

2017 Travel Arranger Education Day

Monday, January 23, 2017 8 AM – 4 PM

James B. Henry Center for Executive Development
3535 Forest Rd.
Lansing, MI 48910
(517) 353-4350

Cost: \$50 (Educational Assistance Available)

For the first time ever, your peers have chosen the classes that are being offered at this year's Travel Arranger Education Day! We are excited for you to join us at this personalized event. Like previous years, we are offering 3 flights of classes with 4 classes during each time slot. To register and create your personalized schedule, use the Employee Self Service function of the [MSU Finance System](#). Look up the 2017 Travel Arranger Education Day by using the monthly calendar view under Training Opportunities. You **must** separately register for the Travel Arranger Education Day 2017, AND the 3 classes you wish to attend.

Registration and Continental Breakfast: 8 – 9 AM

Flight A: 9 – 10:30 AM (Select 1)

A1: App Happy: In this era of smart phones and working mobility, it is important as ever to have an understanding of all of the resources smart phones can offer. A Travel App specialist will show you how to load savvy traveler apps onto your phone and demonstrate how they work so you can be the hero on the road and back in your department. Smart phone in hand required to fully engage and enjoy class.

A2: Travel Guidelines: Risk Management and Insurance and the Fly America Act: The Office of Risk Management and Insurance will discuss how international travel insurance, transportation issues and automobile usage guidelines impact MSU business travel abroad. Additional restrictions may apply when travel is federally funded; Contract and Grant Administration will explain the Fly America Act, including exceptions. Representatives from both offices will also review other considerations for traveling internationally, including pre departure planning.

A3: Concur for Beginners: Introduction to the powerful, yet friendly booking tool, Concur; if you have not yet made the switch to online booking, this class is for you! In addition to being an interactive, fun approach, the highlights include:

- 1) Site navigation
- 2) Creating and maintaining profiles
- 3) Hints and tips for easy booking

A4: Meeting Planning101@MSU: An introduction to meeting planning at MSU covering topics including, but not limited to, the steps in event planning, requests for proposals, site visits, venue selection, contract terms and payment. This session is targeted to individuals with limited meeting planning experience. Presenters: Denise O'Brien, MSU Purchasing; Shana Killips, CMP, The Henry Center at MSU; Amy Moon, CMP, Greater Lansing Convention & Visitors Bureau. *Topics to include:* Budget, Venue selections, RFPs, Site Visits, Negotiation Tips (common concessions), Contract/Terms, Hotel Room Blocks, Event Logistics, Billing/Payment

Break: 10:30 – 11AM

Flight B: 11 – 12:30 PM (Select 1)

B5: App Happy: In this era of smart phones and working mobility, it is important as ever to have an understanding of all of the resources smart phones can offer. A Travel App specialist will show you how to load savvy traveler apps onto your phone and demonstrate how they work so you can be the hero on the road and back in your department. Smart phone in hand required to fully engage and enjoy class.

B6: Onboarding for New Travel Arrangers: As a new employee, this class is designed with you in mind. This presentation will include "getting started" at MSU, navigating the MSU Travel at State website, and strategic contracts that provide benefits to you and your travelers. Additionally, Guest speakers will provide deep dive into deciphering airfares.

B7: Concur for Advanced Users: A deep dive into the Concur platform. In addition to being an interactive, fun approach, the highlights include:

- 1) Saving time with cloning and templates
- 2) Arranger views and self-assigning assistant
- 3) Guest booking features
- 4) Sort features, Flight finder and other useful tools

The value of Triplt and Triplt Pro

B8: Don't Just Jump – Leap Over the Hurdles!! Does each step of processing a travel reimbursement seem like a hurdle? Do you have trouble gathering needed information from your travelers? Do your travel reimbursement DVs and DI's always seem to get disapproved or questioned? Learn some best practices and helpful tips to improve your technique and leap to success.

12:30 – 2:30 PM

Lunch & Trade Show: Did you know Michigan State University has strategic contracts in place to benefit university business travelers, their departments, and the university as a whole? Representatives of these organizations as well as other strategic partners will be available during lunch to share information about our programs with you. Come and make sure that you are taking advantage of everything MSU has to offer its travel arrangers.

Flight C: 2:30 – 4 PM (Select 1)

C9: Travel Guidelines: Risk Management and Insurance and the Fly America Act: The Office of Risk Management and Insurance will discuss how international travel insurance, transportation issues and automobile usage guidelines impact MSU business travel abroad. Additional restrictions may apply when travel is federally funded; Contract and Grant Administration will explain the Fly America Act, including exceptions. Representatives from both offices will also review other considerations for traveling internationally, including pre departure planning.

C10: Advanced Meeting Planning @MSU: A deep dive into meeting planning @MSU including standard MSU contract terms and collaborating with Purchasing and the Travel Office. Walk away with checklists and customizable documents to assist with planning your next event. Presenters: Denise O'Brien, MSU Purchasing; Shana Killips, CMP, The Henry Center at MSU; Amy Moon, CMP, Greater Lansing Convention & Visitors Bureau. Topics to include:

Resources – RFP, site visit checklist, planning/onsite checklist, event specifications guide, standard MSU contract terms;

Negotiation – limited to tips and concessions handout;

Contracts – MSU terms and policies, sample text, explanation of confusing terms (force majeure, insurance, liability, etc.);

Payments – methods, suggestions

C11: Concur Tips & Tricks ~ Helping Your Travelers and You: In addition to being an interactive, fun approach, the highlights include:

- 1) Value of E-receipts
- 2) Getting all the frequent flyer and guest points
- 3) What should I give my travelers for information
- 4) What do I do if...

C12: Don't Just Jump – Leap Over the Hurdles!! Does each step of processing a travel reimbursement seem like a hurdle? Do you have trouble gathering needed information from your travelers? Do your travel reimbursement DVs and DI's always seem to get disapproved or questioned? Learn some best practices and helpful tips to improve your technique and leap to success.