaurant
[More](#)

Rooms from (in USD) **\$188**
Show rates

All rooms and rates Info Map

Room type	Per night (max)	All nights (per room)	
CTM -HONORS RESTRICTED CXL 1 KING BED 288 SQ FEET-WIFI AVAILABLE-SWEET DREAMS BED	\$230.30	\$230.30	🔒 Add room
CTM -HONORS RESTRICTED CXL 1 KING BED MOBILITY ACCESSIBLE W/BATHTUB 288 SQ FEET-WIFI AVAILABLE-SWEE...	\$230.30	\$230.30	🔒 Add room
CTM -HONORS RESTRICTED CXL 1 KING MOBILITY/HEARING ACCESS RI SHWR VIS FIREALRM/DOOR/PHN ALRT-288 SQ...	\$230.30	\$230.30	🔒 Add room

Hotel Sort Order

Best value, closest, and preferred hotels appear first, followed by all other available options.


Adjusting Search Radius

The default search radius is 5 miles, but you can expand it based on availability and preference.

Viewing Room Options

To view all rooms and rates for a property, click **Show Rates** or **All Rooms & Rates**.

Viewing Cancellation Policies

Hover over the  to view the cancellation policy for each rate.

Out-of-Policy Rate Selection

If you select an out-of-policy rate, a pop-up box will appear asking you to provide a reason. Simply enter the reason for selecting that hotel.

Hotels: Cart

Viewing Your Selected Hotel

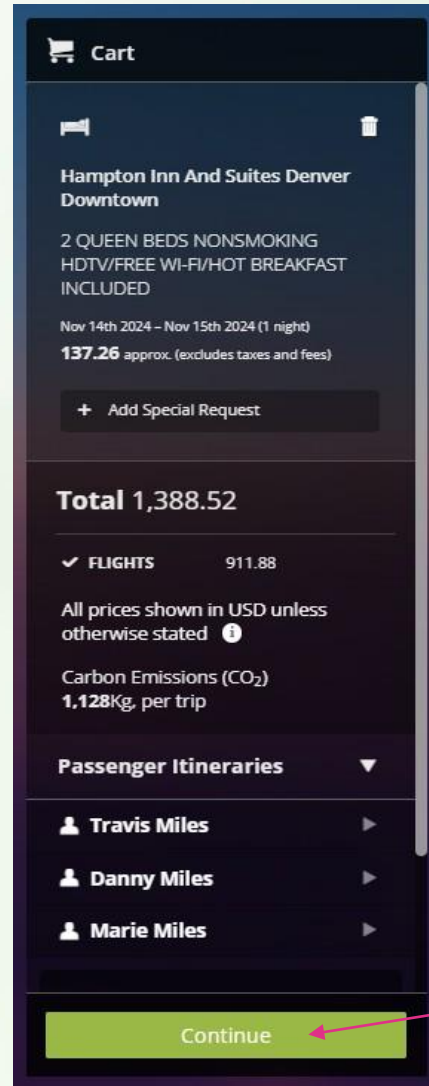
The hotel you select will appear in the shopping cart on the right side of the page.

Sending Special Requests

After adding a hotel to the shopping cart, you can send a note to the hotel using the **Special Request** field.

View Traveler Itinerary

To view the traveler's itinerary, click the arrow next to **Passenger Itineraries** to open the drawer, then select the traveler's name.



Changing Your Hotel Selection

If you prefer a different hotel or rate, click the **trash can** icon in the shopping cart to redisplay hotel options, then select a new hotel.

Proceed to the Next Step

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

Cars: Availability

Car Rental Results

Preferred car rental providers will appear on top.

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

Out-of-Policy Rate Selection

If you select an out-of-policy rate, a pop-up box will appear asking you to provide a reason. Simply enter the reason for selecting the car.



Pick up / Drop Off

Pick up location: Los Angeles International Apt, CA (LAX) Pick up date: Sep 11, 2024 9:30 pm

[Change drop-off location](#) Drop off date: Sep 14, 2024 5:30 am

[Search](#)

Cars for Los Angeles International Airport (LAX)

CO2 emissions data is based on an average use of 161km per day i
All prices shown in USD unless otherwise stated i

Top Picks for you i

<p>Top pick for you</p> <p>Compact 2/4 Door Nissan Versa Or Sim (CCAR)</p> <p>A ❄️ 🧳 👤 CO₂ 23Kg</p> <p>Base rate per day In USD \$63.00 Total estimate 3 Days includes taxes and fees ^</p> <p>Add Car</p>	<p>Top pick for you</p> <p>Compact 2/4 Door Nissan Versa or similar (CCAR)</p> <p>A ❄️ 🧳 👤 CO₂ 23Kg</p> <p>Base rate per day In USD \$63.00 Total estimate 3 Days includes taxes and fees ^</p> <p>Add Car</p>	<p>Top pick for you</p> <p>Intermediate 2/4 Door Toyota Corolla or similar (ICAR)</p> <p>A ❄️ 🧳 👤 CO₂ 28Kg</p> <p>Base rate per day In USD \$63.00 Total estimate 3 Days includes taxes and fees ^</p> <p>Add Car</p>	<p>Top pick for you</p> <p>Intermediate 2/4 Door Toyota Corolla or similar (ICAR)</p> <p>A ❄️ 🧳 👤 CO₂ 28Kg</p> <p>Base rate per day In USD \$63.00 Total estimate 3 Days includes taxes and fees ^</p> <p>Add Car</p>
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Cars: Availability

Viewing More Car Options

Scroll down past **Top Picks for You** to view results under **The Rest**.

Filtering options are available above **The Rest** section.

Click **Add Car** to add your preferred option to the shopping cart.

Out-of-Policy Rate Selection

If you select an out-of-policy rate, a pop-up box will appear asking you to provide a reason. Simply enter the reason for selecting the car.

The Rest

Sort by Price Filter

Company	Vehicle Type	Model	Base rate per day (USD)	CO ₂ (Kg)
Alamo	Mini Passenger Van	Chrysler Pacifica Or Sim (MVAR)	59.99	23
Enterprise	Standard 2/4 Door	Vw Jetta or similar (SCAR)	64.00	28
National	Standard 2/4 Door	Vw Jetta or similar (SCAR)	64.00	28
Enterprise	Fullsize 2/4 Door	Toyota Camry or similar (FCAR)	66.00	36

Viewing Full Rate Details

Click the **ellipsis** to view full rate details and additional information about the vehicle.

Alamo

Mini Passenger Van
Chrysler Pacifica Or Sim (MVAR)

CO₂ 23Kg

Base rate per day
59.99 USD

Add car

- FuelType: Regular
- Airport concession fee 11.11 pct
- Customer facility charge 9.00/da
- Tourism commission rec 3.50 pct
- Vehicle license recovery fee
- Sales tax
- Mileage Unlimited

A ❄️ 🧳 👤
2 7

Total estimate
includes taxes and fees
\$260

Cars: Cart

Viewing Your Selected Car

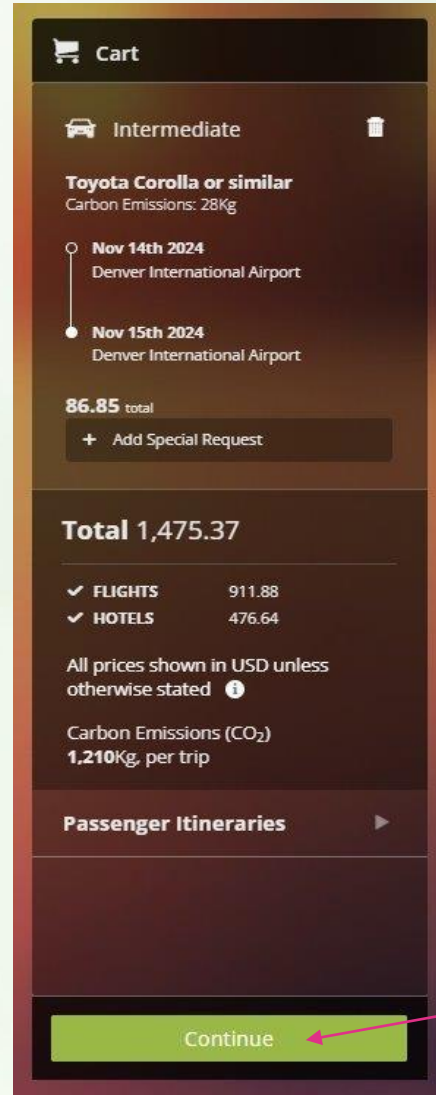
The car you select will appear in the shopping cart on the right side of the page.

Sending Special Requests

After adding a car to the shopping cart, you can send a note to the vendor using the **Special Request** field.

View Traveler Itinerary

To view the traveler's itinerary, click the arrow next to **Passenger Itineraries** to open the drawer, then select the traveler's name.



Changing Your Car Selection

To select a different car, click the **trash can** icon and choose a new car and rate.

Proceed to the Next Step

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

Booking Confirmation

Confirm your booking

Travis CTME Miles 1,731.78 USD

Payment Method	Reference	Approver
4444XXXXXXXX1111	Edit	N/A

Loyalty Programs
[+ Add new](#)

All prices shown in USD unless otherwise stated ⓘ

Sep 11, 2024

Flight	Airline	Class	Base fare	Seat Charge	Total	Actions
DEN-LAX United Airlines UA650 Duration: 2hr, 28min Carbon Emissions (CO ₂) 114Kg View Fare Rules	United Airlines #650, BOEING 737-900 Denver International Airport (DEN) Denver, United States Sep 11th 2024 9:48pm Los Angeles International Airport (LAX) Terminal 7 Los Angeles, United States Sep 11th 2024	2h, 28m Class: Restricted (ECONOMY) Seat: 27B	750.99 USD	+0.00 USD	750.99* USD	Remove Change

Traveler Confirmation Details

Each traveler will have a unique drawer. Open each drawer to complete their confirmation details.

Adding More Travel Services

You can add additional flights, cars, or hotels to your itinerary by clicking the icons provided.

Completing Required Information

Where needed, complete any required fields, payment information and loyalty program numbers.

Removing Travel Services

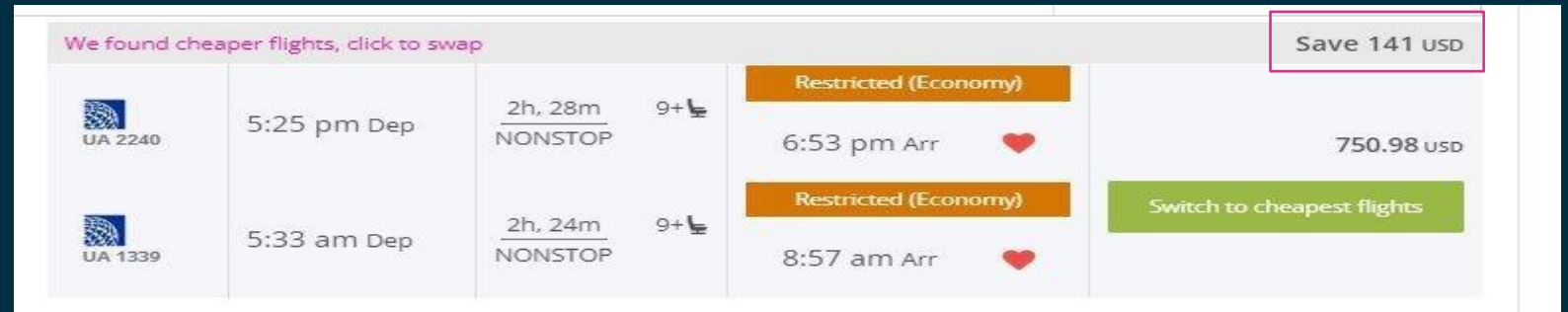
To remove a flight, hotel, or car, click the **trash can** icon next to the item.

Booking Confirmation

Swapping Fare Options

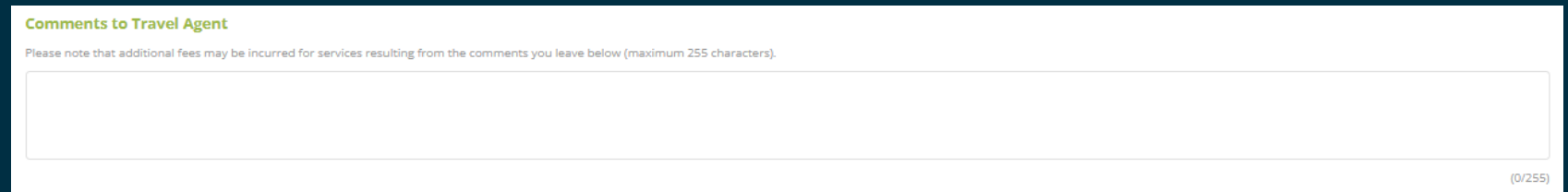
Under each flight segment, you can swap to a lower-priced fare by clicking the fare amount.

To return to the original flight, simply reselect the original fare.



Using the Comments Field

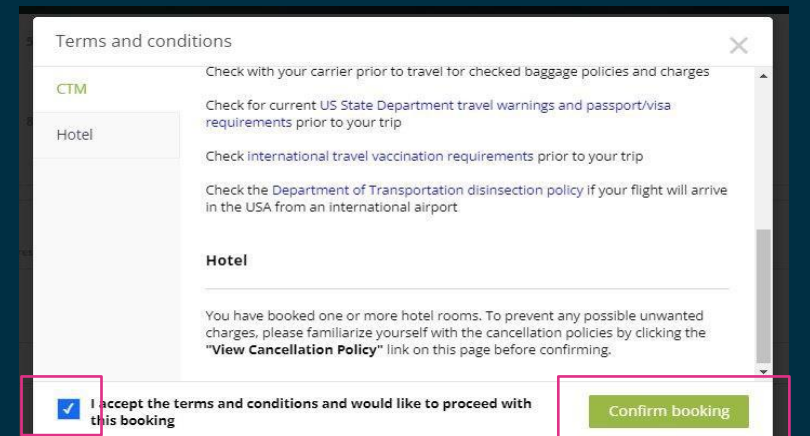
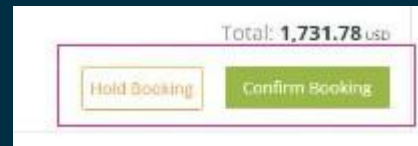
Use the **Comments** field to send a note to CTM Operations or Gold Desk for any additional booking requirements.



Finalize Your Booking

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

You can also choose to **Hold Booking** if needed.



Completed Bookings

Managing Completed Bookings

To view existing bookings, or book seats, click **Manage Bookings**.

If needed, you can also **Log Out** or start a **New Booking**.

You can also manage your bookings by clicking **My Bookings** from the Lightning landing page after logging in through the **CTM Portal**.

Confirmation

Congratulations!

Your booking was completed successfully.

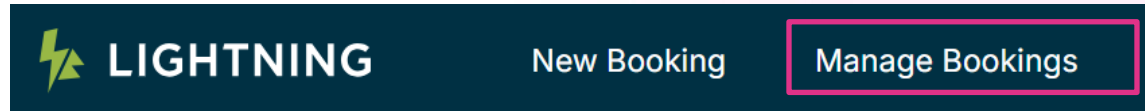
Booked (3)

▼ Travis Miles	Booking number 1471680	PNR OIEDJZ	Approver N/A	Booked	Share
▼ Danny Miles	Booking number 1471681	PNR OFBSJL	Approver N/A	Booked	Share
▼ Marie Miles	Booking number 1471682	PNR GMMVMZ	Approver N/A	Booked	Share

What would you like to do next?

[Manage Bookings](#) [New Booking](#)

Manage Bookings



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

Booking Status

- Booked (14)
- Pending Approval (0)
- User Hold (0)
- Offline Bookings (0)
- Declined (2)
- Expired (4)
- Canceled (50)

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'.

All Upcoming Archived

Q PNR, Name

Booking Date Travel Date

Jan 22, 2026 May 22, 2026

Search

Booking Status

Sort by: Travel Date

CFGQQI USD 55.00

Travis Demo Miles
NYP PHL

Jan 27th 2026 - Jan 28th 2026 | Jan 22nd 2026

WNDPAA USD 941.77

Travis Demo Miles
PHL ADB

Feb 9th 2026 - Feb 15th 2026 | Nov 20th 2025

Booking Summary #CFGQQI Cancel Share Select Seats Add to calendar

Booked

ABE ⇌ PIT
Apr 15th 2026 – Apr 17th 2026

REQUESTED BY: TRAVIS DEMO MILES
TRAVELER: TRAVIS DEMO MILES
AGENCY REF#: CFGQQI
COMPANY REFERENCES
Trip Purpose: Conference Seminar or Meeting

Trip Total USD **778.81**
Flights USD 778.81
Ticket 0017417210591 USD 778.81

+ ✈️ 🛏️ 🚗

Current Itinerary History

Apr 15th 2026

<p>AA6565 - AMERICAN AIRLINES ABE → PIT</p> <p>Airline Ref# CFGQQI Ticket# 0017417210591</p> <p>Change</p>	<p>American Airlines #6565 1h, 40m Class: ECONOMY</p> <p>12:50 PM</p> <p>Lehigh Valley International Airport (ABE) Allentown Apr 15th 2026</p> <p>Philadelphia International Airport (PHL) Terminal F Philadelphia Apr 15th 2026</p> <p>2:30 PM</p> <p>Change at airport Layover or stopover 0h, 57m</p>	<p>Seat: 04F</p>
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Clicking on a specific travel reservation will open the Booking Summary to review the entire itinerary and reservation details along with additional actions including modifying, adding, canceling, sharing, selecting seats and adding to calendar.

Manage Bookings

How to Cancel a Trip / Portion of Trip

Booking Summary #CFGQQI

Booked

REQUESTED BY: TRAVIS DEMO MILES

TRAVELER: TRAVIS DEMO MILES

Trip Total **USD 778.81**

Flights **USD 778.81**

[Cancel](#) [Share](#) [Select Seats](#) [Add to calendar](#)

When cancelling, users may either cancel the entire trip, or select which segments to cancel

Select all that you would like to cancel

Select All

AA4382 - American Airlines
MCI → EDI
Mar 28, 2026 12:50 PM

AA279 - American Airlines
EDI → MCI
Apr 02, 2026 11:25 AM

HUB BY PREMIER INN EDINBURGH HA
Torphichen Street, Edinburgh, EH3 8JP, GB | 0333-777-7924
Mar 29, 2026 - Apr 02, 2026

[Review Cancel Requests](#)

How to Add to your Trip

[Cancel](#) [Share](#) [Select Seats](#) [Add to calendar](#)

Trip Total **USD 1,925.30**

Flights **USD 1,411.83**
Visa 4715XXXXXXXX9066, TRAVIS DEMO MILES

Ticket 0017407851966 **USD 1,411.83**

Hotels **USD 513.47** (Aprox.)
Visa 4715XXXXXXXX9066, TRAVIS DEMO MILES includes tax

[+](#) [✈️](#) [🏨](#) [🚗](#)

To add an additional travel segment to an existing itinerary, click the icon of the applicable travel type (air, hotel, car rental)

Adjust the search parameters accordingly and click search

Car Transportation

Enter search criteria for Car Transportation

Car

Pick-up location:

Pick-up:

Change drop-off location

Drop-off:

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



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