



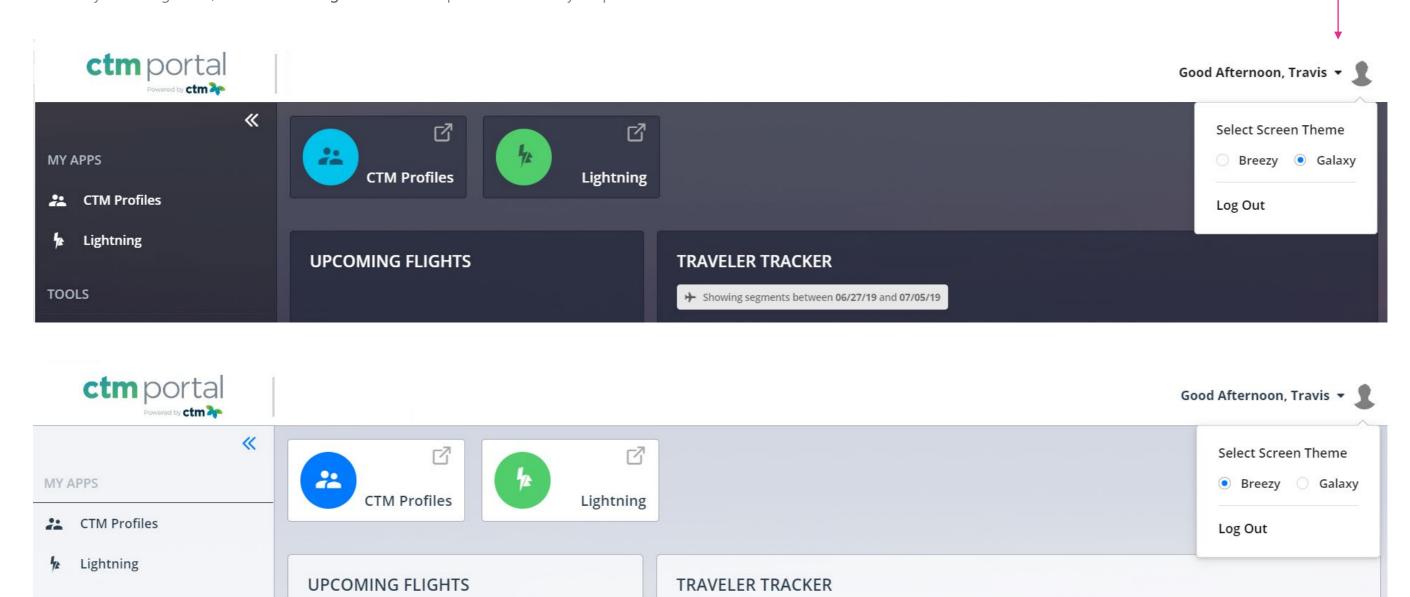
Welcome to Portal

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

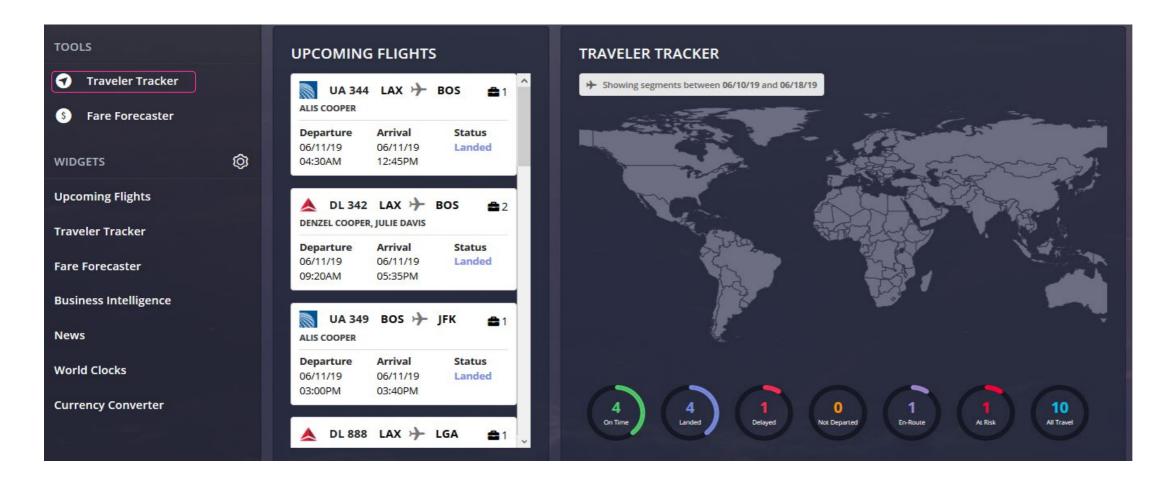
TOOLS

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



→ Showing segments between 06/27/19 and 07/05/19

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.

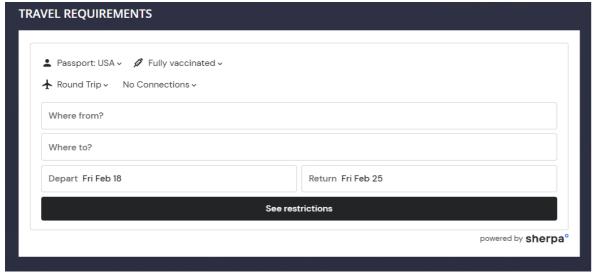
- > To locate a trip filter by location, &/or date range.
- Travel is plotted on the map via geo location by travel sector. i.e. Flight is airport, hotel is hotel address.
- Travel date range can be extended up to 30 days before and 30 days after the current date.

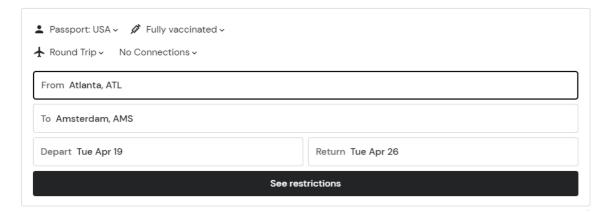
NOTE: The default date range list of travelers is the next 7 days.

Traveler Requirements

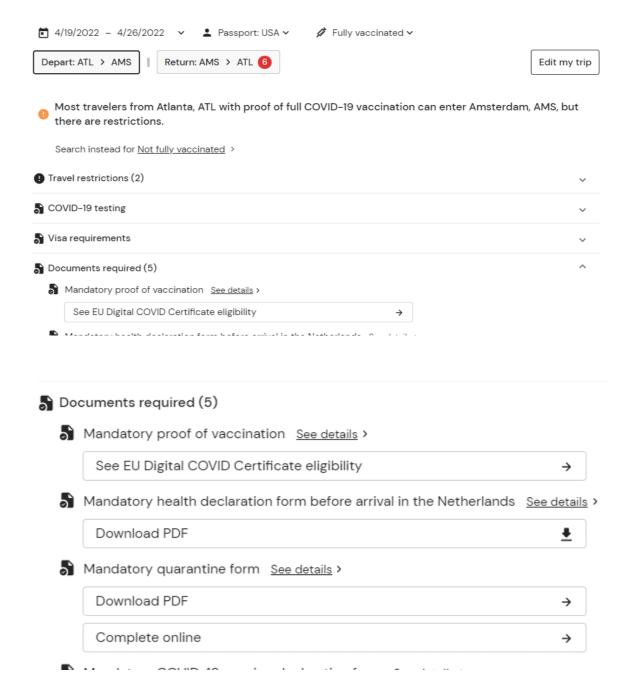
Travel Requirements are available through the GeoRisk map or via a widget on CTM Portal







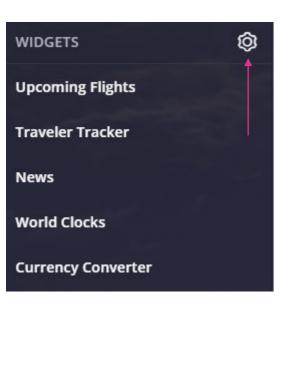
Users can access global entry requirements - updated several daily – as well as download official underlying documentation or applications.

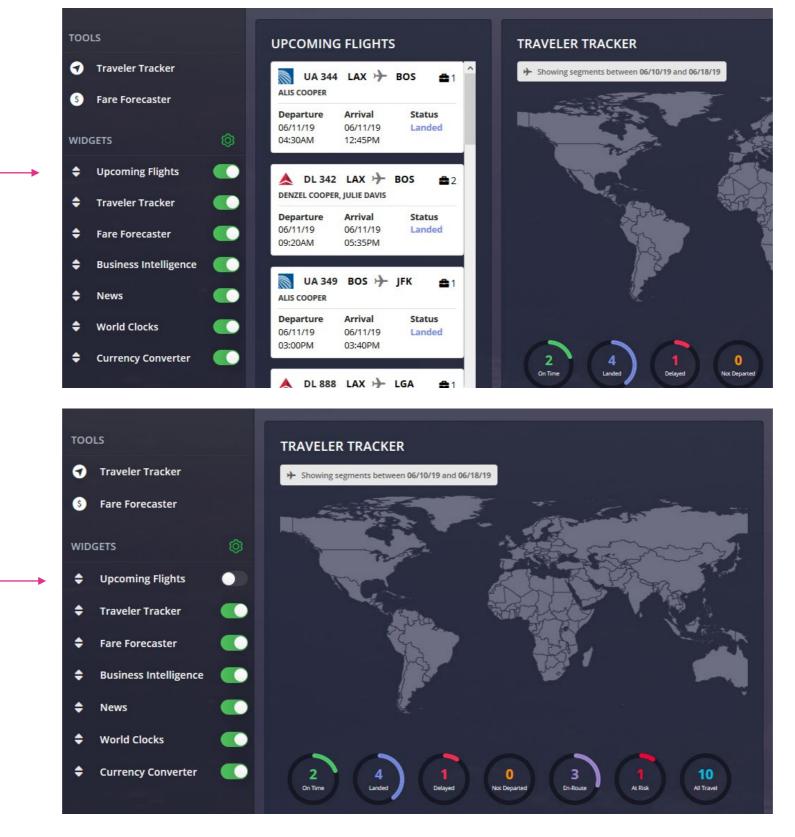


Manage your Widgets

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.)

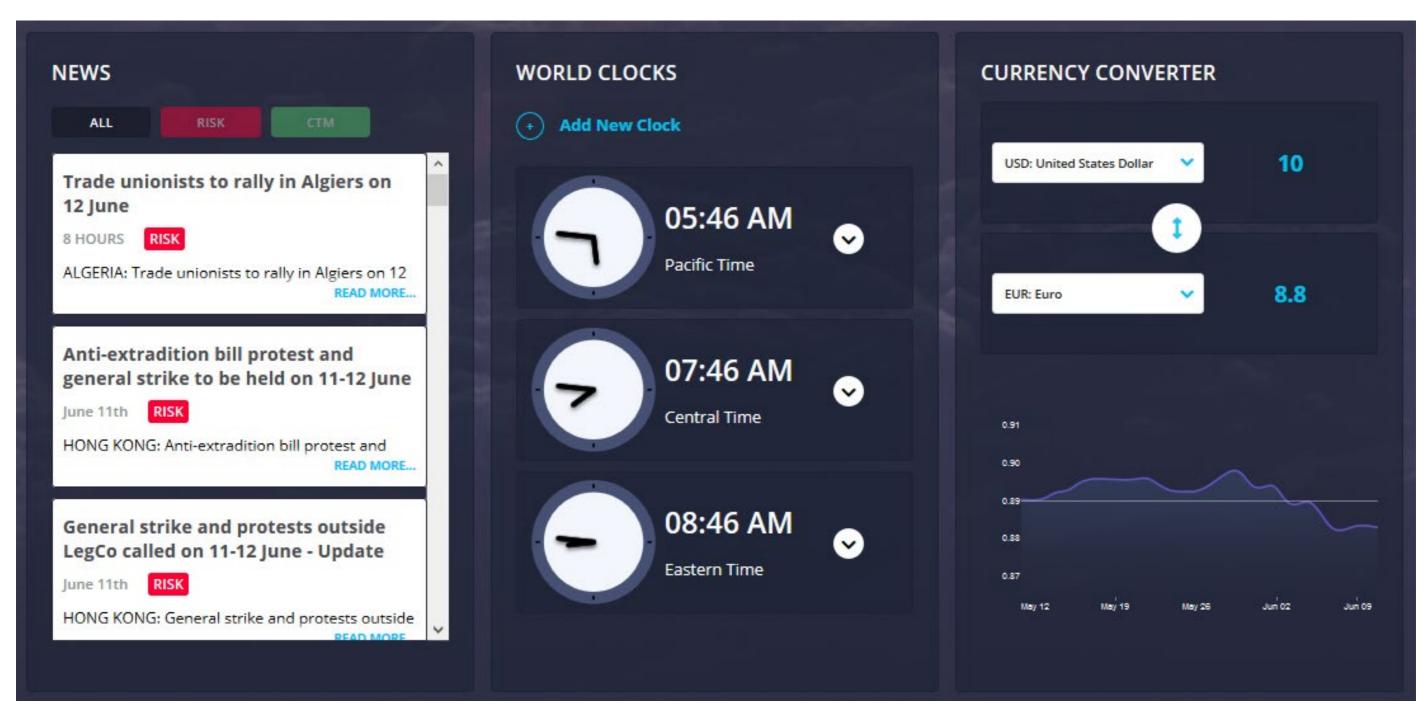
To set your display preference click the gear next to WIDGETS to see the available toggles.





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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

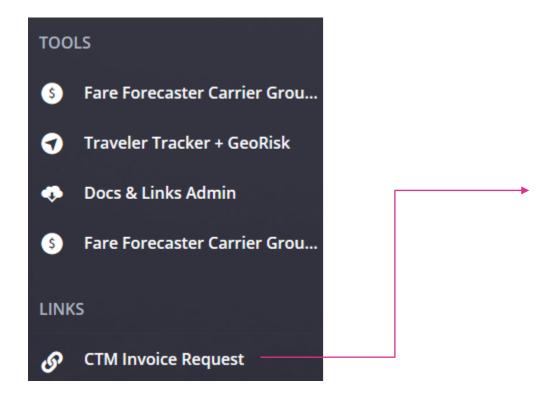
Easily view the current currency conversions and recent exchange trends

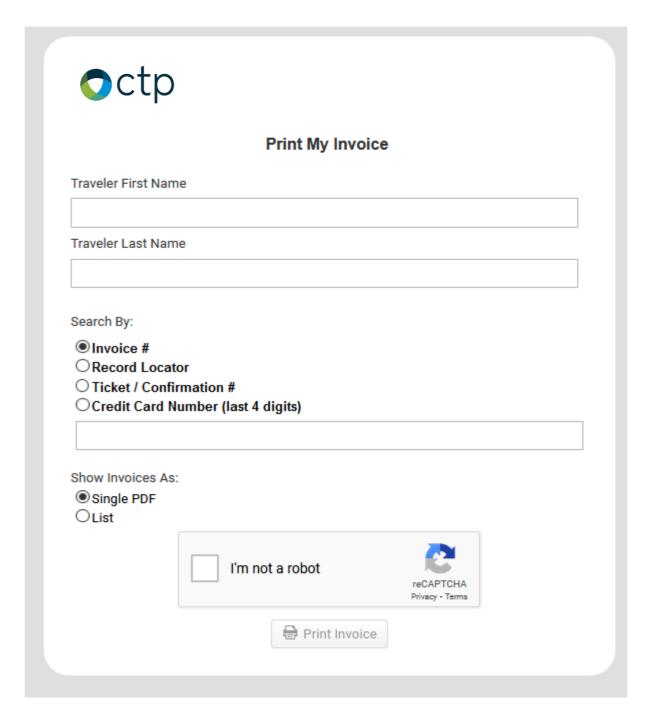
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Company Documents & Links

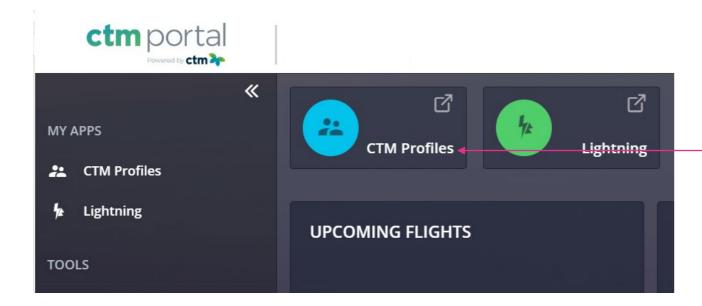
View customized documents and links that you may find helpful when planning travel.

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.

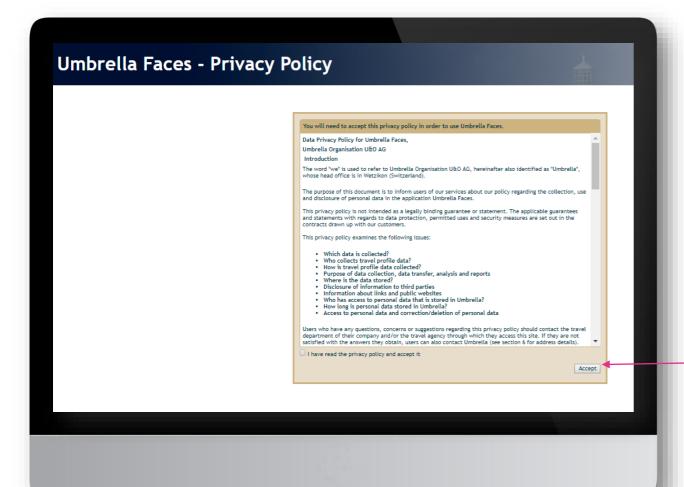




Completing Your Travel Profile



Click the CTM Profile widget to access your personal travel profile.

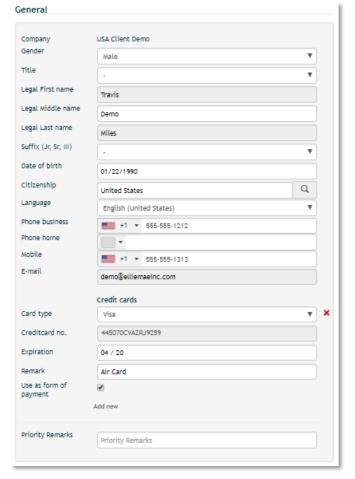


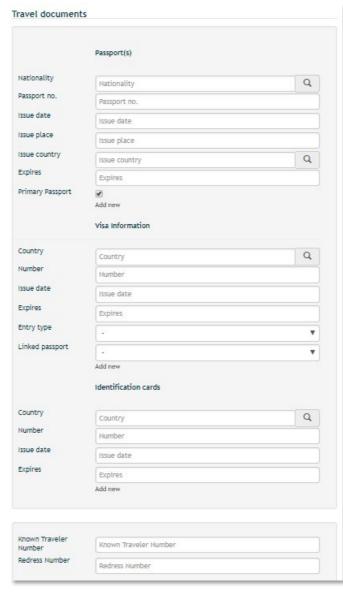
Read and accept the user Privacy Policy to view and update your profile.

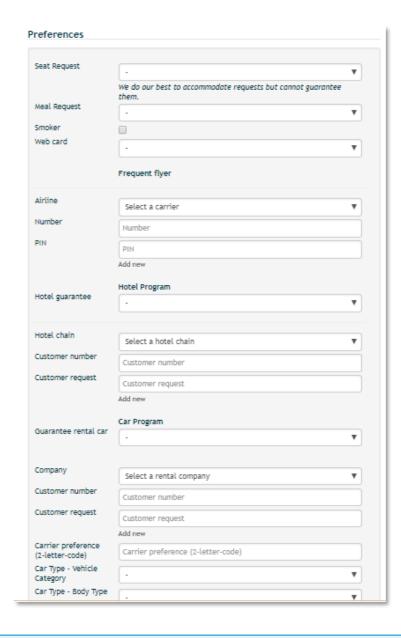
(You will only have to accept the policy the first time you login.)

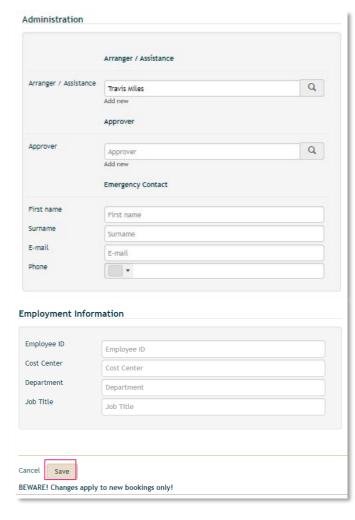
Travel Profile Update

Please review and complete the sections below:







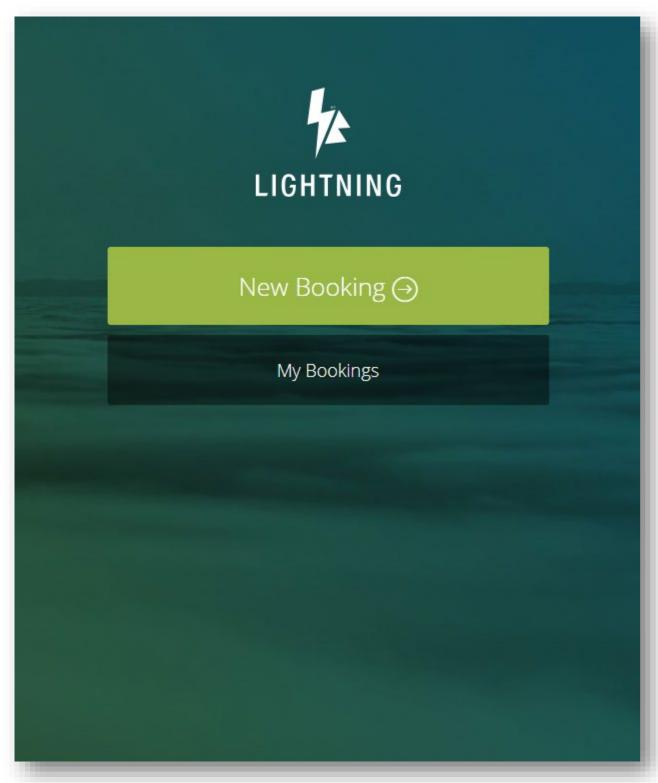


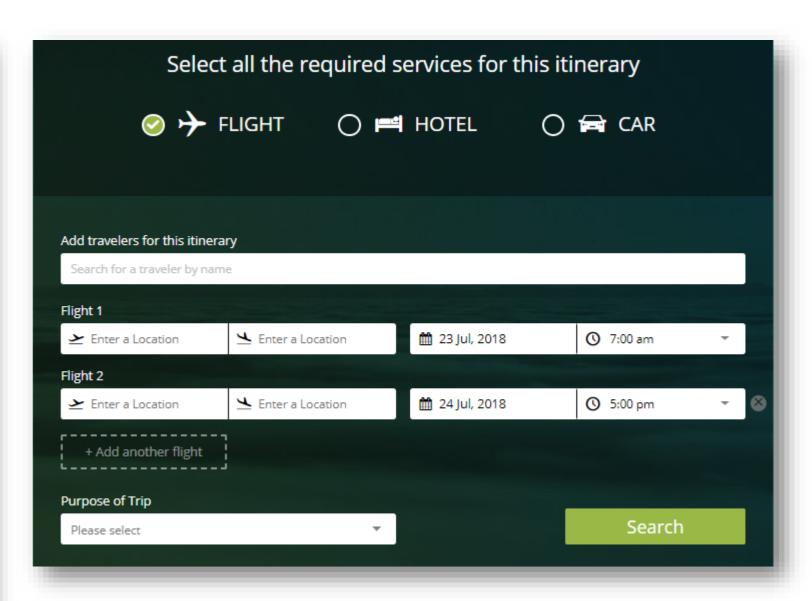
SAVING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

- * 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





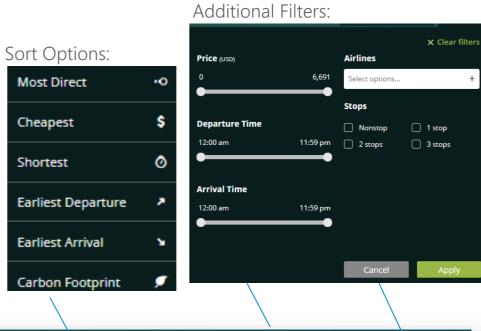
Tick **Flight, Hotel,** and **Car** at the top of the screen as required and add the travelers, destination and times.

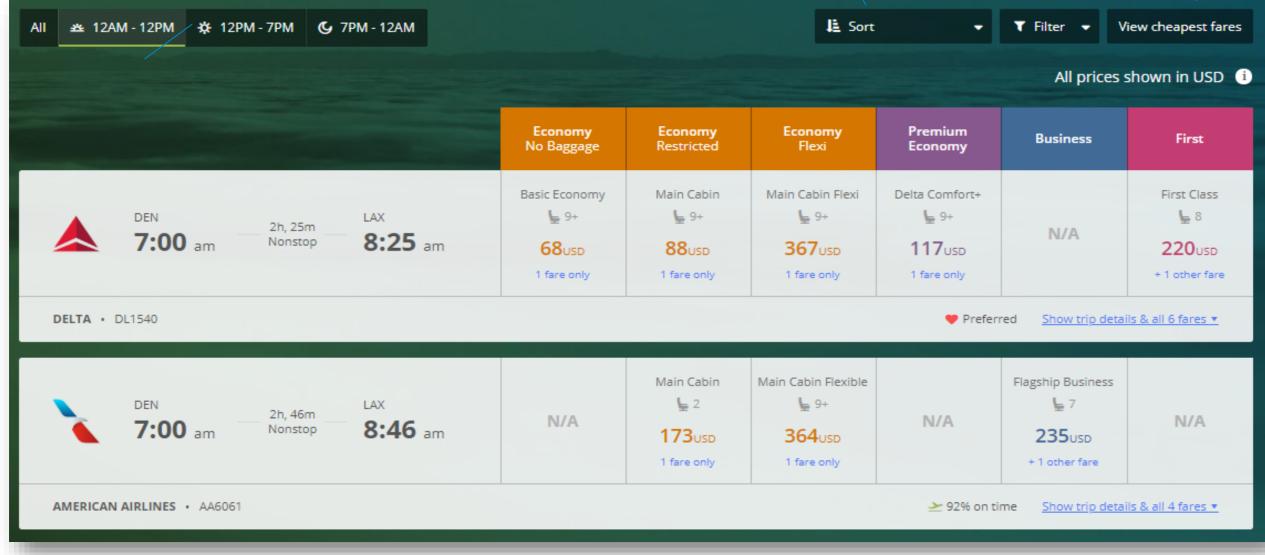
If applicable, enter 'Purpose of Trip' from the drop-down menu.

Click Search

Flights: Availability

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





^{*}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** Restricted Economy No Baggage Business First Basic Economy Main Cabin Main Cabin Flexi Delta Comfort+ First Class **|** 9+ **↓** 9+ **9**+ **|** 9+ **№** 8 LAX 2h, 25m N/A 7:00 am 8:25 am **68**USD **88**USD **367**USD 117_{USD} 220_{USD} 1 fare only 1 fare only 1 fare only + 1 other fare 1 fare only DELTA · DL1540 Preferred Collapse A Click **Seat Map** to *view* available seats. (Seat All Fares **Trip Details** Seat Map (View Only) selections will be available after flight selection.) 6 fares found for this journey No Baggage 9+ seats remaining No Baggage 68.20 Click **Add to Cart** to select flight and fare Basic Economy 1 fare in total Refund and full fare conditions Restricted Semi Restricted 9+ seats remaining **88.20** Add to cart Main Cabin Refund and full fare conditions Flexi Flexi 9+ seats remaining 367.20 Add to cart Main Cabin Flexi 1 fare in total Refund and full fare conditions Premium Economy Premium Economy 9+ seats remaining 117.20 Add to cart Delta Comfort+ 1 fare in total Refund and full fare conditions First First Class ■ 8 seats remaining 220.20 2 fares in total Refund and full fare conditions First Flexi 9+ seats remaining 466.21 Add to cart Refund and full fare conditions

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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.

Click **Select Seats** to move to the seat map.

→ DEN to RDU fare rules Flight: UA1417, Restricted (Economy) Date: May Tue 11th 2021 5:35 pm ı 98.40 **Total** 196.80 ✓ FLIGHTS 0.00 0.00 ✓ RAIL ✓ HOTELS 0.00 CARS 0.00 All prices shown in USD unless otherwise stated (i) CO_2 308 Kg 0 **Passenger Itineraries Select Seats** Continue (Skip Seat Selection)

Once a flight has been selected, all other flight options will disappear.

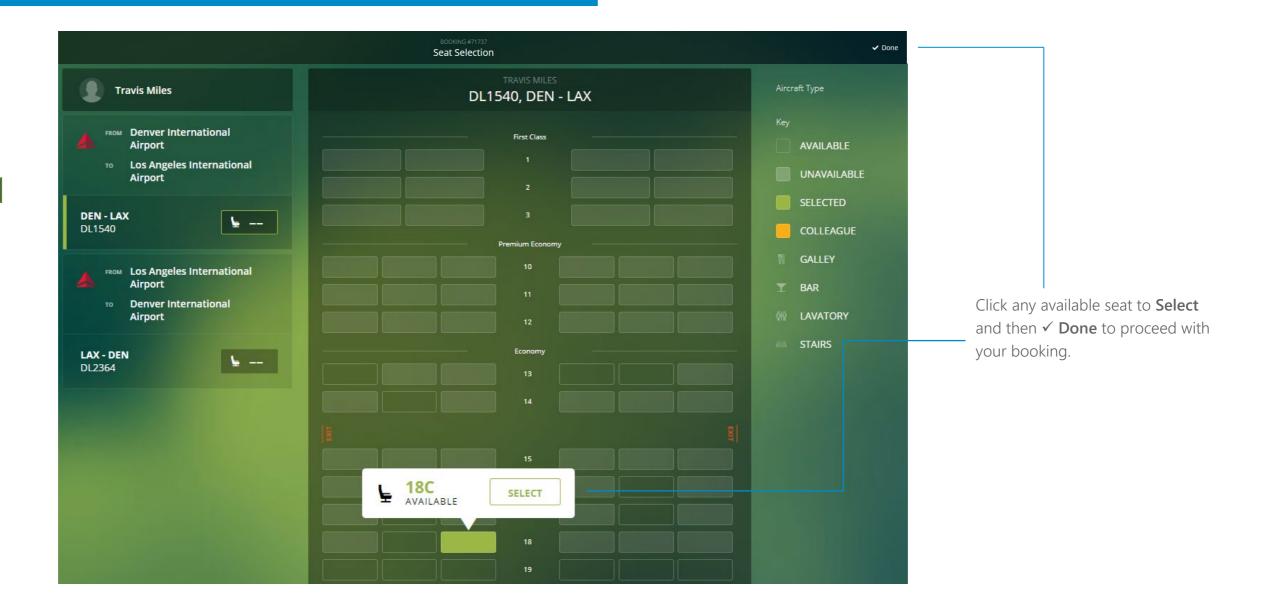
To re-display the other flights options, click the trash can icon for that flight.

The Carbon Footprint of your flight selection, will be displayed in your cart and documented in your booking record.

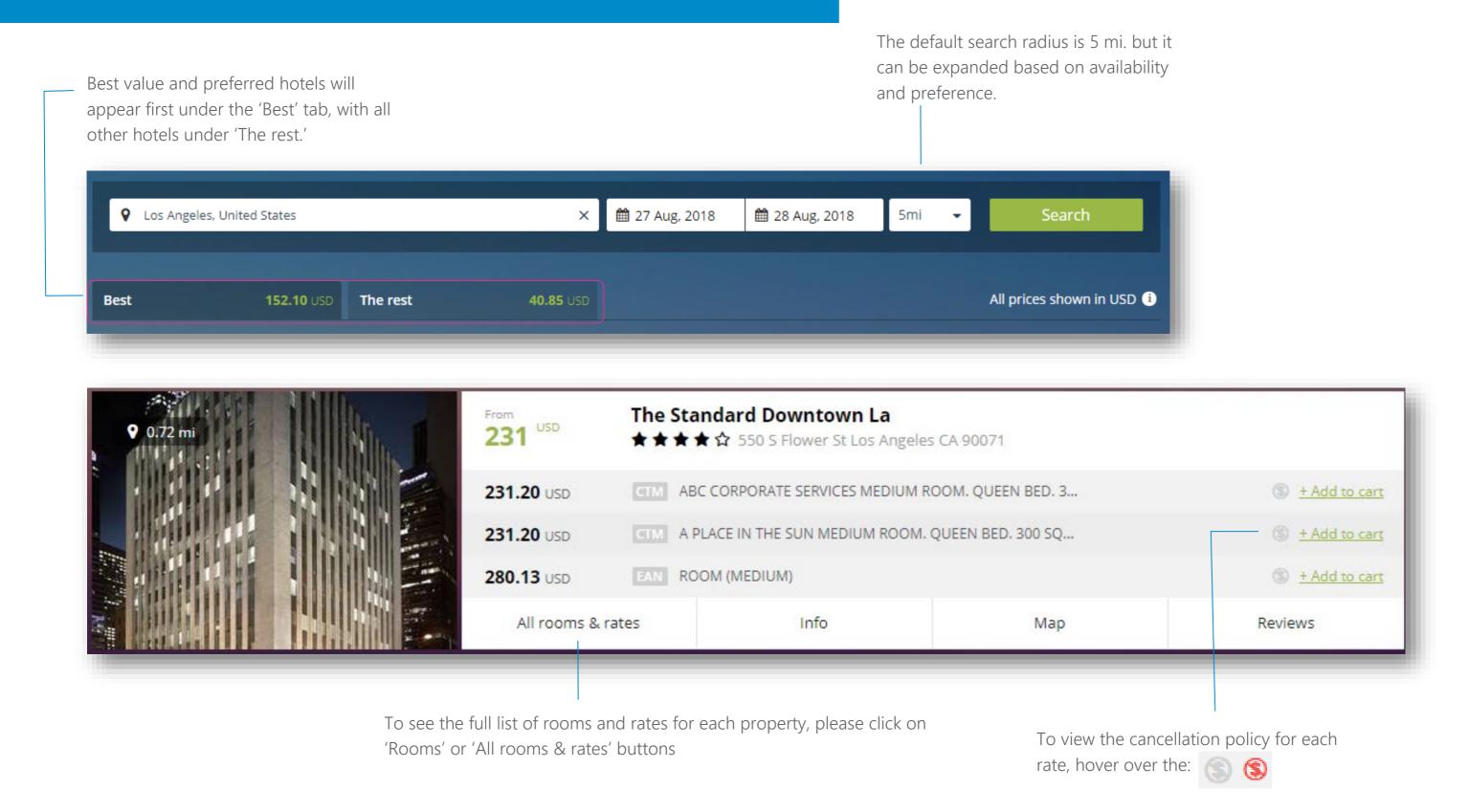
Click the **Continue** button to move to the next step, without selecting seats.

Select Seats

To open the seat map, click next to each flight option.



Hotels: Availability

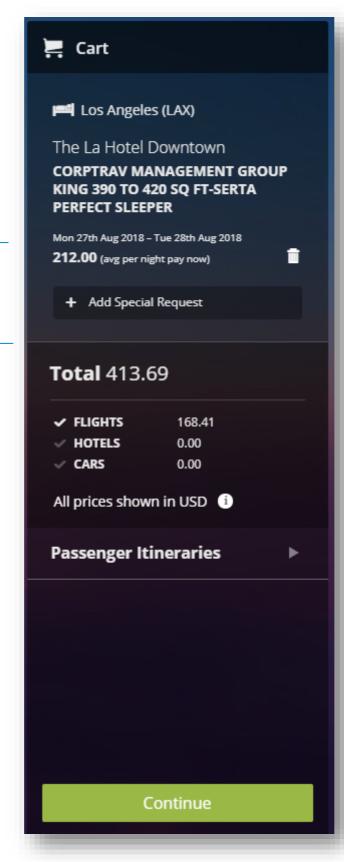


^{*} A pop-up box may appear requesting a reason be given for the rate selected if the rate chosen is out of policy. Simply enter a reason why the hotel has been selected.

Hotels: Cart

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

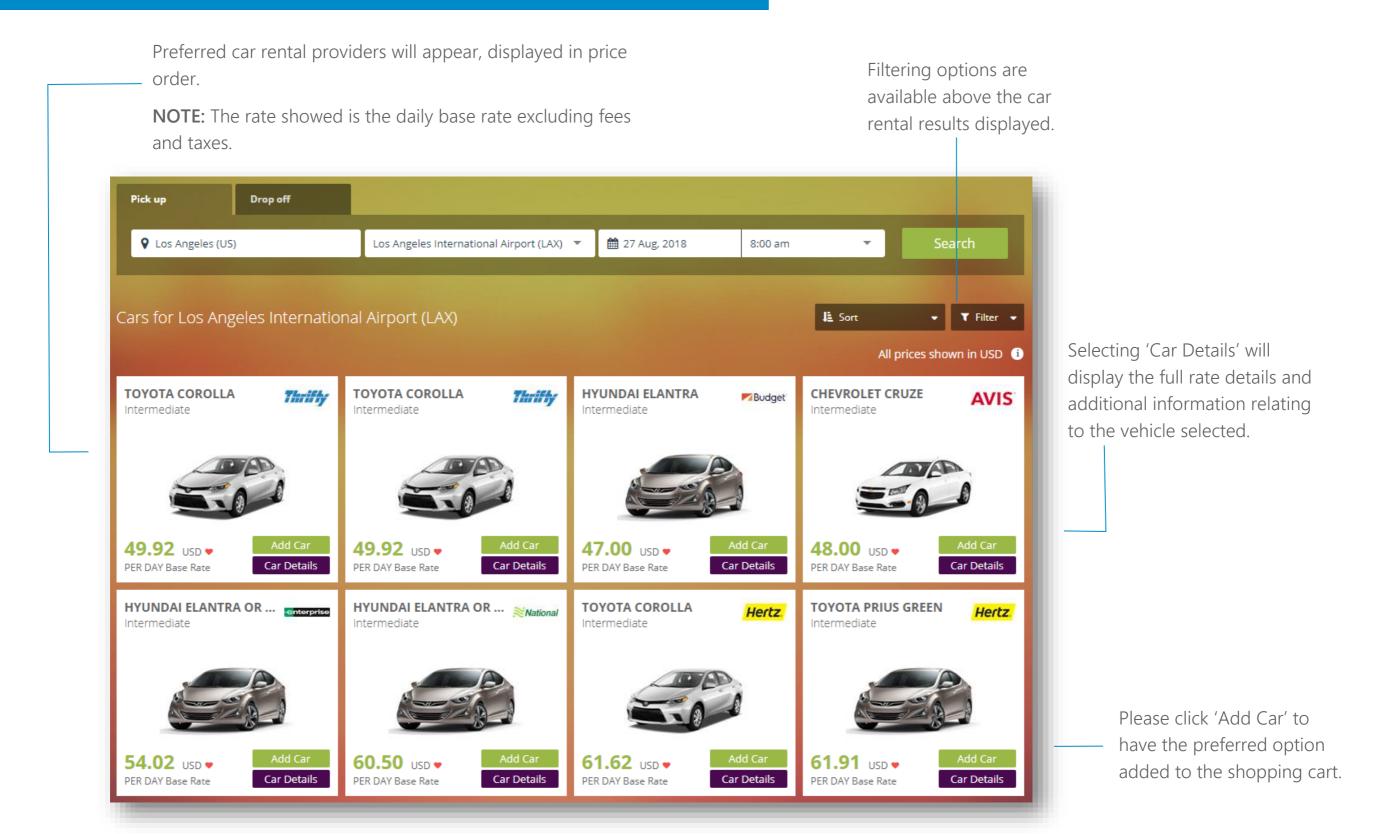
Once a hotel has been added in to the shopping cart, a note to the hotel can also be sent via the special request field.



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.

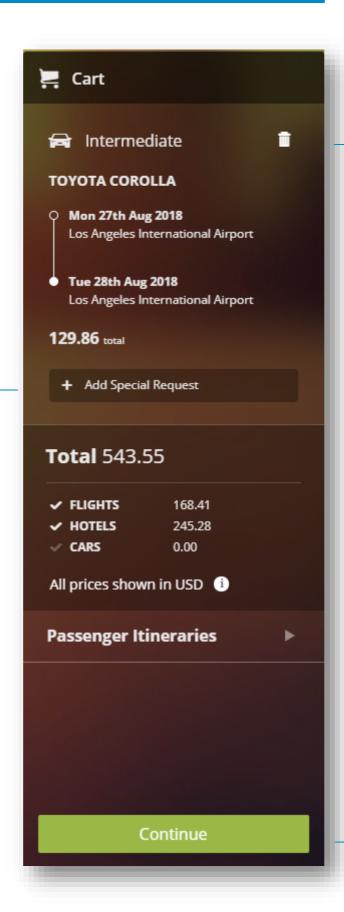
Cars: Availability



^{*} 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

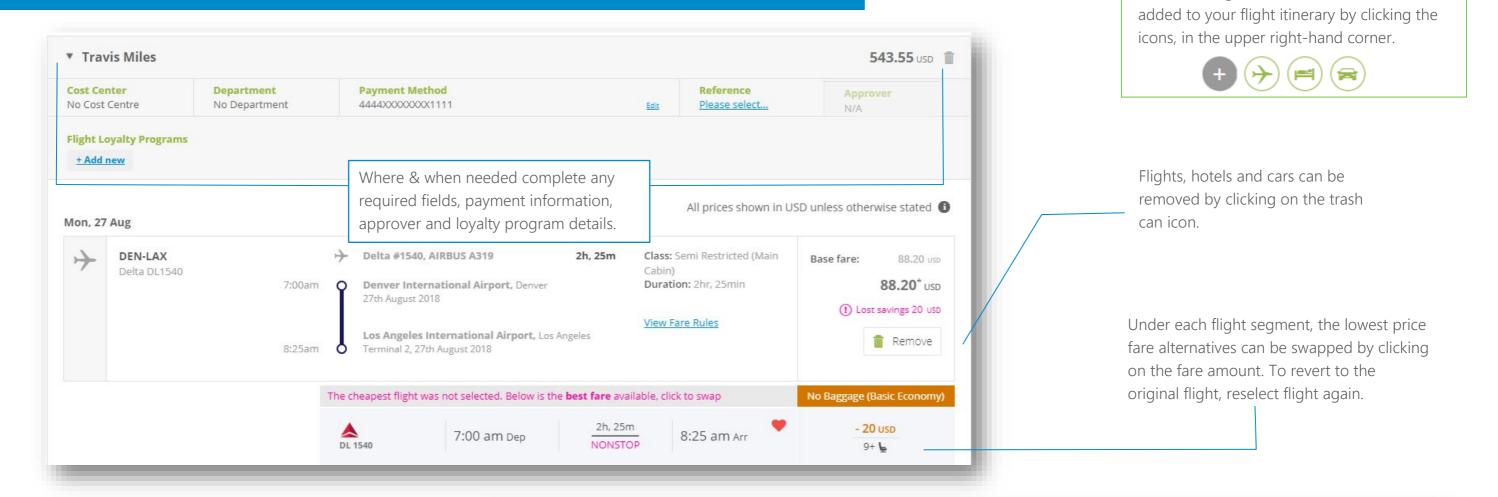
Once a car has been added into the shopping cart, a note to the vendor can also be sent via the special request field.



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



NOTE:

Additional flights, cars and hotels can also be

• 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

Chash that ways UF state licenses mosts the Deal UP Act sequitements

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

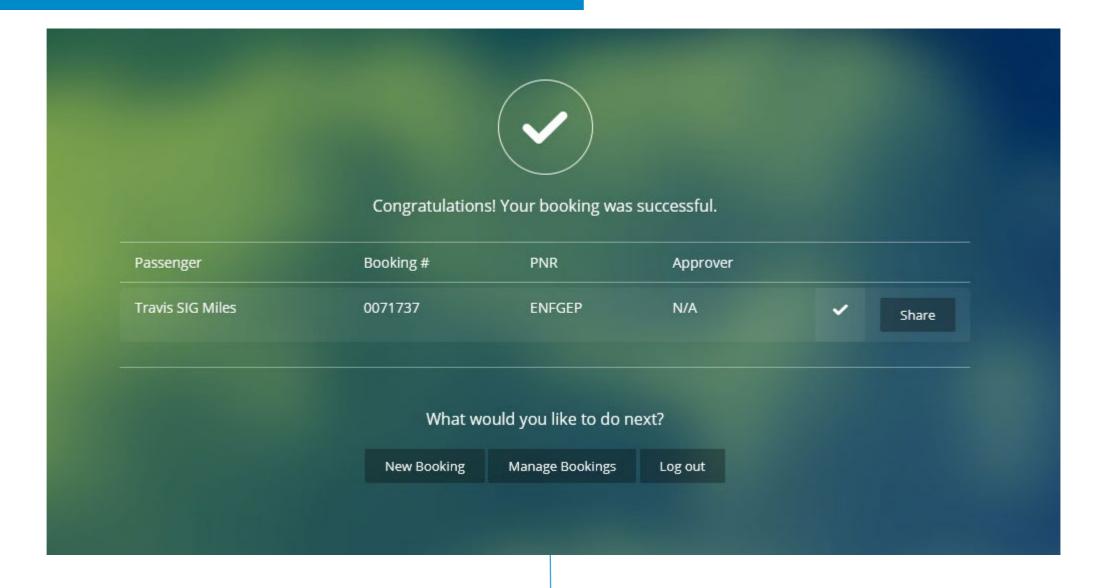
Total: 543.55 usp

* 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.

Confirm Booking

Confirm Booking

Completed Bookings

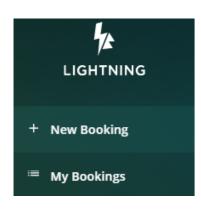


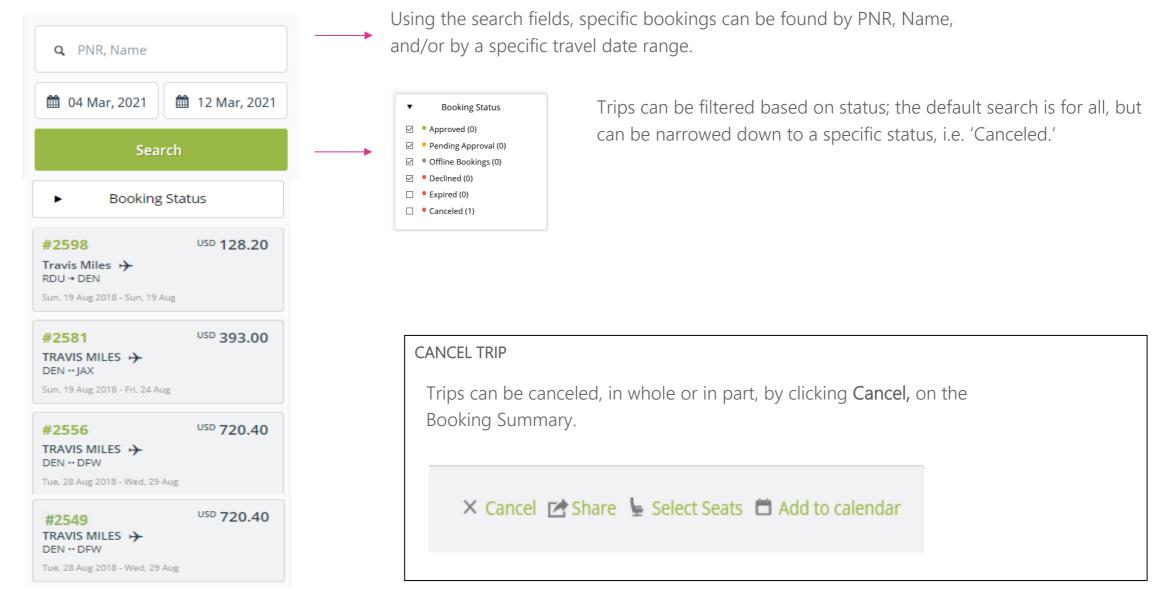
To check your approval status, view your booking and/or book your seats click **Manage Bookings**, otherwise **Log Out** or create a **New Booking**, as needed.

*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 Cancelations

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





Trip Modifications

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

Sep 13th 2023

DL5759 - DELTA
BOS → LGA
Airline Ref# GZORXO

P Change

Todam

Current Itinerary

P Delta #5759

Logan International Airport (BOS)
Terminal A
Boston, US
Sep 13th 2023

LaGuardia Airport (LGA)
Terminal C
New York, US
Sep 13th 2023

Loyalty program: DL 9394132535

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

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

Logan International Airport

Add flight

Cancel

Search

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

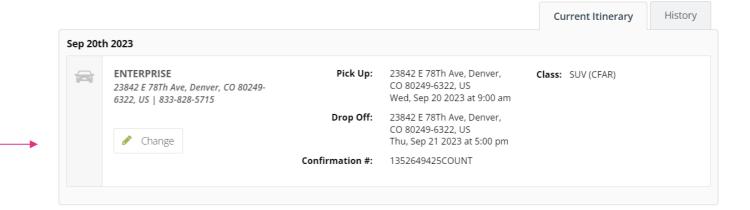


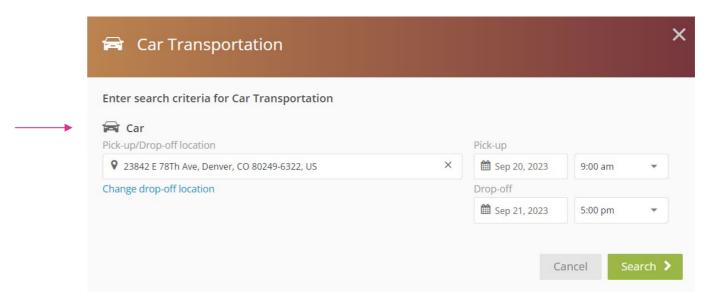
Trip Modifications

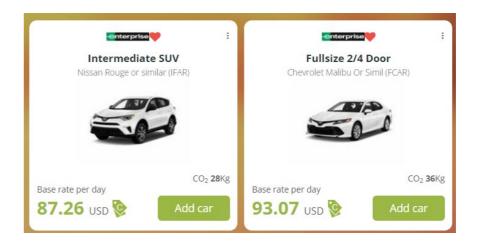
For car, click change and check the flights to be modified, input new search criteria and click Search

Input the new search criteria and click Search

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

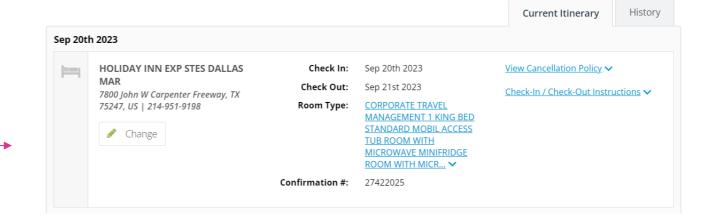






Trip Modifications

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



Choose new dates for the hotel stay

Choose the new room type and complete the booking as if it were new.



