



## SUSTAINABILITY 2019

### Conference Agenda

Hyatt Regency | Bellevue, WA | September 22-25, 2019 | Connect with us: #SCTEM2019

## SUNDAY 09.22.19

8:00 AM – 2:00 PM GOLF OUTING

12:00 PM – 7:00 PM REGISTRATION | **REGENCY FOYER** |  
SPONSORED BY: ANTHONY TRAVEL & CONLIN TRAVEL

3:30 PM – 5:00 PM EDUCATION SESSION ONE  
SPONSORED BY: SCTEM

**1A: T&E ROUNDTABLE | JUNIPER |**

*Moderated by: Teresa Marie Athan, Manager of Travel Services, University of Washington, Executive Director, SCTEM*

*Table Moderators: SCTEM Board Members*

EDU Attendees - Join us 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: training initiatives, duty of care, payment options, sustaining a quality travel program and traveler centricity. What challenges are you facing today? Suggest roundtable topics during registration or send ideas to [hottopics@sctem.org](mailto:hottopics@sctem.org). Remember to bring your business cards as this is a great networking opportunity!

4:00 PM – 5:00 PM **1B: SUPPLIER INFORMATION SESSION: BUILDING RELATIONSHIPS | LAUREL |**  
*Moderated by: Andrew Lowell, Director of Commercial Sales, Enterprise Holdings, SCTEM Board of Directors*

Supplier Attendees - Join your peers for an opportunity to collaborate and discuss our respective roles in the EDU travel environment. This is an opportunity to network in a relaxed environment and gain a better understanding of how a wide range of suppliers can –and do- support the unique needs of the Higher Education space. We will provide an overview of the conference and the supplier's role in Tuesday's interactive session as well as Best Practices for supplier engagement throughout the conference. We look forward to seeing you!

5:30 PM – 6:30 PM **NEW ATTENDEE RECEPTION | CEDAR BALLROOM |**  
**SPONSORED BY: CORPORATE TRAVEL PLANNERS**

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.

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**6:00 PM – 9:00 PM**    **OPENING RECEPTION & DINNER | [REGENCY BALLROOM](#) |**

**RECEPTION SPONSORED BY: KEY TRAVEL**

**DINNER SPONSORED BY: ENTERPRISE HOLDINGS, INC.**

Join us as we celebrate another year of coming together to share knowledge, glean new ideas, and renew friendships with colleagues. Wear attire sporting your institution or company and enjoy an evening of food and fun!

## MONDAY 9.23.19

**6:30 AM – 7:30 AM**    **RUN/WALK | [MEET IN LOBBY](#) |**

*Hosted by: Joe DeMille, SCTEM Board of Directors*

**7:30 AM – 5:00 PM**    **REGISTRATION | [REGENCY FOYER](#) |**

**SPONSORED BY: ANTHONY TRAVEL & CONLIN TRAVEL**

**7:30 AM – 8:30 AM**    **BREAKFAST | [REGENCY BALLROOM](#) |**

**SPONSORED BY: SOUTHWEST AIRLINES**

**8:30 AM – 9:30 AM**    **WELCOME AND GENERAL SESSION ONE: HOW TO LEAD WHEN YOU ARE NOT IN CHARGE**

**| [REGENCY BALLROOM](#) |**

**SPONSORED BY: UNITED AIRLINES**

*Welcome: Teresa Marie Athan, Manager of Travel Services, University of Washington, Executive Director, SCTEM*

*Shannon Huffman Polson, author and former Apache helicopter pilot*

Leaders are effective when other people acknowledge them as such—by listening seriously to their ideas, valuing and following their suggestions for action and turning to them for advice.

**9:30 AM – 10:00 AM**    **TRADE SHOW AND BREAK | [REGENCY FOYER](#) |**

**SPONSORED BY: STA TRAVEL**

**10:00 AM – 10:50 AM**    **EDUCATIONAL SESSION TWO**

**2A. TRAVEL POLICY TRAINING TRILOGY | [AUDITORIUM](#) |**

*Ms. Betsy Boudurant, CMM, CTE, President, Boudurant Consulting*

Effective travel policy training is critical for gaining adoption and compliance for a new or existing travel policy. This interactive workshop will provide understanding as to the why, how and where of travel policy training in order to achieve positive outcomes via user engagement. The session will wrap up with the completion of a personal blueprint to provide guidance on implementing a travel policy training program.

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### 2B. PAYING FOR BUSINESS TRAVEL – THE VARIOUS FORMS OF PAYMENT AVAILABLE & WHAT TO CONSIDER FOR YOUR TRAVEL PROGRAM | AUDITORIUM |

*Ms. Diane Laschet, President and CEO, AirPlus International – Head of Americas*

This session will review the major types of payment options: Corporate Cards, Lodge Card, Single Use Virtual Card, Personal Credit/Cash, Direct Bill. Benefits and limitations of each payment type will be discussed and how your school can utilize multiple payment types to manage your program effectively.

### 11:00 AM – 11:50 AM GENERAL SESSION TWO: DISTRIBUTION LANDSCAPE EVOLUTION | AUDITORIUM | SPONSORED BY: SAP CONCUR

*Moderated by: Laney Armstrong, Tulane University Travel Manager, SCTEM Board of Directors*

**Panelists to be named later**

What does this mean for your travel policy and compliance? New Distribution Capability (NDC)/Next Generation Storefront (NGS) – Hear from various industry panel experts on strategies, evolution of booking tools, and the impact of technology in higher education travel management.

### 12:00 – 1:00 PM LUNCH | REGENCY BALLROOM | SPONSORED BY: SCTEM

### 1:00 PM – 2:00 PM GENERAL SESSION THREE: TRAVEL POLICES IN 2019: DIVERSE TRAVELERS, BLEISURE, MILLENNIALS & MORE | AUDITORIUM | SPONSORED BY: CHROME RIVER TECHNOLOGIES

*Mr. German Castro, Regional Security Manager, International SOS*

The number of business travelers in 2019 is higher than ever before. As global mobility rises, it is important for organizations to understand the needs of the modern business traveler and update their travel policies to address more current considerations such as safety for female travelers, millennials, LGBTQ and bleisure travel. Taking these considerations into account keeps your travel policies and duty of care program current.

### 2:00 PM – 2:30 PM TRADE SHOW AND BREAK | REGENCY FOYER | SPONSORED BY: AIRBNB

### 2:30 PM – 3:20 PM EDUCATIONAL SESSION THREE

#### 3A. CONTRACTS 101 | JUNIPER |

*Blake Reagan, J.D., Director of Procurement Services, University of Tennessee System*

Contracts don't have to be frustrating. In this session, the presenter will discuss process improvement ideas for contract review. How does Lean Six Sigma apply to contracts? Come to this session to find out. The speaker will also discuss contract best practices, including best practices for hotel contracts.

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### 3B. MOBILE APPS – WHICH APPS ARE RIGHT FOR YOUR UNIVERSITY? | JUNIPER |

Presenters TBD

Hear from your peers about the benefits of introducing mobile apps to your travel and expense program.

### 3:30 PM – 5:00 PM GENERAL SESSION FOUR: SPEED DATING | REGENCY BALLROOM | SPONSORED BY: YAPTA

*Moderated by: Andrew Lowell, Director of Commercial Sales, Enterprise Holdings, Inc., SCTEM Board of Directors*

Meet the sponsors of SCTEM in an interactive, non-sales environment. This is an opportunity to learn how suppliers can impact the EDU travel experience. Utilize this session to identify new ideas or opportunities within your organization by being open to learning from those around you. This session is open to all EDU attendees and supplier sponsors at the Bronze level or higher. EDU attendees are eligible to win exciting prizes! Must be present to win.

### 6:00 PM – 7:00 PM RECEPTION | SUITE BELLEVUE | SPONSORED BY: ALASKA AIRLINES

### 7:00 PM – 9:00 PM OPEN EVENING

## TUESDAY 9.24.19

### 7:30 AM – 8:30 AM BREAKFAST | REGENCY BALLROOM | SPONSORED BY: CHRISTOPHERSON BUSINESS TRAVEL

### 8:00 AM – 5:00 PM REGISTRATION | REGENCY FOYER | SPONSORED BY: ANTHONY TRAVEL & CONLIN TRAVEL

### 8:30 AM – 9:30 AM GENERAL SESSION FIVE: THE FINGERPRINTS OF FRAUD: BLUES CLUES FOR TRAVEL PROFESSIONALS | REGENCY BALLROOM | SPONSORED BY: SCTEM

*Dr. Mark Nigrini, American Mathematician and Assistant Professor of Accounting, University of West Virginia*

This session is an informative, interesting, and entertaining look at the patterns found in the numbers used in fraud schemes, including travel expenses. The goal is to give travel managers a foundation on which to base their proactive fraud detection tests. An in-depth review of court records and other published documents shows that fraud numbers are most often amounts that (a) are round, (b) exhibit a high period-

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over-period growth, (c) are just above or below a threshold, (d) are intentional duplicates of authentic transactions, (e) are outliers because they are excessively large, or (f) have been purposefully rounded up or down. By applying Benford's Law - a data analytics tool, travel managers can uncover the fingerprints of travel fraud.

**9:30 AM – 10:00 AM TRADESHOW & BREAK | [REGENCY FOYER](#) |  
SPONSORED BY: HURON CONSULTING**

**10:00 AM – 10:50 AM EDUCATIONAL SESSION FOUR**

**4A. FROM 0-60 IN 8 SHORT YEARS: GW'S INTEGRATED T&E ADVENTURE WITH ALL THE POTHoles, SINK HOLES AND JERSEY BARRIERS ENCOUNTERED ALONG THE WAY! | [JUNIPER](#) |  
*Mr. Vince Johns, Travel Administrator, The George Washington University***

GW received an innovation award this year from SAP Concur for its use of their T&E modules. Get on the bus with Vince Johns from GW as he takes us on their ride from the beginning of implementation to national recognition for out-of-the-box thinking when it comes to T&E programs, Duty of Care and making the most of your investment in SaaS systems.

**4B. PANEL DISCUSSION WITH TRAVEL MANAGEMENT COMPANIES | [AUDITORIUM](#) |  
Panelists TBD**

Get the most from your university's travel management company. The panel will answer a series of questions on best practices, innovation and success stories related to group travel, student travel, policies on unused tickets, waivers and favors, managing athletic travel, future changes in the industry, shared economy trends and management in higher ed, and sustaining a successful travel program using effective communication and training.

**11:00 AM – 11:50 AM EDUCATIONAL SESSION FIVE**

**5A. KEY INITIATIVES – BUILDING & SUSTAINING ORGANIZATIONAL SUCCESS | [AUDITORIUM](#) |  
*Ms. Kelsey Moon, Connexus Manager, University of California, San Diego***

How do you update your processes in an ever changing society to ensure your programs are sustainable? UC San Diego's Integrated Procure-To-Pay Solutions has identified specific key initiatives that can be tackled by agile teams in a structured way. Come learn best practices, lessons learned, and the path UCSD took to provide value beyond the dollar.

**5B. FAST, EASY, SECURE: U.S. TRUSTED TRAVELER PROGRAMS | [JUNIPER](#) |  
*Mr. Mark Lerro, Marketing Liaison, Transportation Security Administration***

Four trusted traveler programs of the Department of Homeland Security reduce travel friction at U.S. airport checkpoints and border crossings. Selecting the right program for each traveler ensures less time waiting in line and more time doing what matters. This session covers TSA Precheck, Global Entry, NEXUS, and SENTRI, and provides practical tips to ensure trusted traveler status on virtually every trip. The session will also address loyalty program partnerships with credit cards and hotels, and the benefits of hosting an enrollment event for staff, faculty, and students.

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**12:00 PM – 1:00 PM**    **LUNCH | REGENCY BALLROOM |**  
**SPONSORED BY: SCTEM**

**1:00 PM – 2:30 PM**    **GENERAL SESSION SIX: SOMETIMES OUR TRAVELERS DON'T HAVE A CLUE!**  
**| CEDAR BALLROOM |**  
**SPONSORED BY: SCTEM**

Join us for this fun-filled interactive session as we put on our detective hats and make our way through the travel & expense world.

**2:30 PM – 3:00 PM**    **TRADE SHOW AND BREAK | REGENCY FOYER |**  
**SPONSORED BY: WORLD TRAVEL**

**3:00 PM – 5:00 PM**    **GENERAL SESSION SEVEN: EFFECTIVE COMMUNICATION AND THE POWER OF LISTENING**  
**| REGENCY BALLROOM |**  
**SPONSORED BY: DELTA AIRLINES**

**PIKE PLACE MARKET (famous for their fish throwing)**

In this workshop, we introduce our audience to the world of “Speech Acts” and “The Amazing Power of Listening”. People often say, “Actions speak louder than words”. While this is often the case, there exists a kind of speech that is itself action! Participants will learn the fundamentals of communicating in a way that calls forth action. Also included in this program is “The Amazing Power of Listening”. We’ve discovered that most people don’t listen . . . and think they do. Through a simple exercise we’ve developed, participants discover the amazing impact their way of listening has on the speaker.

**5:00 PM – 5:30 PM**    **WRAP-UP AND CLOSING | REGENCY BALLROOM |**  
***Ms. Teresa Athan, Executive Director, SCTEM***

**6:00 PM – 10:00 PM**    **DINNER & RECEPTION | LUCKY STRIKE |**  
**RECEPTION SPONSORED BY: AIRPLUS**  
**DINNER SPONSORED BY: AMERICAN AIRLINES**

Join us for an evening of boutique bowling, billiards, dancing, and a world-renowned arcade game room at what USA Today called a “bowling alley for the new millennium”.

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## WEDNESDAY 9.25.17

### 9:00 AM – 10:00am UNIVERSITY OF WASHINGTON TOUR | UW SEATTLE CAMPUS |

The UW is one of the world's preeminent public universities. Ranked No. 14 in the world on the [2018 Academic Ranking of World Universities](#), the UW educates more than 54,000 students annually. The Seattle campus is an incredible oasis in an urban setting. Experience the sights and sounds for yourself and get a feel for what it's like to be a Husky! Breakfast will be provided for tour participants.

### 10:30 AM – 12:00am AMAZON HEADQUARTERS AUDIO TOUR | AMAZON HEADQUARTERS SEATTLE |

Come see the neighborhood Amazon calls home! Several years ago, Amazon made a conscious choice to invest in downtown Seattle even though it would've been cheaper and easier to move their headquarters to the suburbs. Amazon chose to commit to Seattle because they believed it was the right choice for their employees and for the city.

Transportation will be provided to the tours and then to the airport for those with afternoon flights.

## GENERAL INFORMATION

### REGISTRATION

Registration for collegiate attendees is \$795 for the first member from your institution and \$695 per each additional attendee from the same school. Collegiate member registration includes admission to all keynote speaker presentations, educational session breakouts, vendor speed-dating, conference tradeshow, and the following meals: Sunday dinner, Monday breakfast, lunch, all breaks, and the evening reception. Tuesday, all meals and breaks. For UW tour participants, Wednesday breakfast is also included.

Registration for supplier attendees is \$1295 for the first representative and \$795 per each additional attendee from the same company. Supplier registration includes participation in the tradeshow, as well as admission to all keynote speaker presentations, educational session breakouts, and the following meals: Sunday dinner, Monday breakfast, lunch, all breaks, and the evening reception. Tuesday, all meals and breaks. For UW tour participants, Wednesday breakfast is also included. Registration for members is available online at [www.sctem.org](http://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 us at <mailto:registration@sctem.org>

### RECOMMENDED DRESS

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

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### **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 delivered to the registration booth upon arriving and will be made available to participants throughout the conference.

### **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**

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, enhance services, and streamline 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 \$1295. To register go to: [www.sctem.org](http://www.sctem.org) and log in. If you wish to have a trade show exhibit, please be sure to register for the trade show to reserve your table.

Questions about participating in the trade show can be addressed to SCTEM Chairperson, Trade Show:

Andy Lowell  
Enterprise Holdings, Director of Commercial Sales  
E-mail: [Andrew.Z.Lowell@ehi.com](mailto:Andrew.Z.Lowell@ehi.com)

Phone: 612-963-7346  
Fax: 918-401-8048

### **LODGING AND TRANSPORTATION**

- Visit [Hyatt Regency Bellevue](#) to book your reservations with the SCTEM conference rate
- [Shuttle Express](#) has a special rate for hotel guests of \$26.24 each way