

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

SUNDAY 9.24.17

8:00 AM – 7:00 PM

REGISTRATION | SALON VIII |

SPONSORED BY: ANTHONY TRAVEL & CONLIN TRAVEL

CONFERENCE BAGS SPONSORED BY: STUDENT UNIVERSE CAMPUS TRAVEL

2:00 PM – 3:15 PM

EDUCATIONAL SESSION ONE:

SPONSORED BY: SCTEM

1A: HIGHER ED BREAKOUT: T&E ROUNDTABLE | GRAND BALLROOM II |

*Masters of Ceremonies: Tony D'Alstofo, Chief Commercial Officer, DEEM
Teresa Athan, University of Washington, SCTEM Board Member*

Table Moderators: SCTEM Board Members

Bring your business cards and join SCTEM Board Members as we open this year's conference with an opportunity to share best practices, questions, and ideas. Board members will facilitate roundtable discussions on the hot topics as provided by you. Possible topics include Payment Solutions, Technology, Traveler Safety and Security, and Challenges in the Current Political Climate. What challenges are you facing today? Post them on the [SCTEM LinkedIn Group](#) message board to be included in the agenda. This is also a great opportunity to network!

1B: SUPPLIER PARTNER BREAKOUT: BUILDING RELATIONSHIPS | GRAND BALLROOM III |

Doug Carter, Presentations Consultant, Presentations, Etc.

The key to business success is building relationships. This networking session is specifically designed for supplier attendees focused on relationship building with potential and current higher education clients. Let's discuss and then get that process started!

3:15 PM – 4:00 PM

NETWORKING BREAK | BALLROOM EAST FOYER |

SPONSORED BY: SCTEM

4:00 PM – 5:30 PM

GENERAL SESSION A: SECRETS OF PERSUASIVE PRESENTATIONS | GRAND BALLROOM III |

SPONSORED BY: SCTEM

Doug Carter, Presentations Consultant, Presentations, Etc.

AGENDA COLLABORATE | 2017

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In today's highly competitive business environment, the ability to organize, craft, and deliver engaging, memorable, and effective presentations is an absolute necessity. Learn how to organize, create, and deliver your presentations so that you grab your audience's attention, keep them engaged, and then 'move' them to action. Open to all SCTEM attendees, both suppliers and collegiate.

6:00 PM – 6:45 PM

NEW ATTENDEE RECEPTION | VERANDA EAST |

SPONSORED BY: SCTEM

If this is your first SCTEM conference, join us to connect and network with colleagues and SCTEM leaders. Learn how you can get the most out of your conference experience.

6:00 PM – 10:00 PM

OPENING RECEPTION & DINNER | CASCATA POOL |

RECEPTION SPONSORED BY: CORPORATE TRAVEL PLANNERS

DINNER SPONSORED BY: ENTERPRISE HOLDINGS

Welcome to this year's attendees! Join us as we celebrate another year of coming together to share knowledge, glean new ideas, and renew friendships with colleagues. Enjoy an evening of food and fun.

MONDAY 9.25.17

6:30 AM – 7:30 AM

RUN/WALK | MEET IN LOBBY | HOSTED BY: Joe DeMille

YOGA | SALON IV | HOSTED BY: Alexis Gulliver

Runners and walkers meet in the lobby. Yoga participants meet in Salon IV. Wear workout clothes; mats and water will be provided. This yoga class is suited for all skill levels.

7:00 AM – 8:30 AM

BREAKFAST | BOURBON STEAK |

SPONSORED BY: CHRISTOPHERSON BUSINESS TRAVEL

8:00 AM – 5:00 PM

REGISTRATION | BALLROOM EAST FOYER |

SPONSORED BY: ANTHONY TRAVEL & CONLIN TRAVEL

8:30 AM – 10:00 AM

WELCOME AND GENERAL SESSION B: HOT TOPICS OF TODAY | GRAND BALLROOM III |

SPONSORED BY: SCTEM

WELCOME BY: Dr. Mike Hampton, Chaplin School of Hospitality & Tourism Management, Florida International University

MODERATED BY: Tony D'Astolfo, Chief Commercial Officer, DEEM

PANEL: SCTEM Board

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

In today's ever-changing travel landscape, travel and expense managers face many challenges, as we uncovered in Sunday's round table discussion. Tony will lead a lively session putting SCTEM board members on the hot seat to address your pressing issues of the day.

10:00 AM – 10:30 AM

TRADE SHOW & BREAK | BALLROOM SOUTH FOYER |

SPONSORED BY: CONCUR TECHNOLOGIES & CHROME RIVER TECHNOLOGIES

10:00 AM – 10:30 AM

BREAK | GALLERY FOYER |

SPONSORED BY: CONCUR TECHNOLOGIES & CHROME RIVER TECHNOLOGIES

10:15 AM – 11:45 AM

VENDOR ENCOUNTER | SALONS II, III, VI, VII |

SPONSORED BY: CONCUR TECHNOLOGIES & CHROME RIVER TECHNOLOGIES

New this year, SCTEM is providing an opportunity to EDU attendees to meet one-on-one with supplier partners to learn about their products and services, as well as glean greater understanding of how strategic partnerships can benefit your organization and travelers. Schedule your 15-minute meetings with participating suppliers prior to arriving at the conference. Reservation instructions will be emailed to attendees with their conference registration confirmation. There will also be sign-up sheets at the SCTEM Registration table.

Concurrently, Chrome River and Concur will lead (3) 30 minute attendee-centric sessions concentrating on collaboration and cutting edge themes in travel and expense management. These interactive sessions include audience participation as well as periods for questions and answers.

Door prizes will be awarded to participants. This event is an opportunity to take advantage of scheduled appointments and not miss out on valuable educational sessions.

11:45AM – 1:00PM

PICNIC LUNCH | GARDEN ROOMS I & II |

SPONSORED BY: SCTEM

This year, SCTEM is offering a "working" lunch where each table will be topic-driven. Hosted by a subject matter expert and moderator, attendees will enjoy lively discussions while sharing a meal. Each table will share a large picnic basket of lunch goodies while discussing hot topics in collegiate travel and expense management. This will be a great opportunity to gain helpful tips, ask questions, and engage with a small group.

1:00 PM – 2:30 PM

GENERAL SESSION C: PERSONALITY AND BEHAVIOR STYLE: DISCOVERING, EXPLORING, AND APPLYING | GRAND BALLROOM III |

SPONSORED BY: SCTEM

Diann Newman, Associate Dean, Student Services, Florida International University

Personality Profiles: In our highly diverse workplaces there are many personality types, each with a different set of needs and success strategies. Learn to self-evaluate and challenge your ability to empathize, communicate, and build

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

relationships with co-workers who have similar and different personality styles. In this highly interactive session, participants will:

- Recognize behavioral preferences among four different personality types
- Identify area for professional and personal improvement
- Identify ways to “flex” to get the most of each personality type

Developing your Personal Power: This entertaining and motivating presentation explains the power of choosing the thoughts you think, the pictures in your mind and the actions you take. In this engaging session, participants will:

- Understand why change is difficult
- Learn how to trash irrational beliefs
- Determine whether you are a basement person or a balcony person
- Discover a strategy to honor and celebrate yourself

2:30 PM – 3:00 PM

TRADE SHOW AND BREAK | BALLROOM SOUTH FOYER |

SPONSORED BY: ANTHONY TRAVEL

3:00 PM – 4:30 PM

EDUCATIONAL SESSION TWO:

SPONSORED BY: SCTEM

2A: MANAGING AND LEADING GREAT STAFF & TEAM MEETINGS | GRAND BALLROOM II |

Randy Dean, MBA and Author, Randall Dean Consulting and Training

With organizational resources tighter than ever, and staff and management busier than ever, frivolous meetings are simply not an option; yet they continue to occur. We all know, too many unproductive meetings create a major drag on staff morale and motivation. Randy Dean, MBA, will share proven strategies and best practices for making sure your meetings are more productive, more focused, and more appreciated. Use your meetings to solve problems, take advantage of opportunities, and effectively delegate and distribute work –let them be the powerful tool they can be for building your team and your business.

2B: DRIVING COMPLIANCE THROUGH POLICIES AND GUIDELINES | GRAND BALLROOM III |

Marie Peterson, Travel & Procurement Card Manager, The Ohio State University

Carolynn Blankenship, Audit & Compliance Supervisor, University of Michigan

At the SCTEM Conference in 2016, we presented the basic building blocks of meaningful travel policies. Now, how do we deploy these policies in a manner that will drive compliance? This session has been constructed to deliver key tips and tools to introduce your travelers to your institution’s travel policy –before they travel. The approach is intended to collaboratively empower and engage travelers in order to promote optimum buy-in. A panel of experts will present their best practice strategies and invite open discussion to the attending participants.

6:00 PM – 7:00 PM

RECEPTION | CASCATA POOL |

RECEPTION SPONSORED BY: AIRPLUS INTERNATIONAL

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

7:00 PM – 10:00 PM

MURDER MYSTERY DINNER | GARDEN ROOMS I & II |

DINNER SPONSORED BY: AMERICAN AIRLINES

MURDER MYSTERY SPONSORED BY: KEY TRAVEL

TUESDAY 9.26.17

6:30 AM – 7:30 AM

RUN/WALK | MEET IN LOBBY | HOSTED BY: Joe DeMille

YOGA | SALON IV | HOSTED BY: Alexis Gulliver

Runners and walkers meet in the lobby. Yoga participants meet in Salon VII. Wear workout clothes; mats and water will be provided. This yoga class is suited for all skill levels.

7:00 AM – 8:30 AM

BREAKFAST | BOURBON STEAK |

SPONSORED BY: AIRBNB

8:00 AM – 5:00 PM

REGISTRATION | BALLROOM EAST FOYER |

SPONSORED BY: ANTHONY TRAVEL & CONLIN TRAVEL

8:30 AM – 10:00 AM

EDUCATIONAL SESSION THREE:

SPONSORED BY: SCTEM

3A: COLLABORATION: UNIVERSITY OF WISCONSIN SYSTEM, GEORGE WASHINGTON UNIVERSITY & DELTA AIR LINES | GRAND BALLROOM II |

Moderator: Jimmy Romo, General Manager, Global Sales, Delta Air Lines

Terri Gill, Director Travel Management Services, University of Wisconsin System

Vince Johns, Travel Services Administrator, George Washington University

Strategic partnerships between universities and suppliers are so important to take advantage of, but can be hard to achieve. Learn from both the collegiate and supplier point of view as the University of Wisconsin System, George Washington University and Delta Air Lines walk attendees through the challenges and successes of their consolidated travel programs and supplier partnerships. What have they mutually achieved along the way? Whether you're just starting conversations with travel industry suppliers or are looking to advance your partnerships, attendees will acquire the insights and strategies to apply to their own programs.

3B: FROM DISTRACTED TO PRODUCTIVE: FINDING YOUR FOCUS IN TODAY'S INCREASINGLY INTERRUPTED WORLD | GRAND BALLROOM III |

Randy Dean, MBA and Author, Randall Dean Consulting and Training

E-mail. Texts. Interruptions. Project Transitions. Office Clutter. Social Media. Smart Phones. Even Family and Friends. How do you manage all of these "squirrels" that are driving you crazy? These key "distractors" can make it almost impossible

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

to get anything done. It sometimes seems like there is always at least one SQUIRREL getting in the way of what you really need to do. But with some forethought and effective strategies, as well as some personal discipline, it is more than possible to find your focus once again, even in a hyper-distracted world. In this new program by popular time & tech management speaker Randy Dean, MBA, we'll look at each of these key areas of distraction and define strategies for enhancing long-term focus, productivity, and performance.

10:00 AM- 10:30 AM

TRADE SHOW AND BREAK | BALLROOM SOUTH FOYER |

SPONSORED BY: ANTHONY TRAVEL

10:30 AM – 12:00 PM

GENERAL SESSION D: EXECUTIVE ORDERS: OPPORTUNITIES & CHALLENGES | GRAND BALLROOM III |

SPONSORED BY: SCTEM

Hanan Saab, Assistant Director for International Issues, Congressional & Governmental Affairs, APLU

The Executive Orders have had a tremendous impact on colleges and universities particularly in regards to current and future and international student enrollment, international faculty and staff teaching in our institutions, visiting international students and scholars, and international and U.S. faculty and students studying abroad, to name a few. Within each of our institutions, we collaborate with many support areas to assist in interpretation, provide education, and mitigate risk for all the above. In this session, Hanan Saab will provide an overview of the executive orders, their impact, challenges, and opportunities.

12:00 PM— 1:15 PM

LUNCH | BOURBON STEAK |

SPONSORED BY: SCTEM

1:15 PM – 2:45 PM

EDUCATIONAL SESSION FOUR:

SPONSORED BY: SCTEM

4A: COLLABORATION: GROWING TRAVEL PROGRAMS | GRAND BALLROOM II |

Debbie Gulliver, University Travel Manager, Michigan State University

Kevin Hamilton, Executive Vice President of Sales, Conlin Travel

Melissa Lechlitner, Manager, Collegiate Sales, Anthony Travel

David Sanderson, MSU Account Manager, STA Travel

Michigan State University took “the road less traveled” to select and contract with three diverse travel management companies. Discover why the Spartans chose this approach, and how buy-in and support from senior management has pushed growth of the university’s travel program. In the true spirit of collaboration, presenters will share how they are working to develop strong relationships with each other and the Spartan community.

4B: WHAT’S NEW IN TRAVEL PAYMENT SOLUTIONS? | GRAND BALLROOM III |

Vaibhav Agarwal – Director, Procurement Services, University of Notre Dame

Dave Gorecki – VP University Travel, Anthony Travel

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

Lynne Schreiber – Sales Manager, AirPlus International

How you pay for travel expenses can cost you – BIG TIME. But, how do you know what tool is most beneficial to your organization? The size of your rebate might also hide costs that you were unaware of. Simply choosing a payment solution based on the largest rebate might end up costing you more than another option. That's why we want to further understand the various payment solutions such as: direct bill, corporate card, cash advance, central bill account, etc. Some payment solutions require more back office work and processes while others make back office work less necessary.

2:45 PM – 3:15 PM

TRADE SHOW AND BREAK | BALLROOM SOUTH FOYER |

SPONSORED BY: SCTEM

3:15 PM – 4:45 PM

EDUCATIONAL SESSION FIVE:

SPONSORED BY: SCTEM

5A: COLLABORATION: IN THE CURRENT POLITICAL CLIMATE | GRAND BALLROOM II |

Christopher C. Daniel, MA, CEM Director, International Health and Safety, Michigan State University

Jared Bickenbach, Assistant Director of Emergency Management, Baylor University

Nicholas Vasquez, International Travel and Security Manager, College of William & Mary

Moderated by Hanan Saab, we follow up our Executive Orders general session with a deeper dive into how institutions are collaborating internally and externally in the current political climate specifically related to student enrollment, retention, education abroad, international business travel, to name a few. A panel of higher education international travel specialists will compare and contrast approaches and solutions.

5B: COLLABORATION: SHARING ECONOMY IN HIGHER EDUCATION | GRAND BALLROOM III |

Greg Bell, Business Development, Business Travel, Airbnb

Phil Webb, Director of Logistics and Business Services at University of Alberta

Dustin Earle, Corporate Partnerships, Lyft

Kelsey Moon, Connexus Manager, University of California, San Diego

The sharing economy has emerged as preferred methods of travel for our business travelers yet institutional decision-makers struggle with contracts due to roadblocks such as security and duty of care. Airbnb and Lyft along with their higher ed. partners will share their experiences and overcoming roadblocks to come to mutually beneficial contracts. Each partnership will present their case study including best practices, creating institutional buy-in and support, and lessons learned.

6:00 PM – 10:00 PM

FOOD TRUCK: DINNER & RECEPTION, FUNDRAISER FOR CHARITY | CORSAIR PATIO & RESTAURANT |

RECEPTION SPONSORED BY: WORLD TRAVEL

FOOD TRUCKS SPONSORED BY: ANTHONY TRAVEL & SCTEM

Become a food critic for the night, and for a great cause. Try out a variety of local Miami food trucks, from Mediterranean cuisine and seafood to tacos and waffles. Attendees will vote with tickets provided and have the opportunity to purchase

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

additional tickets. At the end of the night, the food truck with the most tickets will be recognized as the food truck champ and all of the proceeds will be donated to a charity of the truck owner's choice.

WEDNESDAY 9.27.17

6:30 AM – 7:30 AM

RUN/WALK | MEET IN LOBBY | HOSTED BY: Joe DeMille

YOGA | SALON IV | HOSTED BY: Alexis Gulliver

Runners and walkers meet in the lobby. Yoga participants meet in Salon VII. Wear workout clothes; mats and water will be provided. This yoga class is suited for all skill levels.

7:00 AM – 8:30 AM

BREAKFAST | BOURBON STEAK |

SPONSORED BY: STA TRAVEL

9:00 AM – 10:30 AM

GENERAL SESSION E: UNLEASHING THE POWER OF COLLABORATION | GRAND BALLROOM III |

SPONSORED BY: DELTA AIR LINES

Dominic Thurbon, Co-founder and Chief Creative Officer, ChangeLabs

To get ahead in the knowledge economy, companies must capture the expertise already floating around inside their four walls. Using everything from better technology to better meeting discipline, unleashing collaboration is a sure-fire way to drive innovation, productivity and engagement. In a competitive market, we cannot afford to let collaboration be a buzzword – we need to implement real strategies for making it happen. In this insightful and empowering presentation, Dominic will:

- Give you the 5 behaviors to unleash collaboration, both personally and organizationally
- Identify the common barriers to making it happen and show how they can overcome
- Demonstrate the link between collaboration and innovation, productivity and engagement

10:30 AM – 11:00 AM

THANK YOU AND WRAP UP | GRAND BALLROOM III |

At this brief wrap-up, SCTEM will reveal its 2018 destination.

11:30 AM – 3:00 PM

COLLABORATIVE LUNCH & TOUR OF FLORIDA INTERNATIONAL UNIVERSITY | MEET IN HOTEL LOBBY FOR TRANSPORT TO FIU CAMPUS |

SPONSORED BY: ANTHONY TRAVEL & MCA TRANSPORTATION

REGISTRATION CLOSED

In the spirit of collaboration - with a dash of competition - attendees are invited to learn about the world-class Chaplin School of Hospitality & Tourism Management at Florida International University. While there, attendees will enjoy lunch together and have the opportunity to participate in an exciting team building event.

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

The Chaplin School has strong corporate partnerships with companies such as the American Hotel & Lodging Association, Carnival, Marriott, and Sofitel to name a few. Learn how the school has collaborated with their partners to build a strong, competitive learning environment for their undergrad, graduate, and doctoral students.

GENERAL INFORMATION

REGISTRATION

Registration for collegiate attendees is \$695 for the first member from your institution and \$595 per each additional attendee from the same school. Collegiate member registration includes admission to all keynote speaker presentations, breakout educational sessions, “vendor encounter”, conference tradeshow, and the following meals: Sunday dinner, all meals and breaks on Monday and Tuesday, and Wednesday breakfast and lunch.

Registration for supplier attendees is \$1250 for the first representative and \$750 per each additional attendee from the same company. Supplier registration includes participation in the tradeshow, admission to all keynote speaker presentations, breakout educational sessions, and the following meals: Sunday dinner, all meals and breaks on Monday and Tuesday, and Wednesday breakfast and lunch.

Registration for members is available online at www.SCTEM.org. Payment is available online via credit card; institutions without credit cards should follow the instructions on the registration page for check payments.

If you have additional questions regarding registration, please contact Jill Dawson at <mailto:jilldawson@anthonytravel.com>.

RECOMMENDED DRESS

“Business casual” is appropriate attire for all events at SCTEM. Attendees are asked to wear attire that sports his or her school or company colors/logo to the Opening Night Reception. Although weather in the fall is typically warm during the day, conference rooms in the hotel may be cool and some attendees may find it comfortable to have a sweater/sweatshirt with them.

SAMPLES FROM SCHOOLS

We encourage you to share pamphlets, policy documents, and promotional items that your institution has created to communicate new policies and procedures or to promote travel and/or expense management programs. Samples can be emailed to SCTEM at gullive5@msu.edu OR delivered to the registration booth upon arrival and will be made available to SCTEM members and on our website, SCTEM.org.

VENDOR ENCOUNTER – INFORMATION

Sign-up sheets will be available on-site at the SCTEM Registration Desk. Please use this time for appointments.

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

Please Note: appointments during other SCTEM sessions and scheduled events is strongly discouraged. SCTEM strives to provide opportunities for networking during social events throughout the conference. All attendees, EDU and Supplier Partners, are encouraged to attend all educational events.

New this year, SCTEM is providing an opportunity to EDU attendees to meet one on one with supplier partners to learn about their products and services as well as glean greater understanding of how strategic partnerships can benefit your organization and travelers. On Monday morning, SCTEM will be offering two opportunities to pair EDU attendees with Sponsor Supplier Partners.

For Vendor Encounter A, EDU attendees will schedule one of three 30-minute meetings with participating top-tier suppliers when they arrive at the conference. The deeper-dive will allow a select group of suppliers to engage with EDU attendees in a longer format than Vendor Encounter B allows.

During Vendor Encounter B, EDU attendees and sponsors will meet in 15-minute appointments with EDU attendees; SCTEM will advertise Suppliers who choose this option so that they can schedule appointments during this time with EDU attendees.

*Sponsor Supplier Sponsors are encouraged to contribute raffle items for a drawing at the close of the Vendor Encounter. EDU attendees must be present to win.

FLORIDA INTERNATIONAL UNIVERSITY – INFORMATION

In the spirit of collaboration - with a dash of competition - attendees are invited to learn about the world-class Chaplin School of Hospitality & Tourism Management at Florida International University. While there, attendees will enjoy lunch together and have the opportunity to participate in an exciting team-building event.

The Chaplin School has strong corporate partnerships with companies such as the American Hotel & Lodging Association, Carnival, Marriott, and Sofitel to name a few. Learn how the school has collaborated with their partners to build a strong, competitive learning environment for their undergrad, graduate, and doctoral students.

SCTEM will provide transportation from Turnberry Isle Resort to FIU. Return transportation is available as well as transportation to Fort Lauderdale International and Miami International Airports.

TRADE SHOW – ATTENDEE INFORMATION

A supplier trade show that features the most popular academic suppliers will take place on Monday and Tuesday during extended morning and afternoon breaks. This is an ideal opportunity to view online booking and expense report demos, discuss contract opportunities, and network. The vendor trade show attracts travel management companies, airlines, rental car companies, expense reporting applications, online booking applications, airport parking providers, hotels, consultants and much, much more!

TRADE SHOW – EXHIBITOR INFORMATION

AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

Participating in the SCTEM trade show is an ideal opportunity for suppliers to network with collegiate decision makers and recommend solutions that lead to lower costs, enhanced services, and streamlined efficiencies within the academic enterprise.

The trade show will be open during morning and afternoon breaks on Monday and Tuesday in a cocktail table format. This allows you to network without the need for elaborate exhibit displays or materials. The cost for a Conference Registration with or without trade show participation is \$1250. To reserve your table, register at: <http://www.sctem.org>.

Questions about participating in the trade show should be directed to:

Andy Lowell
Strategic Sales,
Enterprise Holdings

Phone: 563-468-1388
E-mail: Andrew.Z.Lowell@ehi.com