


2022 Airline Choice User Conference Agenda








Tuesday August 23rd, 2022

- 13:00 - 19:00 **Conference Check-In & Registration**
Check-In (Registration - Hayne Street Gallery Foyer / Conference Center)
- 19:00 - 22:00 **Welcome Reception - Sponsored by Amadeus Airport IT**
The Greenhouse & Courtyard - Hotel Emeline  

Wednesday August 24th, 2022

- 08:00 - 09:00  Breakfast - The Greenhouse & Hayne Street Gallery A
- 09:15 - 09:30 **Conference Welcome** Hayne Street Gallery (HSG)
Darrell James - Account Manager, Airline Choice
- 09:30 - 10:20 **Opening Remarks, An Update from 2019 and Looking Forward** HSG
John Kiss - Director, Airline Choice
- 10:20 - 10:40  Networking & Coffee Break - Sponsored by I-SEC Tech, B.V.
- 10:40 - 11:00 **Optimizing US Bound Pax Screening with Mobile Technology** HSG
Daniel Gabriner - Global Manager, I-SEC Tech, B.V.
- 11:00 - 12:00 **TSA InfoShare** HSG
Jackie Bester, Lee Waller, Lynn Root - TSA
- 12:00 - 13:15  Lunch - Sponsored by Thales
- 13:15 - 13:45 **Global Aviation Cyber Threat Briefing** HSG
Jeff Troy - President, A-ISAC
- 13:45 - 14:15 **Airline Choice Infrastructure Updates** HSG
John Kiss - Director, Airline Choice
- 14:15 - 14:30 **Customer Service vs Self Service** HSG
Darrell James - Account Manager, Airline Choice
- 14:30 - 15:00 **Workflows & Automation - Use Cases and Best Practices** HSG
Greg Zernitz - Tier III Support, Airline Choice

- 15:00 - 15:30 **US CBP InfoShare** HSG
Jessica Brigantly, Robert Alvino - US Customs & Border Protection
- 15:30 - 15:50  Networking & Coffee Break - Sponsored by Darwin Travel Tech
- 15:50 - 16:15 **Amadeus Airport IT - Future of Airport Common Use** HSG
Jeff Shull - VP, Amadeus Airport IT Americas
- 16:15 - 17:30 **Feature Request Workshop** HSG
Team Facilitators, Airline Choice
- 19:00 - 22:00 **Taste of the South - Sponsored by PrehKeyTec and AeroCRS**
High Cotton Restaurant. 5 minute walk   
- 22:00 - 02:00  Late Night at Henry's on the Market - Whiskey Lounge

Thursday August 25th, 2022

- 08:30 - 09:30  Breakfast - Sponsored by Daifuku Airport Technologies
- 09:45 - 10:00 **Day 2 Welcome & Raffle** HSG
Darrell James - Account Manager, Airline Choice
- 10:00 - 10:15 **Partner Presentation - AeroCRS** HSG
Meir Hadassi Turner- Founder & CEO, AeroCRS
- 10:15 - 10:30 **Support - Help us, help you** HSG
Joan Colmenares - Team Lead, Support, Airline Choice
- 10:30 - 10:45  Networking & Coffee Break - Sponsored by Zebra
- 10:45 - 11:15 **Baggage Reconciliation - No More Lost Bags** HSG
Greg Zernitz - Tier III Support, Airline Choice
- 11:15 - 12:15 **Future of the Platform Workshop & Conference Wrap** HSG
Team Led Workshop, Airline Choice
- 12:15 - 13:15  Lunch & Conference End - Sponsored by MIS Choice

Event Notes

Tuesday

Welcome Reception
 Sponsored by Amadeus Airport IT

AMADEUS



Start: 19:00
 Location: The Greenhouse & Courtyard - Hotel Emeline
 Dress: Casual

Wednesday

Taste of the South
 Sponsored by PrehKeyTec and AeroCRS

AeroCRS
PrehKeyTec



Start: 19:00
 Location: High Cotton Restaurant - 5 minute walk from hotel
 Dress: Casual

Thursday

Conference Raffle Drawings
 Must be present to win!



Start: 09:30
 Location: Hayne Street Gallery
 Requirement: Must be present and have passport stamped by all partners

SUPPORTING PARTNERS

PrehKeyTec

AMADEUS

AeroCRS

THALES
 Building a future we can all trust

MIS
 Smart IT Solutions

DAIFUKU
 Daifuku Airport Technologies

DARWIN
 travel technology

TECH

ZEBRA

