V4.4

Lightning User Guide

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About this guide

The first version of this user guide was released in May 2019. It was last updated November 2019. It is designed to show you:

- **How to make different types of bookings on Lightning step-by-step;**
- **How to cancel and amend bookings online (if applicable).**

It is always recommended to use the most up-to-date version of the guide where available, as the system is updated periodically with new features and enhancements. The latest version can always be found at https://travelctm-north.co.uk/index.html.
This guide is available free of charge and we encourage you to use and share it, but please do not make any modifications to the guide without asking us first. Thank you.

What's changed?

ADDED – Home Pages
ADDED - Use Traveller's Policy selection when booking for a company user
ADDED – Rail results 'Cheapest Fare From' selection

Feedback

If you have any questions, comments or suggestions about the guide, or about future releases of Lightning, we would love to hear from you. Please email north.bsu@travelctm.comThank you.

Using this guide

If you are reading this guide on a computer, you can navigate around by either:

- **Using the Contents Page** – Press the Ctrl key and click on a section.
- **Pressing your Ctrl key and left-clicking links in the text** – these will be underlined and highlighted, for example: **Using this Guide**

Colour-coding of important information is done throughout the guide:

This indicates an important point, or a tip to help you with your booking.

This indicates a link to an external website with useful information.

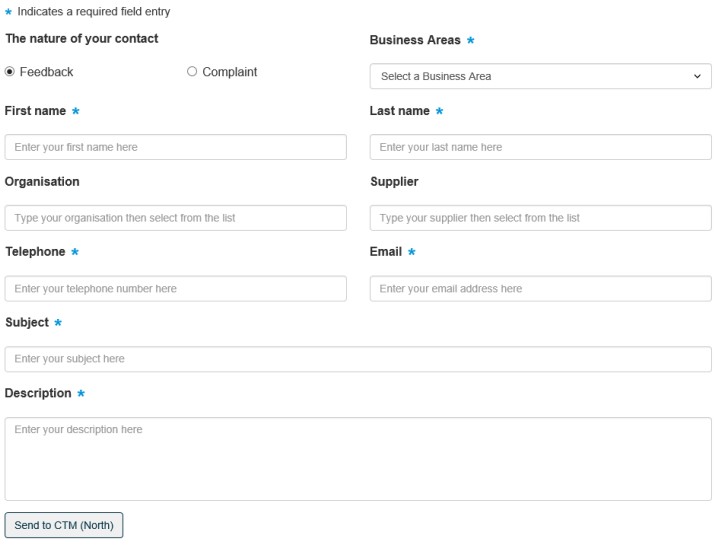
Need Further Assistance?

If you are still having difficulty making a booking after reading the guide, you can use the **Feedback Hub** to direct your query to the appropriate department at CTM for further assistance.

The Feedback Hub link can be found within the Help and User guide page. When the link is selected you will see a form. If you have a hotels query for example, select *Hotel* from the drop-down.

Please fill out the form as completely as possible; this will help us process your feedback or complaint more efficiently.

Special characters such as spaces can cause problems when entered in to the telephone field, so please try not to use them.



Once you have sent your form you will be given a reference number; keep this in a safe place as you will need if you contact us about the feedback you have submitted.

Reporting Lightning errors

If you encounter any error messages while making bookings, please screenshot the message(s) and send to CTM's **Technical Support team** as soon as possible after their occurrence.

You can take a screenshot by pressing the 'PrtScn' key on your keyboard, then right click and 'paste' this in to an email. If you are using a laptop computer, you may have to press an 'FN' (function) key in addition for this to work.

Alternatively, you can copy and paste the message displayed on screen and include a note on where and when the error message occurred.

Booking requests cannot be guaranteed in absence of any screenshots or supporting information on the problem encountered.

Accounts and registrations

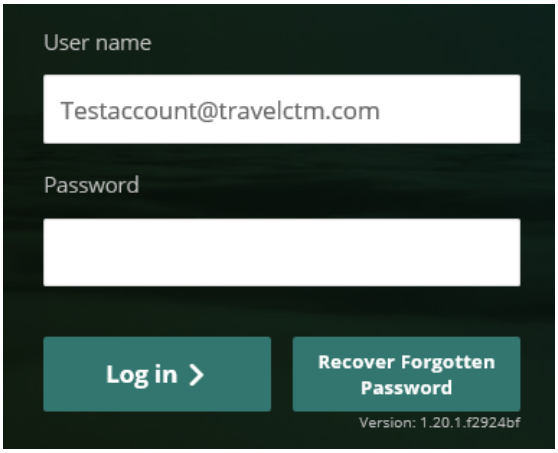
Registering your account

To begin the registration process for Lightning, you will need to contact your in-house travel management team (not CTM).

If you are unsure of the contact details for your travel team, please contact CTM's Technical Support team for further advice.

After your account is registered, visit the Lightning website and:-

- Enter your full email address.
- Click Recover Password.
- The system will then send you a new password link. Click the link within the email to set yourself a new password.



Creating a password

As part of the contract CTM have with your organisation, certain security measures were introduced to protect your information. One of these measures was the use of passwords.

To create a strong password, it is recommended that you include a mixture of:

- Special characters (e.g. # or - symbols);
- Capital/lowercase letters;
- Numbers

You won't be able to use single dictionary words or names, so it may be useful to combine two words, and/or substitute numbers for letters. Thinking of a song lyric or phrase may also help.

For example:

Substituting numbers for letters – B00k1ng$;
Memorable phrase – DressToThe9s;
Song lyric – $hakeIt0ff

Once this is done you are now able to log in; go to **https://www.trips.uk.com/js/lightuk/current/** to start.
Please note that passwords will expire after 120 days. You will receive a pop-up box when logging in after your password has expired.

Account types

There are four account types. Each account type has different features, ranging from the ability to book travel yourself to booking on behalf of others.
The table below gives a brief overview of each account type.

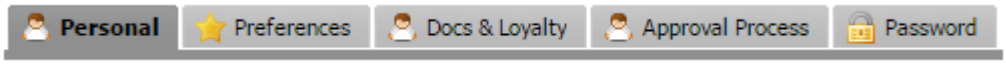
ACCOUNT TYPE	FEATURES
Traveller	The most basic account; allows bookers to quickly add user details and avoid having to type information manually. Doesn't have a log in, so cannot book travel themselves online.
Self-Book	Able to book travel and accommodation in their name only – booking for colleagues is not allowed. Able to edit their profile (e.g. address).
Self-Book and Others	Able to book for other users, though they must be one of the travellers (or hotel guests). Able to edit their profile (e.g. address).
Booker	Can make bookings for any user in the same organisation, even if the booker is not one of the travellers. Able to edit their profile (e.g. address).

Amending your account

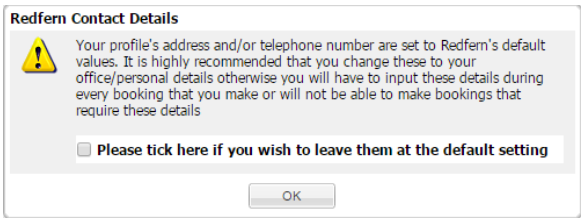
Your User Admin page stores all your personal details currently registered on Lightning, including your name, address and cost codes (if you choose to add them).

Whilst cost centres aren't mandatory when completing your profile we definitely recommend filling these in, in order to speed up your booking process. This is particularly relevant for the Lightning app.

If you need to make amendments to your account, click the ***User Admin*** link within the avatar icon After clicking *User Admin*, you will see a series of tabs across the top of the screen; click the tabs to move to that particular section. The *Personal* tab will open by default.



When you first access the page, you will see a warning message.



Pressing *OK* by itself will remove all default details so you can enter your own information.
Any changes you have made will be highlighted in yellow.
Remember to press the *Save* button at the bottom of the screen if you make amendments.

Personal

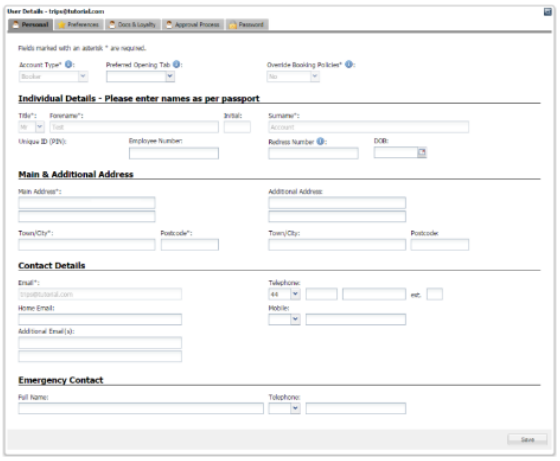
Your 'Personal' tab shows basic details registered to your profile.

If a rail ticket type that requires posting is selected, the ticket will be sent to the main profile address by default.

The *Preferred Opening* drop-down menu will enable you to choose your default search page, e.g. rail or hotels.

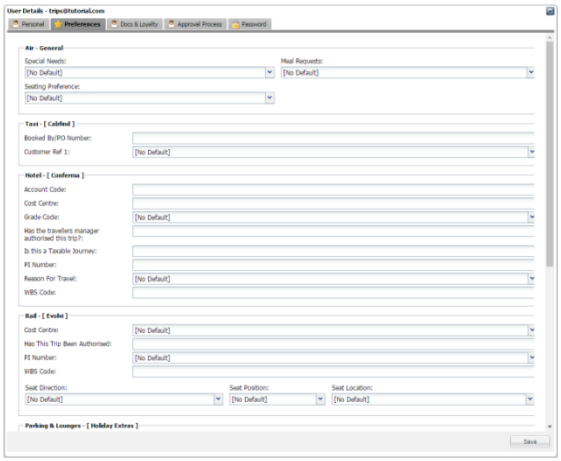
Some details you cannot change, such as your name, Account Type and whether you can override booking policies.

Only your travel team can amend these details; if you are unsure, **contact CTM's Technical Support team.**



Preferences

Your ‘Preferences’ screen allows you to set default cost centres and responses for each type of booking.



Any details entered here will be added to your booking automatically the next time you get to the billing page, saving you time in the booking process.

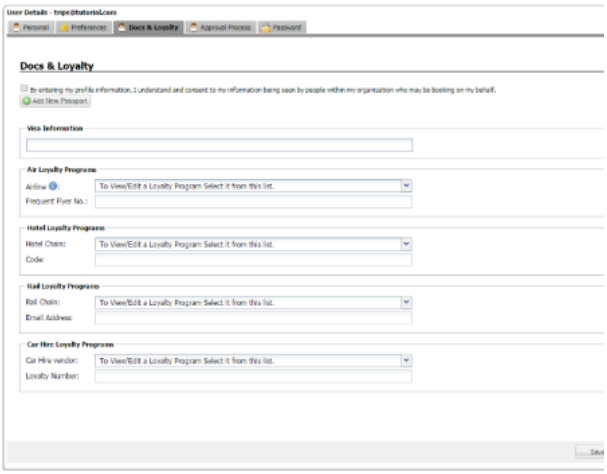
You can also set other preferences such as seating, meal requests and any special passenger needs (for flight bookings).

Docs & Loyalty

The ‘Docs & loyalty’ screen allows you to select and store any loyalty cards you may hold for particular airlines, hotels, rail operators or car hire providers.

Visa information may also be provided if you wish.

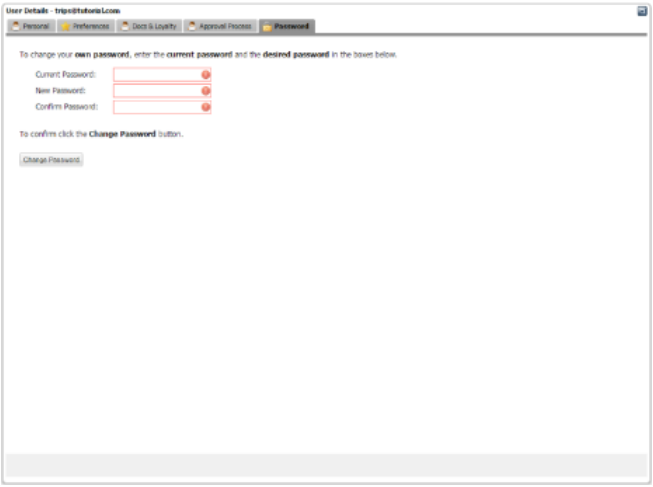
Please note **not all users will have access to the loyalty facilities** depending on the contract your organisation holds.



Password

You can change your Lightning password on the ‘*Password’* screen.

Enter your current (old) password and what you would like to change it to.



You may find the note on creating a password useful.

After entering both passwords, click the *Change Password* button underneath.

How do I change my email address, name and/or account type?

Only your in-house travel team can amend these details. If you are unsure who your travel contact is, please **contact CTM's Technical Support team** for assistance.

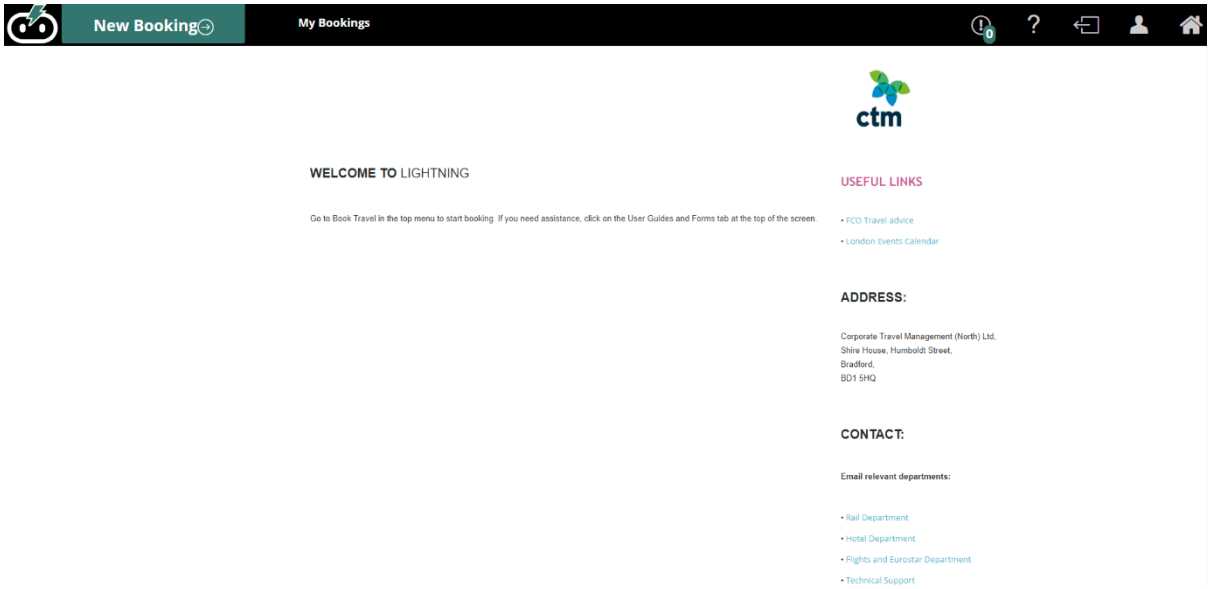
Moving around

On the next few pages, you will get a brief overview of the:

- Home page;
- Navigation menu;

Home page

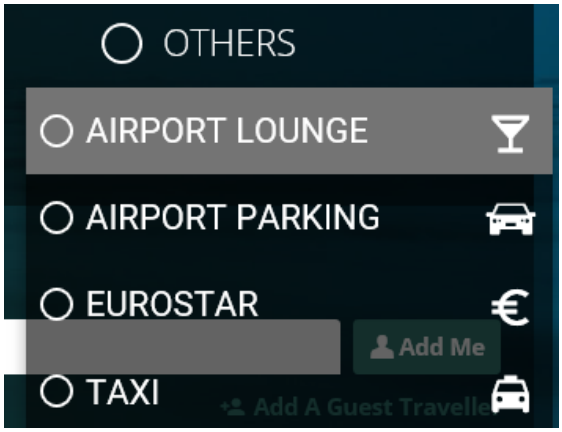
When you first log in to Lightning, you will be presented with your home page, shown below. Your organisation may have customised this page with their own links and information messages.



Search menu

After selecting the *New Booking* button the following radio buttons will appear

Selecting the Others options will display more travel types



- **Flights** – UK and international travel;
- **Rail** – UK only travel;
- **Hotels** – UK and international accommodation;
- **Car Hire** – UK and international travel;
- **Eurostar** – European only travel;
- **Taxis** – UK only travel;
- **Parking** – UK airport parking;

The travel types will only show where your organisation has activated that travel type against your profile.

Clicking one of these buttons will open the relevant search form so you can start booking.

Can’t see some of the icons?

Contact your in-house travel team to get your profile amended. If you are unsure who to contact within your organisation, contact CTM’s Technical Support team for advice. Please note some icons may be unavailable depending on the contract your organisation holds.

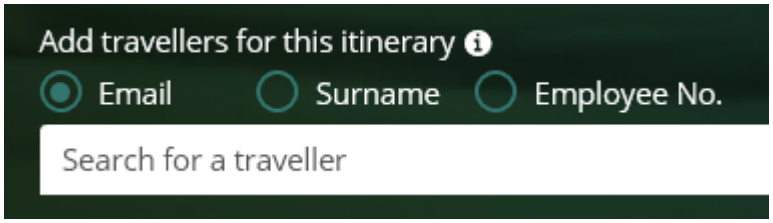
Rail

To begin booking a rail journey, click *New Booking* then select the *Rail* button. The rail search form will then appear, prompting for the journey details.

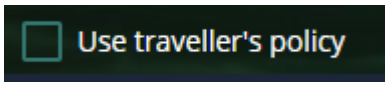
Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

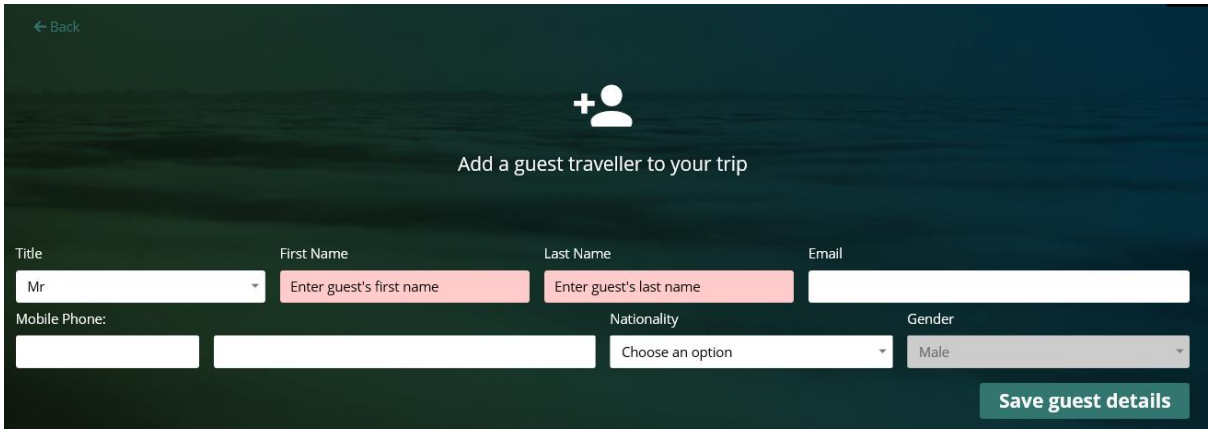


Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname.



Any name can be removed from the traveller field by selecting the cross.

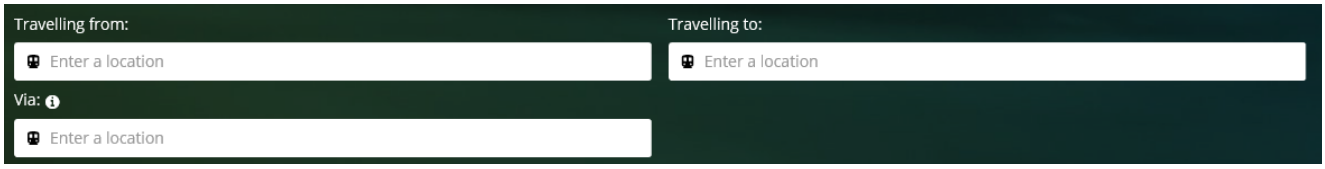
Depending on your account type, you can add up to eight travellers in one booking; for example this can be eight adults, or four adults and four children.

If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only book 1 ticket for yourself.

When more than one adult/child is specified, Lightning will automatically allocate the closest available seats.

Departure and arrival points

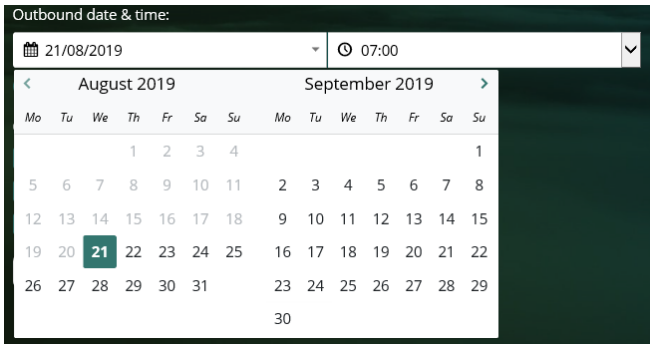
You then need to tell Lightning where you are going from and to. You can find your departure and arrival points by typing them out. Station codes can also be used for your search, if you know them. E.g. LDS for Leeds.



If you are entering a station into the *Via* box, the station in question must be between the stations in your *Travelling from* and *Travelling to* stations.

Dates and time of travel

Select a date and time of departure. Include a return date and time if applicable. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon.



Times can be entered in 15 minute increments.

If only a single ticket is required, simply select the one way option.

Lightning will default the departure date to the current date.

Remember to double-check this when making a booking, as some ticket types are only valid for a certain date (or time) and will incur charges for cancellations.

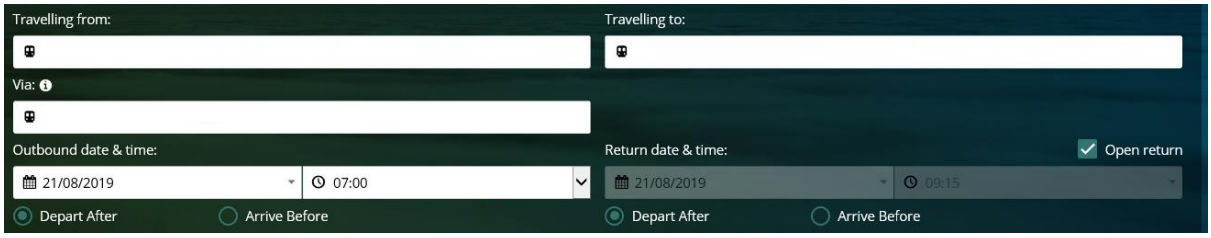
'Arrive Before' will list all available trains before a specified time, including those from the night before, so it's often best to use the 'Depart After' option.

Fare and seating availability

Rail fares are only released by train operators three months in advance, while seat reservations are typically released eight weeks in advance. It is not possible to book any further ahead.

Open return

The 'Open Return' box simply removes the return date and time.



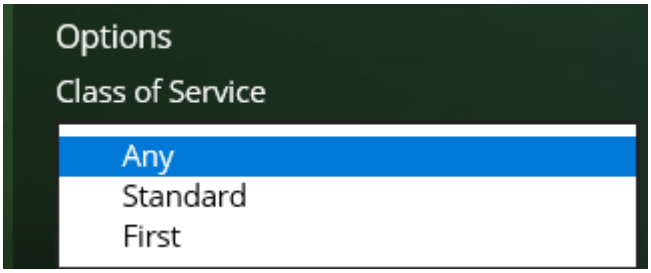
This can be useful when you want a flexible ticket but are unsure what date or time you are returning.

Please note **this feature may be hidden** based on your organisations policies.

Class of Service

The *Class of Service* drop-down may show different options depending on your organisation's travel policy.

If First class is a user's maximum class for rail then the class of service dropdown will give the options: any, standard, first



In the majority of cases authorisation will need to be obtained from your in-house travel management team before booking First Class travel.

If standard is the users maximum class for rail then the list will only show standard as an option, already pre-populated.

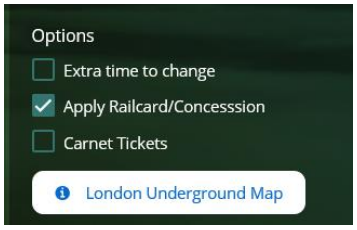
If any is selected, all fares will be searched and returned in the results

If Standard is selected only standard fares will be searched and returned in the results

If First is selected only first class fares will be searched and returned in the results

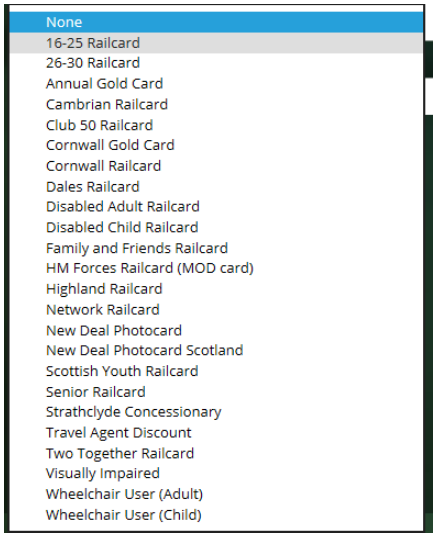
Railcards

If you have a railcard, you can choose to apply it by ticking *Apply Railcard/Concession*



Railcards which Lightning will accept will be displayed in a drop-down list when you select *Apply Railcard/Concession*.

A railcard number is not required, but you must take your railcard when travelling, otherwise you will be charged the full fare.



Carnet Tickets

A carnet usually consists of 6, 10, 12 or 50 tickets for a journey, which you can use on any train and whenever you want (they are usually valid for up to six months but you will need to check the specific terms and conditions as there is some variation). Each carnet rail ticket can be used by anyone. You can give them to colleagues, so they're ideal for keeping in your office and giving to colleagues when they need to travel.

Enter your journey criteria remembering to select the Carnet Tickets tick box, please be advised that carnet tickets are only available on certain routes.
Only one traveler name is required in the traveller box for Carnet bookings.

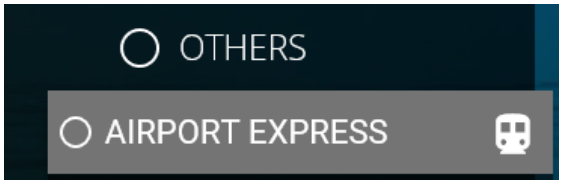
If carnet tickets are available on your required route when you have performed the search, the results will return on screen as a ‘Take 10’ ticket, for example.

Please note **this feature may be hidden** based on your organisations policies.

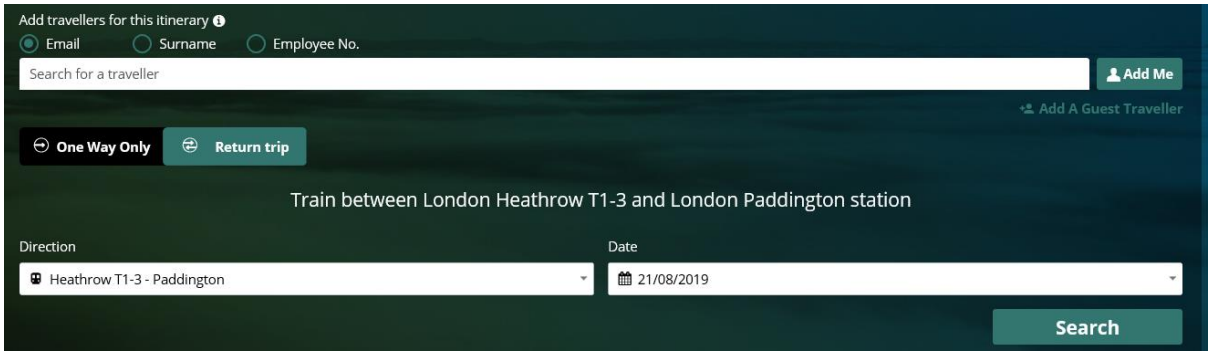
Airport express

Please note **not all companies will have Airport Express enabled,** this depends on the contract your organisation holds.

Where express services are available between airports and local cities you can search these specific routes using the airport express quick search.



Simply enter the traveller details, select a direction and a start date - you can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon.

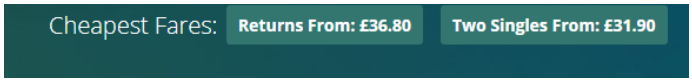


Selecting *Search* will return the results of your search in the same way a normal rail search would work. Follow the rail process to book.

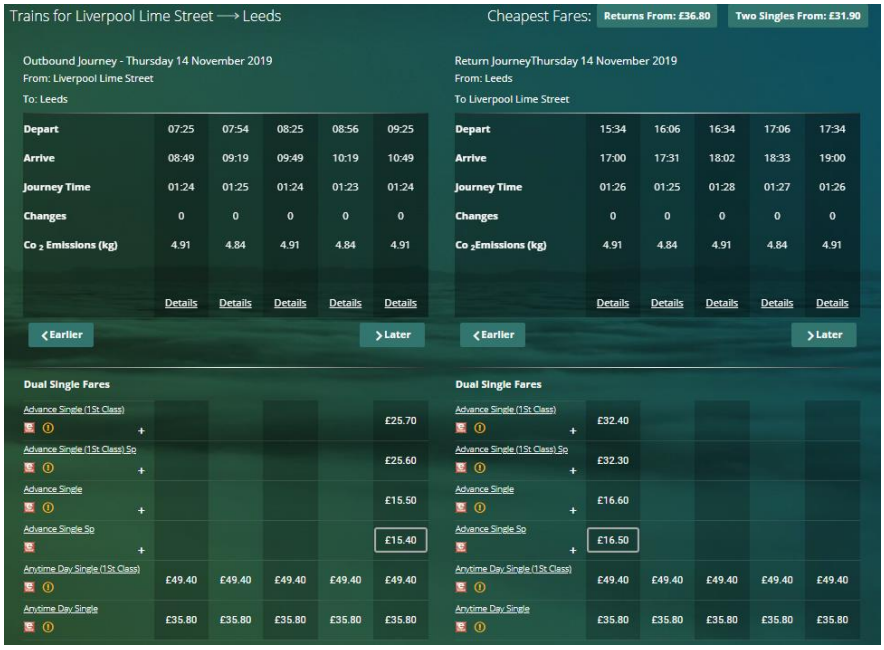
Fares

On the fare selection page, you will be able to view and choose a ticket type.

The cheapest price for each ticket type will be shown at the top of the page



Selecting any of these options will take you to that price in the results table, that fare will also be highlighted



Trains for Liverpool Lime Street ⟶ Leeds

Cheapest Fares: Returns From: £36.80 | Two Singles From: £31.90

Outbound Journey - Thursday 14 November 2019
From: Liverpool Lime Street
To: Leeds

Depart	07:25	07:54	08:25	08:56	09:25
Arrive	08:49	09:19	09:49	10:19	10:49
Journey Time	01:24	01:25	01:24	01:23	01:24
Changes	0	0	0	0	0
Co $_2$ Emissions (kg)	4.91	4.84	4.91	4.84	4.91
	Details	Details	Details	Details	Details

Earlier | Later

Dual Single Fares

Advance Single (1St Class)					£25.70
Advance Single (1St Class) Sp					£25.60
Advance Single					£15.50
Advance Single Sp					£15.40
Anytime Day Single (1St Class)	£49.40	£49.40	£49.40	£49.40	£49.40
Anytime Day Single	£35.80	£35.80	£35.80	£35.80	£35.80

Return JourneyThursday 14 November 2019
From: Leeds
To Liverpool Lime Street

Depart	15:34	16:06	16:34	17:06	17:34
Arrive	17:00	17:31	18:02	18:33	19:00
Journey Time	01:26	01:25	01:28	01:27	01:26
Changes	0	0	0	0	0
Co $_2$Emissions (kg)	4.91	4.84	4.91	4.84	4.91
	Details	Details	Details	Details	Details

Earlier | Later

Dual Single Fares

Advance Single (1St Class)	£32.40				
Advance Single (1St Class) Sp	£32.30				
Advance Single	£16.60				
Advance Single Sp	£16.50				
Anytime Day Single (1St Class)	£49.40	£49.40	£49.40	£49.40	£49.40
Anytime Day Single	£35.80	£35.80	£35.80	£35.80	£35.80

All ticket types (e.g. Two Singles, Returns and Split tickets – if applicable) are shown on one screen. Dual singles will be shown first, followed by return tickets then split tickets, if you have searched a split ticket route.

From: Leeds
To: Kings Cross, London

Depart	07:00	07:15	07:40	07:43	08:15
Arrive	08:59	09:31	10:00	10:14	10:31
Journey Time	01:59	02:16	02:20	02:31	02:16
Changes	0	0	0	1	0
Co $_2$ Emissions (kg)	12.30	12.30	12.30	14.16	12.30
	Details	Details	Details	Details	Details

Earlier | Later

Dual Single Fares

Advance Single (1st Class)					£101.00
Advance Single					£56.50
Anytime Single (1st Class)	£217.50	£217.50	£217.50		£217.50
Anytime Single	£136.50	£136.50	£136.50	£136.50	£136.50
Off-Peak Single (1st Class)					£172.50
Super Off-Peak Single (Online)					
Super Off-Peak Single					
West Yorkshire Executive Package	£184.00	£184.00	£184.00		£184.00

Return Fares

Anytime Return (1st Class)	£435.00	£435.00	£435.00		£435.00
Anytime Return	£273.00	£273.00	£273.00	£273.00	£273.00
Business Package Return (Standard Class)	£283.00	£283.00	£283.00		£283.00
Off-Peak Return (1st Class)					£345.00
Off-Peak Return				£186.00	£186.00

From: Kings Cross, London
To Leeds

Depart	10:33	11:03	11:33	12:03	12:33
Arrive	12:48	13:16	13:48	14:16	14:48
Journey Time	02:15	02:13	02:15	02:13	02:15
Changes	0	0	0	0	0
Co $_2$ Emissions (kg)	12.30	12.30	12.30	12.30	12.30
	Details	Details	Details	Details	Details

Earlier | Later

Dual Single Fares

Advance Single (1st Class)			£71.50		
Advance Single		£46.50	£46.50	£46.50	
Anytime Single (1st Class)	£217.50	£217.50	£217.50	£217.50	£217.50
Anytime Single	£136.50	£136.50	£136.50	£136.50	£136.50
Off-Peak Single (1st Class)	£172.50	£172.50	£172.50	£172.50	£172.50
Super Off-Peak Single (Online)	£56.75	£56.75	£56.75	£56.75	£56.75
Super Off-Peak Single	£112.50	£112.50	£112.50	£112.50	£112.50
West Yorkshire Executive Package	£184.00	£184.00	£184.00	£184.00	£184.00

Return Fares

Anytime Return (1st Class)	£435.00	£435.00	£435.00	£435.00	£435.00
Anytime Return	£273.00	£273.00	£273.00	£273.00	£273.00
Business Package Return (Standard Class)	£283.00	£283.00	£283.00	£283.00	£283.00
Off-Peak Return (1st Class)	£345.00	£345.00	£345.00	£345.00	£345.00
Off-Peak Return	£186.00	£186.00	£186.00	£186.00	£186.00

The buttons display the cheapest price available for each option; however **some fares will only be available at certain times or via certain stations**.

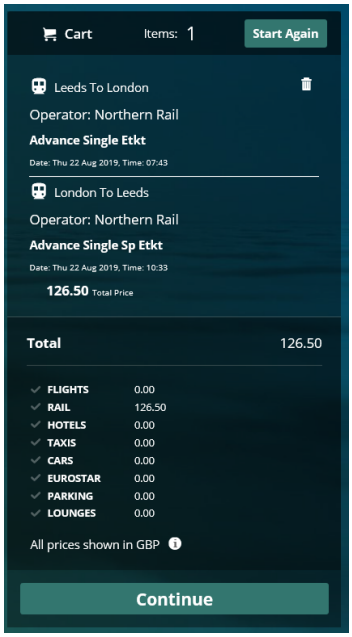
Selecting the plus + sign within a fare option will show more available prices for that fare type.

Clicking on the name of the fare will display a description of the ticket, including when it is valid and any route restrictions applicable to the ticket. You may also find the **Ticket Types** summary sheet later in this guide helpful.

Select a time for your journey by clicking a box showing a price underneath the time you wish to travel; remember to select a return time if applicable. In general, **prices will be displayed underneath the times which that ticket is valid, however make sure to check if the ticket is fixed to the selected time before purchasing**.

Once you have selected your ticket type and times these will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.

The cart has a summary at the bottom showing you how much each travel type that is in your cart is

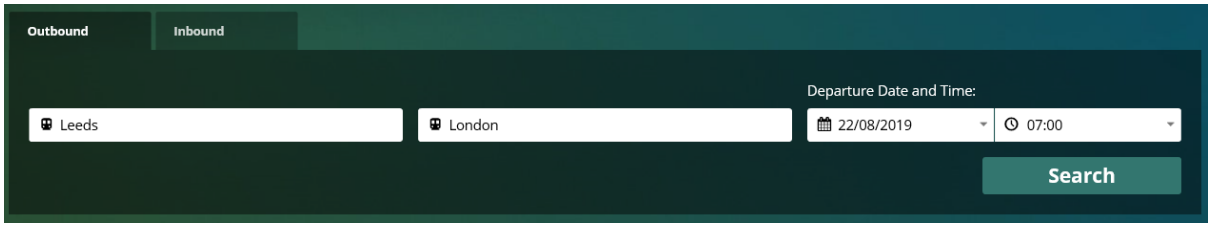


To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

If you log out of the system or select 'start again' from your cart, then the unbooked baskets will be removed from your cart.

Amending your search criteria

If you need to change the criteria you originally searched, you can do this using the Re-Search box at the top of your results page.



You can see both the departure and arrival stations for both your outbound and inbound journeys allowing you to amend your departure or arrivals stations for both legs of your journey. Changing the departure on the outbound tab should alter the arrival on the inbound tab and vice versa

You can also amend the date and/or time you would like to search. Pressing *Search* will refresh the results shown on screen so they are relevant to your new search criteria.

What is a split ticket?

A Split ticket allows travellers to buy a ticket from a departure point to a destination at a cheaper cost than a through
h-fare. The journey is broken down into two parts with a separate rail ticket for each section of the journey. This results in separate seat reservations for each leg of the journey, so travellers need to be aware that they may be required to move seats part way through their journey. However there is no need for travellers to get off the train at the station the ticket 'splits' at.

A split ticket on the Lightning system only offers the booker a single split point on direct trains only and is easily identified via the 'split ticket' tab by searching using the full station names.

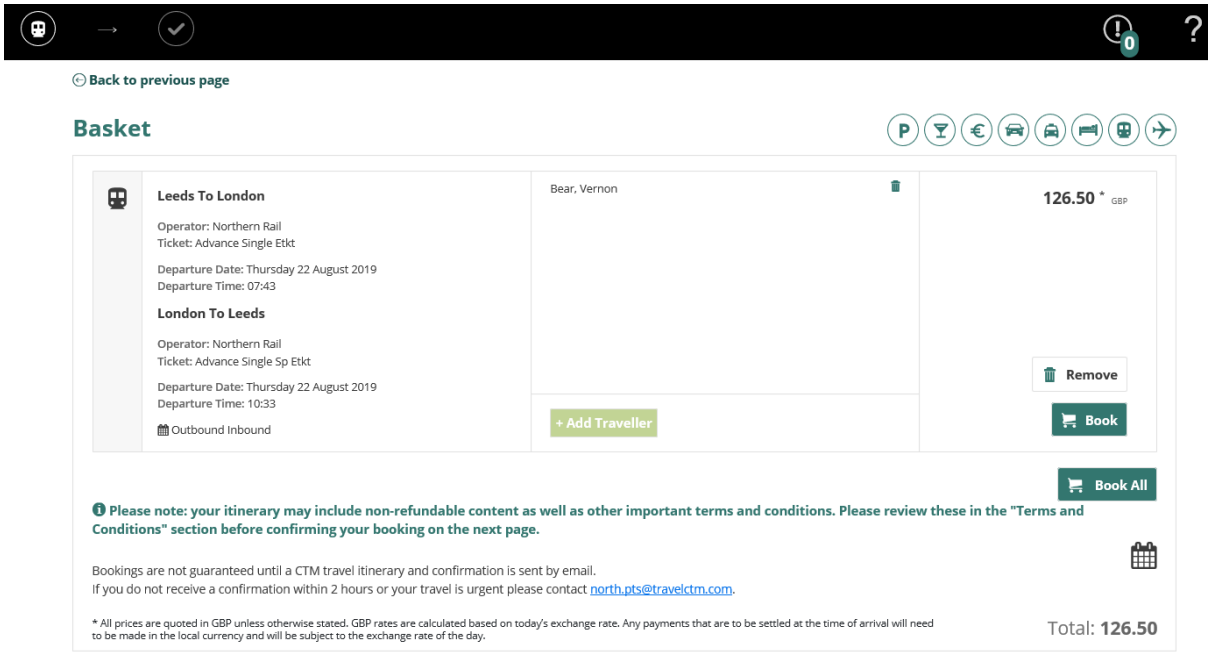
Additionally, the booker needs to be aware that if booking a flexible ticket type (i.e. Anytime, Off-Peak, Open Return) and they decide to change the train time they travel on, the trains must stop at the station that the ticket 'splits' at (i.e. some trains may not have the same calling points and therefore the split ticket would not be valid).

Extra journey and fare information

Further information about fares, railcards, and possible journey disruption, can be found on th National Rail website: **http://www.nationalrail.co.uk.**

When continue is selected after you have added your ticket(s) to your cart you will be taken to your baskets page.
You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right hand side



When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting Book takes you to the Seat reservation page.

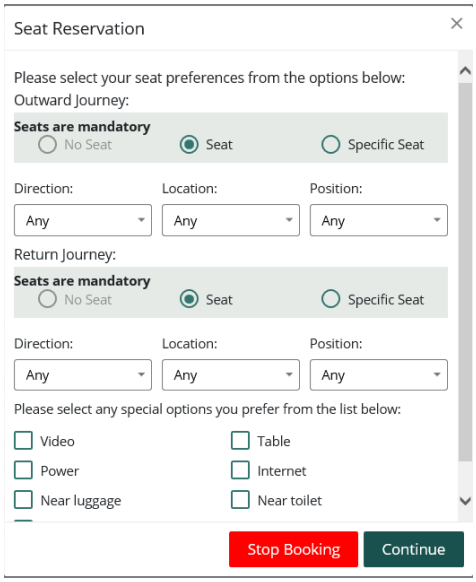
Seating preferences

Seat reservations are optional (with the exception of Advance Single tickets, where the ticket is only valid with an accompanying seat reservation).

On the seat reservations screen, you can specify a number of options, e.g. direction of travel, the location/coach and position.

If you have filled out your preferences in the User Admin screen, these will be loaded automatically.

The ‘specific seat’ option can be selected if you know what seat number or coach is required, though it is generally recommended
to use the general ‘seat’ option.
Lightning will search for seats at the time you have selected previously.



Important points to remember

The more specific your request, the less likely it is that a seat can be reserved, particularly if the date/time of travel is close. It may help to reduce the number of selected options.

Lightning **will also search for reservations only at the selected time**, **not all available services**. You will need to press *Stop Booking* and return to the fare selection page if you wish to check another time.

No seats available?

If you are unable to reserve a seat, it doesn't necessarily mean you (or the traveller) will stand. A certain number of seats on each service are made non-reservable (on a first-come-first-served basis) by the train operator.

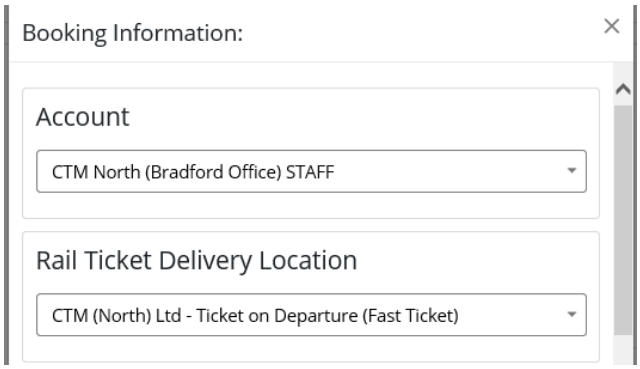
Billing and Ticketing information

Selecting a delivery method

When booking a ticket, it is important to select the most appropriate delivery method available as **delivery methods cannot be amended once confirmed**.

To select a delivery option, look out for the **Account** drop-down menu.

Remember to select an option from the Rail Ticket Delivery Location drop-down. This is where you will need to pick your tickets up from.



Delivery methods

Please note that not all delivery methods may be available for your organisation; for more information, please contact your in-house travel management team.

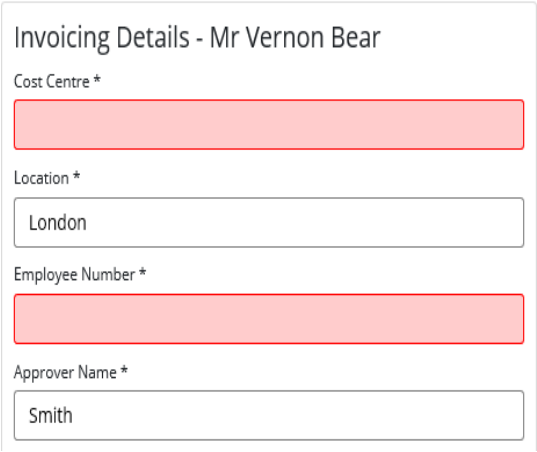
DELIVERY METHOD	DESCRIPTION
First Class Post (Royal Mail)	Dispatched from CTM's offices same day if ordered before 16:30; Usually arrives within 1-3 working days; Not traceable through the Royal Mail network once it leaves CTM.
Special Delivery (1pm) (Royal Mail)	Dispatched from CTM's offices same day if ordered before 16:30; Arrives the next working day (excluding bank holidays) before 1pm; Traceable through the Royal Mail network (contact CTM to track the envelope).
Station Self Service -Ticket on Departure (ToD/Fast Ticket/Station Collection)	Collect from a station using an 9 character (**alphanumeric**) collection reference; Ready to collect as soon as the booking is confirmed; Bookings can be collected from any station with a fast ticket machine (see National Rail link below).
Office Self Service Collection - Kiosk (Office print, NOT station collection)	Collect from a machine in your office building with a 10 digit (**numeric**) collection reference; Ready to collect as soon as the booking is confirmed; Bookings can be collected from any kiosk belonging to their organisation, anywhere in the UK.
Standard (Desktop printer)	Collect from a printer (connected to a computer) in your office building; Ready to be printed as soon as the booking is confirmed; Bookings can only be collected from the machine specified.
Self-Print (A4 paper tickets)	Print at home or office using an ordinary A4 printer; Available to print immediately after confirmation; Only available on certain routes from certain train operators; please check with CTM if unsure.

Checking if you can collect from a station

Visit National Rail's website (**http://www.nationalrail.co.uk/stations_destinations**), type in the name of the station and click the 'Ticket buying and collection' tab. If it says pre-purchased tickets can be collected, then you can print your tickets there.

Entering the billing details

You will need to enter your booking codes first. These codes requested will vary depending on your organisation; some examples include cost centres, staff numbers and reasons for travel.



If your preferences in the **User Admin** page have been filled out, the codes will be loaded automatically in to the billing page.

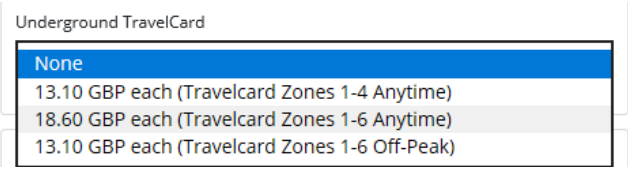
However if you are entering these manually, double-check them first as **it is not possible to amend billing details once the booking is confirmed**.
Mandatory fields or invalid codes are highlighted with a red icon and box.

I know a station has a ToD/fast ticket machine, but is not on the list

Sometimes if a station was recently opened or machines are newly installed the station may be missing from the available choices.
Contact **CTM's Technical Support team** to request to get it added. While it is being added, you can simply select an alternative station. Bookings for station collection are designed to be available from any station with fast ticket facilities.

Adding a TravelCard

If you are travelling to London, you can also add day TravelCards to your booking:



Anytime tickets are valid all day Monday to Friday, weekends and bank holidays.

Off-Peak tickets are valid all day after 09:30, weekends and bank holidays.

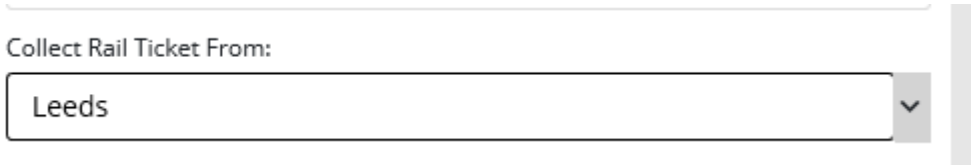
Remember, Transport for London (TfL) have made **TravelCards valid for one day only**. If you require underground travel for more than one day, you will need to purchase them for separate days.

If you just require travel to and from a specific tube destination, you can select the zones within your train ticket.

Do you need this TravelCard?

If you have already selected a fare named 'TravelCard' on the search screen, this already includes underground travel, so you do not have to request one from this menu.

If you have selected ToD as your delivery method, select the station from the drop-down list where you would like to collect your ticket from

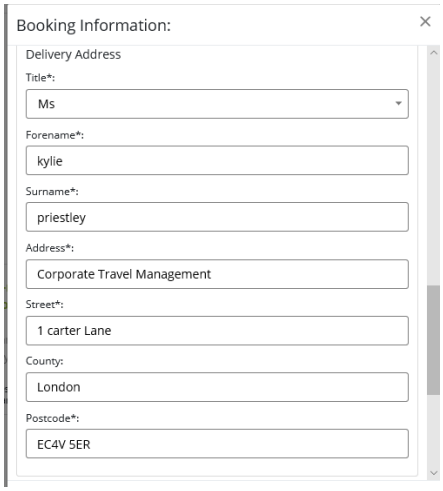


Contact and postal address details

If you select post, please make sure you check the delivery address.

Tickets are sent to the main address on your profile by default; if you wish to send them to another address, this is your last opportunity to amend it.

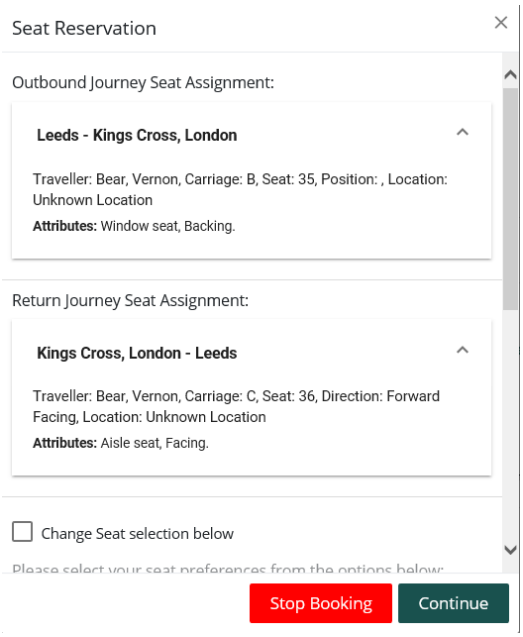
Incorrect addresses and/or duplicate post codes can cause delays when the envelope is being processed by Royal Mail.



Changing delivery methods

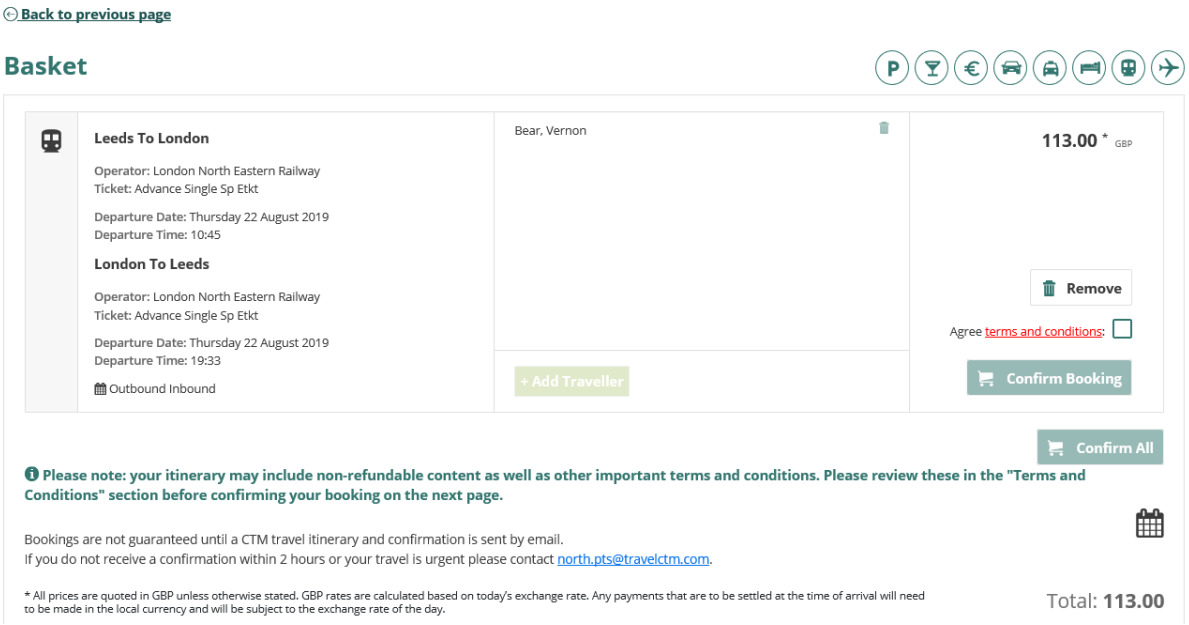
Delivery methods cannot be changed once confirmed. If you wish to amend it, you must rebook online and **follow the procedure for refunds (or exchanges).** This will incur administration charges.

Bookers receive an email confirmation automatically once the order has confirmed, though it is possible to send copies to other email addresses at the bottom of the *Booking Information* window. Once the Booking Information window has been completed, you will be prompted a final time to confirm seating arrangements. Click *Continue*.



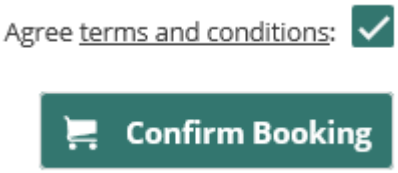
Confirming the booking

You will then see the basket again. The ‘Book’ column will now have changed to ‘Confirm Booking’



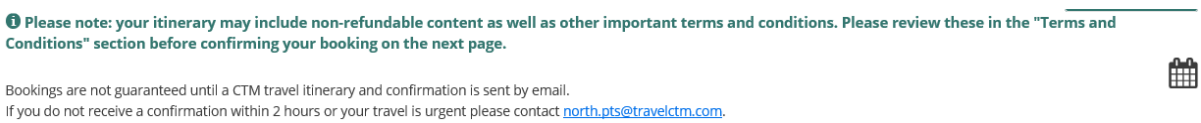
The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.

Click the links to view the terms and conditions.
After opening the terms and conditions, the Confirm Booking button will now be highlighted.
Once Confirm Booking has been selected, this decision cannot be reversed.



Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.
An email confirmation will be sent to you and any other email addresses specified on the Booking Information page. A record of the booking is also accessible from My Bookings link should it be required later.

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



Collecting your ticket(s)

If you have specified Ticket on Departure (TOD) or Kiosk as your delivery method, your confirmation will contain your collection reference; you will need this to print your tickets. **Your collection reference is not the same as your order reference number**.

With Ticket on Departure (TOD station collection), **you will need a card with a magnetic strip to activate the fast ticket machine** before you can input the collection reference.
Any card, including credit/debit or in-store loyalty cards will work – information is not read from the card and it will not be charged.

How do I amend/cancel my booking?

Once confirmed, it is not possible to amend or cancel rail bookings online. If your travel plans change, you should follow the cancellation procedure below, and if applicable, rebook your tickets.

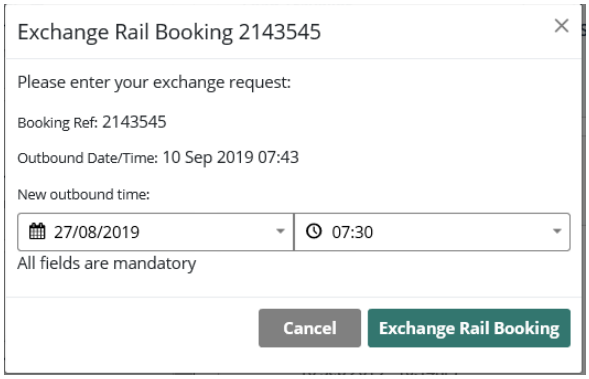
I've collected my tickets

If you have purchased an **Off Peak or Anytime** ticket and chosen to collect it from the **station/an office kiosk,** you will need to **return the tickets to us for cancellation**. Please post them to the address opposite. Once returned, the tickets will be refunded (less a £10 administration fee) back to your company account.

Corporate Travel
Management (Rail Dept.)
Shire House
2 Humboldt Street
Bradford
BD1 5HQ

If you have purchased an **Advance Single ticket,** you can only **exchange** these tickets**.** You will need to:

- Find the original booking within your My Bookings tab
- Select exchange booking and enter your new journey details – only dates and times can be changed, the journey departure and arrival times must stay the same:



- Rebook online for the new date/time
- When the new journey has been confirmed, the original booking will be sent for a refund less a £10 administration fee and the change in cost.
- Post the ticket(s) back to CTM.

Please note that due to the volume of requests being processed by CTM, **you will not receive an email confirming the refund or exchange**. Your in-house finance team will be able to see any applicable refund as a credit note on their records.

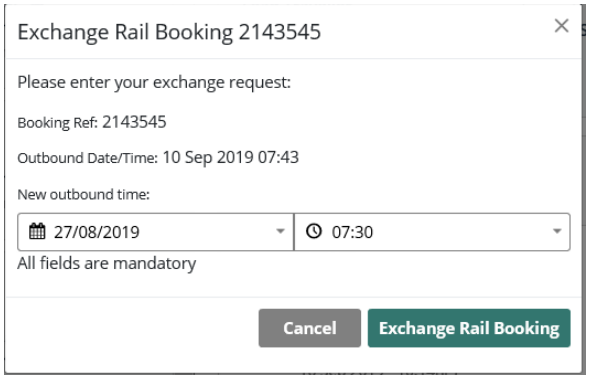
I haven't collected my tickets

If you have purchased an **Off Peak or Anytime** ticket and chosen to collect it from the **station/an office kiosk, do not collect it from the machine**.

CTM performs a sweep of uncollected tickets each month, automatically cancelling and refunding these tickets back to your company account (less an administration fee).

If you have purchased an **Advance Single ticket**, you can only **exchange** these tickets**.** To exchange, you will need to:

- Find the original booking within your My Bookings tab
- Select exchange booking and enter your new journey details – only dates and times can be changed, the journey departure and arrival times must stay the same:



- Rebook online for the new date/time
- When the new journey has been confirmed, the original booking will be sent for a refund less a £10 administration fee and the change in cost.
- Post the ticket(s) back to CTM.

Please note that due to the volume of requests being processed by CTM **you will not receive an email confirming the cancellation**.

Contacts

Crown – **North.rail@travelctm.com**
Corporate – **North.corporate@travelctm.com**
Scottish Government – **North.Gov.scot@travelctm.com**

Rail Ticket Types

ANYTIME	
Singles are valid: **two days (date on ticket + following day). *** Returns are valid: **five days outwards (date booked + four following days), one calendar month return (from date booked). *** Day Returns are valid: **date on ticket only. ***	These are the **most flexible** types of tickets available; **travel can be made at any time**, even if seats have been reserved for a particular time. They are **refundable,** subject to an administration fee (per ticket). * The tickets are flexible, **but subject to route and/or rail operator restrictions** on the ticket. Please check for any restrictions by examining the "Route" printed on the ticket, or by clicking the name of the fare on the **Fare Selection** page.
OFF PEAK	
Singles are valid: **date printed on ticket. **** Returns are valid: **date printed on ticket outwards, one calendar month return. **** Day Returns are valid: **date on ticket only. ****	These tickets are **semi-flexible**; you are able to use these at **any time within off peak hours**. Off peak time **restrictions are lifted on weekends and bank holidays**. **Off peak time can vary** from route to route**; if a dot is showing under the time you wish to travel, then the ticket is valid** for that time. Super Off Peak tickets are generally more time restricted than Off Peak ones. They are **refundable**, subject to an administration fee (per ticket). ** The tickets are flexible, but **subject to route and/or rail operator restrictions** on the ticket. Please check for any restrictions by examining the "Route" printed on the ticket, or by clicking the name of the fare on the **Fare Selection** page.
ADVANCE SINGLE	
Valid**: restricted to date on ticket and time printed on seat reservation only; ticket can only be used with a seat reservation.**	These tickets are **completely non-flexible**. If you are travelling at a different time than originally booked you will need to purchase a new ticket and submit the original for an exchange. Please see the **Rail Exchange Form.**

	Seat reservations are mandatory with this ticket, so if you cannot reserve a seat at a particular time the fare has sold out. If you lose your seat reservation you will need to rebook. They are **non-refundable**, but can be exchanged subject to an administration fee (per ticket). More information can be found about Advance fares on National Rail, including when you can reserve seats: **http://www.nationalrail.co.uk/times_fares/ticket_types/44703.aspx**

Hotels

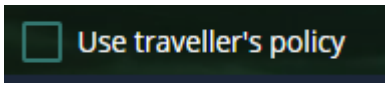
To begin booking accommodation, click *New Booking* then select the *Hotel* button. The hotel search form will then appear, prompting for the journey details.

Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

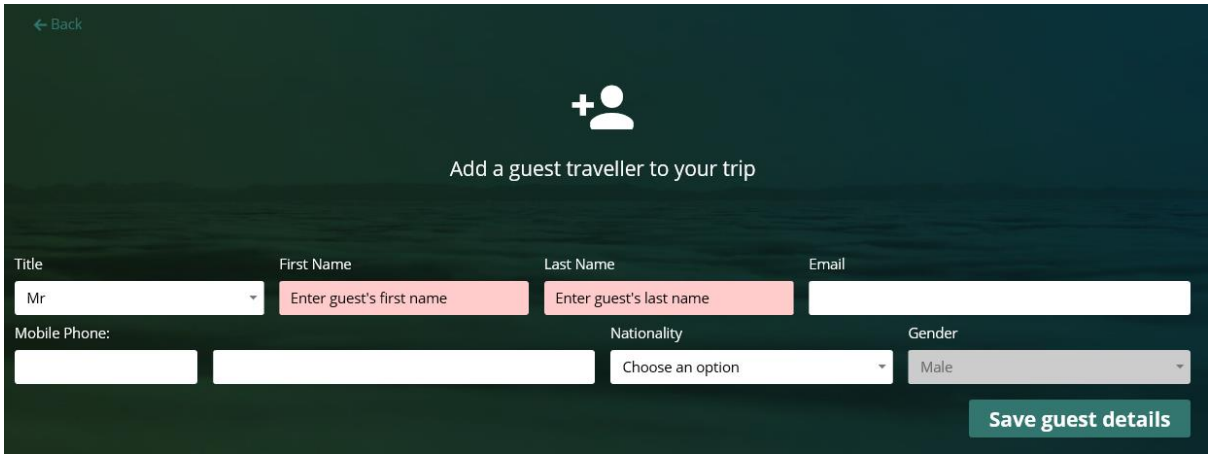
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname.



Any name can be removed from the traveller field by selecting the cross.

If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only book 1 room for yourself.

Email Confirmations

Confirmations are sent to both booker and traveller if you select *Add Company User* or *Add Guest*.

Location

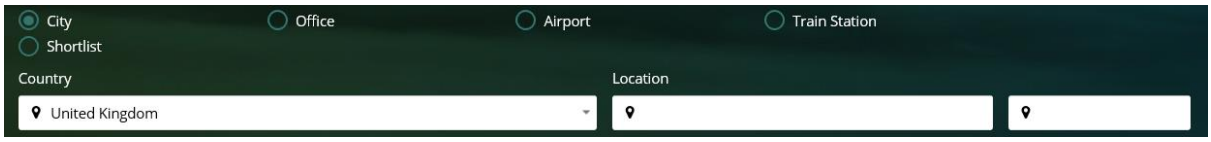
You can search for accommodation by one of four methods; these are listed below:

City or postcode

You can specify a city or a post code in the boxes provided.
Enter both city and postcode to achieve more specific results.

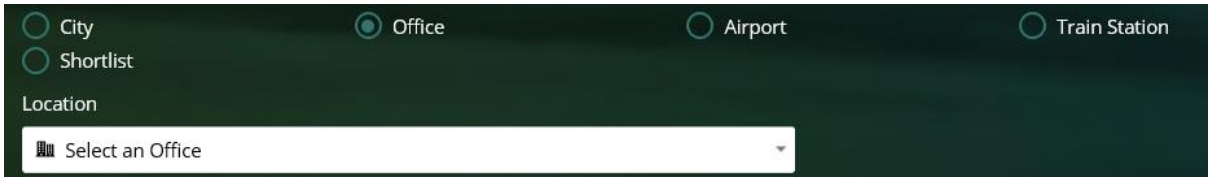
Narrow your search criteria down on the search screen in order to ensure the results that are returned on the initial search are the most relevant to you e.g. enter a postcode and set your search radius to 1 mile.

A location is the minimum criteria you must specify.



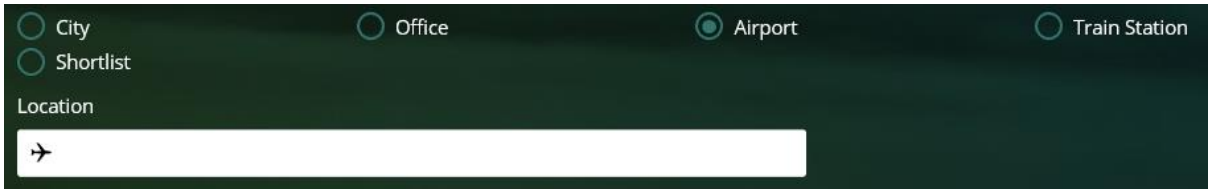
Office

Selecting 'Office' will allow you to search near to a building belonging to your organisation. This will only available if your organisation have chosen to load their office.



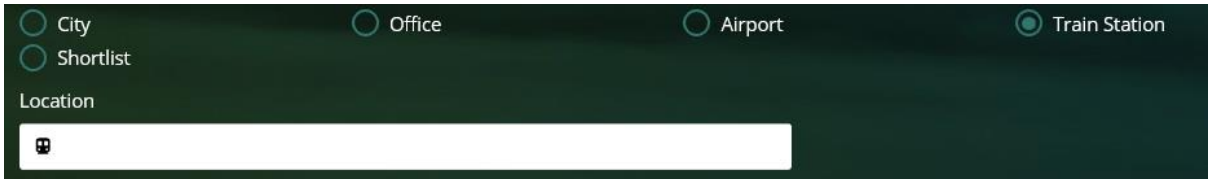
Airport

Specifying an airport name or its three-letter short code will show any properties near to the selected airport:



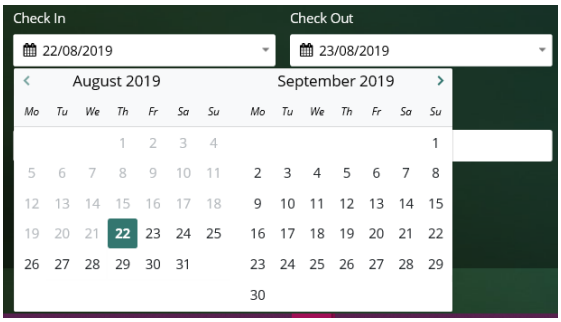
Train station

Typing the name or three-letter station code of a station will show any properties near to the selected station:



Check-in date

Your next step is to select when check-in and check-out is required.



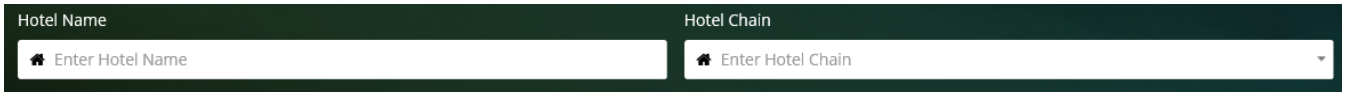
You can do this by typing in a date (DD/MM/YY), or by clicking the calendars icon. Lightning **will default the check-in date to the current date**.

Remember to double-check this when making a booking, as some rates may incur charges for cancellations.

Optional: specifying a hotel name or chain

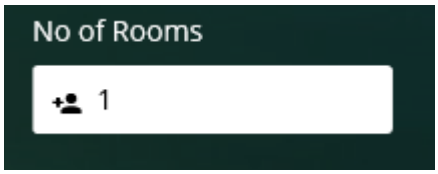
You can type a specific hotel name or narrow your search to a particular chain by selecting one from the drop-down list.

Please note, this is an exact search so will only look for what you have typed and will narrow your search results significantly.



Number of rooms

Type the number of rooms you require in the rooms box.



If your organisation has requested that your profile is set up as a self-book user, the 'Rooms' box will auto populate and be fixed with 1 as you can only book 1 room for yourself.

Need more than 4 rooms?

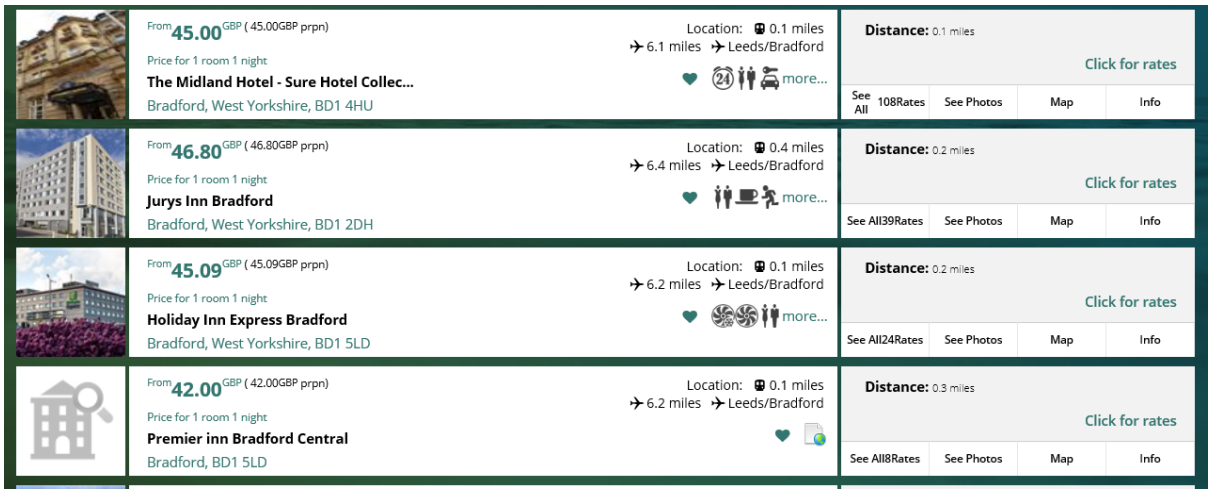
Currently it's only possible to specify up to four rooms on one booking.

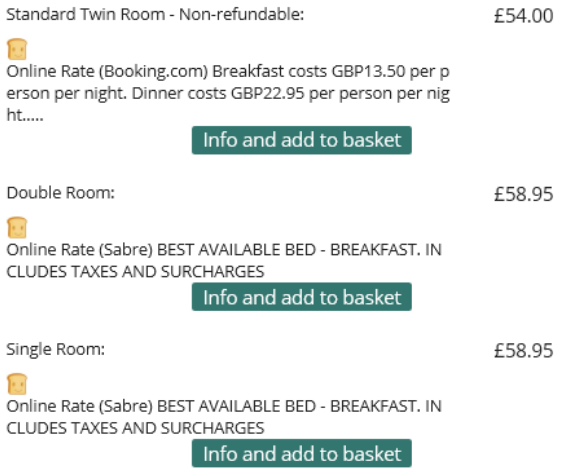
If you require more than four, you will need to make separate bookings. For example if there are six guests they will require two bookings, a booking of four and a booking for two.

If you have a block booking (i.e. 9+ people), please **contact CTM's Groups team**. You will need to complete a form with your requirements

Rates

Choose a hotel from the list of results and press *'Click for rates'* on the right. This will show a list of rates from the hotel, and show you what room types are available.

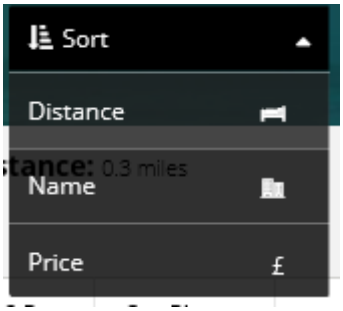




Within the 'Sort' box you have 3 options: distance, name and price.

Clicking on **Distance** will sort the hotels, so you can view them nearest to furthest from your destination.

Clicking on **Name** will sort the hotels, so you can view them in alphabetical order from A-Z.



Clicking on **Price** will sort the rates, so you can view them cheapest to most expensive.

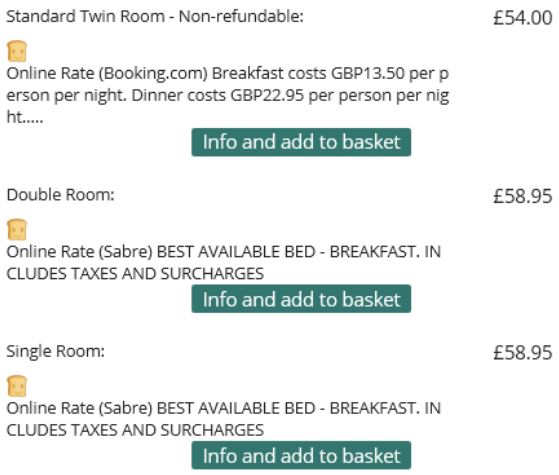
Lightning is designed to deliver the cheapest rates in the marketplace based on the parameters you enter at the time of booking. This provides the best results in a timely manner but also allows for further updates to ensure the most competitive rates are available to you real time.

When the 'Price' Sort option is selected, the system automatically sorts the order of the hotels to display the cheapest rates within the initial results screen at the top. You can scroll further down the hotel results page to trigger further searches to expand your original results.

Further information, images and a map are available for each hotel; click the options to the right of the hotel name.

To help bookers easily identify if breakfast is included within a rate, our 'Bed and Breakfast' toast icon appears by the side of applicable rates.

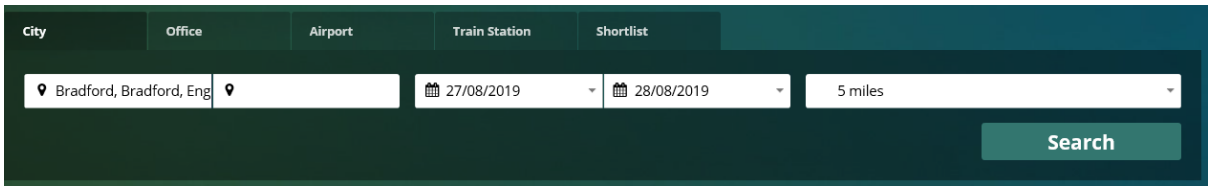
This icon is displayed next to the relevant room rate description when a Bed and Breakfast rate is available, as can be seen below.



Amending your search criteria

You can amend your search without leaving the results page.

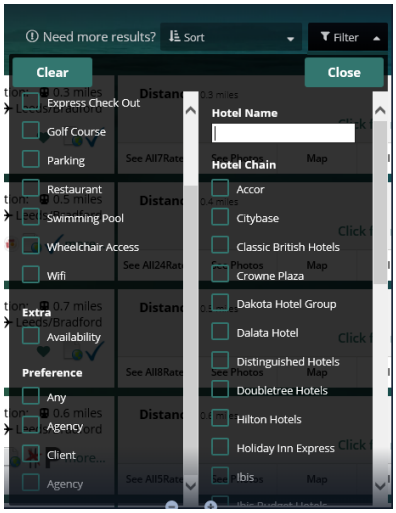
If the search you have entered no longer suits you and you would like to amend this, you can re-search for a different location. You can re-search using any of the available ways to search by on the search screen. You are also able to change the dates and the mileage of how far you want to search



Filters

Filters are a quick and easy way to reduce your search time and return the exact criteria you want.

On your results screen you are now able to filter your results, to refine your search, using options available in the Filters section



Only applicable filter options will show dependant on the results you have on screen.

Filters can be reset back to the original search using the Clear button.

Staying within policy

The Lightning system makes it easy to distinguish what rates are in or outside your organisation's travel policy by using coloured icons next to the price.

These icons may not all show depending on the organisation's policy.

ICON	DESCRIPTION
	The rate is within your organisation's policy, so you are able to book online.
	The rate is outside your organisation's policy, though you can still book online if a reason is specified.

!	The rate is outside your organisation's policy and you cannot book this online. Please check your departmental travel policy for the procedure on overspending on accomodation.

Hovering over one of the yellow or red icons while booking will give you further information as to why a particular rate is outside your policy.

Before you continue…

Please view the *Full Rate Information* and make sure you are clear about the room basis (e.g. Room Only/Bed and Breakfast), the cancellation policy and whether VAT is included before booking.

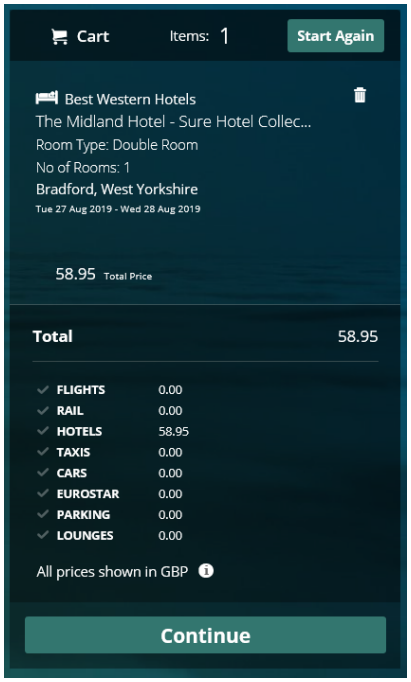
It is not possible to make certain amendments after a booking is confirmed (e.g. the addition of breakfast), and certain rates are non-refundable.
If the rate does not specifically say it includes breakfast in the full rate information, then it is safe to assume it is room only.

No Online Availability?

Hotels which show "no online availability" in the rate column can't be booked through Lightning; please **contact our Hotels team** with your requirements.

Once you have selected your room rate this will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.
The cart has a summary at the bottom showing you how much each travel type that is in your cart is

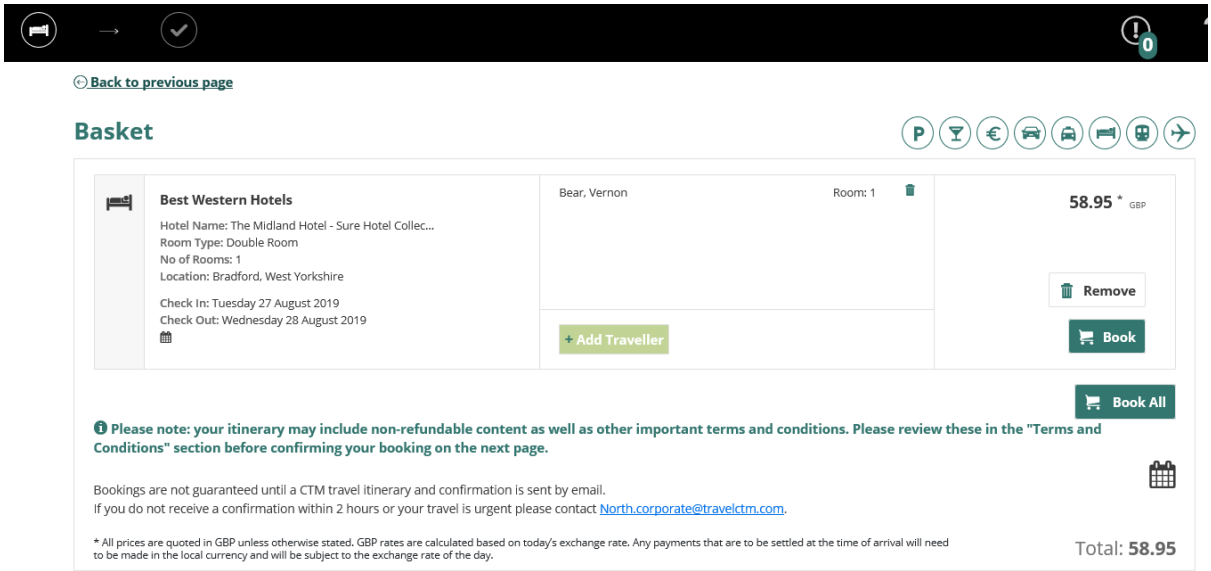
To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.
If you log out of the system or select 'start again' from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your ticket(s) to your cart you will be taken to your baskets page.

You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket.

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right hand side



When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and also any additional travel types you have just searched for and added.

Selecting Book takes you to the Booking Information page.

Billing information

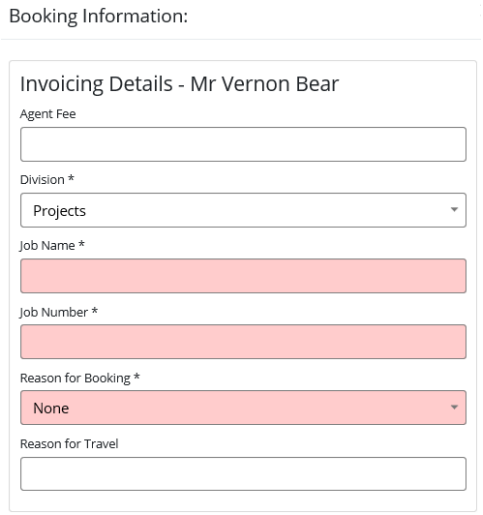
You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

If you have **filled out your profile**, the codes will be loaded automatically.

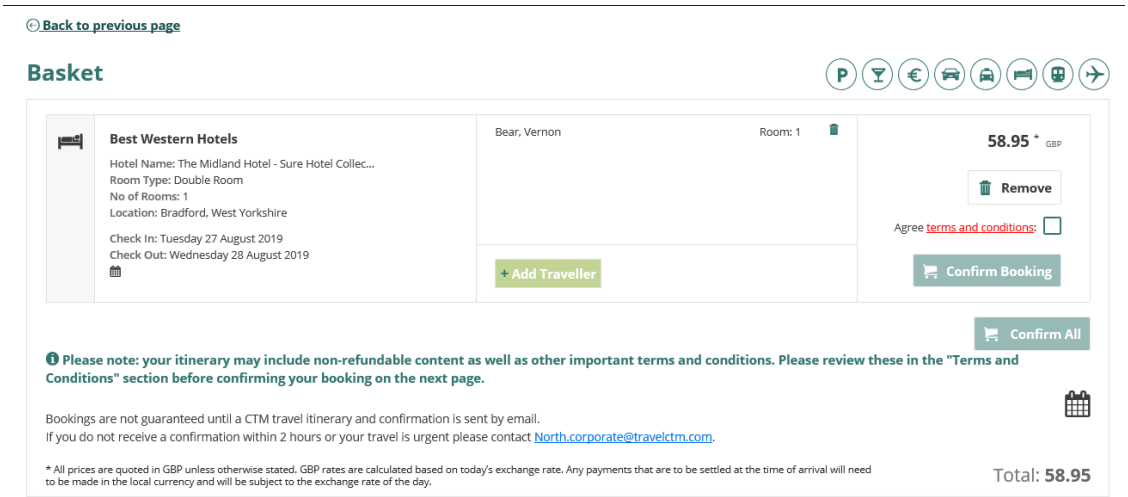
Mandatory fields and invalid codes will be highlighted in red with an icon next to it.

Double check your information before pressing *Continue*.



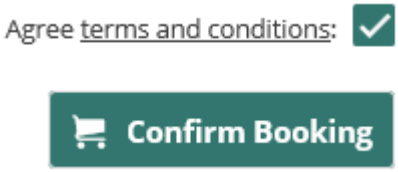
Confirming the booking

You will then see the basket again. The 'Book' column will now have changed to 'Confirm Booking'



The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.

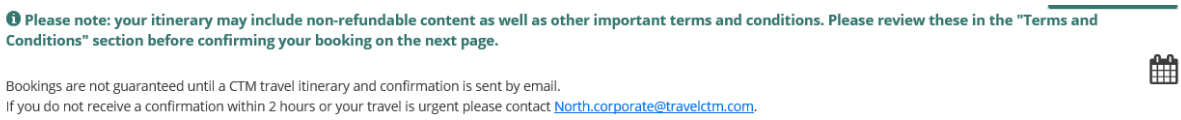
Click the links to view the terms and conditions.
After opening the terms and conditions, the Confirm Booking button will now be highlighted.
Once Confirm Booking has been selected, this decision cannot be reversed.



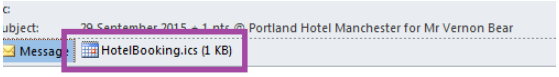
Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.
An email confirmation will be sent to you and a record of the booking is also accessible from My Bookings link should it be required later.

Optional: adding your booking to your Outlook calendar

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



When you receive your confirmation email, click the icon under the subject line.



This will also add the booking details as a meeting in your Outlook calendar.

How do I amend/cancel my booking?

I want to change some details

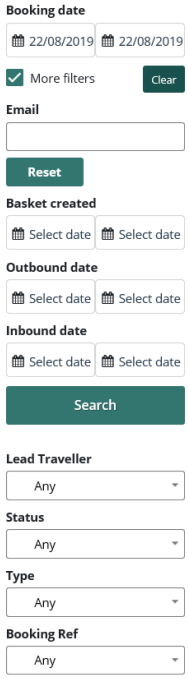
Some date amendments can be performed online through Lightning. **Before amending your booking, please familiarise yourself with the cancellation policy of the hotel.**
CTM cannot be held liable for any charges made as a result of amendments.

Online amendments allow the user to quickly change the date(s) on a booking, if their business plans change. You can do this without having to call the offline team. You are able to increase the number of nights or decrease the number of nights on a booking, where available.

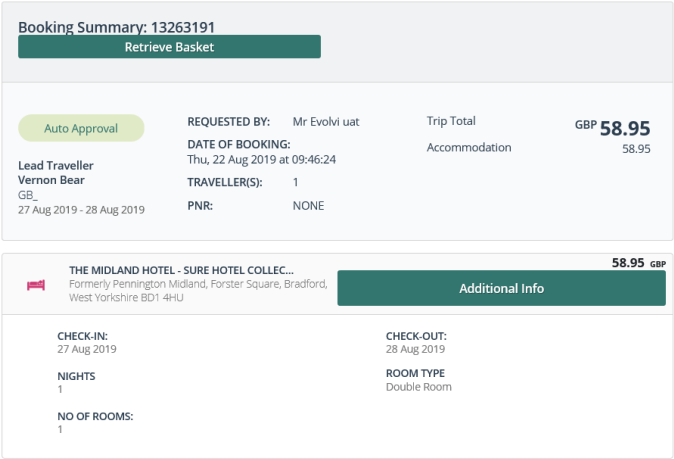
Online amendments are only available on certain hotel rates and certain hotel chains. Any one booking can only be amended online once, if you require further amendments, please **contact our hotels team**.

When logged in, click the *My Bookings* link. Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing *Search.*

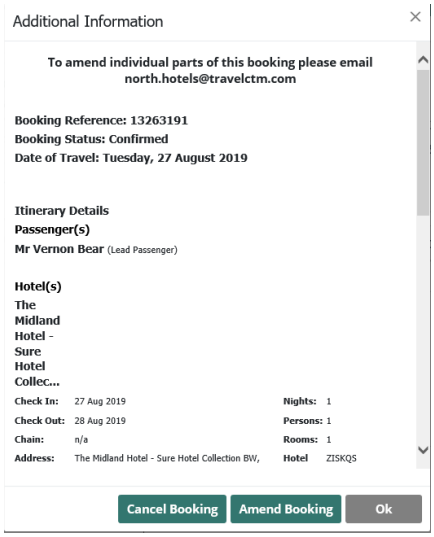
More filter options can be found under *More filters*



Once you have found your booking, click into it. A summary of your booking will then be shown on screen.



Select *Additional Info,* the full details of the booking will be displayed on screen



Select *Amend Booking.*

You are then able to enter your amendment request and send this off to check availability.

The changes you have requested are shown on screen, along with the rate information for you to double check. Once you are happy with the change, you can then confirm the amendment and accept it.

Confirmation that the amendment is successful will be shown on the screen with the revised dates.

In the above screenshot, you are advised that the amendment was successful and behind the 'Amendment confirmation successful' pop up message, the new dates are clearly displayed.

However please note that **it is not possible to amend a booking to include breakfast**, and **most hotels do not allow for name changes**. You will need to cancel the booking and re-book a rate which includes breakfast and/or has the correct name. This may incur additional charges.

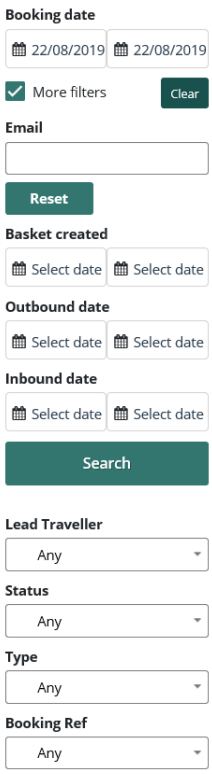
I want to cancel my booking

Most hotel bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy of the hotel**. CTM cannot be held liable for any charges made as a result of cancellation.

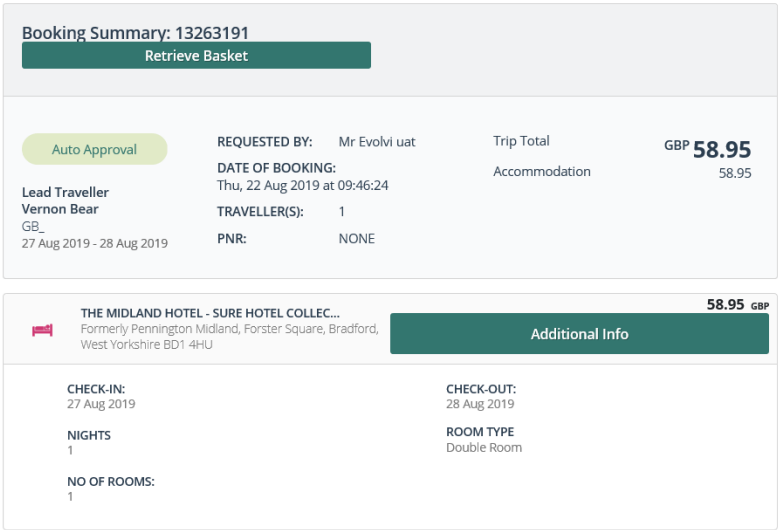
When logged in, click the *My Bookings* link.

Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing *Search.*

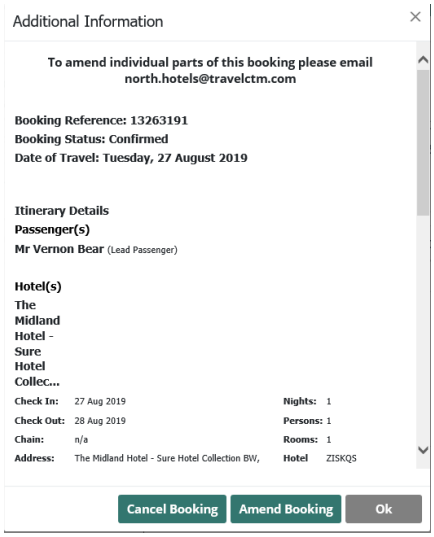
More filter options can be found under *More filters*



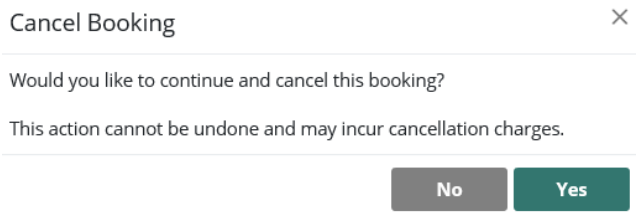
Once you have found your booking, click into it. A summary of your booking will then be shown on screen



Select *Additional Info,* the full details of the booking will be displayed on screen

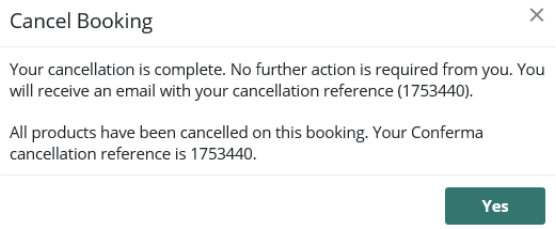


Press *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.



Press '*Yes*' to proceed.

A pop-up window will appear confirming the cancellation.



Once the cancellation has been processed, you will see the booking as "Cancelled" in the "Booking Status" column in your Baskets Manager.

Unable to cancel online?

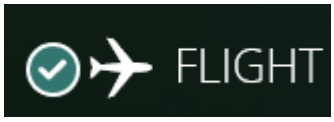
If you get a message saying you can't cancel online, you will need to **contact our hotels team** so they can process it manually.

Contacts

Crown – North.hotels@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.Gov.scot@travelctm.com

Flights

To begin booking flights, click the *Flights* button. The *flight search* form box will then appear, prompting for the journey details.

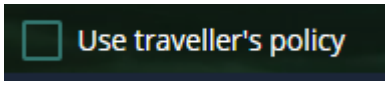


Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

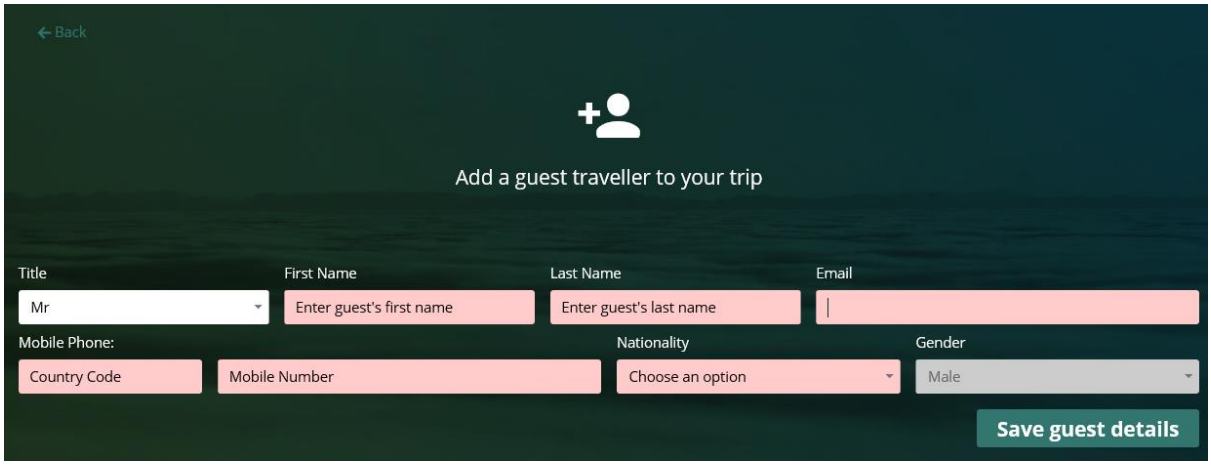
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually.



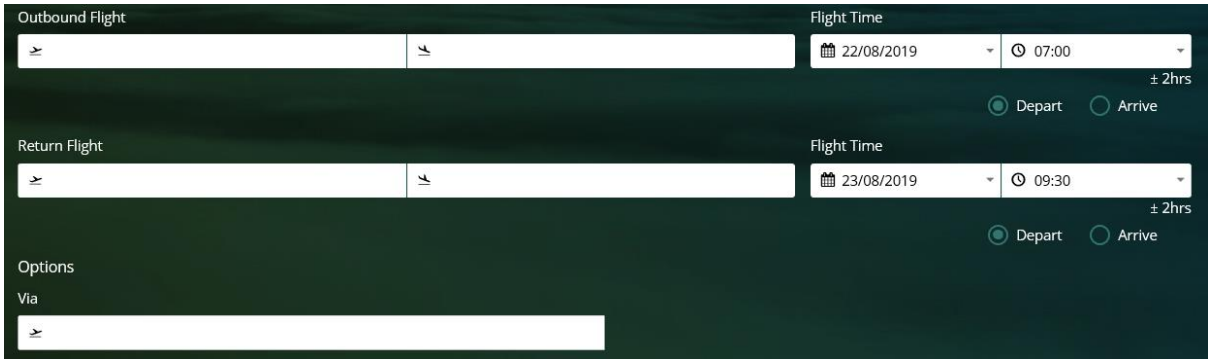
Please note that **all fields must be filled**. It will not be possible to continue until all the fields have information in them.

Any name can be removed from the traveller field by selecting the cross.

Depending on your account type, you can add up to eight travellers in one booking.
If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only book 1 ticket for yourself.

Departure and arrival points

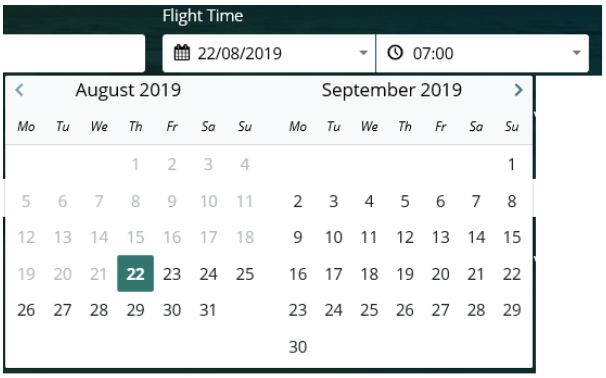
You then need to tell Lightning where you are going from and to. You also have an option to enter an airport or city you would like to go via, if this is necessary.
You can find your departure and arrival airports by typing them out. Airport codes can also be used for your search, if you know them. E.g. LBA for Leeds Bradford Airport.
Using a city name rather than a specific airport name/code will display all flights from that city if there are multiple airports, such as London (LON).



Selecting the *Direct Only* box will only return direct flights from your criteria entered

Dates and time of travel

Next, select a date and time of your flight. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 30 minute increments



Lightning will default the departure date to the current date; please remember to double-check this when making a booking, as some ticket types will incur charges for amendments or cancellations. When selecting departure/arrival times, there are three options available. A description of each is given below.

SELECTION	DESCRIPTION
Depart Between	Select a range of departure times, e.g. depart between 08:00 and 12:00.
Arrive Between	Select a range of arrival times, e.g. arrive between 15:00 and 19:00.
Anytime	All times will be returned; time of travel will then be removed as an option. This can be useful when searching low cost airlines.

Once you have selected a time range (or “anytime”), then repeat for your return journey if applicable

Fare availability

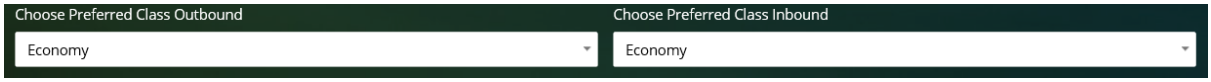
Flights can be booked up to 11 months in advance depending on when the airlines release the schedules.

Class of service

If your organisation has allowed it, you can select which class of travel to use for each leg of your journey using the dropdown menus.

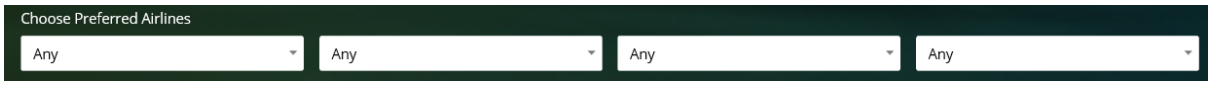
Depending on your travel policy you may see First and Business class options in addition to Economy.

Modifying the class of travel may affect the prices returned.



Specific Airlines

You can also select up to four specific airlines on the search form by selecting one from the drop-down list

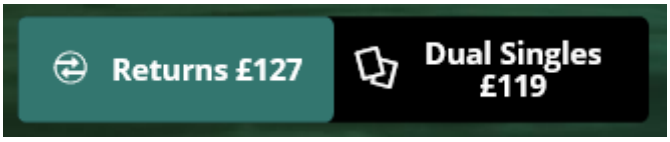


This will narrow down your search and only display fares from the chosen operators.

Once you have selected your preferences, press *search* to view the fares screen

Fares

On the flight results page you are presented with 2 tabs you can switch between: Returns and Dual singles



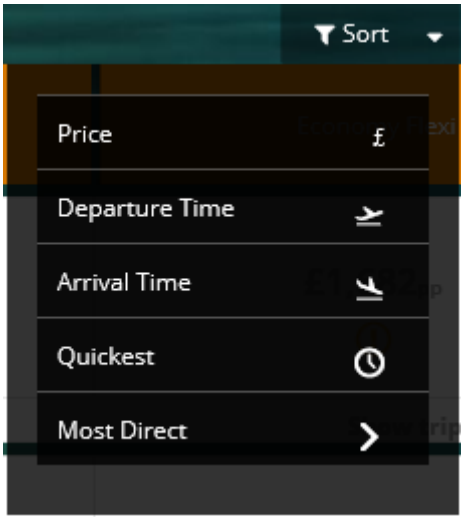
This makes it easier for you to identify which fares are return fares and which are dual single fares and also the cheapest price available for both.

Returns fares are flight which fly out and fly back with the same flight operators.

Dual singles fares allow you to mix and match available fares from different flight operators using the “Two Singles” option. Sometimes this may be more cost-effective than buying a return fare.

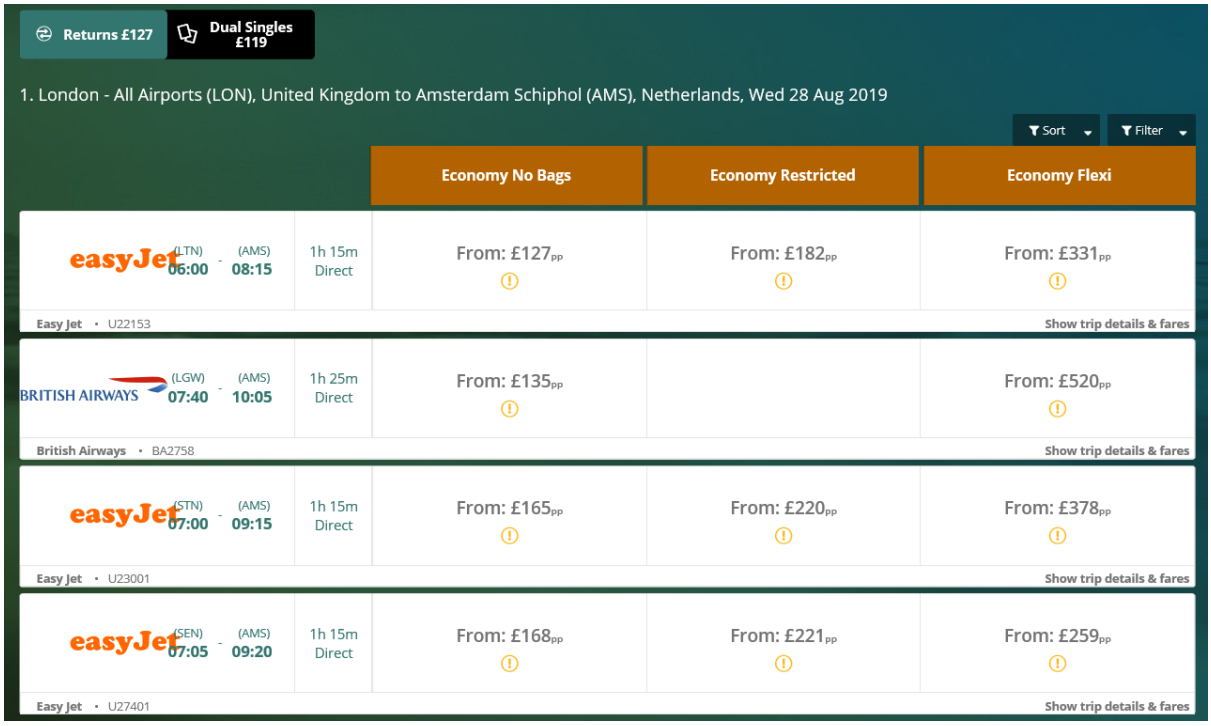
Sort

Within the Sort drop-down there are 5 options available to sort by: Price, Departure time, Arrival time, Quickest and Most Direct.



Sort By price

Sorting by price view will sort all available fares in order from cheapest to most expensive. This is the default view when searching for flights



Sort by Arrival time

Sorting by Arrival time will change the order in the results shown on screen, flights with the earlier arrival time will show first

Sort by Departure time

Sorting by Departure time will change the order in the results shown on screen again, flights with the earlier departure time will show first

Sort by Quickest

Sorting by quickest will sort the results to show the flights with the shortest duration first.

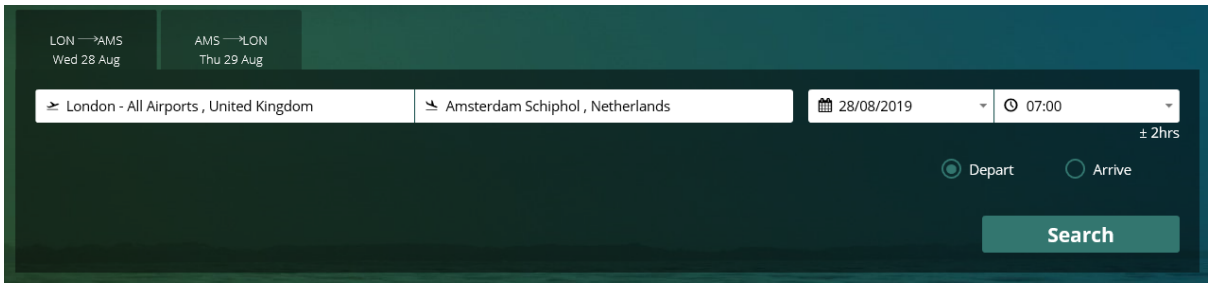
Sort by Most Direct

Sorting by the most direct option will sort the results to show the flights with the minimal stops first.

Amending your search criteria

If you need to change the criteria you originally searched, you can do this using the Re-Search box at the top of your results page. You can change the destination and arrivals airports, dates and times.

You can see both the departure and arrival airports for both your outbound and inbound journeys allowing you to amend your departure or arrivals airports for both legs of your journey. Changing the departure on the outbound tab should alter the arrival on the inbound tab and vice versa



Fare Buckets

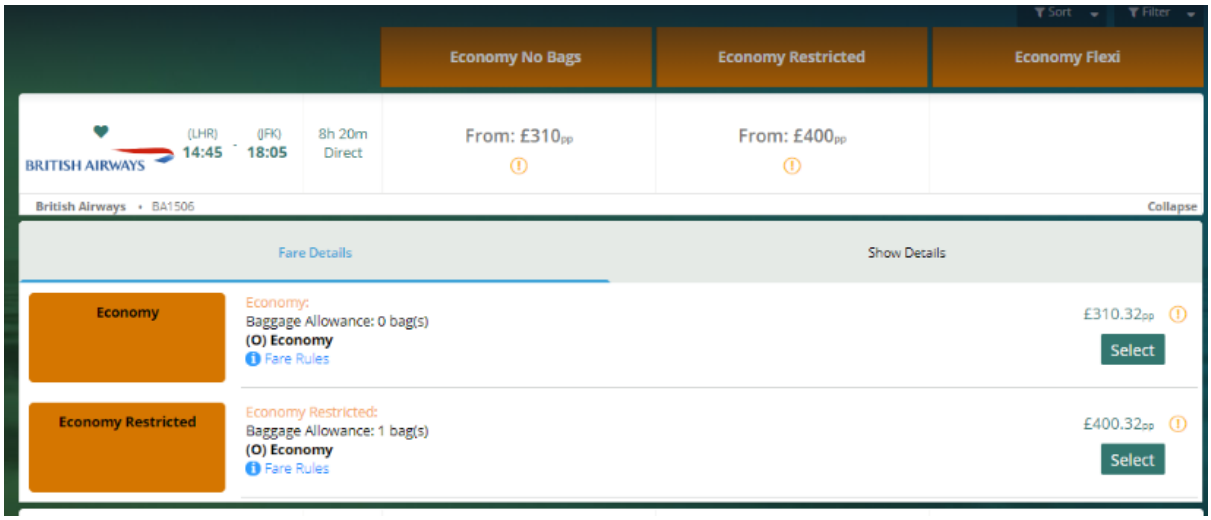
Flights results are displayed in Fare Buckets. In this example the branded fares are Economy No Bags, Economy Restricted and Economy Flexi however depending on what route is searched for and what operators are returned these branded fare names may be different

These buckets make it easier to see what is included in each fare. The lowest price for each option that is available is shown on screen.

When booking a return flight, the return options will show once the outbound flight and price has been selected

Fare Details

Selecting Show Trip details & fares on a particular result will display the fare details of that flight for all fare types. You are shown the fare name, baggage allowance, class and cheapest price

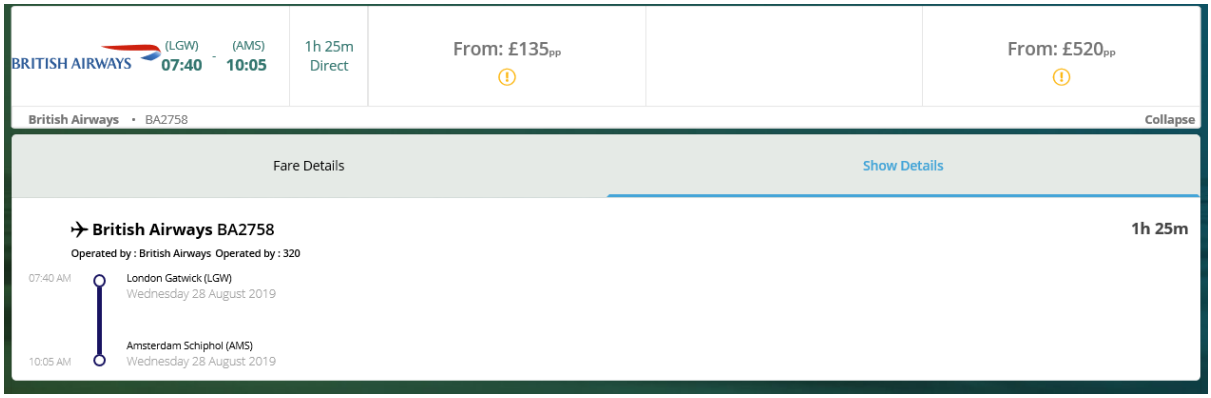


Fare rules

From the Fare details section, you can easily view the fare rules. When the Fare Rules link is selected a pop up box appears on screen, the first paragraph shown is the penalties paragraph – 16. Then all other paragraph appears in order starting at 1.

Flight details

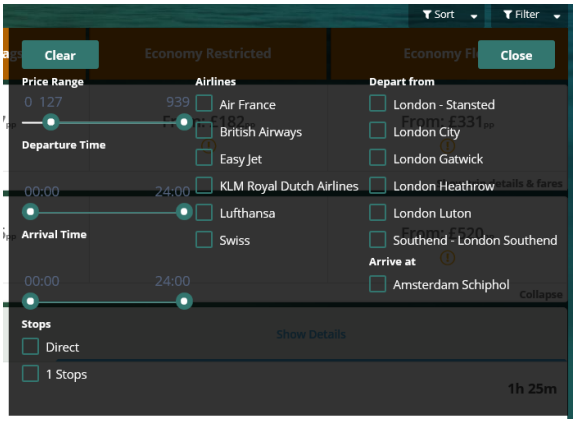
Flights leg times are easily displayed on screen from the results page. To view these from the results page simply select Show Details



Filters

Filters are a quick and easy way to reduce your search time and return the exact criteria you want.

All filter options are stored within the Filter section



Selecting a filter will narrow down the results to only show the relevant options on screen. To reset to the original results, select *Clear.*

Only applicable filter options will show dependent on the results you have on screen.

Having difficulty finding a flight?

Flights can only be booked between six and eleven months in advance (depending on the airline.) and any travel agent, including CTM, do not have the facility to book any further ahead.

If you are unable to find your flight with a time-specific search, please use *'anytime'* as some low-cost airlines (e.g. Aer Lingus) only display using this detail.

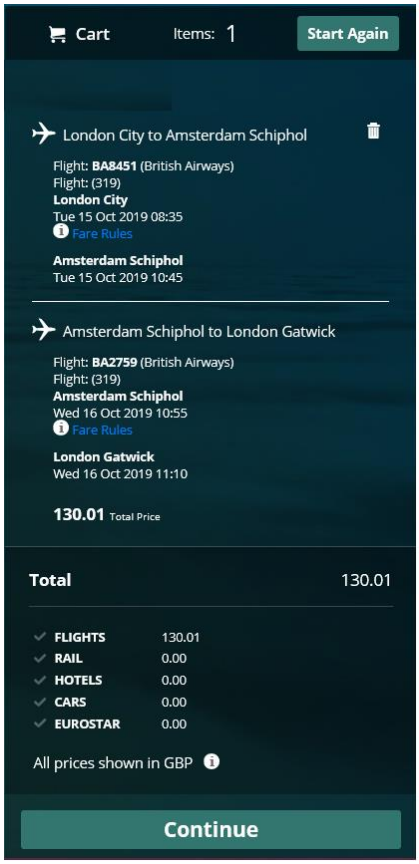
Continuing with the booking

When your journey details have been selected, the flight will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings. Fare rules for the selected flight(s) can be viewed from here again by selecting the *Fare Rules* link.

The cart has a summary at the bottom showing you how much each travel type that is in your cart is.

To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

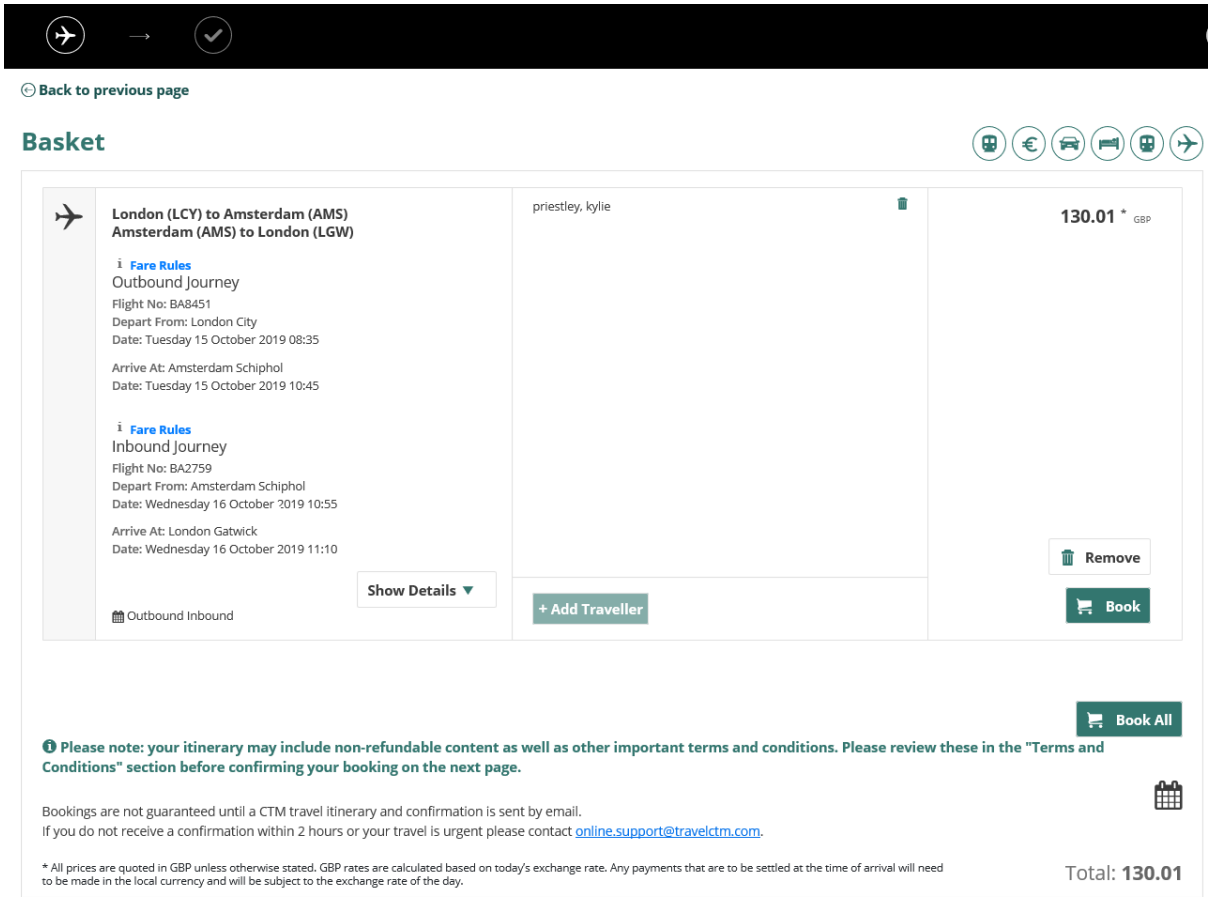
If you log out of the system or select ‘start again’ from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your flight to your cart you will be taken to your baskets page.

You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket. Fare rules can be viewed for the selected flight(s) by selecting the *Fare Rules* link

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right hand side



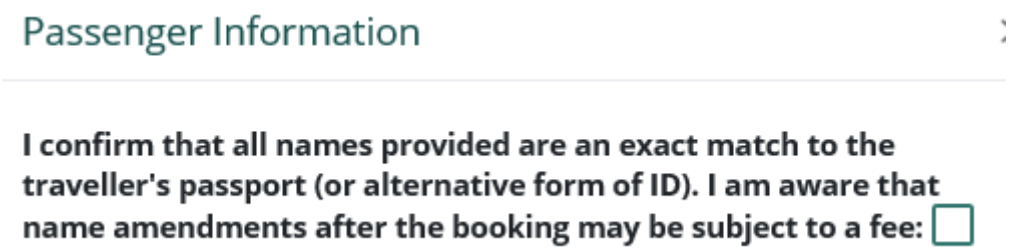
When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting Book takes you to the Booking Information page.

Billing details

On the Passenger information screen you are required to enter details such as any special requests and passport details.

You must tick the box confirming that the names provided are a match to the traveller's passport (or alternative form of ID). You won't be able to continue otherwise.



Special requirements

The Special Requests box is optional and can be used for:

Special Needs – for passengers with physical/mobility impairments;

Seating Preferences – i.e. specify an aisle or window seat.

Meal Requests – for passengers with dietary requirements (e.g. gluten free, kosher, halal);

As they are only requests, they can't always be guaranteed.

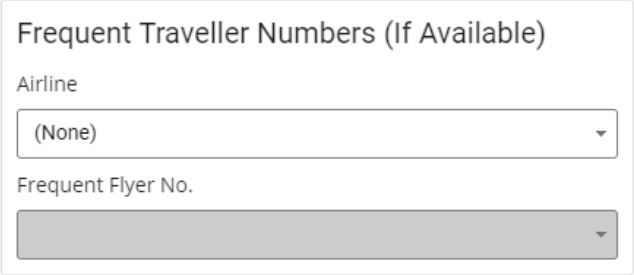
Frequent traveller numbers

Frequent flyer numbers can also be specified if you have them.

Select an airline and enter the ID number in the box to the right.

If a Frequent Traveller Number isn't available, leave the 'Airline' as '(None)' and the 'Frequent Flyer No' field blank.

Please note this facility may only be available depending on the contract your organisation holds.

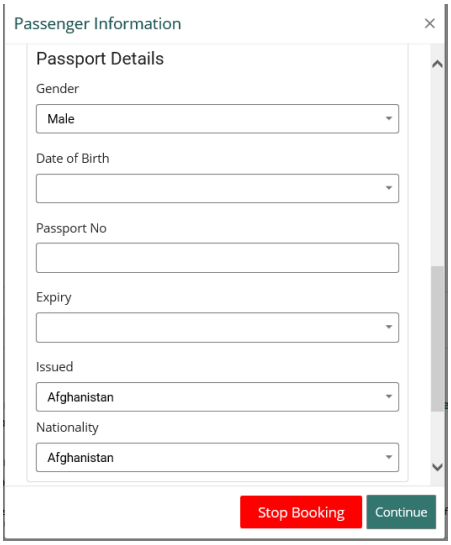


Passport details

If the traveller is going outside the United Kingdom you will need to supply their passport details. This is becoming mandatory for an increasing number of destinations.

However, passport details do not need to be provided if the traveller is making a domestic flight, as photographic ID (e.g. a driver's license) will be enough for travel.

If you do not wish to enter them at time of booking, you can leave this section blank. You can then enter the details when checking in online instead.



Passenger names

If the traveller is flying outside the United Kingdom, the name on the booking must match the name on the passport; this will prevent delays to the passenger at the airport, and any possible charges for amendments.

APIS contact details

APIS contact details only need to be supplied when the traveller is going to:

- North America;
- Spain; or
- Portugal

Any inclusive baggage allowance is also displayed at the very bottom of this window.

If inclusive baggage is not mentioned, then the fare will not include it.

Billing information

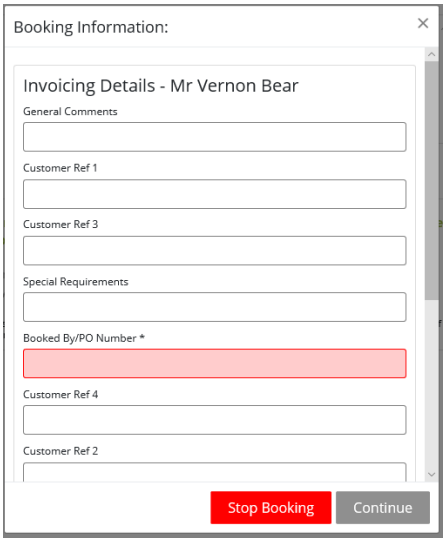
You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.

Double check your information before pressing *Continue*.



Contact details

Contact details are usually generated from information stored on the booker's profile.

If you wish to amend it, you can do so at this point.

Due to system requirements for airlines, both work and mobile telephone fields are mandatory.

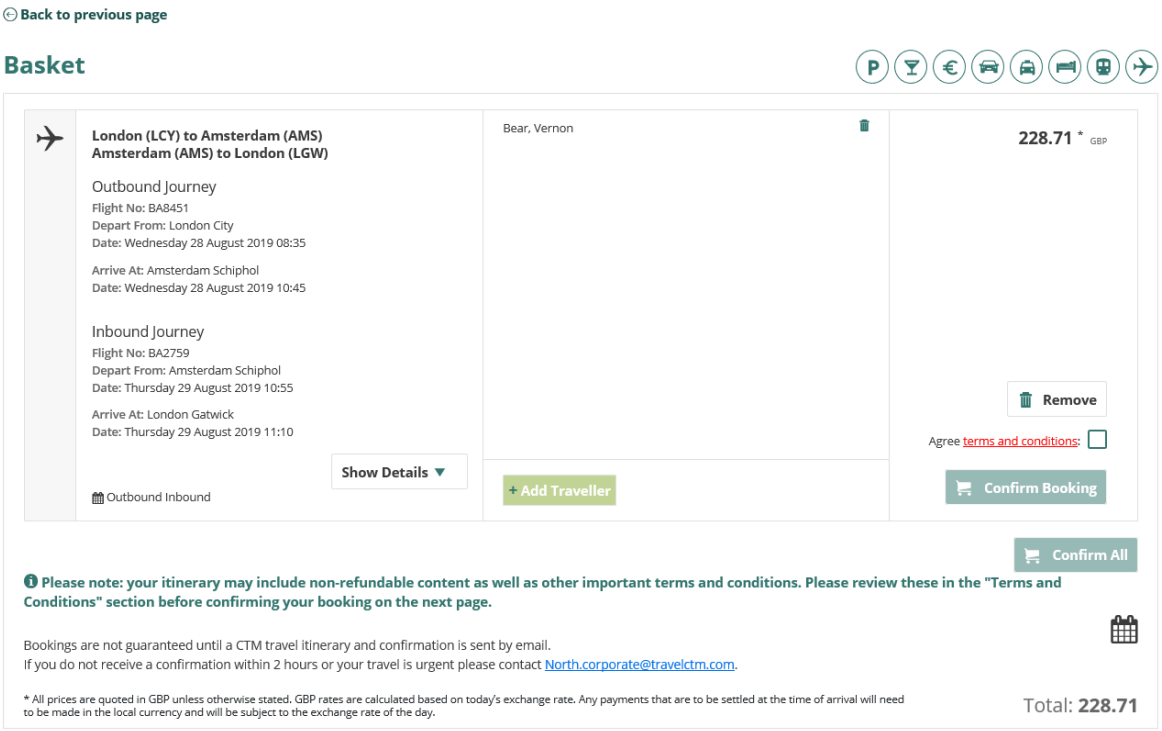
The same number can be entered in both fields (though the work telephone number must be split in to country, area and local numbers).

The booker is sent a confirmation by default. Additional copies can be sent to addresses of your choice.

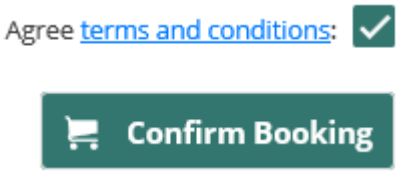
Press *Continue* to proceed to the confirmation stage.

Confirming the booking

You will then see the basket again. The 'Book' column will now have changed to 'Confirm Booking'



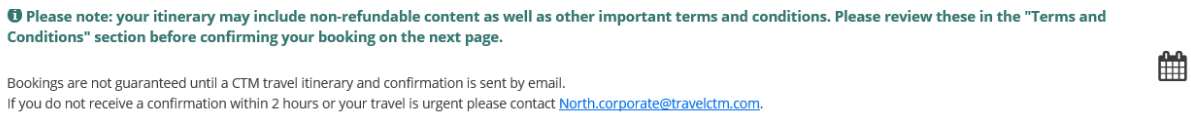
The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.



Click the links to view the terms and conditions.
After opening the terms and conditions, the Confirm Booking button will now be highlighted.
Once Confirm Booking has been selected, this decision cannot be reversed.

Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



An email confirmation will be sent to you and any other email address specified and a record of the booking is also accessible from My Bookings link should it be required later.

Collecting your tickets

All airline tickets/confirmations are now electronic **so no paper tickets are issued (or posted).** Online check-in can be done with most airlines by visiting their website(s) directly and using the **airline locator** provided on the emailed itinerary. **This locator is not the same as the CTM reservation code**.

How do I amend/cancel my booking?

I want to change some details

Certain amendments are possible, depending on the ticket type purchased and the airline being travelled with. **Some amendments may also incur a charge**.

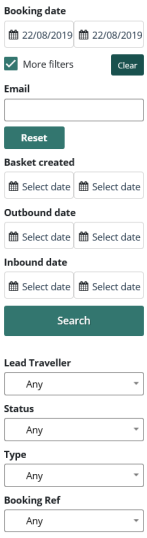
Please contact CTM using the contacts below for further information; they will be able to advise on whether the amendment is possible and any applicable administration fees.

I want to cancel my booking

Most flights can be cancelled online through Lightning. **Before cancelling your booking, please familiarize yourself with the terms and conditions of the ticket you have booked**. CTM cannot be held liable for any charges made as a result of cancellation.

When logged in, click the *My Bookings* link. Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing *Search.*

More filter options can be found under *More filters*

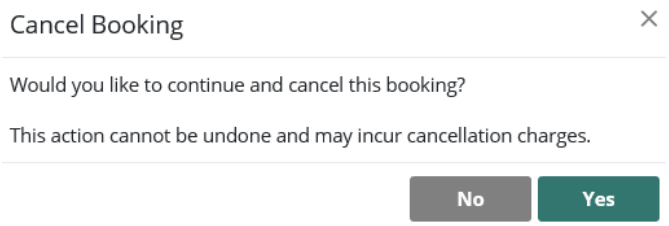


Once you have found your booking, click into it. A summary of your booking will then be shown on screen

Select *Additional Info,* the full details of the booking will be displayed on screen

Press *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press '*Yes*' to proceed.



A pop-up window will appear confirming the cancellation.

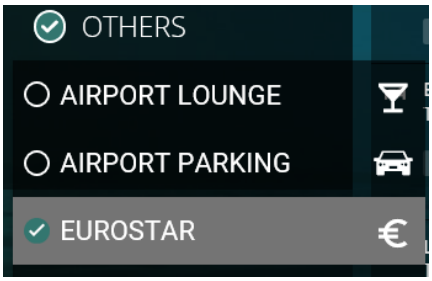
Once the cancellation has been processed, you will see the booking as "Cancelled" in the "Booking Status" column in your Baskets Manager.

Contacts

Crown – **North.air@travelctm.com**
Corporate – **North.corporate@travelctm.com**
Scottish Government – **North.gov.scot@travelctm.com**

Eurostar

To begin booking a Eurostar journey, click *New Booking* then select *Eurostar* button from the Other dropdown. The *Eurostar search* form will then appear, prompting for the journey details.



Time limit for Eurostar bookings

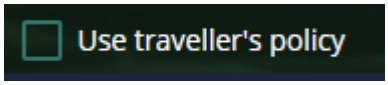
All Eurostar bookings must be completed within a 20 minute time frame (from start to finish) otherwise the quoted price will expire.

Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

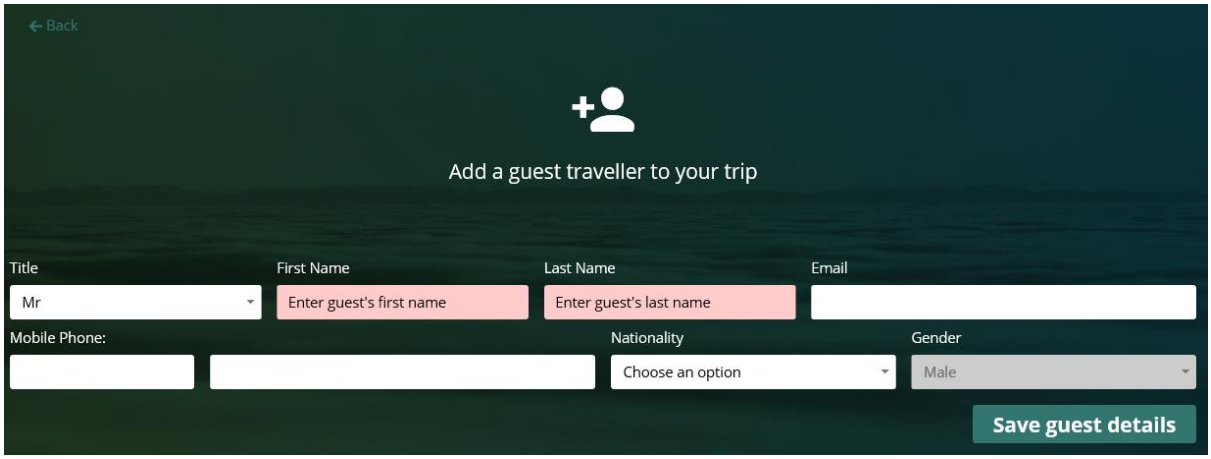
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the ‘Use Traveller’s policy’ option when searching a user will pull that user’s policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually.



Please note that **all name fields must be filled**. It will not be possible to continue until all these fields have information in them.

Any name can be removed from the traveller field by selecting the cross.

Depending on your account type, you can add up to eight travellers in one booking.
If your organisation has requested that your profile is set up as a self-book user, the traveller box will be auto populated with your details and you will be unable to remove or change this, as you can only book 1 ticket for yourself.

Specific seating requests

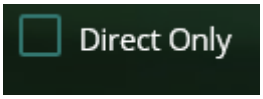
If a specific seat (or seats) is required because the passenger(s) are travelling with someone already booked, then please contact our Air (overseas) department after completing the booking with your request.

Departure and arrival points

You then need to tell Lightning where you are going from and to.

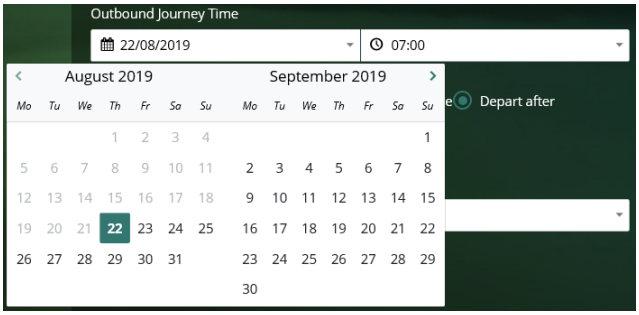
You can find your departure and arrival stations by typing them out or selecting from the drop-down list.

Selecting the *Direct Only* box will only return direct journeys from your criteria entered.



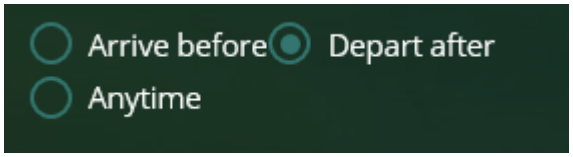
Dates and time of travel

Next, select a date and time of your flight. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.



Lightning will default the departure date to the current date; please remember to double-check this when making a booking, as some fares will incur charges for amendments or cancellations.

When selecting departure/arrival times, there are three options available:



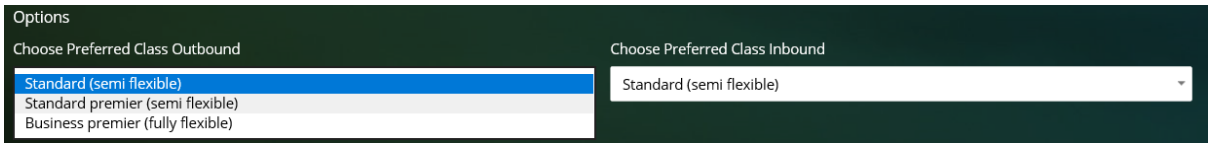
Once you have selected a time range (or “anytime”), then repeat for your return journey if applicable

Fare availability

Eurostar journeys can be booked up to three months in advance; depending on when the airlines release their schedules.

Optional: class of service

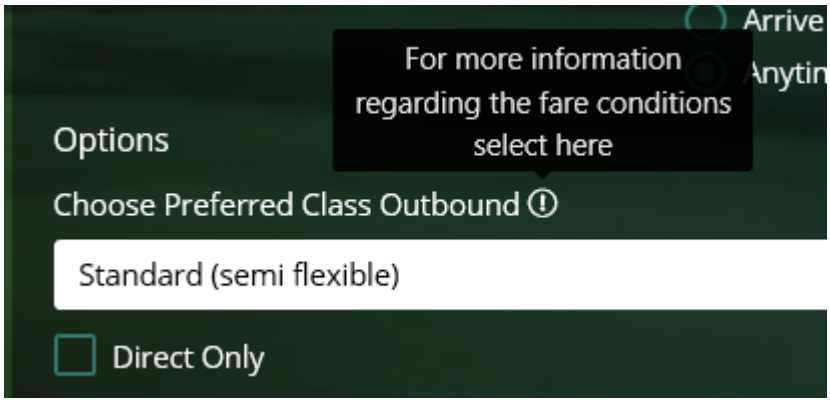
Under the *Choose Preferred Class* dropdowns, you can search for a class of travel for both the outward and return journeys:



This may affect the prices returned.

Depending on your travel policy, you may be restricted to a certain fare type.

Fare details can be found by selecting the Information icon

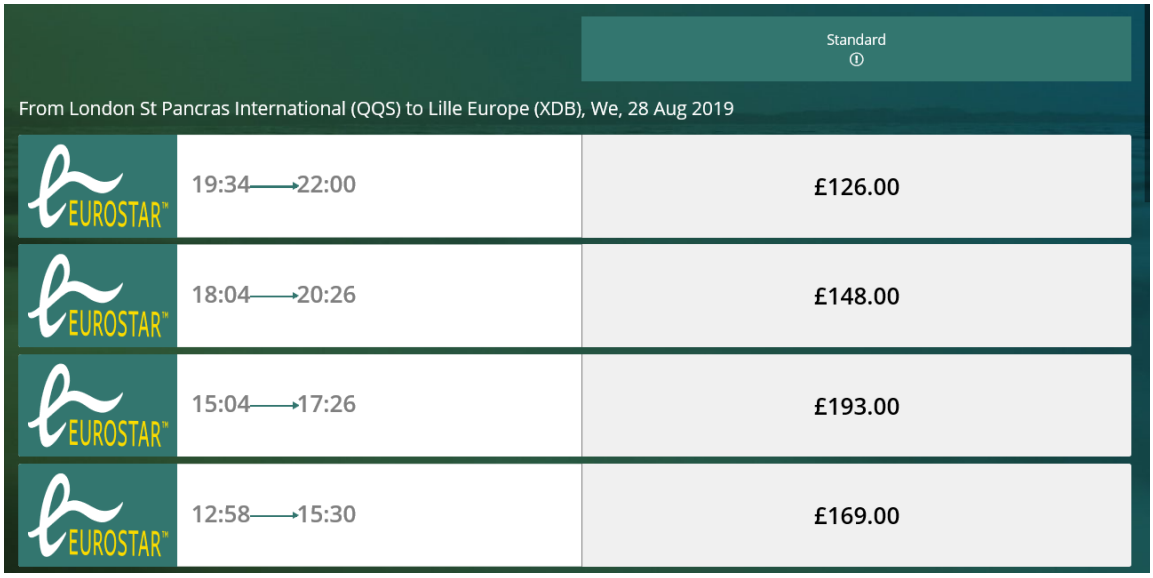


When booking a return journey, the system will automatically default the return class, (dependent upon the criteria that has been selected for the outbound journey). For example;

A Standard (Semi Flexible) ticket and a Standard Premier (Semi Flexible) ticket can be combined on one return journey. However, a Business Premier (Fully Flexible) ticket cannot be combined with any other class of ticket.

Fares

The results returned will show in price order from cheapest to most expensive.



Sort

Within the Sort drop-down there are 2 options available to sort by: Price and Date

Sort By price

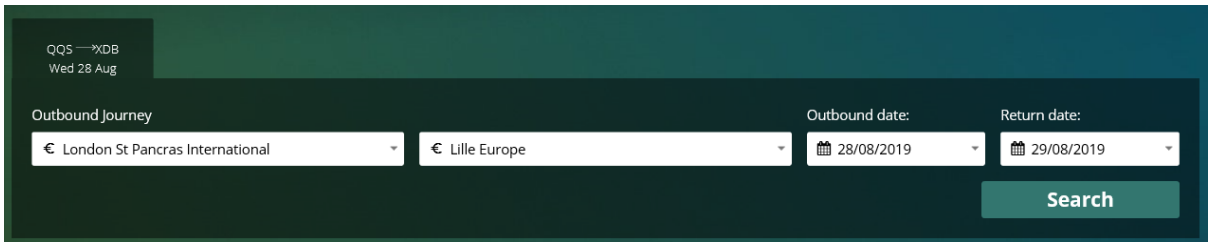
Sorting by price view will sort all available fares in order from cheapest to most expensive. This is the default view when searching for Eurostar.

Sort by Date

Sorting by date will change the results shown on screen to display the earlier Departure and Arrival times first.

Amending your search criteria

If you need to change the criteria you originally searched, you can do this using the Re-Search box at the top of your results page. You can change the destination and arrivals airports, dates and times.

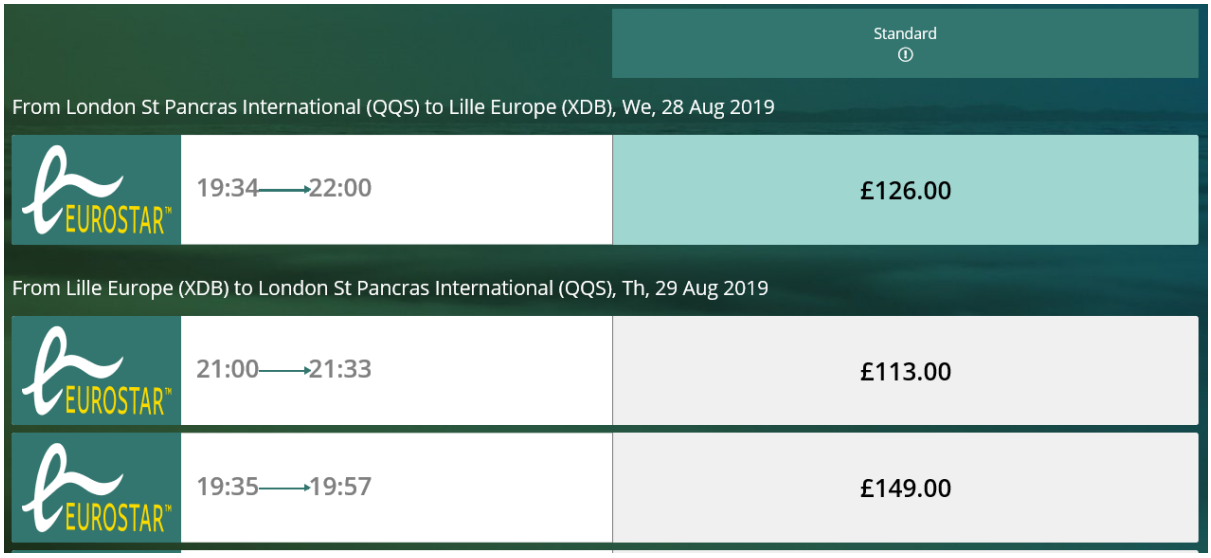


Fare Buckets

Eurostar results are displayed in Fare Buckets, for Eurostar the fare bucket names will always be Standard, Standard Premier and Business Premier

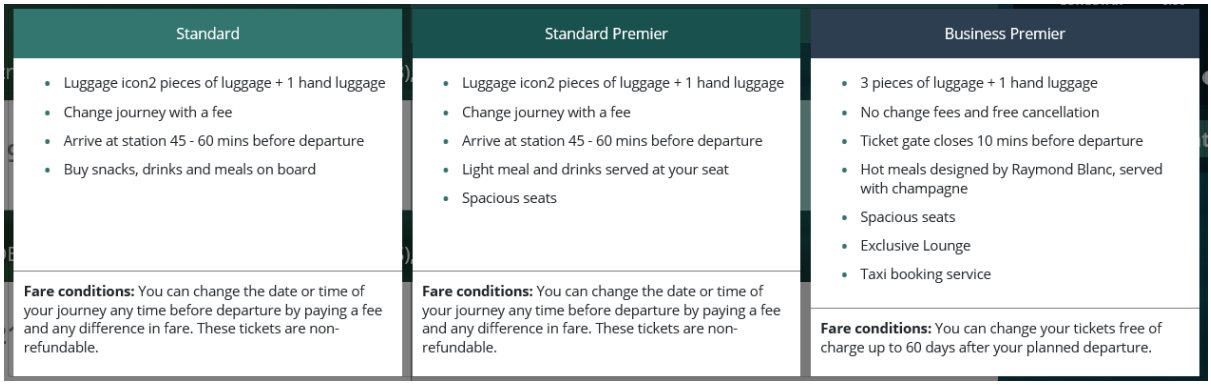
These buckets make it easier to see what is included in each fare. The lowest price for each option that is available is shown on screen.

When booking a return journey, the return options will show once the outbound journey and price has been selected



Fare Details

If any of the fare names are selected on the results page, you are shown the conditions of each fare and what is included



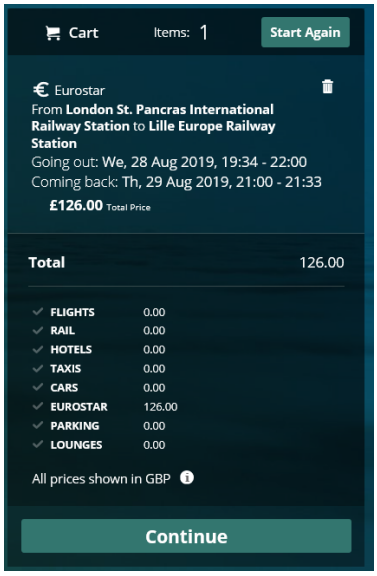
Continuing with the booking

When your journey details have been selected, the journey will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.

The cart has a summary at the bottom showing you how much each travel type that is in your cart is.

To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

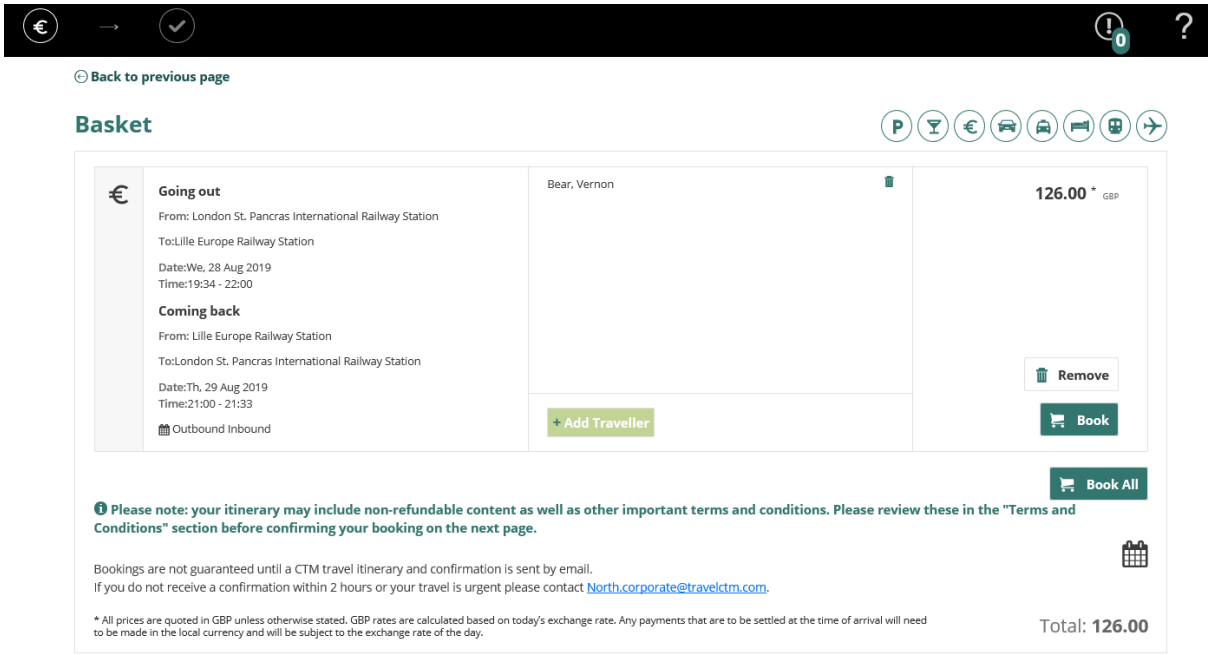
If you log out of the system or select ‘start again’ from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your journey to your cart you will be taken to your baskets page.

You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right-hand side



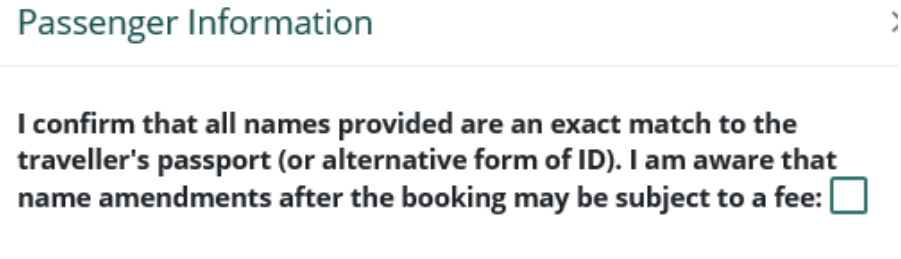
When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting Book takes you to the Booking Information page.

Billing details

On the Passenger information screen you are required to enter details such as any special requests and passport details.

You must tick the box confirming that the names provided are a match to the traveller's passport (or alternative form of ID). You won't be able to continue otherwise.



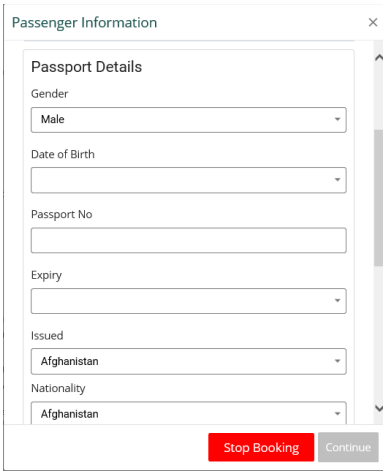
Redress numbers

Please note that redress numbers are never used for Eurostar journeys, so you can skip this box.

Passport details

If the traveller is going outside the United Kingdom you will need to supply their passport details. This is becoming mandatory for an increasing number of destinations.

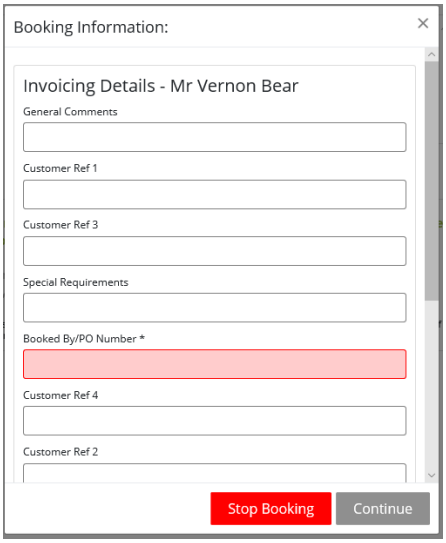
If you do not wish to enter them at time of booking, you can leave this section blank. You can then enter the details when checking in online instead.



Billing information

You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.



If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.

Double check your information before pressing *Continue*.

Contact details

Once complete, enter the traveller's contact details and where the confirmation of the booking is to be sent.

Please ensure these details are entered accurately, as Eurostar will use these details to contact the traveller (or booker) if there is an issue which affects the booking.

Both work and mobile telephone fields are mandatory due to requirements in Eurostar's systems, though the same number can be entered in both fields.

Please note that the work telephone number must be broken up in to country, area and local codes.

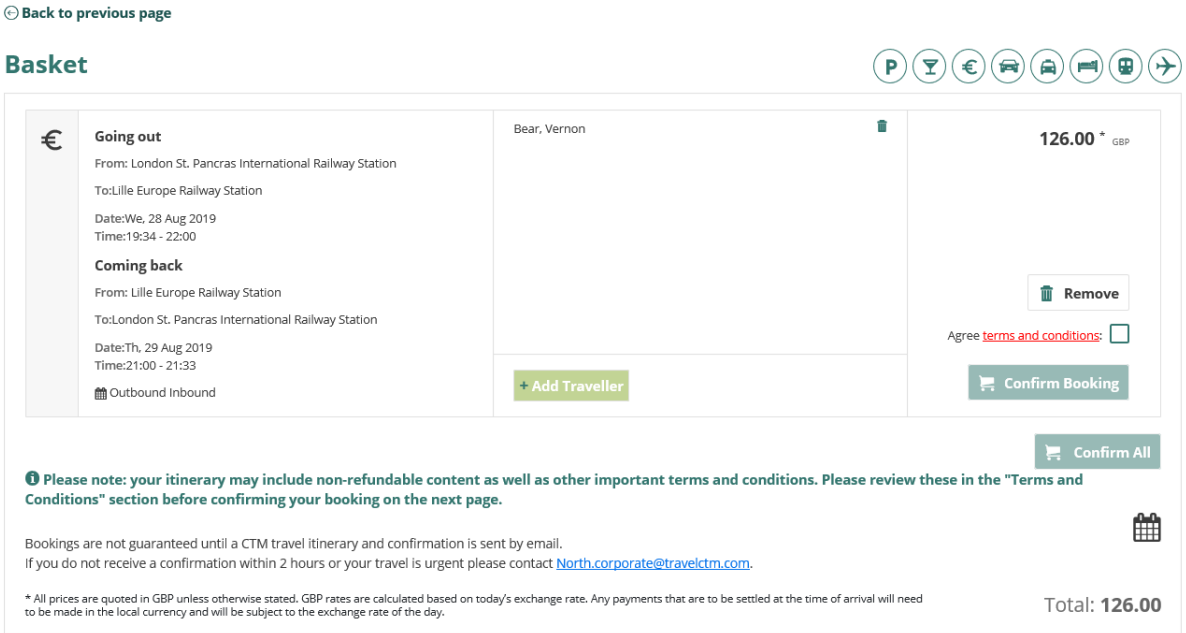
You do not need to enter anything in the extension field.

If you wish to send confirmation emails to alternative addresses, additional email addresses can also be specified.

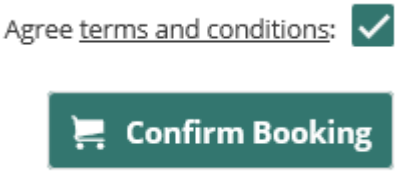
Press *Continue*.

Confirming the booking

You will then see the basket again. The ‘Book’ column will now have changed to ‘Confirm Booking’



The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.



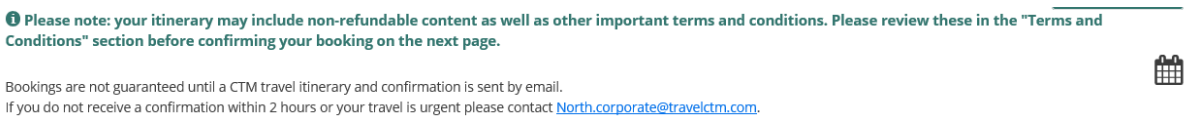
Click the links to view the terms and conditions.

After opening the terms and conditions, the Confirm Booking button will now be highlighted.

Once Confirm Booking has been selected, this decision cannot be reversed.

Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



An email confirmation will be sent to you and any other email address specified and a record of the booking is also accessible from My Bookings link should it be required later.

Collecting your tickets

Eurostar tickets can either be collected at **the station of departure**, or be **printed at home** (or at the customer's **office**) using a standard A4 printer through the Eurostar website:

https://www.eurostar.com/uk-en/manage-booking

How do I amend/cancel my booking?

I want to change some details

Please contact CTM using the details below. They will be able to advise you on whether the amendment is possible and any applicable administration fees. Please remember to quote your booking reference when contacting us.

I want to cancel my booking

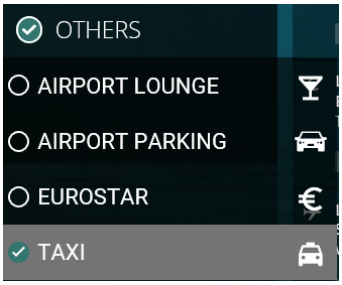
Full cancellations cannot be actioned through Lightning, in order to cancel a booking, if possible, and ensure any refunds your organisation may be entitled to are applied at the earliest opportunity please contact the relevant team from the contacts below.

Contacts

Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com

Taxis

To begin booking a taxi, click *New Booking* then select *Taxi* button from the Other dropdown. The *taxi search* form will then appear, prompting for the journey details.

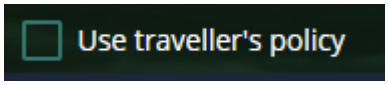


Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

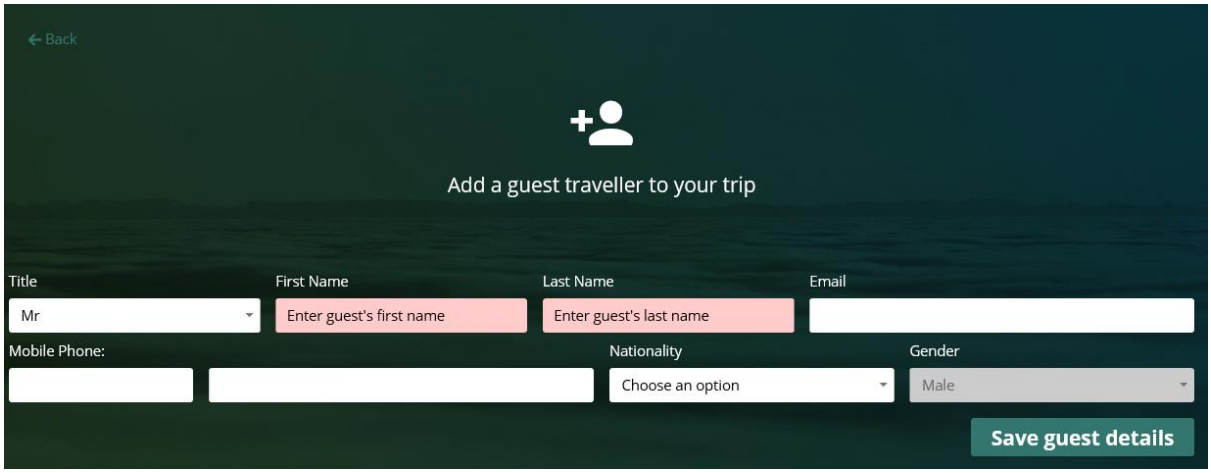
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname.



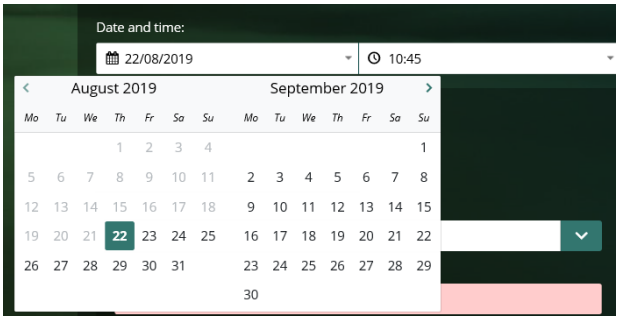
Please note that all name fields must be filled. It will not be possible to continue until all the fields have information in them.

Any name can be removed from the traveller field by selecting the cross.

Depending on your account type, you can add up to eight travellers in one booking.
If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only book 1 journey for yourself.

Dates and time of travel

Select a date and time you wish to travel. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.

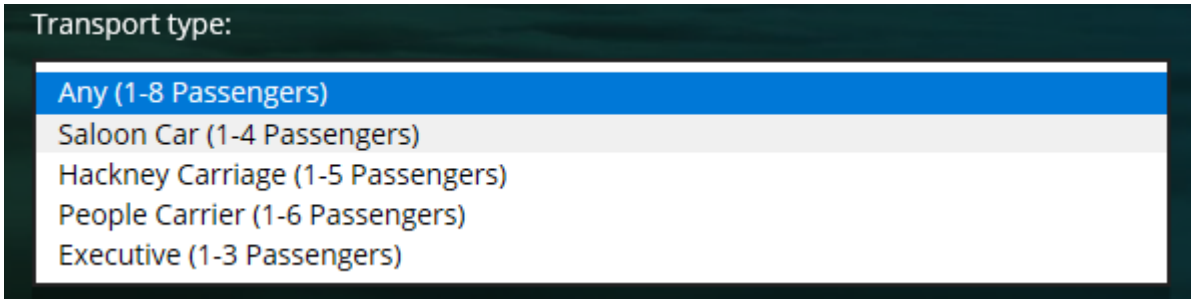


Lightning will default the departure date to the current date.

Remember to double-check this when making a booking, as there may be fees incurred for cancellations or amendments.

If you have specific vehicle requirements, you can select them via the Transport type dropdown.

Please note that specifying a particular type may affect the prices returned.

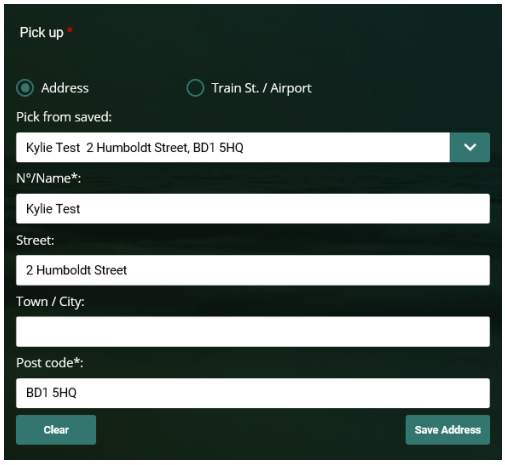


Pick up address and destination

You can choose to specify an address or a train station/airport

Address

The default option is to enter an address detail. A house/building number and a post code are required (at the minimum) when using this option.



If you make a particular journey frequently, you can click *Save Address* after typing the address to create a record in the '*Pick from saved'* drop-down menu.

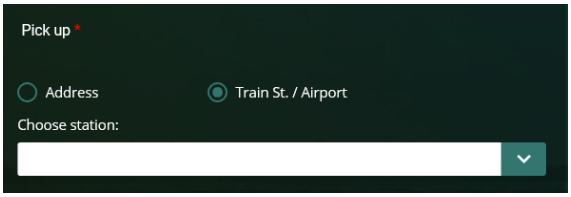
Train Station/Airport

You can specify a mainline rail station or airport by either:

Typing a station/airport name manually or;

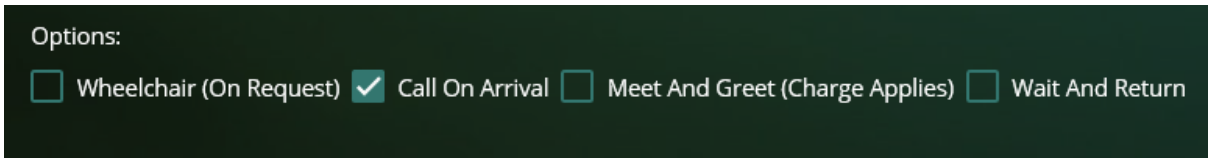
Using the station/airport short code (e.g. KGX for London Kings Cross)

You can specify additional pick-up locations by clicking the 'Via' dropdown – addresses, stations and airports can be entered as above.



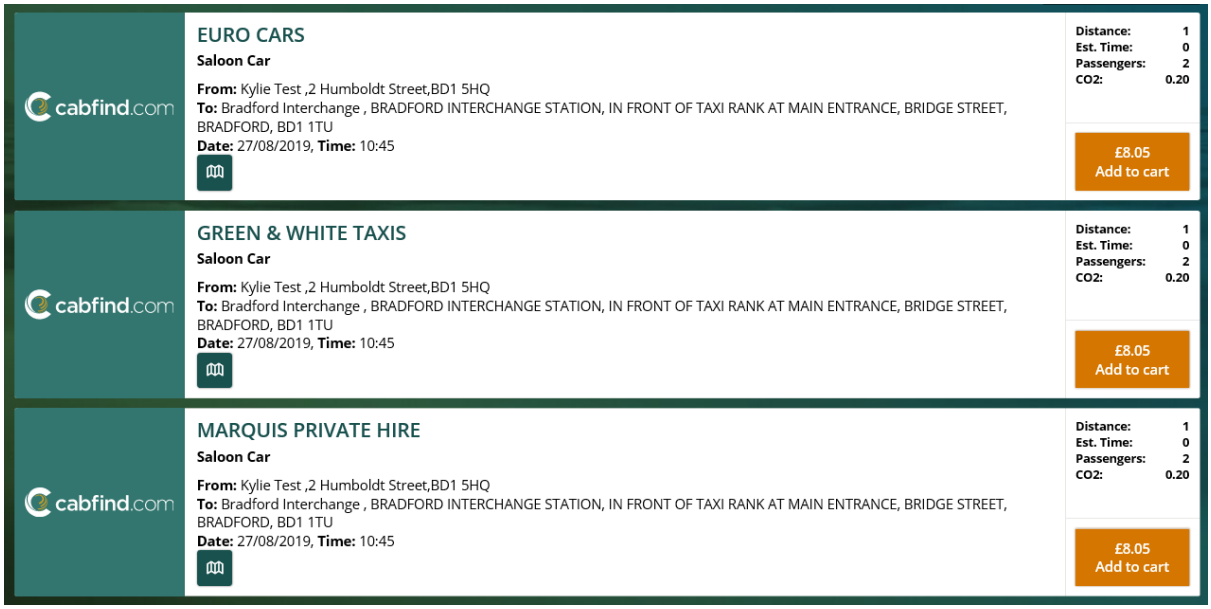
Extra options

You may also select some additional extras, if required. The additional options are shown below



Fares

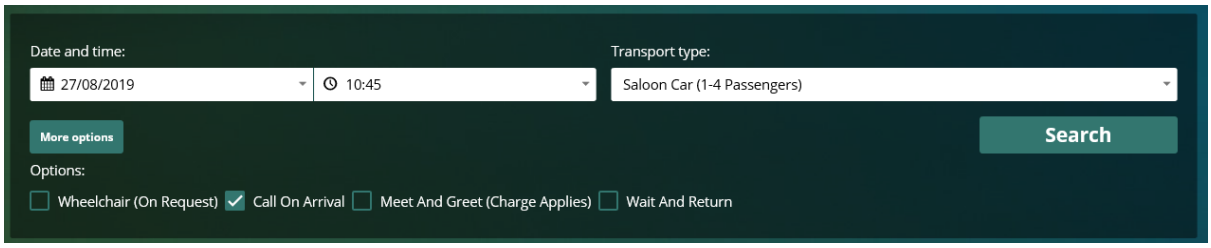
You can select a fare by selecting *Add to Cart*



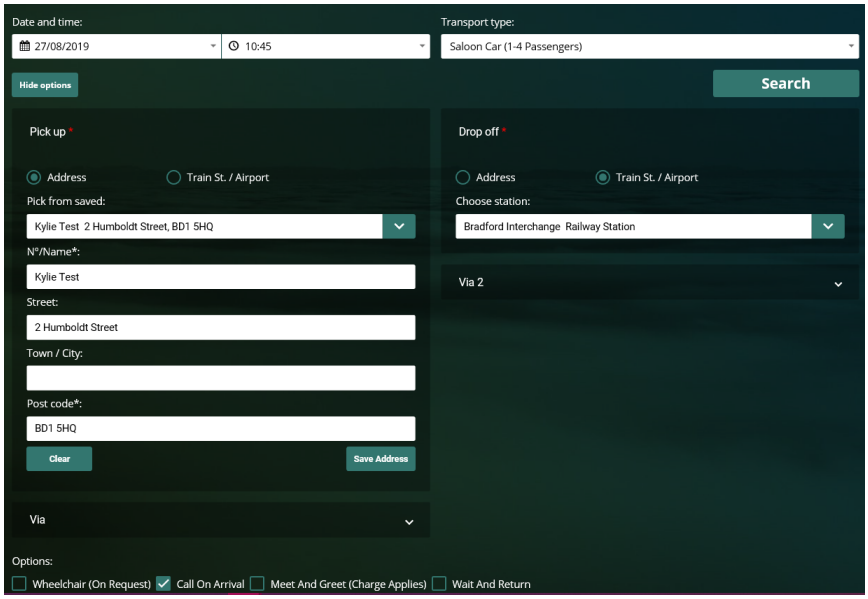
You can view a map of the journey by selecting the map icon underneath the journey details.

Amending your search criteria

If you need to change the criteria you originally searched, you can do this using the Re-Search box at the top of your results page. You can change the date, time transport type and any extra options



When *More options* is selected you can then change your pick up and destinations point also.



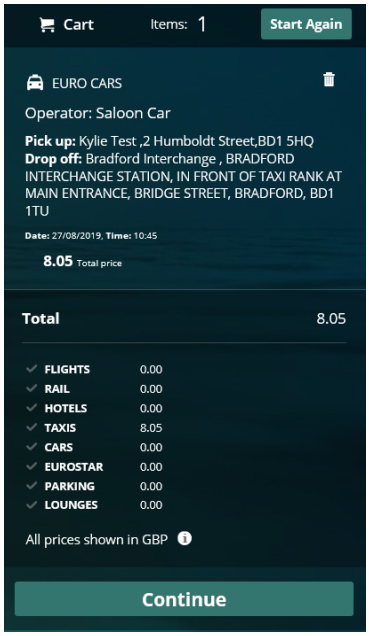
Continuing with the booking

When your taxi choice has been selected, the journey will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.

The cart has a summary at the bottom showing you how much each travel type that is in your cart is.

To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

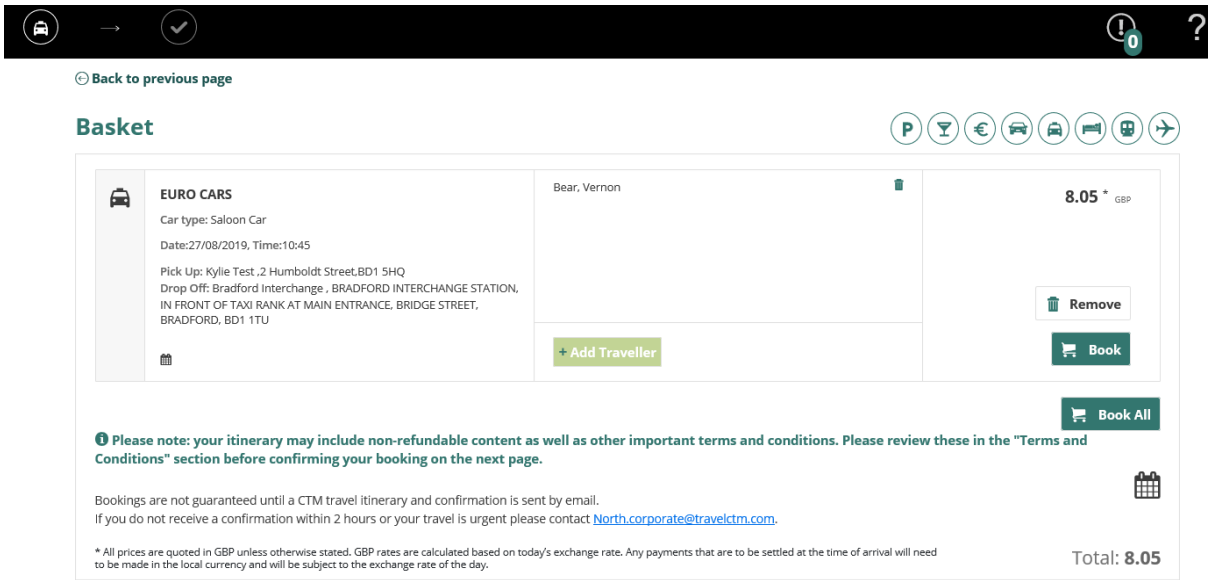
If you log out of the system or select 'start again' from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your journey to your cart you will be taken to your baskets page.

You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right-hand side



When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting *Book* takes you to the Booking Information page.

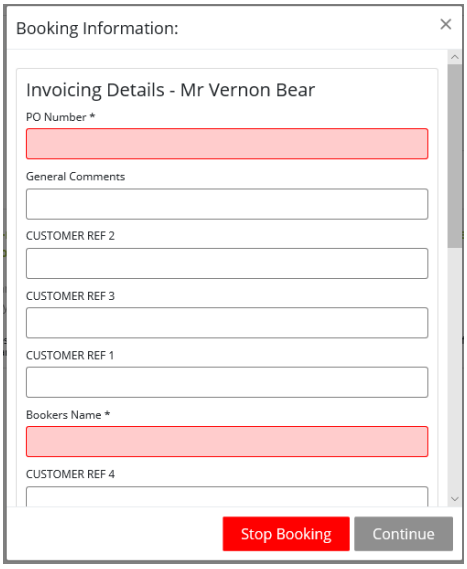
Billing details

You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.

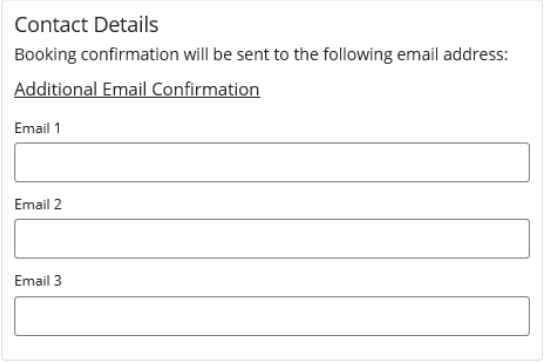


Double check your information before pressing *Continue*.

Contact details

The booker gets sent a confirmation of the booking by default via email.

Additional confirmations can also be sent to alternative addresses.



Driver instructions

If you choose to do so, you can write any specific instructions for the driver in the final box.

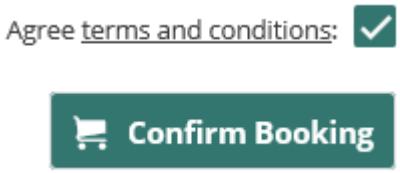
This can include details such as directions and any other special requirements

Confirming the booking

You will then see the basket again. The ‘Book’ column will now have changed to ‘Confirm Booking’

The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.

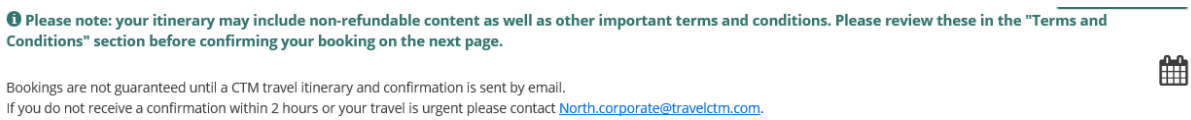
Click the links to view the terms and conditions.



A box will then appear with the booking's cancellation policy, taxi contact number and a link to the terms and conditions of your purchase (click the blue underlined link to open them).
After opening the terms and conditions, the Confirm Booking button will now be highlighted.
Once Confirm Booking has been selected, this decision cannot be reversed.

Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



An email confirmation will be sent to you and any other email address specified and a record of the booking is also accessible from My Bookings link should it be required later.

How do I amend/cancel my booking?

I want to change some details

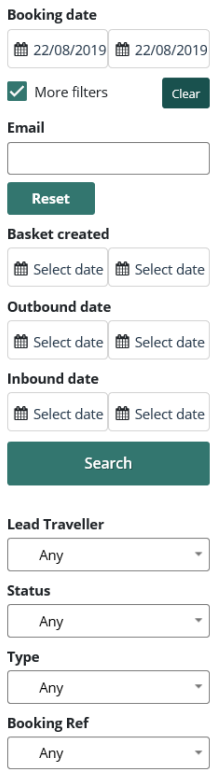
To change the time, please call 01274 726424 and select option 7. The call will be passed to Cabfind (the taxi booking service). Please quote their reference number when calling (as shown on the booking confirmation). To change the date or destination, the booking will need to be treated as a full cancellation.

I want to cancel my booking

Most taxi bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy of the supplier.** CTM cannot be held liable for any charges made as a result of cancellation.

When logged in, click the *My Bookings* link. Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing *Search.*

More filter options can be found under *More filters*

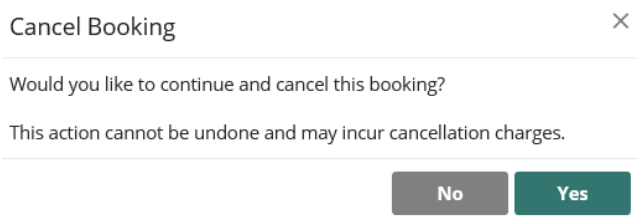


Once you have found your booking, click into it. A summary of your booking will then be shown on screen.

Select *Additional Info* and the full details of the booking will be displayed on screen.

Select *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press '*Yes*' to proceed.



A pop-up window will appear confirming the cancellation.

Once the cancellation has been processed, you will see the booking as "Cancelled" in the "Booking Status" column in your Baskets Manager.

Contacts

Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com

Car hire

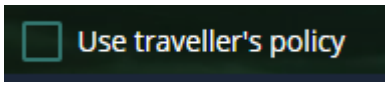
To begin booking car hire, press the car hire button. The *Car hire search* form will then appear, prompting for the journey details.

Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

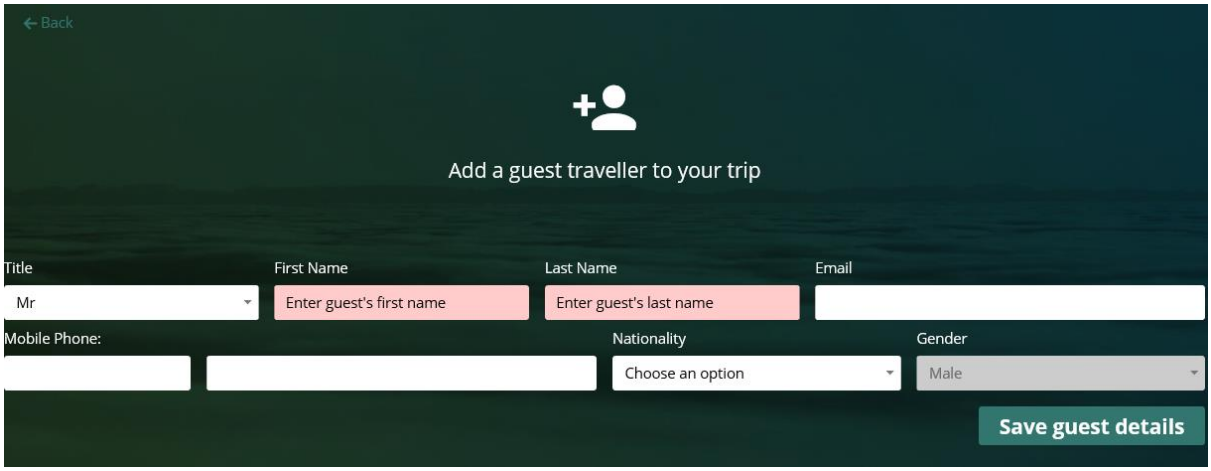
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname.



Any name can be removed from the traveller field by selecting the cross.

If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only make 1 booking for yourself.

Driver name only is required

When making a car hire booking only one traveller name is required, the name entered need be the person that is hiring the car – the driver.

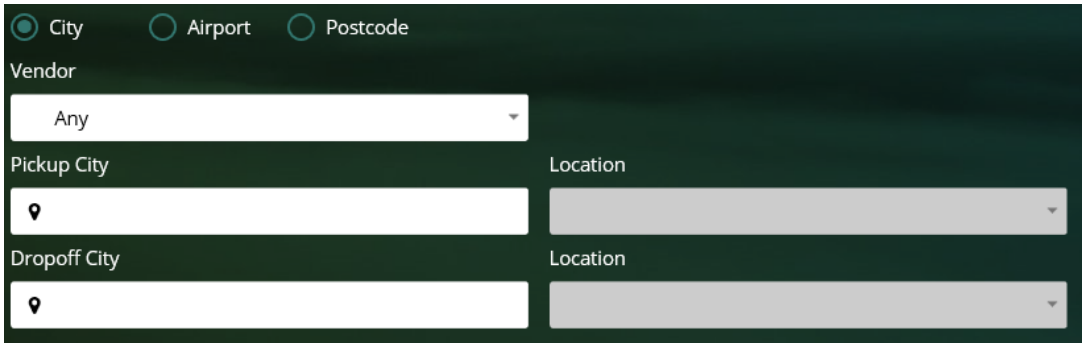
Vehicle pick-up and drop-off point

Your first step is to tell Lightning where you are collecting the vehicle from and returning it back to later.

You can search by either City, Airport or Postcode.

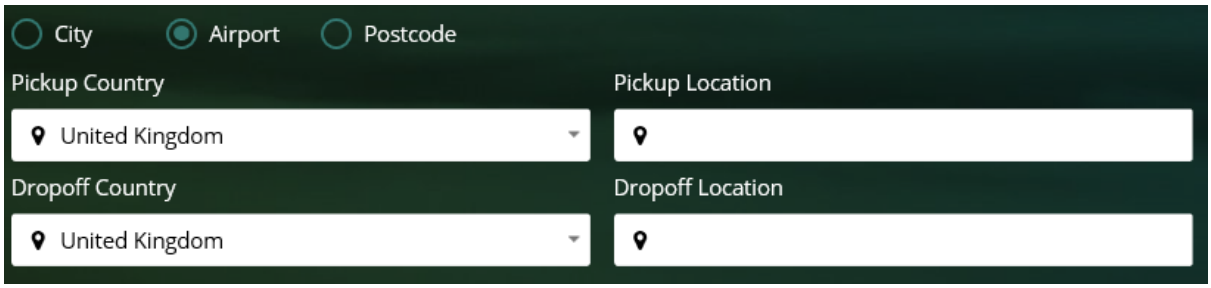
City

When searching by City, both a city and location must be selected



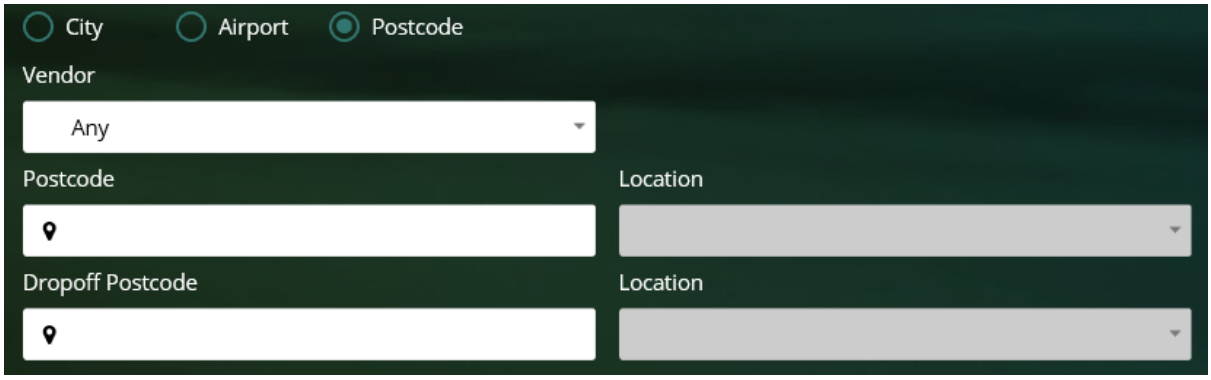
Airport

When searching by airport, both a country and location must be selected



Postcode

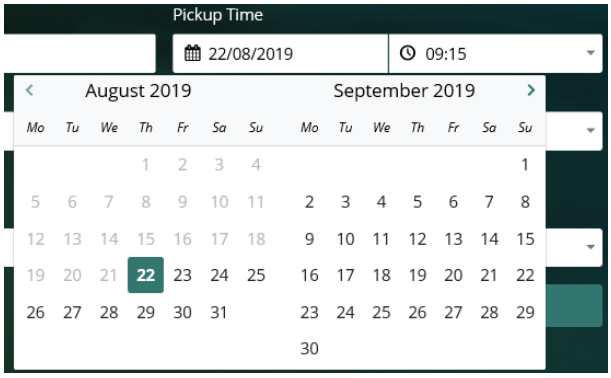
When searching by postcode, both a postcode and location must be selected



Dates and time of travel

Next, enter the date and time the vehicle will be collected and dropped off.

You can do this by typing in a date (DD/MM/YY), or by clicking the icon next to the date and selecting a day from the calendar.



To select a time, you can type choose from the drop down list. Times are shown in 15 minute increments.

Lightning will default the departure date to the current date.

Please remember to double-check this when making a booking, as fees may be incurred for cancellations or amendments.

Preferred company

If you know which supplier you will be using, you can select it from the 'Vendor' drop-down menu..

This will filter results to the selected supplier.

The default selection is 'Any', which will return results from all suppliers (where available).

Please note we can only book with Avis, Hertz or Europcar currently.

Car class

Particular classes of vehicle can be selected from the drop-down menu.

This will filter results for the selected car class.

The default selection is 'Any', which will return all vehicle classes (where available).

Car type

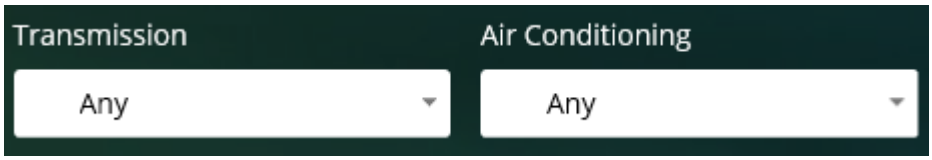
If you have any preference for the type of vehicle, you can select it from the drop-down menu.

This will filter results for the selected car type.

The default selection is ‘Any’, which will return all vehicle types (where available).

Additional vehicle options

The final options you can select include the type of transmission and whether the vehicle has air conditioning available.

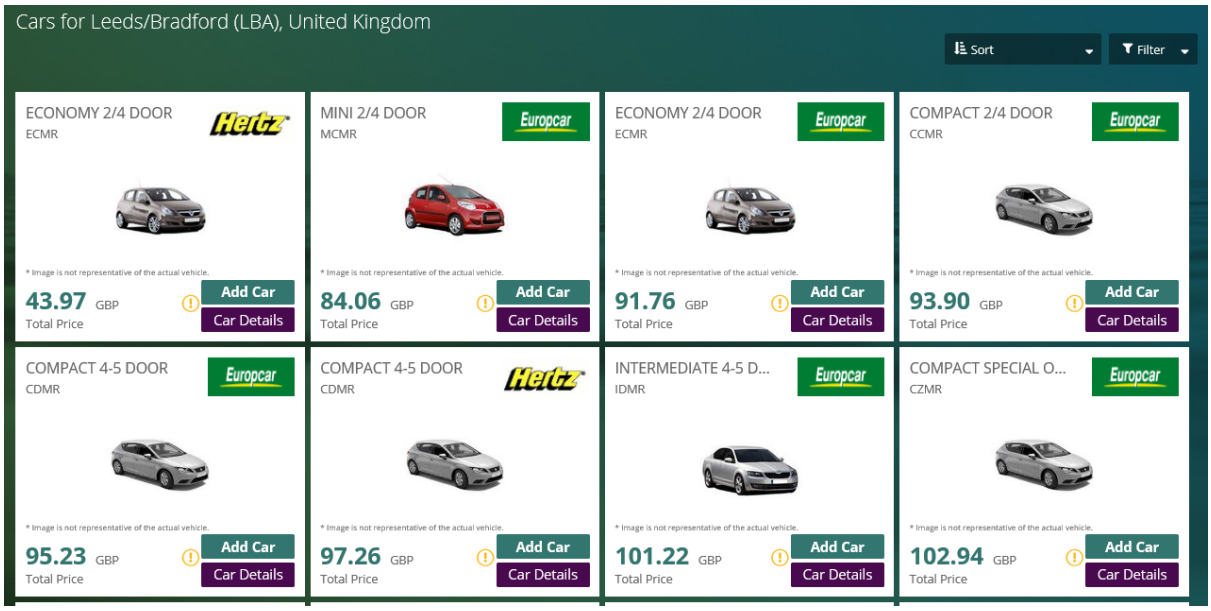


This will filter results based on your selection(s).

The default selection is ‘Any’, which will return all transmission types and/or vehicles with air conditioning.

Rates

You will then see the results of your search.



The terms and conditions for each car hire company, plus what is included in the booking can be viewed by pressing the *Car Details* link.

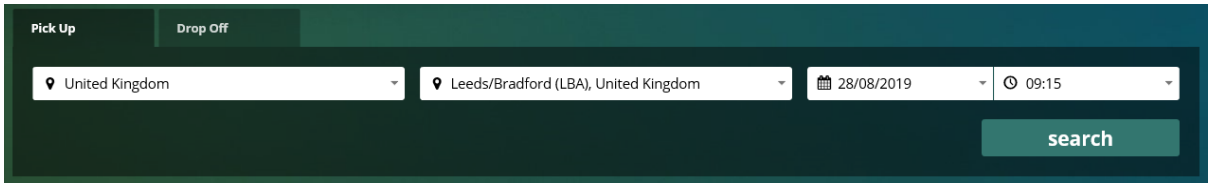
Additional fees and insurance information

It's advisable to review the terms before moving on, as they contain important information on any additional fees, insurance inclusions or restrictions applicable to the booking.

You can select a car by selecting '*Add car'.*

Amending your search criteria

You can re-search car hire from the results page. You can re-search both the Pickup and Drop off information if required, including the dates and times for both



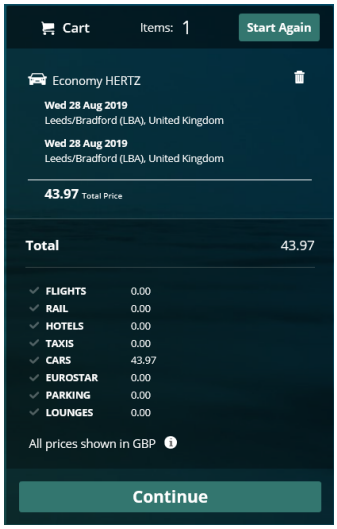
Continuing with the booking

When your car choice has been selected, the journey will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.

The cart has a summary at the bottom showing you how much each travel type that is in your cart is.

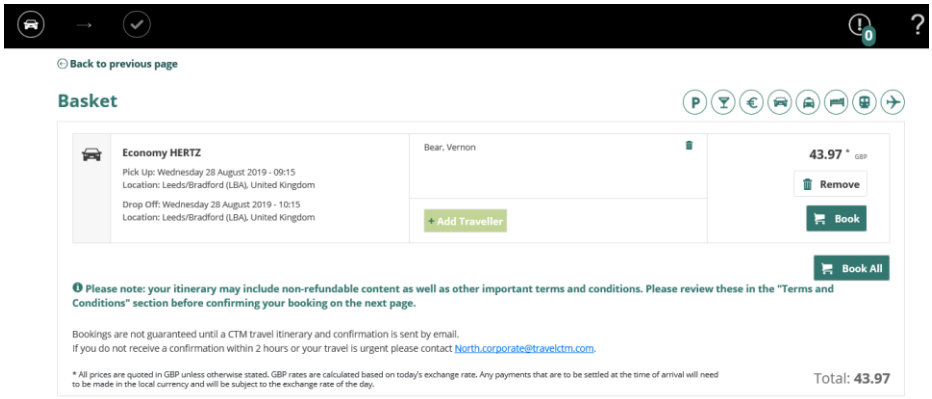
To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

If you log out of the system or select 'start again' from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your journey to your cart you will be taken to your baskets page.
You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right-hand side



When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting *Book* takes you to the Booking Information page.

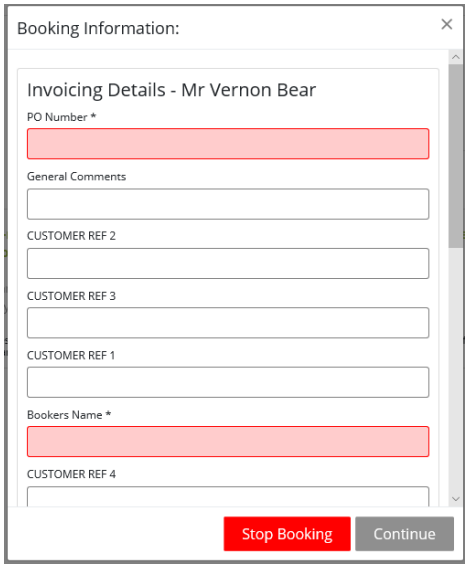
Billing and contact information

You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.



Double check your information before pressing *Continue*.

As car hire companies have age restrictions, you will be required to specify the date of birth of the hirer.
You will also need to fill out a contact phone number and email address for the hirer.

If you have filled in the “Preferences” section of “User Admin”, these fields with auto-populate with the values specified.

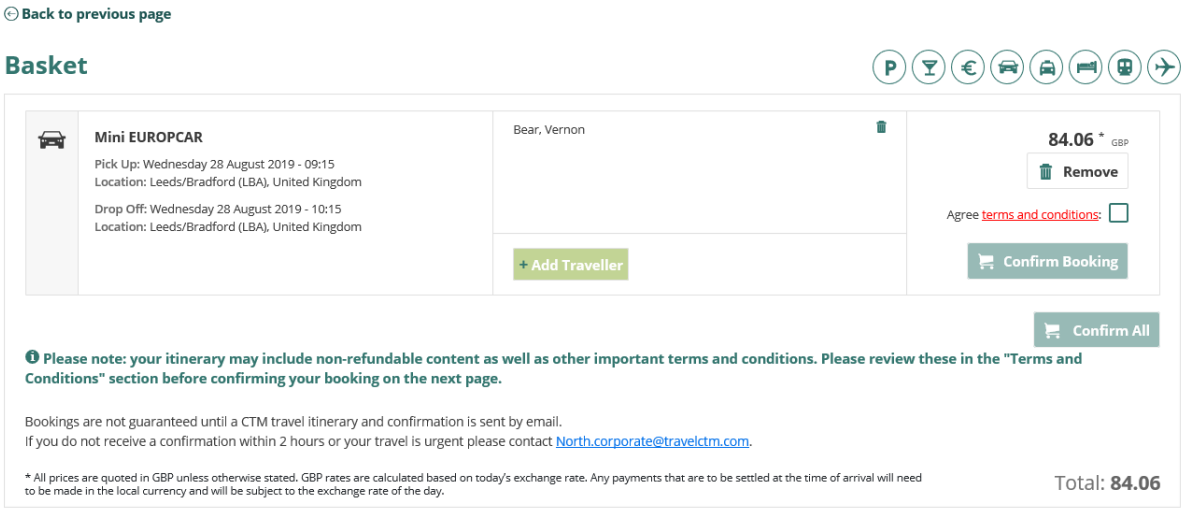
Contact information

When filling out contact information, please ensure this information is accurate. The car hire supplier will use this information in the event of an issue with the booking.

Press *Continue* to proceed to the confirmation stage.

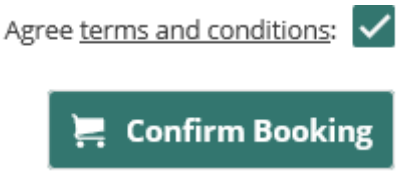
Confirming the booking

You will then see the basket again. The ‘Book’ column will now have changed to ‘Confirm Booking’



The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.

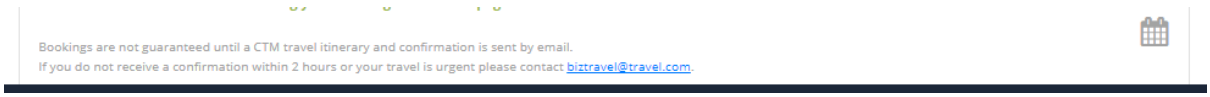
Click the link to view the terms and conditions.



A box will then appear the terms and conditions of your purchase (click the blue underlined link to open them).
After opening the terms and conditions, the Confirm Booking button will now be highlighted.
Once Confirm Booking has been selected, this decision cannot be reversed.

Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



An email confirmation will be sent to you and any other email address specified and a record of the booking is also accessible from My Bookings link should it be required later.

How do I amend/cancel my booking?

I want to change some details

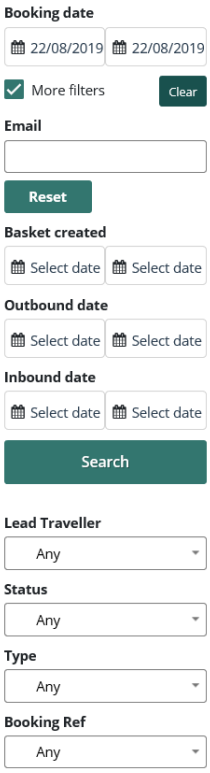
Changes can only be processed by the relevant team at CTM. Please email CTM using the contact details below for them to advise if the amendment you require can be actioned.

I want to cancel my booking

Most car hire bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy of the supplier.** CTM cannot be held liable for any charges made as a result of cancellation.

When logged in, click the *My Bookings* link. Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing *Search.*

More filter options can be found under *More filters*

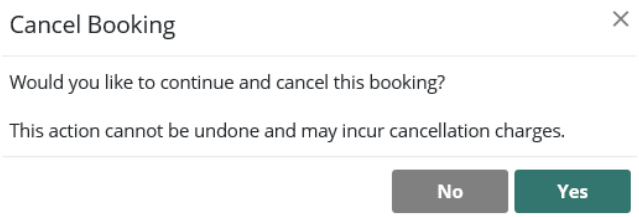


Once you have found your booking, click into it. A summary of your booking will then be shown on screen

Select *Additional Info* and the full details of the booking will be displayed on screen.

Select *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press '*Yes*' to proceed.



A pop-up window will appear confirming the cancellation.

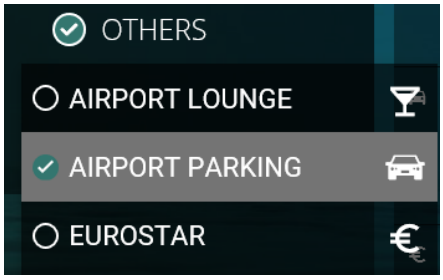
Once the cancellation has been processed, you will see the booking as “Cancelled” in the “Booking Status” column in your Baskets Manager.

Contacts

Crown – **North.air@travelctm.com**
Corporate – **North.corporate@travelctm.com**
Scottish Government – **North.gov.scot@travelctm.com**

Parking

To book a parking space at an airport, click the Airport Parking button from the Others dropdown. The Parking Search form will then appear, prompting for the journey details.

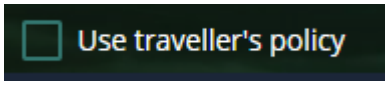


Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

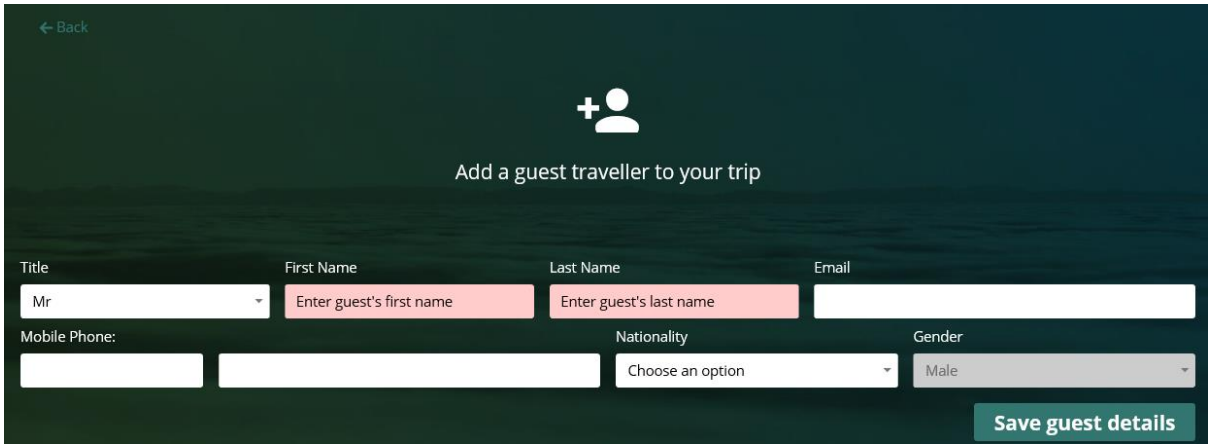
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname.



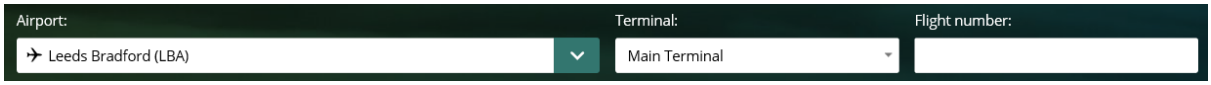
Any name can be removed from the traveller field by selecting the cross.

If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only make 1 booking for yourself.

Select an airport

Enter the details of the airport where your reservation will apply. You can choose an airport by typing in the name or Airport code (for Example LBA for Leeds Bradford Airport) or by selecting from the drop down list.

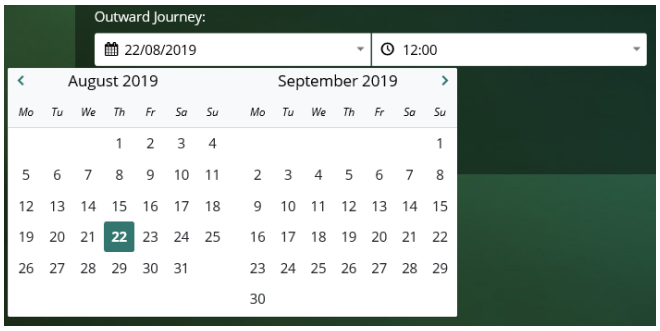
You will need to specify an airport name, terminal and flight number.



Dates and times

Next, enter the date of when your reservation should apply.

You can enter the date by typing it (DD/MM/YY), or by clicking the calendar icon.



Times can be selected in 15 minute increments.

Remember to also enter the date and time of your return journey.

Lightning **will default the departure date to the current date**.

Remember to double-check this when making a booking, as fees can be incurred for cancellations or amendments.

Rates

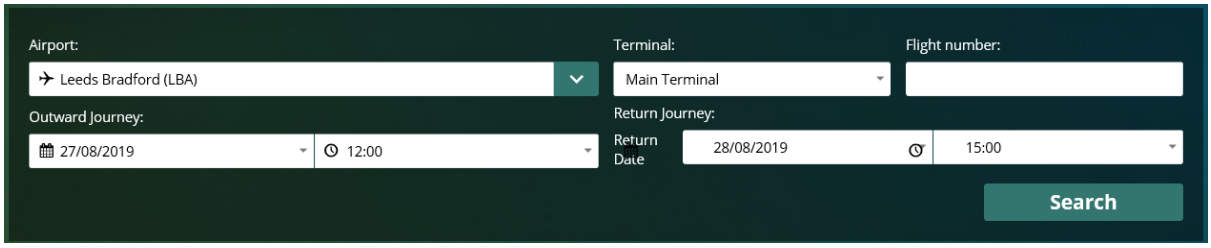
You will then see the results of your search

The terms and conditions for each parking provider, plus what is included in the booking can be viewed by pressing the *Show Additional Information* link.

A map can be viewed by selecting the Map icon.

Amending your search criteria

You can re-search car parking from the results page. You can re-search information such as the date and time

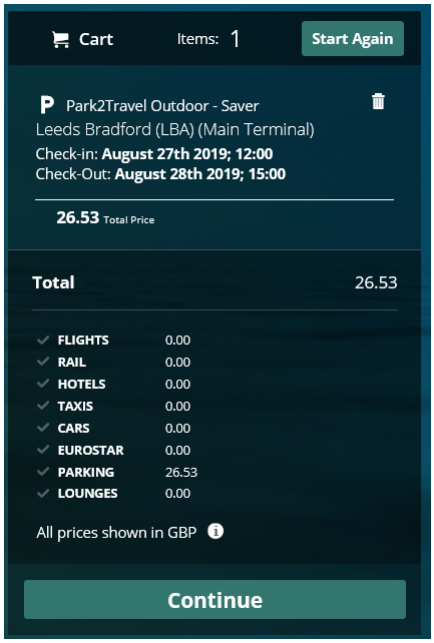


Continuing with the booking

When your car park choice has been selected, the journey will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.

To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

If you log out of the system or select 'start again' from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your choice to your cart you will be taken to your baskets page.

You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket

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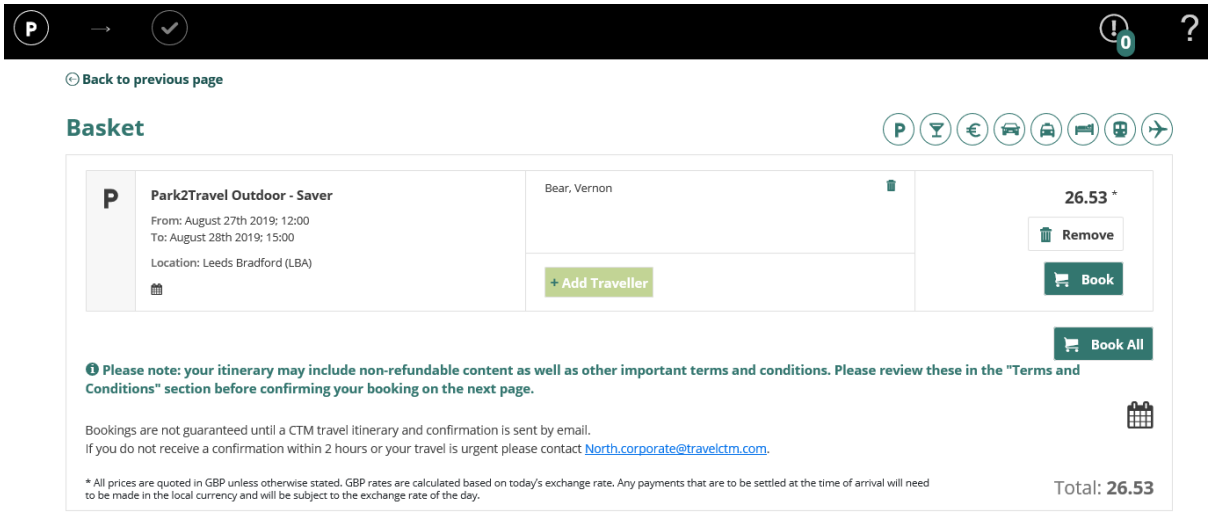


When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting *Book* takes you to the Booking Information page.

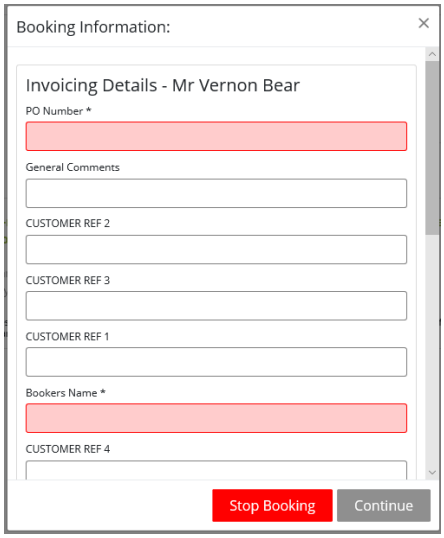
Billing details

You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.



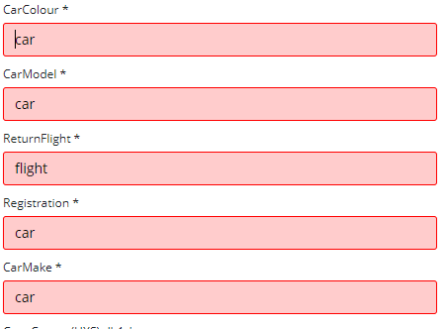
Double check your information before pressing *Continue*.

If you have filled in the “Preferences” section of “User Admin”, these fields with auto-populate with the values specified.

Extra options

You will be required to provide details on your vehicle and return flight number.

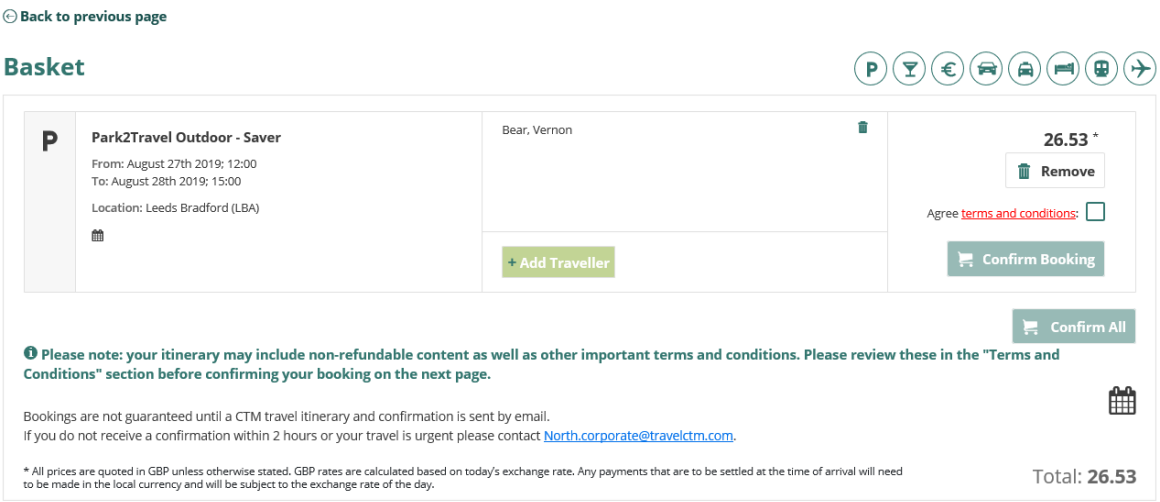
All fields in this section are mandatory.



Press *Continue* to proceed to the confirmation stage.

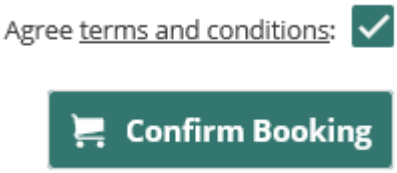
Confirming the booking

You will then see the basket again. The ‘Book’ column will now have changed to ‘Confirm Booking’



The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.

Click the links to view the terms and conditions.



After opening the terms and conditions, the Confirm Booking button will now be highlighted. Once Confirm Booking has been selected, this decision cannot be reversed.

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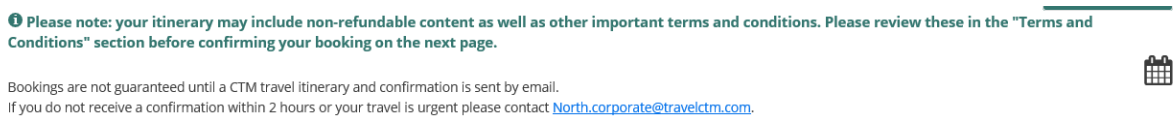
Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



An email confirmation will be sent to you and any other email address specified and a record of the booking is also accessible from My Bookings link should it be required later.

How do I amend/cancel my booking?

I want to change some details

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I want to cancel my booking

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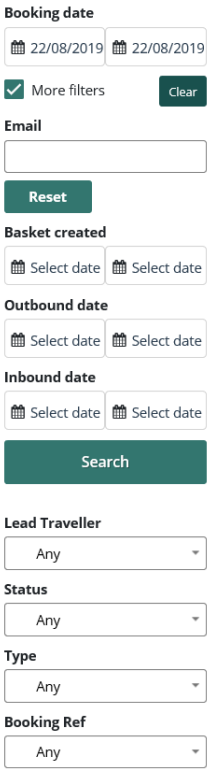
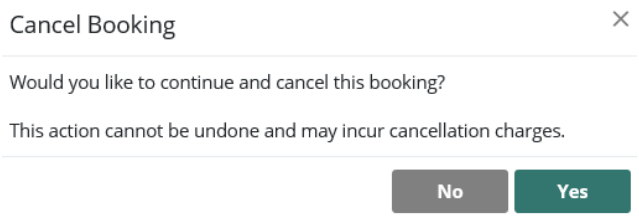


Once you have found your booking, click into it. A summary of your booking will then be shown on screen.

Select *Additional Info* and the full details of the booking will be displayed on screen.

Select *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press '*Yes*' to proceed.



A pop-up window will appear confirming the cancellation.

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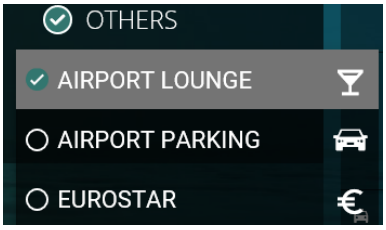
Contacts

Crown – **North.air@travelctm.com**
Corporate – **North.corporate@travelctm.com**
Scottish Government – **North.gov.scot@travelctm.com**

Lounge

To book an airport lounge, click the *Airport Lounge* button from the O*thers* dropdown. The *Lounge Search* form will then appear, prompting for the journey details.

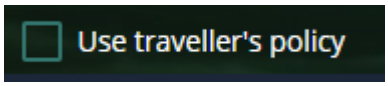


Passengers and traveller details

Your first step is to tell Lightning who you would like to make the booking for. You will be presented with a field that requests the identity of the traveller. You will see up to three options (depending on your account type):

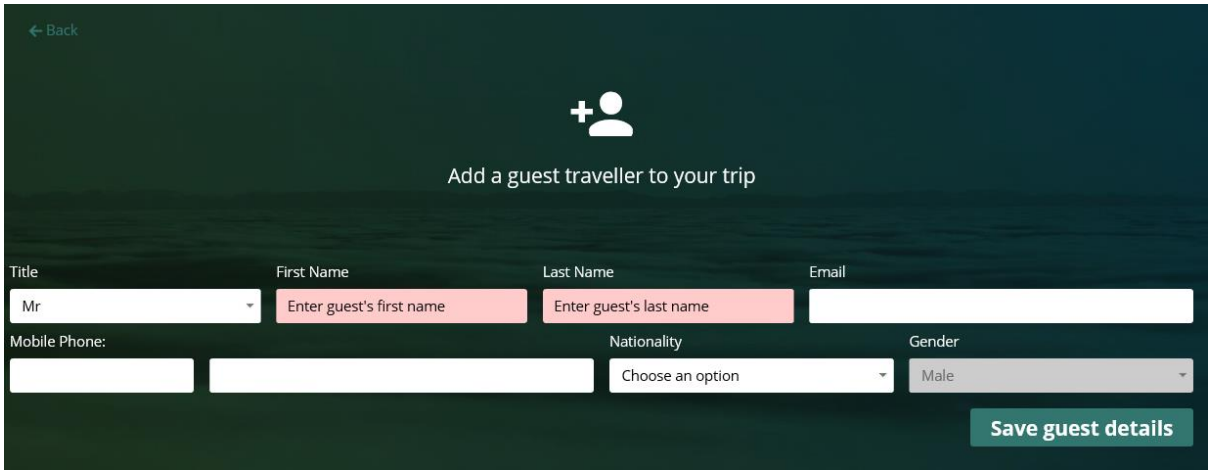
Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Selecting the 'Use Traveller's policy' option when searching a user will pull that user's policies through to the booking process.



Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname.



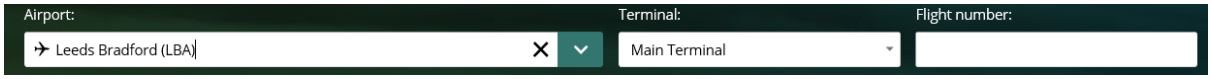
Any name can be removed from the traveller field by selecting the cross.

If your organisation has requested that your profile is set up as a self-book user, the traveler box will be auto populated with your details and you will be unable to remove or change this, as you can only make 1 booking for yourself.

Select an airport

Enter the details of the airport where your reservation will apply. You can choose an airport by typing in the name or Airport code (for Example LBA for Leeds Bradford Airport) or by selecting from the drop down list.

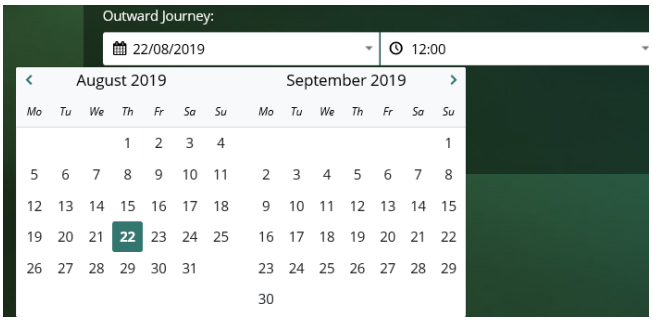
You will need to specify an airport name, terminal and flight number.



Dates and times

Next, enter the date of when your reservation should apply.

You can enter the date by typing it (DD/MM/YY), or by clicking the calendar icon.



Times can be selected in 15 minute increments.

Lightning **will default the departure date to the current date**.

Remember to double-check this when making a booking, as fees can be incurred for cancellations or amendments.

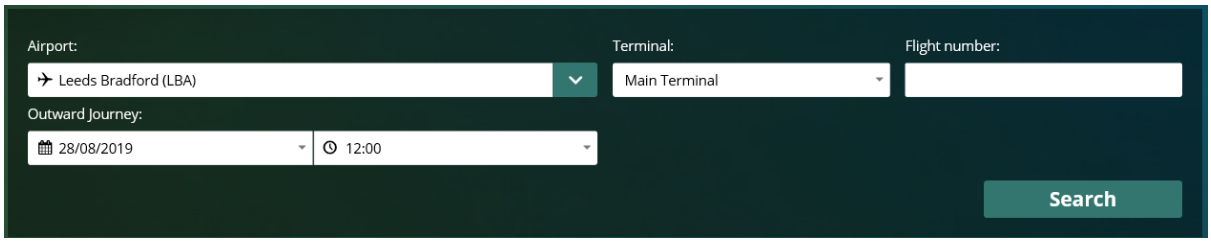
Rates

You will then see the results of your search

The terms and conditions for each Lounge, can be viewed by pressing the *Show Additional Information* link.

Amending your search criteria

You can re-search airport lounges from the results page. You can re-search information such as the date and time the booking is required for

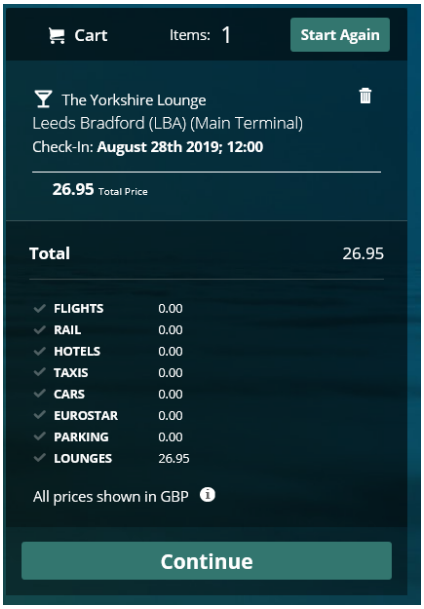


Continuing with the booking

When your lounge choice has been selected, the booking will show in your cart on the right-hand side of the results page. The cart will show your unbooked bookings.

To delete something from your cart simply select the Dustbin icon alongside that itinerary. To continue with the items in your cart select Continue.

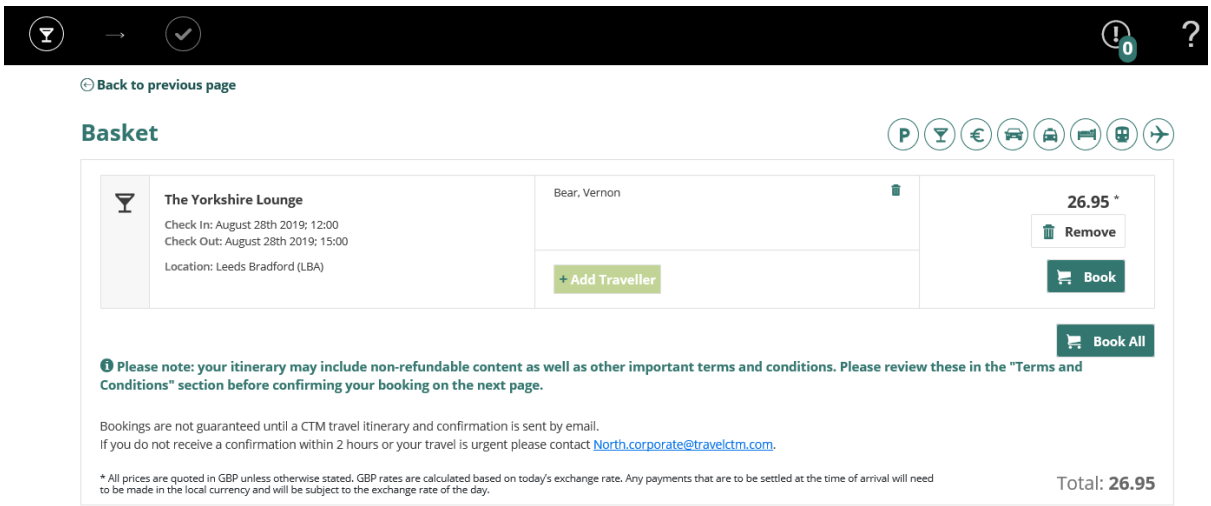
If you log out of the system or select ‘start again’ from your cart, then the unbooked baskets will be removed from your cart.



When continue is selected after you have added your choice to your cart you will be taken to your baskets page.

You will be shown a summary of your journey details, you are given the option to Remove or Book the item(s) that are in your basket

When you are in your basket if you decide you want to make another booking (can be same travel type or any other travel type you have enabled) you can do this by selecting the icon of your required travel from the top right hand side



When a travel icon is selected you will be taken to the search page for you to continue with the booking in the normal way. When you get to your basket your first itinerary will be there and any additional travel types you have just searched for and added.

Selecting *Book* takes you to the Booking Information page.

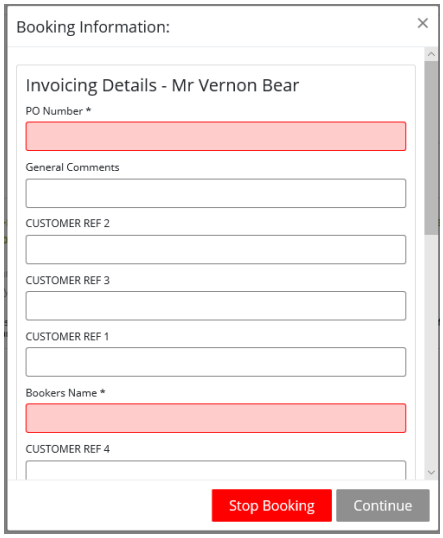
Billing details

You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.

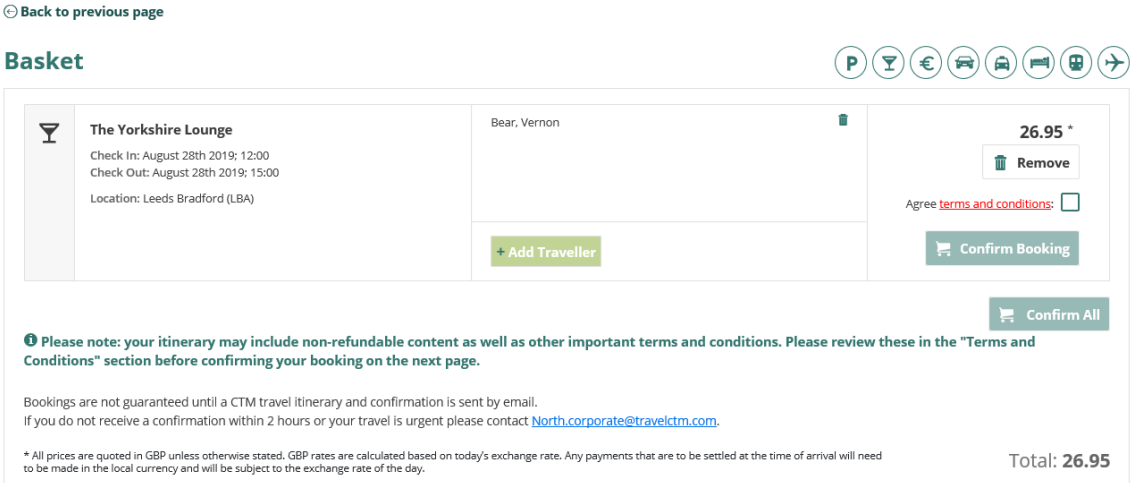


Double check your information before pressing *Continue*.

If you have filled in the “Preferences” section of “User Admin”, these fields with auto-populate with the values specified.

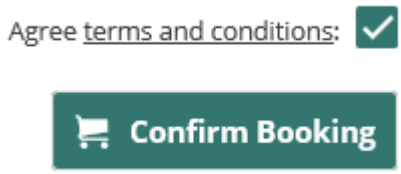
Confirming the booking

You will then see the basket again. The ‘Book’ column will now have changed to ‘Confirm Booking’



The Confirm Booking button will be greyed out until you have read the terms and conditions of your purchase.

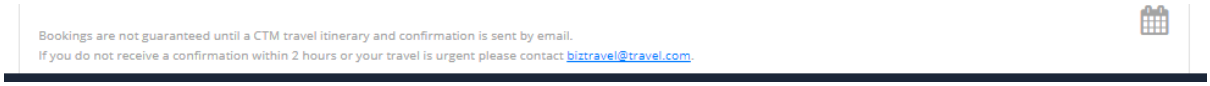
Click the links to view the terms and conditions.



After opening the terms and conditions, the Confirm Booking button will now be highlighted.
Once Confirm Booking has been selected, this decision cannot be reversed.

Once fully completed, the Confirm Booking will disappear and be replaced with your reference number.

Users can download their bookings from the itinerary page to their Gmail or Outlook calendar by selecting the Calendar icon below their booking.



An email confirmation will be sent to you and any other email address specified and a record of the booking is also accessible from My Bookings link should it be required later.

How do I amend/cancel my booking?

I want to change some details

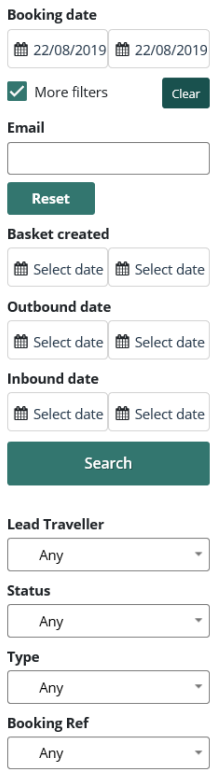
Changes can only be processed by the relevant team at CTM. Please email CTM using the contact details below for them to advise if the amendment you require can be actioned.

I want to cancel my booking

Most airport lounge bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy of the supplier.** CTM cannot be held liable for any charges made as a result of cancellation.

When logged in, click the *My Bookings* link. Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing *Search.*

More filter options can be found under *More filters*

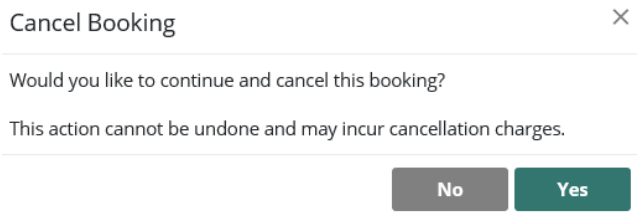


Once you have found your booking, click into it. A summary of your booking will then be shown on screen.

Select *Additional Info* and the full details of the booking will be displayed on screen.

Select *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press '*Yes*' to proceed.



A pop-up window will appear confirming the cancellation.

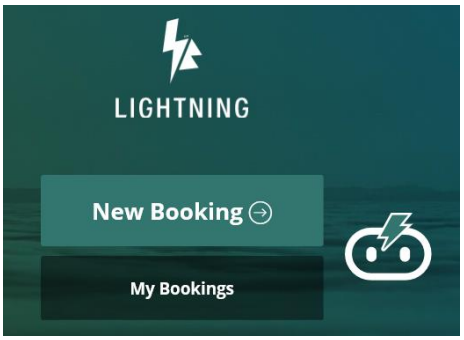
Once the cancellation has been processed, you will see the booking as "Cancelled" in the "Booking Status" column in your Baskets Manager.

Contacts

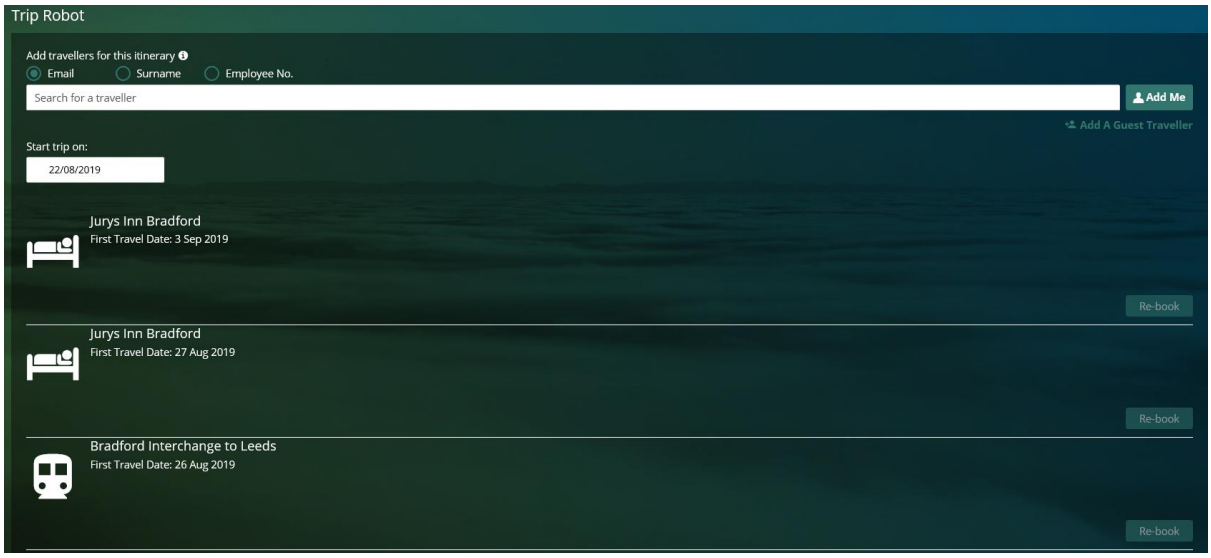
Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com

Trip robot

The Trip Robot sits alongside the New Booking and My Bookings buttons. This will only show if your company has asked for this enabling for all users.



Select Trip Robot, all your previously confirmed bookings will show on screen including the date it was originally booked for.



Please be advised that only single passenger bookings can be re-booked from Trip Robot.

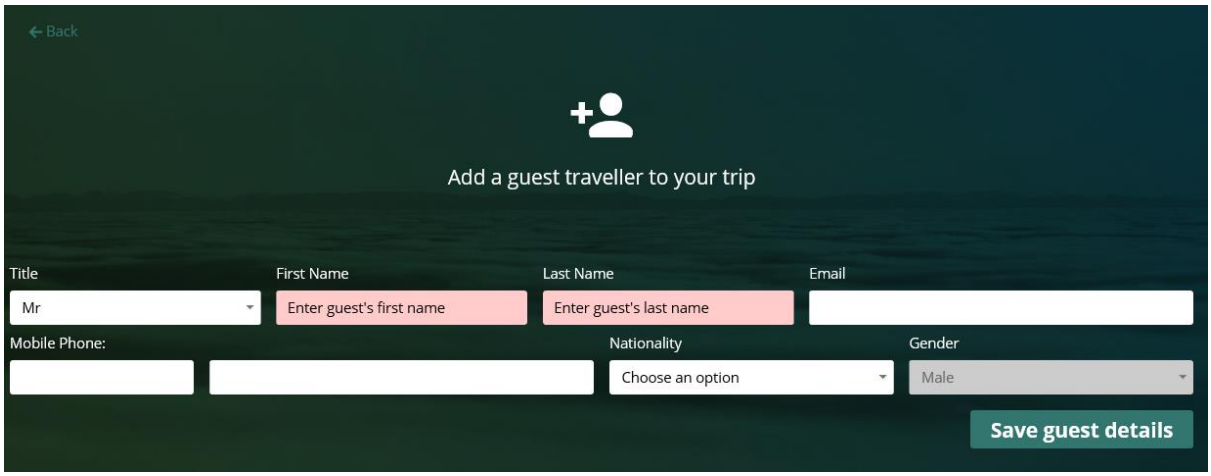
Passengers and traveller details

You will be presented with a field that requests the identity of the traveller. You will see three options (depending on your account type):

Search for a traveller – For bookings where the traveller has an account registered on Lightning. Enter the travellers email address, surname or employee number into the box, auto populate will bring up all options within your company which fit the criteria you have entered.

Add Me – This will enter your own details.

Add Guest – For bookings where the traveller is not registered to use Lightning, details are entered manually. When filling out this section, you only need to specify a title, first name and surname. Nationality and gender only apply for flights.

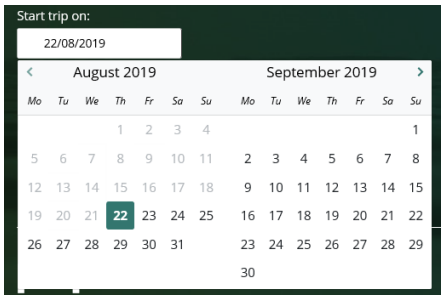


Any name can be removed from the traveller field by selecting the cross.

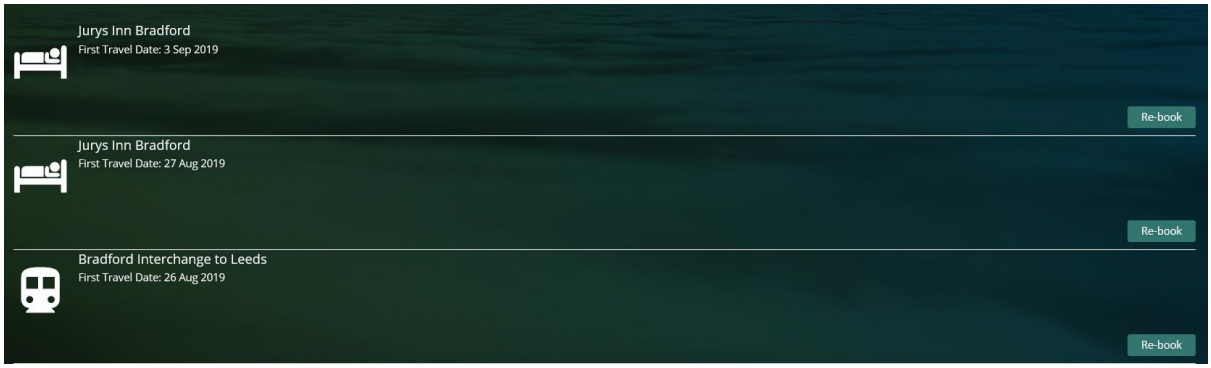
Date of travel

You are then required to enter a date when you would like to travel/make the booking for.

Select a date, you can do this by typing in a date (DD/MM/YY), or by clicking into the date box and selecting a date.



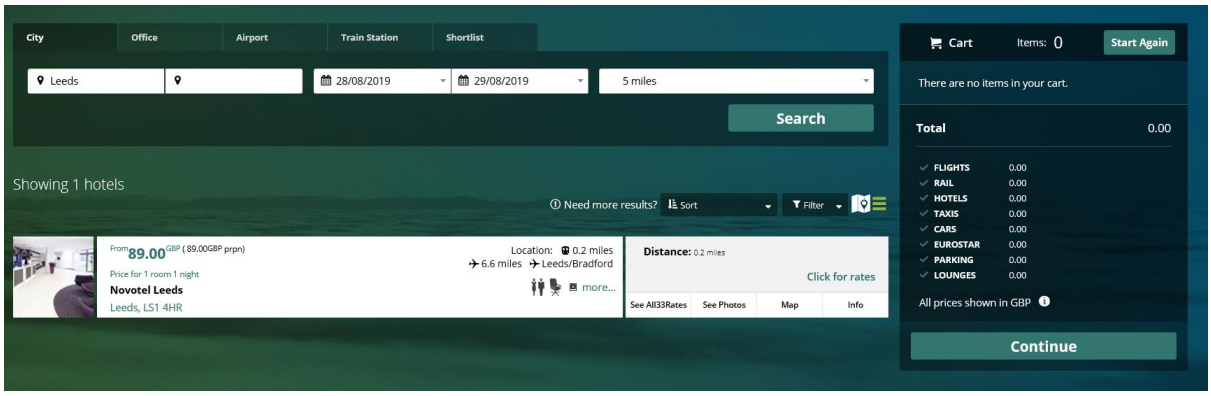
Once the traveller name and date has been entered the *Re-Book* buttons next to each itinerary that are available to rebook is highlighted



Itinerary

From your list of previously confirmed booking shown onscreen, select *Re-Book* on the itinerary you would like to book again. In this example I have chosen to rebook a room at the Jurys Inn Bradford.

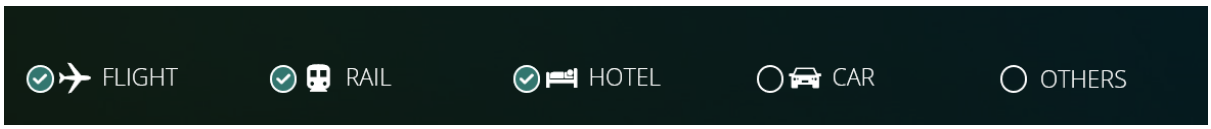
Your results will then be returned relevant to the details you entered within the Trip Robot page



Your booking can then be continued as normal as per each travel type sections previously explained in this document.

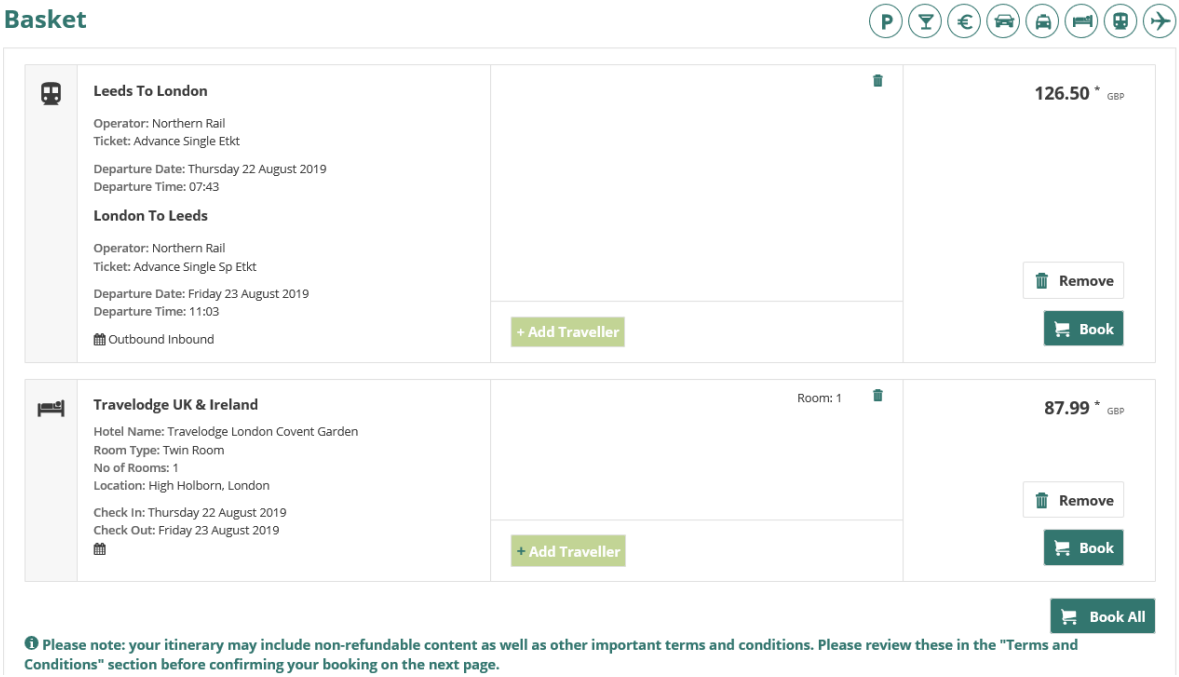
Booking more than one travel type?

You can book more than one travel type at once on Lightning, by simply selecting in the circle next to all the travel types required

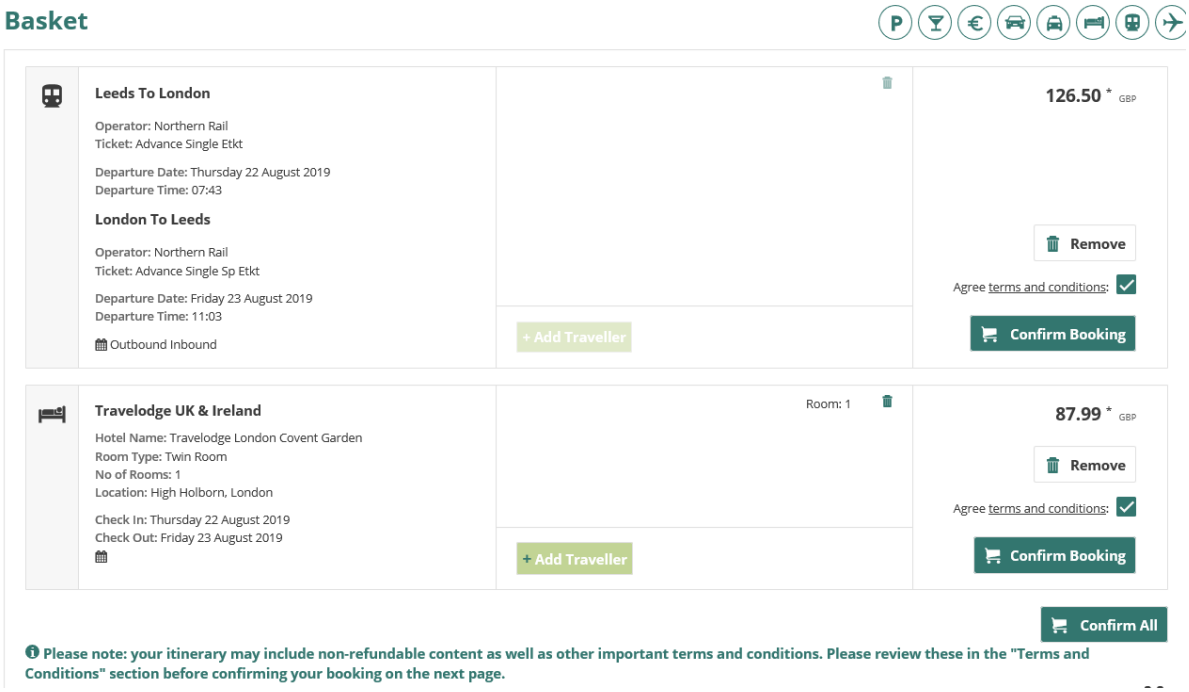


You will be presented with each search screen and results page one by one for you to search for and choose your required option.

When in the basket the user will be given the option to Book all

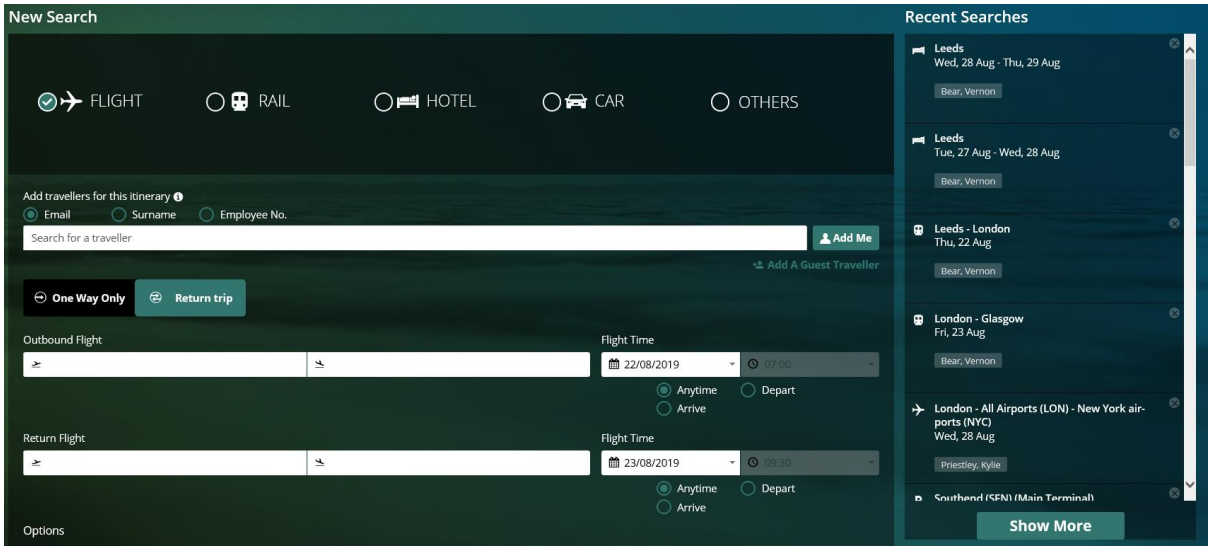


When selected the booking informing pages for each travel types will appear, when all information is entered, and all fields are complete the button will change to Confirm all



Recent searches

When New Booking is selected you are presented with the search screen but also a Recent Searches column. All your previous searches will be shown here



If you would like to research using the same itinerary, simple click on that particular recent search. From there the search will be performed and you will be taken straight to the results page.

If you do not want to see one of your searches in the recent searches list you can select the cross at the right hand side of the itinerary and this will no longer appear.

Lightning Quick Prompt Guides

The next few pages contain one-page 'quick' guides designed to help you when you are short of time, or already have some experience with the Lightning booking tool and would just like a reminder on the key points.
Relevant contacts for each type of booking are also listed for your convenience.

Rail

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the train icon
3. Enter the traveller's details (your booking, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter your journey details and select 'apply railcard' if you have one; click *search*
5. Select a fare and time of travel by clicking a circle; click *Continue* and then *Book*
6. Select seating preferences if applicable (reservations are mandatory with Advance Single tickets; if you are unable to reserve a seat, that fare is sold out)
7. Enter your billing information and select how you want to collect the ticket – <u>you cannot amend these details once confirmed</u>
8. Check your booking information before clicking *Confirm*; read and accept the terms and conditions

Amending the booking

It is not possible to amend a booking once confirmed. You may however be able to obtain a refund, or exchange your booking for a future purchase depending on the ticket you bought. Regardless of whether it is a refund or exchange, <u>administration charges apply</u>.

Off peak/anytime

Valid for travel at alternative times (and sometimes dates), so you may not need to rebook.
If you would like a refund and have the tickets, post them back to CTM (address below).
Otherwise, leave them uncollected and they will be refunded automatically.

Advance single

Not valid for alternative times and non-refundable.
To exchange, a new ticket for the exact same stations must be purchased before the original time of travel.
Post the original tickets and a completed Rail Exchange Form to CTM, or email the form if you do not have the tickets yet.

Contacts

- Corporate Travel Management (North of England), Shire House, 2 Humboldt Street, Bradford, BD1 5HQ
- Crown – **North.rail@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650

Hotels

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the Hotel icon
3. Enter the guest's details (your reservation, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of where and when you would like to stay, the number of rooms and click *Search*
5. Click the small plus icon next to a hotel; select *Click for rates* then *Info*, check *Full Rate Information* then *Select rate* and *Add to Basket*
6. Enter your billing information and click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions

Amending the booking

Some date amendments can be performed online through Lightning. **Before amending your booking, please familiarise yourself with the cancellation policy of the hotel.** CTM cannot be held liable for any charges made as a result of amendments.
You are able to increase the number of nights or decrease the number of nights on a booking, where available.
Online amendments are only available on certain hotel rates and certain hotel chains. Any one booking can only be amended online once.
Contact CTM if you wish to make any other amendments (contacts below).
Please note certain amendments are not possible, e.g. the inclusion of breakfast when a rate does not specifically include it.

Cancelling a booking

Most hotel bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy of the hotel**. CTM cannot be held liable for any charges made as a result of cancellation.
If you get a message saying you can't cancel online, you will need to contact our hotels team so they can process it manually.

Contacts

- Crown – **North.hotels@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650
- Groups (9+) – **North.groups@travelctm.com** – 01274 726424

Flights

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the plane icon
3. Enter the traveller's details (your flight, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of where you are going from and to, dates, time range; click *search*
5. Click a fare you want (selecting a return too if applicable), then *Continue* and then *Book*
6. Enter your billing information, passport information (recommended if flying outside of the UK, but not mandatory) and any other requirements; click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking

Contact CTM if you wish to make any amendments (contacts below).
Certain amendments are possible depending on ticket type and airline(s). Charges may apply.

Cancelling a booking

Most flights can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the conditions of your ticket**. CTM cannot be held liable for any charges made as a result of cancellation.

Contacts

- Crown – **North.air@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650

Eurostar

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the Eurostar icon from the Others drop-down
3. Enter the traveller's details (your ticket, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of where you are going from and to, dates, time range; click *search*
5. Click a fare you want (selecting a return too if applicable), then *Continue* and then *Book*
6. Enter your billing information and any other requirements; click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking

Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking

Cancellations cannot be actioned through Lightning, in order to cancel a booking, if possible, please contact the relevant team from the contacts below.

Contacts

- Crown – **North.air@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650

Taxis

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the taxi icon from the Others dropdown
3. Enter the traveller's details (your reservation, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of where you are going from and to; click *search*
5. Click a rate you want, then *Continue* and then *Book*
6. Enter your billing information and any driver instructions; click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions of the purchase

Amending the booking

CTM cannot make any alterations to your booking; all amendments must be processed by Cabfind (CTM's taxi supplier) directly.

Amending the Time

Call 01274 726424 and select option 7. Quote the Cabfind reference number on your confirmation.

Amending the Date or destination

You will need to cancel the booking and re-book. Cancellations can be made by retrieving your booking in your Lighting *My Bookings* tab

Cancelling a booking

Taxi bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy**. CTM cannot be held liable for any charges made as a result of cancellation.

If you get a message saying you can't cancel online, you will need to contact the relevant department at CTM so they can process it manually.

Contacts

- Cabfind – 01274 726424, option 7 (alternate number: 08001 488556)
- Crown – **North.air@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650

Car Hire

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the car icon
3. Enter the traveller's details (your reservation, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of where you are picking up and dropping off the car, dates and times; click *Search*
5. Click a rate you want, then *Continue* and then *Book*
6. Enter your billing information; click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking

Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking

Bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy**. CTM cannot be held liable for any charges made as a result of cancellation.
If you get a message saying you can't cancel online, you will need to contact the relevant department at CTM so they can process it manually

Contacts

- Crown – **North.air@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650

Parking

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the Airport Parking icon from the Others dropdown
3. Enter the traveller's details (your reservation, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of the airport, dates and times of your reservation; click *Search*
5. Click a rate you want, then *Continue* and then *Book*
6. Enter your billing information; click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking

Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking

Bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy**. CTM cannot be held liable for any charges made as a result of cancellation.
If you get a message saying you can't cancel online, you will need to contact the relevant department at CTM so they can process it manually.

Contacts

- Crown – **North.air@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650

Lounge

Making a booking

1. Log in to Lightning
2. Select *New Booking* and click the Airport Lounge icon from the Others dropdown
3. Enter the traveller's details (your reservation, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
4. Enter the details of the airport, dates and times of your reservation; click *Search*
5. Click a rate you want, then *Continue* and then *Book*
6. Enter your billing information; click *Continue*
7. Check your booking information before clicking *Confirm*; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking

Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking

Bookings can be cancelled online through Lightning. **Before cancelling your booking, please familiarise yourself with the cancellation policy**. CTM cannot be held liable for any charges made as a result of cancellation.
If you get a message saying you can't cancel online, you will need to contact the relevant department at CTM so they can process it manually.

Contacts

- Crown – **North.air@travelctm.com** – 01274 726424
- Corporate – **North.corporate@travelctm.com** – 03300 082000
- Scottish Government – **North.gov.scot@travelctm.com** – 01274 760650