Agenda

- Collegiate Travel Planners Introduction
- About CTP
- Smart Portal & Concur
- CTP Booking Methods
- CTP Fee Structure
- Contact Information
Higher Education Centric

About Collegiate Travel Planners, Inc
With over 30 years’ experience servicing higher education group movements, the CTP team manages travel for more than 135 higher education institutions. This university focused service team maintains high-touch personal service backed by the resources and scale of a global travel leader.

About Corporate Travel Management
In 2020, CTP joined the Corporate Travel Management (CTM) family. With sales of $6.46B annually, CTM is an award-winning global provider of innovative and cost-effective travel solutions spanning corporate, events, leisure, loyalty and wholesale travel. The company’s proven business strategy is underpinned by personalized service excellence supported by market-leading technology solutions which deliver a return-on-investment to our clients and support high-touch service to the higher education sector.
Why Use CTP?

**Superior Service**
- Higher-Ed travel agents – individual & groups
- Customized online booking tool
- 24/7 phone service
- Dedicated Account Manager

**Cost Savings**
- Proprietary discount air, car, hotel agreements
- Lowest fare guarantee
- Fare Justifications
- Unused ticket management
- Waivers & Favors

**Time Savings**
- One stop shop
- Loyalty rewards & payment in profile
- Set-up assistants
- Concur Mobile App
- Itineraries/invoices in one location

**Reporting**
- Agent & Online reservations flow to back office
- Report but also analyze – quarterly business reviews
- Monitor Key Performance Indicators to drive strategies

**Traveler Safety**
- Complimentary online support desk
- After Hours Support
- Duty of Care
- Traveler Tracking Map

We understand the difficulty of choosing a travel management company that is right for your business and with the multitude of different agencies out there, it is only natural to ask “why should we choose you?”
CTP Staffing Update

Agent Staffing increase since 2/1/22

Due to the Covid-19 pandemic and the lack of travel volume for the last 18+ months, CTP had to reduce staffing- bringing University Agent staff down to 8 total agents and Group Travel Agents down to 4. CTP has now increased staffing back to 25 University Agents & 15 Group Travel Agents.

Email & Phone Response Time

With the increased staffing, CTP has improved OSU call hold times and email response times week-over-week for the last 2 months.

CTP Account Manager

Oregon State has a dedicated account manager for all inquiries & issues.

Travel Program Optimization

OSU Travel Office works closely with CTP Account Manager to identify areas for increased efficiencies & streamlining opportunities.

Reporting

Travel reporting access for OSU Travel Office for insights and analysis.
Access Concur Travel – Login to myoregonstate.edu, enabling SSO to Concur
Access SMART Portal

Welcome to Concur Travel and Expense

*For airfare estimates click here to access Fare Forecaster*
Welcome to the CTM/CTP Portal Dashboard!

From the dashboard you will be able to customize your access to travel tools and information, such as Concur, Fare Forecaster, Upcoming Trips and more.

CTM AGENCY CONTACTS

**TRAVEL TEAM**

<table>
<thead>
<tr>
<th>Hours:</th>
<th>Mon-Fri, 8am-6pm PT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>1-844-529-5854</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:universitytravel@travectm.com">universitytravel@travectm.com</a></td>
</tr>
</tbody>
</table>

**ONLINE SUPPORT**

<table>
<thead>
<tr>
<th>Hours:</th>
<th>Mon-Fri, 7:30am-8pm CT</th>
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</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>1-877-208-1395</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:na.online@travectm.com">na.online@travectm.com</a></td>
</tr>
</tbody>
</table>

**AFTER HOURS**

For service outside of business hours, domestic travelers dial 1-844-529-5854.
## SMART Portal: Pre-Trip Information – Airline Policy

### AIRLINE HEALTH & SAFETY

<table>
<thead>
<tr>
<th>Airline</th>
<th>Mask Required</th>
<th>Temperature Scan</th>
<th>Certification Required</th>
<th>Enhanced Cleaning</th>
<th>Limited Food Service</th>
<th>HEPA Filters Used</th>
<th>Middle Seat Blocked</th>
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<tr>
<td>Aegean Airlines</td>
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<tr>
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<tr>
<td>Aer Lingus</td>
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<td>✓</td>
<td>✗</td>
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<tr>
<td>Aeroflot</td>
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<tr>
<td>Aerolíneas Argentinas</td>
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<td>✗</td>
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SMART Portal: Pre-Trip Information – Travel Requirements

**TRAVEL REQUIREMENTS**

- Passport: USA
- **COVID-19 Vaccinated**
- Round Trip: No Connections

Where from?
Where to?

Depart: Mon May 16
Return: Mon May 23

See restrictions

powered by sherpa
SMART Portal: Pre-Trip Information – Fare Forecaster

### FARE FORECASTER

- **Trip Type**: One Way, Round Trip
- **# of Stops**: Any, Direct, 1 Stop, 2 Stops
- **Preferred Airlines**: [Select Airline]
- **Flying From**: [City or Airport]
- **Flying To**: [City or Airport]
- **Departing**
  - [Select Date]
  - Any Time
- **Returning**
  - [Select Date]
  - Any Time

### FARE FORECASTER

- **Roundtrip**: Portland, United States (PDX) → Houston, United States (IAH)

#### DEPARTING

<table>
<thead>
<tr>
<th>Date</th>
<th>Sun Jun 12</th>
<th>Mon Jun 13</th>
<th>Tue Jun 14</th>
<th>Mon Jun 13</th>
<th>Tue Jun 14</th>
<th>Wed Jun 15</th>
<th>Thu Jun 16</th>
<th>Fri Jun 17</th>
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</thead>
<tbody>
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<td>$642</td>
<td>$760</td>
<td>$807</td>
<td>$818</td>
<td>$737</td>
<td>$790</td>
</tr>
<tr>
<td>Return</td>
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<td>$642</td>
<td>$642</td>
<td>$559</td>
<td>$644</td>
<td>$611</td>
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<td>$790</td>
</tr>
<tr>
<td>Lowest Cost</td>
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<td>$520</td>
<td>$520</td>
<td>$520</td>
<td>$520</td>
<td>$520</td>
<td>$520</td>
<td>$520</td>
</tr>
</tbody>
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- **Update Search**
Concur Travel Profile – Verify your Information

*Email HRSupportServices@oregonstate.edu to update your legal name
Concur Travel Profile – Verify your Information

### Unused Tickets

<table>
<thead>
<tr>
<th>Southwest Ticket Credits</th>
</tr>
</thead>
</table>

#### TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA’s web site at [WWW.TSA.GOV](http://WWW.TSA.GOV).

- **Gender [Required]**
  - Male
  - Female

- **Date of Birth (mm/dd/yyyy) [Required]**

- **DHS Redress No.**

- **TSA Pre✓ Known Traveler Number**

#### International Travel: Passports and Visas

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.

**Passports**

- [ ] I do not have a passport

**International Visas**

- [#] Add a Passport
- [#] Add a Visa
Concur Pre-Trip Request

*Required for all travel except in-state and one day trips with no airfare
Booking Methods – Concur  *From an approved pre-trip request*

Manage Requests

⚠ Alerts: 1

Accounting & Tax Symposium 2022 $1,030.00
Pending on-line Booking | Request ID: 3LXA
Booking Methods – CTP Travel Agent

OSU ID:
Concur Request ID:
Travel Dates:
Departing From:
Arriving To:

universitytravel@ctptravelservices.com
or
groups@ctptravelservices.com

OR

1-844-529-5854
or
1-800-810-2695 – Group Travel
Booking Preferred OSU Vendors: Air, Car & Hotel

CTP Agent & Concur

- Alaska Airlines
- Enterprise/National
- Delta Airlines
- Southwest Airlines
- State Gov Rates
- CTM/CTP Rates
- United Airlines
- Hertz
- State Gov Rates
- CTM/CTP Rates
Concur Expense Report

- Direct Billed and University Credit Card Transactions can be processed prior to travel
- Expense reports must be submitted with 60 days of travel end date
- Create your expense report from your approved pre-trip request
- You can create multiple expense reports from an approve pre-trip request
<table>
<thead>
<tr>
<th>What about the Fees?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Concur Online Booking</strong></td>
</tr>
<tr>
<td>Airline or Rail reservation (inclusive of hotel &amp; car rental or not)</td>
</tr>
<tr>
<td>Southwest Airlines Reservation (Direct Connect web content)</td>
</tr>
<tr>
<td>Car and/or hotel reservation only</td>
</tr>
<tr>
<td><strong>CTP Agent-Assisted Reservations</strong></td>
</tr>
<tr>
<td>Airline reservation (inclusive of hotel &amp; car rental or not)</td>
</tr>
<tr>
<td>Exchange Ticket</td>
</tr>
<tr>
<td>Rail Only</td>
</tr>
<tr>
<td>Car and/or hotel reservation only</td>
</tr>
<tr>
<td><strong>CTP Group Travel Reservations</strong></td>
</tr>
<tr>
<td>Group airline reservation (2-9 passengers)</td>
</tr>
<tr>
<td>Group airline reservation (10+ passengers)</td>
</tr>
<tr>
<td>Group airline exchange</td>
</tr>
<tr>
<td>Group airline reservation name change</td>
</tr>
<tr>
<td>Group car and/or hotel reservation</td>
</tr>
<tr>
<td>Group ground transportation and/or hotel</td>
</tr>
</tbody>
</table>
## Contact Information

### YOUR CTP TRAVEL TEAM  
**Service Hours:** Monday-Friday, 8:00 am – 6:00 pm PT

| Phone | +1 844-529-5854 (US & Canada)  
universitytravel@ctptravelservices.com |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

| Agents | CTP University Agents  
Operations | CTP Operations Managers |
| --- | --- | --- |

### AFTER-HOURS - Concur & CTP Agent Bookings  
**Hours:** Monday-Friday, 6:01 pm – 7:59 am PT

| Phone | +1 844-529-5854 (US & Canada) |
| Email |  |

### ONLINE/CONCUR TECHNICAL SUPPORT  
**Hours:** Mon-Fri, 8:30am-9pm ET

| Phone | +1 877-208-1396  
n.a.online@travelctm.com |
| --- | --- |

### CTP GROUP TRAVEL  
**Hours:** Monday-Friday, 8:00 am – 5:00 pm CT

| Phone | +1 800-810-2695  
+1 833-997-1935 / 720-836-1874  
groups@ctptravelservices.com |
| Email |  |

### OREGON STATE TRAVEL OFFICE  
**Hours:** Monday-Friday, 8:00 am – 5:00 pm PT

| Phone | 541-737-4262  
N/A |
| Email | travel@oregonstate.edu |