Corporate Travel Management (CTM)

Corporate Travel Management (CTM) is a travel agency contracted by UA to assist our organization with booking and purchasing travel components. Both UA and the State of Alaska use CTM to manage the purchase of airfare, make rental car and hotel reservations, book rural travel, and support our travelers. Our dedicated UA CTM team is in Anchorage and available Monday-Friday from 8 a.m. to 5 p.m. CTM also has agents available 24/7 to assist travelers during our team’s off-hours.

Our CTM team manages the following tasks on our behalf:

1. Maintain and update the Concur Travel booking tool
2. Administer corporate discounts – The rates visible in the booking tool are based on State of Alaska contract rates and industry standards
3. Ticket travelers via the booking tool, rural request tool, emails, and phone calls
4. Transmit traveler information to carriers including mileage memberships, TSA pre-check, and passport data
5. Charge the agency card for purchases made via the booking tool, rural request tool, emails, and phone calls
6. Cancel purchased tickets when requested, paying any change or cancellation fees using the agency card
7. Track and manage credits from cancelled or postponed trips

Agency Fees

Part of the costs of doing business with a travel agency are the agent fees. Some of these fees are paid centrally while others are paid by the traveler’s funding or the traveler themselves.

Fees paid by “UA (Centrally)” do not come through as an Available Expense on the user’s account. Instead, they are rolled into the operating costs for UA’s travel management program (Concur, CTM, etc.). Those fees are not reflected on the Report as there is no charge to reconcile to the trip’s funding. Only fees charged to the agency or travel card are included on the Report.

<table>
<thead>
<tr>
<th>Name of Fee</th>
<th>Description of Fee</th>
<th>Amount of Fee</th>
<th>Paid By</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR</td>
<td>Bookings in the Concur Booking Tool</td>
<td>$1.50</td>
<td>UA (Centrally)</td>
</tr>
<tr>
<td></td>
<td>Refund tickets through Booking Tool</td>
<td>$5.00</td>
<td>UA (Centrally)</td>
</tr>
<tr>
<td>Partial Touch Fee</td>
<td>Booking in the Rural Booking Tool or requesting assistance from a CTM Agent via</td>
<td>$10.00</td>
<td>Varies (UA pays in some</td>
</tr>
<tr>
<td></td>
<td>the Agent Comment box in the Booking Tool</td>
<td></td>
<td>cases)</td>
</tr>
<tr>
<td>Full Touch Fee</td>
<td>Direct bookings with a CTM Agent or changes to an established booking for business</td>
<td>$18.00</td>
<td>Traveler’s Funding</td>
</tr>
<tr>
<td></td>
<td>reasons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partial Touch Fee</td>
<td>Refund tickets through a CTM Agent (rather than the Travel module of Concur)</td>
<td>$10.00</td>
<td>Traveler’s Funding</td>
</tr>
<tr>
<td>Research/Full</td>
<td>Obtaining a past fare quote from a CTM Agent or changing a business ticket for</td>
<td>$18.00</td>
<td>Personal/Non-Reimbursable</td>
</tr>
<tr>
<td>Touch Fee</td>
<td>personal reasons (including cancellations)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FAQ

Q: Can we change airfare ticket information directly with the airline?

A: Yes, we can make some changes directly with the airline. Changes like seat selection are made through the airline website or app. Other changes, like trip routing, are dependent on the traveler’s check-in status as it determines which entity “possesses” the ticket. Before check-in for the traveler’s first flight, changes are made with CTM. After check-in, changes are made directly with the airline.

Q: Can we book directly with a discounted carrier to avoid paying the agency fees?

A: No, users should book through Concur or CTM, so UA pays the discounted rate on the flight. It may seem like we are paying more by using CTM, but we are not. The amount in savings and benefits UA realizes from our discounted carriers exceeds the costs of our travel agency.

Q: Do travelers have to provide a business justification for contacting CTM? Are they personally responsible for the agent fees?

A: When travelers contact CTM to make their business travel arrangements, the agent fees are an allowable business expense and do not require a business justification. The agent fees are considered a personal expense when incurred to obtain a Past Fare Quote or to modify an existing ticket for personal reasons (e.g. adding personal days).

Q: What happens if we call on the weekend or during evening hours?

A: If contacting CTM during normal business hours, we are put in touch with a travel agent on the UA CTM team. If contacting them outside of normal business hours, we are put in touch with a travel agent that works for their afterhours service. Either way, a CTM agent is available for assistance.

Q: If a trip cancellation results in an airfare credit, and the traveler does not travel again in the relatively near future, is there a way to transfer the airline credits to other travelers?

A: In some instances, CTM can use the credit from one traveler for another. The credit transfer policies are set by each airline and vary based on their defined guidelines at any given time. We recommend reaching out to CTM if you have questions about using the credits for a different traveler. They can let you know if the airline allows the use of a credit in another traveler's name as well as the cost of that transfer.

If the airline allows credit transfer, contact CTM to book or use the Agent Notes during booking to indicate application of another traveler’s credit. The transfer may incur additional change fees, but that is sometimes more cost friendly than losing the credit entirely.

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