



CTM Lightning Quick Start Guide

SSO

Online Product Delivery Team | 3/23/2026

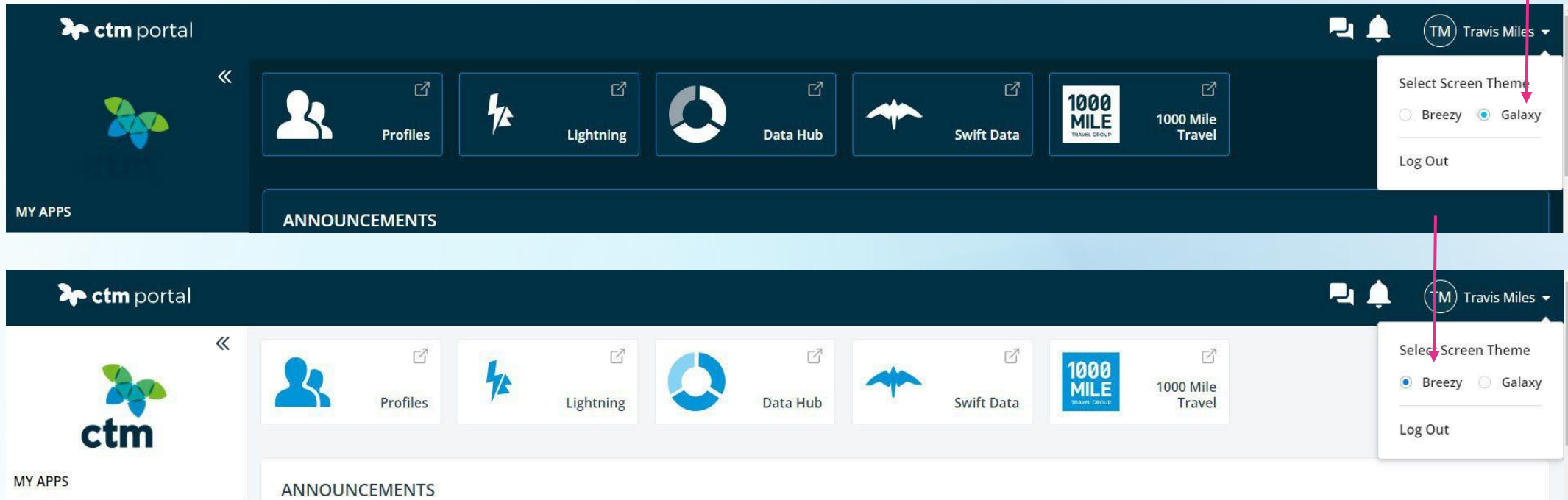


Welcome to CTM Portal

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

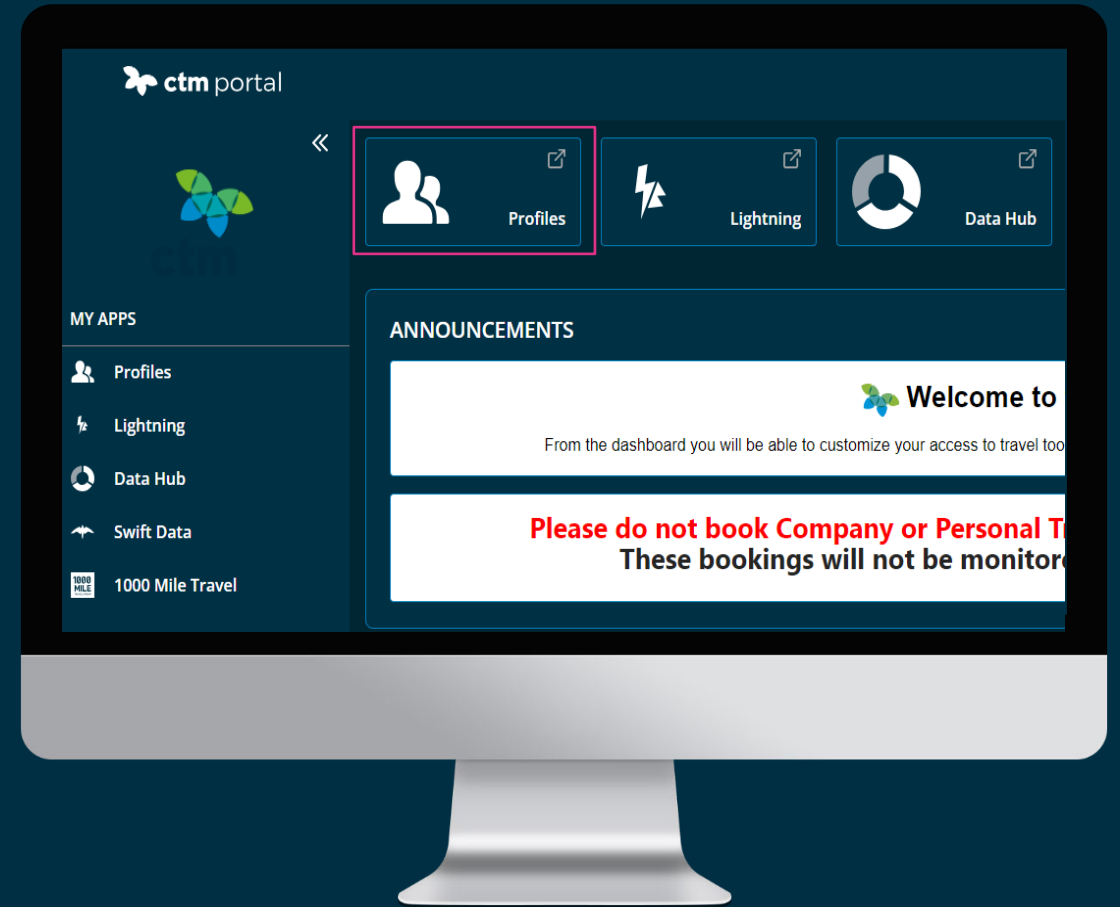
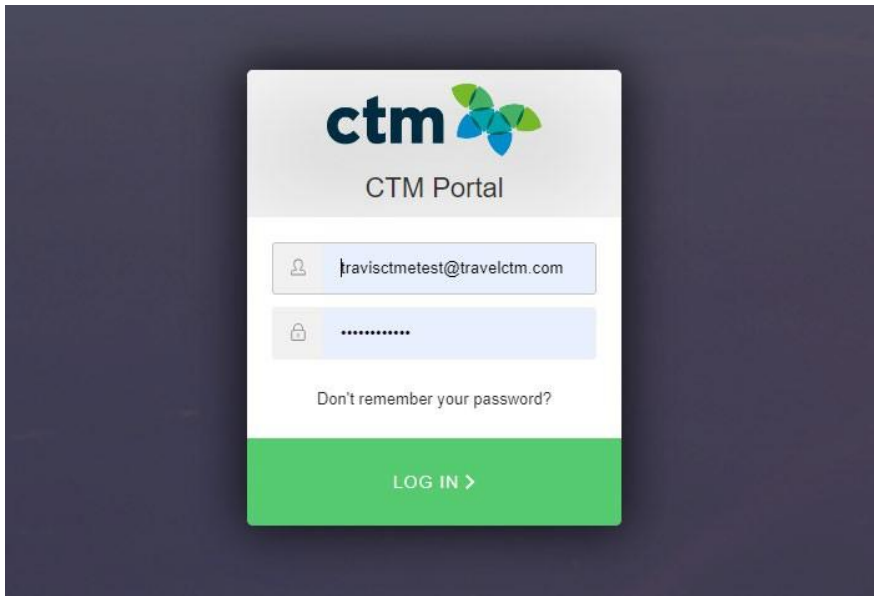
- Galaxy (Default View): Dark Background and White Text
- Breezy: White Background and Gray Text

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



Logging in to Lightning via CTM Portal

Login into the CTM 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.



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.)

Traveler Profile Update

Please review and complete the sections below:

General	
Username	mmiles@flapjack.com
<hr/>	
Company	FLAPJACK INC.
Gender	Female
Legal First name	Melissa
Last Name	Miles
Date of birth	Nov 11, 1980
Citizenship	United States
Language	English (United States)
Phone business	+1555-555-1212
Phone home	+1555-555-1313
Mobile	+1555-555-1414
E-mail	mmiles@flapjack.com

Travel documents	
	Passport(s)
Nationality	United States
Passport no.	512345785
Issue date	Sep 3, 2024
Issue country	US
Expires	Sep 5, 2034
Primary Passport	✓
Known Traveler Number (5P#)	12156894
Known TVL Issue country	US
Redress Number	649849161
Redress Issue country	CA

SAVING, EDITING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

* You must click Edit to add new items and see all the available fields in your profile make sure to click **Save**, on each updated page, before selecting another section.

** 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 Portal.

Edit

Save

Cancel

Traveler Profile Update

Please review and complete the sections below:

Seat Request

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

Meal Request

Smoker

Frequent flyer

Airline

Number

PIN

Hotel Program

Hotel chain

Customer number

Customer request

Car Program

Company

Customer number

Customer request

Administration

Arranger / Assistant

Arranger / Assistant

Primary Arranger

Emergency Contact

First name

Last Name

Phone

Employment Information

Travel Rule Class

Operating Unit

Company Code

Country of Employment

Department Code

Job Title

Employee ID

SAVING, EDITING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

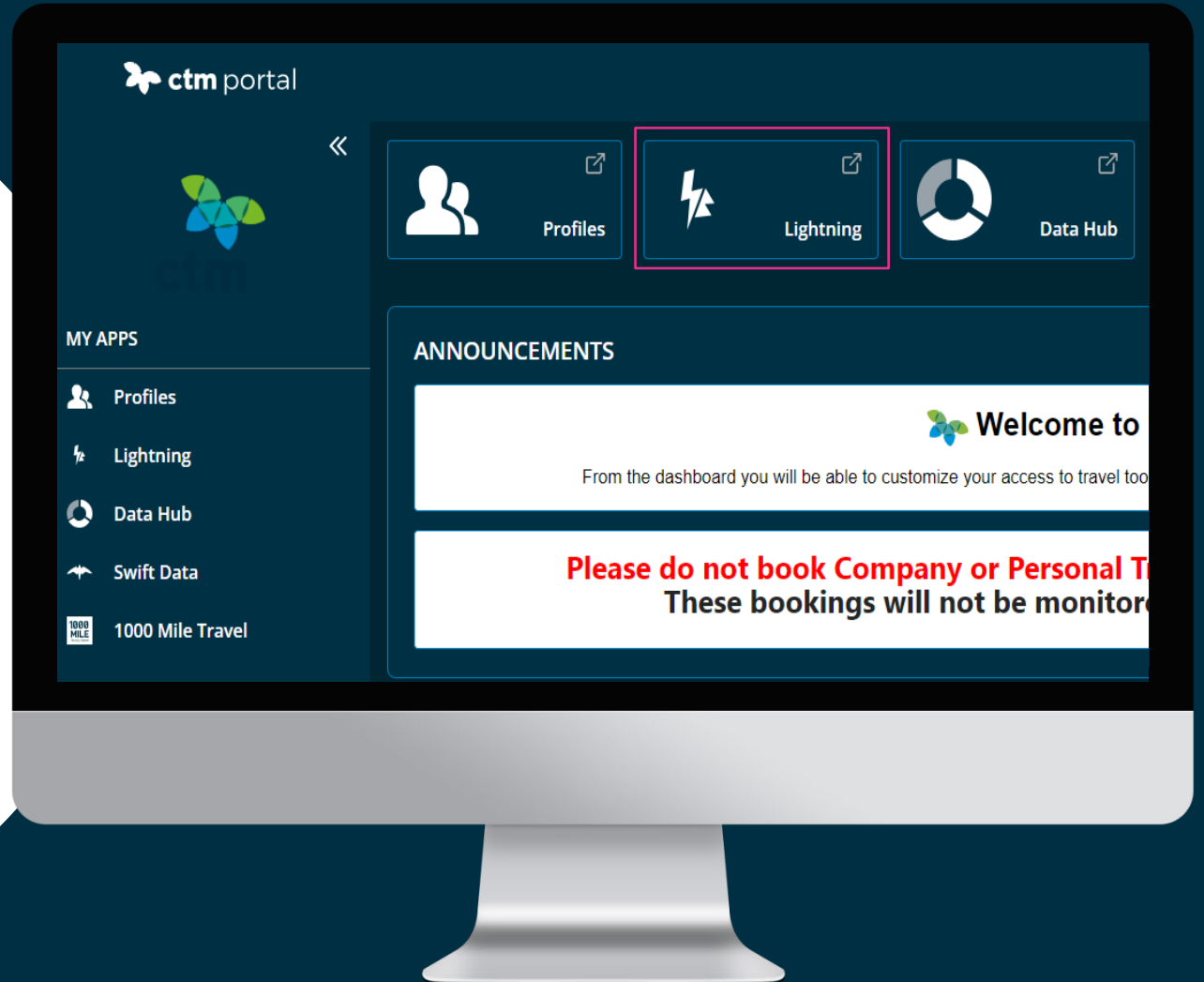
* You must click Edit to add new items and see all the available fields in your profile make sure to click **Save**, on each updated page, before selecting another section.

** 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 Portal.

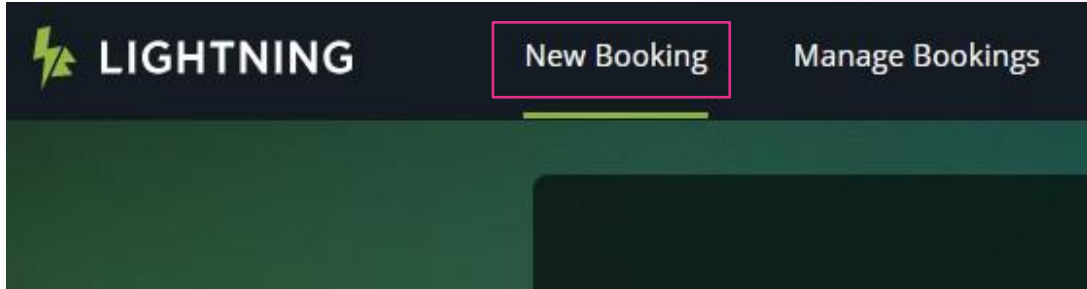
Booking Travel

Login to CTM Portal page
via URL
<https://us.ctmsmart.com>;
click on the Lightning tile.



Booking Travel

Select New Booking

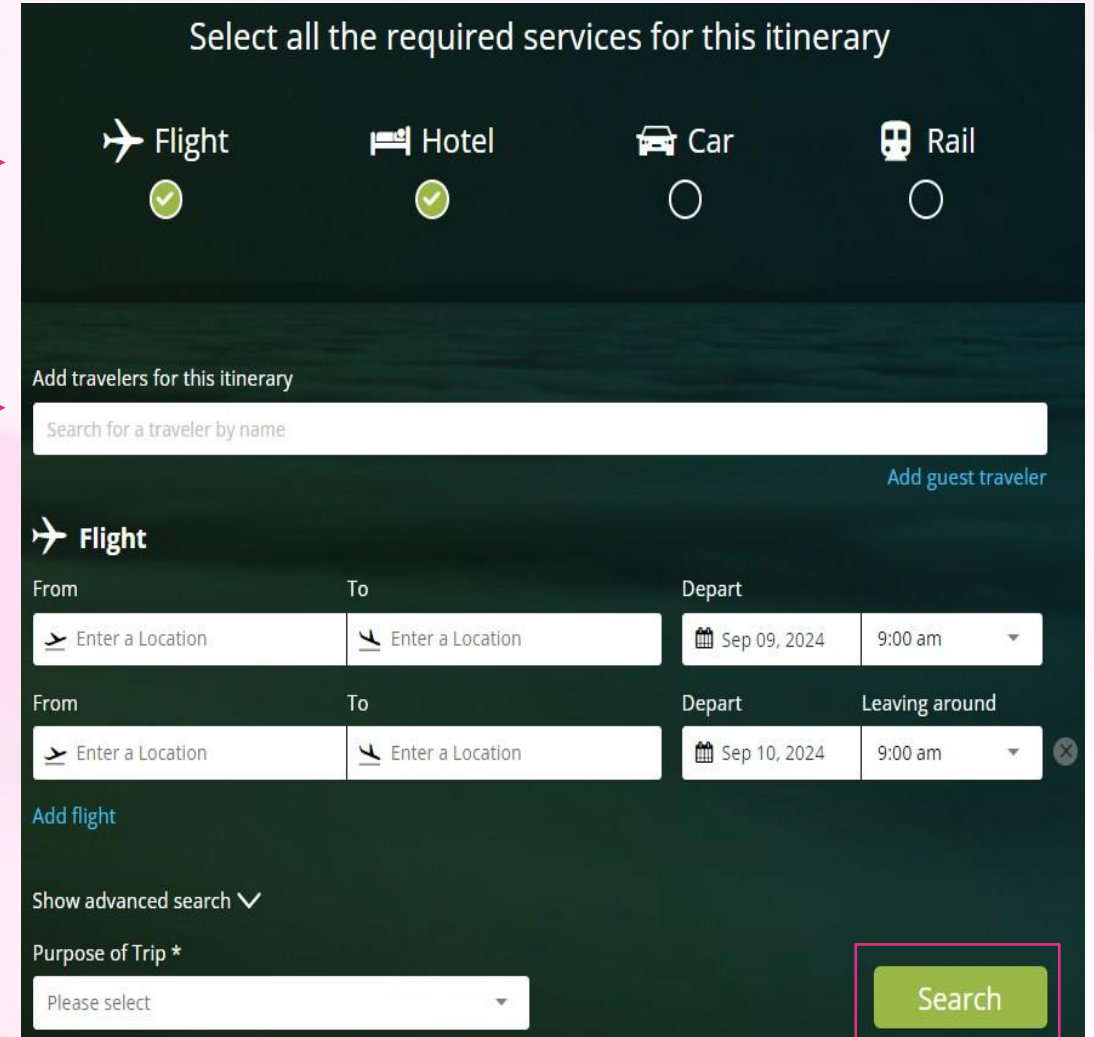


Select services required for itinerary

Click Flight, Hotel, Car, and/or Rail at the top of the screen as required, 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.

		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						

*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: Sort/Filter

Sort Options:

- Recommended
- Shortest
- Earliest Departure
- Earliest 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 (18) 2 stops (350)

1 stop (398)

Airlines ▾

Include Exclude

All Preferred Airlines (734) ⚙️ Alaska Airlines (26)

American Airlines (161) ⚙️ Delta (206) ⚙️

JetBlue Airways (8) Southwest Airlines (114) ⚙️

United Airlines (253) ⚙️

Cabin class ▲

Policy ▲

Aircraft Type ▲

Flexibility ▲

Show flights

Flight: Expanded View

The screenshot displays a flight search results page for a route from DEN to LAX. The flight is operated by United Airlines (UA650) on a Boeing 737-900, with a 2h, 28m nonstop duration. The departure is at 8:20 pm and arrival is at 9:48 pm. The page shows a table of fare classes: Economy (375 USD), Refundable (441 USD), Premium (462 USD), Business (548 USD), and First (516 USD). Below this, there are tabs for 'All Fares (8)', 'Flight Details', and 'Seat Map (View Only)'. The 'All Fares (8)' tab is active, showing a list of fare options with their respective prices and 'Add to cart' buttons. The fare options include Economy (1), Refundable (1), and Premium (2) categories, each with specific seat restrictions and baggage allowances. A pink arrow points from the 'Seat Map (View Only)' tab to the 'Add to cart' button for the Premium Economy Flexi fare.

Click link below to see expanded flight view.

This close-up shows a portion of the fare selection interface. It displays two fare options: one for 548 USD and another for 516 USD, both including '+ 1 other fare'. Below these, there is a 'Preferred' indicator and a link that reads 'Show trip details & all 8 fares'. A pink box highlights this link, and a pink arrow points from it towards the 'Add to cart' button in the main screenshot.

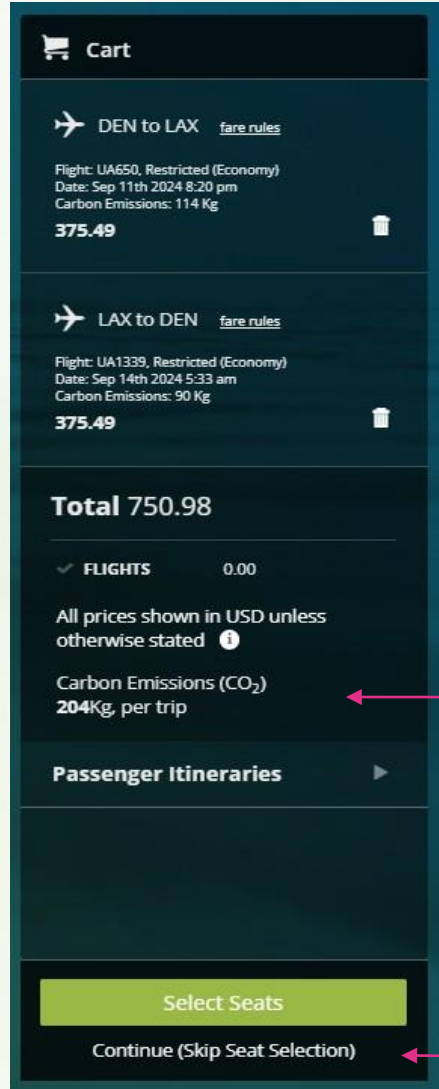
Click Seat Map to view available seats. (seat selections will be available after flight selection.)

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.

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.

Seat Selection

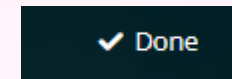
To open the seat map, click



next to each flight option.

The screenshot shows the 'Seat Selection' interface for a booking. At the top, it displays 'BOOKING #1463810' and 'Seat Selection'. The user is identified as 'Travis Miles'. The flight details are: 'FROM Denver International Airport TO Los Angeles International Airport' (DEN - LAX UA650) and 'FROM Los Angeles International Airport TO Denver International Airport' (LAX - DEN UA1339). The aircraft type is 'BOEING 737-900'. The main area shows a seat map for 'Economy' class. The map is a grid of seats with various status indicators: 'AVAILABLE' (white), 'UNAVAILABLE' (grey), 'PREFERRED' (star), 'PAID' (dollar sign), and 'SELECTED' (green). A '27B AVAILABLE' callout is shown over a green seat. A 'Done' button is visible in the top right corner. A key on the right side lists cabin features: GALLEY, BAR, LAVATORY, and STAIRS.

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



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

Hotels: Availability

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

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

Available hotels: 346 (including 3 Top Picks) ⓘ

All prices shown in USD unless otherwise stated ⓘ
Hotels at this destination: CO₂ Emissions 18Kg, per night ⓘ

Best (12)	122.40 USD	The Rest (331)	81.91 USD
--------------	------------	-------------------	-----------

Search Display/Filter Sort by

🔍 Select ⌵ Recommended ⌵

0.09 mi

From **\$247**

Doubletree By Hilton Los Angeles Downtown
★★★★☆
120 South Los Angeles St. Los Angeles CA US 90012

\$246.75	TRAVEL AGENT RATE 1 KING BED 2 ROOM SUITE WITH SOFA BED TAB...	ⓘ	Add room
\$263.62	CTM SELECT -HONORS DISCOUNT 1 KING BED - INCLUDES FRIDGE SW...	ⓘ	Add room
\$263.62	CTM SELECT -HONORS DISCOUNT 2 QUEEN BEDS - INCLUDES FRIDGE ...	ⓘ	Add room

All rooms & rates Info Map Health Measures

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.

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

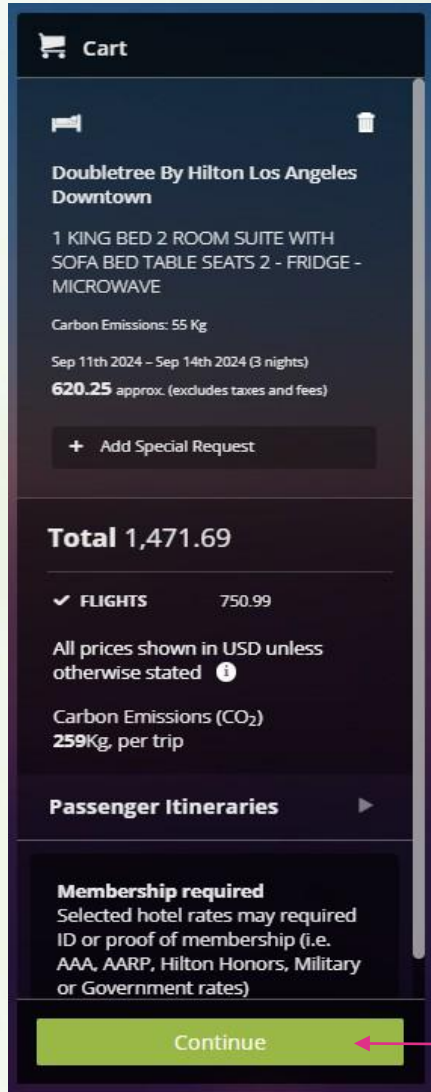
To view the cancellation policy for each rate, hover over the:



Hotels: Cart

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

Once a hotel has been added in 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 cart to redisplay the hotel options and then reselect the required hotel.

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

Cars: Availability

Preferred car rental providers will appear on top. →

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

* 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.*

Pick up / Drop Off

Pick up location: Los Angeles International Apt, CA (LAX) × Change drop-off location

Pick up date: Sep 11, 2024 9:30 pm

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

Provider	Car Model	CO2 Emissions	Base Rate per Day	Total Estimate 3 Days
Enterprise	Compact 2/4 Door Nissan Versa Or Sim (CCAR)	23Kg	\$63.00	\$268
National	Compact 2/4 Door Nissan Versa or similar (CCAR)	23Kg	\$63.00	\$268
Enterprise	Intermediate 2/4 Door Toyota Corolla or similar (ICAR)	28Kg	\$63.00	\$269
National	Intermediate 2/4 Door Toyota Corolla or similar (ICAR)	28Kg	\$63.00	\$269

Cars: Availability

Scroll down under the Top picks for you and you will see 'The Rest'.

Filtering options are available above 'The Rest' results displayed.

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

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.

Selecting the ellipsis will display the full rate details and additional information relating to that vehicle.

Alamo

Mini Passenger Van
Chrysler Pacifica Or Sim (MVAR)

Base rate per day
59.99 USD

CO₂ 23Kg

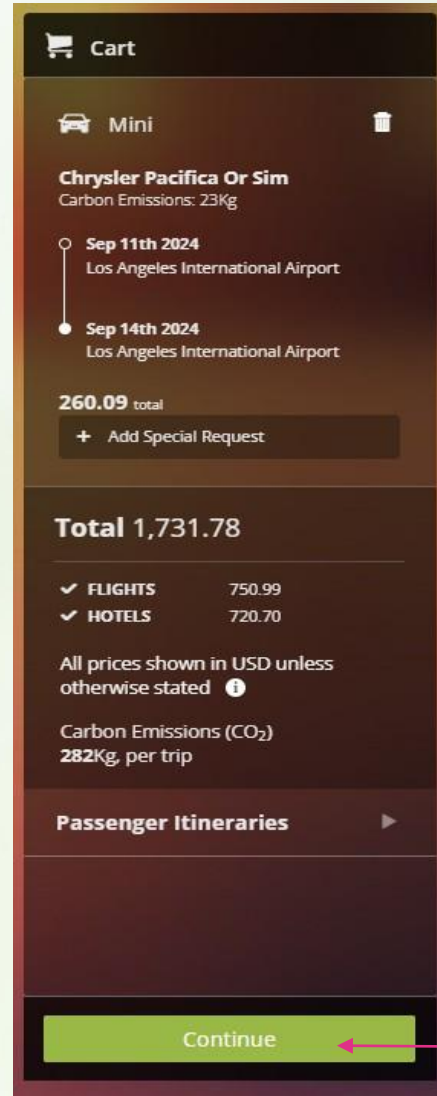
Add car

- 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

Total estimate
includes taxes and fees
\$260

Cars: Cart

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



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



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



Booking Confirmation

Confirm your booking

Travis CTME Miles 1,731.78 USD

Payment Method	Reference	Approver
4444XXXXXXXX1111 Edit	Select	N/A

Loyalty Programs
[+ Add new](#)

Sep 11, 2024 All prices shown in USD unless otherwise stated ⓘ

DEN-LAX United Airlines UA650 Duration: 2hr, 28min Carbon Emissions (CO ₂) 114Kg View Fare Rules	United Airlines #650, BOEING 737-900 2h, 28m Class: Restricted (ECONOMY) Seat: 27B	Base fare: 750.99 USD Seat Charge: +0.00 USD 750.99* USD
	8:20pm 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

Additional flights, cars and hotels can also be added to your itinerary by clicking the icons here.

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

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

Booking Confirmation

We found cheaper flights, click to swap

Flight	Time	Duration	Class	Price
UA 2240	5:25 pm Dep	2h, 28m NONSTOP	Restricted (Economy)	750.98 USD
UA 1339	5:33 am Dep	2h, 24m NONSTOP	Restricted (Economy)	

Save 141 USD

Switch to cheapest flights

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, click **Confirm Booking**,

Total: 1,731.78 USD

Hold Booking Confirm Booking

check the 'Terms and Conditions' box and then click **Confirm Booking** again.

You also have the option to **Hold Booking**.

Terms and conditions

CTM: Check with your carrier prior to travel for checked baggage policies and charges

Hotel: Check for current US State Department travel warnings and passport/visa requirements prior to your trip

Hotel: Check international travel vaccination requirements prior to your trip

Hotel: Check the Department of Transportation disinsection policy if your flight will arrive in the USA from an international airport

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

Confirm booking

Completed Bookings

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

Confirmation

Congratulations!

Your booking was completed successfully.

Booked (1)

▼ Travis Miles	Booking number 1463810	PNR KMGRBO	Approver N/A	Booked	Share
-----------------------	---------------------------	-------------------------------	-----------------	---------------	-----------------------

What would you like to do next?

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

[Log out](#)

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

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

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

Apr 15th 2026 - Apr 17th 2026

Current Itinerary History

Apr 15th 2026

AA6565 - AMERICAN AIRLINES ABE → PIT
Airline Ref# CFGQQI
Ticket# 0017417210591

American Airlines #6565 1h, 40m Class: ECONOMY
12:50 PM Lehigh Valley International Airport (ABE) Allentown Apr 15th 2026 Seat: 04F
Philadelphia International Airport (PHL) Terminal F Philadelphia Apr 15th 2026

Change at airport 0h, 57m Layover or stopover

Change

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

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

How to Add to your Trip

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



ctm

us.travelctm.com