How to make Travel a Best Case Scenario

Wednesday, August 3, 2016
8:30 - 2:00
Program will start promptly at 9 am
Huntsman Hall, 8th floor

Panel discussions and other presentations. Topics to include: International Travel Creativity and Expertise, Group Travel and Group Visas, Credit Card Fraud, 50 Tips in 30 minutes, Travel Security and Medical Insurance, and more...

Speakers from World Travel Inc., CIBT, Bank of America/Visa and Penn
<table>
<thead>
<tr>
<th>Session</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taking the Complex out of Complex Travel</td>
<td>World Travel</td>
</tr>
<tr>
<td>International Ticketing, Split Ticketing, Group</td>
<td>Kevin Martin, EVP Bus Dev; Pam Zagar, EVP Operations; Holly Perry, Account Manager; and Eric Platt, International Travel Consultant</td>
</tr>
<tr>
<td>Ticketing; Safe Flight Technology Updates</td>
<td></td>
</tr>
<tr>
<td>Visa Solutions</td>
<td>CIBT Visas</td>
</tr>
<tr>
<td>Individual and Group, Transit, Student, Business,</td>
<td>Nan Piao, Account Manager</td>
</tr>
<tr>
<td>Leisure</td>
<td></td>
</tr>
<tr>
<td>Creativity in Travel – Incoming and Outgoing</td>
<td>Penn School/Centers</td>
</tr>
<tr>
<td>Penn Panel</td>
<td>Admissions, PSOM ITMAT, Penn Summer Abroad and Wharton Lauder Institute</td>
</tr>
<tr>
<td>International Travel Safety</td>
<td>Penn International Risk Management</td>
</tr>
<tr>
<td></td>
<td>Jaime Molyneux, Director</td>
</tr>
<tr>
<td>50 Travel Tips in 30 Minutes</td>
<td>Penn Travel Services</td>
</tr>
<tr>
<td></td>
<td>Hilary Easley, Director</td>
</tr>
<tr>
<td>Credit Card Forum</td>
<td>Bank of America and VISA</td>
</tr>
<tr>
<td>Focus on fraud</td>
<td>David Muise, Director Commercial Sales Susan Domingo, SVP Senior Card Acct Mgr</td>
</tr>
</tbody>
</table>
### Extras to Agenda

<table>
<thead>
<tr>
<th>Event</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Global Entry Program enrollment interviews</strong></td>
<td>9:00 a.m. – 5:00 p.m.</td>
</tr>
<tr>
<td>Agents from U.S. Customs and Border Protection conducted the interview portion of the Global Entry Program application on Penn’s campus</td>
<td></td>
</tr>
<tr>
<td><strong>International Travel Round Table Discussion</strong></td>
<td>2:30 p.m. – 4:00 p.m.</td>
</tr>
<tr>
<td>Extended Afternoon Session</td>
<td></td>
</tr>
<tr>
<td><strong>Access to All Speakers</strong></td>
<td>During morning break, lunch and after Symposium ended</td>
</tr>
</tbody>
</table>
Value to Penn

Overall Value of Penn Travel Symposium
Summer 2016

- Extremely useful: 56%
- Very useful: 34%
- Moderately useful: 9%
- Slightly useful: 1%
- Not at all useful: 0%

Did You Learn Something New or Valuable?

- Taking the Complex out of Complex Travel
- Visa Solutions
- Creativity in Travel - Penn Panel
- International Travel Safety
- 50 Travel Tips in 30 Minutes
- Credit Card Forum

Were the Topics Engaging?

- Taking the Complex out of Complex Travel
- Visa Solutions
- Creativity in Travel - Penn Panel
- International Travel Safety
- 50 Travel Tips in 30 Minutes
- Credit Card Forum

Green = Great!
Value to Penn

Would You Attend the 2017 Penn Travel Symposium?
Different Topics, Different Speakers

Would You Recommend To Others?

Suggestions for future Symposums (from Survey Responses)

Breakout sessions
- Domestic Travel only
- International Travel only

Travel Tips
- That are Penn specific
- For Schedulers and Planners

Group Travel
- Small group travel
- Large group travel

Troubleshooting common travel issues

Best Practices on booking travel and hotels for visiting guests

Negotiating hotel contracts abroad

Currency exchange rates: while traveling and upon return

Include Concur Expense as part of the Symposium (many requests)

Tips on educating students as they begin to travel
A Taste of “50 Travel Tips in 30 Minutes”

Pack Duct Tape in every suitcase.

Take a 2 foot strip and wrap it around a pencil and put in a pocket in your suitcase.

Snap a picture of your checked bag, with a close-up of the airline’s bag tag.

It is far easier to show a picture of the bag to the baggage office, than describe it, if yours is missing.

TSA Security Screening Tip #2

Choose another security line: If you see (1) a family with small children, (2) a traveler who is behaving like they have not been to an airport in ten years, or (3) an oddly shaped piece of luggage.

All of these are potential delays!

Pack a scarf

It can be handy for carrying stuff around, as an eye mask for sleeping, a makeshift towel, and even a sling.
All of the Penn Travel Symposium Power Point Presentations are available on the Penn TEM website (www.upenn.edu/penntravel).

Note: Video’s of the presentations will be available at the same location. We are working with the file size to enable posting.
Your Input is Welcome!

- Ideas for the next Symposium
- Preferred Time of Year
- ½ day, ¾ day, Full Day?
- Location
- Limit attendance?

Send all feedback to Hilary: easleyh@upenn.edu