

A man in a white suit is walking, carrying a briefcase in his left hand and a banana in his right hand. The background is white. The text is overlaid on the image.

**[ACTE:2005  
VANCOUVER]**  
GLOBAL CONFERENCE:1-3 MAY

**[ BIGGER, BOLDER, BETTER...**

**[ ASSOCIATION  
OF CORPORATE  
TRAVEL EXECUTIVES**

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ASSOCIATION OF  
CORPORATE TRAVEL  
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# 2005 **ACTE** CIRCLE **SPONSORS**



# CRITICALLY ACCLAIMED EDUCATIONAL FORMAT

If you thought that ACTE's Global Conferences couldn't get any more innovative - or timely - then you're in for a big surprise! Thanks to our tremendously successful new educational format, introduced this past October in Stockholm, featuring the latest information and industry resources on everything from technology and performance measurement to global perspectives, consolidation and convergence – this conference will be bigger, bolder and better than any conference in our history. Join your colleagues in Vancouver and shape the future of the international business travel industry. Discover why this is sure to be our best ever! Topics to be discussed include:

- **TECHNOLOGY**
- **PERFORMANCE MEASUREMENT**
- **CONSOLIDATION AND CONVERGENCE**
- **GLOBAL PERSPECTIVES AND LOCAL ISSUES**



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# ACTE PROFILE

## WHAT IS ACTE?

The Association of Corporate Travel Executives (ACTE) is a member driven organization that serves the largest and most influential business travel community in the world. Comprised of over 2,500 corporate travel managers, purchasing directors, CFOs, suppliers of business travel products and services, consultants, and journalists, ACTE members are a part of a growing global community of travel professionals benefiting from a world of knowledge.

## VISION

To be publicly recognized as a leader of the business travel industry.

## CORE PURPOSE

To be its members primary resource for knowledge exchange, education and professional development worldwide.

## DISTINCTIVENESS

ACTE drives change in the industry by identifying the issues, predicting the trends, encouraging open discussion, building consensus, and finding solutions. Our members worldwide create platforms for all of this to happen by developing the highest quality education in the industry.

## ACTE EDUCATION

Through two Global Conferences and over 60 Executive Forums, Webcasts, PowerTalks and workshops held worldwide, ACTE's responsiveness to quickly changing, significant issues gives you the critical information you need when you need it! ACTE's educational programming allows for industry critical issues and trends to be discussed and debated throughout the year, not just at the Global Conference, enabling members to create comprehensive travel management strategies. An Added Value: Participate in an ACTE educational event and you are guaranteed to receive the highest quality learning experience in the marketplace and the opportunity to network with members of the corporate travel community in a collegial environment without the distractions of a hard-sell atmosphere of a trade show.

## ACTE PUBLICATIONS

Whether it's the quarterly magazine, ACTE Global Business Journal or the bi-weekly ACTE Globalink e-newsletter, ACTE publications keep association executives up to speed on association news and, more importantly, emerging global trends and challenges through informative articles and interviews with industry leaders.



## [ACTE:2005 VANCOUVER] GLOBAL CONFERENCE: 1-3 MAY

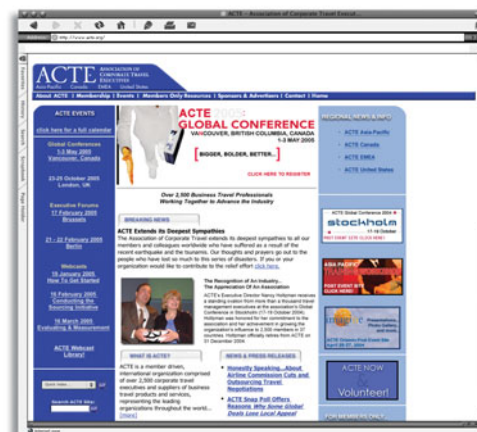


**EXECUTIVE FORUM**  
ASSOCIATION OF CORPORATE TRAVEL EXECUTIVES

**ACTE WEBCAST**  
ASSOCIATION OF CORPORATE TRAVEL EXECUTIVES

## ACCESS TO CRITICAL INFORMATION

ACTE members get answers to your most pressing questions through access to benchmarking and trending information via member surveys, whitepapers, and educational presentations.



**WWW.ACTE.ORG**



# ACTE: LEADERS



ACTE is led by a Board of Directors elected by ACTE members to provide strategic direction for the association. These leaders are industry professionals who have earned recognition from their peers for being exceptionally dedicated, highly accomplished and knowledgeable. Committed to furthering global understanding of corporate travel management, the Board of Directors focuses on meeting evolving industry needs through issues-driven education and peer-to-peer networking.

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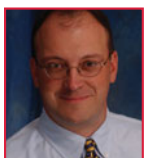
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**Angela S. Naegele**  
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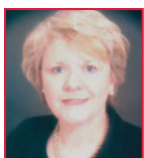


**Megan Costello**  
Chief Staff Officer  
Interim Executive Director  
ACTE



**Susan Hopley**  
At-Large  
Executive Vice President,  
Emerging Markets  
TRX, Inc.

## BOARD MEMBERS



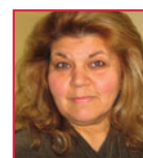
**Mary Kay Bellersen**  
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Citigroup



**Isabelle Koch**  
EMEA  
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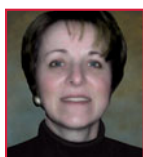
**Michael Bezer**  
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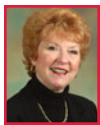
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**[ACTE:2005  
VANCOUVER]**  
GLOBAL CONFERENCE: 1-3 MAY



# CONFERENCE ○ AGENDA

## SUNDAY: 1 MAY

- 11:30 AM – 7:30 PM **REGISTRATION & CYBER CAFE**
- 1:00 PM – 4:00 PM **MEMBERS ONLY WORKSHOP**  
Driving Organizational Effectiveness  
Through Process and Execution Excellence: A Six Sigma Approach
- 3:00 PM – 4:00 PM **THE ROI OF YOUR ACTE MEMBERSHIP**  
New Member/First Time Attendees  
Welcome Orientation and Reception
- 4:00 PM – 6:00 PM **TECHNOLOGY & BUSINESS PROCESS SHOWCASE**  
Refreshments
- 6:00 PM – 7:30 PM **GENERAL SESSION & KEYNOTE PRESENTATION**
- THEME**  
**GLOBAL PERSPECTIVES**
- KEYNOTE PRESENTATION**  
**Judy Dempsey**, *Senior Correspondent, Europe, International Herald Tribune*
- 8:00 PM – 10:00 PM **OPENING NIGHT RECEPTION**  
The Fairmont Hotel Vancouver

## MONDAY: 2 MAY

- 7:00 AM – 6:30 PM **REGISTRATION & CYBER CAFE**
- 7:30 AM – 8:30 AM **TECHNOLOGY & BUSINESS PROCESS SHOWCASE**  
Continental Breakfast
- 8:30 AM – 9:45 AM **GENERAL SESSION & KEYNOTE PRESENTATION**
- THEME**  
**TECHNOLOGY**
- KEYNOTE PRESENTATION**  
**Michael Furdyk**, *Entrepreneur and Consultant*
- INDUSTRY PERSPECTIVE: SKYTEAM**
- 9:45 AM – 11:45 AM **TECHNOLOGY & BUSINESS PROCESS SHOWCASE**  
Coffee Break
- 11:45 AM – 1:00 PM **EDUCATIONAL SESSIONS: TECHNOLOGY**
- 1:00 PM – 2:00 PM **LUNCHEON**
- 2:15 PM – 3:15 PM **GENERAL SESSION & KEYNOTE PRESENTATION**
- THEME**  
**PERFORMANCE MEASUREMENT**
- KEYNOTE PRESENTATION**  
**Chuck Martin**, *CEO, NFI Research*
- INDUSTRY PERSPECTIVE: CARLSON WAGONLIT TRAVEL**



3:15 PM – 3:30 PM

**COFFEE BREAK**

3:30 PM – 4:45 PM

**EDUCATIONAL SESSIONS & ROUNDTABLE DISCUSSION:  
PERFORMANCE MEASUREMENT**

5:00 PM – 6:00 PM

**GENERAL SESSION**

Perspective from the Top: Performance Measurement

**TUESDAY: 3 MAY**

7:00 AM – 6:30 PM

**REGISTRATION & CYBER CAFE**

7:45 AM – 8:30 AM

**CONTINENTAL BREAKFAST**

8:30 AM – 9:45 AM

**GENERAL SESSION & KEYNOTE PRESENTATION**

**THEME**

**CONSOLIDATION AND CONVERGENCE**

**KEYNOTE PRESENTATION**

*Graeme Deans, Vice President, A.T. Kearney*

9:45 AM – 10:15 AM

**COFFEE BREAK**

10:15 AM – 11:30 AM

**EDUCATIONAL SESSIONS & ROUNDTABLE DISCUSSION:  
CONSOLIDATION & CONVERGENCE**

11:45 AM – 12:45 PM

**GENERAL SESSION**

Perspective from the Top: Consolidation & Convergence

12:45 PM – 2:00 PM

**LUNCHEON**

2:15 PM – 3:15 PM

**GENERAL SESSION & KEYNOTE PRESENTATION**

**THEME**

**CORPORATE SOCIAL RESPONSIBILITY**

**KEYNOTE PRESENTATION**

*Rushworth Kidder, President, Institute for Global Ethics*

3:15 PM – 3:30 PM

**COFFEE BREAK**

3:30 PM – 4:45 PM

**EDUCATIONAL SESSIONS & ROUNDTABLE DISCUSSION:  
GLOBAL PERSPECTIVES**

5:00 PM – 6:00 PM

**CLOSING GENERAL SESSION**

7:30 PM – 10:30 PM

**CLOSING NIGHT RECEPTION**

Pan Pacific Vancouver

**FOR THE MOST UP TO DATE INFORMATION ON CONFERENCE ACTIVITIES VISIT:**

**WWW.ACTE.ORG**

# CONFERENCE

**SUNDAY 1 MAY**

**1:00 PM – 4:00 PM**

**MEMBERS ONLY**

**S101 DRIVING ORGANIZATIONAL EFFECTIVENESS THROUGH PROCESS AND EXECUTION EXCELLENCE: A SIX SIGMA APPROACH**

This 3 hour session will focus on the practical application of Six Sigma tools and techniques to achieve organizational effectiveness. Mastering these concepts will position the attendee to excel in the business environment that lies ahead. Specifically the training will focus on the basic process improvement skills that will enable you to successfully work on projects and improve business results. The following topics will be covered: Basic Six Sigma tools (e.g., Documenting Customer Requirements, Process Mapping, Root Cause Analysis and Risk Assessment) and will include concept discussion and practical application activities.

**1:00 PM – 4:00 PM**

**DRIVING ORGANIZATIONAL EFFECTIVENESS THROUGH PROCESS AND EXECUTION EXCELLENCE**

**4:00 PM – 6:00 PM**

**TECHNOLOGY & BUSINESS PROCESS SHOWCASE**

Compliments of:



Are you looking to reduce cost? Increase efficiency? Save time? Find solutions? If so, then you can't afford to miss the Technology & Business Process Showcase. Organizations from around the world will come together for this event to share with you the power of tomorrow's technology. Find out which products allow you to optimize your travel spend, increase the value of your corporate travel data, facilitate decision making related to travel purchasing and much more!



**6:00 PM – 7:30 PM**

**GENERAL SESSION & KEYNOTE PRESENTATION**

**THEME**

**GLOBAL PERSPECTIVES**

**Judy Dempsey**

*Senior Correspondent, Europe  
International Herald Tribune*

**GLOBAL AFFAIRS**

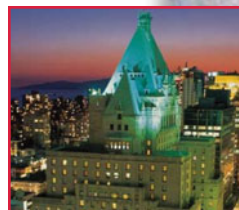
Compliments of:



She wowed attendees at the ACTE Stockholm conference this past October and, now, Judy Dempsey is back by popular demand to present once again at our Vancouver conference.

With a name that's become synonymous with incisive geo-political reporting and commentary, Ms Dempsey will draw from her extensive international journalistic experience in order to provide members with a front line view of the current geo-political situation, the EU and their impact on the travel industry.

In August 2004, Ms Dempsey joined the International Herald Tribune as the correspondent for Central and Eastern Europe based in Berlin and is currently the Senior Correspondent, Europe for the publication. She took this position after her post at the Financial Times - one of the world's leading business newspapers with a global readership of more than 1.6 million - where she was responsible for covering the European Union's international, security and defense policies, NATO and EU enlargement and transatlantic relations.



**8:00 PM – 10:00 PM**

**OPENING NIGHT RECEPTION**

The Fairmont Hotel Vancouver

Compliments of:





# PROGRAM

**MONDAY 2 MAY**

**TECHNOLOGY**

**7:30 AM – 8:30 AM**

**TECHNOLOGY & BUSINESS**

**PROCESS SHOWCASE** – Continental Breakfast

Compliments of:



**11:45 AM – 1:00 PM**

**EDUCATIONAL SESSIONS  
& ROUNDTABLE DISCUSSION**

**M101 GOING GLOBAL ONLINE:  
THE FINAL HURDLE**

As acceptance of online booking tools continues to grow outside of North America and Europe, multinational corporations are aggressively expanding their online travel programs to Latin America and Asia as part of an effort to consolidate travel processes worldwide. This session will examine both the technical and cultural areas that must be understood before a tool can be implemented and adoption achieved.

**M102 NEW ENTRANTS:  
SEARCH ENGINES & GDS ALTERNATIVES**

This session will survey the field of travel data aggregators and their improved ability for more comprehensive Web searching. Recently emerged GDS alternatives will also be reviewed and assessed for their ability to provide content to the business travel market.

**M103 E-AUCTIONS:  
THEY'RE NOT JUST FOR HOTELS ANY MORE**

As procurement continues to define practices within corporate travel purchasing, e-auctions are beginning to gain momentum as a sourcing tool for travel products and services beyond those envisioned just a few years ago. Learn from the recent experiences of corporations and vendors who have participated in e-auction processes and gain insight into what sector this tool most likely will be used for next.

**M104 FINDING SARBANES-OXLEY COMPLIANCE  
THROUGH TECHNOLOGY SOLUTIONS**

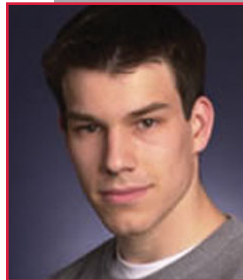
Sarbanes-Oxley requires senior management to monitor and certify internal controls are in place to prevent fraud. Learn how technology provides the travel area with the ability to provide consistent business process and control practices.

**M105 NEW TOOLS  
FOR SOURCING & CONTRACTING**

A whole array of tools designed to facilitate the sourcing of travel products and services have come into the market. These tools offer efficiencies to both vendor and buyer. This session will provide an informed review of these new electronic options for sourcing.

**1:00 PM – 2:00 PM  
LUNCHEON**

Compliments of:



**8:30 AM – 9:45 AM**

**KEYNOTE PRESENTATION**

**THEME  
TECHNOLOGY**

**Michael Furdyk**  
*Entrepreneur and Consultant*

**HIGH-SPEED CONNECTION:  
TECHNOLOGY AND TRAVEL**

Michael Furdyk is one of the brightest young minds in the world of technology. Starting at a very young age, he turned his interest of computers into a series of successful online companies, including MyDesktop.com and BuyBuddy.com. Michael's overriding goal has been to help individuals and companies realize the true potential of new technology. In that regard he has done consulting work for many large corporations, including Xerox, CIBC, IBM, and Microsoft. As one of the "10 entrepreneurs who shaped the year 1999," according to Profit Magazine, Michael has shared his experiences as a member of the Net Generation and is a much sought after speaker.

**INDUSTRY PERSPECTIVE**

Compliments of:



**9:45 AM – 11:45 AM**

**TECHNOLOGY & BUSINESS**

**PROCESS SHOWCASE** – Coffee Break

Compliments of:





# MONDAY 2 MAY

## PERFORMANCE MEASUREMENT



**2:15 PM – 3:15 PM**  
**KEYNOTE PRESENTATION**

**THEME**  
**PERFORMANCE MEASUREMENT**

**Chuck Martin**  
CEO  
NFI Research

### **VISION AND ACTION: PERFORMANCE MANAGEMENT FOR THE 21ST CENTURY**

Business strategist and best-selling author Chuck Martin uses his broad experience and unique research platform to help companies understand and influence the factors impacting their business. Chuck offers invaluable context and pragmatic solutions to the problems leaders at all levels face today, helping them refocus on what matters most: overall vision, customers, strategy and execution. Chuck has authored two books - *Tough Management: The 7 Winning Ways to Make Tough Decisions Easier*, *Deliver the Numbers*, and *Grow the Business in Good Times and Bad and Managing for the Short Term*. As the CEO of NFI Research, he is at the nexus of a global idea exchange and the leader of a research engine that regularly samples the mood and intentions of more than 3,000 senior executives and managers from 1,400 companies in more than 50 countries, including half the Fortune 100. Chuck will use these same methods to survey conference attendees and compare their perspectives to those of his top-performing executives. Distilling years of his research on the skills that the world's most successful business people use to improve performance, Chuck will deliver an impactful seminar with real take-away value for every participant and will subsequently moderate a panel of senior-level CFOs from well-known global companies.

### **INDUSTRY PERSPECTIVE**

Compliments of:



**3:15 PM - 3:30 PM**  
**COFFEE BREAK**

**3:30 PM - 4:45 PM**  
**EDUCATIONAL SESSIONS & ROUNDTABLE DISCUSSION**

**M201 PERFORMANCE MEASUREMENT: BEST IN CLASS**

This session will offer two case study examples of travel managers who optimized their usage of performance measurement to drive excellence in their areas of responsibility.

**M202 ADVANCING THE INDUSTRY ROUNDTABLE – PERFORMANCE MEASUREMENT**

Compliments of:



Through facilitated discussion, industry representatives will weigh in on issues and trends surrounding performance measurement in the industry. Roundtable discussion highlights will be captured electronically for spurring additional debate among participants.

**M203 THE NEXT NEW THING**

This small session will be geared for those with plenty of bright ideas. Working groups will identify the next brilliant solution, describe it and submit it for evaluation to the panel of CFOs during the View from the Top session.

**M204 SIX SIGMA FOR THE SUPPLIER**

With a re-energized focus on quality processes, many corporations are enlarging their embrace of Six Sigma within their organizations to include the area of travel. Six Sigma companies expect their vendor partners to respond in kind to their rigorous quest for perfection. Learn how to prepare for gaining and keeping the business of a Six Sigma client.

**5:00 PM – 6:00 PM**  
**GENERAL SESSION**

Perspective from the Top  
on Performance Measurement

**TUESDAY 3 MAY**

# CONSOLIDATION AND CONVERGENCE

**7:45 AM – 8:30 AM**  
**CONTINENTAL BREAKFAST**

**9:45 AM – 10:15 AM**  
**COFFEE BREAK**

**10:15 AM – 11:30 AM**  
**EDUCATIONAL SESSIONS & ROUNDTABLE DISCUSSION**

**T101 CONSOLIDATION IN THE SKIES**

This session will take a hard look at the shrinking number of US network carriers to understand how it got that way and what must be done for a strong airline industry to return.

**T102 WHAT TO EXPECT FOLLOWING THE EXPIRATION OF DCA AGREEMENTS**

Many corporates think it's a little like playing poker as they anticipate the outcomes of the expiration of agreements between their airline partners and the GDSs they use. This interactive session will bring together both sides – airline and GDS – for an open discussion about their plans.

**T103 ADVANCING THE INDUSTRY – CONSOLIDATION**

Compliments of: 

This roundtable discussion will focus on the prospects for further consolidation and convergence in the business travel industry and the impact that consolidation will have on pricing and service.

**11:45 AM – 12:45 PM**  
**GENERAL SESSION**  
Perspective from the Top on Consolidation & Convergence

**12:45 PM – 2:00 PM**  
**LUNCHEON**

**8:30 AM – 9:45 AM**  
**GENERAL SESSION & KEYNOTE PRESENTATION**

**THEME**  
**CONSOLIDATION AND CONVERGENCE**

**Graeme Deans**  
*Vice President*  
A.T. Kearney



## CONSOLIDATION AND CONVERGENCE

When it comes to business strategy, there are few consultants with the same vision and experience as Graeme K. Deans. An expert on the effects of mergers on business, Graeme can take some of the uncertainty out of the changing business climate. Graeme currently leads A.T. Kearney's North American Strategy management consulting practice and also serves as Chairman of A.T. Kearney Canada. His consulting specialties include business and marketing strategy, organizational design and effectiveness, and mergers and acquisitions. Graeme is the co-author of the award-winning business book "Winning the Merger Endgame" and his latest book, "STRETCH! How Great Companies Grow In Good Times and Bad," has recently been released. Drawing on his global vision, experience and expertise, Graeme will lead attendees in an exploration of recent trends in the global sourcing practices of major companies in purchasing air travel, hotels and car rental services; will provide valuable case studies of leading practices in global "large-corporate" sourcing and travel procurement; and will enlighten the audience with his perspective on global industry consolidation scenarios in the industry.

# TUESDAY 3 MAY

## GLOBAL PERSPECTIVE



**2:15 PM – 3:15 PM**  
**GENERAL SESSION &  
KEYNOTE PRESENTATION**

**THEME**  
**GLOBAL PERSPECTIVE**

**Rushworth Kidder**  
*President*  
Institute for Global Ethics

### **THE GUTS OF A TOUGH DECISION: MORAL COURAGE IN BUSINESS**

Rush Kidder's calling is to help people make better, more ethical decisions in every aspect of life. Through his lively, compelling, real-life stories, Dr. Kidder illustrates the fact that our toughest choices are not matters of right versus wrong but of right versus right and brings an uncommon clarity to the complexities of ethical decision making. His seminal 1995 book, *How Good People Make Tough Choices*, provides practical tools for tough decision making. Dr. Kidder's new book, *Moral Courage* was recently released.

Dr. Kidder has worked for over a decade to refine his guidelines for ethical decision making through his Institute for Global Ethics, a non-profit, non-partisan think-tank headquartered in Camden, Maine. The institute has developed ethics training programs for corporations, nonprofits, government entities, and even prisons. Using a robust, straightforward framework for discussing ethics, he will use the well-researched principles of the Institute to guide attendees through a methodology for analyzing situations where two values are in conflict.

**3:15 PM – 3:30 PM**  
**COFFEE BREAK**

**3:30 PM – 4:45 PM**  
**EDUCATIONAL SESSIONS &  
ROUNDTABLE DISCUSSION**

### **T201 MANAGING TRAVEL PROGRAMS IN EMERGING MARKETS - INDIA**

This session will explore how multinational companies can successfully establish managed travel programs in emerging markets where demand for travel services and products far outpaces supply, with a special emphasis on lessons learned through recent experience in India.

### **T202 MANAGING TRAVEL PROGRAMS IN EMERGING MARKETS - CHINA**

Nothing less than explosive can describe the emergence of the business market in China. Attendant with the rise of this new super-center for commerce is the extension of managed travel programs into China from multinational corporations. Learn about progress made as well as progress yet to be made in establishing managed travel as a practice that is challenged with complex electronic distribution, confusion of payment systems and a culture that in some cases offers non-standard business procedures.

### **T203 UPDATE ON TRAVELER SECURITY: WHAT EVERY TRAVEL MANAGER NEEDS TO KNOW**

What should you know about privacy and the US Department of Homeland Security (DHS) initiatives? The controversy is raging about passenger (and corporate) privacy rights as they conflict with the need to secure US airspace and ports. As individuals and companies are asked to disclose more and more information, it is essential that travel managers have a firm understanding of their rights. Learn how to work with your company's Privacy Officer to secure both your travelers' safety and their privacy.

### **T204 CANADIAN ROUNDTABLE SESSION**

This session will provide an open platform for industry professionals from Canada to discuss mutual issues and identify solutions.

### **T205 OPEN SKIES: HAPPENING IN AN AIR SPACE NEAR YOU?**

Despite on-again, off-again talks, there's nothing yet to report on any headway towards creating a transatlantic open aviation area - aka Open Skies. This session will explore the benefits and threats to a deregulated airline industry and the global business customers that it serves, as well as what it will take to move this concept forward.

**5:00 PM – 6:00 PM**  
**CLOSING GENERAL SESSION**



**7:30 PM – 10:30 PM**  
**CLOSING NIGHT RECEPTION**  
Pan Pacific Vancouver



# ACTE NETWORKING

## ACTE MASTERCARD CHALLENGE

Compliments of:



Corporate  
Payment Solutions

SUNDAY: 1 MAY  
8:00 AM – 1:00 PM

You'll mix a little business with lots of pleasure at the ACTE Vancouver conference when you attend the MASTERCARD CHALLENGE. The event will begin at 8:00am. Greens fees are \$125 for singles and \$500 for foursomes. With only eighteen foursomes participating, space will be limited, so register today for the ACTE MASTERCARD CHALLENGE at [www.acte.org](http://www.acte.org) or call 1-262-763-1902.

## THE ROI OF YOUR ACTE MEMBERSHIP NEW MEMBER/FIRST TIME ATTENDEES WELCOME ORIENTATION AND RECEPTION

SUNDAY: 1 MAY  
3:00 PM - 4:00 PM

This dynamic session is designed to welcome the new members and first time conference attendees to exciting world of ACTE. Big on tips and small on speeches, with individual roundtable discussions and veteran ACTE members on hand to answer questions, it's a "must" for all newcomers!

## TECHNOLOGY AND BUSINESS PROCESS SHOWCASE

Compliments of:



SUNDAY: 1 MAY 4:00 PM - 6:00 PM  
MONDAY: 2 MAY 7:30 AM - 8:30 AM  
MONDAY: 2 MAY 9:45 AM - 11:45 AM

Now, with ACTE's expanded Tech Showcase schedule, featuring additional hours, over two days, the opportunity to see the latest technology, business products and services promises to be better than ever before!

The Technology Showcase will play an integral role in all sectors of the conference, with technology break-out sessions and roundtables directly correlating to the specifics of the Showcase. There will also be opportunities for tech showcase vendors to present their unique products and services through live demonstrations. Also, attendees wanting more in-depth information about the latest technology can schedule private meetings with vendors during the tech showcase.

Participating vendors will enjoy a greater value than ever before. With space going fast, vendors may register today at [www.acte.org](http://www.acte.org) or call 1-800-ACTE NOW or 1-703-683-5322.



## OPENING NIGHT RECEPTION

Compliments of:



SUNDAY: 1 MAY  
8:00 PM – 10:00 PM

At the very heart of this beautiful city is one of Canada's most historic hotels, the legendary Fairmont Hotel Vancouver. Here, conference attendees will enjoy an opening night reception that is destined to be as memorable as it is grand. Plan to join your colleagues on opening night for a truly spectacular evening.



## CLOSING RECEPTION

TUESDAY: 3 MAY  
7:30PM – 10:30PM

There couldn't be a more spectacular way to end your stay in Vancouver than by joining us at the breathtaking AAA Five Diamond award-winning Pan Pacific for ACTE's Global Conference closing celebration. From this breathtaking vantage point, you'll be swept away by a magnificent harbor-front location, impeccable service and fine cuisine – all in the company of friends and colleagues.



## ADVANCING THE INDUSTRY AWARD

Recipients of ACTE's prestigious Advancing the Industry Award serve as role models to their peers, having successfully implemented cutting-edge purchasing strategies or services programs that boosted productivity and profitability within their organization. Join fellow international professionals in the industry when we recognize outstanding achievement by extraordinary, innovative professionals in the business travel industry. Go to [www.acte.org](http://www.acte.org) to nominate your candidate before 1 April 2005.

## CYBER CAFE

Compliments of:



Stay in touch with those important contacts during the conference by visiting the Cyber Café. Enjoy instant access to the internet, send and receive emails, communicate with other attendees, explore ACTE's website and get up-to-the-minute conference information.

# TRAVEL INFORMATION



## CONFERENCE SITE

VANCOUVER CONVENTION  
AND EXHIBITION CENTRE  
999 Canada Place  
Vancouver, British Columbia  
V6C-3C1 Canada  
Phone 1-604-689-8232  
www.vanconex.com

## HOTEL ACCOMMODATIONS

We are delighted to introduce our three hotels, The Fairmont Waterfront, the Pan Pacific Vancouver, and the Crowne Plaza Hotel Georgia, all located steps from the Vancouver Convention and Exhibition Centre. We have arranged for a block of rooms and preferred rates at the hotels to be available through 2 April 2005. Rooms will be reserved only after receipt of one night's deposit paid via check or money order in U.S. funds, or receipt of a credit card number to use as a guarantee.



### PAN PACIFIC VANCOUVER

300-999 Canada Place  
Vancouver, British Columbia  
Canada V6C 3B5  
Main Phone: 1-604-662-8111  
Guest Fax: 1-604-685-8690

The conference room rate is \$189 CAD, plus 17% tax, single or double occupancy (approximately \$157 USD)

#### RESERVATIONS

1-800-937-1515 from the United States  
1-800-663-1515 from Canada  
reservations@panpacific-hotel.com

#### ITEM TO NOTE

Each guest room is equipped with high speed internet access - \$14.95 CAD, per 24 hours



### THE FAIRMONT WATERFRONT

900 Canada Place Way  
Vancouver, British Columbia  
Canada V6C3L5  
Main Phone: 1-604-691-1991  
Guest Fax: 1-604-691-1838

The conference room rate is \$189 CAD, plus 17% tax, single or double occupancy (approximately \$157 USD)

#### RESERVATIONS

1-800-441-1414 toll free from US and Canada  
wfc.reservations@fairmont.com

#### ITEM TO NOTE

Each guest room is equipped with high-speed internet access - \$13.95 CAD, per 24 hours



### CROWNE PLAZA HOTEL GEORGIA

801 West Georgia Street  
Vancouver, British Columbia  
V6C 1P7, Canada  
Main Phone: 1-604-682-5566  
Guest Fax: 1-604-642-5579

The conference room rate is \$159 CAD, plus 17% tax, single or double occupancy (approximately \$133 USD)

#### RESERVATIONS

1-800-663-1111 or via email to  
reservations@hotelgeorgia.bc.ca

#### ITEM TO NOTE

Each guest room is equipped with complimentary high speed internet

## AIRFARE



### ALASKA AIRLINES/HORIZON AIR

Alaska Airlines and Horizon Air are offering a special 10% meeting fare discount to ACTE Conference attendees. The discount is applicable to the lowest published fare at the time of booking, excluding G, T and W fares.

Discount is valid for travel 27 April 2005 through 10 May 2005. All published fare rules and restrictions apply.

For reservations and ticketing call the Alaska Airlines Groups/Meeting Desk at 1-800-445-4435, and reference code CMR7730.



### CONTINENTAL AIRLINES

Continental Airlines is pleased to offer airfare discounts/zone fares to ACTE Conference attendees. Zone fares of \$250 USD round trip is offered for US (48) origins and \$390 CAD round trip for Canadian origins. Zone fares require booking in Q class and are quoted without tax or surcharges. Tickets must include the fare basis code NC899 and ZHV9 as the ticket designator, other rules may apply. Discounts for travel in other classes of service are also offered based on advance booking and city of origin. Call Meeting Works at 800-468-7022 and reference the Z code: ZHV9 and Agreement Code 3JPKQ5 for complete information.



### UNITED AIRLINES

United Airlines is pleased to offer mileage based fare levels for US departures to Vancouver for ACTE Conference attendees. Fares range from \$130 to \$310 plus applicable taxes for departures from the continental US. Fares must be booked and ticketed 14 days in advance in S class. Call 1 800 521 4041 and refer to Meeting ID: 524RP or go to <http://www.united.com> and enter the following number: 1016 0500 0004465 into the electronic certificate or promo code box.



# TRAVEL : INFORMATION

## AIRPORT TRANSFER

### YVR AIRPORTER

Visitors to Vancouver fly into the Vancouver International Airport, located 30 minutes from downtown Vancouver. An efficient airport transfer service called "YVR Airporter" transports delegates from the airport to all the downtown hotels. ACTE delegates can download a \$2.00 discount coupon at [http://www.acte.org/events/vancouver/2005\\_ACTE\\_Coupon.pdf](http://www.acte.org/events/vancouver/2005_ACTE_Coupon.pdf)

## TAXI

Taxi fares are approximately \$25 one-way CAD and private limousine service is approximately \$80 CAD one way plus gratuity.





# REGISTRATION ○ INFORMATION

## MEMBER DISCOUNT

All ACTE members receive a substantial discount on their conference registration fees as a benefit of membership. If you are not an ACTE member, join now and you can take advantage of the discounted member rate. Joining ACTE and attending the conference costs less than attending at the non-member rate. Join today online at [www.acte.org](http://www.acte.org) or call 1-703-683-5322.

## CONFERENCE REGISTRATION FEES

All fees will be charged in U.S. dollars. Registration fees for ACTE's 2005 Global Conference include admission to all conference activities and sponsored meals. Registration for one day includes all activities for that day only. There are no separate fees for evening functions. Workshops require a special fee and are for members only.

## CANCELLATION/TRANSFER POLICY

All transferred registrations will be charged a \$50 transfer fee. Full refunds, less a \$150 USD processing fee per registrant will be given when cancellation is received in writing by 1 April 2005. No refunds will be given after 1 April 2005. Refunds will not be given for no-shows. If this event is canceled due to reasons beyond ACTE's control, ACTE reserves the right to retain a \$250 processing fee for all conference registrations. Please send refund requests in writing to: ACTE Registration Office, 111 South Pine Street, Burlington, WI 53105 or fax to 1-262-763-7037. For more information call 1-800-375-ACTE.

## SPECIAL ASSISTANCE

ACTE staff will be glad to help you with any special needs (i.e. physical, dietary). Please complete the Special Needs section on the registration form.

## REGISTRATION CONFIRMATION

ACTE will confirm your ACTE 2005 Global Conference registration by mail, unless registrations are received within two weeks of the conference, in which case fax will be the method of confirmation. If you do not receive confirmation, please call 1-703-683-5322 or 1-800-ACTE-NOW. Conference material will be distributed onsite.

## GUEST POLICY

A guest is a spouse/significant other, friend or an adult child (18 and over) who is not in an industry-related occupation. A co-worker or an associate within the industry may not use the Guest registration category. Registered guests may participate in all official social events, meal functions and general sessions. Registered guests are not eligible to attend educational sessions or workshops.

## ONSITE REGISTRATION HOURS

SUNDAY 1 MAY 11:30PM – 7:30PM  
MONDAY 2 MAY 7:00AM – 6:30PM  
TUESDAY 3 MAY 7:00AM – 6:30PM

## CONFERENCE ATTIRE

The attire for the ACTE Global Conference in Vancouver will be Business Casual.

## WEATHER AND CLIMATE

Although Vancouver is perceived by most travelers as "cool, wet and rainy," the weather year-round is actually quite mild and pleasant. Temperatures average between 58 and 65 degrees Fahrenheit during April and May, with the average rainfall around 3 inches per month. So by all means pack a sweater, light jacket and umbrella – but don't forget those sunglasses, either; Vancouver boasts eleven hours of sunlight during the springtime with plenty of beautiful blue skies.

## PRIVATE SOCIAL FUNCTIONS POLICY

Social functions, at which attendance is restricted to either verbal or written invitations, are not permitted to occur during any official ACTE activity. ACTE reserves the right to postpone or delay any function conflicting with an official ACTE function.

## PRESS OFFICE

The ACTE Press Office is available for working press only and will be open during registration hours.



## REGISTRATION

First Name	MI	Last/Surname
Informal Name	Business Title	
Organization		
Address		
City	State/Province	
Zip/Postal Code	Country	
Telephone	Fax	
E-mail address		

## PAYMENT

Check      Check # \_\_\_\_\_  
 American Express     Diners Club     Eurocard/MasterCard     Visa

Credit Card #	Expiration Date
Name on Card	
Signature	

## CANCELLATION/TRANSFER POLICY

All transferred registrations will be charged a \$50 transfer fee. Full refunds, less a \$150 USD processing fee per registrant will be given when cancellation is received in writing by 1 April 2005. No refunds will be given after 1 April 2005. Refunds will not be given for no-shows. If this event is canceled due to reasons beyond ACTE's control, ACTE reserves the right to retain a \$250 processing fee for all conference registrations. Please send refund requests in writing to: ACTE Registration Office, 111 South Pine Street, Burlington, WI 53105 or fax to 1-262-763-7037.

## EVENT ATTENDANCE (Please check appropriate box/boxes to indicate which sessions/events you plan to attend)

### SUNDAY: 1 MAY

- 1:00 PM – 4:00 PM**
- S101 Workshop:  
Driving Organizational Effectiveness  
(ACTE Corporate Members Only)
- 3:00 PM – 4:00 PM**
- S102 New Member/First Time Attendee  
Welcome Orientation and Reception
- 8:00 PM – 10:00 PM**
- Opening Night Reception

### MONDAY: 2 MAY

- 11:45 AM – 1:00 PM**
- M101 Going Global Online:  
The Final Hurdle
  - M102 New Entrants:  
Search Engines & GDS Alternatives
  - M103 E-Auctions:  
They're Not Just for Hotels Anymore
  - M104 Finding Sarbanes-Oxley Compliance  
Through Technology Solutions
  - M105 New Tools  
for Sourcing & Contracting

**1:00 PM – 2:00 PM**

- Luncheon

**3:30 PM – 4:45 PM**

- M201 Performance Measurement:  
Best in Class
- M202 Advancing the Industry Roundtable  
Performance Measurement
- M203 The Next New Thing
- M204 Six Sigma for the Suppliers

### TUESDAY: 3 MAY

- 10:15 AM – 11:30 PM**
- T101 Consolidation in the Skies
  - T102 What to Expect Following  
the Expiration of DCA Agreements
  - T103 Advancing the Industry Roundtable  
Consolidation

**12:45 PM – 2:00 PM**

- Luncheon

**3:30 PM – 4:45 PM**

- T201 Managing Travel Programs  
in Emerging Markets - India
- T202 Managing Travel Programs  
in Emerging Markets - China
- T203 Update on Traveler Security: What  
Every Travel Manager Needs to Know
- T204 Roundtable Discussions: Canadian Issues
- T205 Open Skies  
Happening in an Air Space Near You?

**7:30 PM – 10:30 PM**

- Closing Night Reception

## CONFERENCE FEES (quoted in U.S. Dollars)

### WORKSHOP (Corporate Buyer Members Only)

- Driving Organizational Effectiveness \$145

### CONFERENCE

- ACTE Member\* \$995
- Non-Member Corporate \$1,495
- Non-Member Supplier/Agency \$1,995
- Guest\*\* \$295

### ONE DAY

- Monday *or*  Tuesday
- ACTE Member\* \$495
- Non-Member Corporate \$595
- Non-Member Supplier/Agency \$895

### GOLF TOURNAMENT

- Single Player \$125
- Foursome \$500

**TOTAL** \$ \_\_\_\_\_ USD

\* In order to qualify for the member rate, registrant must be a member at least through the dates of the conference. Any member whose membership expires prior to the conference must either renew his/her membership or be charged the non-member rate.

\*\* A guest is a spouse/significant other, friend or an adult (18 years and over) who is NOT in an industry related occupation. A co-worker or an associate within the industry may not use the guest registration category. Registered guests may participate in all official social events, meal functions, and general sessions. Registered guests are not eligible to attend education sessions or roundtable discussions.

## INDUSTRY CATEGORY

### CORPORATE

- Finance
- Procurement
- Travel Management
- Other
- Supplier
- Agency
- Consultant

## 3 EASY WAYS TO REGISTER!

1. Fax completed form to 1-262-763-7037
2. Register online @ [www.acte.org](http://www.acte.org)
3. Mail completed form to  
ACTE Registration Office  
111 South Pine Street  
Burlington, WI 53105 USA  
Tel: 1-262-763-1902

# 2005: CONFERENCE: SPONSORS

## PLATINUM



## GOLD



## SILVER



## BRONZE



REGISTER TODAY: [WWW.ACTE.ORG](http://WWW.ACTE.ORG)

**[ACTE:2005  
VANCOUVER]**  
GLOBAL CONFERENCE: 1-3 MAY

**ACTE**  
Asia-Pacific Canada EMEA United States

ASSOCIATION OF  
CORPORATE TRAVEL  
EXECUTIVES  
EMEA United States