1. **Working Group / Committee Name:** Guest-Centric Payments

2. **Approval Requested.**
   - Existing working group (re-approval)

3. **Co-Chairs. Name, title and company.**
   - Jayson Canady, Hyatt
   - Laurie Gablehouse, ingenico

4. **Board Liaison(s). Name, title and company. May be a chairperson.**
   - Mike Carlo, XanderPay

5. **Date of Request:** 1 November 2018
   
   *Date of submission to HEDNA board for approval.*

6. **Requested Charter Length:** 24 months

7. **Vision.** Briefly describe the goal (optimal future state) and reason for existence.
   
   Educate the hospitality industry on the transition from the legacy property centric payments strategy focus to a payment strategy based on the guest.

8. **Mission.** Briefly describe at a high level what the working group or committee will do, for whom, and how.
   
   The working group will create an information sharing forum that will help hotels manage payments more efficiently while improving the guest’s experience and reducing costs.

9. **Business Problem.** Briefly outline the business problem(s) that the working group or committee will address. Do not describe the solution.
Payment strategies are created and implemented at the property level which creates inefficient payment processing for all cross-border guests.

10. **Objectives.** Briefly outline the specific objectives of the working group or committee.
   - Identify the tools to create a guest-centric payment business case
   - Compile information on existing solutions
   - Advocate for hotel guests and hotels for efficient payment processing

11. **Deliverables.** Identify key deliverables and end results, including dates for each. Deliverables may include, amongst other things, internal documentation, external facing progress statements, white papers, best practices and guidelines. Working groups should produce the first deliverable within 6 months, and at least one publication every 12 months.
   - Create detailed objectives for the group based on member needs
   - Publish 3 short white papers in both 2019 and 2020
   - Develop a 3-part webinar series on specific topics in 2019 (if successful continue into 2020)
   - Introduce a toolkit for business cases and implementation analysis

12. **Future Phases.** Objectives that extend beyond the initial charter should be identified as future phases that will be subject to extension of the working group charter. To the extent possible, describe any future phases expected for the working group or committee.
   - Too early to be determined

13. **Issues / Concerns.** Identify issues or concerns requiring board consideration, such as potential conflicts of interest or issues that contravene HEDNA’s code of conduct.
   - None

14. **Meeting Plans.** Outline the expected frequency and format of working group or committee meetings, including webex, in-person meetings and conference calls.
   - Bi-monthly web calls and at least two in-person meetings per year
15. **Deviation from Norms.** Identify any substantial expected deviation from the working group and committee norms (see separate document).
   - None

16. **Working Group or Committee Composition.** Identify the required and desired companies to participate in the working group. Ideally, specific companies should be identified but participants may also be classified by business type, sector, geography, or other category. To the extent that specific individuals are identified or confirmed, please note accordingly.

   **Required Participants:**
   - Hotels
   - Payment Companies

   **Desirable Participants:**
   - Technology Companies
   - Card Schemes

17. **Project Plan:** Outline the project plan for the working group or committee, including timelines for major deliverables. This should be in sufficient detail to enable the board to assess the planned approach, feasibility and timing, and to enable the working group members to see a clear path to completion, understand their role and schedule their time accordingly.
   - TBD

18. **Financial and Resource Requirements:** Outline expected funding and any additional requirements, including timeframe, in order to help HEDNA budget accordingly.

   None anticipated at this time.