IATA TIMATIC USER FORUM

AGENDA

Amsterdam, The Netherlands
19 – 20 March, 2024

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19-20 March 2024

AGENDA – Day 1

08:15   **Registration**

09:00 – 09:15   **Welcome & Introduction**
Review Agenda, Logistics and Housekeeping

09:15 – 09:50   **Contactless Travel: How to make this a reality?**
From traditional document compliance to checking all passengers off airport

09:50 – 10:30   **Migration to Timatic v.4**
Migrating to Timatic v.4: Where are we?

10:30 – 10:50   **Coffee break**

10:50 – 12:30   **Timatic v.4 Demo**
Demonstration and Q&A

12:30 – 13:30   **Lunch** – Don't forget to eat while taking advantage of our product demo
stations. Get hands on with our solutions and offer your feedback!

13:30 – 14:00   **Timatic product portfolio**
Timatic at each stage of the passenger journey

14:00 – 14:15   **Introduction to the Content Workshop**

14:15 – 15:30   **Content Workshop - Part 1**
Interactive sessions to explore various topics to enhance Timatic content.
Bring your examples! Topics can be found on page 4 and 5

15:30 – 16:00   **Coffee break** – If you missed it at lunch, take advantage of our product demo
stations and get hands on with our solutions and offer your feedback!

16:00 – 17:15   **Content Workshop - Part 2**
Interactive sessions to explore various topics to enhance Timatic content.
Bring your examples! Topics can be found on page 4 and 5

17:30   **Evening Program**

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AGENDA – Day 2

08:45
Arrival – Grab a morning beverage of your choice and take advantage of our product demo stations. Get hands on with our solutions!

09:00 – 10:00
Contactless Travel Panel – Pushing all passenger checks off airport and enabling biometrics to deliver on their potential
Explore what needs to happen to enable widespread adoption of Contactless Travel, what this means for you, and how you can make it happen.

10:00 – 10:30
Product roadmap
Seize this opportunity to learn about our product roadmap and help shape a product that works for you!

10:30 – 11:00
Coffee break – Don't forget to take advantage of our product demo stations. Get hands on with our solutions!

11:00 - 12:00
Flexible session
Depending on the progress, either Content Workshops, or Timatic 4 Demo, or Product Demonstrations to be continued

12:00 – 13:00
Lunch – Last chance to take advantage of our product demo stations and get hands on with our solutions!

13:00 – 13:20
PaxInsight, Measuring and benchmarking passenger satisfactions from check-in to arrival
Compare your performance against competitors, understand passenger needs, and uncover opportunities to enhance passenger's experience.

13:20 – 13:40
Global Passenger Survey (GPS) – 2023 Highlights
Discover findings on preferences and expectations of travelers; from attitudes towards the use of biometrics, usage of different payment options through expectations towards baggage handling or transfer experience at the airport.

13:40 – 14:15
Outcome sharing and Open floor
Opportunity to speak up, persuade others to prioritize subjects of your concerns, and raise unexplored questions

14:15 – 14:45
Prioritization
Prioritize all the discussed topics and have a say in the future of Timatic

14:45 – 15:00
Closing

15:00 – 17:00
Breakout sessions
Departure Control Systems (DCS)

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Content topics and descriptions

Come prepared for the following topics and contribute your input during the content workshop! You will be divided into groups for a deep dive in each of them. Feel free to engage your colleagues for preparation.

- **EES and ETIAS**

    Many of you have highlighted EES/ETIAS as a high-priority topic. Our aim is to not only understand the differences between EES/ETIAS but also to explore its potential impact on your daily operations. Our shared objective is to work on the most effective ways Timatic can support this new initiative. By doing so, we continue ensuring a smooth and seamless travel journey for passengers and efficiency in your operations.

- **Visa types**

    The subject of visa types has gathered significant attention in recent years. We want to explore the challenges your operations are currently facing concerning visa types. Together, we aim to look into the potential advantages of covering additional visa types within Timatic and how this could enhance the efficiency of your operations. We will be looking for your assistance in identifying potential enhancements to Timatic and ensuring a more comprehensive coverage of visa types.

- **Travel reasons**

    Currently, Timatic includes three categories of travel reasons: tourism, business, and duty. We are seeking to evaluate the necessity of broadening the scope of travel reasons and identify the most important ones. It is worth noting that the travel reason has significant weight in influencing passenger acceptance, particularly when it is a condition for visa exemption or visa on arrival. We propose engaging in a discussion on how airlines effectively handle various travel purposes, with the aim of identifying and adopting best practices.

- **Airline crew**

    Many carriers are refining their processes related to airline crew verification. Join us as we discuss expanding Timatic to include deadheading crew information. Your experiences and best practices are invaluable in shaping the future of crew management. In this session, we'll together ensure Timatic meets the evolving needs of our industry.

- **E-visa**

    How do you currently deal with e-visas? Is QR code scanning part of your process? We want to hear about your experiences. In this session we'll work together to uncover insights, understand industry trends, and emerging best practices. By sharing your knowledge, you'll help us improve our systems and contribute to a more streamlined and efficient approach to managing e-visas across the airline industry.

- **Connecting flights**

    As we come together to elevate the travel experience for passengers, we're diving into a review of baggage clearance procedures. Timatic can play a pivotal role in improving existing operations and streamline processes related to transit and baggage handling. We welcome your input on current practices, and your insights on the best ways to leverage Timatic's capabilities will be crucial. Together, let's work towards creating a more efficient and trustworthy system for handling connecting flights, ensuring a smoother and more enjoyable travel experience for all passengers.

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Content topics and descriptions

- **Duration of stay**

  The duration of stay plays a crucial role in border control processes. In this session we will mainly focus on how airlines figure out how long someone plans to stay and how it affects Timatic's rules. A primary focus will be on clarifying how airlines can establish the duration of stay and exploring the impact on Timatic's handling of these parameters. The discussion will aim to identify a foundational framework for Timatic while also presenting flexible options for airlines to implement their own processes, especially in cases where more stricter rules might be needed.

- **Timatic training**

  Let's talk Timatic training! We're on a mission to identify areas where training could level up everyone's understanding and skills. Your firsthand experiences and insights are crucial in pinpointing these needs. Together, we'll craft a tailored training program to address any challenges and boost efficiency.

- **Document library**

  Imagine having images of all travel documents at your fingertips within Timatic. We're exploring the idea of creating a document library, packed with images of current travel documents. This could be a game-changer for passenger journeys. But first, let's dive into the industry's appetite for this and its feasibility. Your insights will shape the future of Timatic's capabilities.

- **Non-verifiable requirements**

  Join us as we tackle the challenges of validating non-verifiable requirements such as hotel reservations, insurance, and proof of funds at border control. These challenges are crucial to overcome for effective border management. Discover how Timatic can lead the way with dynamic, real-time verification methods and ensure clear, up-to-date information. In this session, your experiences and preferences will be essential in shaping these functionalities within Timatic. Let's work together to enhance border control processes for smoother travels.

- **Travel document ICAO compliance**

  As more airlines encounter non-standard travel documents, having common strategies for handling them effectively will improve operational efficiency. Join us as we discuss managing documents that deviate from ICAO standards, such as single-journey travel documents and children registered in a parent's passport. Together we'll explore practical solutions and consider including these documents in the Timatic library for easy reference. Your insights will help shape user-friendly solutions for diverse travel scenarios – elevating the industry's ability to handle every traveler's needs!

- **Carrier specific rules**

  Discover the power of customizing Timatic to fit your airline's specific requirements! Join us as we delve into the benefits and necessities of creating your own regulations and managing tailored content. Let's explore how customization can enhance your processes, especially when paired with available configurations. We'll discuss the importance of ongoing updates and maintenance to ensure success. Come prepared with your own scenarios to understand exactly how it will work for your airline.

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User Forum (all days)

- **Monday 18th March**
  Pre-Conference Get-Together* (see below): 18:00

- **Tuesday 19th March**
  Conference Day 1: 09:00-17:15
  Evening program: 17:30

- **Wednesday 20th March**
  Conference Day 2: 09:00-17:00

- **Thursday 21st March**
  One-on-one meetings between carriers and the Timatic Team
  If you wish to set up a one-on-one meeting, please request a slot by e-mailing us.

Venue
IATA Office Amsterdam
Mercuriusplein 17
2132 HA Hoofddorp
The Netherlands

✈ From AMS International Airport
By Train: 1 Train Stop (Station Hoofddorp). The train stop is located opposite of the IATA office.
By Taxi: A taxi ride takes approx. 10 min.

Hotel Reservation
Please find hotel information here.
Note: IATA does not have any negotiated rates with any hotel.

Pre-Conference Get-Together*
As in previous years, we will have an **informal** welcome get-together on Monday evening for those that would like to attend.
Location: **To be determined.**

Dress Code
Business Casual

Schiphol Airport (AMS)
Please check Amsterdam Airport updates here: https://www.schiphol.nl/en/my-travel-day/today

Questions
For any other questions about the Timatic User Forum, please contact us here.