**How to Book Travel in Lightning** 12-04-24

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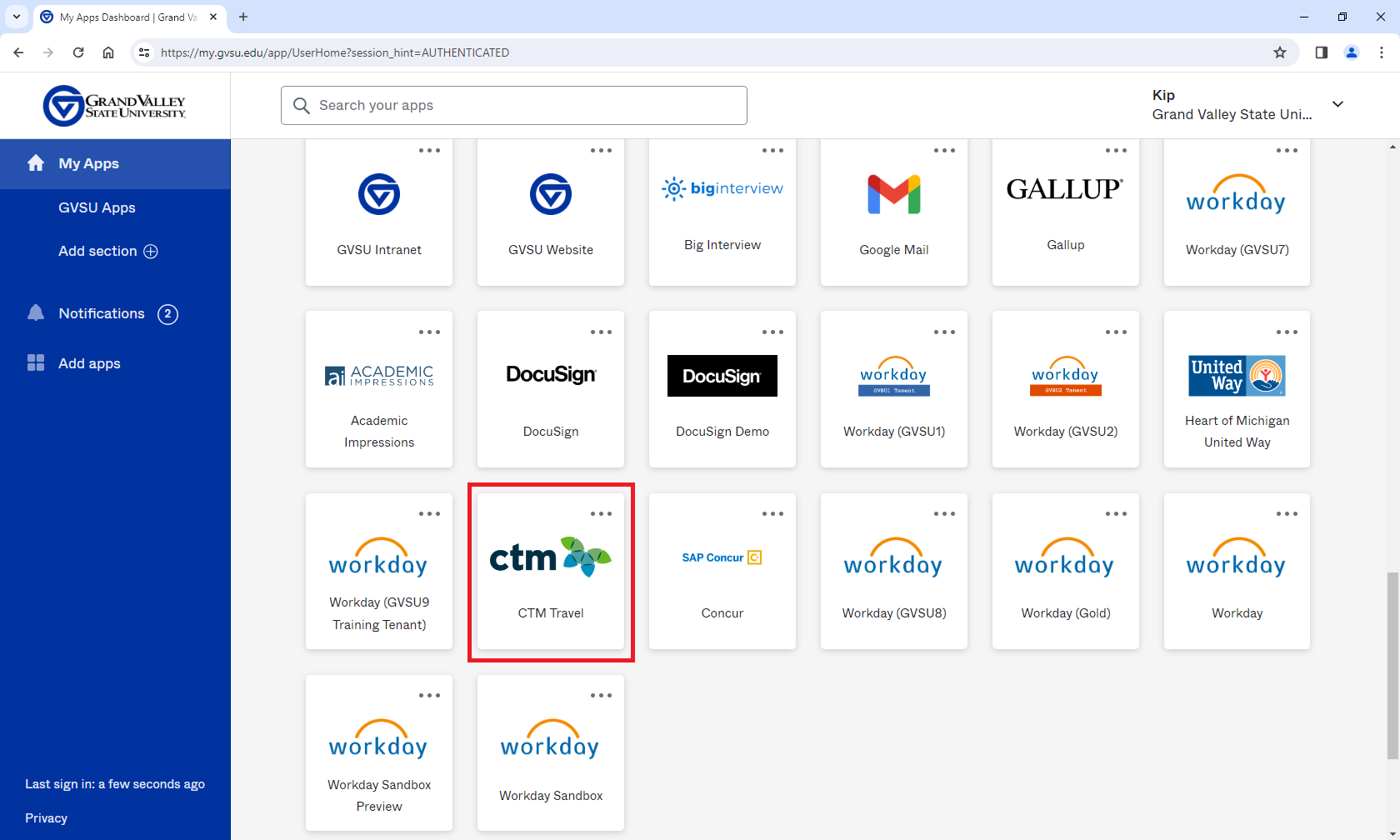
This Job Aid will be updated with Car Rental and Hotel information.   
In the meantime, view Lightning demo videos for car rental and hotels at   
the [Workday Job Aids & Demo Videos web page](https://www.gvsu.edu/workday/workday-job-aids-demo-videos-99.htm) in the Finance > Travel & Expense section. And see additional information on page 8.

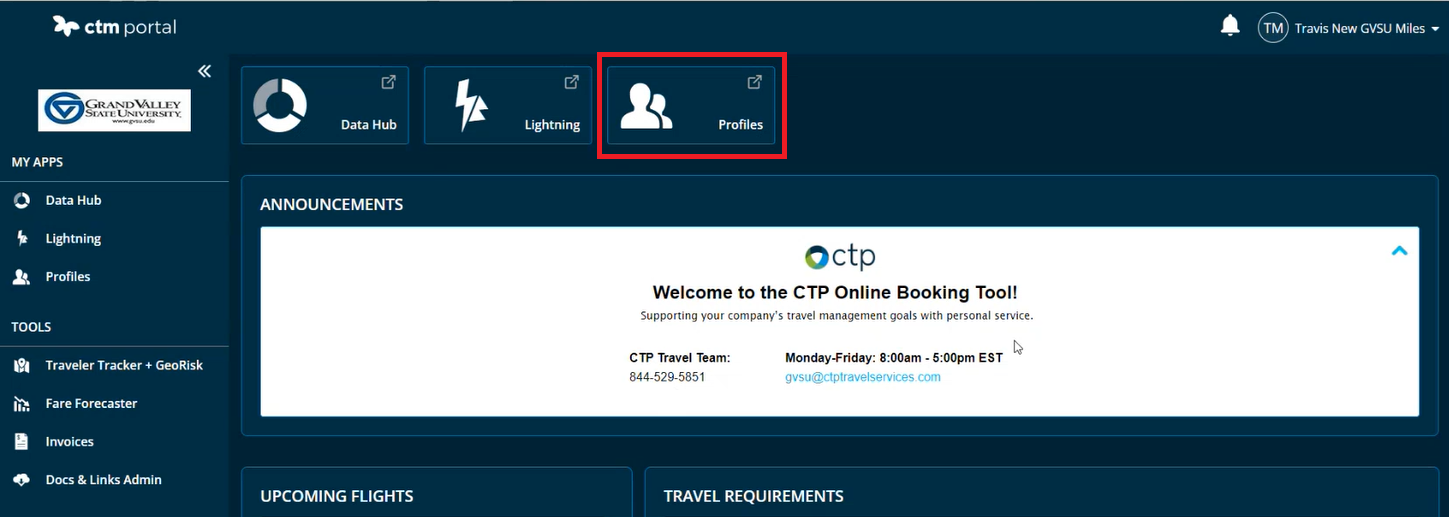
[Lightning - Air Bookings Demo Video](https://vimeo.com/travelctm/review/880996357/f88ec12061)  
  
[Lightning - Booking Cars or Hotels Only Demo Video](https://vimeo.com/travelctm/review/880996626/ffb1842a21)  
  
[Lightning - Add a Car Only Demo Video](https://vimeo.com/travelctm/review/880996558/357f617ada)  
  
[Lightning - Add a Car or Hotel Demo Video](https://vimeo.com/travelctm/review/880996464/aba7dffd6a)

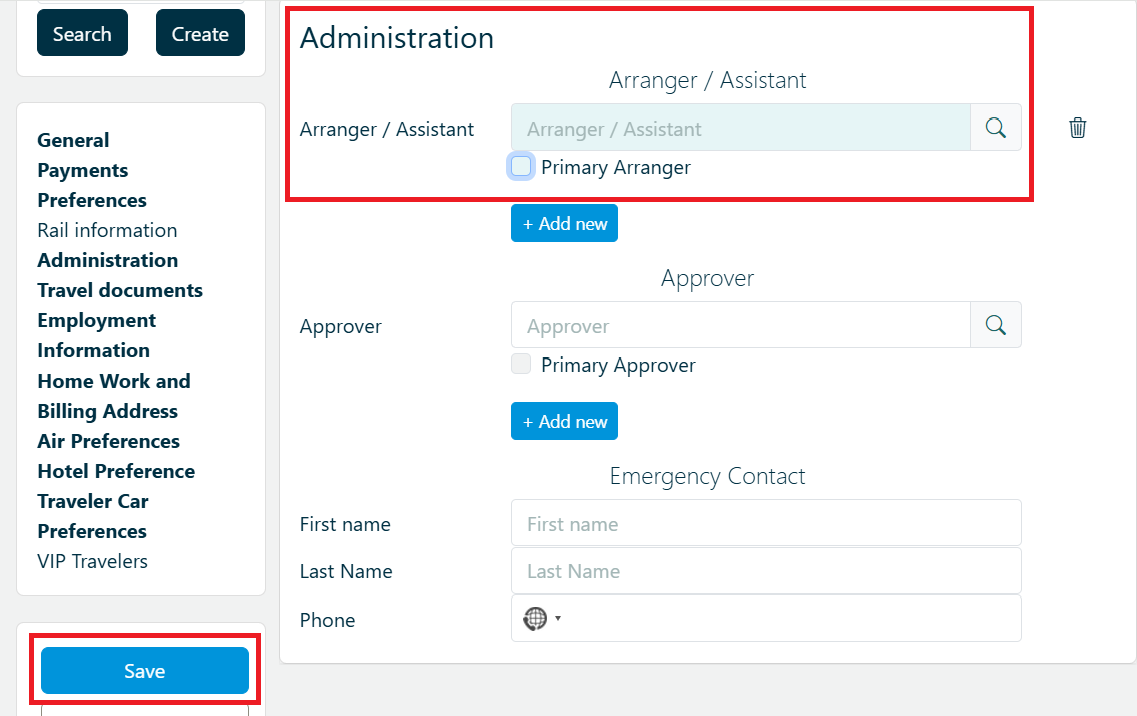
**Getting Started: Lightning Traveler Profile**In order to use Lightning, employees must first complete their traveler profile   
and add their GVSU purchasing card or declining balance card information.

Go to the [**Okta Dashboard login page**](https://my.gvsu.edu/oauth2/v1/authorize?client_id=okta.2b1959c8-bcc0-56eb-a589-cfcfb7422f26&code_challenge=6suGSWaRLX6uE-6ISRhWccxXLx79olXN2qxaRC4ebXo&code_challenge_method=S256&nonce=6cTes8h9btCgfK5R8iHzqBZlO5u95NBqEypvaVha8hylpW7BaKggBP3vFfAMyCHr&redirect_uri=https%3A%2F%2Fmy.gvsu.edu%2Fenduser%2Fcallback&response_type=code&state=zFuRN8FqTwFXLHuhyVEupJoEVx90SSdK1eEU5Ou50nvPDiGGC96d1Sk6bZhKPX1v&scope=openid%20profile%20email%20okta.users.read.self%20okta.users.manage.self%20okta.internal.enduser.read%20okta.internal.enduser.manage%20okta.enduser.dashboard.read%20okta.enduser.dashboard.manage)  
Login with your GVSU network User ID and Password.

Click the app square that says **CTM Travel**. You will be taken to the CTM Portal webpage.



In the CTM Portal, click on the tile at the top that says **Profiles.**

In your Lightning profile, go to the Administration section. If the Arranger / Assistant field does not already have your name in it, add your name (must be your legal first and last name).   
Click the blue **Save** button in the left column – you might have to scroll down a little to see it.   
  


You can add other persons to be travel arrangers for you by clicking the **Add New** button

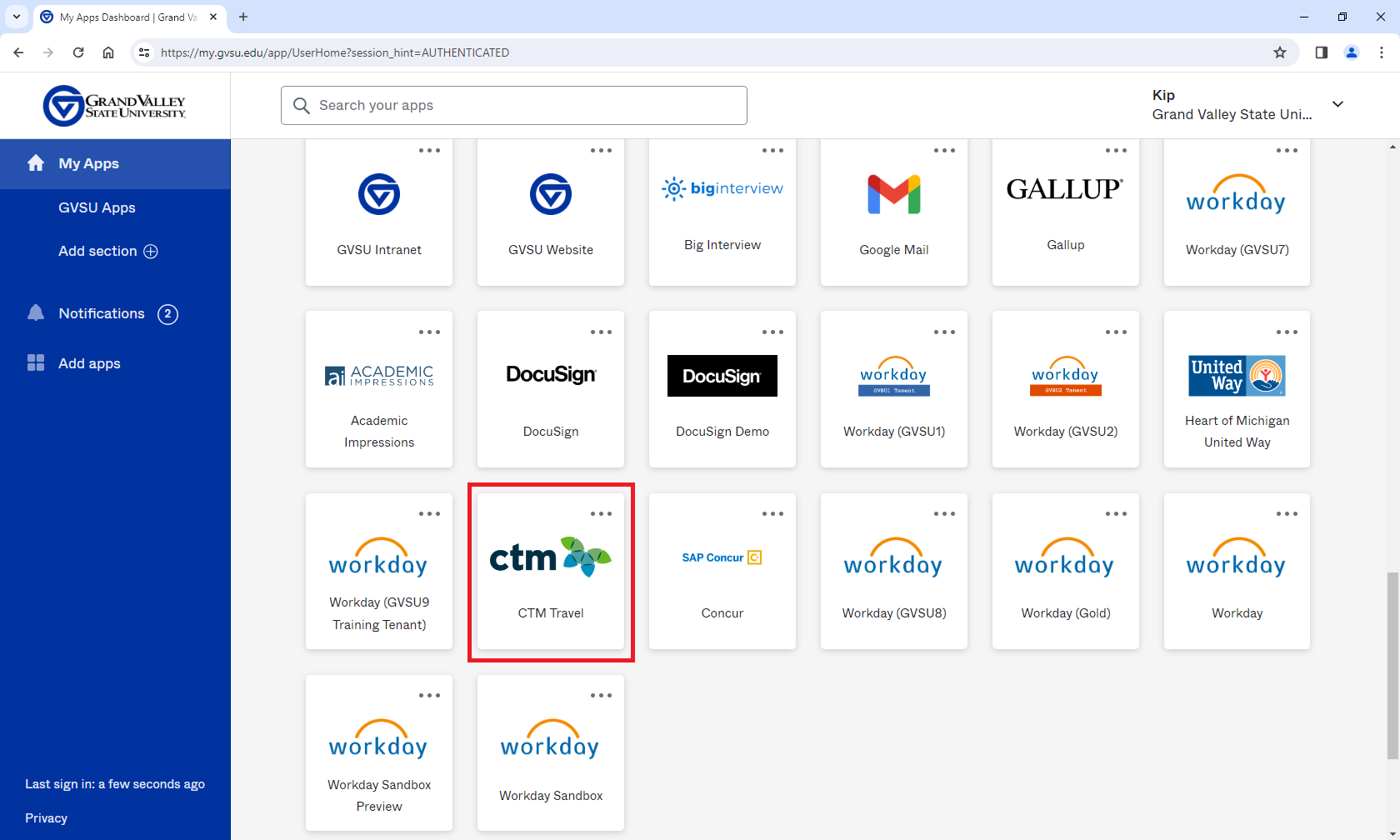
Verify that the information in your profile is correct.

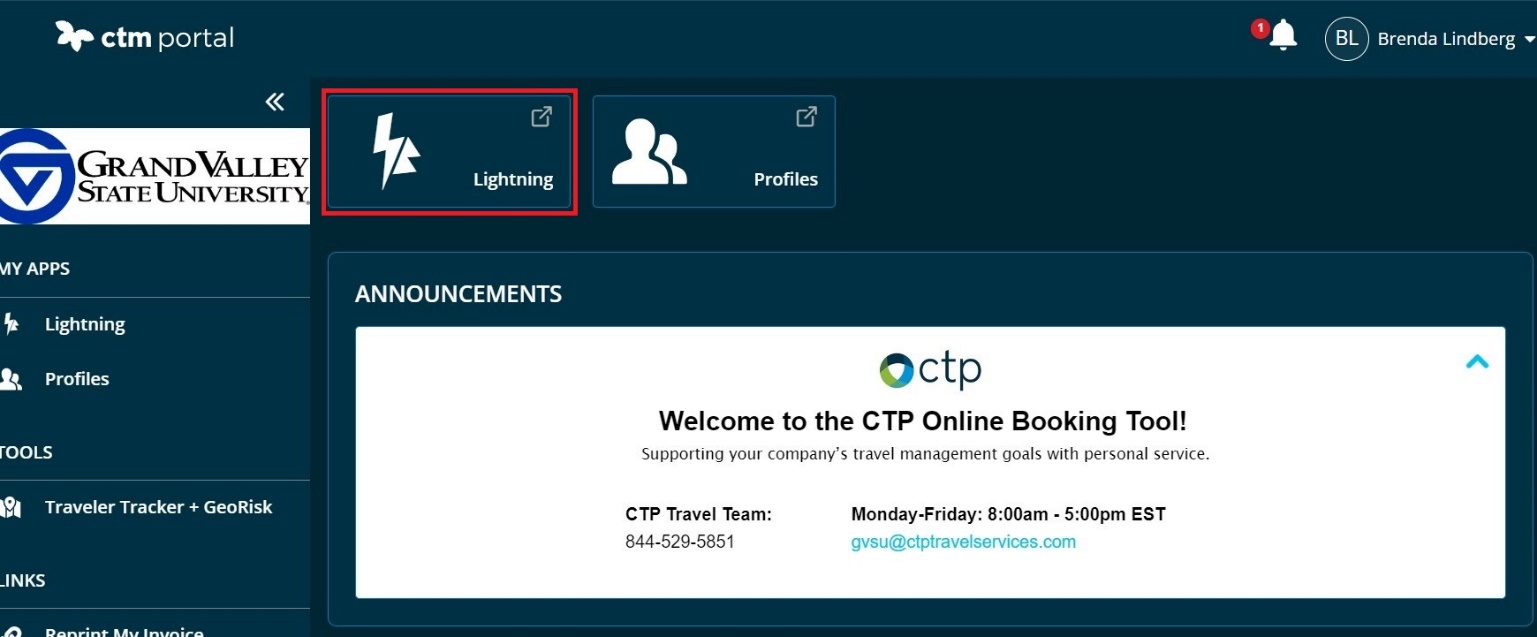
You will need to enter a credit card in the Payments section to reserve lodging, car rental, and trains. You can [apply for a GVSU expense card](https://www.gvsu.edu/purchasing/credit-card-program-112.htm) (formerly called purchasing card). Airfare is automatically paid with a separate GVSU credit card that is on file in Lightning.   
  
You can add your preferences for airline, hotel, car rental, and train providers and your loyalty numbers in the Preferences section. You can add more preferences in the Air Preferences,   
Hotel Preference, and Travel Car Preferences sections.  
  
You can add passport, visa, and known traveler numbers in the Traveler Documents section.

If you have any questions, contact [Kip Smalligan](mailto:smalligk@gvsu.edu) in Procurement Services at 616/331-3211.

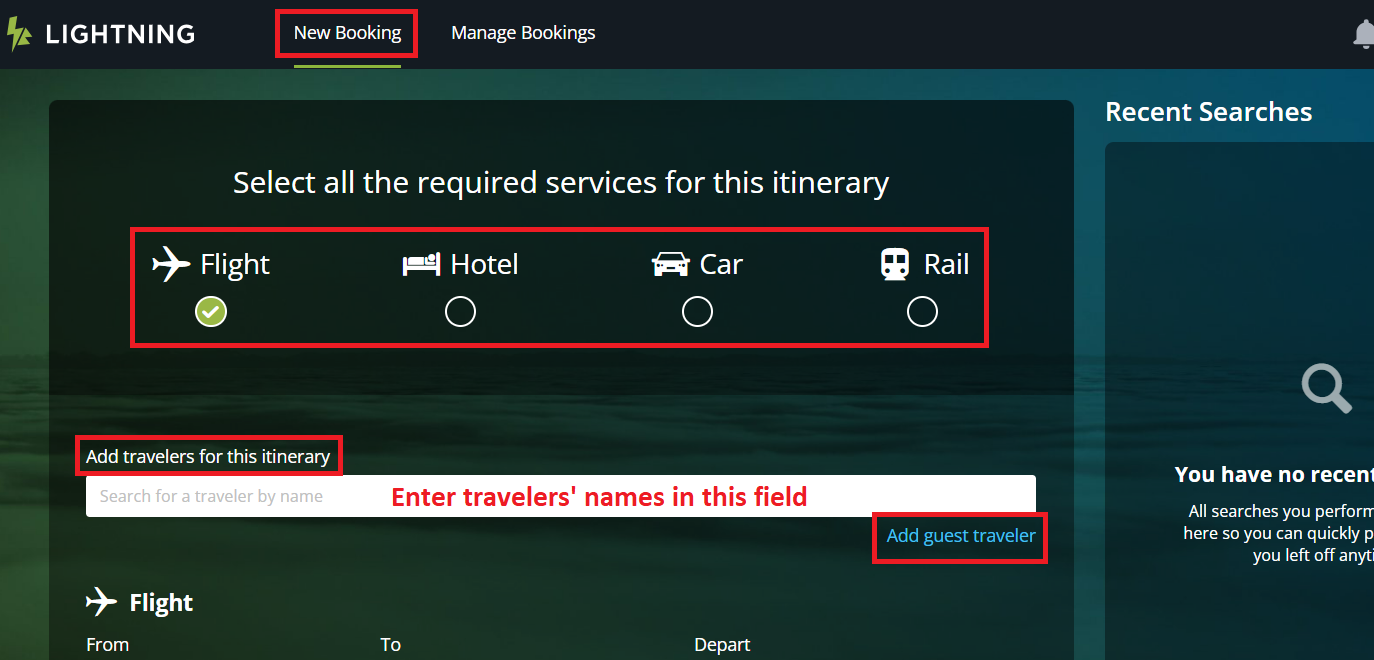
**Lightning Online Booking Tool:   
How to Access Lightning**

Go to the [**Okta Dashboard login page**](https://my.gvsu.edu/oauth2/v1/authorize?client_id=okta.2b1959c8-bcc0-56eb-a589-cfcfb7422f26&code_challenge=6suGSWaRLX6uE-6ISRhWccxXLx79olXN2qxaRC4ebXo&code_challenge_method=S256&nonce=6cTes8h9btCgfK5R8iHzqBZlO5u95NBqEypvaVha8hylpW7BaKggBP3vFfAMyCHr&redirect_uri=https%3A%2F%2Fmy.gvsu.edu%2Fenduser%2Fcallback&response_type=code&state=zFuRN8FqTwFXLHuhyVEupJoEVx90SSdK1eEU5Ou50nvPDiGGC96d1Sk6bZhKPX1v&scope=openid%20profile%20email%20okta.users.read.self%20okta.users.manage.self%20okta.internal.enduser.read%20okta.internal.enduser.manage%20okta.enduser.dashboard.read%20okta.enduser.dashboard.manage)  
Login with your GVSU network User ID and Password.

Click the app square that says **CTM Travel**. You will be taken to the CTM Portal webpage.   


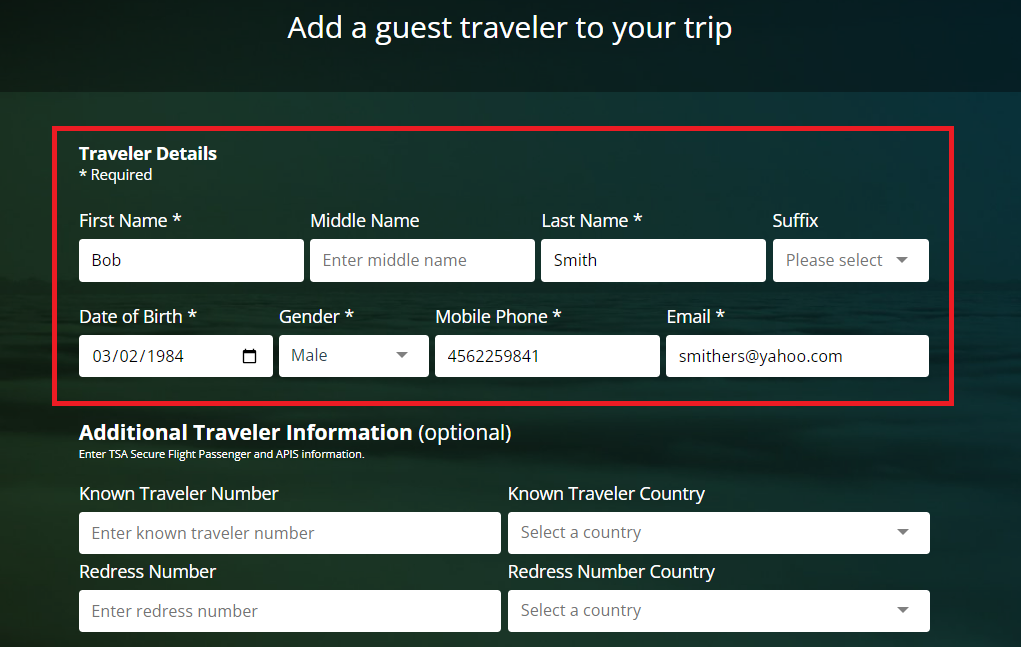
In the CTM Portal, click on the tile at the top that says **Lightning.  
  
**

**To Start a Reservation**

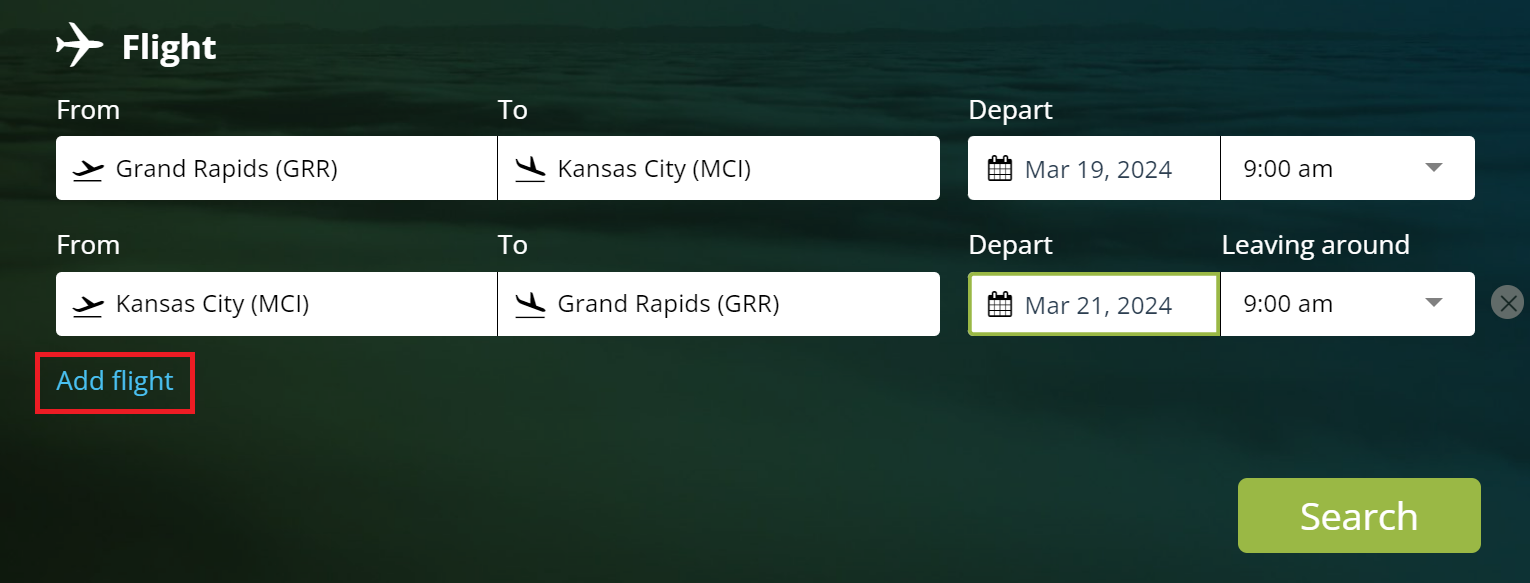
To start a reservation, select the **New Booking** tab at the top.   
To view or manage existing reservations, click the **Manage Bookings** tab  
  
Check the circle buttons to select all the applicable travel services: **Flight, Hotel, Car, Rail**  
  
  
  
Type in the employee traveler name in the **Add travelers for this itinerary** field.   
The employee name will pop-up; select the name to populate the field.  
  
*Note: Searching by last name is recommended; employees are listed by their legal first and last names.  
  
Note: If you are traveling together with other employee(s) and you want to reserve for other travelers in your booking session,* ***the other employee(s) must first complete their Lightning profile and make you a travel arranger on their behalf in their Lightning profile****. Or contact* [*Kip Smalligan*](mailto:smalligk@gvsu.edu) *at 616/331-3211*

If you want to add other employees to the reservation, type in the name of the next employee and select from the pop-up. You may choose up to 9 travelers who are traveling together on the same itinerary.

To add a **guest** traveler or a **student**, click the **Add guest traveler** link. Then complete the required guest traveler detail fields.



Click **Save Guest Details.** Your guest’s name will now appear in the **Add Travelers for this itinerary** field.

**FLIGHTS**Enter the flight departure and destination locations by city or airport code and select in the   
pop-up. Enter the date and times. You can do domestic multi-city\* by clicking the **Add Flight** link to add another flight segment. You may add up to 5 flight segments. Click **Search** to display results. *\*International multi-city itineraries (more than just one city destination) must be reserved through our CTP travel agent rather than in Lightning.*   
  


After your search results display, you can toggle between your outbound and return flights using the tabs at the top of the page.

Screenshot of the Lightning online booking tool highlighting the buttons to   click between your outbound and return flight search results. 

Also highlights in a red border the buttons for quickly modifying your search results by three preset time ranges.

Also highlights with a red border the three buttons to quickly modify search results by Sorr, Filter, and View Cheapest Fares. 

You can quickly modify the search results to view different departure times by clicking one of the three pre-set buttons for time ranges:

12:00 am (midnight) to 12:00 pm  
12:00 pm to 7:00 pm

7:00 pm to 12:00 am (midnight)

You can filter the search results for:  
Price

Departure

Arrival

Carbon Footprint

Airlines

Number of Stops

You can sort search results for:  
Most Direct

Cheapest

Shortest

Earliest Departure

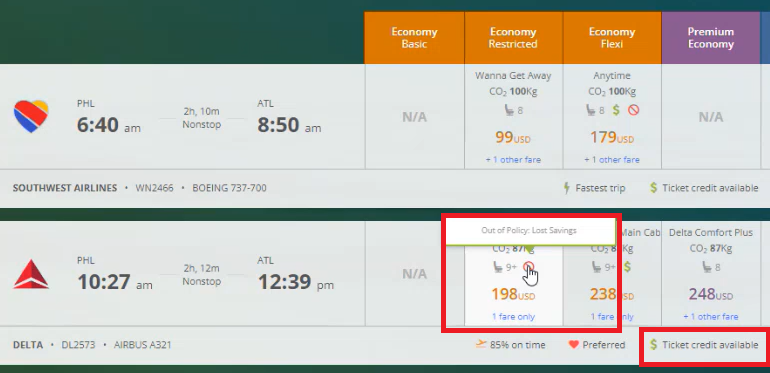
Earliest Arrival

Carbon Footprint

**GVSU Travel Policy**

Lightning prioritizes search results that are within [GVSU’s travel policy](https://www.gvsu.edu/policies/policy.htm?policyId=1A97304D-BA8A-3746-02625122DDE90A83&search=) and cost variances.

If your travel selection is not within these, you will see a  symbol. Click the symbol for more information. You might have to provide a reason for that selection before proceeding with the booking.

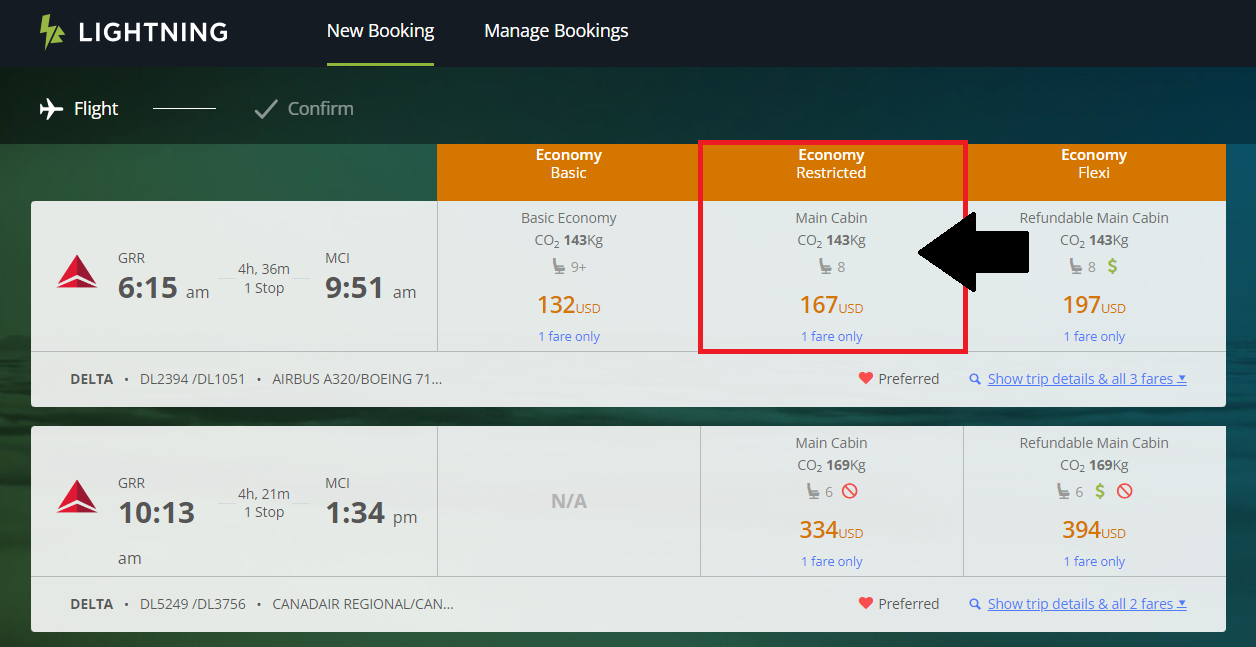


If the traveler has an unused ticket credit available to be used for a flight, it will be noted in the fare options with **$ Ticket Credit Available**.

You will be prompted to apply the credit at checkout.

*Note: Be aware of the rules for Basic Economy type fares which are very restrictive.   
Typically they do not allow any itinerary changes, seat selection is not included, passengers traveling together usually will not be seated together, no carry-on bags allowed, fee for checked bags, cancelled ticket credit will range from no credit to partial credit, and there often is a cancellation fee. GVSU policy does not require Basic Economy fares; standard Main Cabin fare is also within policy.*

Click the desired outbound and return trip fares to select.

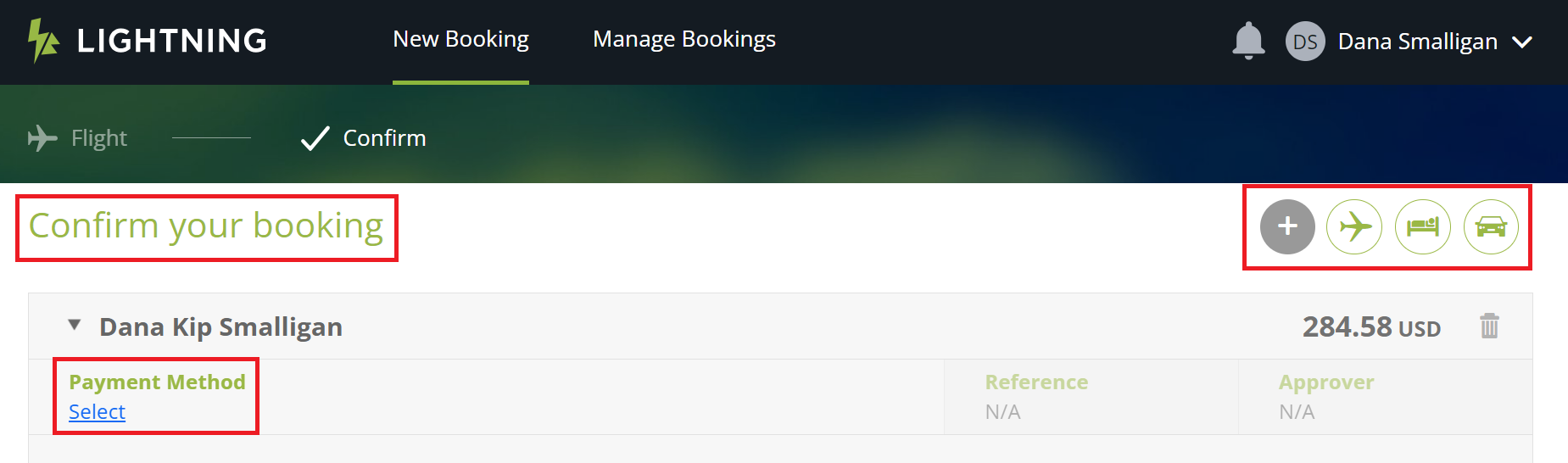


If advance seat selection is included in your fare, you may be prompted to select your seat in Lighting. If not, that can also be done via the airline’s website.

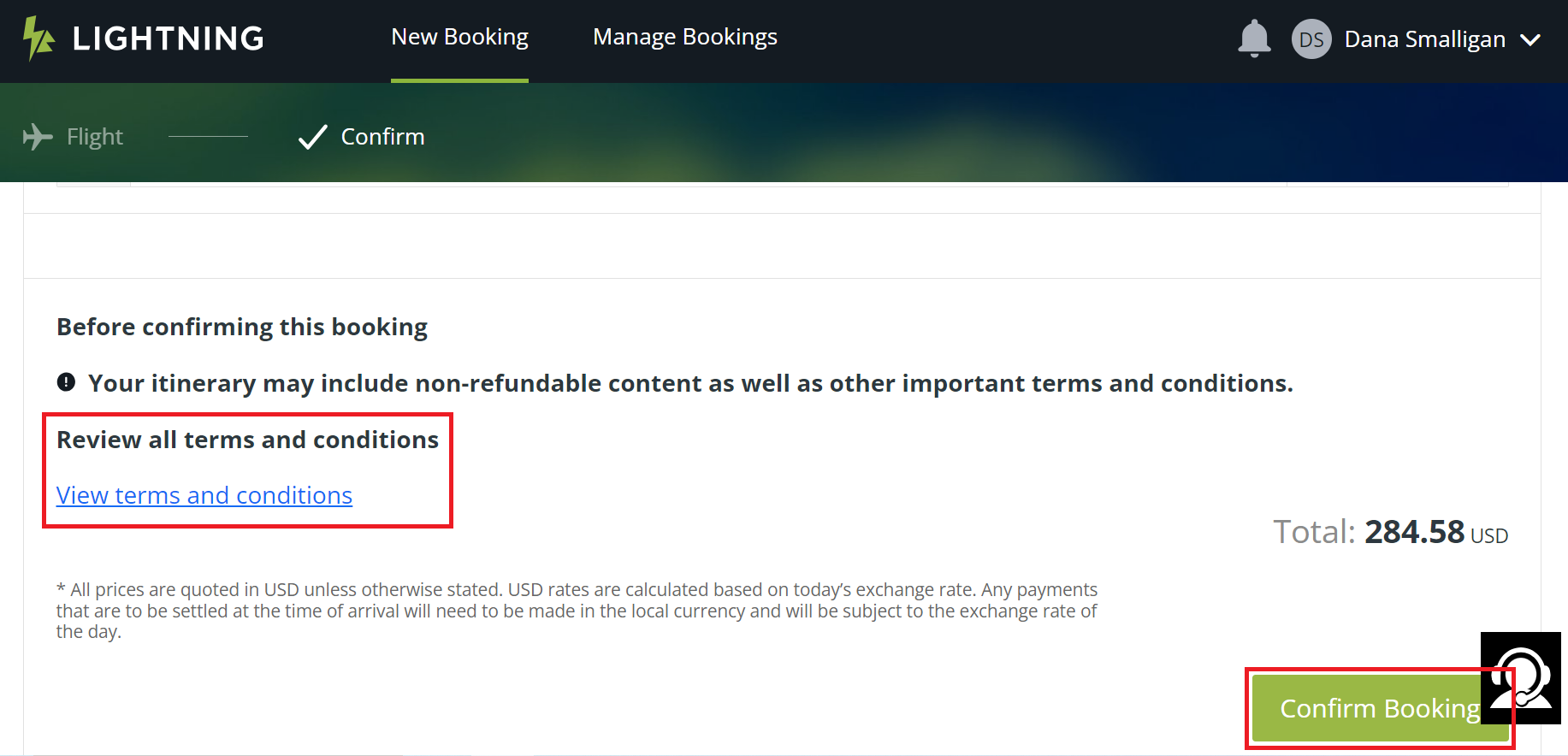
If you are booking for a guest and it asks you in the Company Reference section for an **Employee ID** and a **Department**, enter your GVSU G# and enter your department name.

**Confirm Your Booking** page: You can review your itinerary and view **Payment Method**.  
*All employee and guest flights will be paid with a GVSU credit card on file with our travel agency (card ends in 5807). Your flight expense will get routed to your Workday expenses for reconciling on an expense report.*

If you later decide you want to add hotel or car rental you can do so by clicking the desired service here



Click the **View Terms and Conditions** link to review the airline rules for your flight.



To complete the booking, click the **Confirm Booking** button. You will receive an email confirmation from ctptravelservices.com. The email might not arrive immediately.

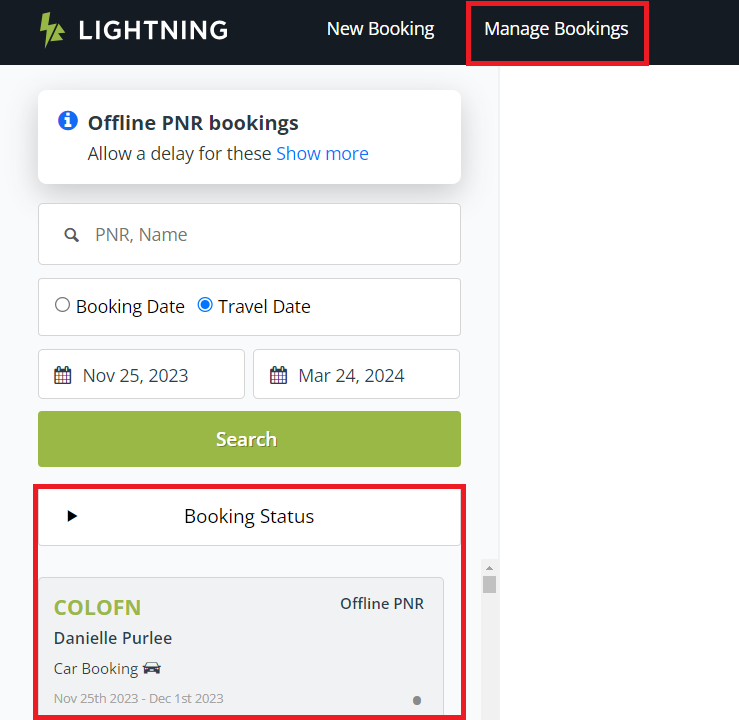
**\*\*\* IMPORTANT \*\*\***

**Email or Voice Message Regarding Unticketed Flight from our Travel Agency**

If you receive an email or voicemail from our travel agency, Collegiate Travel Planners (CTP), stating that your flight was not ticketed it means that you do NOT have a reservation even if you have a confirmation number. This is caused by a decline of our credit card on file with the travel agency or other technical issue with ticketing. **Call our travel agency right away to get corrected:** **Collegiate Travel Planners (CTP) at 844-529-5851**

**To View Existing Reservations**

You can view your existing reservations by going to the Lighting home page and click   
**Manage Bookings** at the very top. Enter the traveler’s last name or agency record locator number (6 characters, all letters); and the booking or travel date range. Click **Search** then look in the **Booking Status** section in the lower left. Click the desired reservation in the search result.



This Job Aid is being updated with Car Rental and Hotel information.   
In the meantime, please view Lightning demo videos for car rental and hotels at   
the [Workday Job Aids & Demo Videos web page](https://www.gvsu.edu/workday/workday-job-aids-demo-videos-99.htm) in the Finance > Travel & Expense section

[Lightning - Air Bookings Demo Video](https://vimeo.com/travelctm/review/880996357/f88ec12061)  
  
[Lightning - Booking Cars or Hotels Only Demo Video](https://vimeo.com/travelctm/review/880996626/ffb1842a21)  
  
[Lightning - Add a Car Only Demo Video](https://vimeo.com/travelctm/review/880996558/357f617ada)  
  
[Lightning - Add a Car or Hotel Demo Video](https://vimeo.com/travelctm/review/880996464/aba7dffd6a)

**HOTEL**

Note: To reserve hotels or car rental in Lightning, you need a credit card number stored in your Lightning profile. If you haven’t added one to your profile, do that first. The credit card in your Lightning profile will hold your hotel reservation. But you will still need to present a credit card at check-in to charge your room and any incidental expenses.

If you are booking a hotel for a guest, and **GVSU is paying for only the room and tax**, and you will not be present with the guest at check-in to provide your credit card, you will need to contact the hotel directly and request to put a credit card on file. The hotel will provide you with a credit card authorization form. On the form, authorize the card for room and tax.   
**The guest will still need to present a credit card at check-in to pay for any incidental expenses** (movies, etc.).

If you are booking a hotel for a guest and GVSU is paying for the guest, **and you do not want the guest to have to present a credit card at check-in or check-out** (e.g. students or VIPs), you will need to contact the hotel directly and request to put a credit card on file. The hotel will provide you with a credit card authorization form. **On the form, you must authorize for all charges.**

**CAR RENTAL**  
Note: See the GVSU [Vehicle Rental Procedures](https://www.gvsu.edu/drivingvehicles/vehicle-rental-procedures-6.htm) and GVSU [Driving Vehicles](https://www.gvsu.edu/drivingvehicles/) websites for important and helpful information regarding GVSU rental policies and procedures. For liability and insurance reasons, non-GVSU employees needing car rental should reserve their own reservation and submit for reimbursement or invoice GVSU.

Enterprise and National are GVSU’s preferred rental companies as we have a contract with them. Travelers should use Enterprise or National unless they cannot meet your needs.

Search results for Enterprise and National include GVSU’s contract rates.

Note: To reserve car rental or hotels in Lightning, you need a credit card number stored in your Lightning profile. If you haven’t added one to your profile, do that first. The credit card in your Lightning profile will hold your car rental reservation but you will still need to present a credit card at check-in to charge your rental.