WORKING GROUP / COMMITTEE CHARTER
REQUEST FOR APPROVAL

1. **Working Group / Committee Name:** Open Payment Alliance

2. **Approval Requested.**
   - □ New working group (approval)
   - □ Recharter of existing working group

3. **Co-Chairs.**
   - Xavi Ginesta, Chairman, Voxel Group
   - Rachel Neal, Onyx CenterSource

4. **Board Liaison(s).**
   - Mike Carlo, HEDNA Board

5. **Date of Request:** 01/31/19, original charter expired in April, 2019

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

7. **Vision.**
   Build an industry-specific B2B community based payment channel concept which features streamlined execution of complex B2B payment flows, payment method independence, seamless access to Level-3 data, out of the box compliance with present and future standards and regulatory requirements, and plug and play connectivity between the information systems of all industry stakeholders.

8. **Mission.**
   Travel companies will be able to send payments instructions to the "Payment Manager" specifying the terms on which payment for a given transaction should be executed and it will be the Payment Manager's responsibility to leverage the network of partners of the OPA in order to guarantee that the money seamlessly flows into the intended recipient's bank account according to the specified payment terms.
9. **Business Problem.**

The way B2B payments are currently handled in the travel industry is tremendously inefficient. The top pain points that the OPA will address include:

- Massive distribution of payment information (credit card details and card processing rules) through fax and email
- Forced transactions, where hotels charge a non-authorized amount above the credit limit of a VCC
- Unexpected card holder DCC fees, when hotels charge a VCC in a currency they are not supposed to
- Breakage ensuing when hotels erroneously charge an amount below the amount they were supposed to charge on a card or when they “forget” to charge a card
- Other manual card processing errors, such as charging bookings to the wrong card, losing the card, etc.
- Inability to leverage emerging forms of payment which may be more cost efficient than the existing ones in certain scenarios
- Generation of tax compliant invoices for corporate customers

It is estimated that effectively addressing all the above pain points will generate annual industry-wide money saving efficiencies in the range of billions of dollars.

10. **Objectives.**

The goal of the OPA is to act as a catalyst in the transition from the highly inefficient manner that B2B payments are handled today to a fully streamlined payment infrastructure. The goal of the OPA initiative is to attack the root of the problem of B2B payments mirroring the way disruptive innovation is happening at exponential speed across different industries worldwide: leveraging vast networks of relatively small companies which specialize in specific pieces of a complex value chain and then bundle their services into alliances to collectively disrupt entire industries.

11. **Deliverables.**

The OPA will actively:

- Monitor the evolution of ongoing pilots and disseminate results across industry stakeholders to encourage adoption of the framework
- Develop educational pieces to raise industry awareness about B2B payments intricacies
- Surface existing pain point generating use-cases and propose OPA based solutions
- Collaborate with HTNG to further existing standards to support OPA use cases and needs
12. **Future Phases.**

The group will evaluate future plans at the *European conference*. These include the assessment of converging roads amongst the OPA and other workgroups, in particular the Guest Centric Payments and the Third Party Commissions working groups.

A key future initiative will involve driving massive adoption of the OPA paradigm and dynamically assess the generated industry-wide savings as the OPA gains momentum.

13. **Issues / Concerns.**

None expected.

14. **Meeting Plans.**

- Full group: Every other month, with a schedule determined at the European and North American conferences.
  - Full group meetings will be recorded and posted on the microsite.
- Co-chairs: Every other week or as needed.

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.**

**Technology participants**

- VCC issuers
- Card schemes
- Bank transfer partners
- Payment gateways
- PCI compliance service providers
- Electronic billing service providers
- Forex partners
- Channel Managers
- GDSs
• **CRS**
• **Booking engines**

**Industry participants**
• **Hotel groups**
• **OTAs**
• **Bedbankcs**
• **TMCs**
• **DMCs**
• **Tour operators**

17. **Project Plan**: See strategic plan