

ATPCO / OCTOBER 2017

Elevate 2017

atpco

A LETTER FROM THE PRESIDENT



Welcome to Elevate 2017—our biggest and most advanced global customer conference yet! We're expecting record attendance this year with over 300 customers from around the world and more than 100 ATPCO employees present.

As you explore the conference, you will see a lot of changes, beginning with a refreshed ATPCO brand and a new conference format, which reflects a renewed focus on innovation, customer-centricity, and ecosystem collaboration.

You'll hear from ATPCO leadership on the company's new vision and product roadmap. Dozens of customers, industry partners, and thought leaders will take the stage to share their stories around innovation, industry trends, and key developments shaping airline distribution.

Here's how the conference is structured: Each day will have its own theme.

DAY ONE: EXEC ELEVATE

[Built for leaders of airline distribution.](#)

Airline industry executives and leaders present breakthrough ideas, innovations, technology announcements, and client success stories.

DAY TWO: TECH ELEVATE

[Explore innovative technologies and technical development.](#)

Idea makers vie for bragging rights in our Innovation Forum, featuring product solutions labs, lightning talks with our experts, and our product expo.

DAY THREE: INDUSTRY ELEVATE

[Working together to shape the future of air travel.](#)

An exclusive industry event for airlines and systems to present and prioritize the business interests of airline distribution across the ecosystem.

Beyond the outstanding content line-up, there are plenty of networking breaks and exciting evening events that will allow you to connect with your peers and other decision makers.

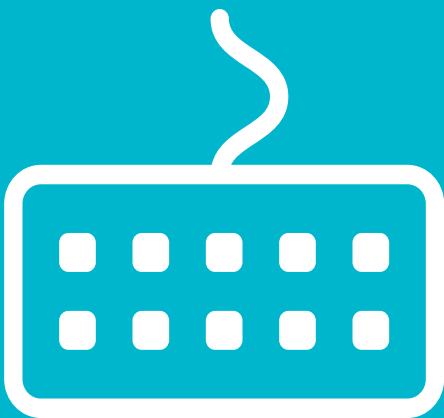
On behalf of the 438 employees of ATPCO around the globe, I welcome you to Elevate 2017!

Rolf Purzer



**BECOME A PART OF THE NEW EXCITING
ATPCO BRIDGE LABS
CHECK OUT ATPCO.NET FOR MORE DETAILS**

TELL YOUR STORY

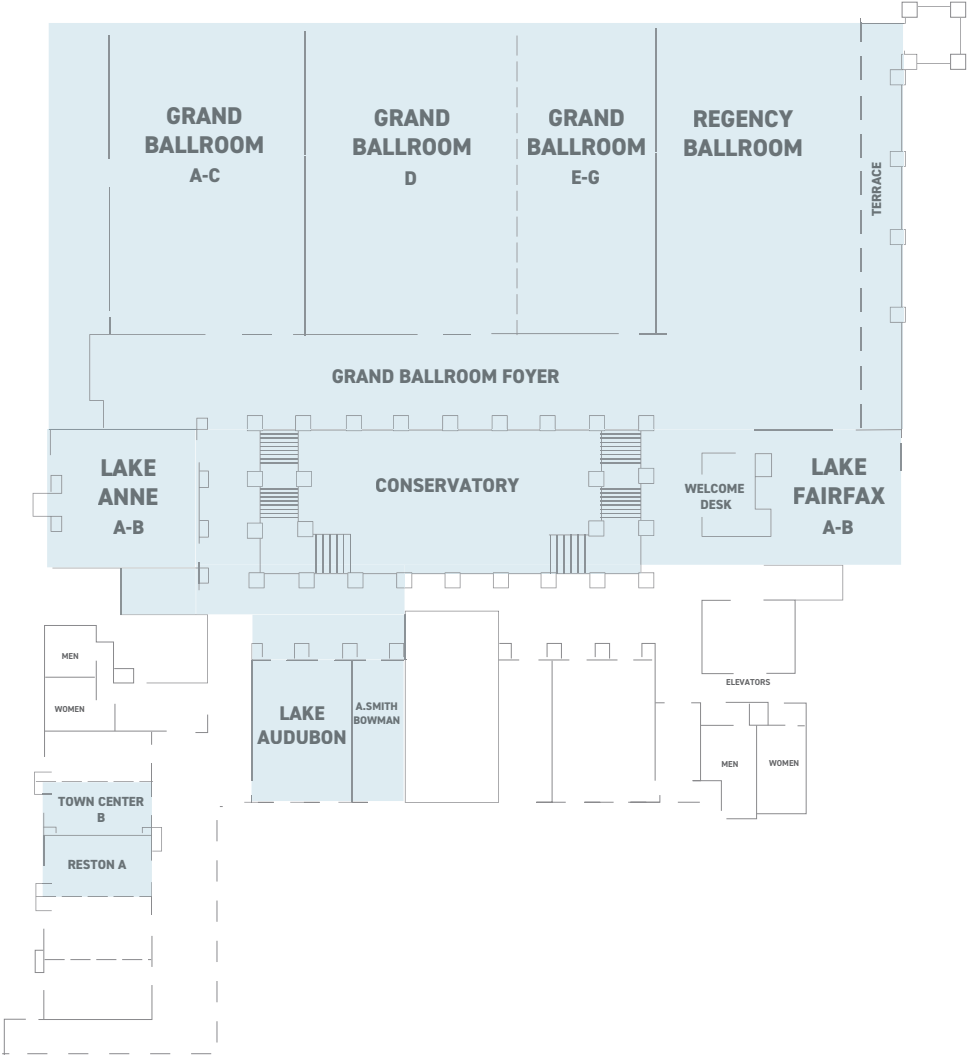


EVERYONE HAS A STORY.

Visit us at the “Tell Your Story” booth to share yours.

Located in the Grand Ballroom foyer.

HOTEL MAP



Hotel Convention Space WiFi

Network: @Hyatt_WiFi_Events
Access Code: atpco2017

AGENDA **AT A GLANCE**

	Monday	Tuesday, 10 October	Wednesday, 11 October	Thursday, 12 October
0730		Continental Breakfast Grand Ballroom A-C		Continental Breakfast Grand Ballroom A-C
0800		EXEC ELEVATE Leadership (0815-0940) Grand Ballroom D-G	Continental Breakfast Grand Ballroom A-C	INDUSTRY ELEVATE Products and Services Alignment Session Grand Ballroom D-G
0900			TECH ELEVATE Innovation Forum Grand Ballroom D-G	
1000		Platform for Industry Innovation (0955-1045) Grand Ballroom D-G		
1100		Innovation Grand Ballroom D-G	Expo Grand Ballroom Foyer Lightning Talks Lake Anne	
1200		Lunch Grand Ballroom A-C Women's Networking Lunch Lake Anne	The Sandbox Lake Fairfax Hackathon Showcase Lake Audubon	Lunch Conservatory
1300		Industry Cooperation and Leadership Grand Ballroom D-G	Solution Labs All You Need to Know About Content Management: From APIs to Application Enhancements Grand Ballroom A-C	Closing Grand Ballroom D-G
1400			ATPCO Distribution: Standards and Data Forming the Bedrock of Innovation Grand Ballroom D	
1500		Pricing Evolution Grand Ballroom D-G	A Big Problem Solved: Taming the Tax Beast Grand Ballroom E-G	
1600				
1700				
1800	Welcome Reception Regency Ballroom and Terrace	Dinner and Oktoberfest Reston Town Center Pavilion		
1900				

A prayer room is available in Town Center B throughout the event.

KEYNOTES

EXEC ELEVATE

TUESDAY, 10 OCTOBER

Built for leaders of airline distribution.

Airline industry executives and leaders present breakthrough ideas, innovations, technology announcements, client success stories, and intriguing TED-style presentations.

LEADERSHIP

0815–0940

Forward Together: Opening Keynote & CEO Announcement

ATPCO & British Airways: Rolf Purzer & Jerry Foran
ATPCO Board Chair Jerry Foran joins ATPCO CEO Rolf Purzer in presenting ATPCO's new vision and renewed promise to fuel the future of air travel.

ATPCO Forward Momentum: Delivering Results

ATPCO: Tom Gregorson
ATPCO Vice President of Products & Services, Tom Gregorson, will provide a look into ATPCO's strategy and product roadmap.

Leading the Industry into the Next Generation of Distribution: Many Paths, One Future

PROS, Amadeus, Ctrip, & United Airlines: Surain Adyanthaya, Hervé Prezet, Yudong Tan, & Jeff Christiansen
Airline distribution technology and strategies have been evolving at a staggering pace. Expand your perspective as industry leaders discuss how to embrace and adapt emerging and existing technologies to support distribution interoperability.

PLATFORM FOR INDUSTRY INNOVATION

0955–1045

Innovation Keynote

ATPCO: John Murphy

ATPCO Developer Panel

Learn about some innovative work currently incubating from John Murphy and ATPCO developers Anandhi Navaneethakr, Minhaj Abideen, Chandra Lanka, and Vijay Arthanari.

Ecosystem Innovation

Airnguru, LATAM, & Travel Tech Consulting: Sergio Mendoza, Carlos Jovel, & Norm Rose

Introduction: Kevin Fliess; Moderator: Gianni Cataldo

As the pace of change in airline distribution accelerates, all companies in our ecosystem need to embrace innovation. Building on its foundation as an indispensable part of the distribution landscape, ATPCO is now looking to the future and embracing new technologies, lean development, and design thinking to spur innovation. In this session, you'll hear about investments ATPCO is making to spur industry innovation along with unique insights and perspectives from technology thought leaders from across the broader travel community.

INNOVATION

1100–1200

The Future of Revenue Optimization

Air Canada: Lucie Guillemette
New revenue streams and new business models are emerging—how can we optimize revenue in this new world?

Are You Relevant?

Delta Air Lines: Sharon Mickelson
Are you thinking and approaching your work the same way you did last year, last month, last week or even yesterday? If you are, are you relevant? Sharon Mickelson will take us on an enthusiastic journey to help us reevaluate our approach and the way we think—to ensure that we remain relevant through innovation.

What Flyers Really Want

Routehappy: Bob Albert
Perfect the personalized product offering and protect brand integrity by providing consistent rich media in all channels.

Cognitive Models of Consumer Choice

McKinsey & Company: Alex Cosmas
How to turn customers' digital breadcrumbs into an understanding of travel triggers, choice drivers, and product desires.

INDUSTRY COOPERATION & LEADERSHIP

1330–1500

Driving Industry Efficiencies In a Disruptive Future

ARC, IATA, & ATPCO: Mike Premo, Aleks Popovich, & Rolf Purzer
How industry organizations like ARC, ATPCO, and IATA can help to define and deliver solutions that support the entire industry ecosystem while reducing complexity and increasing value.

TECH ELEVATE

WEDNESDAY, 11 OCTOBER

Explore new technologies and technical development.

Idea makers vie for bragging rights in our Innovation Forum, featuring product solution labs, lightning talks with our experts, and our product expo.

Innovation Forum

Industry innovators will have the opportunity to showcase inventive solutions or processes that use ATPCO data or solutions in the marketplace. The winning innovator will be selected by the audience.

Participants: Airnguru, Amadeus, Farelogix, Fly Nava, Grasp Technologies, InEye Technologies, Routehappy; see page 6.

Expo

Get one-on-one time with experts. See page 7.

Lightning Talks

Get some quick info to take home. See page 11.

The Sandbox

Get your hands on some exciting developments. See page 10.

Solution Labs

Dive deep into the biggest topics of the day. See page 9.

Hackathon Showcase

Take a peek at the ideas our employees are building. See page 10.

Think Globally, Act Locally: Regional Lessons Everyone Can Use

Aeromexico, ANA, & Etihad Airways: Edgar Arcoverde Gomes, Keiji Omae, & Martin Dunn

Several airline experts share how they are managing unique regional trends that have the potential to shape the future of distribution. The panel will cover a local view of major global trends and topics such as Distribution Ancillary Revenues and Direct Connect versus other means of distribution.

Translating Data, Transforming Distribution: How the NDC Exchange Will Simplify Direct Distribution

SITA, Air Canada, & ATPCO: Rene Fourel, Keith Wallis, & Graham Wareham

Managing your direct connection strategy with multiple organizations, schema standards, and versions of each standard is a daunting task. Discover how the ATPCO/SITA partnership will reduce your development costs and get your products into the market faster.

Better Together: How American Airlines achieved faster product enhancement with ATPCO APIs

American Airlines & ATPCO: Bryan McVicker, Will Linderman, & Stacy Sheeran

Customer collaboration is essential when defining and delivering a relevant solution. This passionate panel will discuss how ATPCO is ensuring collaboration during solution development.

PRICING EVOLUTION

1530–1645

The Road to Dynamic Offer Generation

MIT: Peter Belobaba

There is a vibrant debate underway in the industry regarding the feasibility of the next-generation mechanisms. Peter Belobaba will be presenting the results of a joint research paper, *Advances in Airlines Pricing*.

Farelogix, PROS, Sabre, & ATPCO: Manish Nagpal, John McBride, & Richard Ratliff

Many in the travel industry have discussed dynamic offer generation and the benefits it would bring to airlines and travelers alike. However, the road to implementing seemed uncertain or unrealistic until very recently. Hear how Farelogix, PROS, and Sabre are innovating and working with ATPCO to support dynamic pricing pilots and new pricing engine creation.

INDUSTRY ELEVATE

THURSDAY, 12 OCTOBER

Working together to shape the future of air travel.

An exclusive industry event for airlines and systems to present and prioritize the business needs of airline distribution across the ecosystem.

0830–1200

Products & Services Alignment Session

Shape the future of ATPCO tools and solutions as we review the development pipeline and new business requests. Share your thoughts and vote on solution prioritization.

Closing

INNOVATION FORUM

Industry innovators showcase inventive solutions or processes that use ATPCO data or solutions in the marketplace. The winning innovator will be selected by the audience.

Airnguru

What do biology and airline pricing have in common? With a simple example of cross-pollination: we have taken an idea from genetics and adapted it to efficiently solve a real day-to-day problem in airline pricing.

Amadeus

Amadeus White Label Merchandizing Solution. Ancillaries services are now an essential part of travel, we will show you how a self-service approach can help to increase traveler satisfaction without additional tasks for the travel agent.

Farelogix

FLX Shop & Price is the industry's first airline-controlled shopping engine purpose-built to support both traditional ATPCO pricing and the high-volume world of digital commerce and dynamic offers. Using FLX Shop & Price, airlines are able to influence and optimize offers instantly using ATPCO data paired with airline-defined rules, leveraging historical data, predictive analytics, RM data and "what's trending now." Come see disruptive shopping in action!

Fly Nava

Integration of ATPCO data as a core module of Jupiter, our Pricing Decisions Support System. FlyNava's innovative airline pricing decision support solution leverages ATPCO data to empower airlines to create optimal fares that consider an unprecedented range of factors. It provides a high level of automation using an integration model in MongoDB with sophisticated connectors, algorithm and workflows.

Grasp Technologies

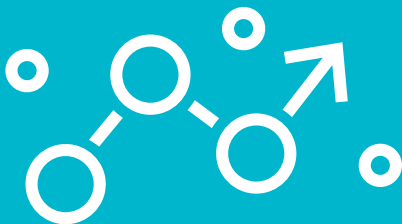
The Possibilities of Big Data with Grasp and ATPCO. Learn how industry data management/visualization leader, Grasp Technologies, is solving the industry's biggest data challenges and finding some unique help in ATPCO to do so.

InEye Technologies

Baggage Matters! Acquire More Customers Through Baggage Data Analytics. Baggage fees and allowances play a significant role in a passenger's ticket purchase decision. Understanding how much baggage passengers carry during their travel is key to understanding their sensitivity to such fees and allowances. InEye Technologies introduces a novel IoT (Internet of things) solution that provides insights into passenger baggage-carrying behavior that can be leveraged to influence their purchase decision, leading to increased customer acquisition and revenue.

Routehappy

Routehappy and ATPCO: Connecting price with picture. Learn how Routehappy and ATPCO are working together to enhance the flight shopping experience by pioneering integrations like incorporating ATPCO's Optional Services Industry Sub Codes into Routehappy Hub as rich content tagging criteria.



EXPO DESCRIPTIONS

Hands-on access to ATPCO solutions and the chance to engage with our experts to see the latest innovative solutions and processes.

Foyer
1100-1330

Under the hood of cost management: Essential tools to protect your bottom line

You carefully manage your ticket revenue, but don't overlook how market dynamics also affect your operational, ticketing, and distribution costs. If you're focused on ways to efficiently manage your costs, we can show you the most intuitive and reliable tools to help recover your costs and protect revenue.

ATPCO empowering airline merchandising: A flight is so much more than a ticket

You're more than computers selling tickets. To project your brand, grow customer satisfaction, and increase revenue, airlines must act like retailers. Start using ATPCO solutions to differentiate your airline by creating and managing product offerings that are tailored to what your passengers need, want, and value.

Customizing your data for just the right fit

When you're connected to the most robust and comprehensive fare-related data available, you have a lot of flexibility. Talk with our distribution experts to learn how you can use Filing Validation Options to choose the level of filing validation for your fare, rule, and footnote data. Discover how the upcoming Enhanced FR0P can provide the specific, connected fare and rule data you need.

Build your data toolkit: Discover the power of Data Platform Services

Check out our powerful tools and APIs to query and integrate baggage, ancillary, and other data. Take home ideas for how you can use them in your organization's existing processes and plan new ways to benefit from them.

Redefining distribution (again): Facilitate your integration of NDC

We have been constantly innovating and meeting industry needs for distribution, and today we are working hard to get you ready to implement NDC. Start taking advantage of NDC Exchange and Airline Profile right now. Talk to us about our pilot program, plus you can get answers to your questions about API management.

Struggling to win the race to market? Manage your products more efficiently

Don't fall behind while you create and manage your fare products. Examine the best-in-class content management tools and services, and then explore the key ingredients for efficiently creating and maintaining all fare and fare-related data. Get ahead by helping to shape the future of Total Product Management.

Be the exception: Stand out in the world of competitive data

Not sure how to break through the avalanche of competitive data? Still working with the parts of fare and don't have a good view of the whole offer? No problem! We will demonstrate how your fare, its restrictions, surcharges, and carrier-imposed fees all come together in a seamless workflow and provide a more holistic view of the market. Boost your knowledge, get inspired, and learn about the latest updates in the world of monitoring and competitive analysis.

Consulting: Gain global insights into industry best practices

ATPCO Consulting can help you find the real treasure buried in all your organization's data. Uncover how our impartial, independent, broad-based best practices can improve your internal processes and data so you can make better decisions, grow incremental revenue, and lower costs for your organization.

There's a seat for you: Training fits your style, schedule, and budget

Find out how some companies creatively build learning programs from a combination of our offerings to suit their exclusive needs—and reduced their training time and cost in the process. Boost your team's effectiveness by assembling components from our complete range of ATPCO tools and services training, whether it's an online course or custom on-site training.

When you need some help

Your friends in Customer Service are eager to help you out when you need it. Bring your questions, and our experts will get you the answers you need—and show you how to get help later, once you're back in the office.

Dynamic Pricing: What it is and why it matters to you

Everyone's talking about dynamic pricing, price adjustment, and next-gen mechanisms, but not everyone agrees on what these things mean or why they are important. Discover the latest trends, ideas for using RBDs, findings from the first pilots, and exclusive details from the latest PODS research.

Billing and receivable in the palm of your hand

Learn about our easy-to-use tool that helps your company query and analyze your billing data. If you have a billing question, our accounting team will make sure you leave with an answer. Make sure you have your current contact information updated and that you are signed up for electronic billing.

EXPO DESCRIPTIONS CONT.

Don't let connectivity be an issue

Stop IT problems at the source and talk to our experts about any problems you are experiencing while connecting to ATPCO systems. Let our applications, network, and systems security support staff resolve your access issues.

Tell Your Story

Because we want to hear from you first, share your thoughts and comments about ATPCO with us. You can be specific about a product or just write about what ATPCO means to you.

Visit industry partners and other exciting tech and service providers to see and hear the latest innovative solutions and processes.

Airnguru: The #1 Pricing Intelligence Solution

Airnguru provides the #1 pricing intelligence solution for the airline industry, helping our customers increase profits by reducing time-to-market, improving price accuracy and coverage, and providing competitive information advantage.

Amadeus

Amadeus is your partner to differentiate your offer and sharply increase revenue by merchandising across all channels, business segments and global markets. Amadeus is a level 3 capable NDC IT provider and our unparalleled ancillary services content as well as our ever-growing ATPCO Branded Fares content from top airlines are displayed from search to issuance. Our industry-leading merchandising is getting enormous traction in both online and offline travel agencies. Drop by for a visit and discover how we achieved phenomenal growth in ancillary services and Fare Family upsell solutions, and how we are going to the next level with our unique Anytime Merchandising platform.

Fly Nava: Innovations in airline pricing

FlyNava is new and different from existing service providers, we created a brand new full integration with ATPCO enabling quick pricing decisions and a level of automation which will improve your go-to-market immensely.

Routehappy: Rich content for flight shopping

Stop by the Routehappy booth to learn how integrating rich content into flight shopping can improve your bottom line. Gain insight into merchandising strategies and hear about recent results of rich content integrations.

Grasp Technologies Inc, the leader in T&E Data Management and Visualization

Come see what Grasp Technologies is up to and the latest challenges they are solving as a company. Learn more about their products, services, and discuss what is happening across the industry.

PROS

PROS is a cloud software company powering the shift to modern commerce by helping airlines create personalized and frictionless buying experiences for their customers. PROS delivers the first offer optimization solution enabling airlines to power a true modern commerce experience by combining revenue management with e-commerce for unprecedented personalization. Over 70 airlines, who are leaders in their markets, benefit from decades of data science expertise infused into our solutions.

Sabre

Visit the Sabre booth for a demonstration on travel agency sales of Air Extras and Branded Fares through our new Sabre Red Workspace. Sabre personnel will be on hand to answer questions on your ancillaries and on air pricing in general.

Volaro: Automation = (Speed + Accuracy)²

Come and talk to us about your automation challenges, whether with airfares or not, whether with internal or external systems. Software for automated data entry solutions exists from Volaro (who brought you Express Contracts), we are doing this today and can propose solutions for your specific needs.

SOLUTION LABS

Delve deep at these solution-oriented platforms that showcase product priorities

**Grand
Ballroom**
1330-1645

Each Solution Lab will be offered three times so you can attend each one. The sessions begin at 1330, 1435, and 1540.

ATPCO Distribution: Standards and data forming the bedrock of innovation

in Grand Ballroom D

This exclusive discussion on data, calculation, and connection, in the broader context of airline distribution, is where you can pose the questions you've always wanted to ask of our top distribution people. Over the course of the session, you will also hear how ATPCO's solutions fuel the airline distribution process, and how ATPCO's standards drive consistent pricing as a firm foundation for evolution and innovation throughout the supply chain.

All you need to know about content management: From APIs to application enhancements

in Grand Ballroom A-C

Whether you're a new or seasoned airline pricing expert, you need to focus on what matters to create your best offer. Keep up with the latest trends in content management and investigate our Total Product Management vision. Captivating demos and the opportunity to talk with the people who helped build these solutions will give you exclusive insights into best practices and real-life applications.

A big problem solved: Taming the tax beast

With IATA, Sabre, & Air France: Henry Coles, Tony Hemsley, & Jérôme Boyer

in Grand Ballroom E-G

Developing an automated industry tax solution has been a colossal effort. Find out how this collaborative team made it happen.



Forget a brochure? No problem!

All documents from Elevate 2017 are available on the flash drive you received at registration.

Lake
Fairfax
1100-1330

THE **SANDBOX**

Get your hands dirty with our digital, R&D, and training experts while you provide your input on the next version of ATPCO applications.

Customer Service: How to get the service you need, faster

Check out a live demo of our updated ServiceManager tool so you'll be able to get what you need from ATPCO faster. Tell us whether the new way to submit, track, and get updates on your requests works for you.

Customer Experience: It *is* all about you

You use our website and Customer Center every day, and we want to know how they could make you happier. Help us make sure that the next generation of ATPCO digital properties make your tasks easier and your day brighter.

R&D: This is where it all starts

Spy over the shoulders of our R&D team as they delve into five exciting new projects they're working on. Roll up your sleeves and dive into some early tools for carrier-imposed fees, routings, and total price.

Test-drive our latest courses

Are you getting the most out of the training courses you have access to? Discover new learning format of FareManager 400 and see how we have paired our instructor's expertise and experience on Stopovers, Transfers, and Rules Query tools with the innovation of interactive learning design. Check your knowledge to see if you are on top of your pricing know-how! You can also be a part of our evolving learning content by trying a preview of the upcoming online Combinations (Category 10) and letting us know what you think.

New interfaces: Design feedback

There is nothing better than valuable feedback from customers to know we are heading in the right direction. Come and comment on the new interface for Carrier-Imposed Fees and the new upload feature for Optional Services, and sign up for future usability tests.

Lake
Audubon
1100-1330

HACKATHON **SHOWCASE**

Hang out with our employees to see what clever ideas they started dreaming up during our recent hackathon event.



LIGHTNING TALKS

Stop by the Lightning Talks venue to hear short but relevant talks on many topics.

Lake
Anne
1100-1330

Upcoming EU regulatory mandate: Yes, it does affect your airline!

at 1110 and 1310

The upcoming European Union regulatory mandate EU-PSD II affects airlines worldwide! Make sure your airline complies with the regulations so you can mitigate the risk and protect your bottom line.

Branded Fares: Make it a package deal

at 1120 and 1230

From car sales to restaurants, to hotels and retail, industries have embraced packages and trained the market to view these as a better deal than à la carte offerings. Bundling products into packages influences customers' buying decision and increases average order value. Discover how to adopt successful practices from other industries and airlines.

We're better together: How your feedback stretches your training dollars

at 1130

When we understand, and assess your organization's learning needs through your feedback, we can identify program specifications and develop your ideal training solution. Learn how our newest course (Getting Ready for Optional Services) protects your training investment by helping learners get comfortable with concepts before they arrive at the classroom.

Defining the journey: Boost your confidence in pricing accuracy

at 1140

Are you confident that your total fare is priced accurately? Energize your team with self-directed learning on some of the fundamental but powerful pricing concepts that affect the accuracy of your fare, ancillary, carrier-imposed fees, and ticketing fees products in unique ways. Today, these concepts are presented at various levels in six training classes, but this targeted, in-depth course offers a new way to build your organization's expertise.

Leveraging data science: How we turn airline data into commercial insight

at 1150 and 1240

Be amazed by some real-life stories of how we use our industry expertise and the rich content of our database to solve our customers' most difficult challenges. Let us inspire you with some fresh ideas for leveraging your own data and maximizing its value.

Behind the scenes: How our digital partnerships will make your experience delightful

at 1200 and 1300

It must be easy. When you contact us, you need a way to request information, report a problem, or get real-time updates right from your handheld device, tablet, computer or any web browser. Get a sneak peek of the customer support portal that's coming in 2018, and learn about the partnerships within ATPCO, customer support center experts, and industry-leading technology partners we're using to build it, then tell us what you think about the prototype.

Carrier-Imposed Fees influencer bootcamp

at 1210

Do you operate reactively by figuring out how to make your tools do what you need, but wish you could make your own opportunities? Join the proactive community! You can drive future so that this solution best meets your organization's business needs.

Are you maximizing your ancillary revenue potential?

at 1220

Want to evolve your airline ancillary strategy, but implementing complex pricing initiatives seems too time-consuming? Learn about the new automated way to input data into Optional Services and how it helped your airline colleagues improve speed-to-market and maximize ancillary revenue potential.

The new reality: Breakthroughs in contract coding automation

at 1250

Welcome to the contracts evolution! Negotiate an agreement, draft the terms, push a button, and start selling. Does this sound like a dream? It is happening today. Hear the real-life stories of the airlines who are taking advantage of the latest solution and make automated contracts your reality.

ATTENDEE LIST

ACCELYA

Parag Walve

AEROFLOT

Natalia Prokudina

AEROLINEAS

ARGENTINAS

Diego Zigarán Costa

AEROMEXICO

Claudia Cota
Edgar Arcoverde Gomes
Ricardo Gonzalez
Sonia Saldana Lopez
Marisol Santana Reyes

AIR ASTANA

Gulzhanat Bidavova

AIR CANADA

Richard Cleaz-Savoyen
Lucie Guillemette
Cynthia Joy
Nancy Lavoie
Keith Wallis

AIR CHINA

Ann Hu
Qiong Wu

AIRFACTS

April Pearson
Cindy Regan

AIR FRANCE

Jérôme Boyer
Albert Hadjadj
Xavier Maitre
Aurelien Thouille
Maarten Van Der Lei

AIR TAHITI NUI

Mihimana David

AIRFAIR

FLIGHTSERVICE

Karen Hantke

AIRLINEPROS

Gamjorn Bhalayasuta

AIRNGURU

Javier Jiménez
Sergio Mendoza

ALASKA AIRLINES

Alice Tam
Siyu Zheng

ALL NIPPON

AIRWAYS

Ami Kariyone
Yasuhiro Nishiyama
Keiji Omae

AMADEUS

Anita Andersen
Alexandre Chabod
Claire Dupuis
Monique Faure
Corinne Landra
Hervé Prezet
Brigitte Ruscica

AMERICAN AIRLINES

Brian Borg
Stanley Dewsnpup
RoseMary Dimock
Eric Duroselle
Kate Hall
Joe Maloney
Ray Martinez
Bryan McVicker
Seth Mueller
Brandon Norman
Lisa Phillips

ANGOLAN

AIRLINES

Anabela Lourenco

ARC

Peter Abzug
Kaitlyn Bolan
Michael Coyne
Tarak Parikh
Mike Premo
Lauri Reishus
Chuck Thackston

AUSTRIAN

AIRLINES

Monika Nagyova

AZUL BRAZILIAN

AIRLINES

Noberto Joenck

BCD TRAVEL

Frank Jackson

BEK AIR

Dina Zhumassultanova

BELAVIA

Elena Drivitskaya
Darya Yanchuk

BIG YAM

Ryan Smeets

BLOCKSKYE

Brook Armstrong

JERRY BEHRENS

Michael Share

BOEING

David Williams

BRITISH AIRWAYS

Jerry Foran
Deirdre O'Callaghan

CARIBBEAN

AIRLINES

Rekha Chang

CATHAY PACIFIC AIRWAYS

Eden Li
Soymuoy Ly

CHINA AIRLINES

Iping Fang

CHINA EASTERN AIRLINES

Lijian Wang

CHINA SOUTHERN

AIRLINES

Linglin Cao
Cai Ying

CONDOR

Anna-Laura Croessmann
Petra Schaumburg

COOLEY LLP

Parker Erkmann

COPA AIRLINES

Didia Chockee
Olga Guizado

CORPORATE TRAVEL

MANAGEMENT

Katie Schwieger
Alison Veith

CROATIA AIRLINES

Vesna Marinkovic

CTRIP

Qingyun Fu
Yudong Tan
Fuming Wang

DATALEX

Nancy Thomas
Paul Whittington

DELOITTE

Mark Costa

DELTA AIR LINES

Derek Adair
Lakshminarayana Aluri
Jyoti Braroo
Chris Cochran
Mark Cutler
Shelita Davison
David Foster
Roberto Ioriatti
Nick Jaggars
Kent Kelley
Sharon Mickelson
Dave Weghorst
Jerry Whittington

DXC TECHNOLOGY

Matthew D'Antonio

EGYPT AIR

Mahmoud Rasmy

EL AL ISRAEL

AIRLINES

Linda Grinfled

EMIRATES

Obaid Bashrahil

ETIHAD AIRWAYS

Martin Dunn
Rajendra Gawade

EVA AIR

Elsa Cheng
Carol Fu

EXPEDIA

Paul Butcher
Myriam Irizarry

FARELOGIX

Terry Fincher
Manish Nagpal

FINNAIR

Katalin Boganyi
Alson Dbritto
Branislav Krsak

FIRST AIR

Jessica Pelt

FLYNAVA TECHNOLOGIES

Mahesh Shastry

FRESHFIELDS

BRUCKHAUS DERINGER

Margaux Dastugue

FRONTIER AIRLINES

Timothy Turk

GOOGLE

Michael Reilly
Lindsay Sandry
Tom Vogel

GRASP TECHNOLOGIES

Dave Lukas

HAHN AIR

Agne Olsson
Linda Pommer

HAINAN AIRLINES

Jerry Wang

HARRELL ASSOCIATES

Robert Harrell

HAWAIIAN

AIRLINES

Tom Jokinen
Brent Overbeek
Karrie Tasaki

HONG KONG

AIRLINES

Irene Chai
Lai Yang Yang

IATA

Henry Coles
Aleks Popovich

IBERIA

Ana Maria Luengo

IBM

Eric Enriquez

ICELANDAIR

Helga Egla Bjornsdottir

INEYE**TECHNOLOGIES**

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