
DAVID OLIVE:

Thank you. Hello, everyone. Welcome to this webinar. Thank you for your participation. We welcome you because we will give a presentation on the global travel program of the ICANN Constituency Travel. My name is David Olive. We will be here along with ICANN constituency travel to give you an update on the travel program.

As you know, we have been working hard to improve the community experience in this regards. We have conducted surveys to improve ICANN processes in this sense during recent months. We have very good news to share with you in relation to the ICANN global travel program. The transition to a new travel service provider that will help us throughout the planning process, and the overall process to support travelers.

The purpose of the webinar, today, is to give an update on the changes we have made as far as trips are concerned. The idea is that this information helps you to improve your experience and to be prepared to interact with FCM which is the new travel service provider. I hope you will find this information useful and that you can also spread the word about this new travel service provider to your community members.

I shall now give the floor to Tristana Webster, who will tell us what the proposed agenda is for today and will give us information about the webinar. Again, thank you very much for participating. Tristana Webster has the floor.

TRISTANA WEBSTER:

Thank you very much, David. Thank you very much everyone for participating in this webinar on the ICANN travel program update by

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ICANN constituency travel. This is being interpreted into all languages and audio recordings will be available once the call is over and will be posted on the constituency travel wiki page. We would appreciate participants to send their questions to the constituency travel email address, and also include their questions in the e -mail or in this chat. Those questions will also be sent constituency travel.

Well, by today all the answers will be published on the relevant wiki page. The agenda of today is: Meeting Objective: Provide an update on the travel service provider. Provide a general update on FCM. Provide the ICANN FCM travel program details. We will talk about the portal, and discuss questions and give answers. Well, as you know, the purpose of this meeting is to give an overview on the new travel provider transition, and also to provide details on ICANN travel program, provide details about FCM regional offices, review your travel program, and review the online demo of the travel program, and answer the appropriate questions. Now, I'll give the floor to Joseph de Jesus, who is our travel support manager.

JOSEPH DE JESÚS:

Good morning, good afternoon, good evening everyone, depending on the part of the world where you are. My name is Joseph de Jesus. I'm ICANN's travel support Manager. As you know, we had to start a process with a travel management company, and the idea was to find a new travel service provider that would allow us to grow and to meet our travel service program requirements. What we did was to make an extensive search for a provider. We did it globally. We had three main

objectives, which would be a good starting point. This had to do with the service provided, costs and flexibility.

It had to be a service- oriented provider, which was also a cost conscious company allowing us to be transparent by providing travel options, and also to have a company that could manage multiple demands or several travel requests and that which could provide us with the appropriate support, so we selected FCM because it turned out to be the candidate who could help us with our travel program globally at ICANN, and in turn provide a customized service. Without further ado, I'll now give the floor to Scott Reddie, who will tell us about FCM.

SCOTT REDDIE:

Hello, everyone. Thank you, Joseph. I am the account executive representing ICANN at FCM and I am very pleased to be here to give an overview about the FCM. Let me start by telling you this I'll give you some information about FCM. We are a large company with a \$6 billion turnover. We have over 500 offices worldwide, which involves having more than 6,500 employees around the world, and we are present in more than 90 countries. FCM is part of a larger network of travel agencies. This is the FCTG family. We are a large group of travel service providers at corporate level. On the slide you can see the names of the different companies that make up this group.

The next slide briefly shows you what our customers are worldwide. Surely, you will see some names such as [inaudible], [inaudible], and many other companies that are global companies which share the same characteristics as ICANN regarding their needs to travel around the world. Our company won in 2011 and thereafter some travel service

awards. There you can see what these awards were. Where are we located? As I said, we are present in 92 countries. We have regional headquarters and offices around the world. We have global presence and we can meet the needs of ICANN travel program.

Here you see a breakdown of the different regions we cover and this is in relation to ICANN travel program and regions. Here I want to point out that we operate in several countries, in multiple languages, across multiple time zones and in various cultures. We have designed a program suitable to provide ICANN constituency travel with high level service.

Let's talk about the travel program. We created it taking into account these objectives. First, the service delivery model. The idea is to have a hands-on approach. We have a very dedicated service and we focus on ensuring the health, safety and welfare of passengers, and we also provide a service that is in line with our customers worldwide. Therefore, we have offices in each of the regions. The second objective is the technology and reporting system. We have designed a technology platform that allows us to monitor travels worldwide. No matter where you are located, with this you can track all details based on the same technology platform, regardless of the office in which the booking has been made.

Finally, we have a value proposition. We are large suppliers of travel solutions, and therefore we provide possibilities to save costs, and also to get the best deals globally. We are oriented to compliance with travel policies and guidelines. These would be our goals. Go ahead, Joseph.

JOSEPH DE JESÚS:

Well, here we have a number of metrics that have been taken into account to provide the services. Here there are six detailed points that will help with the booking process. Now, travelers have access to a centralized on line portal provided by the company in which you can complete your profile and select your travel preferences. You can also contact a travel agent by telephone or through the company portal. The most important thing is that FCM gives us more options in terms of time zones and languages.

SCOTT [REDDIE]:

Thank you very much, Joseph. Now I'll give you an overview of our company's regional teams. First we see FCM operations in Ireland. The operations here will cover the Western market. Working hours are Monday through Friday from 9:00 to 5:30 PM local time. In this office, the working languages are English, Italian, Polish, German, Egyptian and, Arabic, if required. We have a variety of languages to provide and to meet ICANN language needs.

We also have an office in Dubai. Working hours are somewhat different. This has to do with the activities in the city of Dubai. Days are Sunday through Thursday from 8:30 to 5:30 PM local time, and languages are English and Arabic. Next we have an operations center in Mexico, in Mexico City. Working hours are Monday through Friday from 8:00 to 6:30 PM, local time, and the working languages are English and Spanish.

Here we see an office in Singapore. Working hours are Monday through Friday from 9:00 to 6:00 PM local time, and the language is English. Then we have an office in Istanbul, Monday through Friday, from 9:00 to 6:00 PM local time, and English and Turkish are the languages available for

ICANN Travel Constituency. In the US, working hours are Monday through Friday from 7:00 to 6:00 PM local time, and the working language is English.

Now let's talk about your travel program. What we did with the ICANN is to develop travel guidelines and policies for ICANN constituency travel. This is a very straight forward policy in which all SO and AC must register or must book tickets in economy class. Once the reservation is made, it is directly managed through the constituency travel. Everyone will be able to access this presentation after the webinar.

What is the booking process? Well, once you are a confirmed traveler, the following process takes place. You will receive a Welcome e-mail by constituency travel that will allow you to start the booking process. You will enter the FCM travel portal to create or update your profile. You have to provide here as much detailed information as possible. This travel request, and a copy of it, are then sent to the constituency travel, and you will work with your regional local office to finalize the itinerary considering the options. From there on, we have a quality control system for all tickets issued that will ensure accuracy and that all elements of the reservation are aligned and available according to the offer. Finally the booking, itinerary and invoice will be sent to traveler and to constituency travel.

We provide assistance 24 x 7 to make changes or modifications, but please, keep in mind that all costs will be charged to you, once the original ticket has been purchased. As far as visas are concerned. Well, if you require a visa, FCM will provide the travel itinerary to apply for visa and ICANN Constituency Travel will provide hotel confirmation for this

purpose. FCM will not process the visa. FCM and travel agents will not issue the ticket until you have not received the visa. Please, it is important to include all information on passport and visa in the FCM portal to update the profile. For more information on this visa issue, you can click the link below on the slide.

Travel documents. This is what you will see when you begin to make a booking. You'll see the travel information, the itinerary to be sent via email. All travel data will be sent via email, but you can also have this as an attachment in PDF format. This is what it will be generated. There may be some variation from region to region or from market to market but this is what you will see once you have confirmed your travel ticket.

Now let's talk about how you can buy a ticket. There are many ways to do it. Here we have implemented a strategy to ensure that you get the best option. We have the IATA standard option, which is the trip that can be booked in a standard way. Then, we have the client negotiated option. ICANN has contracts with some airlines that have been negotiated. Then we have the rates that have been negotiated by FCM. This has to do with international services which offer a significant discount. Then we have the Internet scraped option. We also have a creative ticketing. This means that you can search among airlines for the lowest fare.

We have a flight center negotiated option, which is for travel companies. Finally, FCM global network. In this case, since we operate in several countries, have access to many inventories per countries and, in some cases, we can buy tickets at low rates in other countries that can offer a more convenient price for our customers.

Now I'll tell you a little bit about the systems we use. I mentioned the acronym GDS. This stands for Global Distribution System. For each country we have a system in place for all point of sale. The aim of this slide is to show you, for example, that if you are to book a ticket in the United States, we use a system called Sabre. This system means that you can make reservations in the United States and then travel, for example, to Singapore where we have the Galileo system or to make a reservation at that place and use a different system. There are several systems worldwide. There are different exchange points around the world showing different ways or having different structures, but the important thing here is that if one starts a booking with a particular office, you can make all necessary changes in offices, and each of the offices is available 24 x 7.

Now, let's talk about the duty of care. This means that we take care of all ICANN travelers in case there is an emergency. It is important that all trips are made through FCM because it implies that there will be a monitoring program or a tracking program. Therefore, if there is any danger in any particular country, we have implemented an emergency service through which we can alert you or if you are in a high-risk country, we can also warn you about it, and take it into account. It is important that all bookings are made through FCM so that we can implement this emergency system.

What we will do now is the following. I'll give you an on line demo. Tristana, I do not know if you can share your screen. Well, can I confirm that you are all seeing the FCM page? Perfect. I will now make a brief demonstration of FCM portal. Everybody will have access to this website once you are approved. This is a profile management tool. This means

that the travel information contained here will be used by the travel agent to make bookings according to your travel preferences and requirements, among other things.

To begin with, this is the home page you will see. If you, for example, want to know what the local booking office is, you can click on this part, and thus see the information, address, telephone number and working hours. If you do not know who you are dealing with, you can also have the names of the people assisting you. If you need assistance after hours, you can click here and see the necessary information to contact the right person. We also have support.

Something to keep in mind is the following. If you are traveling to a high-risk country, there is a page within this travel portal, and quickly I'll give you an example. For example, if you want more details, you can click on the name of the country, and there you will see the travel alerts, you will see what the risk is, and also have adequate information, such as background information or information about the country or conflict that is taking place. This is something also interesting if you are traveling to a country with some risk.

Moreover, I would like now to focus on the profile. Let's go to the profile tab. Here you will enter all your personal information. This is basic information. For example, here you can see the name, the surname. This should be entered as it appears on the passport. Preferences. This is to improve your travel experience. For example, you may indicate whether you prefer aisle or window. If so, you can click here for example. I prefer the aisle. Actually, this will allow us to narrow the search when booking tickets. You can state your preferences in terms of food, seats. That is,

are all preferences for the flight. Then we have the contact information tab. If you want someone else to receive the invoice or receive the travel itinerary, you can add it here. It may be your boss, it can be a staff member. The important thing is to ensure that the documentation comes to you and also to those you want to receive it. The important thing is to give a phone number.

Membership numbers. That is, if you have frequent flyer programs or details of any airline. I know you travel a lot. Here you will be able to enter that information. You can, for example, add a membership number and this will show you the status, the [inaudible] you have, so that when you make a reservation, miles are automatically loaded.

Passport and visa. This is something very important. We take this into account with constituency travel because we have realized that there are many people traveling and it is very important to consider the issue of passports and visas. A visa is required to travel to specific countries, regardless of the nationality that everyone has. Please take into account that visa and passport information should be up to date because it is very important at the time of booking.

Now, I would like to focus on this. I will return to the homepage. If you have a travel request, as I said earlier, you are more than welcome, if you have any questions. You can send an email to your assigned office or also complete a travel application form. The form is right here. There can you indicate what the search or what the request is. You can, for example, place the name of the person who will be traveling or you can also, in this form, give details of the trip or make comments. This is a simpler way to get your comments to the travel agent. That's all from

me. I will not go too much into details regarding the website because it is a very straight forward, a very simple system. I just want to make sure everyone is comfortable with the operation of this portal, the home page, and understand the importance of completing this information in the portal with updated data and passport information.

I shall now give the floor to Tristana to continue with the presentation.

TRISTANA WEBSTER:

Thank You. Thank you very much for introducing the portal demo. To let everyone know, this slide deck will be translated and will be posted on the website for everyone to have access to this information. Now, I will continue with this slide. Scott told you that you would receive a welcome email and there, in that email, you will receive all the necessary information to start the registration on the portal. Quickly, I'll go to the next slide. Please, bear with me.

We will discuss the next steps. You will receive an email with a link to the FCM Travel portal log in page so that everyone is on the same page. Please update your profile if you have not done it yet, and take into account that all travel information as well as the details and travel preferences must be loaded in the portal. Training materials will be posted in the travel support section in the community wiki after we finish with the webinar. Of course, the audio will also be published and the meeting will be transcribed.

The idea was to give you an update on the new ICANN travel provider. We have reviewed the details of ICANN and FCM travel program. We have also reviewed FCM regional offices. We have spoken about the

travel program. We have also made a review of the demo of the online travel portal. Now you know what this portal will look like, once you access it, and we have also discussed the next steps. As I said at the beginning of our meeting, we would like you to send us your questions about this webinar. What we will do is to send a complete document with different questions. This will be published in the Q&A session in the community wiki in the travel section. If you have any questions regarding this or any other subject, please send an email to constituency-travel@icann.org. We will welcome all these questions, and we will answer them.

This is simply a reminder in which we say that we will create this document so that all your questions about the new ICANN travel service provider will be compiled. We will then post it on the community wiki in the travel support section. Thank you all for your time and participation in this webinar. We look forward to working with you in the future. Thank you very much.

DAVID OLIVE: Thank you very much for your participation.

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