

## Travel Agent: Corporate Travel Management (CTM)

We have contracted with a different Washington State authorized travel agency ([Travel Service Agencies #02219](#)) to aid with purchasing airfare. The agency is Corporate Travel Management.

### Setting up an employee

Collect the following information from the traveler on the [Travel Agency Enrollment Form](#) at **least one month in advance of travel** and send to & James Waterman ([jwaterman@ewu.edu](mailto:jwaterman@ewu.edu))

- ✚ Name on government ID for traveling
- ✚ Email address
- ✚ Phone number (Business & Cell Number)
- ✚ Gender
- ✚ Date of birth
- ✚ Department, contact, & Central Travel Account card name (if your program has their own CTA).
- ✚ College, contact, & CTA card name (if your department does not have a CTA)

### Travel Request Instructions

1. Create the Concur Request **at least one month in advance of travel:**
  - a. Follow the instructions in the [Concur Request Quickstart Guide](#) (Note: Please contact Travel Accounting for assistance as needed)
  - b. Be sure to add the following to the Approval Flow between the Manager Approval and the Travel Accounting Review fields:
    - Dean's Office
    - Provost Office – Brian Donahue (due to COVID, until notified otherwise)
    - Risk Management – Trent Lutey (due to COVID, until notified otherwise)
2. If flying - Once fully approved, contact CTM ([watravel@travelCTM.com](mailto:watravel@travelCTM.com)) to reserve your flights. Be sure to include the following information:
  - a. Traveler name, dates/times/locations/specific flights (if the traveler has a preference)
  - b. Let them know whether you need flights and rental car (Note: refer to arranging rental car if only a rental is needed)
  - c. Approved Concur Request #
  - d. Name on the CTA card to be charged
3. If only a rental is needed:

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- a. Reserve at <https://elink.enterprise.com/en/wasewu.html>,
    - o Phone: 1 (855) 326-5853
    - o If someone calls the main line above outside of Business Hours, it will automatically roll to the After-Hours Team, or they can call the listed After-Hours number directly.
  - b. At the end of the reservation process, use your department Billing Number (if you have your own CTA card) or contact your college's travel coordinator (the CTA cardholder) to assist and complete the reservation.
4. For both CTM and Rental Cars: Once tickets/reservations are issued, please provide the following information to your CTA cardholder / travel coordinator in order to reconcile the CTA card when the charge hits:
- Name of traveler
  - Dates of travel
  - Purpose of trip
  - Concur Request #