



Workshop #3 10-11 November 2016





Validation of Training Solutions



Open Discussion

- TR1 Agent training on booking practices (Market Specific)
- TR2 Airline Fare Filing Training
- TR3 Agent Training

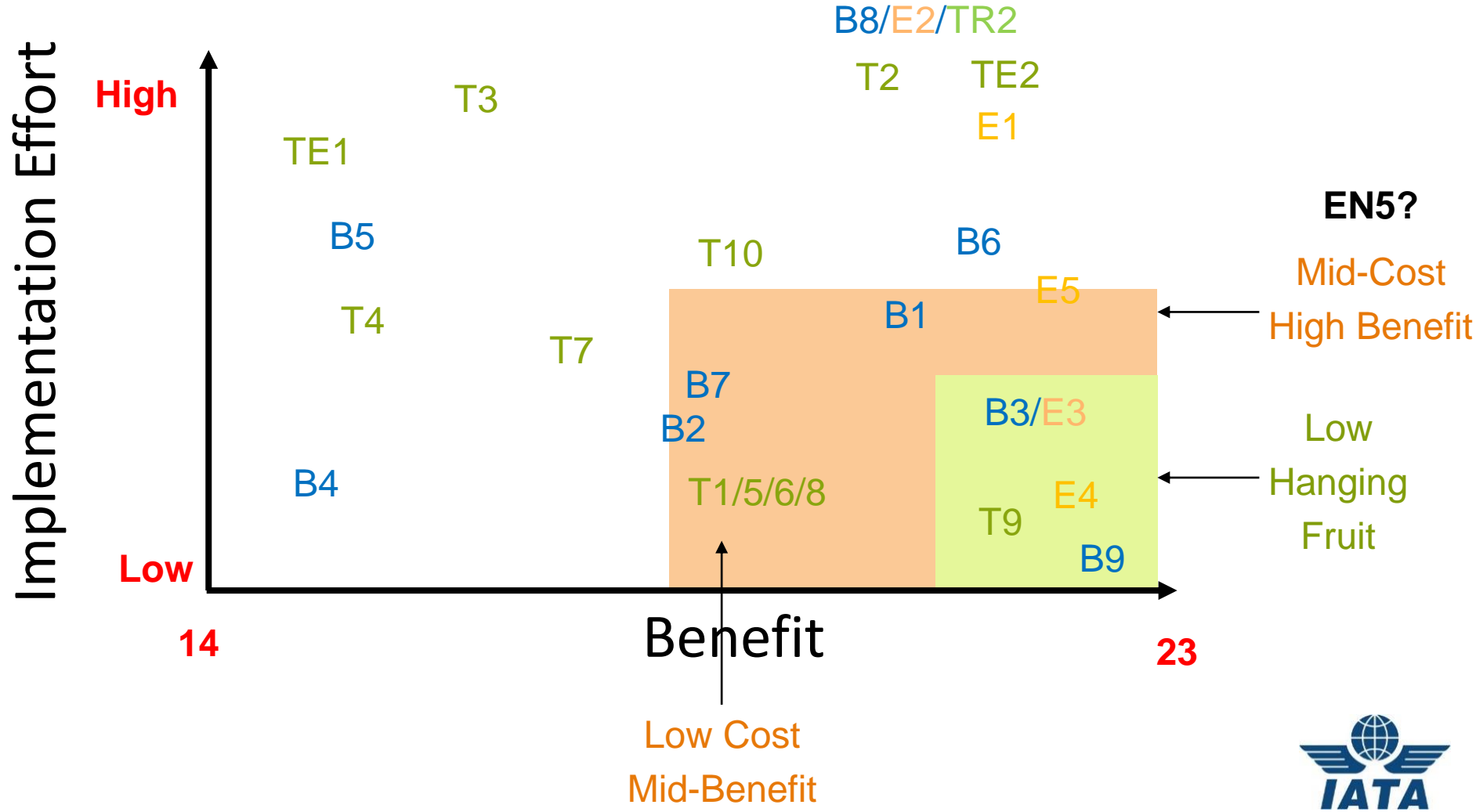


Implementation Timelines



Recap of Day 1

Cost – Benefit Matrix



Impact Analysis (Do we want to set fixed targets/goals?)

	Volume	Time to ADM	Business Relationships
TI-9 Improve Communication on Disputes			**
BP9 ADM Auto-Categorization	**		
EN4 One-on-one GDS Root Cause Analysis	**		*
BP3 Alignment on BSP Comm Control Setup & Airline Comm Strategies	**	*	*
EN3 Clean up Commission Control Schemes	**	*	
BP1 Cat 16 vs Cat 31/33 (Align w/ ARC DMWG)	**	*	*
BP2 Credit Card Chargeback Evidence Guideline	*	**	*
BP7 Best Practices for ADM Process		**	*
TI-1 Central Repository ADM Policies	**		*
TI-5 & TS-16 Comm Control Repository & Self-Service Update	*	**	*
TI-8 Credit Card Acceptance Chart	**	*	

Subgroups

	Subgroup
TI-9 Improve Communication on Disputes	N
BP9 ADM Auto-Categorization	?
EN4 One-on-one GDS Root Cause Analysis	N
BP3 Alignment on BSP Comm Control Setup & Airline Comm Strategies	N
EN3 Clean up Commission Control Schemes	N
BP1 Cat 16 vs Cat 31/33 (Align w/ ARC DMWG)	Y
BP2 Credit Card Chargeback Evidence Guideline	?
BP7 Best Practices for ADM Process	Y
TI-1 Central Repository ADM Policies	N
TI-5 & TS-16 Comm Control Repository & Self-Service Update	N
TI-8 Credit Card Acceptance Chart	N



Housekeeping



Next Steps

- Next Face-to-face Meeting
 - April? May?
 - Location?
- Subgroups for the solutions agreed upon?
 - Name of groups
 - Method of sign-up
 - Initial Kick-off meeting date (Conf call)

This afternoon- Logistics

➤ Light lunch will be served for those that can stay for the afternoon session (optional). Lunch will be served between 12.30-1.30pm

➤ We will resume at 1.30pm in the same room

➤ Breakout session topic: What do we need on our dashboards to performance tracking?



Closing Statement

Juan Antonio Rodriguez

Director, Financial Distribution Services Operations





Thank you!



ADM

Working Group

Breakout Session

What elements do we need for us as a group to see on a dashboard how we are performing?