

Training Course Catalog

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Technology And People To Power Results

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Introduction: Who is *Cornerstone*?

Since 1992 Cornerstone has been providing our clients with technology and services that have enabled them to better manage their travel reservation and procurement processes.

Our continued commitment to the invention and implementation of business process and information management technologies has focused our efforts on developing solutions for the most critical non-efficient aspects of the travel industry's, reservation, distribution, fulfillment and management processes.

It is this focus combined with in-depth research and extensive industry experience that has allowed us to deliver innovative technology that proactively manages information and lowers the cost of travel management.

This document endeavors to provide information regarding our current training courses with descriptions and costs associated. We have also included travel information for the Bloomington, IN area.

Should you have further questions or require additional information after reviewing this document in its entirety feel free to contact us using the following information:

Address: 304 West Kirkwood Avenue
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Training Courses: iBank

(IB101) iBank Orientation

Participants will gain a thorough understanding of standard reports, the DataCleanser, DataDoctors, administration and user setup, and creation of custom reports. Whether you are heavily involved with reporting on a daily basis, or are an account manager who needs to deliver critical information to customers, this course will provide you with the skills and knowledge to successfully administer and use iBank.

- Prerequisites: None
- Course Length: 8 hours
- Can be taught in our Bloomington office, or onsite at your location
- If conducted online, the course is split in to 2, 4 hour sessions
- Curriculum also includes iBank Data Cleanser (IB203) & iBank Reporting (IB103)
- Attendees will receive a Certificate of Completion

(IB102) iBank Reporting: Getting the Most From Your Investment

This class will teach you how to take advantage of iBank reporting for your organization. It begins with a brief consultation to assess your reporting needs, objectives and challenges. Then we build a customized class just for you.

- Prerequisites: None
- Course Length: 8 hours
- Can be taught in our Bloomington office, or onsite at your location
- If conducted online, the course is split in to 2, 4 hour sessions
- Attendees will receive a Certificate of Completion

(IB103) iBank Reporting

Travel management reporting can be very complex, as the demands for information can be difficult to meet. This session is designed to help you understand the capabilities of iBank reporting, to include standard reports, custom reports, and broadcasts.

- Prerequisites: None
- Course Length: 2 hours
- This course is typically taught online

Training Courses: iBank (continued)

(IB201) iBank for Account Managers & Sales People

In order to "sell" iBank reporting to your clients, your account managers and salespeople need to not only understand how iBank works, but the specific benefits and advantages it provides. This class is similar to the iBank Orientation class, with more emphasis placed on those areas and information an agency's salespeople and/or account managers need to know.

- Prerequisites: None
- Course Length: 6 hours
- If conducted online, the course is split in to 2, 3 hour sessions
- Attendees will receive a Certificate of Completion

(IB203) iBank DataCleanser

This online session is intended for those who may need refresher training on the DataCleanser, or those who are taking over the responsibility of being the DataCleanser administrator. You will learn about the overall process of getting data from a back office system, the different options you have for cleaning up the data, as well as how to create and use DataDoctors to fix your data prior to sending it to iBank.

- Course Length: 2 hours
- This course is taught online
- Attendees will receive a Certificate of Completion

(IB205) iBank Data Sharing

During this web session, we will discuss data sharing between agencies. If you have multiple sources of booking data from around the country or the world, there are ways to gather and consolidate that data into a central website. This class discusses the different ways available to you to achieve those results.

- Course Length: 1 hour
- This class is taught online

iBank Analytics Orientation (IBA101)

This Class will help you get a control of iBank Analytics, teach you how to navigate through your data. Helping to make sense of it and find the practical applications for your organization.

- 2 Hours - Online
- Available throughout the calendar year

TravelOptix (IBA101)

This Class will help you get a control of iBank Analytics, teach you how to navigate through your data. Helping to make sense of it and find the practical applications for your organization.

- 2 Hours - Online
- Available throughout the calendar year

Training Courses: iQCX

(IQ101) iQCX Orientation

This is a required course for all new iQCX customers. Students will be introduced to iQCX with an overview and descriptions of its features, highlighting what it can do for their organization. A brief overview of all of the many components of iQCX will be given, such as the various modules (ResRules, Seat Checker, Fare Checker, etc.).

- Course Length: 1 hour
- This course is taught online
- A downloadable video can be viewed in lieu of attending this class

(IQ102) iQCX Web Portal

This is a mandatory course for all new iQCX customers. An overview of the Web Portal is given, pointing out and demonstrating all the areas that a client can access. We will cover the areas on the Main Navigation screen such as System Tables, the System Monitor, Schedules and any of the other modules you may be using. Students will also learn some of the ways to use the Portal to monitor and troubleshoot problems with their PNR's.

- Course Length: 2 hours
- This class is taught online

iQCX Basic ResRules (IQC202)

This intensive course teaches participants how to set up ResRules to fit their company's unique reservation process. This course is intended for those who are new to iQCX and ResRules. There will be plenty of time allocated for participants to practice writing their own rules side-by-side with an instructor available to answer questions.

- 2.5 Days - Classroom in Bloomington, IN
- Available throughout the calendar year

iQCX Advanced ResRules (IQC203)

This class is intended for iQCX ResRule writers who have worked on and written ResRules for at least one month and who are ready to move on to the next level. It will cover concepts and practices that a ResRule writer needs to write more complicated and effective rules in an iQCX environment. The major parts of this course will be taught using lecture/discussion with some

demonstrations. A small part will be devoted to writing ResRules. The course is intended to show you another level of ResRules.

- 2.5 Days - Classroom in Bloomington, IN
 - Available throughout the calendar year
 - Participation requires prerequisite/certification of iQCX ResRules for ResQCX (IQC201) -OR- iQCX Basic ResRules (IQC202)
- Customers

Training Courses: PCM & ResMarker

PCM (Policy Compliance Manager) Orientation (PCM101)

Policy Compliance Manager automates the costly, labor-intensive and error-prone process of securing approval for travel before all reservations are ticketed and confirmed regardless of whether they are made with an agent or online. Additionally, PCM is also a communication tool that notifies your travelers of your policy during the reservation process leading to increased compliance. In this class we will talk about the following PCM Components: Configuring PCM: Setting up the Reason Codes, Style Groups, Messaging Service Parameters, Email Text Messages and Notification Parameters. Administration: Reason Code Set, Document Delivery Log, Auto User Creation. Reporting: Authorize or Decline a Pending Travel Request, View Request Status Detail, and View Authorization Detail.

- 2 Hours - Online
- Scheduled directly with customer

PCM (Policy Compliance Manager) Click2Comply (PCM102)

In this class we will focus on Policy Compliance Manager's component - Click2Comply and how it gives authorizers the ability to directly action an authorization from their email client without the need to authenticate by typing in a username and password. This will give the authorizer a more seamless authorization process.

- 1 Hour - Online
- Scheduled directly with customer

ResMarker Training (RMK101)

The ResMarker class focuses on how the software works and how to navigate through the menus. We will also touch on why you need ResMarker and the problems that it can help you overcome. We will also review the different areas and components that make up ResMarker (such as Configuring the Passwords/System Settings, Creating Rules & Rule Groups and Configuring Workstations), with many exercises for you to work with to reinforce their use.

- 2 Hours - Online
- Scheduled directly with customer

Training Courses: Summary

Course Number	iBank	Delivery
IB101	iBank Orientation (IB101) – 1 day	Classroom
IB102	iBank Reporting: Getting the most from your investment (IB102) – 1 day	Classroom
IB103	iBank Reporting (IB103) - 1 Hour	Online
IB201	iBank for Account Managers & Salespeople (IB201) - 1 day	Classroom
IB203	iBank Data Cleanser (IB203) – 1 hour	Online
IB204	iBank Rail Data Cleanser (IB204) - 2 hours	Online
IB205	iBank Data Sharing (IB205) - 2 hours	Online
IB301	iBank Executive Overview (IB301) – 1 hour	Online
IBA101	iBank Analytics Orientation (IBA101) – 2 hours	Online
Course Number	iQCX	Delivery
IQC101	iQCX Orientation (IQC101A) – 1 hour	Online
IQC102	iQCX Web Portal (IQC101B) – 2 hours	Online
IQC201	iQCX ResRules for ResQCX Customers (IQC201) – 2 hours	Online
IQC202	iQCX Basic ResRules (IQC202) – 2 days	Classroom
IQC301	iQCX Advanced ResRules (IQC301) – 2 days	Classroom
Course Number	PCM & ResMarker	Delivery
PCM101	PCM Orientation Training (PCM101) – 2 hour	Online
PCM102	PCM Click2Comply (PCM102) - 1 hour	Online
RMK101	ResMarker Training (RMK101) – 2 hour	Online

Training Courses: Custom Requests

Special Training Requests

Our standard course offerings should satisfy the training requirements for most customers, depending on the products they have and their responsibilities in the organization. However, if you need training on any additional topics, concepts or procedures, you can submit a request for a specialized training session directly with your account manager.

Onsite at your facility:

- \$ per day plus travel expenses (airfare, hotel, meals and transportation)

Self-Directed / Online Tutorials

All Cornerstone customers have access to self-directed learning through our online tutorials via our website – www.ciswired.com. We have a wide variety of tutorials that cover many topics and are available to review 24 hours per day, 7 days per week.