

INT employees cheer revenue accounting decision

Good news has quickly translated into opportunity in Piedmont's revenue accounting department. Earlier this year, USAir announced that it would move its passenger refunds and cargo accounting services to Winston-Salem in April, occupying a large brick building next to the revenue accounting department at Madison Park.



Mechlin

About 35 USAir and former PSA employees asked to transfer to INT—but that was just the beginning of a larger commitment to the area. An additional 75 employees at grades two and four are needed to staff the new operation, and those employees will come from Piedmont's ranks in revenue accounting and other departments in INT. This, in turn, will create more openings in revenue accounting as anyone who transfers into the USAir operation must be replaced.

Forest Bates, assistant controller-revenue accounting, and Stanley Mechlin, director-revenue accounting, are helping USAir conduct interviews for the 75 and will oversee the influx of new personnel into their own department.



Bates

"Generally speaking, the challenge is to get these systems merged and have everyone pulling together for the passenger's benefit," Bates said.

Such a benefit ought to be quick in coming. Revenue accounting consists of five major functions: cargo accounting (auditing air freight bills), refunds (such as refunding money to people unable to travel or who have lost their tickets), interline (billing interline receivables and payables), data entry (inputting ticket price and value information), and ticket audit (auditing sales from travel agencies and stations). Mechlin said that putting Piedmont's systems together with USAir's is a cooperative venture that will pay dividends to the company and to our passengers.

"We're taking the best features of both carriers and combining them into a hybrid system to everyone's benefit," Mechlin said.

For example, USAir has automated cargo accounting and refunds systems that will be incorporated into the combined operation. In addition, the best features of Piedmont and USAir will be merged for the remaining systems.

"Everyone's pretty happy about the whole thing," Mechlin said.

Two revenue auditors at Madison Park include themselves among those who see opportunity knocking. Sharon Shepherd and Karen Hauser have each been with Piedmont for almost eight years. They were among the first to apply for the 75 positions in USAir's cargo accounting and passenger refunds operations. Both wanted to get in on the ground floor of the growing USAir/Piedmont combination.

"I'm enthused about learning the new procedures," Shepherd said. "The basics are the same, but there are some differences and I'd be able to learn something new."

Hauser echoed those sentiments and said there's a certain excitement about having a new operation come to town.

"I'd like to see the department get started and help get it accomplished," she said.

USAir representatives came to Madison Park on February 25-26 to interview for the new positions. By mid-March, Piedmont had begun interviewing for replacements. The focus on INT employees as a resource for those replacements is to help alleviate some of the difficulties employees might have if faced with an unwanted move or a move they're unable to make.

"So if there's a clerk working in another department who's not able to follow a job to, say, Pittsburgh or Washington, then we hope to have that clerk working over here," Mechlin said.

Currently, Piedmont has over 400 people in revenue accounting. After Piedmont and USAir totally merge operations, that number will be 700 to 800. Bates said that these transfers are an example of the opportunities that exist in fast-growing companies like Piedmont and USAir, and those opportunities will accelerate even more as the combined company grows.

"In revenue accounting, we grow as our passenger traffic increases," Bates said. "When USAir and Piedmont join forces, ticket volume will do nothing but reach for the sky. Our employees are grateful and welcome the challenges brought on by the merger."



Cynthia Brown (left), supervisor in ticket audit, and Irma Taylor, international auditor, go over ticket auditing procedures.



Glenda McCormick (standing), manager-data entry, assists data entry operators (front to back) Elaine McBride, Janice Hunter, and Tonya Hart.

Terry Terrell performs accounting functions in the credit card section.



Cam Porter, international auditor.

Personnel in the cargo accounting section responsible for auditing air freight bills include (1st row, l to r) Lisa Boyles, Karen Starling, Delane Holden, Lisa Mitchell, and Becky Goodman (manager); (2nd row) Bonnie Nicholson, Jane Carroll, Cassie Stiles, Gwen Ross, and Shirley Dorton; and (3rd row) Dottie Cornelius, Sue Vogler, and Melissa Blair.

