

DeVry | Education Group

The DVG Travel Program

Now boarding.....

Presented by: Jennifer Legittino and Freddie George



Introductions...

- Executive Sponsor

- Big Benefits
 - Significantly Reduced Fees
 - Agent in Miramar
 - Travel Safety and Duty of Care
 - International Company
 - Mobile Application via Concur

- You, the Traveler, and Your First Step – Creating Your Profile/TSA Required Information
 - Legal Full Name (first, middle, last)
 - Birthdate and gender (including birth year)
 - Emergency phone number
 - Passport Information
 - Airline Frequent Flyer and Hotel Rewards Programs
 - Institution and Department Numbers for Reporting



Benefits to DeVry Travelers

- **Book the lowest rates available, guaranteed**
 - **Air** - Discounted fares available with many frequently traveled routes
 - Ability to book all airlines including Southwest, LIAT, Seaborne
 - **Car** – Discounted rates
 - **Hotel** – Visibility into all negotiated rates , and brand-wide discounts
- **24 / 7 Service Call Center**
 - 7AM -7 PM CT standard hours
 - After Hours Service begins after standard hours
 - Standard Phone Number transfers automatically



Benefits for YOU, the Traveler

- Reduced Fees
- Onsite Agent
- Travel Safety and Duty of Care
- Single point of contact for all travel needs
- International Footprint
- Access to status matches with most providers
- 24/7 Service
- Management of unused tickets
- Manage your travel with the mobile application via Concur
- Efficient booking process
- Book the lowest rates available
- Quality Control
- Policy Control



Program Overview

- **Travel Management Company (TMC)** – All bookings should be made through, Travel Solutions International, (TSI)
 - Onsite Agent
 - Dedicated Consultants
 - Online Booking Tool , Concur Travel
- **Corporate Contracts with preferred suppliers**
 - Airlines – Discounts are only available through TSI
 - Hotels – Discounts are only available through TSI
 - Car Rental
- **Travel Guidelines**



The Fine Print

- Your department will be charged a transaction fee when you book travel
 - \$8 per travel reservation with air through the online booking system (Concur)
 - \$22 per travel reservation with air through a consultant
 - Fee only occurs if you actually make a reservation – no fee for a call
 - \$5 per hotel or car only reservation (online or via a consultant)
 - Make sure to book your air, car, and hotel under the same reservation to avoid unnecessary fees




Fine Print Continued

- Why are DVG and DVG's travelers paying these fees?
 - Booking through TSI gives DVG accurate reporting across all organizations providing leverage for future negotiations
 - Traveler tracking and communication features in case of emergencies
 - Gain access to TSI proprietary technology – Travel Audit
 - Management our airline credits – Large savings opportunity
 - Management Reports



Travel Guidelines

- DeVry currently has a travel policy; guidelines are in place
- Fares and rates will be displayed in order of your search criteria
 - Air: Shop by Price or shop by schedule; TSI provides Low Fare Process Guarantee
 - Hotel: Price (Low to High) or (High to Low), Preference, Rating, Distance, Policy Compliance
 - Car Rental: Price (Low to High) or (High to Low), Preference, Policy Compliance
- Preferred suppliers are designated with 3 golden  diamonds representing good value



Travel Guidelines

- Do I have to book only with preferred partners?
 - No, exercise good fiscal judgment
 - Take a cost conscious approach in managing your travel costs
 - Travel Program provides many ways in which to save and preferred partners are not always the lowest cost
- Pop ups in the online booking tool will be displayed for:
 - Airline purchases that are \$200 more than lowest logical fare
 - Traveler will not be restricted from booking a higher fare; however a reason will be required to continue reservation
 - Overnight trips that do not include a hotel reservation



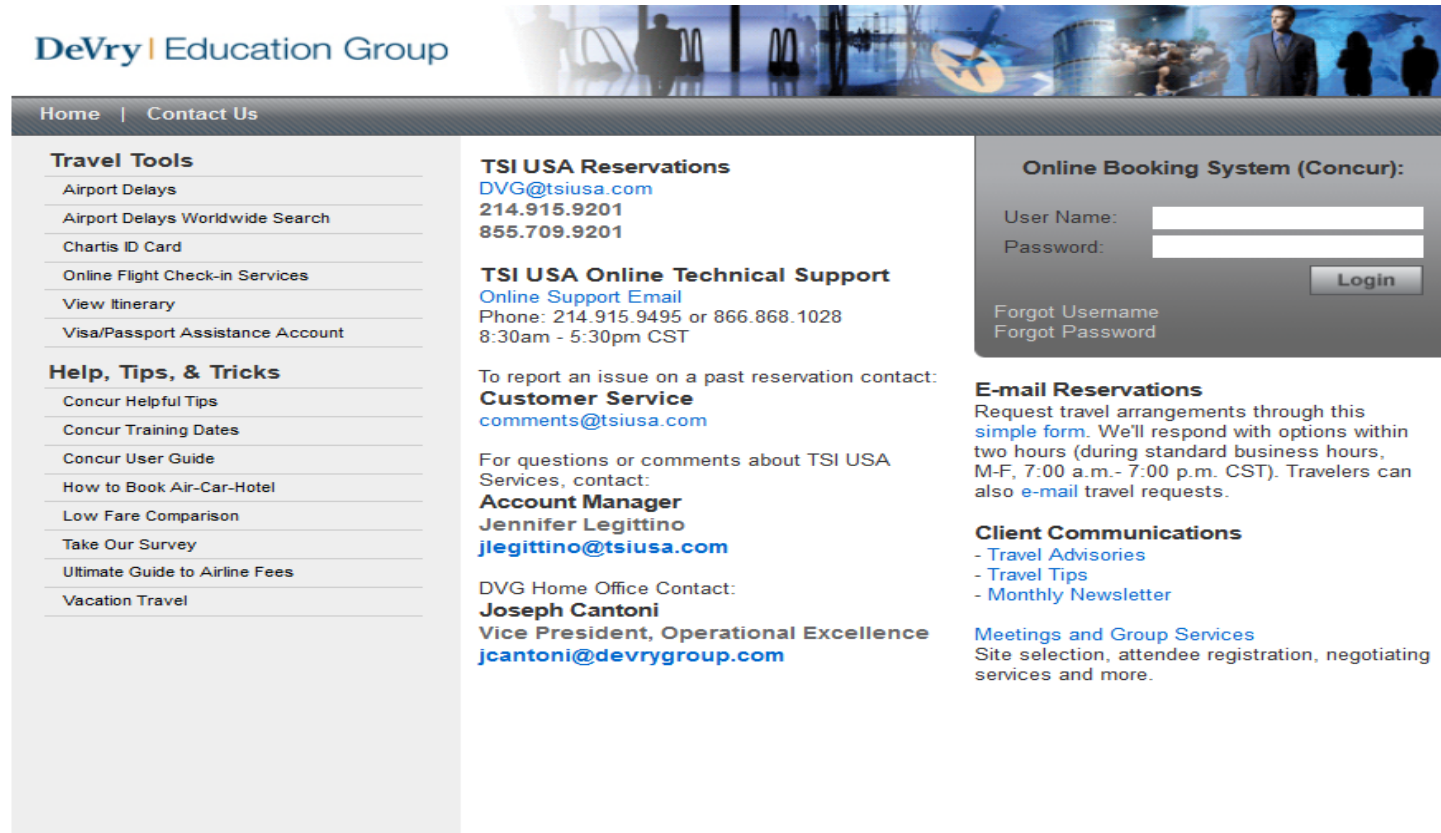
Getting Started: Booking Travel

- Call a Consultant or Book through Concur Travel
- When to use a Consultant vs. Concur Travel
 - Complex travel (more than 2 stops, multi-segment, or multi-airline)
 - Visa requirements vary by country, please refer to *Concur Travel* and your “Company Notes” page for a link to “Passport/visa information”
 - All airline reservation changes
- Contacting TSI: **855-709-9201** toll free for US & Canada
214- 915-9201 from outside US & Canada
- DVG email: DVG@tsiusa.com (agent assisted)
- Web Address: www.tsiusa.com/DVG
- Customer Service: comments@tsiusa.com



Getting Started: Setting up your profile

To get started go to the DVG Travel Portal: www.Tsiusa.com/DVG



DeVry | Education Group

Home | Contact Us

Travel Tools

- Airport Delays
- Airport Delays Worldwide Search
- Chartis ID Card
- Online Flight Check-in Services
- View Itinerary
- Visa/Passport Assistance Account

Help, Tips, & Tricks

- Concur Helpful Tips
- Concur Training Dates
- Concur User Guide
- How to Book Air-Car-Hotel
- Low Fare Comparison
- Take Our Survey
- Ultimate Guide to Airline Fees
- Vacation Travel

TSI USA Reservations
DVG@tsiusa.com
214.915.9201
855.709.9201

TSI USA Online Technical Support
[Online Support Email](#)
Phone: 214.915.9495 or 866.868.1028
8:30am - 5:30pm CST

To report an issue on a past reservation contact:
Customer Service
comments@tsiusa.com

For questions or comments about TSI USA Services, contact:
Account Manager
Jennifer Legittino
jlegittino@tsiusa.com

DVG Home Office Contact:
Joseph Cantoni
Vice President, Operational Excellence
jcantoni@devrygroup.com

Online Booking System (Concur):

User Name:
Password:

[Forgot Username](#)
[Forgot Password](#)

E-mail Reservations
Request travel arrangements through this [simple form](#). We'll respond with options within two hours (during standard business hours, M-F, 7:00 a.m.- 7:00 p.m. CST). Travelers can also [e-mail](#) travel requests.

Client Communications

- [Travel Advisories](#)
- [Travel Tips](#)
- [Monthly Newsletter](#)

Meetings and Group Services
Site selection, attendee registration, negotiating services and more.

TSI USA
TRAVEL SOLUTIONS INTERNATIONAL



TSI USA
TRAVEL SOLUTIONS INTERNATIONAL

Information needed for profiles

- Filling out your profile in its entirety
 - Legal Full Name (first, middle, last)
 - Birthdate and gender (including birth year)
 - Emergency phone number
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 - Airline Frequent Flyer and Hotel Rewards Programs
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Preferred Travel Providers



Marriott Brands

Marriott International is a leading lodging company with more than 3,700 properties located in 74 countries and territories.



The Emerald Club with National

- **Book a Intermediate car (US Pricing \$37-\$43)**
- **Bypass the counter**
 - Go directly to the Emerald Aisle at more than 50 major airports in the US and Canada
- **Choose your own car**
 - Select any vehicle on the Emerald Aisle and pay only the mid size rate no matter what you select
- **Speed up returns with E-Receipt**
- **Follow this link to enroll in Emerald Club today**
<http://nationalcar.com/offer/XZ15041>
- **Refueling charge capped at \$1.50/gallon over local average rate**
- **Global coverage with National**
 - Book National rates where competitive
 - Liability limits depend on country of rental
 - CDW (collision) included but deductible may apply based on country
 - No Insurance Needed in U.S.
- **Leisure rentals**
 - DVG rate can be used for personal rentals, but insurances will **NOT** be included in the rate



Enterprise/ National Car Information

Standard Business Practices (SBP)

Best Rating
National Car Rental

100%

Agreement Compliance



Pay mid-size rate
Free choice upgrades
Skip the counter
Pick any car



No blackouts
No Energy Recoupment Fee
No fees for late returns, no-show or rental extension
No charge for satellite radio



Cut long-term rental costs
Mileage reimbursement costs
Avoid airport taxes/fees

Eliminate Frequent
Flyer Tax

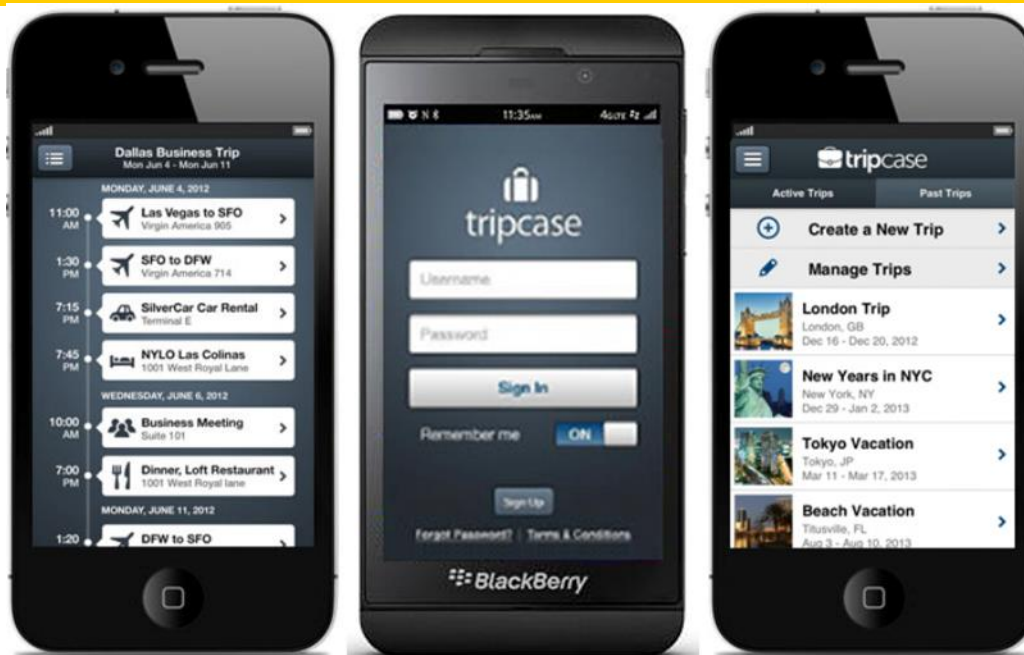


Lowest standard refuel fee

1



Travel Management with TripCase



TripCase Benefits:

- Organizes trip details into one master online itinerary
- Includes maps, directions, and weather in master itinerary
- Option to book restaurants, theatre tickets, activities, and more
- Accessible travel plans online: share them, check-in for flights, or print itinerary

www.tripcase.com



TSA Pre ✓™ Expedited Screening

- Eligible customers using TSA Pre ✓ no longer need to remove shoes, laptops, 3-1-1 compliant bags, light outwear, or belts at U.S. airports.
- Reimbursable
- Learn more at <http://www.tsa.gov/tsa-precheck>



U.S. Customs and Border Patrol Global Entry

- **What is Global Entry?**

Global Entry is a U.S Customs and Border Protection (CBP) program that allows expedited clearance for pre-approved, low-risk travelers upon arrival in the United States

- **Reimbursable**

<http://www.cbp.gov/travel/trusted-traveler-programs/global-entry>



Chartis through TravelGuard

Chartis

Now you're good to go...



GROUP NAME: Devry Inc.

POLICY #: 9135011

TOLL-FREE: 877-244-6871

OVERSEAS COLLECT: +1 715-346-0859

CHARTIS

Assistance Services



Worldwide Travel Assistance

Security Assistance

VIP Concierge Services

Travel Medical Assistance

Identity Theft

Non-insurance benefits provided through Travel Guard offer traveler assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.



TSI **USA**
TRAVEL SOLUTIONS INTERNATIONAL

M.I.C.E Services

Specialized teams of professionals competently handle Meetings, Incentives, Conferences and Exhibitions around the globe.

- Tailor-made Itineraries
- Destination Management
- Meeting / Conference Venue Selections
- Air / Charter Flight Reservations
- Pre-Registration for Events
- Hotel Liaison
- Database / Reporting
- Visa Arrangements
- VIP Servicing
- Meet and Greet Services
- Tours, Sightseeing, Cruise, etc.
- Coach Transfers
- Local Guide Services
- Pre-purchase of tickets (blocked seats)

Web-Based Business Solutions

cvent



Event Management

Cvent provides event planners with a complete solution to increase attendance and to decrease the cost of managing events. By simplifying the event planning and management processes, Cvent enables you to focus your time on strategic decisions rather than repetitive tasks. The Cvent Event Management system encompasses all the tools necessary to take your events and meetings to the next level of success.

- ▶ Online registration
- ▶ Email marketing
- ▶ Payment processing
- ▶ Travel, housing and budgeting
- ▶ Reporting and analysis



Supplier Network

The Supplier Network connects planners to a comprehensive database of meeting venues and event suppliers. Planners can find detailed profiles for a variety of meeting spaces and service providers. Send RFPs to multiple suppliers at once, compare quotes, and select vendors – all at no cost to planners.

- ▶ Search a database of 200,000 venues and suppliers
- ▶ Send RFPs to multiple venues
- ▶ Receive and compare quotes
- ▶ Select best meeting suppliers



Strategic Meetings Management

Cvent helps corporations manage meetings programs more efficiently and rein in meeting spend. With Cvent, they gain control over the entire process by managing planning, budgeting, sourcing, registration, housing, travel and reporting in a single application.

- ▶ Implement meeting request forms
- ▶ Set approval and workflow processes
- ▶ Unique access rights for multiple logins
- ▶ Departmental task lists and calendars
- ▶ Seamless integration through API

*Thank you so much for your help in arranging travel
For the NNPN Conference in Ann Arbor in May. You
managed everything beautifully! That was a huge
weight lifted off my shoulders and I truly appreciate you
Kind regards,
Cindy Norton”*



TSI USA
TRAVEL SOLUTIONS INTERNATIONAL

Travel Alerts / Duty of Care

E-Travel Alerts

24/7 alerts when events arise affecting itineraries and/or traveler's safety

TripCase / Triplt

Arms travelers with critical flight alerts, weather delays, security updates and more

Concur's Locate & Alert

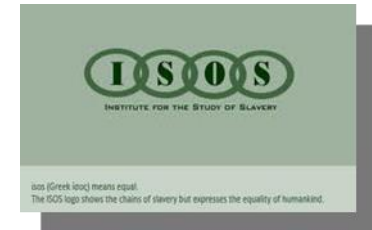
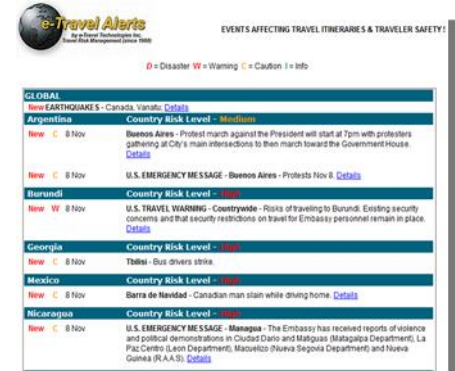
Delivers the information needed to be safe & secure when an unplanned event occurs

JourneyWatch

Cutting edge Smartphone application technology & web-based control panel offer advanced GPS and itinerary traveler tracking

ISOS & IJet

Alert & health information personalized to traveler profiles and itineraries as well as medical evacuation services



Prepare to board: Next Steps

Proceed to the DVG Travel Portal

<http://www.tsiusa.com/dvg>

1. To get started select “Forgot Password”
2. Follow prompts
 - Login ID: Enter your business email address
 - Click “Send me an email with a link to reset my password”
3. Follow the link once the your have received the email
4. Sign in
5. Review profile information (Please reenter all credit card information)
 - To avoid turbulence please ensure all information is correct and that your name appears EXACTLY as shown on your drivers license or passport

Welcome Aboard!

You may now begin booking via Concur Travel or with a TSI Consultant



Questions?

