

WELCOME TO CTP!

Dear University of Washington Traveler,

We are thrilled to share some exciting news with you regarding your travel management services. After careful consideration, we are excited to announce that **Collegiate Travel Planners (CTP)** will be taking over account management from our parent company, Corporate Travel Management (CTM).

Though our services will continue on with minimal disruption, CTP is excited to introduce ourselves to the University of Washington. CTP has over 34 years of experience and specializes 100% in higher education travel, including domestic and international group travel such as Athletics and Study Abroad.

Key benefits of CTP include:

- **Advanced Technology:** CTP offers state-of-the-art technology solutions that streamline the booking process, provide real-time updates, and ensure a seamless travel experience for our employees.
- **Cost Efficiency:** With CTP, we anticipate more cost-effective travel options, transparent pricing structures, and opportunities for cost savings that will contribute to our overall financial objectives.
- **Dedicated Support:** CTP is known for its exceptional customer service. Our faculty and staff can expect personalized assistance, 24/7 support, and a dedicated account manager to address any travel-related inquiries or concerns.

Lightning Online Booking Tool Support

[Access to Lightning](#)

[Quick Start Guide](#)

[Lightning Resources](#)

[How to Create an Individual Profile](#)

CTP's Online Support Desk is able to assist with Lightning:

- Login Issues
- Booking Errors
- Navigation Support
- Browser Compatibility
- Payment Assistance
- Troubleshooting Technical Glitches
- Security Concerns

CTP's Online Support Desk may be reached at:

- **Phone:** (877) 208-1396
- **Email:** na.online@travelctm.com
- **Hours:** 7:00 AM – 6:00 PM PST, Monday – Friday

University of Washington Travel Team

For travel agent assistance, please don't hesitate to reach out to your travel team for help with:

- Arranging Flights, Accommodations, Ground Transportation, and Rail
- Complex Itineraries
- Travel Advice and Recommendations
- Customized Travel Plans
- Specialized Travel Needs
- Last-Minute Changes or Emergencies

The UW travel agent team may be reached at:

- **Phone:** (855)326-5855 | (206)674-4322
- **Email:** uw@travelctm.com
- **Hours:** 8:00 AM – 5:00 PM PST, Monday – Friday
- **Emergency After Hours:** 5:00 PM – 8:00 AM PST, Monday – Friday, Weekends & Holidays

Group Travel Requests

CTP has created the Group Travel Request Form to provide comprehensive and accurate quotes and contracts tailored to your group's needs. For groups of 10 or more travelers, please click the button below:

[CTP Group Travel Request Form](#)

For groups of less than 9 travelers, please call 1-800-523-9036 to speak with a CTP groups agent.

Account Manager

University of Washington's CTP Account Manager, Joe DeMille, is available to department leaders for questions regarding working with CTP.

Joe may be reached at:

- joseph.demille@ctptravelservices.com
- (904)624-4331

[CTP Group Travel Request Form](#)

We value your partnership and trust in us to handle your travel arrangements. Our team is dedicated to delivering efficient, reliable, and hassle-free travel experiences that meet your needs and exceed your expectations.

Thank you once again for choosing CTP. We are excited to embark on this journey together and look forward to serving you.