



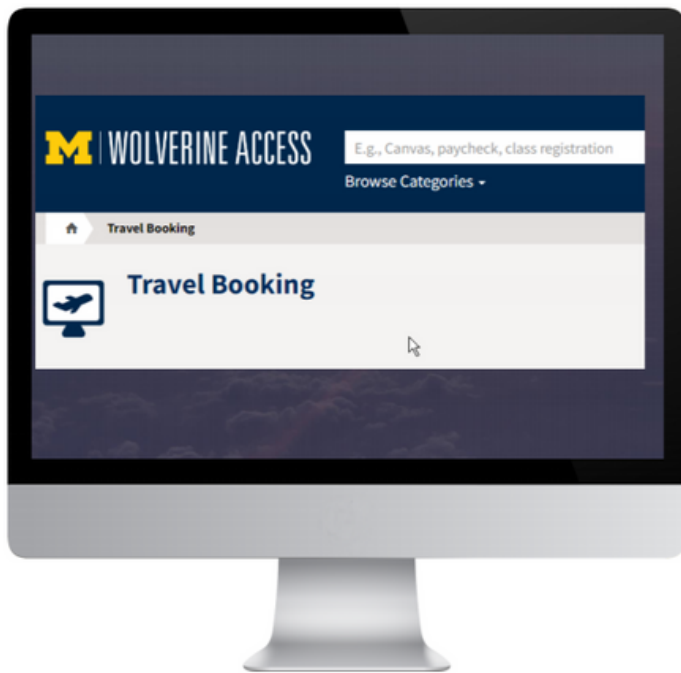
# U-M Portal, Profile, and Lightning

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## QUICK START GUIDE

# LOGGING IN TO LIGHTNING VIA THE PORTAL

- Login into the U-M Travel Portal page through Wolverine Access <https://wolverineaccess.umich.edu>
- 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 mobile phone number.

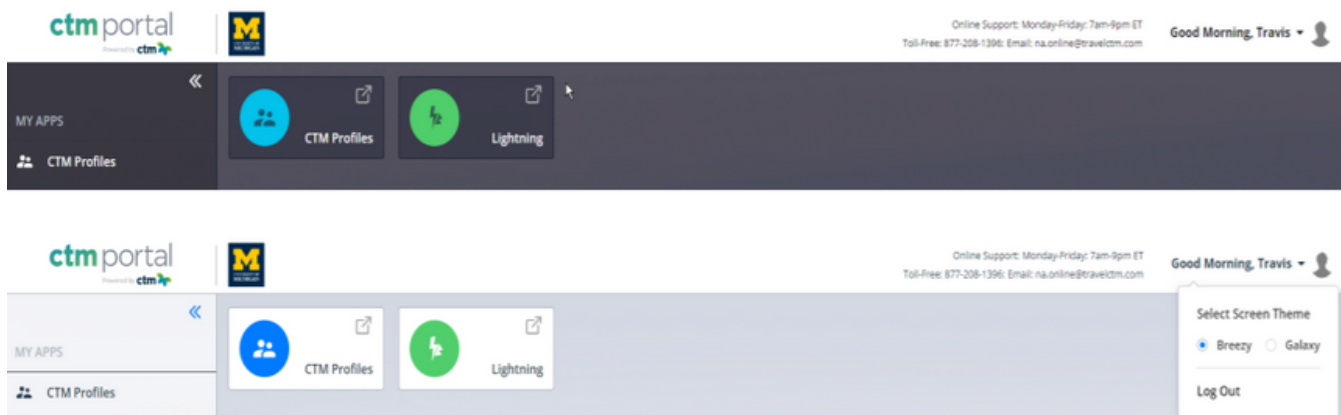


# WELCOME TO THE TRAVEL PORTAL

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.



# TRAVEL TRACKER

## TRAVEL ARRANGERS

Traveler Arrangers can search, view, and communicate with travelers from within the university.

- 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 allow 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 dates 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.

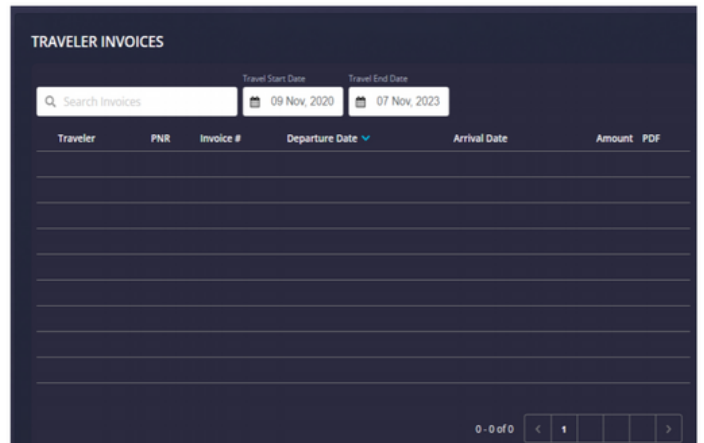


# UNUSED TICKETS & TRAVELER INVOICES



## UNUSED TICKETS

You will be able to see a list of your unused tickets in this widget. These can be applied to future bookings.



## TRAVELER INVOICES

You will be able to view booking invoices in this widget that can be used for expense reporting.

# FARE FORECASTER

## FARE FORECASTER

Allows you to select a date and destination and see pricing options based on dates before and after the date selected and presents the lowest price. This is a great tool if you have flexibility in your dates of travel.

### FARE FORECASTER

**Trip Type**  
 One Way  Round Trip

**# of Stops**  
 Any  Direct  1 Stop  2 Stops

**Preferred Airlines**

**Flying From**

**Flying To**

**Departing**

**Returning**

Search Fare Forecaster

### FARE FORECASTER

Roundtrip **Detroit, United States (DTW)** → **Washington, United States (DCA)** Update Search

**DEPARTING** < >

Fri Jan 13	Sat Jan 14	Sun Jan 15	Mon Jan 16	Tue Jan 17	Wed Jan 18	Thu Jan 19
\$218	\$218	\$218	\$218	\$226	\$226	\$226
\$218	\$218	\$218	\$218	\$200	\$226	\$226
\$231	\$231	\$231	\$231	\$218	\$218	\$226
\$231	\$231	\$231	\$231	\$218	\$218	\$231
\$231	\$231	\$231	\$231	\$218	\$218	\$231
\$231	\$231	\$231	\$231	\$231	\$231	\$231
\$231	\$231	\$231	\$231	\$231	\$231	\$231
\$231	\$231	\$231	\$231	\$218	\$218	\$231

**RETURNING** < >

Tue  
Jan 17

Wed  
Jan 18

Thu  
Jan 19

Fri  
Jan 20

Sat  
Jan 21

Sun  
Jan 22

Mon  
Jan 23

**Lowest cost flight from Jan 16 - 20**

**DEPARTURE**

**DTW**  
06:05AM  
01/16/23

→

1 Stop EWR  
4h 25m

**DCA**  
10:35AM  
01/16/23

United Airlines - UA 1308 - Economy

**RETURN**

**DCA**  
12:00PM  
01/20/23

→

1 Stop EWR  
4h 18m

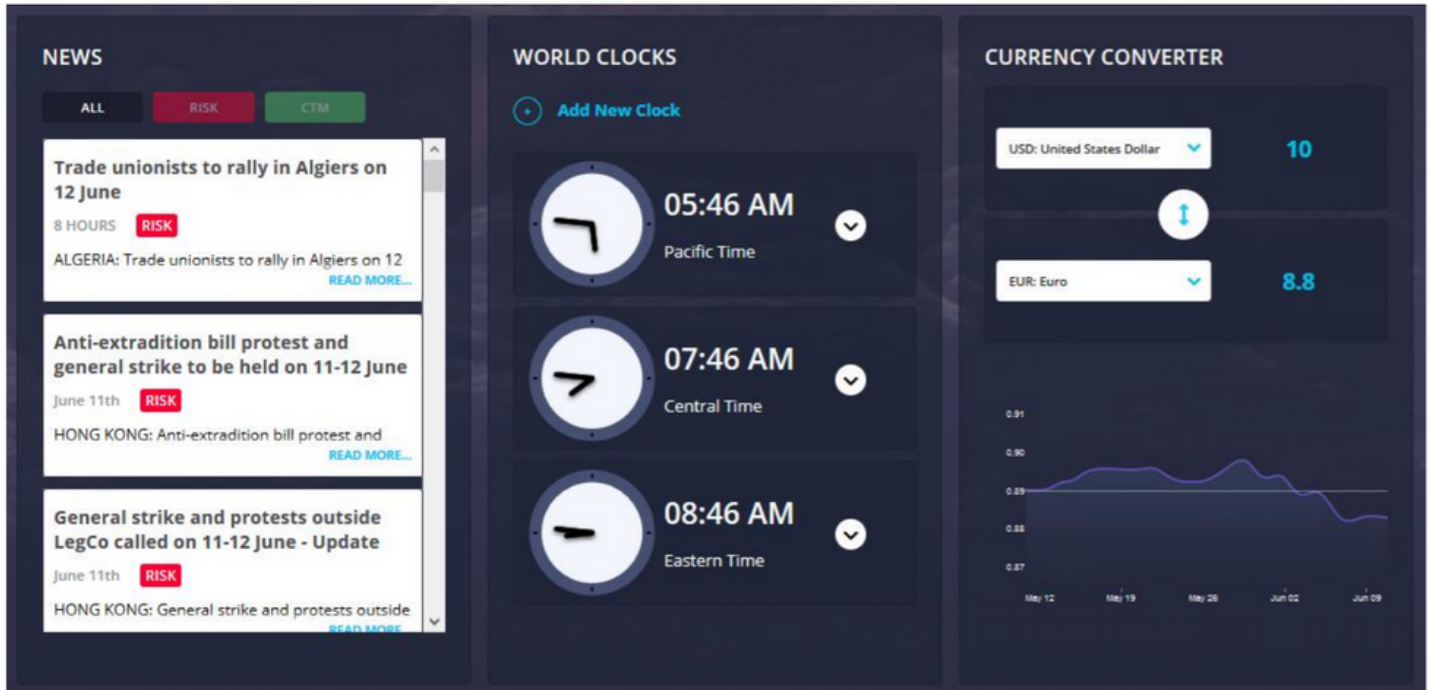
**DTW**  
04:18PM  
01/20/23

United Airlines - UA 4428 - Economy

**\$231 USD**

⌚ Our Advice: Unknown  
Unable to recommend

# 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

# AIRLINE HEALTH & SAFETY

Displays airlines and their health measures in a easy to read grid.

**AIRLINE HEALTH & SAFETY**

Search by Carrier Name or Code

	Mask Required	Temperature Scan	Certification Required	Enhanced Cleaning	Limited Food Service	HEPA Filters Used	Middle Seat Blocked
Aegean Airlines <small>updated Nov 7, 2022</small>	✗	✗	✗	✓	✓	✓	✗
Aer Lingus <small>updated Nov 7, 2022</small>	✗	✗	✗	✓	✓	✓	✗
Aeroflot <small>updated Nov 7, 2022</small>	✓	✓	✗	✓	✓	✓	✗
Aerolineas Argentinas <small>updated Nov 7, 2022</small>	✓	✗	✗	✓	✓	✓	✗
Aeromexico <small>updated Nov 7, 2022</small>	✓	✓	✗	✓	✓	✓	✗
Air Canada <small>updated Nov 7, 2022</small>	✗	✗	✗	✓	✓	✓	✗
Air China <small>updated Nov 7, 2022</small>	✓	✓	✓	✓	✓	✓	✗
Air Europa <small>updated Nov 7, 2022</small>	✓	✗	✗	✓	✓	✓	✗
Air France	✓	✓	✓	✓	✓	✓	✓

You can search for a particular airline and additional information will be displayed for that airline.

**AIRLINE HEALTH & SAFETY**

**DELTA**

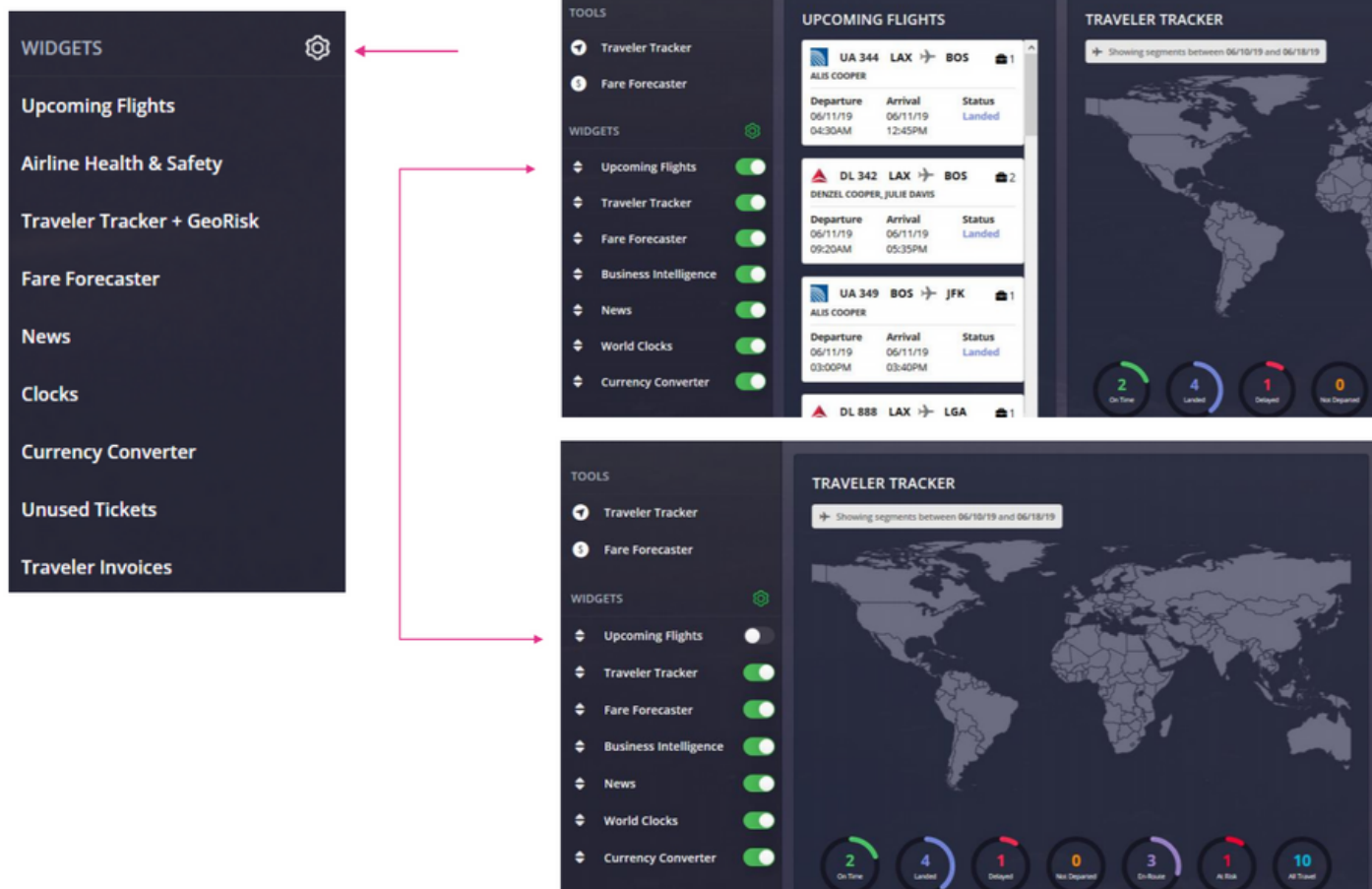
Hot and fresh meal service is restored on selected flights. The FlyReady digital health system allows passengers to complete their credentials before travelling. Passengers can optionally book a covid test via the airline, or upload results from external providers. Masks are no longer mandatory on domestic flights, as well as on most international flights.

- Mask Restrictions**: Regulation that requires passengers to wear a face mask while on-board the aircraft for the duration of the flight.
- Temperature Scan**: Policy that allows gate staff to carry out non-contact temperature measurements of all passengers prior to boarding.
- Certification Required**: Policy that passengers must submit a self-declaration health form or PCR/antigen test at the time of check-in regardless of destination requirement.
- Enhanced Cleaning**: Procedures of additional cleaning and sanitization measures of the interior of aircraft and cabin.
- Limited Food Service**: Availability of in-flight food (snacks and/or meals) and beverage service.
- HEPA Filters Used**: Installation of High-Efficiency Particulate Air (HEPA) filters on aircraft.
- Middle Seat Blocked**: Policy of blocking empty or "middle seats" in-flight to allow for social distancing.



# MANAGE YOUR WIDGETS

The 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.



# COMPANY DOCUMENT & LINKS

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

Some links may require you to authenticate 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.

The image shows a screenshot of the U-M Procurement Services website. On the left is a dark sidebar titled "LINKS" containing the following items:

- Print My Invoice
- SPG 507.10-1
- Shared Services Center (SSC)
- U-M Travel Registry
- SPG 601.31
- Car Rental v Personal Mileag...
- Group Travel Request Form
- Fly America Act Form
- UM Profile User Guide
- UM Portal and Lightning Qui...
- Procurement Services Website

A pink arrow points from the "Procurement Services Website" link to the main content area of the website. The main content area features a dark blue header with the U-M logo and "FINANCE PROCUREMENT SERVICES UNIVERSITY OF MICHIGAN". Navigation links include "U-M Employees", "Suppliers", "About Us", "Tools", and "Search". Below the header, the page title is "U-M Employees Travel & Expense Reporting". The main content is divided into two columns:

- Travel Booking**: Includes an image of a person on a train platform and the text: "Employees are encouraged to book travel through Collegiate Travel Planners (CTP), the university's designated travel partner."
- Expense Reporting**: Includes an image of a person at a desk with a laptop and the text: "The university will pay for reasonable and necessary expenses incurred in connection with approved business travel and hosting."

# TRAVEL PROFILE UPDATE

## SAVING PROFILE CHANGES AND BOOKING TRAVEL ON LIGHTNING

- When editing the Traveler Profile make sure to click Save, on each updated page, before selecting another section.
- The only required field is a mobile phone number.
- 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.

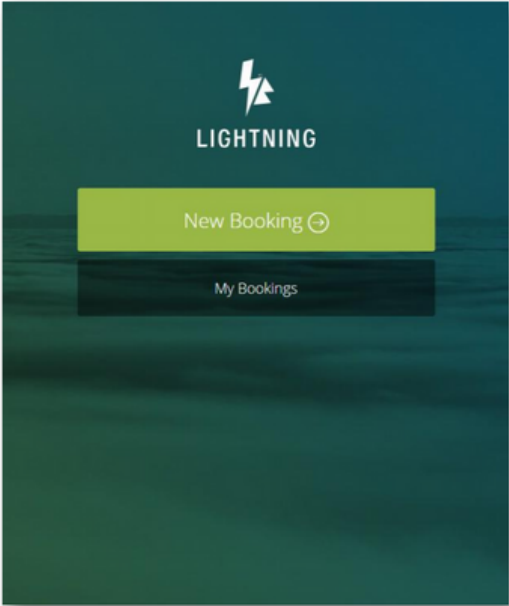
Please review and complete the sections below:

The screenshot displays three sections of the Traveler Profile Update form:

- General:** Fields include Company (UNIVERSITY OF MICHIGAN), Gender (Female), Title (-), Legal First name (Travis Tracey Michigan), Legal Middle name (Legal Middle name), Legal Last name (Miles), Suffix (Jr, Sr, III) (-), Date of birth (10/05/1999), Citizenship (United States), Language (English (United States)), Phone business (+1 123-867-5309), Phone home (-), Mobile (+1 123-867-5309), E-mail (traceymiles@umich.edu), Credit cards (Visa), Creditcard no. (4148500158961\*\*), Expiration (11 / 30), Remark (My P Card), and Name on Card (Tracey Michigan Miles). An "Add new" link is at the bottom.
- Preferences:** Fields include Seat Request (Window), Meal Request (-), Frequent flyer (Delta), Number (Number), Hotel guarantee (-), Hotel chain (Hilton (all) (EH)), Customer number (Customer number), Car Program (-), and Guarantee rental car (-). An "Add new" link is at the bottom.
- Administration:** Fields include Arranger / Assistant (Jeanette Frost) and Primary Arranger (checkbox). An "Add new" link is at the bottom.

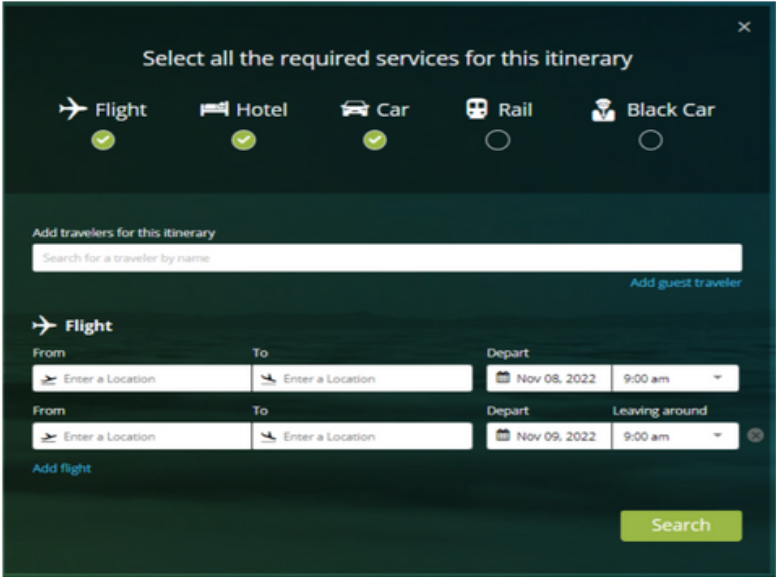
# BOOKING TRAVEL

Select **New Booking**



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

Click **Search**



# FLIGHTS: AVAILABILITY

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

**Sort Options:**

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

**Additional Filters:**

Price: \$100 - \$500

Departure Time: 12:00 am - 11:59 pm

Arrival Time: 12:00 am - 11:59 pm

Carbon Footprint: 1 - 400

Stops:  Nonstop,  1 stop,  2 stops,  3 stops

Buttons: Cancel, Apply

			Economy Restricted	Economy Flexi	Premium Economy	Business	First	
	DTW 5:45 am	1h, 44m Nonstop	IAD 7:29 am	Economy CO <sub>2</sub> 89Kg 136USD 1 fare only	Economy Fully Refundable CO <sub>2</sub> 89Kg 166USD 1 fare only	Economy Plus CO <sub>2</sub> 89Kg 180USD + 1 other fare	N/A	First Or Business CO <sub>2</sub> 138Kg 233USD + 1 other fare
UNITED AIRLINES • UA6320 • EMBRAER 175			Preferred <a href="#">Show trip details &amp; all 6 fares</a>					
	DTW 7:20 am	1h, 42m Nonstop	IAD 9:02 am	Main Cabin CO <sub>2</sub> 119Kg 139USD 1 fare only	Refundable Main Cabin CO <sub>2</sub> 119Kg 169USD 1 fare only	Delta Comfort Plus CO <sub>2</sub> 119Kg 179USD + 1 other fare	N/A	First Class CO <sub>2</sub> 173Kg 259USD + 1 other fare
DELTA • DL3733 • CANADAIR REGIONAL			Preferred <a href="#">Show trip details &amp; all 6 fares</a>					
	DTW 10:20 am	1h, 38m Nonstop	IAD 11:58 am	Main Cabin CO <sub>2</sub> 119Kg 139USD 1 fare only	Refundable Main Cabin CO <sub>2</sub> 119Kg 169USD 1 fare only	Delta Comfort Plus CO <sub>2</sub> 119Kg 179USD + 1 other fare	N/A	First Class CO <sub>2</sub> 173Kg 259USD + 1 other fare
DELTA • DL3625 • CANADAIR REGIONAL			Preferred <a href="#">Show trip details &amp; all 6 fares</a>					

\*If booking international, a Fly America compliant icon will display on applicable flights



# FLIGHTS: EXPANDED VIEW

[Show trip details & all 6 fares](#)

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.

The screenshot displays a flight from IAD to DTW on Delta flight DL3965. The flight duration is 1h, 43m nonstop, departing at 6:00 am and arriving at 7:43 am. The fare options shown are:

Fare Brand Type	Cabin Class	Price	Notes
Economy Restricted	Main Cabin	139 USD	CO <sub>2</sub> 119Kg, 2 seats remaining, 1 fare only
Economy Flexi	Refundable Main Cabin	169 USD	CO <sub>2</sub> 119Kg, 2 seats remaining, 1 fare only
Premium Economy	Delta Comfort Plus	179 USD	CO <sub>2</sub> 119Kg, 9+ seats remaining, 1 other fare
Business	N/A	N/A	
First	First Class	259 USD	CO <sub>2</sub> 173Kg, 9+ seats remaining, 1 other fare

Below the fare options, there are tabs for 'All Fares', 'Trip Details', and 'Seat Map (View Only)'. The 'Seat Map' tab is highlighted with a red box. Below the tabs, a list of 6 fares is shown, grouped by brand type:

- Restricted** (1 fare in total): Restricted Main Cabin (00), 2 seats remaining, 138.60 USD. Includes icons for baggage, power, Wi-Fi, and entertainment.
- Flexi** (1 fare in total): Full Flexi Refundable Main Cabin (00), 2 seats remaining, 168.60 USD. Includes a refundable icon.
- Premium Economy** (2 fares in total):
  - Premium Economy Restricted Delta Comfort Plus (W), 9+ seats remaining, 178.60 USD. Includes an 'Add to cart' button.
  - Premium Economy Flexi Refundable Delta Comfort Plus (W), 9+ seats remaining, 228.60 USD. Includes a refundable icon and an 'Add to cart' button.

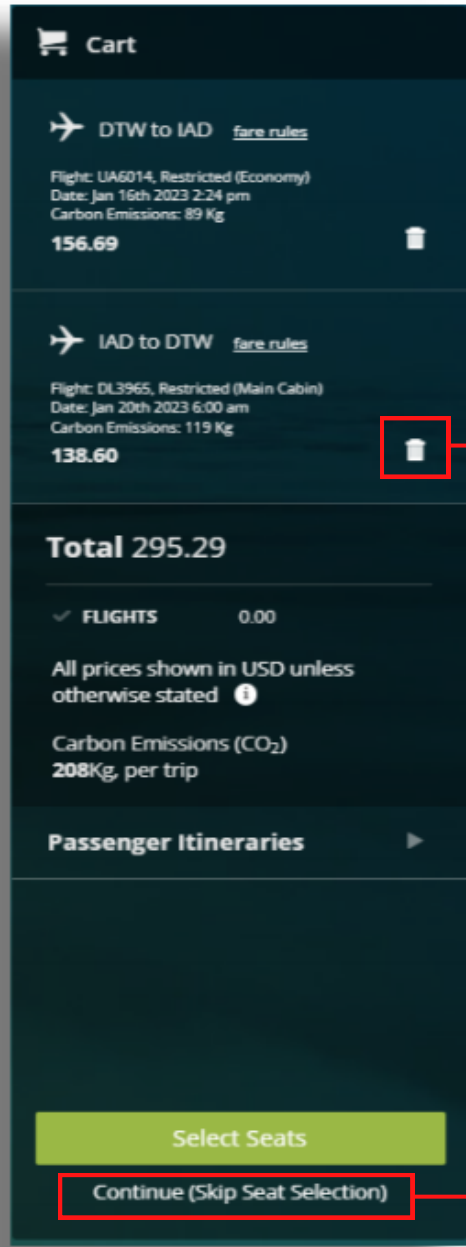
Click **Seat Map** to view available seats. (Seat selections will be available after purchase.)

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.

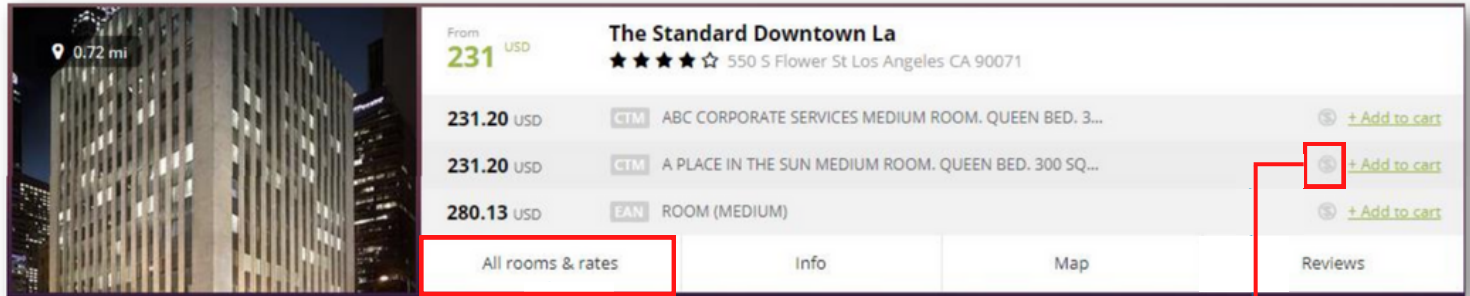
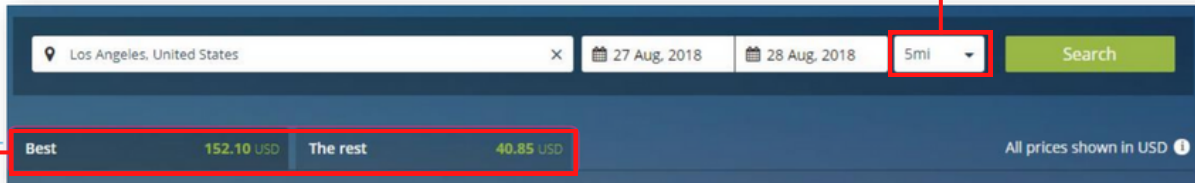
To re-display the other flights options, click the trash can icon for that flight.

Click **Select Seats** to pick seats for your flights or 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

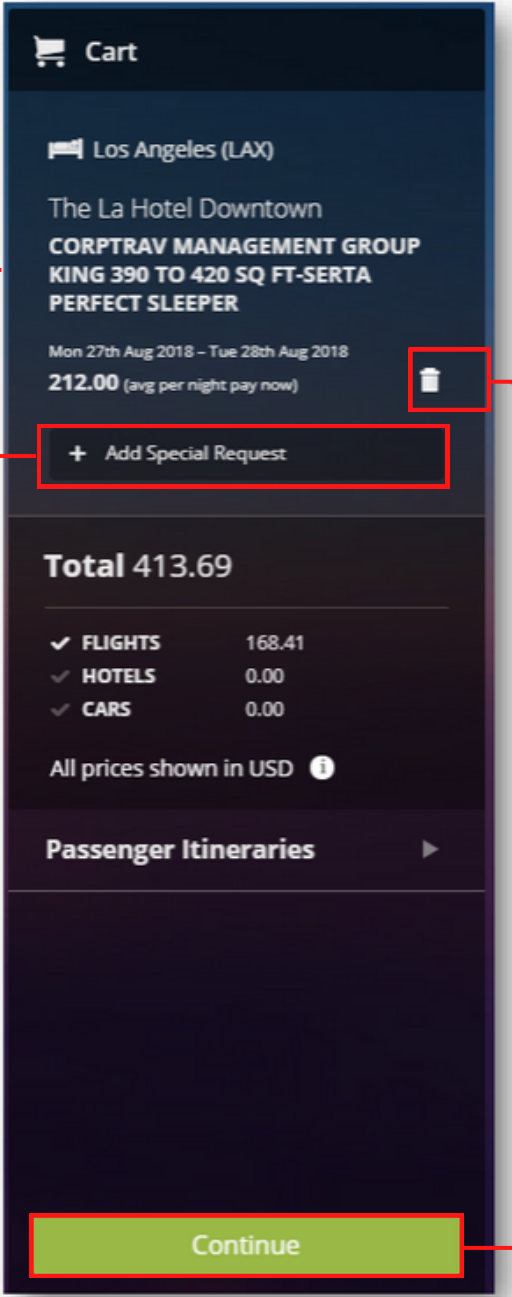
To view the cancellation policy for each rate, hover over the:



# 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 in to the shopping cart, a note to the hotel can also be sent via the special request field.

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

# CARS: AVAILABILITY

Preferred car rental providers will appear, displayed in price order and with a heart.

Filtering options are available above the car rental results displayed.

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

Pick up / Drop Off

Pick up location: Detroit Metro, Wayne Cty, MI (DTW) | Pick up date: Jan 16, 2023 9:00 am | Search

Change drop-off location | Drop off date: Jan 20, 2023 5:00 pm

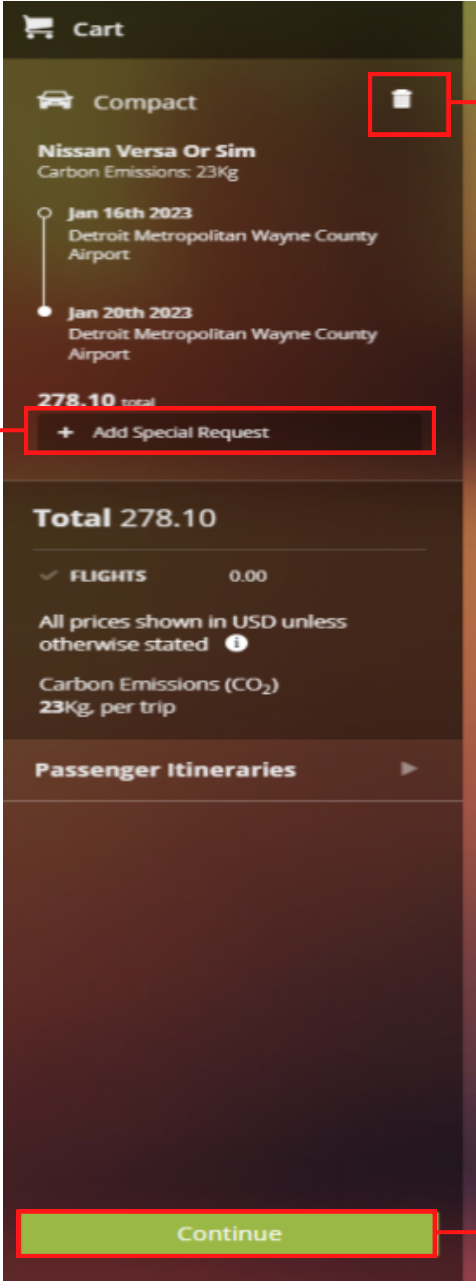
Cars for Detroit Metropolitan Wayne County Airport (DTW) | CO2 emissions data is based on an average use of 161km per day | All prices shown in USD unless otherwise stated

Provider	Car Model	Base rate per day	CO2 Emissions
Heart	Compact 2/4 Door (Nissan Versa Or Sim (CCAR))	43.00 USD	23Kg
Heart	Economy 2/4 Door (Mitsubishi Mirage Or Sim (ECAR))	43.00 USD	23Kg
National	Compact 2/4 Door (Nissan Versa or similar (CCAR))	43.00 USD	23Kg
National	Economy 2/4 Door (Mitsubishi Mirage Or Sim (ECAR))	43.00 USD	23Kg
Heart	Standard 2/4 Door (Vw Jetta or similar (SCAR))	45.00 USD	28Kg
Heart	Intermediate 2/4 Door (Toyota Corolla or similar (ICAR))	45.00 USD	28Kg
National	Standard 2/4 Door (Vw Jetta or similar (SCAR))	45.00 USD	28Kg
National	Intermediate 2/4 Door (Toyota Corolla or similar (ICAR))	45.00 USD	28Kg

Clicking on the car will display the full rate details and additional information relating to the vehicle selected.

Click 'Add Car' to have the preferred option added to the shopping cart.

# CARS: CART




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

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

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

# BOOKING CONFIRMATION

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



▼ Jeanette Frost 274.72 USD

Payment Method [Select](#) Reference [Select](#) Approver N/A

Loyalty Programs  
→ DL 6679573482 ✕  
[+ Add new](#)

Mon, 16 Jan

DTW-IAD  
United Airlines UA6320  
Duration: 1hr, 44min  
Carbon Emissions (CO<sub>2</sub>)  
89Kg  
[View Fare Rules](#)

United Airlines #6320, EMBRAER 175 1h, 44m Class: Restricted (ECONOMY) [Select Seat](#)

Base fare: 136.12 USD  
**136.12\* USD**  
[Remove](#)

Detroit Metropolitan Wayne County Airport (DTW)  
Terminal N  
Detroit, United States  
16th January 2023

Washington Dulles International Airport (IAD)  
Dulles, United States  
16th January 2023

All prices shown in USD unless otherwise stated ⓘ

Complete any required prompts, payment information (The CTA card will default for airfare) and loyalty program details

[Remove](#)

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

The comments field can be used to send a note to CTP Operations to handle any additional requirements for the booking. Agent fees will apply.

Comments to Travel Agent  
Please note that additional fees may be incurred for services resulting from the comments you leave below (maximum 255 characters).

**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](#)

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

Total: **543.55 USD**

[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.

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

# BOOKING CONFIRMATION (CONT.)

To complete your booking select your payment method for hotel and car. Under References, you must select a Trip Purpose, Enter a Trip Name and if an unused ticket should be applied.

Select Payment Method

All Travelers

Travis Tracy Mich...

Choose payment method for all applicable sectors

Please select a payment method

Or by

Flights

VISA 4624000000008447 UNIVERSITY OF MICHIGAN

Done Next >

CTA card auto populated for air

Set Company References

All Travelers

Trip Purpose \*\*

Conference

Trip Name

Trip to Conference 2022

Do you have an unused ticket you want to apply to this trip? \*\*

No

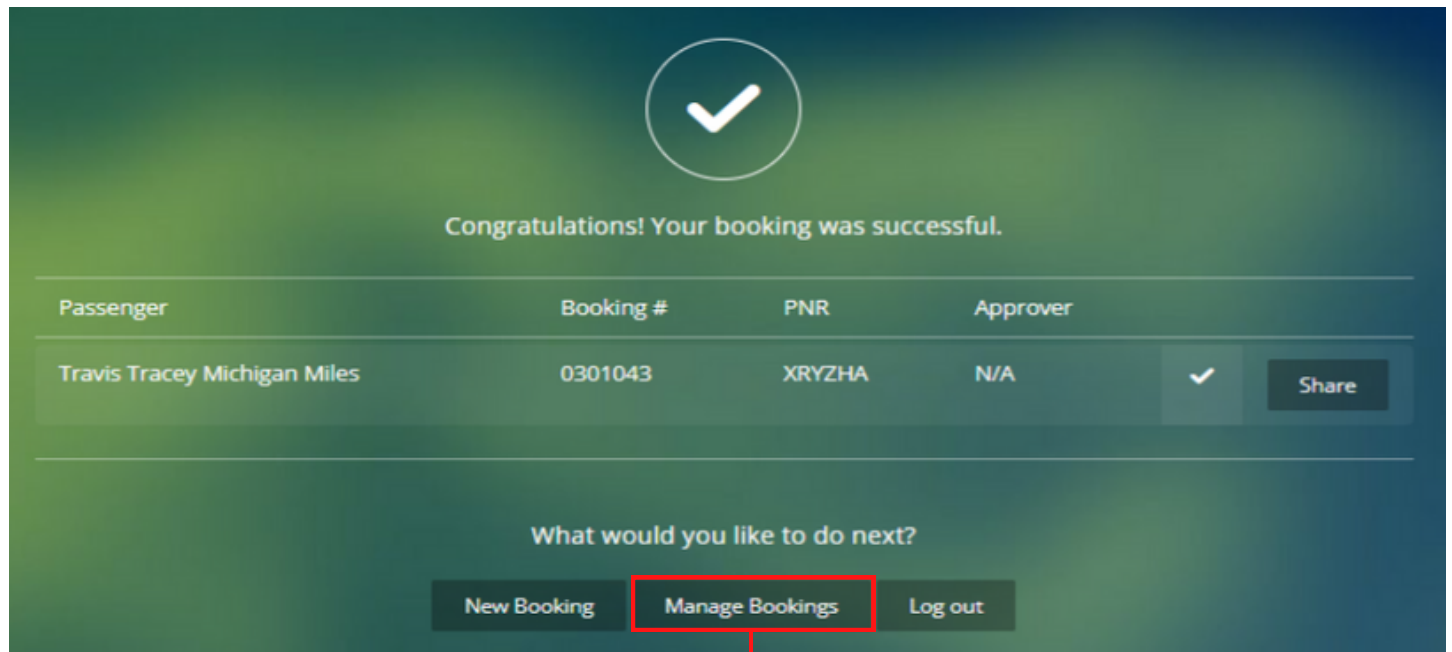
Prev < Done

Select a Trip Purpose from the drop down menu.

Enter a Trip Name for your trip.

Select Yes or No if an unused ticket should be applied.

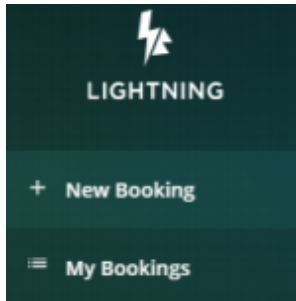
# COMPLETED BOOKINGS



To 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 Portal

# TRIP STATUS



Search fields: PNR, Name

Booking Date (selected) / Travel Date

08 Sep, 2022 | 06 Jan, 2023

Search

Booking Status

<b>XRYZHA</b>	USD 234.08
Travis Tracey Michigan Miles →	
DTW IAD	
Mon, 16 Jan 2023 - Fri, 20 Jan 2023	
<b>#2556</b>	USD 720.40
TRAVIS MILES →	
DEN -- DFW	
Tue, 28 Aug 2018 - Wed, 29 Aug 2018	

Using the search fields, specific bookings can be found by Booking #, Record Locator, Name, or by a specific travel date range.

- Booking Status
- Booked (3)
  - Pending Approval (0)
  - User Hold (0)
  - Offline Bookings (0)
  - Declined (0)
  - Expired (0)
  - Canceled (6)

Trips can be filtered based on status; the default search is for all, but can be narrowed down to a specific status, i.e. 'Booked.'

Green = Trip is booked.

Grey = Expired. Trip is in the past.

# SELECT SEATS

Booking Summary #2319 Select Seats Add to calendar

Auto approval

Travis Miles  
DEN ↔ LAX  
Mon 27th Aug 2018 - Tue 28th Aug 2018

REASON FOR TRAVEL  
Not specified

REQUESTED BY: Travis Miles  
TTL: Wed, 11 Jul 2018 at 11:00 pm  
TRAVELER: Travis Miles  
COST CENTER: No Cost Centre  
DEPARTMENT: NONE  
PNR: GJPIHU  
COMPANY REFERENCES  
Trip Purpose: Training

Trip total USD **543.55**  
Lost savings USD **71.02**  
Flights USD **168.41**  
Visa 444400000000X1111  
TEST VISA  
Hotels USD **245.28**  
Visa 444400000000X1111  
Cars USD **129.86**  
Visa 444400000000X1111

Select trip, from trip list to open itinerary and then click **Select Seats**, on the **Booking Summary** page.

Travis Miles

TRAVIS MILES  
DL1540, DEN - LAX

FROM Denver International Airport  
TO Los Angeles International Airport

DEN - LAX  
DL1540

FROM Los Angeles International Airport  
TO Denver International Airport

LAX - DEN  
DL2364

Key

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

18C AVAILABLE SELECT

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

For additional information or assistance please contact Online Technical Support at 1-877-208-1396, or email at [na\\_online@travelctm.com](mailto:na_online@travelctm.com).