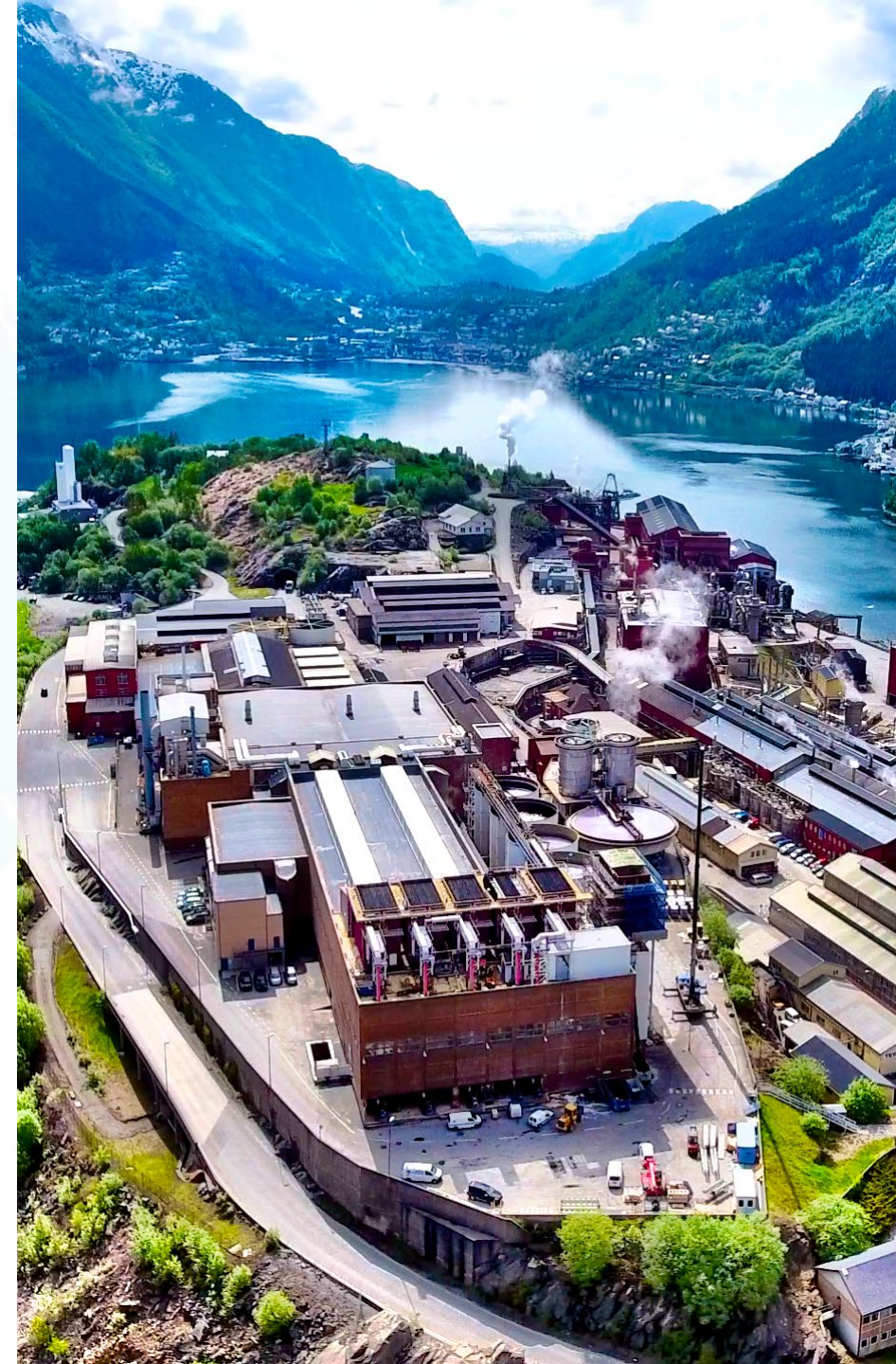


Fall 2022

Global Support for Penn Travelers

The University of Pennsylvania



Penn Travel Statistics

FY 20 – FY 22



TOP FIVE COUNTRIES VISITED



Canada



France



Germany



Spain



Italy



7,750 +
Travelers



175 +
Countries

Three Offices, One Goal



Risk Management & Insurance

- Health & Safety
- Travel Tracking
- Pre-departure Training & Assessment
- Travel Insurance
- Incident Response
- SAP Concur T&E Reimbursement



Global Support Services

- Global Operations
- Global Data & Communications
- Hiring and Engaging People Abroad
- Tax, Legal, & Compliance
- Travel Logistics



Travel Services

- Travel Suppliers
- Travel Booking
- Travel Policy
- Penn Travel Card | BTA Card
- SAP Concur T&E Reimbursement

Risk Management & Insurance



Risk Management & Insurance



Jaime Molyneux

Director of International Risk Management

molyneux@upenn.edu



Olivia Kamara

Travel Risk & Insurance Manager

okamara@upenn.edu



Pre-departure Support



 Risk Assessment (high risk travel)

 Advice

 Traveler Training

  Trip Leader Training

 Insurance Questions

 Contingency Planning

Most Important: Register Your Trip

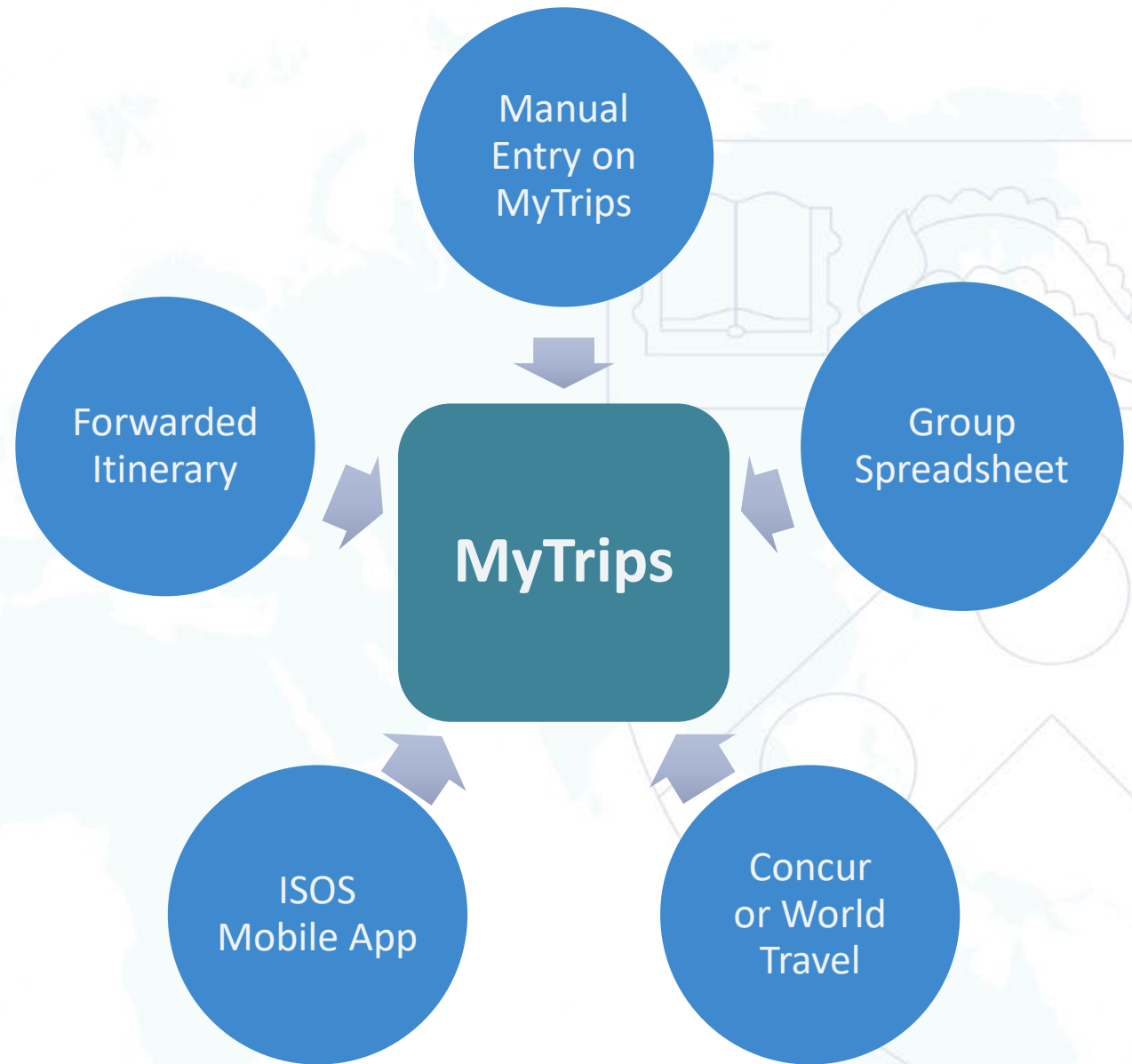


International Travel Registry

Be Safe. Be Connected. Be Covered.

Registering is
as Easy as 1...
2... 3...!

1. Create a MyTrips profile
2. Add a trip (one method only)
3. Go!



International SOS



Travel medical insurance



Evacuation and repatriation insurance



Trip delay and interruption insurance



24/7 medical and security advice and referrals



Travel advisories and warnings

INTERNATIONAL SOS **Control Risks**

MEDICAL AND TRAVEL SECURITY ASSISTANCE

THE TRUSTEES OF THE UNIVERSITY OF PENNSYLVANIA
Membership No: **11BSGC000012**
Dedicated Tel: **+1 215 942 8478**

Call our medical and travel security experts 24/7.
Call for preventive or emergency enquiries.
Call before, during and after travel or assignment.

Download the free Assistance App from app.internationalsos.com

24/7 Incident Response



Hey Quaker, Stay Safe and Informed with These Additional Resources & Tips!

Reminders before you go...

- ✓ Did you register in MyTrips?
visit: global.upenn.edu/travel-guidance/register-your-trip
- ✓ Did you make copies of your passport photo page?
Keep one copy with you and leave one at home
- ✓ Did you give a copy of your itinerary to family or friends?
- ✓ Ensure that your mobile plan will work overseas.

Flight cancelled? Change of travel plans?

World Travel: +1 888.641.9112 / +1 610.458.5554
Penn Travel Services: +1 215.898.9662

Questions or troubles with your non-US visa?

CIBT: +1 800.577.2428
visit: cibtvisas.com/?login=upenn

Do you know the number & location of the US embassy in your destination?

visit: usembassy.gov
American Citizens Services: +1 202.501.4444

Ver. 04/21/22



Travel Resource Passport

Important Numbers & Resources for Travelers Abroad on Penn Affiliated Travel

Rash, fever, mysterious bite? Feeling sick? Suffer an injury?

For all medical consultations, referrals and payment options:
• ISOS: +1 215.942.8478 [Penn member ID: 11BSGC000012]

Lost passport? Feeling unsafe? Concerned about security abroad?

For all security issues and concerns:
• ISOS: +1 215.942.8478 [Penn member ID: 11BSGC000012]

Impacted by sexual violence?

Confidential resources:
• Special services in the Division of Public Safety, Penn advocates available 24/7 to support you: +1 215.898.6600
• ISOS: +1 215.942.8478 [Penn member ID: 11BSGC000012]

Resource available 24/7 in case of emergency.

Penn Police: +1 215.573.3333



Travel Resource Passport



Trip Leader



ISOS (+1 215-942-8478)



Family Member



Penn Police

+1 215-573-3333

Global Support Services



Meet the Team



Artemis
Velahos Koch
Executive Director



Erica
Sebastian
Director of
Global People
Operations



DeAnna
M. Orwig
Director, Global
Operations &
Compliance



Sajid Amir
Manager, Global
Data &
Communications



LaNeeshia
V. Morman
Coordinator

What We Do



International HR

Global workforce management, hiring abroad, and support for Penn staff and faculty international activities.



Global Operations

Tax, Legal, & Compliance issues related to global programs and activities.



Outreach

Knowledge sharing through convening of working groups. Provide communications and reporting for transparency and strategic planning.















Travel Logistics

Health, Safety, and Outbound Visa support to assist Penn's global travelers.

One-Stop Shop - Global Operational Support



Central Offices

ISC		SFRS	
OGC		ORS	
PROVOST		COMPTROLLER / TAX / PAYROLL	
PENN AUDIT, COMPLIANCE, & PRIVACY		RISK MANAGEMENT	
OLI		CASH MANAGEMENT	
TRAVEL		HR	



12 Schools, 170 Centers

SP2		SEAS		DENTAL	
VET		SAS		GSE	
WHARTON		PSOM		LAW	
LIBRARIES		CASI		CGH	
PENN GLOBAL		DAR		NURSING	
COMM		MUSEUM		PCI	

Example Travel Report - Annenberg School for Communication

Penn Paid Travel Analysis

(Using Concur reimbursement and WorldTravel data)

1. Year-over-year trends
2. Quick overview
3. Affiliation breakdown
4. Top destinations
5. List of travelers
6. Other analysis

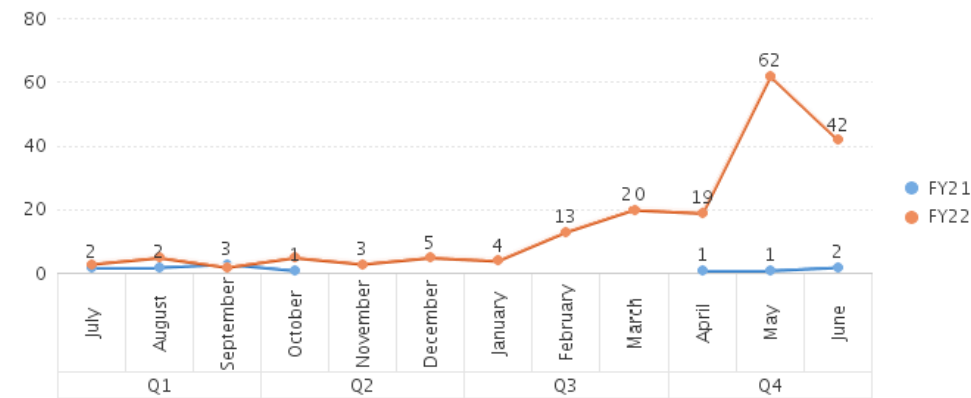
5

Name (AEG)	Affiliation	Penn Id (AEG)	Countries
[REDACTED]	FACULTY/STAFF	[REDACTED]	12
[REDACTED]	FACULTY/STAFF	[REDACTED]	11
[REDACTED]	FACULTY/STAFF	[REDACTED]	9
[REDACTED]	STUDENT	[REDACTED]	7
[REDACTED]	FACULTY/STAFF	[REDACTED]	7
[REDACTED]	FACULTY/STAFF	[REDACTED]	6
[REDACTED]	FACULTY/STAFF	[REDACTED]	6
[REDACTED]	FACULTY/STAFF	[REDACTED]	6
[REDACTED]	STUDENT	[REDACTED]	6
[REDACTED]	STUDENT	[REDACTED]	6
[REDACTED]	STUDENT	[REDACTED]	5
[REDACTED]	STUDENT	[REDACTED]	5
[REDACTED]	STUDENT	[REDACTED]	5
[REDACTED]	FACULTY/STAFF	[REDACTED]	5
[REDACTED]	STUDENT	[REDACTED]	5

1

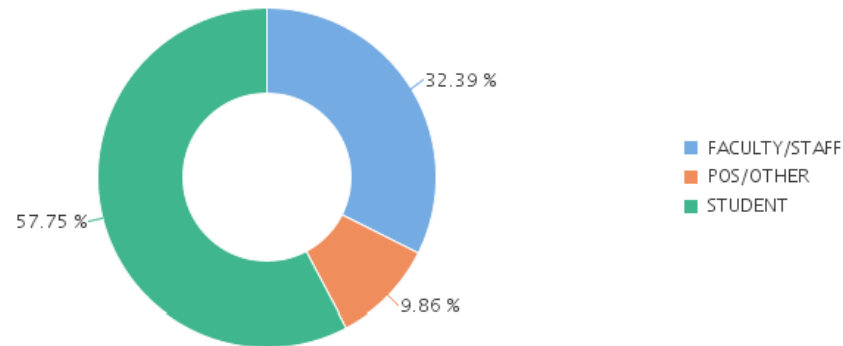
Annenberg School for Communication - FY 22

No. of Travelers by Quarter / Month / FY



No. of Travelers by Affiliation

3



2

Quick Overview

FY	Travelers	Activities	Countries
FY19	63	189	45
FY20	56	152	33
FY21	6	7	6
FY22	71	148	24

Top Destinations for Travelers

	FY19	FY20	FY21	FY22
FRANCE	5		1	58
UNITED KINGDOM	16	15		6
CANADA	11	6		3
SPAIN	13	13		2
AUSTRALIA	4	13	1	
GERMANY	6	4		5
PORTUGAL	7	9		1
NETHERLANDS	6	6		1
DENMARK	7	8		2
CHINA	5	4		
IRELAND	3	2		4
AUSTRIA	5	4		1
SWITZERLAND	3	1	1	2
FINLAND	1	4		
SOUTH AFRICA	3	3		
LEBANON	3	2		1

4

Travel Services



Meet the Team



Kathryn
McCoy
Homa
Director,
Travel Programs



Sarah
Bandos
Manager,
Travel Services



What We Do



Travel Program Procurement & Management

Negotiate with travel suppliers to obtain best rates and discounts for airfare, hotels and rental cars.



Travel Payment Options

Establishing and managing payment options for Penn affiliates who travel or entertain on behalf of the University.



Travel & Expense Policies

Develop, maintain and manage central travel and entertainment payment/reimbursement related policies and procedures



Travel Booking, Expense, & Expense Pay Tool

Manage and monitor SAP Concur segment activities from system administration through to end user

Travel Services: What we do

Travel Services oversees the University's **Travel and Expense Management (TEM)** program. We are the central travel department for University faculty, staff, students and guests. We work to provide exceptional value to Penn in the following ways:

Travel Procurement

- Negotiating with travel suppliers to obtain best rates and discounts for airfare, hotels and rental cars.
- Managing Penn's strategic relationships with travel suppliers.
- Securing excellent Travel Management Companies to fulfill the travel needs of our faculty, staff, students and guests.

Travel Payment Options

- Establishing and managing a Business Travel Account (BTA) card for airfare charges. World Approvals serves as the flight approval tool for all flights charged to the BTA.
- Providing the Penn Travel Card as a means of paying for travel and entertainment related expenses, reducing out of pocket personal outlays.

Travel & Expense Policies

- Developing, maintaining, and managing central travel and expense-related policies and procedures.
- Reimbursing faculty, staff and students for travel and entertainment related expense submitted via SAP Concur.

Travel Booking, Expense, & Expense Pay Tool

- Manage SAP Concur is Penn's online travel booking and expense management tool.
- Maintain the authorized Travel Approver list

Preferred Travel Management Company

World Travel, Inc. is the primary preferred TMC for the University of Pennsylvania Agents are available 24/7/365 to assist Penn travelers both before and during their trips

Benefits to Penn Travelers:

- Book online in SAP Concur or directly with Agent.
- Use Penn Direct Bill for airfare to limit out of pocket expenses.
- Group Travel and Event arrangements.
- Negotiated rates for airlines, hotels, and rental cars applied automatically.
- Price match on published airfare.
- Quality control process on every trip booked.
- Duty of Care - Know where Penn travelers are so that agents can assist in case of weather emergency or domestic/international incident.



Penn Dedicated Phone Number & Email:

- Toll free: 888-641-9112
- Dialing from outside of U.S.: +1-484-348-6313
- Email: uofpenn@worldtravelinc.com

Group Travel and Events Arrangements:

- [Group Travel and Events Dashboard](#)
- [Higher Education Travel Request Form](#)

TEM Resources

[Penn Travel Website](#)

Central location for Penn Travel resources, including Preferred Supplier information, SAP Concur login, and Know Before You Go - Best Practices for Penn Traveler and Essential Resources guides.

[BEN Helps Support Portal - Travel & Expense Management](#)

Travel and Expense FAQs and step-by-step SAP Concur user guides.

[TEM Policies](#)

Provides policy overview for the purchase and payment / reimbursement of travel and entertainment on behalf of the University.

[Knowledge Link](#)

Coming Soon: New SAP Concur travel and expense training guides.



TEM Help Desk

Ph: 215-746-4357 (option 3)

Email:

doftemsupp@pobox.upenn.edu

Travel Services

Kathryn McCoy Homa

Director, Penn Travel Programs

khoma@upenn.edu

Sarah Bandos

Manager, Travel Services

sbandos@upenn.edu

