

Thank You 2023 Sponsors!

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GBTA | Michigan ISO 31030
The What, the Why, and
the Work Ahead

April 27, 2023





**Today's meeting is worth 6
credits for GTP certification**



Thank You 2023 Sponsors!

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Agenda

8:00 am – 9:15 am: Direct Member Benchmarking Session

8:30 am: Registration & Networking

9:30 am: Welcome Announcements

9:40 am: Sponsor Presentation: Fiesta Americana

9:50 am: ISO 31030 – The New Travel Risk Mgmt

11:30 am: Chapter Business Meeting

12:00 pm: Lunch & Networking

1:00 pm: NDC Update

2:00 pm: Kevin Coffey continues ISO 31030

3:15 pm: Conclusion & Drawing





GBTA Global Business
Travel Association

Many Voices. One Purpose.

Welcome from the Sheraton Grand Rapids Airport





GBTA Global Business
Travel Association

Many Voices. One Purpose.

Platinum Sponsor



**Fiesta
Americana®**

HOTELS & RESORTS



ISO 31030 — The New Travel Risk Management Standard: The What, the Why, and How It Can Benefit Your Organization

Presented by Kevin Coffey

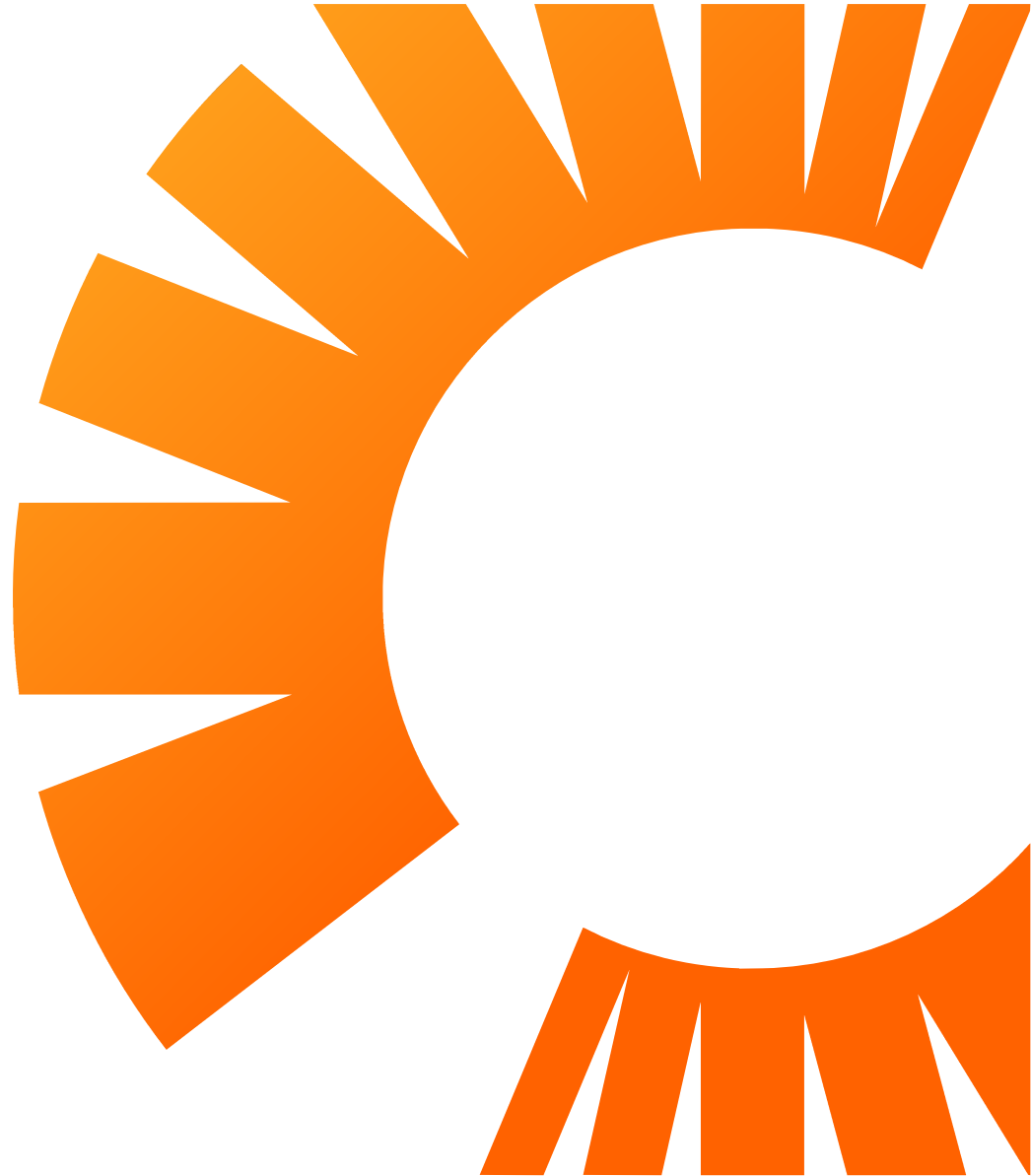


Business Meeting

- Welcome Members & Guests
- 2024/25 President & Secretary Elections
- Blast from the Past
- Committee Updates



Welcome New Members & Guests



2024/2025 President & Secretary Timeline

6/30/2023: Nomination process begins

8/18/2023: Last day for written nominations

8/21/2023: Nomination Committee advises the Board of Nominations for review that all members are in good standing and have paid all dues and fees owed to the chapter.

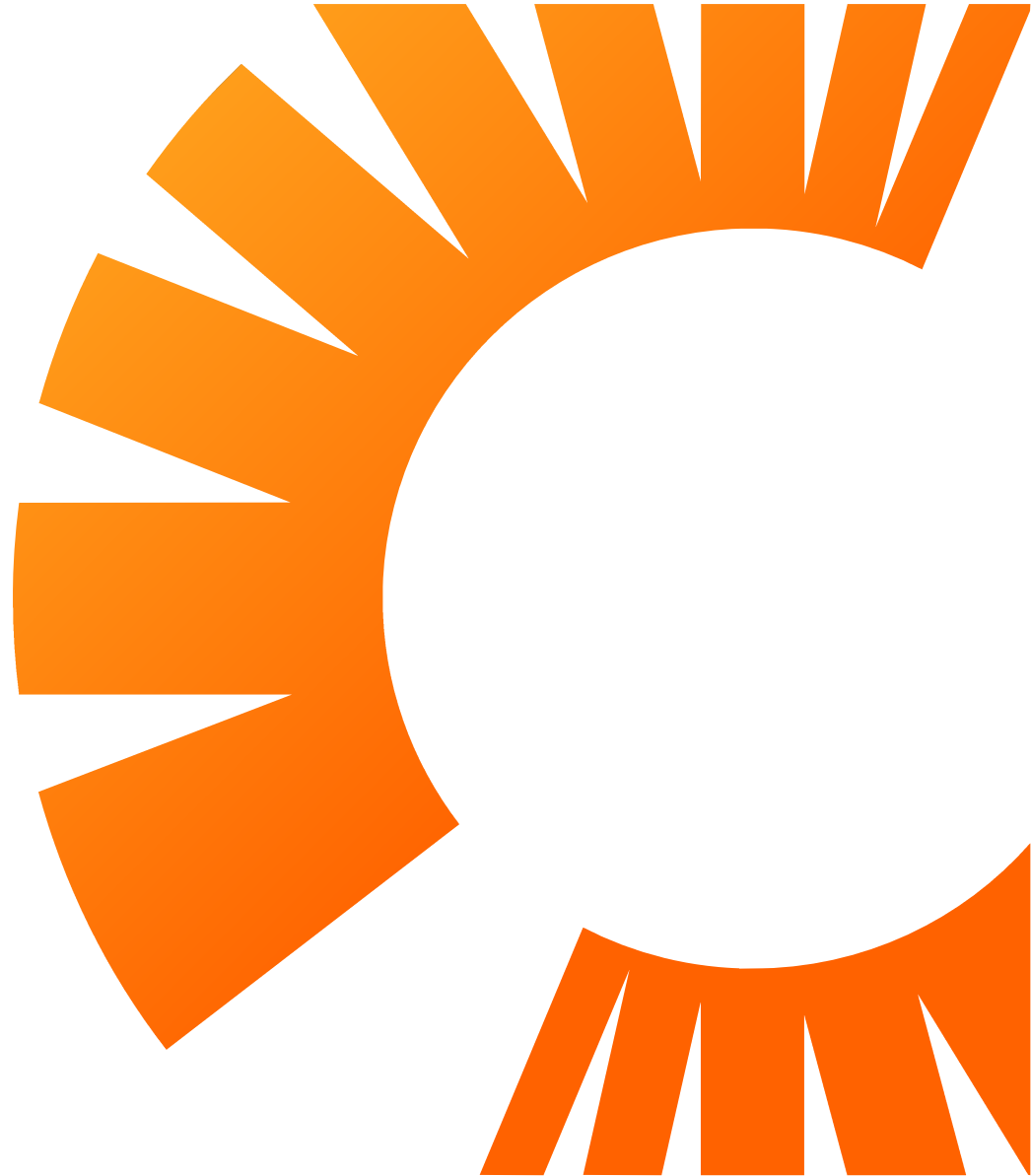
8/28/2023: Nominees announced to the membership

9/21/2023: Absentee ballots submitted

9/28/2023: Annual Meeting Elections



A Blast From The Past...



**Tracey
Campbell**

Motor City Travel



**Paula
Murray**

Event Solutions International



**David
Grosan**

British Airways



**Terri
Dembs**

*Hamilton, Miller, Hudson &
Fayne Travel Management*



**Christina
Jones**

*Lufthansa German Airlines
Registration*



**Margie
DeMutis**

*Traveline Travel
Sponsor*



**Vicki
Berger**

American Express Business Travel
Sponsor - Meeting Planning chair



**Ron
Pio**

AAA Corporate Travel



**Susan
Hanson**

Hotel St. Regis



**Barbara
Hornback**

The Kroger Co.



**Pamela
Martin**

Visteon Corporation



**Latisha
Johnson**

Detroit Metro Convention & Visitors Bureau - Sponsor



**Ralph
Sims**

MDOT - Bureau of Aeronautics



**Jennifer
Gomez**

Lear Corporation

Speaker



**Nita
Gibson**

Holiday Inn Gateway Centre



**Rob
Kneen**

Traveline Travel

Sponsor



**Mary
Duncan**

American Express Business Travel



**Ed
Czubek**

Qatar Airways



**Christopher
Ralph**

Lufthansa German Airlines
Registration



**Don
Kerr**

The Westin Southfield-Detroit



**Maureen
Bradford**

General Motors



**Shirley
Randall**

Chrysler



**Wanda
Foster**

CSX Transportation



**Tamara
Maul**

*Four Points by Sheraton & Holiday Inn
Express*



**Sherri
Buchanan**

Cambridge Integrated Services, Inc.



**Michelle
Osterhaus**

Marathon Oil

Texas BTA President



**Debbie
Welder**

CHG Healthcare Services

Utah BTA President



**DJ
Greenagel**

*Carlson Wagonlit Travel -
Rocky Mountain BTA - President*



**Amy
Weist**

NBTA



**Dana
Locker**

Chrysler



Craig Banikowski

Hilton Hotels Corporation

Speaker



Robert Ball

TSA

Speaker



Sharon Lowery

Expert Visa Services, Inc.



Karen Kirk

TRW Automotive



Peter Moen

Carlson Marketing Worldwide

Speaker



Jeff Horch

Galileo by Travelport



**Maurice
O'Steen**

Chrysler LLC

MBTA Education Chair



**Jack
Reynaert**

Galileo by TravelPort

MBTA President



**Greeley
Koch**

TRX

Speaker



**Michael
Jacques**

Farelogix

Speaker



**Jean
Korleski**

American Express

MBTA Chairty Chair



**Eville
Maloney**

Columbia Sussex



**Carol
Schoendorff**



**Gail
Brow**



**John
Baltosiewich**



**Eve
White**



**Anil
Ippalapelli**



**William
Murray**



**Cheryl
Benjamin**

Dart Container Corp.



**Larry
Silman**

HRG North America

Sponsor



**Mary
Lombardo**

Dollar Thrifty Automotive Group



**Nicole
Noll**

***Capital Region Airport
Authority***



**Phil
Roberts**

Par Travel Tech



**Renee
Galbreath**

Dart Container



Terri Lauer

Crowne Plaza Auburn Hills

Sponsor



Martin Chouinard

Allstar Transportation

Sponsor



Meredith Upward

Lufthansa German Airlines

Vice President - MBTA



Kristen Fuller

Marriott International



Bea Challstrom

Business Travel Executive

Press - Sponsor



John Ferry

Professional Travel

Treasurer



**Jodie
Lykins**

*Avis Budget Group
Sponsor*



**Heather
Stark**

Johnson Controls



Tim Dagg

*Checker Sedan
Sponsor*



**Laurie
Wooderson**

Worldspan by Travelport



**Elisabeth
Rodriguez**

*MAG Industrial Automation
Systems*



**Heather
Bennett**

Marriott International



**Lori
Pochron**

Carhartt, Inc.



**Thomas
Moore**

Southwest Airlines



**Jim
Smith**

National Car Rental



**Joseph
Felice**

Embassy Suites Hotel Detroit - Livonia/Novi



**Jim
Wilkins**

Turner Broadcasting System



**Kim
Maddux**

CMS Energy



**Brett
Elzinga**



**Wafa
Haleem**



**Suzanne
Zanoli**



**Lisa
Hoehn**



**Phil
Tedeschi**



**Doug
Payne**



**Tina Marie
Bandy**



**Denise
Truso**



**Debbie
Greulich**



**Desiree
French**



**John
Janco**



**Guy
Parker**



**Kathy
Ewing**



**Jenny
Baumann**
Northwest Airlines, Inc
Sponsor



**Bill
Grimes**



**MaryAnn
Beckert**



**Suzanne
Gagnon**



**Mike
Reitenga**



**Amy
Ratliff**



**Rossana
Martin**



**Rennie
VanRosmalen**



**Pam
Edwartoski**



**Tish
Seng**



**Kyle
Kraft**



Sam Barber

Dawn Food Products, Inc.



Scott Bray

Hyatt Regency Dearborn



Debbie Graves

Carlson Wagonlit Travel
MBTA Membership Chair



Peggy Medeiros

Siemens VDO Automotive



Suzanne Garland

NCL Cruise Lines
Secretary MBTA



Paula Flowers

Kelly Services



2023 Meeting Dates

QR sends you to GBTA Michigan's website.
Scroll down to see the 2023 dates and add them to your calendar.



Treasury

Michigan Business Travel Association

Balance Sheet
As of April 26, 2023

	TOTAL
▼ ASSETS	
▼ Current Assets	
▼ Bank Accounts	
BUSINESS CLASSIC (5594)	77,258.05
Total Bank Accounts	\$77,258.05
▶ Other Current Assets	\$ -125.00
Total Current Assets	\$77,133.05
TOTAL ASSETS	\$77,133.05
▼ LIABILITIES AND EQUITY	
Liabilities	
Total Liabilities	
▶ Equity	\$77,133.05
TOTAL LIABILITIES AND EQUITY	\$77,133.05

BANK ACCOUNTS

BUSINESS CLASSIC (5594) Reviewed

Updated moments ago

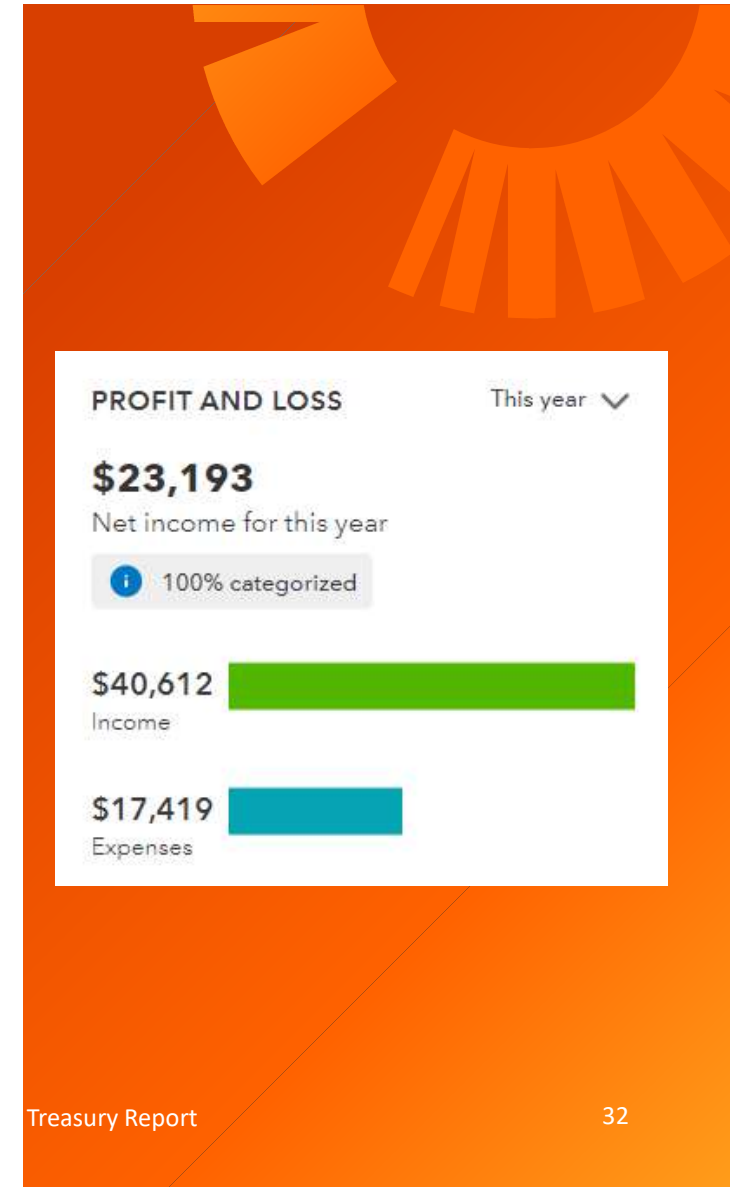
Bank balance	\$77,258.09
In QuickBooks	\$77,258.05

chase

In QuickBooks	\$0
---------------	-----

Treasury

Profit and Loss	
January - December 2023	
	TOTAL
▼ Income	
Meeting Fees	3,829.03
Membership Dues	11,605.65
Services	600.00
Sponsorships	24,485.41
Total Income	\$40,520.09
GROSS PROFIT	\$40,520.09
▼ Expenses	
▶ Board Expense	4,956.09
▶ GBTA StarChapter Fees	1,034.75
Intuit	210.00
▶ Meeting Expenses	7,388.25
Membership Referral Pay-out	50.00
Merchant Fee	120.01
▶ Office Expenses	590.50
Scholarships	3,069.80
Total Expenses	\$17,419.40
NET OPERATING INCOME	\$23,100.69
▼ Other Income	
Board Travel Expense Refunded	91.60
Total Other Income	\$91.60
NET OTHER INCOME	\$91.60
NET INCOME	\$23,192.29



Charity Committee

- **Committee Chair: Gail Major, Hilton Garden Inn Detroit Downtown**
- **Meet our committee members.....**

- Kim Burns, Lear Corporation
- Sandy Chwierut, Retired
- LaGenya Bateman, Robert Bosch
- Michael Toles, Assure Travel
- Cheryl Keyes, Options Travel
- Charnele Lyons, ITS
- Jill Partaka, Dlux Suites
- Laura Nickel, Residence Inn Ann Arbor North

Please remember we are always accepting In-Kind Donations of Restaurant Gift Cards and/or Baby Memorial Keepsake items.

Be ready for our holiday auction also....let's come up with some outstanding auction items and achieve to beat last years numbers....

Thank you all so much!

- 
- **Our Commitment:**
 - As a committee member we are committed to supporting our charity for the year by raising as much funds at our events. As well as soliciting donations from every source we can partner with.
 - As MBTA members, be prepared to hear from us for your support with donations for drawings, giveaways and as always, our phenomenal holiday auction.
 - Most importantly having fun!!

Government

Committee updates

- Two new members for a total committee of Four Strong!
- Welcome to Paulette Kruger and Stefanie Levy; shout out to long time member Cecile Mutch
- Need a breath of Fresh Air? Two words synonymous with Government – we're offering ALTOIDS for a donation (suggested \$3+) at the registration desk.



Government

Chapter PAC challenge - financial

- Goal: 39 members donate a total of \$982.50
- Stretch goal: 66 members donate \$1310.00
- YTD, we have collected \$335 in PAC donations from 18 members
- New! Donate online via credit card
- <https://hub.gbta.org/govt>



You will need to register on GBTA.org if you have never done so. It is free to register.

We can make our goal today

- If 21 or more members donate
- If we collect \$647.50 in total
- We still have our June meeting to make goal



Please join GBTA in furthering the legislative goals of the business travel industry by contributing to Business Travel PAC. Your generous contributions will go directly to pro-business travel candidates for federal office. NextGen air traffic control modernization, expanding TSA Precheck and CBP's Global Entry and lower taxes and fees are among the policies GBTA's government relations team is championing for you on Capitol Hill.

Business Travel PAC is the collective voice of the business travel industry. **Be a part of the voice and donate today!**

***Required Information**

Title:

*First Name:

Middle Initial:

*Last Name:

Suffix:

*Address:

*City:

*State:

*Zip/Postal Code:

Phone:

E-mail:

We are required by law to ask for the following information:

*Employer:

*Occupation:

PAYMENT INFORMATION

For your protection: The address you provide should be the same as the billing address of your credit card.

*Card Type VISA MasterCard American Express Discover

*Credit Card #

*Card Security Code [What is CSC?](#) (Not required for American Express.)

*Expiration Date 01 | 2023



Make your **one-time donation** to the Business Travel PAC. Help us advocate **your** interests in Congress!

*Amount \$25.00
 \$50.00
 \$100.00
 \$500.00
 \$1,000.00

Or, make a donation to the Business Travel PAC **month!**

**Please note that a sustaining, monthly donation automatically deducted from your credit card should choose this option.*

*Amount \$10.00
 \$25.00
 \$50.00
 \$100.00

Please indicate which chapter of GBTA you belong to in the box below:

MICHIGAN

Federal Law requires that you verify the following statements are true and accurate by checking the

- I am a United States citizen or a permanent resident alien. This contribution is not made from the general assets of a corporation, labor organization or national bank
- If you would like to have your donation information saved for the future, please check the box to the left.

Submit

Business Travel PAC is a federal political committee that makes contributions to federal and state candidates and committees. Contributions to Business Travel PAC are voluntary and any member has a right to refuse to contribute without reprisal. The contribution guidelines are merely suggestions and a member may contribute more or less or not at all without concern of favor or disadvantage by the association. Corporate donations will be used to pay for other grassroots political activities. Contributions are not deductible as charitable contributions for federal tax purposes. Federal law requires Business Travel PAC to request the name, address, occupation and employer for each person whose contributions exceed two hundred dollars (\$200.00) or more in any calendar year.

eDonation does not impose an additional surcharge fee on donations made with MasterCard or Visa.

Email Campaign

- We need 52 members to write a letter to congress
- It's as easy as clicking a URL/filling out a form
- Watch for an email coming to your inbox with an ask:

Hi Rebekah in Grand Rapids, MI!

Support Funding for Preclearance Operations to Boost Our Local Economy

As travel across the world returns to pre-pandemic levels, we need to facilitate the rebound of travel between Canada and the United States to support tourism and drive economic growth across the country.

Canadians make up the top visitors to the U.S.; however, during the pandemic, U.S. Customs and Border Protection (CBP) preclearance operations, which screen passengers in Canada prior to boarding their flights to the U.S., faced cuts and have not fully returned to pre-pandemic levels – for staff numbers, hours, and overtime – despite a growing desire to travel.

Toronto Pearson International Airport is the fourth largest port of entry by air to the U.S., and these cuts have left Toronto Pearson without the resources needed to handle demand for U.S. flights, leading last summer to long wait times and lines for U.S.-bound passengers, as well as fewer flights offered for passengers headed to the U.S. this winter.

In order to meet the increasing demand for travel and facilitate a smoother, easier, and simpler passenger experience for those traveling between the U.S. and Canada, Toronto Pearson, and other Canadian airports, need sufficient CBP resources to meet passenger demand for U.S. destinations.

Compose Your Message

- Senator Debbie Stabenow
- Senator Gary Peters
- Representative Hillary Scholten

Subject

PreClearance Can Drive Travel and the Economy

Message Body

Preclearance stations U.S. CBP officers at foreign airports to screen passengers prior to boarding their flights to the U.S. With preclearance, travelers arrive in the U.S. as domestic travelers, and bypass CBP

Review Your Profile

[Not Rebekah?](#)

Mrs. Rebekah Arndt

Send Message

4 points accumulated = Partner

2023 Chapter Challenge

Points available	Points earned	Activity	Our Plan
1		Chapter Invites an elected/government official to speak OR host a GBTA GR themed meeting	October meeting planned to incorporate a legislative theme
1		40% of members must send an email to an elected official	Future meeting activity Log on to GBTA.org → Govt' Relations → Grassroots Advocacy
1		Chapters must send an endorsed GBTA letter to its area's elected official	Future board meeting action item
1		PAC totals must equal \$7.50 per each chapter member with at least 30% of members donate	Goal: 38 members \$953 Status: 18 members \$335 Donate \$1 today! Buy a chocolate!
2		PAC totals must equal \$10.00 per each chapter member with at least 50% of members donating	Goal: 63 members \$1270
1		For each person attending 2023 Legislative Summit Congratulate our scholarship winner Paulette Kruger!	Interested? See Rebekah, Leslee or Jenny



2023 Legislative Summit

- **AGENDA June 13 - 15**
- June 13th, 5:30 PM – 8:00 PM
- Opening Reception
-
- June 14th, 8:30 AM – 5:00 PM
- Education Session on Capitol Hill, Legislative Issues, How to Lobby Congress
- Members of Congress addressing the attendees
- Reception
-
- June 15th, 8:00 AM – 5:00 PM
- Individual meetings with your members of Congress



Meeting Committee

Nicole Poggione
Embassy Suites by Hilton
Detroit Livonia Novi

Amy Marciano-Ratliff
Gainwell Technologies

Meredith Upward

Hannah Hurst, CTA
Corporate Sales Manager
Crowne Plaza Lansing West

~ 2023 Meeting Dates ~

February 23 – 2023 Kick-Off/Sponsor Appreciation* - Nicole

April 27 – Bring Your Boss/Approver Event* - Amy

July 13 – Member Summer Event – Meredith

September 28 – Annual Meeting & Tradeshow* - Nicole

October TBD – Education Day TBD

December 7 – Holiday Meeting & Charity Auction -

A large, stylized orange sun graphic with rays, positioned behind the main announcement text.

We are
excited to
announce
the location
of the July
13th event...



 **GBTA** | Michigan
July 13, 2023



<https://youtu.be/aQ9J-Mkbz8A>

Fox Hills Meeting & Footgolf!?!?

Membership Committee

Chair: Megan Craig, Hotel Indigo Detroit Downtown

Welcome New Members:

Connie Cousino- Holcim

Dawn Long- IT Services

Jason Scott- Delta

Mark Schnabel- Corporate Travel Management

Michael Concannon- Graduate East Lansing

Sue DeKoekkoek- Stiles Machinery

Tanya Caruana- BGRS

Wendy Ostrowski- Marriott Detroit Airport

Committee Members

Karen McDaniels,
Aimbridge Hospitality

LaParise Elerson,
Pyramid Global Hospitality

Hiba Fashho,
Superior Hospitality

Lunch, Networking, and Expo Tables

12:00 pm – 1:00 pm

Thank you to today's event sponsor



New Distribution Capability (NDC)

Why is NDC important?

The history and the future.



Agenda

01 History of Airline Reservation Systems

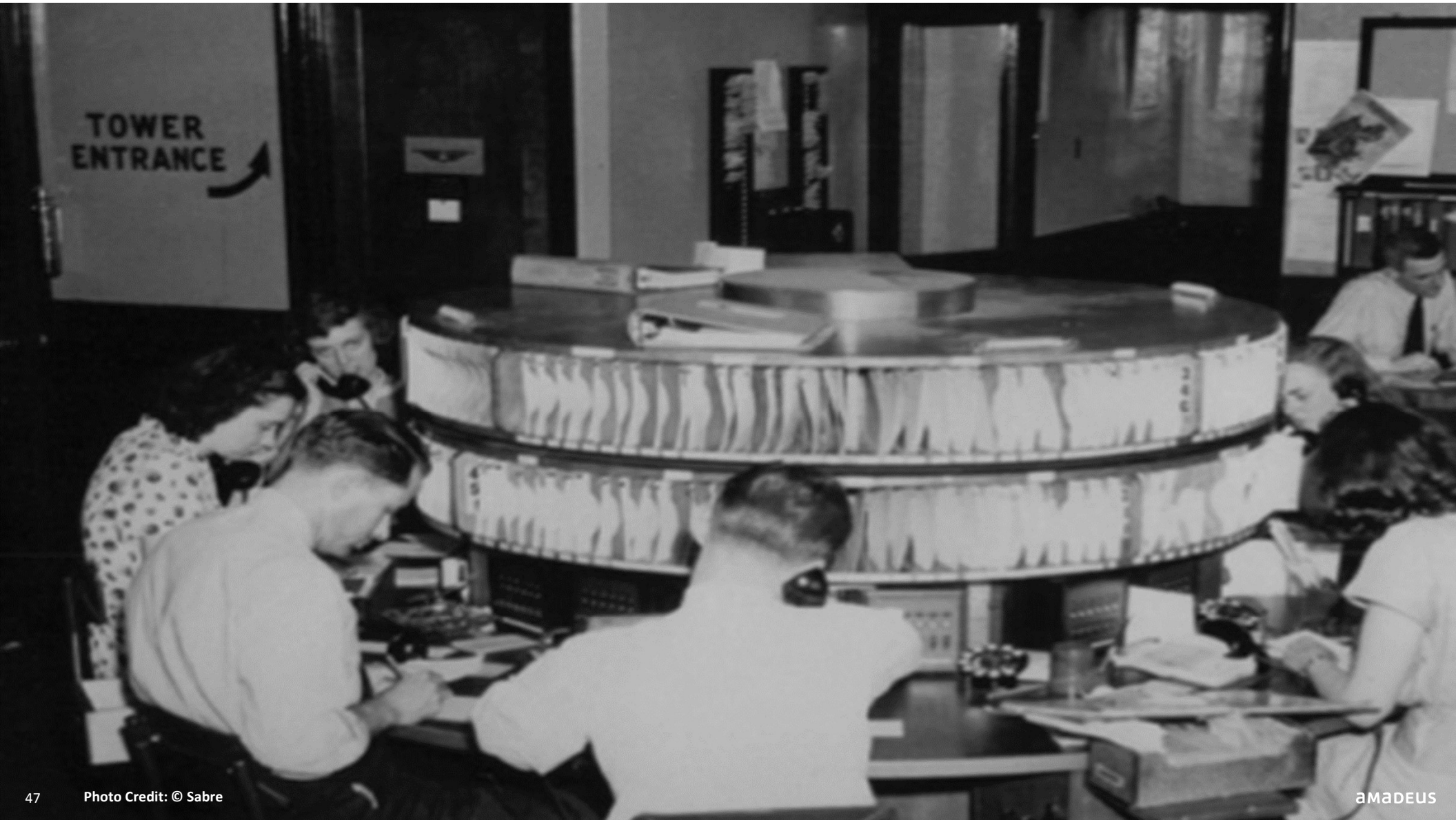
02 Why NDC? Why Change?
How is Amadeus managing this change?

03 What the future holds

04 Questions?



History of Airline Reservation Systems







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UNB+UNOB:1+PARTNER ID:ZZ+0038977332:01:MFGB+020331:1230+00000000000001++INVOIC++++1*
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BGM+380+INVOICE-NBR+9*
DTM+137:20000101:102*
RFF+QN:CUST_ORDER_NO*
NAD+RE+::92++MANUFACTURER NAME*
RFF+VA:DE12931720 6*
CTA+AR+:JANE DOE*
COM+00 49 89 9933-2543:TE*
NAD+ST+::92++COMPAQ COMPUTER CORP.*
NAD+BY+::92++COMPAQ COMPUTER CORP.*
CUX+2:USD:4*
ALC+C++6++ABG*
PCD+1:2.5*
MOA+204:200.00*
LIN+1+10+240152:AB*
QTY+47:3.00:EA*
PRI+AAA:1310.00:CT*
UNS+S*
MOA+77:4378.28:USD*
TAX+7+VAT+++:::15+S*
MOA+176:248.28:USD*
UNT+22+0001*
UNZ+1+0000000000000001*
```

EDIFACT

Electronic Data Interchange for
Administration, Commerce and Transport



What is NDC?

IATA definition:

“NDC (New Distribution Capability) is a travel industry-supported program which provides for the development and market adoption of a new, XML-based data transmission standard.”

In plain English:

A technology that provides airlines with modern retailing capabilities and travelers with an enhanced consumer experience.

Why NDC?

The times have changed but the technology hasn't!

- _ We are still using EDIFACT technology from the 1980's!
- _ EDIFACT provides uniform offers with no customization. It only offers a seat on the airplane!
- _ No modern retailing capabilities.



Examples of modern retailing for airlines could include:

- _ Preferred seats and boarding
- _ Lounge access
- _ Corporate fare bundles
- _ Excess baggage

NDC – Still a long and winding road

Fragmentations
of versions

Differences in
functionality

The integration challenge

Registered airlines per NDC versions and certification level (01 June 2021)

	Level 2	Level 3	Level 4	@scale	
17.2 expires feb23	—	3	8	Lufthansa Group AEGEAN 12 IBERIA BRITISH AIRWAYS	23
18.1 expires feb23	—	3	5	2 FINNAIR	10
18.2 expires feb23	—	5	9	AEROFLOT AIR FRANCE KLM	16
19.1 expires feb23	—	1	3	—	4
19.2 expires oct23	1	1	3	1	6
20.1 expires feb24	—	—	—	—	—
20.2 expires oct24	—	—	—	—	—
Total: 59 airlines	1	13	28	17	

53 airlines to upgrade their API in next 2 years

Only a few airlines are using recent versions with enhanced capabilities and converged flows

=> Smaller airlines not joining the transformation

Source: IATA NDC Registry (01 JUNE 2021)

Who will benefit from NDC?

Customers/Corporations

Receive personalized offers (including “corporate bundles”) from preferred suppliers based upon travel history, preferences, and negotiated agreements.

Airlines

Will now have the ability to control their offer and adjust to best serve each customer through their preferred channel.

TMCs

Provide a more personalized service by selling customized offers.

NDC imperatives

- Broadly & efficiently distributed
- Globally accessible
- Integrated & comparable
- Fully serviceable with live segment in PNR
- Include all relevant content





SBTs



Mobile



Web Services



TA Front Office



BOTs

Amadeus Travel Platform



Air



Accommodation



Rail



Mobility



Insurance



Destination

EDIFACT

NDC

OTHER
APIs

Integrated & Comparable

Start

Search

Compare

Book

Display

The screenshot displays a flight search interface with a 'Filters' sidebar on the left and 'Results' on the right. The results are organized into three main fare categories: 975.50 EUR, 983.39 EUR, and 1002.20 EUR. Each category lists flight details such as dates, times, and airlines. A purple 'NDC' label is highlighted with an orange circle in the middle section of the results.

Price	Margin	Fare type	Booking flow	Flight time	Connections	Airlines	Airports and countries	Flight duration	Cabins	Booking classes	Baggage allowance
975.50 EUR		Public fare		02MAR19 NCE 08:30 → JFK 13:40	1 connection @ 12h10	656207 6524		06MAR19 JFK 17:43 → NCE 09:50 +1			
983.39 EUR		Public fare		02MAR19 NCE 08:30 → JFK 13:40	1 connection @ 12h10	653577 657700		06MAR19 JFK 17:43 → NCE 09:50 +1			
1002.20 EUR		Public fare		02MAR19 NCE 08:30 → JFK 18:00	1 connection @ 12h10	Swiss International Airlines Operated by Air Moldova International		28MAR19 JFK 20:30 → NCE 11:50 +1		BASIC + LIGHT	



Content fragmentation is a real challenge.

EDIFACT



NDC



Other APIs

Integration of NDC alongside other content so it can be searched, compared, booked, and serviced all in one screen.

How serviceable and integrated is NDC content?

...well, it depends

Post-booking servicing

- Void/cancel & refund
- Voluntary changes
- Involuntary change notifications & queues

System integration

- MBO feed based on A.I.R.
- PNR with active flight segment
- Improved synchronization

Shopping/booking integration

- Fully aggregated search
 - NDC + EDIFACT & LCC
- Public, private & corporate fares
- Ancillary services + seat map
- Differ payment (book and hold)
- Credit card (with OB Fees)
- Cash settlement (BSP/ARC)



Activating NDC worldwide

amadeus

Amadeus is making airline content via NDC available across the globe in 2023.



Status as of 16th Mar. 2023

145 markets activated!

- Already available
- Planned in Q1 2023
- Planned in H1 2023
- To be confirmed

*146 Mar 2023. Dates are estimations and may change

Global NDC [X] Airline content roadmap

Available (19)*	Piloting (2)	H1 2023 (5)	Coming Next
			 <p>And many more...</p>

* Carrier availability may vary per market

** Avianca Group NDC content includes 4 airlines: Avianca-AV, TACA International-TA, Avianca Ecuador-2K and Avianca Costa Rica-LR

External use As of March 11 '23

amadeus

North America NDC [X] Airline content roadmap

Available (7)	Early Access (2)	1H23	Coming later in 2023
       <p>US market</p>	  <p>1 customer in CA</p>	<p>US market</p>    <p>Canadian market</p>  	            <p>And more...</p>

As of January 26th 2023, and subject to change.

*Includes Taca

External use as of Jan 26, 23

AMADEUS

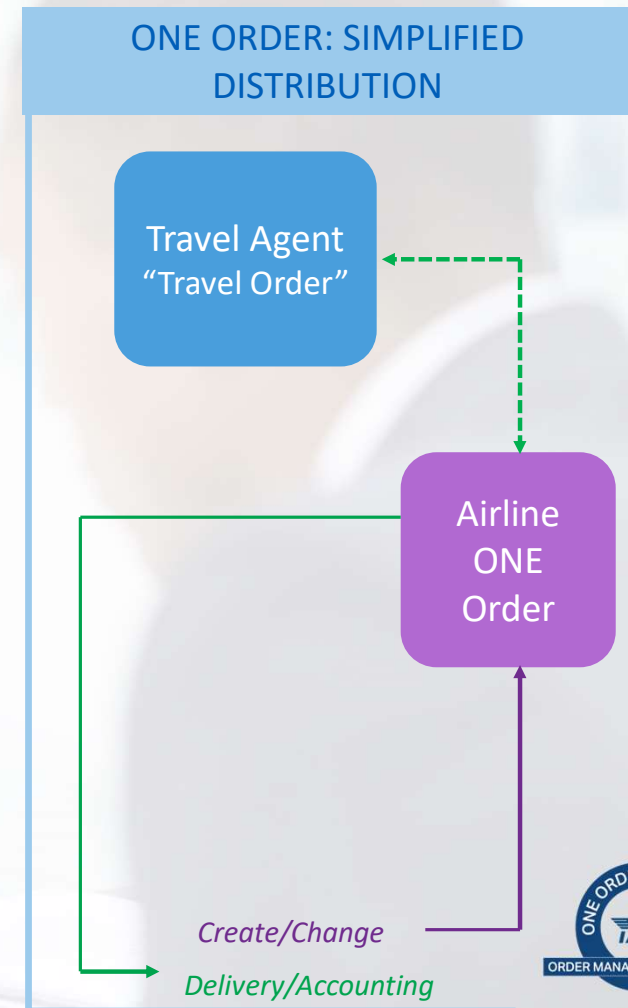
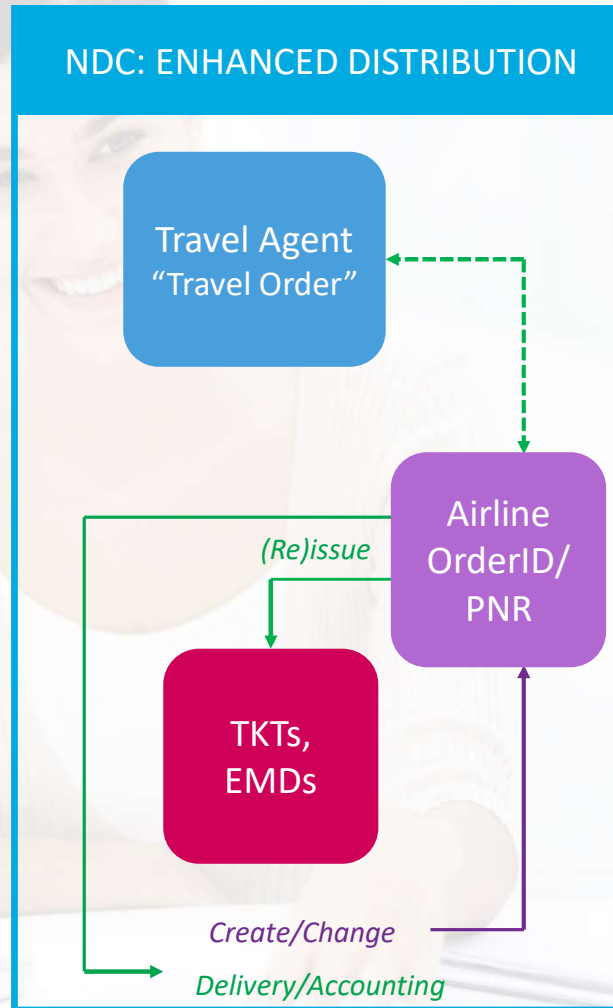
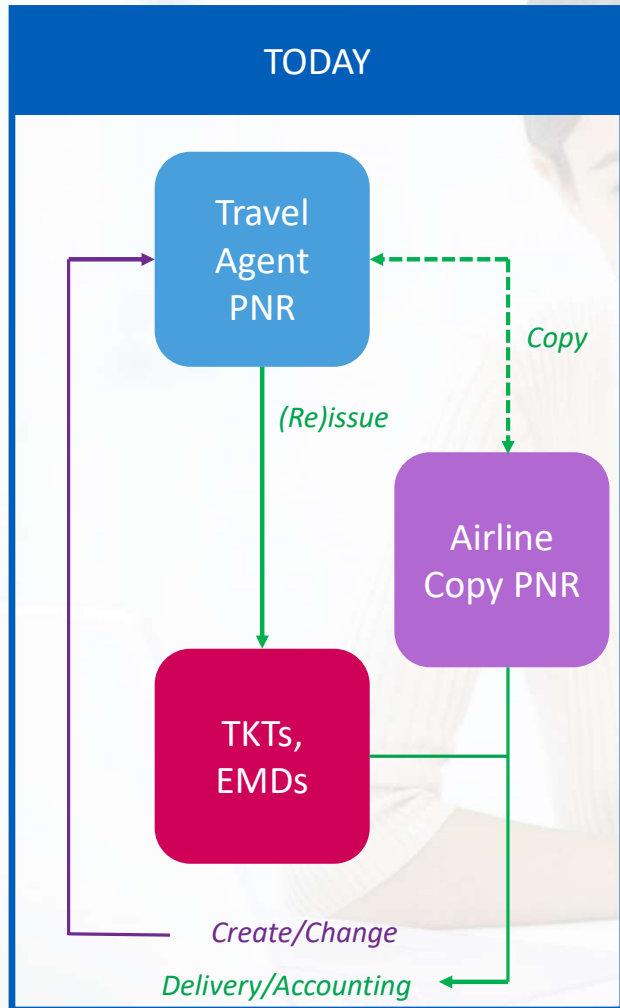
What else does the future hold?

One Order!

IATA initiative to move from PNR to One Order



Moving from PNR to ONE Order



amadeus

The future is NDC !
Thank You!



Q & A / Discussion





ISO 31030 — The New Travel Risk Management Standard: The What, the Why, and How It Can Benefit Your Organization

Presented by Kevin Coffey





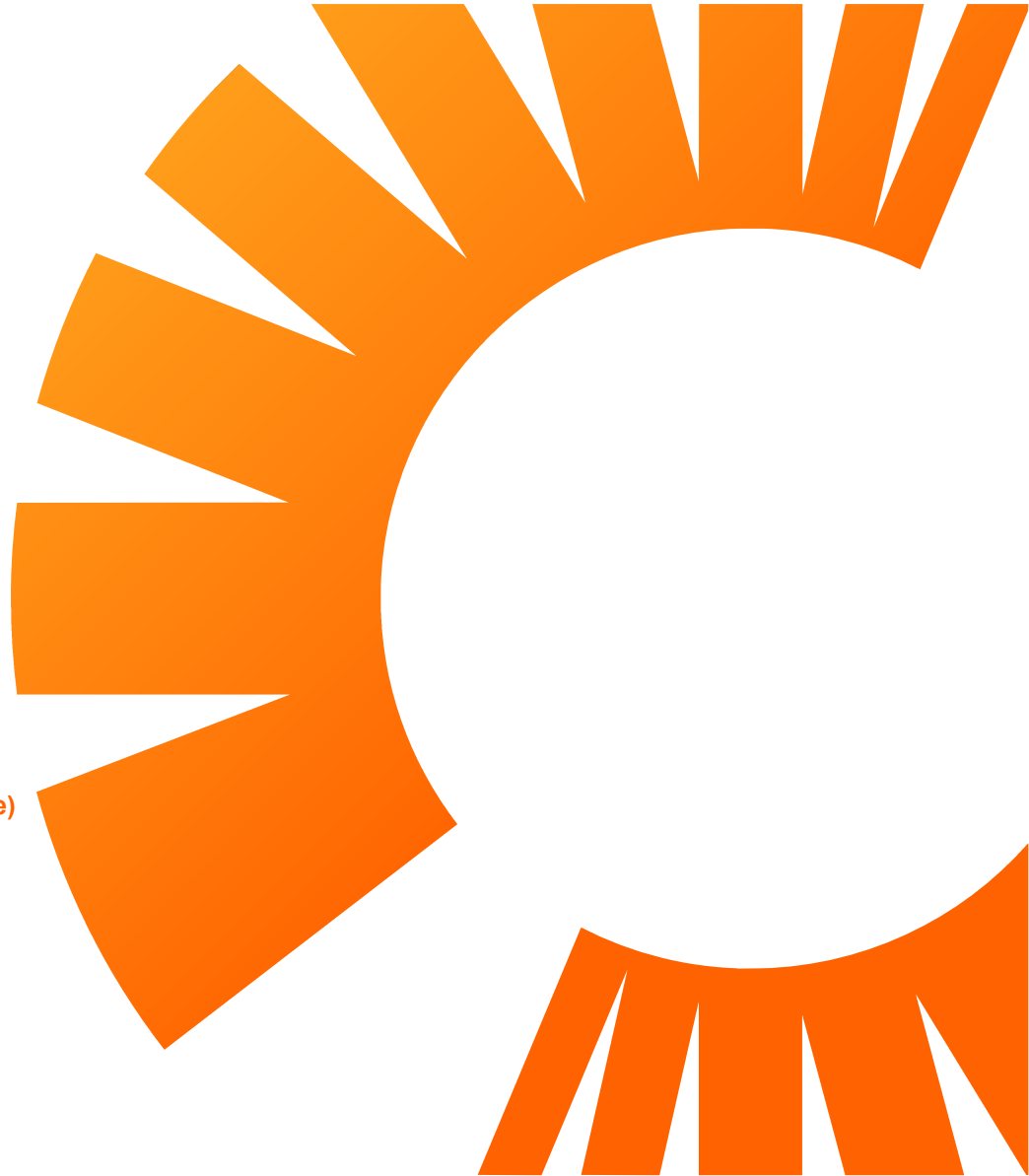
Follow Us!

Facebook: <https://www.facebook.com/GBTAMichigan>

LinkedIn: <https://www.linkedin.com/groups/3178147/> (private group)

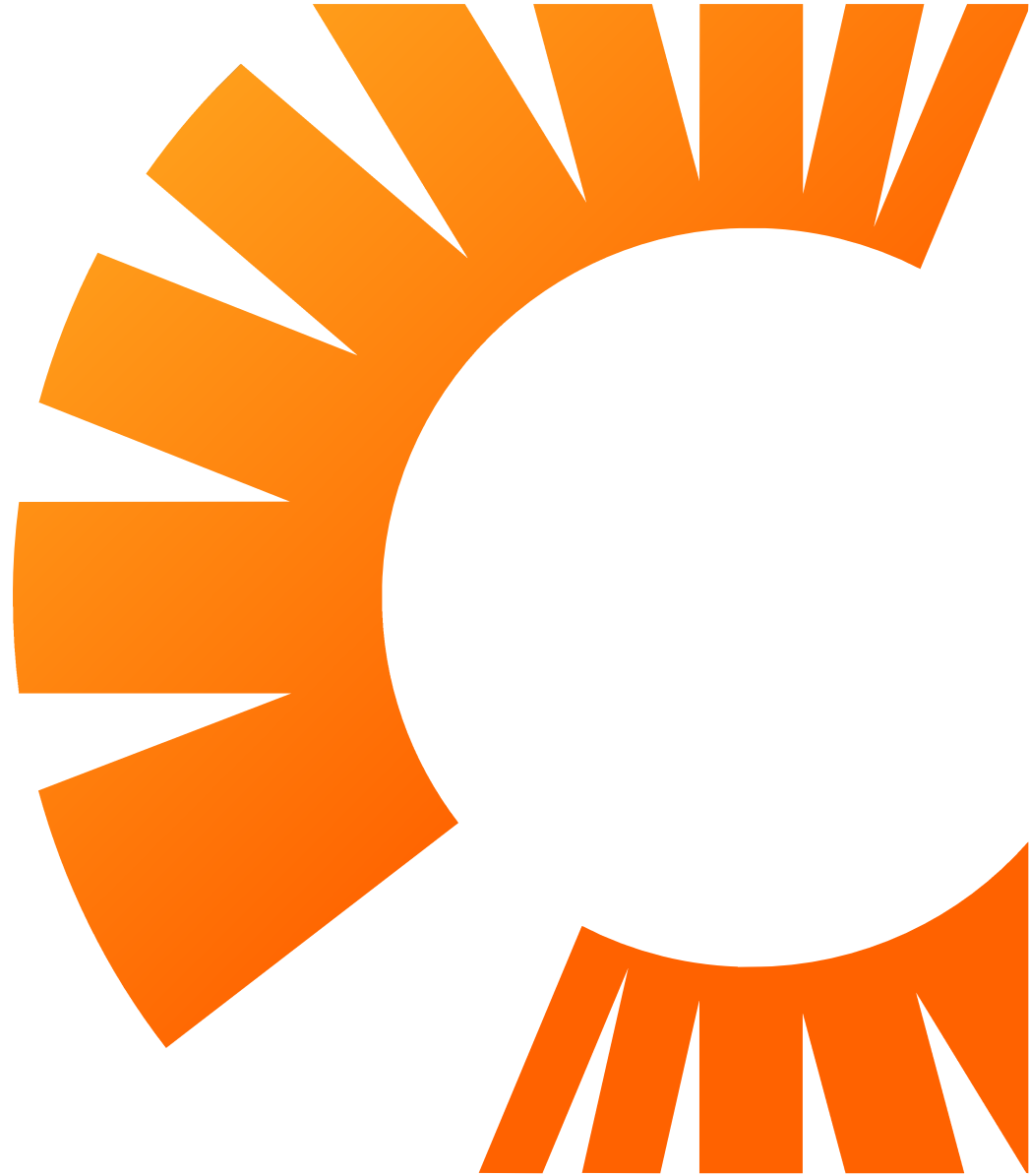
LinkedIn: <https://www.linkedin.com/company/gbta-michigan> (new business page)

Twitter: <https://twitter.com/GBTAMichigan>



**Please complete
the event survey**

Prize Drawing!



Meeting Adjourned

Next Event:

July 13
Fox Hills Golf & Banquet Center
Plymouth, MI

